

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on 18 March 2009

The meeting started at 6.00 pm

Board Members Present:

David Batey, Alison Brown, Tabani Ndlovu (Chair), Dennis Rees

Officers Present:

Steve Bayliss, Julie Eyre, Susan Hill, Maria Murphy

Others Present:

Sharon Hancock, Housing Performance Manager, Derby City Council

09/20 Apologies

There were no apologies.

09/21 Admission of Late Items

There were no late items.

09/22 Declarations of Interests

The Council Board Member was noted as declaring his interest in matters relating to Derby City Council.

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

09/23 Performance Indicators and Targets – 2009/10

The Committee received a report containing proposals for the 2009/10 performance indicators and targets against those indicators. The report also contained recommendations for the removal of some existing indicators, which no longer hold relevance for Derby Homes, and a new indicator to measure avoidable contact to support Derby City Council in achieving the National Indicator NI14.

The Director of Housing and Customer Service talked through Appendix 1.

Rent Arrears

The Director of Housing & Customer Service informed Committee that the arrears indicator was dependant on the out turn figure. She predicted the out turn figure to be around £900,000 - £1 million. The Director of Housing & Customer Service will send the targets electronically to Committee for their agreement. The Director explained that the main problem last year was the recruitment of staff but next year should see a reflection of excellent performance.

Alison Brown queried if tenants with arrears owing to Housing Benefit are being targeted. The Director of Housing & Customer Service replied that the Arrears Manager is looking into this and it is a high risk with new tenants. Derby Homes is making better use of time by helping new tenants on introductory tenancies with applications for housing benefit before they move in. This should help prevent arrears in the early days of their tenancies.

Agreed

The Committee agreed to receive the targets electronically for their agreement and that the arrears indicator was dependent on the out turn figure.

Voids and relets

The proposed target for average time taken to relet local authority housing is 24 days. The Director of Housing & Customer Service added that it was difficult to let properties in certain areas of Derby. Three or four properties could be empty for up to three or five months. She suggested including an additional recommendation to report on figures for general needs and properties struggling to relet. She could look at this year's figures to split up and provide targets. The targets could be benchmarked with Derwent Living.

Agreed

The Committee agreed

1. the 24 days proposed target and requested the Director of Housing & Customer Service to provide the above information within the rent arrears targets email
2. relet figures for general needs and sheltered housing will be reported separately.

Tenant Satisfaction

The Director of Housing & Customer Service informed Committee it was disappointing news of 73% current performance of tenant satisfaction with the Landlord (STATUS Survey 2008). The Director of Housing & Customer Services suggested agreeing an internal measure from the internal surveys as it should give a more realistic picture of tenant satisfaction. The Performance Manager added that this could be measured quarterly. The target will also be benchmarked with HouseMark to see where improvements could be made, for example, younger people. The Council's Housing Performance Manager will take these points into consideration and will inform Shelley Merrett, Housing Research Officer at Derby City Council.

The Committee suggested that Derby Homes' services should be publicised more with positive comments in the Derby Homes News.

Agreed

The Committee agreed the target and an internal measure from the internal surveys as it should give a more realistic picture of tenant satisfaction.

Maintenance

The Committee expressed concern with the current repair priorities as they were out-dated and should be reviewed with the aim of achieving more consistent performance from the contractor. The Director of Housing & Customer Service proposed to categorise the repairs into priority order and will contact the Maintenance Manager (Repairs) to look at current categories and review the priorities. The Chair suggested there is a need to review these priorities in consultation with tenants and then put the proposals to ESD. The Director of Housing & Customer Service will send the details electronically to Committee by mid-March for their feedback. The Performance Manager will incorporate benchmarking to view best practice for Derby Homes on repair priorities.

Agreed

The Committee agreed to categorise the repairs into priority order.

DH Local 44 - % of responsive repairs for which appointment made and kept

The Committee agreed two new indicators to measure Derby Homes and ESD Performance separately. These will measure % of appointments made and then % of appointments made and kept. However, the Director of Housing & Customer Service will contact the Maintenance Manager (Repairs) to link this with ESD repairs priorities.

Agreed

The Committee agreed two new indicators to measure Derby Homes and ESD Performance separately.

Adaptations

Committee agreed to 16 days for average time from referral to small adaptation.

Committee agreed to 128 days for average time from referral to large adaptation.

Invoices

Committee agreed to 97% target for invoices paid within 30 days (Corporate Health BVPI).

Equalities

Committee agreed to delete equal access to social housing as a new equalities standard has been introduced.

Energy Efficiency

Energy Efficiency – average SAP rating of dwellings – target to be proposed when outturn is known. The Director of Housing & Customer Service proposed to review it after six months.

Enquiry Centre

All proposed amendments and targets were agreed by Committee.

Agreed

The Committee agreed the proposed indicators and targets as shown above and the energy efficiency to be reviewed after six months.

Date of next meeting

The next meeting will be held on Tuesday 19 May 2009 at 6.00 pm at Cardinal Square.

The meeting ended at 7.35 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 18 March 2009.