

DERBY HOMES LIMITED

MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Friday 30 January 2009

The meeting started at 1.30 pm

Board Members Present:

Paul Bayliss, Margaret Redfern, Dennis Rees, Bob Osler, Ken Whitehead

Officers Present:

Phil Davies, Jackie Mitchell

09/01 Apologies

Apologies for absence were received from Lorraine Watson

09/02 Admission of Late Items

Dennis Rees raised two late items: Board Papers and Confidential Items

09/03 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

09/04 Minutes of Previous Meeting

The minutes of the meeting held on the 28 May 2008 were accepted as a true and accurate record.

09/05 Matters Arising

There were no matters arising.

09/06 Use of Board Members' Skills and Experience

The Committee received a report setting out the skills and experience of current members of the Board. Board Members have all completed a skills audit form and it was suggested that these are combined to provide a complete picture of the Board's skills.

The Committee discussed the issue of staff's understanding of the Board's role and the gap that exists between less senior managers and board members. They recommended that board members be invited to induction sessions for new staff to talk about their role.

Agreed

The Committee

1. noted the report
2. agreed to receive a future report on the collective skills of the Board
3. offered to talk to new staff about their role as Board Members.

09/07 Use of Chair's status

The Committee considered a report that sets out some of the work carried out locally and nationally by Dennis Rees, Chair of Derby Homes.

The extent of Dennis' workload is great and Committee members expressed a need to be careful of how much work he takes on. It was suggested that Dennis could consider delegating work, where appropriate, to the Vice Chairs of the Board.

There was also a discussion on the concept of paperless meetings, with Board Members using laptops at meetings. However, the use of laptops was considered likely to present a physical barrier at meetings.

It was agreed that projecting the agenda onto a screen could work in smaller meetings and officers will consider how best to take this forward.

Agreed

The Committee noted the report and the suggestion to trial a paperless committee meeting.

09/08 Attendance at Conferences

The Committee received a report in response to Action 1.3 of the Board Improvement Action Plan 2008: to encourage and ensure there are increased opportunities for members to attend selected sector conferences.

The report outlined the various conferences that Board Members have attended in recent years.

Agreed

The Committee

1. noted the report
2. agreed to provide board members with a list of external conferences and training courses being held during the year
3. agreed that individual Board Members should be encouraged to attend specific conferences
4. agreed that Board Members attending external conferences and training courses should produce a feedback report of no more than one page to be emailed to all other Board Members and the Executive Team.

09/09 Review of Board Size

The Committee had considered the issue of changes to the size and composition of the Board, in 2007, following a recommendation from the Board Performance Review. They agreed to review the issue again in twelve months.

Agreed

The Committee agreed not to change the current size and composition of the Board.

09/10 Feedback from Sheffield Homes visit to July Board meeting

The Committee discussed feedback received from Sheffield Homes Board Members on their visit to the Board meeting held on 31 July 2008.

Agreed

The Committee noted the report.

09/11 Late Reports

Dennis Rees raised the issue of late reports, identified by several Board Members during their performance appraisal interviews. Some Board members were unhappy about receiving reports very close to the Board meeting day or even tabled at meetings as they were not given sufficient time to read them.

Agreed

The Committee agreed that any reports posted after Friday of the week before meetings would not be considered unless there was good reason for doing so.

09/12 Confidential Items

Dennis Rees suggested that if visitors are invited to Board Meetings to discuss confidential items, the items should be brought forward to the beginning of the meeting so that visitors do not have to wait until the end of the meeting.

Agreed

The Committee agreed to this proposal.

09/13 Board Improvement Action Plan 2008

The Committee debated a number of issues arising from the Plan.

Themed Question Time at Local Housing Board Meetings

It was suggested that a short time slot for themed questions could be introduced at Local Board Meetings. The theme for each meeting could be advertised in Derby Homes News (DHN), the website, press releases and through Housing Focus Groups.

Board Member Profiles

Tenant Board Member profiles have been published in DHN and the website in previous years. It was agreed to reintroduce them by including short pieces on members of each constituency over 3 editions.

Housing Focus Group Minutes

The Committee agreed that minutes of Housing Focus Groups should be included on the Local Housing Board agenda for information.

Reports

It was agreed to include 'Risk Implications' in all reports.

Visits to other ALMOs

Board Members had been invited to attend meetings of other ALMOs in previous years. It was agreed to continue this practice, if possible two visits a year to other ALMOs or Housing Associations.

