

EAST OLDHAM LOCAL BOARD

Thursday 17 July 2008 at 6.30pm
East Oldham Methodist Church, Ripponden Road (near
Vulcan Street), Oldham OL1 4HP

Members Present:

Mohammed Masud; Kevin McCarthy; Stephen Hopper; Linda Dawson (late)

FCHO Officers Present:

Jan Wade; Rachel Mills; Jayne Winterbottom, Julie Jones

Members Absent:

Stephen Fairbrother

Meeting Convened At:

Kevin McCarthy took the Chair and convened the meeting at 6.30pm

Item 1 Apologies:

Apologies received from Val Smith, Shadab Kumar, Joanne Bentley

Item 2 Declaration of Interests:

There were no declarations of interest.

Item 3 Items of Urgent Business:

There were no items of urgent business.

Item No / Title	4. Approval of Minutes and Recommendations from last meeting held on 5 June 2008 and Matters Arising
Purpose	To agree the minutes as a correct record and discuss matters arising.
Recommendations	The Board is recommended to approve the contents of the minutes and recommendations from the meeting held on 5 June 2008.
Relevant Debate	N/A
Resolution	The minutes were approved as a true and accurate record with no matters arising.

Item 5 – Public Questions

Name (Where known)	Terry Booth
Question	Terry Booth said that £300k was allocated previously for the Wallshaw Street Lifts. There is possibly only a spend of £190k therefore he wanted to know what is happening with the remaining money.
Response	Rachel Mills to investigate and feedback.

Item No / Title	6. Re-let times
Purpose	To up-date members on void turn-round.
Recommendations	Members are asked to comment on void performance in the previous quarter.
Relevant Debate	<p>Julie Jones presented this report and explained the findings in more detail.</p> <p>Centralising both void repairs and void management/allocations has led to performance improvements. In 2006/7 FCHO's relet time was 77 days compared to 38.8 days in 2007/8. Performance for April – June 2008 was discussed.</p> <p>April 2008: 48 days. Relet was affected by 5 voids over 100 days coming back into use. May: 35 days June: 28 days</p> <p>There were 94 new tenancies between April and June</p> <p>At present there are 36 voids in East and 24 properties on notice, the majority of which are family accommodation. On target for 34 day relet times. Most empty properties are on offer.</p> <p>Mohammed Masud commented on Good Performance and questioned how this has been achieved. Mohammed Masud also questioned jump between April and June's performance.</p> <p>Julie Jones confirmed that it was through close monitoring, forward planning and joint working between voids and allocations. Julie also confirmed that we are now giving people the choice to clean their new home if they prefer, rather than our caretaking team do it. This can shave a week off relet times. Julie explained that the jump between April's performance and June's was down to long term voids being relet in April, that had carried over from 2007/8.</p> <p>Mohammed Masud raised concern that 8 terminations were due to eviction for rent arrears.</p> <p>Julie Jones explained that at the point a Housing Officer passes an arrears case to court, it is also referred to the homeless section. The homeless section works with the customer and Housing Officer to try to prevent homelessness.</p> <p>Mohammed Masud queried a tenancy terminated due to racial harassment. Julie Jones said this would be a victim as opposed to the perpetrator and confirmed that all customers suffering harassment would receive support from Equality and Community Cohesion Officers.</p>
Resolution	Board members noted and welcomed the report

