

**PROPERTY SERVICES
COMMITTEE
18 JANUARY 2010**

NOTTINGHAM CITY HOMES

PROPERTY SERVICES COMMITTEE

MINUTES of the **Meeting** held on **16 NOVEMBER 2009** at Beechdale Court, Beechdale Road from 5.00 pm to 7:45 pm

Present

Committee Members:

Suhail Hashmi

Margaret Pugsley

Paul Rowe (Chair)

Also in Attendance

Steve Hale Assistant Director – Asset Management

Mark Johnson Director of Property Services

Jan Locker Senior Governance Officer (Minute Taker)

Gary Whitaker Assistant Director – Commercial Delivery

09/01 WELCOME, INTRODUCTIONS & ANNOUNCEMENTS

The Senior Governance Officer Chaired the opening of the meeting, welcomed the attendees.

09/02 APOLOGIES FOR ABSENCE

An Apology for absence was received from Dave Bennett-Bull.

09/03 DECLARATIONS OF INTEREST BY BOARD MEMBERS AND OFFICERS

None declared.

09/04 FORMAL APPOINTMENT OF THE CHAIR

The Senior Governance Officer informed the Committee that Paul Rowe had been nominated as the Chair of the Committee at the Board Meeting held on 24 September 2009 and it was for the Committee to formally ratify the appointment.

RESOLUTION:

The Property Services Committee approved the appointment of Paul Rowe as the Chair and Chaired the remainder of the meeting.

09/05 TO AGREE IN PRINCIPLE TERMS OF REFERENCE AND DELEGATED POWERS – SUBJECT TO RATIFICATION OF THE BOARD

The Director of Property Services presented the Terms of Reference and Delegated Powers. The Committee approved the Terms of reference and Delegated Powers and recommended ratification by the Board.

RESOLUTION:

The Property Services Committee approved the terms of Reference and Delegated Powers and recommended ratification by the Board.

09/06 RISK REGISTER

The DPS apologised to the Committee for the lack of covering reports to the items on the agenda.

The DPS gave an explanation the Risk Register and the scoring matrix used to calculate each risk. The Committee gave consideration to how the Risk Register would be monitored. The Committee agreed to monitor and receive exception reports. Extracts would be emailed to the Committee.

RESOLUTION:

The Property Services Committee agreed to monitor and receive exception reports in the future.

09/07 FINANCIAL REPORT

The DPS gave an oral update on the Property Services financial position and confirmed that thirty-five millions pounds (£35m) was committed to contract repairs and a further thirty-five millions pounds (£35m) was in respect of the Decent Homes programme.

The Committee was informed that the Capital Programme was on line to meet the spending targets.

The DPS confirmed the DLO position against the Repairs Contract that the Company won in July 2008. The Committee was informed that Property Services forecast an overspend of circa six hundred thousand pounds (c £600k) and an underspend in some areas which are counter balanced by a significant overspend on the Repairs Contract.

Property Services also forecast to spend one million pounds (£1m) more on housing repairs than income received from Nottingham City Council under the terms of the contract, mainly due to the responsive repairs being demand led and productivity was lower than assumed when Property Services tendered for the Repairs Contract in July 2008. The Company had commenced a Better Practice Review which included mobile working, new payment system and accommodation.

The Assistant Director – Commercial Delivery (ADCD) advised that the Better Practice Review would be used as the vehicle to drive the changes necessary to bring the position to balance.

The ADCD explained how the NCC repairs budget was based and set on the historical number of repairs undertaken. On that basis demand out strips supply which makes the budget difficult to manage.

The DPS advised the Committee that the Director of Finance, ICT & Governance had engaged Doug Duckworth as consultant to strengthen the finance function.

09/08 DECENT HOMES UPDATE

The Assistant Director Asset Management (ADAM) gave an update on the current position of the Decent Homes - Secure Warm Modern (SWM) programme. The ADAM reported that the financial position of the programme was ahead of target.

The Committee was informed that the Vision Management System (VMS) had proved to be a successful vehicle for improving the service delivery, however, more work was monitoring was required in the programme and a pilot had been introduced via Frank Haslam Milan (FHM) to gain feedback from the properties where SWM works are carried out.

The Chair requested some changes to the reports for the future.