Quiz Night

It was agreed to arrange a Board –v- Staff quiz night.

Future agenda items

CRB checks for Board Members

Making best use of IT for Board Members

Date of next meeting

The next meeting will be held on Friday 27 February at 12 noon at Cardinal Square.

The meeting ended at 3.00 pm.

DERBY HOMES LIMITED

MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Friday 27 February 2009

The meeting started at 12.10 pm

Board Members Present:

Paul Bayliss (left at 1.25 pm) , Margaret Redfern, Bob Osler

Officers Present:

Mark Fairweather, Susan Hill, Jackie Mitchell, Lorraine Watson (from 12.30 pm onwards)

09/14 Apologies

Apologies for absence were received from Dennis Rees and Ken Whitehead.

09/15 Admission of Late Items

There were no late items.

09/16 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

09/17 Minutes of Previous Meeting on 30 January 2009

The minutes of the meeting held on 30 January 2009 were accepted as a true and accurate record.

09/18 Matters Arising

There were no matters arising.

09/19 Making Best Use of IT for Board Members

The Committee received a report on the facilities available to Board members to support their work for Derby Homes.

The IT Manager advised that Board Members are offered a range of

equipment eg PCs, laptops, desks and chairs, in line with similar products specified and purchased for staff. Councillor Board Members receive their equipment primarily from Derby City Council. Board Members will shortly be able to take advantage of access to their emails from a mobile phone, subject to it being one running Windows Mobile 6 or above.

Bob Osler asked for an update on the proposal to hold paperless meetings. The Governance Services Manager replied that she hoped to pilot this with the Committee, once CMIS has been launched in April. Training will be provided for Board Members. Discussion took place on how the current projector and screen could be used for a paperless meeting.

It was felt the costs of achieving paperless meetings would be high as it would mean significant changes to install equipment in the Board Room.

Agreed

The Committee noted the report.

09/20 Board Performance Review 2008

The Committee considered a report on issues arising from the Board Performance Review 2008.

The Committee discussed the outcome of the whole Board appraisal attached to the report. The Governance Services Manager informed Committee that the report included details of what individual Board Members felt went well and not so well for Derby Homes in 2008 and the challenges facing the year ahead. Also attached to the report was the combined results of the 2008/09 Board Members Skill Audit and the draft Board training programme for 2009/10. It is proposed to continue with a similar programme to last year, but includes additional external training courses identified from Board Members performance appraisals and skills audits.

The Committee discussed issues arising from the whole Board performance appraisal.

1. Taking the lead on strategies and policies

Bob Osler commented that the Board could still be further improved by being more strategic.

Bob Osler agreed with the comment that the Board rubber stamps too often. The Director & Company Secretary said that sometimes agenda items were very complex and long and she had arranged Board workshops on, for example, the Facilities Management Contract and the insurance provisions, as these would be difficult to engage with especially at Board meetings. However, the workshops did not happen because Board Members had other commitments at the time.

2. Working as a Team, and Sharing Responsibility for Decisions

In response to a comment about providing support to new Board Members, the Director & Company Secretary said that new Board Members, as part of their induction programme, meet with the Executive Team to help them understand their roles and responsibilities. The Governance Services Manager suggested there could also be a role for the longer standing Board Members to play.

Bob Osler and Paul Bayliss agreed to 'buddy' with Tony Holme and Brian Perry and agreed to meet with them prior to the next Board meeting to go through the agenda. The Director & Company Secretary has arranged to meet with John Bloxsom and the auditors next week to go through the Audit Committee agenda and also as an introduction to the meeting.

3. Making decisions effectively

Bob Osler said this was sometimes difficult when reports were sent out late and suggested when emailing late items for meetings that a 'read receipt' is obtained so that we know whether Board Members have read the reports. This should be followed up with a call to remind any Board Member who has not read the report.

4. The Governance rules the Board has to follow are effective

The Committee discussed the issue of the number of representatives from one family on one of the Local Housing Boards. The Director & Company Secretary undertook to seek legal advice on this.

5. Holding the officers to account

Paul Bayliss and Bob Osler agreed that the Board does very well to hold the officers to account. The Director & Company Secretary raised the issue of the length of Board agendas and that some items could go to alternative Board meetings. It was suggested meetings start earlier in the day but it would be difficult as some Board Members work full time and would make it difficult for them to attend during the

day. The Director & Company Secretary suggested bringing a Board agenda to the next meeting and discussing its contents and layout.

6. Overseeing the budget and finances

The Committee agreed with the comment that the Board is very effective on overseeing the budget and finances.

