

## **DERBY HOMES LIMITED**

### **MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING**

**Held on Friday 29 May 2009**

The meeting started at 12.10 pm

#### **Board Members Present:**

Margaret Redfern (arrived at 12.25 pm), Bob Osler (Chair), and Ken Whitehead

#### **Officers Present:**

Christine Hill, Susan Hill, Jackie Mitchell, Lorraine Watson

#### **09/30 Apologies**

Apologies were received from Paul Bayliss and Dennis Rees.

#### **09/31 Admission of Late Items**

There were no late items.

#### **09/32 Declarations of Interests**

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

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

#### **09/33 Minutes of Previous Meeting**

The minutes of the meeting held on the 6 April 2009 were accepted as a true and accurate record.

#### **09/34 Matters Arising**

##### **Minute 09/28 Board Agenda – Contents and Layout**

Ken Whitehead felt that the Director and Company Secretary had misunderstood his comment that health and safety was important at work. The Personnel Manager informed Committee that a meeting

had been held to discuss options for the Health and Safety Forum to improve recruitment of additional members and initiatives have been raised.

**Minute 09/29 Future Agenda Items**  
**Committee to consider any other future items**

The Governance Services Manager informed Committee that the HQN Governance Tool Kit is under review at the moment. The Director and Company Secretary added that the review could take up to a year but the Committee could still look at it. The Governance Services Manager will find out when the review of the toolkit is due to be completed and if appropriate the Committee will look at it.

**09/35 HQN Good Practice in Governance**

The Committee discussed the presentations by Alistair McIntosh, HFA Lead Officer, and Brian Johnson, Chief Executive of Moat Housing Association given at the recent NFA Annual Conference.

The Committee discussed the risks highlighted in Brian Johnson's presentation. The Committee commented that Derby Homes' risks framework had not been reviewed for at least three years. .

Bob Osler suggested that the Committee look at the context of the Strategic Board meeting.

**Agreed**

The Committee recommended that the Board looks at the framework of the risk register at an away day or workshop.

**09/36 NHF Excellence in Governance Code for Members**

The Committee received a report outlining the content of the recently updated National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members, which provides guidance for Board Members to achieve the highest standards of governance, accountability and probity.

The Chair requested that copies of the publications are ordered for Committee Members in time for the next meeting. The Committee agreed to invite the Chief Executive and the Chairs of the Board and Committees, to future meetings, to discuss the relevant areas in the Code.

## **Agreed**

The Committee agreed

1. to look at the sections of the Code at the next meeting as proposed in paragraph 3.4 of the report on receipt of copies of the publication
2. to order copies of the Code for Committee members before the next meeting
3. Board and Committee Chairs and Chief Executive to be invited to relevant future meetings to discuss aspects of the Code.

### **09/37 CRB Checks for Board Members**

The Committee received a report to consider whether Board Members should be subject to a CRB Disclosure.

The CRB offers very clear advice about who can and who cannot be checked. They have produced a Code of Conduct which places different workers, who can be checked, into different categories. Category 07 refers to Committee and Board Members. The Personnel Manager informed Committee that the criteria within this category is highly unlikely to affect Derby Homes' Board Members as they would not have unsupervised access to children and vulnerable adults.

## **Agreed**

The Committee agreed Board Members should not be subject to CRB Disclosures.

### **09/38 Future Agenda Items**

Excellence in Governance Code For Members:

June	Preamble
	Constitution and composition of the board
	Board recruitment, renewal and review

**Date of next meeting**

**The next meeting will be held on Friday 26 June 2009 at 12 noon at Cardinal Square.**

The meeting ended at 1.20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 29 May 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE MEETING

Held on Thursday 9 July 2009

The meeting started at 6.00 pm

#### Board Members Present:

Paul Bayliss, Tony Holme, Iain MacDonald (Chair), Bob Osler, Dennis Rees

#### Officers Present:

Phil Davies, Jackie Mitchell, Anila Tasif, Lorraine Watson, Pippa Wood

#### 09/32 Apologies

Apologies for absence were received from John Bloxsom and Christine Hill.

Paul Bayliss advised he would need to leave the meeting at 7.00 pm

Phil Davies advised he would need to leave at 7.20 pm.

#### 09/33 Admission of Late Items

There were no late items.

#### 09/34 Declarations of Interests

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

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

All Committee Members declared an interest in Item A5, Board Member Out of Pocket Expenses.

**09/35 Minutes of Previous Meeting**

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

**09/36 Matters and Actions Arising**

**Minute 09/20 Midlands Community Finance**

Derby City Council has agreed to fund £50K a year for 2 years.

**Minute 09/30 Proposed Policy Change – Improving Employee Performance**

The draft policy has been written. Senior managers are being consulted on it, linking in with actual cases to ensure proper consultation. The final version will be brought to the next meeting.

**09/37 Derby Homes Management Accounts 2009/10 – Period 2**

The Committee received the management accounts for the two months to May 2009. This was the first operating statement for the 2009/2010 financial year. Due to the timing of the opening balance adjustments and the phasing of imported dated, only cumulative figures were shown in the report and statements.

The Operating Statement for April 2009 to May 2009 showed a cumulative operating surplus of £25,000.

The Director & Company Secretary confirmed that there were no areas of concern at that time. The accounts showed underspend on the furniture project. The Chief Executive was concerned that the service was not being adequately promoted, particularly in view of the current financial climate.

**Agreed**

The Committee noted the Management Accounts for period 2.

**09/38 Year End Accounts 2008/09**

The Committee received the Year End Accounts for 2008/09. Attached to the report were copies of a representation letter from Derby City Council, giving an audit opinion that the financial statements give a true and fair view of the state of the Company's affairs as at 31 March 2009, and a

management representation letter from Derby Homes to PKF.

