



Charnwood Housing Residents Forum (CHRF)

MEETING MINUTES

Purpose of Meeting

1. Welcome and actions from previous meeting.
2. Presentation from Director of Housing and Wellbeing, Principal Officer for Investment and Program Delivery and the Resident Liaison Team Leader.
3. Any other business.
4. Update from members.

Date 22nd November 1-3 pm 2023

Venue The Hut, Old Ashby Road, Loughborough.

Attendance:

Chair	June Bush	Thorpe Acre Community Association
Members	Janice Wright	Riversdale Court Birstall
	Phil Hudson	Fielding Court Association
	Stuart Wells	Fielding Court Association
	Paul Maine	Chapman Street Garden Association
	Christine Maine	Chapman Street Garden Association
	Diane Lockwood	Chapman Street
	Steve Laird	Staveley Court
	John Mason	Arnold Smith House Association
	Craig Jordan	Ashby Road Estate Community Centre
	Yvonne Diamond	Beresford Court Shepshed
Wayne Bridges	Brook Street Shepshed	

Guests	Peter Oliver	Director of Housing and Wellbeing
	Emily Conway	Resident Liaison Team Leader
	Andrew Everitt-Stewart	Customer Engagement Office
	Helen Kennedy	Customer Engagement Officer

Apologies	Christopher Hipwell	Selbourne Court
	Tracey Riley	Chapman Street
	Mark Biggs	Thorpe Acre Community Association
	Diane Brown	Knighthorpe Road
	Betty Saunders	George Toon Court, Syston
	Trish Edwards	Staveley Court
	Wayne Bridges	Brook Street Shepshed
	Ireen Kennedy	Park Court



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1. Apologies.

2. Actions from previous meeting

- Customer Engagement to arrange for the Police to present at a future meeting. *This is being organised and a schedule for the 2024/25 CHRF meetings is being planned.*
- Customer Engagement to investigate when the idverdi contract is to be renewed. *The contract has just been renewed and no sign of reviewing the time frame. It will run from March to October as normal next year. Please note this has been suggested to managers.*
- Find out what department is responsible for scooter room checks re Park Court. *Compliance is responsible, I have emailed for an update on the next check but have not yet received and answer.*

Unresolved actions from the October meeting:

Actions for Open Spaces Officers:

- Investigate the standard of work in the open spaces at Fielding Court, Loughborough. – *Site visit to be made with the contractors at Fielding Court. I did ring the gentleman here and left a voicemail, but I haven't heard anything back. Will try again this week so we can make a joint visit.*
- Arrange a visit to Arnold Smith House, Shepshed to discuss open spaces maintenance. – *I have visited this site regularly with the Chairman and our Contractors. We have now ensured the site is up to contract standard and we have discussed how the site will be maintained in the future. Everyone is happy with this site at the moment.*
- Inform Keith Henson about tree issues at Fielding Court and arrange a visit to resolve. – *I will speak with Keith Henson this week re Fielding Court*
- Arrange a visit to Staveley Court, Loughborough to discuss open spaces maintenance. – *Site visit outstanding with the contractors at Staveley Court, I will visit here when visiting Fielding and call the lady.*
- Arrange a visit to Riversdale Court, Birstall to discuss open spaces maintenance. – *I will pass this onto my colleague Eleanor Montgomery to investigate as this is in her area and ask that she contacts you back directly with an update.*
- Contact Keith Henson re self-seeded trees to the rear of Park Court, Loughborough. – *Will speak to Keith Henson this week re self-seeded trees rear of Park Court.*
- Try to inform sheltered court residents of planned visits where possible and leave calling cards if appropriate. – *Yes, we will take this on board.*
- Review the grass cutting time frame in consideration of climate change since the contract was instigated. – *The contract has just been renewed and no sign of reviewing the time frame. It will run from March to October as normal next year. Please note this has been suggested to managers.*

3. Presentation by the Director of Housing and Wellbeing

Overview of Procurement Process for Planned Improvement Works



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1. Procurement Principles

The Council must comply with regulations relating to procurement (the buying of products and / or services). Public sector procurement processes must be followed.