7. Board Craft

In response to a comment that the ambassador role could be further developed, the Director & Company Secretary suggested that the Chair is involved in a number of other national organisations, the TSA, NFA, TPAS, and TAROE, for example, and it may be worth exploring opportunities for other Board Members to take on some of his Derby Homes' work.

With regard to the comment on the recent churn in Board Members affecting cohesion and consistency, discussion took place that Derby Homes should develop tenant Board Members so they can have a full role. Derby Homes has tenant Board Members who can act as role models making the transition into employment.

What should the board do differently (in terms of its own performance)

The following points were raised :

- the succession policy for Chair and Vice Chairs – this is supported by Board Member's training and development
- Attendance at Board development events Board Members are required to attend essential training within two years of joining the Board and every three years thereafter
- Encouraging LHB representatives to join the Board - Local Housing Boards members can attend many of the Board training courses and staff try to encourage involvement in the Housing Focus Groups, through to the LHBs and then to the main Board.

The Governance Services Manager highlighted that a report will be taken to the Board in March on the whole Board performance appraisal. The Director & Company Secretary suggested the appraisal report is summarised.

Agreed

The Committee discussed the 2008 Board Performance Review and

agreed

- a) Board & Committee Support Officer to arrange a meeting with the new Board Members, Tony Holme and Brian Perry, with Bob Osler and Paul Bayliss to take place shortly before the next Board meeting so that they can go through the agenda
- b) late items for meetings to Board Members that a 'read receipt' is obtained so that we know whether Board Members have read the reports. This should be followed up with a call to remind any Board Member who has not read the report.
- c) the Director & Company Secretary undertake to seek legal advice on the number of representatives from one family on one of the Local Housing Boards
- d) the Director & Company Secretary bring a Board agenda to the next meeting and discuss its contents and layout.
- e) the whole Board performance appraisal report is summarised to the Board in March.

09/21 Board Improvement Action Plan 2008

The Committee debated a number of issues arising from the Plan.

Succession Planning

Margaret Redfern enquired when Dennis Rees should be required to stand down from the Board. The Director & Company Secretary replied that she would need to check the rules on this.

Date of next meeting

The next meeting will be held on Friday 27 March 2009 at 12 noon at Cardinal Square.

The meeting ended at 2.08 pm.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH

Held on Thursday 12 February 2009

The meeting started at 6.00 pm

Local Housing Board Members Present:

David Batey, Paul Bayliss (Chair), Carol Boon, Stuart Boon, Susan Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Trevor Lamb, Harry Margett, Mary Rowland, Ian Veitch, Ken Whitehead

Officers Present:

Steve Astle, Susan Hill, Andrew McNeil, Maria Murphy, Val Watson, Sophie Wood

09/101 Apologies

Apologies for absence were received from Tabani Ndlovu, Jack Wray.

09/102 Admission of Late Items

There was no admission of late items.

09/103 Declarations of Any Other Business

There were no declarations of any other business.

09/104 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

Susan Boon and Ian Veitch declared their interest in item B4, Transport for the Community, as they are employed by the company that provides this service.

09/105 Minutes of the meeting held on 11 December 2008

The minutes of the meeting held on 11 December 2008 were accepted as a true and accurate record.

09/106 Matters Arising

Minute 08/119 Forward Plan Item For Discussion: Home Decoration Scheme

Valerie Watson, Performance Officer, confirmed that Harry Margett will be invited to the next Home Decoration Performance Improvement Team (PIT) meeting.

Minute 08/121 Good Neighbour Agreement

The Director of Housing and Customer Service advised the Local Housing Board that following the last meeting she had contacted Derby City Council Legal Services in relation to the Good Neighbour Agreement being incorporated into the Tenancy Agreement. Advice received was that this was not lawful within the Housing Act. Therefore we will proceed to issue the Good Neighbour Agreement at sign up for all new tenants and issue to all current occupiers of flats and sheltered schemes as previously agreed. The Director of Housing and Customer Service assured the Local Housing Board that the Conditions of Tenancy already contained sufficient powers to act and that the Good Neighbour Agreement provided greater evidence that tenants were made aware of their obligations.

Minute 08/122 Policy For Keeping Pets and Supported Living Accommodation

The Director of Housing and Customer Service advised the Local Housing Board that comments from the Local Housing Boards have been taken on board and tenants will receive the leaflet by March.

09/107 Question from members of the public

There were no questions received from members of the public.