The Committee noted the report.

09/09 SERVICE IMPROVEMENT PLAN

The DPS presented the Service Improvement Plan which contained a list of actions.

The Committee noted the Service Improvement

09/10 REPORT OF THE DIRECTOR OF PROPERTY SERVICES

The ADCD gave an oral update on the Better Practice Review and explained that the review contained three strands:

- (i) Mobile Working
- (ii) New Payment System
- (iii) Accommodation

The Committee was informed that the Company was seeking to change the way that the workforce received their daily orders, which had become cumbersome over a long period of time. The Company won the Repairs Contract in July 2008 and a term of the contract was to implement an IT based system in handheld technology. A number of systems had been examined and following consultation a decision had now been made on the type of equipment and software required. The Committee was advised the project was well progressed and trials would commence in January 2010, training during February 2010 and the "go live" in March 2010. Consultation with the Trade Unions (TU) was ongoing. Communications with the workforce was ongoing.

The Committee was advised that the handhelds would be purchased outright and that upgrades of software would be available.

The ADCD explained that the Company needed the flexibility to deploy the workforce to areas of the business that required additional support and there were a number of outdated procedures that was prohibiting this.

The DPS advised the Committee that a meeting with the TU had been scheduled for 17 November 2010.

The Committee was informed that the workforce currently benefited from an incentive based bonus scheme a method of which was not supported by the Audit Commission, but any changes to payments would affect the terms and conditions of the workforce.

Faith + Gould had been engaged to look into the non productive time issue as the Company did not want to embed bad practice in to any new payment scheme.

The ADCD advised that the Company was working with Nottingham City Council to find alternative accommodation for Harvey Road. Premises at Dabell Avenue, Blenheim Industrial Estate had been viewed but had not been ideal, the cost of refurbishment would be too expensive.

The Committee suggested a review of the procurement protocols surrounding sub contract works.

A discussion was held in relation to the meeting schedule and it was agreed that regular two-weekly updates would be issued to the Committee Members via the Company Secretariat commencing 30 November 2009.

RESOLUTIONS:

The Committee:

- 1. noted the report; and**
- 2. agreed to receive two-weekly updates commencing 30 November 2009.**

09/11 AUDIT REGISTER OF OUTSTANDING ACTIONS

The DPS presented the report.

The Committee noted the report.

09/12 PROPOSED FORWARD PLAN

The DPS circulated a copy of the proposed forward plan for consideration by the Committee.

The Committee noted the proposed Forward Plan.

09/13 HEALTH & SAFETY

09/13.1 Fire Enforcement Notice

The DPS informed the Committee that a fire enforcement notice had been served on the Company in relation to Highcross Court. A task group led by the Director of Organisational Development had been formed to ensure that everything contained in the enforcement notice had been actioned AND THAT ALL BLOCKS WITHIN Nottingham were addressed in light of the fire in Camberwell.

The group meets on a weekly basis and reports back to the Executive Management Team.

It was agreed that the reporting would be by exception to the Committee in future.

09/13.2 Swine Flu

The Committee was informed that the issue had now been downgraded. All work undertaken had now been taken forward in to business continuity planning.

09/13.3 Legionella

The Committee was advised that a claim had been made against the Company by a tenant who had contracted the disease after having left the property.

The DPS confirmed that information had been produced and circulated to tenants.

09/13.4 Asbestos

The Committee was advised that the asbestos policy and procedure had been updated.

The Company had engaged a new Construction Health & Safety Manager who would develop the CDM procedures.

The ADCD confirmed that there was a rolling programme for asbestos and manual handling training.

09/13.5 Radon Gas

The DPS advised the Committee that radon gas had been discovered in the north of the city, which had surveyed and rectified.

09/13.6 Accident Statistics

The DPS advised the Committee that there had been nine RIDDOR cases several of which involved manual handling and that the trends highlighted were being investigated.

The Committee noted the report.

09/14 ANY OTHER BUSINESS

None.

09/15 DATE OF THE NEXT MEETING

The Committee discussed the proposed indicative dates and agreed that the frequencies would be determined by the Chair and the Director of Property Services.

The date of the next meeting is scheduled to be held on 10 February 2010 venue to be advised.

The meeting closed at 7:45 pm.

Signed Date