High value contracts must be advertised on the Find a Tender Service (previously OJEU).

Typically planned maintenance contracts (e.g., for the replacement of kitchens, bathrooms, and associated works etc). are procured through an open or restricted (two stage) tendering process.

There is a set procurement process and relatively long timescales associated with contract notice periods.

A procurement via a framework can reduce the timescales associated with public sector procurement. Frameworks are particularly helpful where the solution already exists on the market, quick mobilisation is required, and projects are recurring. Most planned maintenance activities fall within this bracket.

A framework typically has several approved contractors, procured in accordance with UK regulations. Contractors are assessed and approved during a framework tender process which typically considers financial stability, health and safety, equality and diversity, working practices, and price. Depending on the framework rules, contractors may be "called off" from the framework directly, or a mini competition conducted to refine quality and price, with a view to arriving at the most advantageous tender. A procurement via framework saves time because the lengthy contract notice period has already taken place.

1.1 Additional Considerations

In addition to running transparent, value for money, fair, and legally compliant procurement process, the Council considers the following areas:

Social Value - The Council must deliver social and community value through its procurement activity. Typically, this is achieved through asking contractors, as part of the procurement process, how they will support social value. This may take the form of (for example) apprentice positions, work with schools, community activities, the use of local labour, or volunteering hours.

Sustainable Procurement - This includes the promotion of positive environmental practice, good health and safety (and appropriate levels of insurance), and the elimination of forced labour. The Council also has, built into its procurement processes, mechanisms for checking that contractors are aware of adult and child safeguarding issues, particularly where they will be working in people's homes or public areas.



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2. Summary of Procurement Process for Planned Improvement Works

Aspect of Procurement	How Delivered
Procurement Objectives	<p>Defined in Consultation with the Housing Management Advisory Board and Cabinet via Exempt (confidential) reports.</p> <p>An approach based on multiple procurement packages was agreed, with a view to moving away from a model based on one large managing contractor.</p>
Consultation with Procurement Specialists and Procurement Support	<p>Faithful and Gould was contracted to provide strategic procurement advice. Procurement via framework was recommended (largely for the reasons mentioned in section 1 - above).</p> <p>Nottingham City Council Procurement Service was contracted to provide expert technical support and advice.</p>
Specification Development	<p>Tenant and elected member priorities and expectations identified through a previous procurement exercise were incorporated into contract documentation, including:</p> <ul style="list-style-type: none">• Specifications for works and customer care standards to be adhered to.• Incentives and penalties to support compliance with key performance indicators.• Questions to be asked of contractors at procurement stage.
Price Frameworks	<p>Savills UK was contracted to provide support with the design of pricing mechanisms for more complex packages.</p>
Governance and Project Management	<p>A Project Board was established consisting of the Strategic Director of Housing, Planning, and Regulatory Services, the Head of Landlord Services, the Lead Member for Public Housing, and the Chair of the Housing Management Advisory Board.</p>



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	<p>A Project Delivery Group consisting of a range of officers, supported by Nottingham City Council Procurement Service was set up.</p> <p>Regular progress updates were provided to the Housing Management Advisory Board.</p>
Evaluation of Method Statements and Price Submissions	<p>Method statements were evaluated by the Project Team.</p> <p>Price submissions were evaluated by the framework or Savills UK (the latter where contracted to do so).</p>

3. Scope for Tenant Involvement in Procurement of Planned Maintenance Services

Whilst the level of involvement has varied, tenant participation has been a feature of procurement activity undertaken by the Council in the last few years.

As stated above tenants may be involved in:

- Receiving information around progress of procurements.
- Supporting the identification of customer priorities.
- Shaping key lines of enquiry / questioning.
- Evaluating tender submissions.
- The development of procurement strategy

4. Note on Pricing

Planned maintenance contracts are often priced using a combination of the following mechanisms:

Archetype rate - Contractors are asked to provide a fixed price for a distinct recurring package of work e.g., provide a price for a small, medium, or large kitchen to be delivered in line with the Council's kitchen specification.