09/108 Any items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss items B2, B3, B4 and B9.

09/109 Any Items For Representatives from Contractor Partners

There were no items for Representatives from Contractor Partners as none was present. Maria Murphy offered apologies from the Environmental Services Department.

09/110 Housing Focus Groups and Derby Leaseholder Association Issues

Housing Focus Groups

Trevor Lamb raised concerns that Housing Focus Group's had not met since November (next meeting March 2009) and that the geographical areas were too large. The Director of Housing and Customer Service acknowledged concerns about the break between meetings but explained that during January 2009 Housing Focus Group LITEs (Locally Involving Tenants Everywhere) had been introduced and that these would address smaller, local issues. It was agreed that the Housing Focus Group's were still in their first year and that a report reviewing the progress would be considered in June 2009. The Chair requested dates of the Housing Focus Groups to be sent to him. The Chair also requested that Housing Focus Groups Review will be added to the June agenda.

Agreed

The Local Housing Board agreed that Housing Focus Groups Review will be added to the June agenda.

09/111 Estate Management PIT – Estates Walkabouts

Steve Astle, Old Sinfen Office Local Housing Manager presented the report. A Process Improvement Team was set up in September 2008 to review Estate Management processes. The group, comprising tenants and staff, focused on reviewing estate inspections and walkabouts.

Win Buchan made a comment that she was unable to open documents that were sent to her, the Director of Housing and Customer Service will remind staff that electronic documents sent to the public should be sent using Microsoft Office 97-03 version so that they can be opened.

Dates for the Estates Walkabouts will be published well in advance and a reminder leaflet will be sent out. The Chair also suggested the use of electronic meeting invites so that they get entered into diaries. Stuart Boon asked if there would be Estate Walkabouts held on Saturday mornings. The Director of Housing and Customer Service replied that this could not be done as it is not in the Housing Officers job descriptions. Steve Astle confirmed that walkabouts will be held during a variety of different times of the day and the evening throughout the working week .

Ian Veitch commented on untidy gardens and that they never seem to get resolved. The Director of Housing and Customer Service stated that a various amount of these gardens are actually privately owned.

Agreed

The Local Housing Board approved the Process Improvement Teams recommendations in paragraph 3.4 of the report, to improve estate inspections and walkabouts.

09/112 Estates Pride Quick Fix Bids

The Local Housing Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance, and vandalism.

Win Buchan attended an Anti Social Behaviour meeting this afternoon and there may be an Estates Pride Quick Fix Bid as an outcome from that meeting. Win stated that the fencing at Spencer House has made improvements.

Agreed

The Local Housing Board

1. approved a bid, for funding at **1 -14 Harcourt Street garages** – Supply and fit 1 new lighting column, 3 lanterns and 2 PIR flood lights.
2. noted the update on the works outlined in paragraph 3.2 and any relevant changes made.

09/113 Estate Pride Large Scale Projects

The Board received a report explaining the updates on the bids for funding from Estates Pride over the next year (2009-2010).

Win Buchan asked about recycling facilities for flats. Andrew McNeil, Regeneration & New Business Manager, confirmed that there is a roll out programme for recycling facilities for flats. Mary Rowland asked when the work on Marlow Court is scheduled to take place, Andrew McNeil will check when this is programmed for.

Agreed

The Local Board approved the bids for funding from Estates Pride for the schedule of works as set out in Appendix 1 of the report.

09/114 Designated Flats Update

The Director of Housing and Customer Service presented the report to the Local Board. In April 2008, Local Housing Board South approved a report outlining the need to review age designated flats. The current policy has been in place for twenty years and no longer reflects demographic changes and housing need. A thorough review has been undertaken jointly by Derby Homes and Derby City Council.

A working group was established, of staff, tenants and a leaseholder, to review existing designated flats. The group considered - location of the flats, ages of the residents, proximity to Supported Living Schemes, numbers of leaseholders and flats identified to be decommissioned in the Spring.

Ian Vietch requested reassurance on how this would work. The Director of Housing and Customer Service explained that new age designation would be applied gradually when flats became vacant, new tenants would be given clear guidance on their conditions of tenancy and Derby Homes would act promptly to resolve any problems of nuisance.

Agreed

The Local Housing Board approved the proposals contained within the report and recommended to the Board that the matter is referred to the Council's Cabinet for approval.

09/115 Customer Satisfaction Results

The Local Housing Board received a presentation on the Customer Satisfaction Results.

