



ASSETS, DEVELOPMENT AND INVESTMENT COMMITTEE

14 September 2016

PRESENT:

Directors

Joanne Carr (Chair)
Pauline Dillon
Eileen Gill
Michael Hood
Peter Mole

Advisers

Kevin Johnson	Head of Customer Services
Phil Gallagher	Head of Investment and Development
Russell Urwin	Planned Investment Manager
Ian Price	Mears
Stuart Gibson	Governance and Risk Officer

Apologies

Helen Hall

8 MINUTES

The minutes of the meeting of the committee held on 11 May 2016 were approved as a correct record.

9 MATTERS ARISING – HOUSING CAPITAL PROGRAMME

The committee requested at its last meeting an update on specific elements or geographic areas which are experiencing non-decency as part of the 2016/17 investment programme activity report. It was noted that the stock condition surveys had not identified any specific trends but the most critical works were being programmed this year. The surveys were progressing and were still on track for 100% over the next few years.

10 PERFORMANCE AND SERVICE STANDARDS – QUARTER 1 2016/17

The Committee received the quarter 1 Performance Indicator and Service Standard results for 2016/17.

There were currently eight KPI's that were reported to this committee on a quarterly basis. At quarter 1: -

- Four indicators were traffic lighted green, which showed that the annual targets for these indicators had been achieved. This was an increase from three at the same period last year.
- Two indicators were traffic lighted amber, which showed that the target set had not been met but performance had increased on the previous year. This was an increase in performance at the same period last year when there were no indicators traffic lighted amber.
- One indicator was traffic lighted red, which showed the target set had not been met and performance had decreased compared to the previous year. This was a decrease when compared to the same period last year when two indicators were traffic lighted red.
- One indicator was not yet measurable and would be reported at quarter 4.

The performance results therefore indicated that at quarter 1, performance relating to six out of the seven measureable Performance Indicators could be traffic lighted as on target or improving, which related to 86% of the indicators. This was an increase in performance at the same period last year when 60% of the indicators were on target or improving.

There were currently two Service Standards reported to this committee on a quarterly basis. At quarter 1: -

- No indicators were traffic lighted green, which showed that the annual targets for these indicators had been achieved. This was a decrease from one at the same period last year.
- No indicators were traffic lighted amber, which showed that the target set had not been met but performance had increased on the previous year. This was comparable with performance at the same period last year.
- Two indicators were traffic lighted red, which showed that the target set had not been met and performance had decreased compared to the previous year. This was an increase from one at the same period last year.

The performance results therefore indicated that at quarter 1 performance relating to two out of the two measureable Service Standards were not achieving target or improving. This was a decrease in performance compared to the same period last year, when 50% of indicators were on target or improving.

The committee expressed concern that the results for satisfaction with the annual gas service and satisfaction with improvements made to the home were disproportionate and didn't reflect overall performance because although they were both red traffic lighted, there were only three and one tenant respectively who had expressed dissatisfaction. The committee asked if actual numbers as well percentages could be reported.

The committee was informed that ward councillors were seeing much higher levels of satisfaction in repairs and felt that the good job being done needed highlighting to all staff in both the company and Mears.

RESOLVED – That the committee is satisfied with the Performance Indicator and Service Standard results at quarter 1 2016/17, subject to actual numbers as well as percentages being reported.

11 REPAIRS AND MAINTENANCE CONTRACT – TO END OF QUARTER 1 2016/17

The committee received an overview of the repair and maintenance contract at the end of Quarter 1 2016/17.

This was the final year of the repairs and maintenance contract with Mears.

During the year, Mears would continue to deliver the majority of repairs and maintenance services. Construction Services would continue to carry out vacant property repairs in the East and Central Neighbourhoods, as well as repairs to flat roofs and boundary works across the borough.

Following a competitive tender process, Mears had recently been appointed as Commercial Adviser to the Council in relation to the new arrangements for repairs. This meant that Mears would continue to support the delivery of the repairs and maintenance service beyond 2016/17.

At the end of the first quarter, performance was ahead of target in relation to repair appointments made and kept, jobs carried out within timescale and customer satisfaction with repairs.

The result for gas servicing showed an improvement compared to year end 2015/16. Of the eight outstanding gas services, three were carried out shortly after the end of the reporting period and five became eligible to progress via warrants through the legal process.

Both Mears and Constructions Services had continued to deliver overall improvements in relet timescales and in getting the relet work completed right first time.

The formal review document was submitted.

The company continued to see a significant number of Section 11 Disrepair cases, with 11 new cases raised in this period. The committee expressed concern about this, which was a worrying trend.

