

## **DERBY HOMES LIMITED**

### **MINUTES OF THE HOMES PRIDE COMMITTEE**

**Held on Thursday 28 November 2002**

**The meeting started at 6.00 pm**

#### **Committee Members Present**

Maurice Burgess, Suman Gupta, Audrey Marples, Nita Murphy, Afzal Shabir

#### **Officers Present**

John Bloxsom, Shaun Bennett, Alex Dixon, Laura Harper

#### **Derby City Council**

Ian Yeomans, Senior Quantity Surveyor, Commercial Services Department

#### **Apologies**

There were no apologies for absence.

#### **HP02/01 Appointment of Chair and Vice Chair**

The Committee was asked to appoint a Chair and to consider the option of appointing a Vice Chair

#### **Agreed**

The Committee

1. approved the appointment of Maurice Burgess as the Chair of the Homes Pride Committee.
2. agreed not to appoint a Vice Chair.

#### **HP02/02 Terms of Reference**

The Committee received a copy of its terms of reference, as approved by the Board on 31 October 2002, and was asked to agree a quorum for future meetings.

**Agreed**

The Committee

1. noted the terms of reference
2. agreed that the quorum should be three members, with at least two constituencies being present. In the event of the meeting being inquorate, decisions will be referred to the Board for approval.

**HP02/03 Declarations of Interests**

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

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

**HP02/04 (a) Selection of Policy Review Work Programme**

The Committee was asked to identify policies for review.

**Agreed**

The Committee agreed to review the policies for

- Disturbance Payments
- Asset Management
- Adaptations and Life Time Homes.

**(b) Service BVPIs Performance Monitoring**

The Committee considered the Derby Homes Best Value Performance Indicators and was asked to identify those it wished to monitor.

**Agreed**

The Committee agreed to monitor

1. The performance indicators listed under the heading of Capital Programme with particular interest being paid to BVPI 184b
2. Number of non-decent homes made decent
3. Repairs
4. Completion of inspection visits within 5 working days, appointments, emergency repairs, urgent repairs and routine repairs.

#### **HP02/05 Update on Best Value Review Planning Improvement Action Plan**

The Committee considered the BVR Planning Improvement Action Plan.

##### **Agreed**

The Committee noted the Best Value Review Planning Improvement Action Plan.

#### **HP02/06 Feedback on Housing Investment Conference**

The Committee considered a report on the feedback from the Housing Investment Conference held on 25 November 2002.

##### **Agreed**

The Committee noted the feedback from the Housing Investment Conference held on the 25 November 2002.

#### **HP02/07 Timetable/Project Plan for Homes Pride Improvement Programme**

The Committee received details about the timetable and project plan for the Homes Pride Improvement Programme.

##### **Agreed**

The Committee noted the Draft Outline plan for the Homes Pride Programme.

#### **HP02/08 Future Monitoring of Homes Pride Improvement Programme**

The Committee discussed the monitoring of Contractors and Derby Homes performance against the Homes Pride Improvement Programme.

##### **Agreed**

The Committee agreed

- to monitor Derby Homes and Partners performance against the Derby Homes Pride Programme.
- that options for monitoring the Derby Homes Pride Programme be reported to the March meeting.

## **HP02/09 Selection of Partners**

The Committee was informed of the process for the selection of strategic partners for the Homes Pride Improvement Programme and asked to make recommendations to the Board.

### **Agreed**

The Committee agreed to recommend to the Board the following Strategic Partners for the Homes Pride Programme:

#### **Post War Dwellings**

- Bramall Construction
- Lovell Partnerships Limited

#### **Pre War Dwellings**

- Derby City Council Commercial Services Department

#### **Wimpey No-Fines**

- Bramall Construction
- Derby City Council Commercial Services Department

## **HP02/10 Procurement Strategy**

The Committee received a report, for information, on the partnering approach to construction procurement, which had been approved by the Board on the 29 August 2002.

### **Agreed**

The Committee noted the report.

## **HP02/11 Discussion on Time and Dates of Future Meetings**

The Committee was asked to consider if it wished to alter the time and dates of future meetings.

### **Agreed**

The Committee agreed to continue with the dates and times of future meetings as approved by the Board on 31 October 2002

Company Number 4380984  
A Company Limited by Guarantee  
Registered in England



**HP02/12 Date of next meeting**

The next meeting will be held on Thursday 30 January 2003 at 6.00pm at Cardinal Square.

The meeting ended at 8.16pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 November 2002.



## DERBY HOMES LIMITED

### MINUTES OF THE RESOURCES COMMITTEE

Held on Thursday 28 November 2002

The meeting started at 6.00 pm.

**Committee Members Present:**

Alan Graves, Iain MacDonald, Dennis Rees, Bob Osler

**Trades Union Observer:**

Moz Greenshields

**Officers Present:**

Murray Chapman, Lynne Hall, Jackie Mitchell, Lorraine Watson

**Apologies**

Apology for absence was received from Philip Hickson

**R02/01 Appointment of Chair and Vice Chair**

The Committee was asked to appoint a Chair and to consider the option of appointing a Vice Chair.