Item No / Title	7. Respect Agenda - Update
Purpose	To inform the Board on progress made around the Respect Agenda.
Recommendations	Board Members note the contents of the report and offer their continued support to the Respect Standard for Housing Management.
Relevant Debate	<p>Jayne Winterbottom attended and explained the function of the Better Neighbourhoods Team which is centrally based. Their key work to date has included:</p> <ul style="list-style-type: none"> • Support to frontline on estate management/ASB issues. • Introduction of SX3 system to make the ASB process more efficient. • Introduction of new diary sheets for people with learning difficulties, which are proving effective. • Conducted extensive training with Housing Officers. Recently delivered Cleudo training using actors/actresses who acted as perpetrators of ASB. Housing Officers then dealt with as they would if real situation. <p>Sholver has been awarded EMCAMS kitemark, which addresses the cleaner, greener and safer agenda (similar to that of Blue Flag for beaches). FCHO is the first ALMO in the country to receive the award. Only three other housing organisations in the country, have received the award. Three further ENCAMS projects are being developed at Barker Street, Failsworth and Higginshaw.</p> <p>A Gap student has conducted ASB telephone satisfaction surveys. Now that he has left, this is to be replaced by a postal survey.</p> <p>Revised SLA with CSU and currently looking at new SLA for mediation.</p> <p>Worked with National Children's Home (NCH), which is going, well both with outreach service and dispersed service (where family is relocated).</p> <p>Respect Our Communities Award (ROCA) is going well and there are two further panel meetings in August and October. Going for charitable status for ROCA, which will assist us to attract and apply for funding in future. FCHO currently employs a Procurement Officer who we will ask to assist with looking at and applying for external funding streams.</p>
Resolution	Board members noted and welcomed the report

Item No / Title	8. Estate Budgets
Purpose	To inform members about the way in which the localised estate budget spend will work including reporting to Local Boards. It includes details of the allocation and schemes for 2007-8 as well as this year's budget.
Recommendations	It is recommended that members note the contents of this report and provide any comments where necessary and relevant.
Relevant Debate	Rachel Mills outlined the content of the report with a particular focus on the spend in East Oldham, funding available and the benefits of empowering staff to work up schemes. No debate. Board members happy with the contents of the report.
Resolution	Board members noted and welcomed the report. No changes to Estate Budget reporting or process required.

Item No / Title	9. Littlemoor Formal Estate Inspection Update
Purpose	To update members on the Formal and Informal Walkabout.
Recommendations	The Board is recommended to note the contents of this report.
Relevant Debate	<p>Jan Wade attended to report on the walkabout that took place in May 2008 on the Littlemoor estate.</p> <p>Jan explained that issues within the newsletter include those that customer's telephone about, along with those picked up on the actual walkabout. Jan also stated that there was a low turnout from partners and customers with only the police attending.</p> <p>Jan went through all issues found on the walkabout and gave update on progress and actions.</p> <p>The next walkabout is Wallshaw Street on 6 August 2008, meeting in the Communal Room at Wallshaw Street at 6.00pm. Jan encouraged board members to come along.</p> <p>Jan Wade to inform the members when the walkabout will be on St Mary's.</p> <p>Linda Dawson reported launching of stones and use of pellet guns on Greenacres. Rachel Mills to follow up complainant with Housing Officer.</p>
Resolution	<p>Board members noted and welcomed the report and agreed to try to attend the next walkabout.</p> <p>Jan Wade to inform the members when the walkabout will be on St Mary's.</p> <p>Rachel Mills to follow up the issues on Greenacres.</p>

Item No / Title	10(a) Items for future meetings
Purpose	Board Members are invited to suggest possible items for future meetings.
Recommendations	The Board is recommended to note and discuss the contents of the forward planning timetable and suggest possible items for future meetings.
Relevant Debate	<p>Tenant involvement in whole East Oldham – Report coming to next board.</p> <p>Customer profiling to come to next round of board meetings. Kevin McCarthy requested that Rachel Mills check the date of the next Housing Options Appraisal survey so it does not clash with customer profiling.</p> <p>Kevin McCarthy asked all Board Members to promote the Housing Options Appraisal Tenants Conference at the Queen Elizabeth Hall at 6.00pm on 8th September as this will include a full report on Housing Options Appraisal and the various options – customers can give views. Jan Wade will be getting flyers and posters out to promote this.</p>
Resolution	Tenant Involvement in East and Customer profiling to be future agenda items

Item No / Title	11. Any Other Business
Purpose	Members are invited to discuss items of further business.
Recommendations	None made
Relevant Debate	None
Resolution	N/A

Item 12 - Next Meeting Date:

Thursday 18 September 2008 at 6.30pm
Venue: St Thomas Primary School, Sholver

Meeting Closed At:

Kevin McCarthy closed the meeting at 7.30 p.m.

Apologies to: Corporate Support Team
Telephone: 0161 770 3536 / 3571 / 3576
Email: fcho.corporate.support@oldham.gov.uk