M3NHF Schedule of Rates - this is an industry standard (very long) list of works and prices. Contractors are asked to state their % uplift or saving on the prices.

Bespoke Schedule of Rates - this is a list of typical works relevant and particular to the contract. For example, *supply and fit install closomat toilet*, or price a schedule of scaffolding works. Contractors are asked to state their rate for each item.

Labour Day Rates - Contractors are asked to provide day rates for a labourer, electrician, plasterer etc.



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Subcontracted Quoted Works - Contractors are asked to state their percentage uplift on a price obtained from a third-party contractor, for example where works are not covered by an alternative pricing mechanism, or of a specialist nature, or where the Contractor Administrator has requested work be priced in this manner.

Prices submitted by contractors for each section of a price framework are then carried forward to a total tender sum that can be compared across bidders. Some areas of the price framework, for example, where most spend is expected to take place, may be weighted more heavily than others, so a lower price submitted by a contractor at these areas, makes a bigger difference to the overall tender sum. This may result in jobs of low volume, that do not make up the bulk of work under a contract seem expensive e.g., a 30% uplift on a sub-contractor quotation for a small job. The intention is to get the best price for the largest amount of work.

Questions arising:

- Where did the contractor selection go wrong with J Tomlinson? *It is possible that when it joined the framework, it was more financially stable.*
- J Tomlinson must have been financially unstable when appointed as they were six weeks behind on installations after three weeks of the contract being mobilised. *Whilst the legal procurement process was followed, sometimes commitments and promises made at tender stage do not reflect delivery on the ground. This has been a feature of recent contracts. Delivery, at least initially, is often heavily dependent on the quality of site management.*
- Are Charnwood Borough Council going to make sure that this does not happen again? *The Council use a range of contract tools to support quality, two percent of the total contract amount is held back and is accessed through meeting key performance indicators, and liquidated damage clauses are present. There is a range of incentives and penalties.*
- Is there any flexibility in contracts given the current volatile market for materials? *Prices are linked to the consumer price index, but there are annual reviews so the Council can consider price increases if reasonable.*
- What happens if contractors fall short on the archetype Rate in a tendering process? *The Council can ask contractors to requote, if necessary, but all companies submitting tenders must be asked to requote. This is in the interest of creating fair competition. Submissions may be judged on quality as well as pricing. The price framework aims to reflect the work offered under the contract, and the contract is awarded based on a best price / quality mix. With pricing, the aim is to get the best price for the largest amount of work.*
- Would it be better for Charnwood Borough Council to purchase materials for work directly from suppliers? *Contractors typically survey works for kitchens / bathrooms alongside a surveyor from the materials suppliers so the process works together. Programmes of work may change, so it is easier for the contractor to control the whole job. Both labour and materials.*
- Does Charnwood Borough Council lose control if that is the case, could spending be better controlled by procuring supplies itself? *Charnwood Borough Council will only complete payment for work when they are completely satisfied that all elements of the job have been completed.*



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- Is there now a new contractor in place for kitchen and bathroom installations? *Yes, and there is a mobilisation process in place to support the best start to the contract. The contractor should be starting on some voids before Christmas 2023.*
- Has Charnwood Borough Council looked into the new contractor's financial position? *Yes, all possible checks have been carried out.*

4. Update from the Resident Liaison Team Leader

- Data was provided on level access shower installations.
- There is now a new structure in place.
- The ten day target to install level access showers has been increased to fifteen to help allow for labour problems and drying times for new plaster and other materials. In March the installation time was 41.4 days, that has now been reduced to 14.6 days .
- Customer satisfaction data has not started to be collated yet. This will commence from November.