The committee asked for reassurance that ICT issues with Construction Services would be resolved with the integration of Northgate for the new repairs and maintenance contract from 1 April 2017. At the moment, there were problems getting performance information for external repairs. There were also issues with lack of invoicing, and workarounds having to be found.

RESOLVED – (i) That the committee is satisfied with progress on the management of the repairs and maintenance contract to the end of Quarter 1 year 2016/17.

- (ii) That the committee be kept updated with the integration of Northgate for the start of the new repairs and maintenance contract with Construction Services on 1 April 2017.

12 CYCLICAL MAINTENANCE AND COMPLIANCE – END OF FIRST QUARTER 2016/17

The committee received an update on cyclical maintenance activities and compliance monitoring for the period April to June 2016.

The cyclical maintenance activities for 2016/17 aimed to reduce response times and to lower call-out charges, and identify high expenditure trends for inclusion in planned maintenance programmes. A number of work plans were in development to address areas of high expenditure which had been identified in previous reviews.

Details of the following specific work areas commenced during this period were reported: -

- Aids and Adaptations Stairlifts
- Lift Servicing and Maintenance
- Water Hygiene risk assessments
- Cold water service at Mulgrave Villas
- Asbestos management
- Emergency lighting inspections
- Emergency lighting testing

In the period: -

- 180 of 180 water hygiene inspection/ treatments were completed by Construction Services.
- 47 of 47 quarterly inspections had been carried out to multi storey blocks and sheltered housing communal areas.
- 117 of 117 weekly fire alarm tests at sheltered schemes were completed by Construction Services.
- 101 of 101 of monthly emergency lighting tests had been carried out to multi storey blocks and sheltered housing communal areas.

Performance on gas servicing continued to be both a high risk area for the company and a priority area for continuous improvement. Within the period, Mears passed across 105 properties that had been classed as “no access” and referred to TGHC to commence warrant process.

The TGHC Gas Service Manager continued to follow available enforcement actions on behalf of the Council. As a result of his pre-warrant activity, the majority of properties were accessed without progressing to full warrant. Only 39 warrants were finally served.

At the end of the period, 99.96% of gas services were reported as completed with only eight properties reported as overdue for service.

Transference of the management of gas servicing works orders back to TGHC commenced in April following a data review of Mears and TGHC systems and an

uploading of gas services dates into Northgate. This increased management risk to the company in the short term, but was essential in returning overall control of data back to TGHC in preparation for switch over to a new delivery partner in April 2017.

The management of the carbon monoxide detector programme was linked to the transference of gas administration. The scheduled commencement in May 2016 had been delayed.

The programme aimed to replace approximately 3,000 units per year at an annual cost of £80,000 over the next five years. It was still anticipated that this programme would be achieved for the 2016-17 delivery.

RESOLVED – That the committee is satisfied with progress on the management of the cyclical maintenance to the end of Quarter 1 2016/17.

13 HOUSING CAPITAL PROGRAMME

The committee received an update on the delivery of the 2016/17 Housing Capital programme at the end of quarter 1. In particular, updates in the following elements of the programme were reported: -

- Improvement Works, including planned lift refurbishments, rewiring of landlord services, non-traditional properties, Tunstall Carecall System and mid-rise flat entrance door and door entry refurbishment.
- Exceptional Extensive Works, including Equality Act works and fire safety improvements.
- Catch Up and Major Future Works Budget Head, including roof covering refurbishment at a couple of estates, back boiler replacement programme and window replacement programme.
- Contingent Major Works Budget Head, including the Painting Programme.

The committee was informed that following the one year secondment of the Asset Team to the Council, the first meeting of a cross-service Asset Management Steering Group had been held. This would have a bearing on what works get confirmed and estate regeneration going forward.

Reference was made the back boiler replacement programme. It was noted that traditionally this was an area where the company had struggled to get access until the boiler had broken down. The committee felt that the company should do more publicity of why it needed to upgrade systems and of the savings that a tenant could make as a consequence.

RESOLVED – That the committee is satisfied with the position of the 2016/17 Capital Programme at the end of the Quarter 1 2016/17.

14 FORWARD PLAN

The committee received a forward plan of reports that will be presented to the committee during the next year.

RESOLVED – That the forward plan be noted.

15 DATE AND TIME OF NEXT MEETING

The next meeting of the committee will be held on Wednesday, 16 November 2015 at 2pm in the Whickham Room, Gateshead Civic Centre, Regent Street, Gateshead.