**Agreed**

The Committee approved the appointment of

1. Dennis Rees as Chair of the Resources Committee
2. Alan Graves as Vice Chair of the Resources Committee.  
and that
3. pre-agenda meetings will be held prior to agendas being distributed to Committee members
4. meetings of the Committee continue to be held on Thursdays for the next few months, on the dates approved by Board on 31 October 2002.

**R02/02 Terms of Reference**

The Committee considered its Terms of Reference as agreed by the Board on the 31 October 2002 and were asked to agree a quorum for future meetings.

## **Agreed**

The Committee

1. noted its Terms of Reference as approved by the Board on 31 October 2002
2. agreed a quorum of 3 committee members and that if a meeting is inquorate this should be reflected in the minutes and any decisions referred to the Board.

### **R02/03 (a) Selection of Policy Review Work Programme**

The Committee was asked to identify existing Derby Homes policies for review over the next twelve months.

## **Agreed**

The Committee agreed to review

Finance :	Rent Collection (Out of Office)
	Capital Budgeting
Personnel:	Annual Leave and Sickness
	Attendance Monitoring Procedure
	Attendance Management Procedure

### **(b) Service BVPIs Performance Monitoring**

The Committee considered information on Derby Homes' Performance Monitoring and was asked to identify the performance indicators it wished to monitor.

## **Agreed**

The Committee agreed

1. to monitor
  - BVPI 66a - rent collected as a % of rent due
  - BVPI 66b - rent arrears of current tenants as a % of rent roll
  - BVPI 18 - % of invoices paid within 30 days
2. to set a target for BVPI 18 for 2002/3 at 95%
3. requested comparative figures on rent arrears
  - the number of people on Housing Benefits and
  - the number of people paying rent
4. requested information be provided at the next meeting on
  - the reasons why 20% of invoices are not paid within 30 days
  - the number of invoices outstanding and the amount owed.



#### **R02/04 Management Accounts – October**

The Committee received information on the Management Accounts for October 2003. The Committee was concerned about the deficit shown for October.

##### **Agreed**

The Committee noted the Management Accounts for October 2002 and requested a full-year budget forecast be included in the Management Accounts report presented to the next meeting of the Board.

#### **R02/05 Computer Strategy**

The Committee received information on the draft Derby Homes Computer Strategy.

##### **Agreed**

The Committee agreed that

1. the Computer Strategy be considered at a future meeting of the Board
2. information on expenditure be provided at the next Committee meeting
3. the computer strategy be compatible with the City Council's strategy.

#### **R02/06 BVR Support Services/Service Level Agreements**

The Committee received a report, for information, that had been approved by the Board on 29 August 2002. The report set out a programme for establishing Service Level Agreements between Derby Homes and Derby City Council.

##### **Agreed**

The Committee

1. noted the report
2. requested that the names of responsible Derby Homes Officers be updated on the SLA Timetable.

#### **R02/07 Personnel Policy on Criminal Record Checks**

The Committee considered a report on a proposal to carry out criminal record checks for employees of Derby Homes. The report included a range of solutions for dealing with criminal record checks and a priority list of occupations to be checked.

**Agreed**

The Committee agreed

1. to register Derby Homes as an independent employer with the Criminal Records Bureau
2. to introduce the system on a phased basis that allows an employee to begin work subject to a check being completed
3. that a detailed report be brought to the next meeting.

**R02/08 Minutes of Derby Homes Joint Consultative Committee – 8 November 2002**

The Committee considered the minutes of the Derby Homes Joint Consultative Committee meeting held on the 8 November 2002.

**Agreed**

The Committee noted the minutes of the Derby Homes Joint Consultative Committee meeting held on the 8 November 2002.

**R02/09 Update on Staffing Initiatives**

The Committee received an update report on various staffing initiatives currently being implemented.

**Agreed**

The Committee noted the report.

**R02/10 Achievement and Development of Derby Homes Board and Director of Derby Homes**

The Committee considered a proposal for reviewing achievement and development of the Derby Homes Board and Director. It was proposed that each Board Member completes a form which would be sent to the Chair, Vice Chairs of the Board and the Director. The Director would then prepare a report for discussion at the Board away day on the 25 January.

The proposal for the Director of Derby Homes' Achievement and Development involves an interview by the Chair and two Vice Chairs of the Board, using the standard Council documentation.

**Agreed**

The Committee agreed to recommend to the Board

1. the following options for Board Members Achievement and Development

- i. not to approve the proposal at this stage and review in 6 months time
  - ii. the Director to analyse the self-assessment forms and prepare a report for the Board Away Day
  - iii. The Chair and Vice Chairs to interview individual Board members
  - iv. The Council's Corporate Personnel Department/external consultant to analyse the forms.
2. the proposal for Director of Derby Homes Achievement and Development interview be carried out by the Chair and two Vice-Chairs of the Board.

**R02/11 Time and dates of future meetings**

This item was discussed at the beginning of the meeting. Minute R02/01 refers.