Questions asked:

- Why don't teams do all the work in one go to shorten installation times? *Residents' kitchens should be left with a temporary fitted sink. We can't tell yet if co-ordination is better as the contractor has not commenced on site yet.*
- Have customers been told that there is a delay in fitting facilities due to a new contractor needing to be appointed? *Yes, all customers have been written to.*
- Have customers been informed of the time scale for installations? *Two letters have been sent out to customers. Priority installations will be completed by the end of March 2023, the next phase will be in the following financial year. Work will commence on 08.01.24, and a press release has been issued and an article put in Your Homes Matter announcing this so all customers have been informed.*
- Who is responsible for clearing up when work is finished, as at Fielding Court this was not done? *The contractor is responsible so this should not have happened.*
- Can partial replacements be carried out if for instance kitchen cupboards are solid, but doors and drawer fronts need replacing? *No this is not normal practice, kitchens will be replaced after twenty years and bathrooms after thirty years.*
- Would all or some kitchens be replaced in a sheltered court at any one time? *That would depend on the condition of each kitchen and their age, but under the current standard all would be done at once, but a survey would always be carried out before any work commenced.*



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It was explained that:

- CLC are working well currently and hitting targets.
- Backlogs are reducing.
- Charnwood Borough Council is committed to replacing 90 of 112 installations before the end of March 2024.
- Some adaptations works, such as ramps, have been issued to Ian Williams to help reduce the backlog.

Questions asked:

- Could a further update be presented in 6 months' time to show what progress has been made? *Yes, the 12 day target for kitchen installation takes in all remedial work, electrical work, plastering and any other issues that may arise.*
- Are workers multi skilled across all trades? *Tenders with multi skilled workers will score higher in the procurement process.*

Samples of new kitchen doors were shown to members for selecting a replacement to a style that has been discontinued. Urban Pebble was chosen as the alternative.

Commented [EC1]: 'Urban Pebble'

Questions asked:

- How computer literate are the new kitchen suppliers, can they provide digital impressions of kitchens being installed for customers to approve? *Symphony who supplies the kitchens produce digital impressions of all kitchens for customers.*
- A member said that they had received a letter saying that their level access bathroom needed an asbestos assessment but that the company doing this did not fulfil the appointment. *Resident Liaison Team leader to investigate.*

5. Any other business: None

6. Updates from residents:

- **Riversdale Birstall:** A Christmas party is planned, and residents have contributed towards a new tree so the court will be entering the Christmas Tree Competition. The guttering is still overflowing outside the front door to the court, but this is being dealt with by the warden.
- **Fielding Court Loughborough:** Flats are being emptied still due to planned works on the building. A Christmas meal is planned outside the court due to the communal lounge being closed.
- **Thorpe Acre:** A Christmas dinner is planned for the people who attend the weekly coffee mornings.
- **Chapman Street:** Scaffolding has been erected, but care has not been taken to protect the gardens.



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- **Arnold Smith House:** The Christmas tree is being put up and the court has entered the Christmas Tree Competition. A Christmas party and pub meal are planned. Age UK has visited the court to explain the services that they offer and was very well received.
- **The Hut:** A Christmas event is planned. The garden work at the rear of the building is currently on hold due to the weather and some issues that have been encountered. Some issues from the last estate walk have not been followed up. Customer Engagement to investigate.
- **Beresford Court Shepshed:** The coffee morning ran by Customer Engagement was popular with residents. Community spirit and involvement is improving, and it was stated that the warden at the court does a very good job. A 'knit and natter' group has been held and was popular.
- **Brook Street Shepshed:** 1 of the 2 newly installed CCTV cameras is now working. Residents have had a visit from the local Police Community Support Officers and have been updated on all current Police work at the site.

7. Actions for Customer Engagement:

- Investigate the progress of issues raised on the last Estate Walk from The Hut.

Actions for Resident Liaison Team Leader:

- Investigate members missed appointment for asbestos inspection on their bathroom.

Meeting Closed At; 3:00pm

Next meeting to be held on 19.12.23 in Committee Room 2, Southfields, Southfields Road, Loughborough 1-3pm.