

FIRST CHOICE HOMES OLDHAM
ROYTON AND SHAW LOCAL BOARD

Minutes of a meeting held on Thursday 20th April 2006
At Matthias Pilling House, Shaw

Councillors: Bernard Judge and Steve Bashforth

Tenant Members: Margaret Kelly (Chair), Alwyn Stott, Barbara Stringer, Mark Doyle

Independent Member: Lynn Pertoldi, Maureen Peters, Les Herring

Member of the Public: Mrs Helen Hardy

In Attendance

Mike Beaman, Rachel Mills, Ahmed Imran, Matthew Jackson.

The Chair welcomed all to the meeting and introduced all members present

1. WELCOME INTRODUCTIONS AND APOLOGIES

Apologies had been received from: Councillor Farrell.

2. ANY ITEMS OF URGENT BUSINESS INTRODUCED BY THE CHAIR

There was no urgent business.

3. TO RECEIVE DECLARATIONS OF INTEREST IN ANY CONTRACT OR MATTER TO BE DISCUSSED AT THIS MEETING

There were no declarations of interest.

4. TO APPROVE THE MINUTES OF THE MEETING HELD ON 9TH MARCH 2006

The minutes of the meeting held on 9th March were agreed as a correct record with the following amendments.

- a) Maureen Peters noted she was recorded as being present as both a tenant member and an independent member.

Minutes approved after amendments are made.

5. MATTERS ARISING

An issue was outstanding concerning the ability of Councillor Judge to attend board meetings post May 2006, when he becomes mayor. The board **RESOLVED** to review at the next meeting and following the local elections on 6th May.

Margaret Kelly noted that some board member photos were still missing from the display at Royton office. Also, a similar notice should be on display at Shaw office. Mike Beaman agreed to resolve the matter before the next board meeting.

6. PUBLIC QUESTION TIME

Helen Hardy from Shaw, attended the meeting to enquire about upgrading of the communal TV system. Reception is particularly poor in the Shaw area and many residents cannot access the “Freeview” channels without subscription to Sky or cable.

Mike Beaman replied by informing Mrs Hardy the matter is currently under review by both FCHO and OMBC. A report was to be presented to the next meeting of the main board.

RESOLVED: Mike to write to Mrs Hardy in order to update her on progress of the communal aerial programme.

7. ANTI-SOCIAL BEHAVIOUR AND RESPECT AGENDA.

Rachel Mills presented two reports, which were linked:

a) ANTI – SOCIAL BEHAVIOUR.

This report reminded board members about some of the findings of the Audit Commission during their inspection and updated members on the range of initiatives involved with tackling ASB. The strengths were identified as strong partnership working with the police and Community Safety Unit. Weaknesses concerned the quality of information given to tenants and about asking tenants how their case was dealt with. Work to be done to resolve these issues, includes:

- Staff training to improve ASB response.
- Customer satisfaction surveys.
- More support for victims.

b) RESPECT AGENDA

This report provided a brief definition of respect, which includes:

- A clear shared understanding
- A shared commitment to values expressed through considerate behaviour to others.

The report also outlined initiatives to implement the Respect Action Plan. For FCHO this means:

- Strengthen enforcement where necessary
- Increase preventative action with partners.
- Link to Access to Services and the role of Housing Officers.

In response Margaret Kelly asked how long it took to resolve an ASB case?

Mike Beaman replied by informing there is no set time scale. It often depends on the nature and seriousness of the case and the willingness of perpetrators to comply with requests.

Margaret Kelly also commented that most initiatives are directed to younger people and the elderly are often excluded and feel isolated.

Councillor Judge commented that residents need to have the confidence to complain about ASB and feel they are fully supported.

RESOLVED: that the content of the presentation be noted.

8. REPAIRS MARKET TESTING.

This report was also presented by Rachel Mills. The report reminded the board of the reasons for subjecting the repairs service to market testing and that after evaluation based on quality and cost the FCHO repairs team were successful in securing the contract. The report also described how in order to make the necessary financial improvements productivity will need to improve as well as some reduction in staff. There will also be a restructuring of the service and Pinnacle Consultants have been appointed to assist with the change process.

Mike Beaman informed the board that his role would change due to nature of the new contract.

Margaret Kelly acknowledged the current repairs service was excellent and asked if the changes would mean that performance suffers?

Mike Beaman said this should not be the case, but it was our responsibility to ensure the quality of work carried out.

RESOLVED: that the content of the report be noted.

9. LOCAL BOARD ANNUAL PLAN AND TARGET SETTING.

This item was presented by Matthew Jackson who explained that the aim was to streamline the information provided to board members currently presented in the quarterly performance contracts and link to the board's annual plan. The board were asked to comment on the style of the report and the way in which information is presented.

The board made the following recommendations:

- In general the number of cases, which give rise to the percentages, should be shown.
- Targets need to be shown as well as benchmark performance against other area teams.
- For customer service, analysis of the types of complaints received should be included.

It was agreed that board members would consider any further changes and pass comments through Mike Beaman.

10. BOARD MEMBER ATTENDANCE

This report was presented by Margaret Kelly, on behalf of Sue Walker (Board Support Officer). The report provided details about board member attendance during 2005/06, as well as reiterating the constitutional requirement to have regular attendance, in order for the board to work effectively.

Issues arising concerned the recording of apologies. Board members commented they had conveyed apologies to the board support team, but they had not been noted at the meeting. It was agreed that if communication problems continued, then the procedure could be reviewed.

RESOLVED. The report was accepted by the board.

11. ENVIRONMENTAL IMPROVEMENTS – PROPOSED BUS TOUR

This item was presented by Mike Beaman to remind to board members of the bus tour of Royton and Shaw on Saturday 29th April and to seek approval for the 2006/07 Environmental Improvements programme.

AGREED: Mike Beaman to write to members confirming arrangements.

12. FEEDBACK FROM MAIN BOARD.

A debrief was circulated with the minutes to board members. Main items discussed were:

- The proposal to review disturbance payments.
- Emmanuel Whittakers had won the contract to undertake all environmental and electrical works on behalf of FCHO. The board were informed the issue had been put into dispute by competing contractors.

13. ANY OTHER BUSINESS

- a) Margaret Kelly noted there was no one available to take minutes. It had been left to a senior manager to take the minutes as well as service the meeting.
- b) Mike Beaman reminded the board about the formal estate walkabout scheduled for Wednesday 25th April at 1.30 pm, on Milton Street estate Royton. Board attendance would be appreciated.
- c) Alwyn Stott requested future reports indicate page numbers and reports presented are indexed as appendices.

14. DATE AND TIME OF NEXT MEETING.

It was noted that the next meeting would be held on 25th May at 6.30 pm at Chester Place, Royton.