The Local Housing Board noted the inconsistent satisfaction expressed by residents, for example on some questions Old Sinfen was highest, on others the lowest. Steve Astle the Local Manager for Old Sinfen Office noted the results. The Director of Housing and Customer Service explained that the outcomes were to be discussed locally at the Housing Focus Groups and she would present the feedback and proposals to the Local Housing Board in April 2009.

Lynn Gilbey thanked the staff that helped with the improvements to her bathroom and kitchen. The Director of Housing and Customer Service will pass on the compliment. The Chair will send a letter of thanks to Environmental Services Department and the Cabinet Member for the work that has been done. Ian Veitch would also like to thank Dean in the Enquiry Centre for his help. The Director of Housing and Customer Service will send the Employee of the Month form to Ian

Veitch, if he would like to fill it out.

Agreed

The Local Housing Board noted the presentation.

09/116 Standing Order 12

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

09/117 Local Performance Management Targets and Monitoring

The Local Housing Board received a report, submitted by the Performance Management Committee, to highlight key performance issues arising from discussion of quarter 3, 2008/09.

Agreed

The Local Housing Board noted the report.

09/118 Context of Anti-Social Behaviour and Crime in Derby

The Local Housing Board received a report to providing information on the City wide and neighbourhood levels of crime and ASB in Derby and highlighting emerging trends and patterns Citywide and how this reflects on what is reported to Derby Homes at the neighbourhood level.

Agreed

The Local Housing Board agreed to carry this item forward to the next meeting.

09/119 Anti-Social Behaviour – Quarter 3

The Local Housing Board received a report containing the outcome of performance measures for instances of and actions taken in respect of anti social behavior in Quarter 3.

Agreed

The Local Housing Board agreed to carry this item forward to the next Local Housing Board meeting.

09/120 Transport for the Community

The Local Housing Board received a report, the report providing an update on the Transport for the Community project and the progress

made during the first six months.

The Local Housing Board raised concerns regarding the funding of this project and its future. There will be a further report in April 2009 to consider proposals for the future of the project.

Agreed

The Local Housing Board noted the report.

09/121 Customer Feedback – Customer Journey

The Local Housing Board received a report on Customer Feedback. Derby Homes has for the past year carried out mystery shopping exercises across a range of our services. This report provided the Local Housing Board with detail of the process and outcomes in quarter 3.

Agreed

The Local Housing Board noted the report.

09/122 Tenants Services Authority

The Local Housing Board received a report on the Tenants Service Authority. The Tenants Service Authority (TSA) is the Government's new housing regulator, Derby Homes has been recruited as one of 29 trailblazers to help deliver the TSA's National Conversation with tenants.

Agreed

The Local Housing Board noted the report.

09/123 Development in the South Area Update

The Local Housing Board received an update on the progress of a number of ongoing developments in the South area of the City. The developments included Isle of Wight blocks, Rodney House and Sancroft Court, City Training Site at Grampian Way, Sinfin, Osmaston Master Planning, Exeter House and Derby Homes New Build.

Agreed

The Local Housing Board noted the report.

09/124 Directors' Update – February 2009

The Local Housing Board received a report which provided a general

overview and update on current issues.

Agreed

The Local Housing Board noted the report.

09/125 Feedback from the Local Housing Board Away Day

The Local Housing Board received a report to enable further discussion on the role of the Local Housing Boards, following discussion at the Local Housing Board Away Day on 24 January.

Agreed

The Local Housing Board agreed to put this item under Part A of the agenda at the next Local Housing Board meeting.

09/126 Minutes of the Derby Homes Board Meeting held on 27 November 2008

The Local Housing Board received a copy of the draft minutes of the Derby Homes Board meeting held on Thursday 27 November 2008.

Agreed

The Local Housing Board noted the minutes of the Derby Homes Board meeting held on Thursday 27 November 2008.

09/127 Confidential Business

The Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (c and j) of Part IV of Derby Homes Governance Arrangements.

09/128 Contract Cleaning Update

The Local Board was informed that Derby Homes Board approved the appointment of the company who will deliver the cleaning contract commencing April 2009 in all communal areas. The Assessment Panel's final decision was based on price and quality and not to opt for the cheapest contract. The Chair formally thanked Jack Wray and Lyn Gadsby for the work they completed on the tender process.

Date of next meeting

The next meeting will be held on Thursday 9 April 2009 at 6.00 pm at Cardinal Square.

The meeting ended at 8.21 pm.

.....

CHAIR

Signed as true and accurate record of the meeting held on Thursday
12 February 2009.