**R02/12 Derby Homes Tenants – Council Tax Payments – Proposal to move from weekly to monthly payments system**

The Committee received a report which had been considered by the Council's Cabinet on 19 November 2002. The report proposed that Council tenants pay council tax on a monthly basis instead of weekly from 1 April 2003, in line with other council tax payers and that tenants be consulted on the proposal through community panels.

**Agreed**

The Committee agreed to refer the report to the Board.

**R02/13 Derby Loans**

The Committee received a report seeking members views on continued support to Derby Loans. The project has requested that Derby Homes commutes the remaining £5,000 from an in-kind contribution to a cash payment.

**Agreed**

The Committee

1. did not agree to commute the remainder of Derby Homes contribution in kind in 2002/3 into cash
2. agreed to consider any investment by Derby Homes in Derby Loans Limited when setting budgets for 2003/4. Date of next meeting

**R02/14 Confidential Business**

**Agreed**

That under Part IV of the Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 18.2 (i, and vi).

**R02/15 Audit Report and Audit Plan**

The Committee received an internal audit report prepared by the Council's internal auditors. It also received a report on arrangements for the internal audit of the relationship between Derby Homes and Derby City Council to be carried out by the Council's internal auditors.

**Agreed**

The Committee

1. noted the internal audit report
2. approved the Audit Plan with the exception of the audit of the Council's relationship with Derby Homes for which the Committee requested an alternative proposal, as it believes that the Council has a conflict of interest in requiring its staff to carry out the audit.

**The next meeting will be held on Thursday 30 January 2003 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.50 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 November 2002.

## DERBY HOMES LIMITED

### MINUTES OF THE SERVICE IMPROVEMENT COMMITTEE MEETING

Held on 28 November 2002

The meeting started at 6.10 pm.

#### Board Members Present:

Paul Bayliss, Maurice Burgess, Alan Graves, Jenny Hayball, Sylvia Hyde, Martin Latham

#### Officers Present:

Phil Davies, Richard Smail, Maria Murphy, Richard Platt.

#### Apologies

An apology for absence were received from Jenny Bradley

#### SI 02/01 Appointment of Chair and Vice Chair

The Committee was asked to appoint a Chair and consider the option of appointing a Vice Chair.

#### Agreed

The Committee agreed

1. to appoint Jenny Hayball as Chair of the Service Improvement Committee
2. not to appoint a Vice Chair

#### SI 02/02 Terms of reference

The Committee discussed its terms of reference and was asked to agree a quorum for future meetings.

#### Agreed

The Committee agreed

1. to change the title of item 7 to 'Introduction of New Services'.
2. to discuss each item separately in future meetings.
3. a quorum of 3 committee members. If a meeting is inquorate this should be reflected in the minutes and any decisions referred to the Board.

### **SI 02/03 Selection of Policy Review Work Programme**

The Committee was asked to identify existing Derby Homes policies for review.

#### **Agreed**

The Committee agreed to review policies for

- Anti Social Behaviour and Noise Nuisance
- Customer Care
- Abandoned Properties
- Tenant Consultation
- Discretionary Allocations

### **SI 02/04 Update on BVR Frontline Services Improvement Action Plan**

The Committee received a briefing on the Best Value Review of Front Line Services and Sustainable Estates Improvement Action Plan.

#### **Agreed**

The Committee agreed that the update should be carried forward to the next meeting and updated every six months.

### **SI 02/05 Update on Sheltered Housing Review**

The Committee received a report giving an update on the Sheltered Housing Review.

#### **Agreed**

The Committee noted the report on the Sheltered Housing Review.

### **SI 02/06 Service BVPIs Performance Monitoring**

The Committee received information on BVPIs for Derby Homes and was asked to identify the performance indicators it wished to monitor.

#### **Agreed**

The Committee agreed to monitor performance indicators on

- Voids and Lettings
- Derby Homefinder

- Inspection of Empty Houses
- Clearing Gardens
- Answering Phones
- ASB Response

#### **SI 02/07 Update on Tenancy Support Team**

The Committee received a report giving an update on the Tenancy Support Team.

**Agreed**

The Committee noted the report on the Tenancy Support Team.

#### **SI 02/08 Introduction of Gold Service**

The Committee considered a proposal to introduce Gold Service at Derby Homes. Gold Service aims to improve housing management services and performance, improve resident and staff satisfaction, and change tenant behavior.

**Agreed**

The Committee supported the commissioning of a feasibility study on the Gold Service.

#### **SI 02/09 Customer Satisfaction Survey**

The Committee received a summary of the Customer Satisfaction Survey.

**Agreed**

The Committee agreed that the Customer Satisfaction Survey will be discussed at the Board members away day in January.

#### **SI 02/10 Complaints Monitoring**

The Committee received a report and monitoring information on complaints received under the Derby Homes Complaints Scheme.

**Agreed**

The Committee noted the report and agreed to receive sample copies of the original complaints forms at future meetings.



**02/11 Discussion on time and dates of future meetings**

The Committee was asked to consider the time and dates of future meetings.

**Agreed**

The Committee agreed to meet on the dates and time agreed by the Board on the 31 October 2002.

**02/12 Date and time of next meeting**

The next meeting will be held on Thursday 30 January 2003 at 6.00 pm at Cardinal Square.

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 November 2002.