The accounts had been considered and approved for recommendation to the Board by the Audit Committee on the 6 July 2009.

The Committee was advised that the accounts showed a surplus of £93,000 after FRS17 had been taken into consideration. The underlying operating surplus for the year is £591,000. The Director & Company Secretary reported a reserves balance of £2.297m – proposals for spend were detailed in paragraph 3.12 of the report. Some of the proposals are in early development and may not come to fruition, therefore it was proposed to delegate up to 10% of the reserve balance (£230k) to be at the discretion of the Chief Executive to be used in substitute projects, without further reference to the Board.

### **Agreed**

The Committee agreed to

1. recommend the Board accept the annual report and financial statements at the meeting on 31 July 2008 as a true and fair view of the Company's financial affairs as at 31 March 2008 as a going concern.
2. noted the explanation of the changes made to the accounts since the forecast out-turn was presented to Resources & Remuneration Committee members on 24 April 2008.
3. recommend the Board authorises the Chair and Company Secretary sign the accounts.
4. recommend the Board authorises the Chair, Chief Executive and Director and Company Secretary to sign a letter of representation requested by PKF (UK) LLP.
5. recommend the Board authorises the Chair to sign the Statement on Control Self Certification and Internal Reporting.
6. delegate up to 10% of the reserve balance (£230,000) to be at the discretion of the Chief Executive to be used in substitute projects, without further reference to the Board and report back to a future Committee on the actual spend.

## 09/39 Board Member Out of Pocket Expenses

The Committee Members declared an interest in this item.

The Committee considered a report written in response to concerns raised at the May Board meeting by John Bloxsom (JB) regarding the Loss of Earnings Scheme. The report also addressed concerns raised by the Chair of Resources & Remuneration Committee regarding payment of mileage expenses to Board Members.

The Director & Company Secretary advised of actions that could easily address some of John's concerns:

- A change of wording on the "About the Board" page on the Derby Homes website to include reference to the Board Member Loss of Earnings Scheme.
- Inclusion of the Board Member Loss of Earnings Scheme in the "A-Z" publications list.
- Publish in the Annual Report the names of Board Members who have claimed under the scheme during the year and the total amount claimed.

The Director & Company Secretary asked the Committee to discuss and decide whether or not they should recommend the Board adopts proposed changes to the Loss of Earnings scheme as follows:

- amend the hourly rate to be **up to** £45 per hour
- to introduce an evidenced based authorisation process as suggested in paragraph 3.5 of the report or
- amend the current self declaration to read "I declare I have at least incurred the loss set out above."

The Committee felt that the issue had been extensively debated at previous Board and Committee meetings over a long period of time and they did not wish to revisit the matter again at this time. They concurred that Board Members could exercise the option to claim up to the standard hourly rate of £45 if their earnings were not at that level and therefore it was not necessary to change the scheme.

To address concerns raised by the Chair of the Committee, the Committee was also asked to discuss and decide whether to recommend the Board adopts proposed changes to the mileage rate paid to Board Members.

Board Members are currently able to claim out of pocket expenses for their travel to and from formal Board meetings and Committees. Traditionally, these rates have been based on car travel expenses for employees. These rate offer variable recompense depending upon the miles undertaken:

	451 – 999 cc	1000 – 1199 cc	1200 – 1450 cc
(1) Per mile first 8,500 for Derby Homes' business	42.9p	47.7p	60.1p
(2) Per mile after 8,500 for Derby Homes' business	11.7p	12.2p	14.2p

If any single journey is more than 100 miles, the rate will be the Home Office rate of 18.8p for every mile claimed. If you exceed 8,500 miles within the year, your rate will be as shown in row (2).

The Director & Company Secretary advised to avoid any sense of unfairness and discrimination that out of pocket expense rates for travelling to and from Board and Committee Meetings should be a single rate. The Committee was advised they could determine their own rate but they could consider the current Home Office Rate of 40 pence a mile.

The Committee, however, felt that it would be fairer to delete the sentence "If any single journey....." (shown below the mileage chart above).

### **Agreed**

The Committee agreed

1. the changes to the website as outlined above
2. not to recommend to the Board changes to the Loss of Earnings Scheme as proposed in the report
3. Board Members will be able to claim the mileage rates as shown in the table above and the sentence *"If any single journey is more than 100 miles, the rate will be the Home Office rate of 18.8p for every mile claimed. If you exceed 8,500 miles within the year, your rate will be as shown in row (2)"* in the Mileage, Travel & Subsistence Scheme, will not be applied.

#### **09/40 Policy for Dealing with Requests for Grant Funding from External Organisations**

The Committee received a report proposing a new policy for grant funding request from organisations external to Derby Homes, other than the City Council.

The purpose of the policy is to provide guidance to organisations requesting funding or sponsorship by Derby Homes and to ensure openness and transparency in the way we deal with requests for funding.

Applicants will need to demonstrate that the grant funding will benefit tenants of Derby Homes and requests of over £1,000 should contribute to at least one of Derby Homes strategic objectives. They will need to provide a range of information, such as their organisation's constitution, bank statements and references, and requests of over £1,000 will need to submit a business case.,

Requests for funding up to £5,000 will be considered for approval by the Chief Executive of Derby Homes and a Director. Any requests above £5,000 will be considered by the Local Housing Board.

#### **Agreed**

The Committee approved the policy for dealing with requests for funding from external organisations.

#### **09/41 Performance Monitoring**

The Committee received a report submitted by the Chair of the Performance Management Committee to highlight key performance issues arising from discussion of quarter 4 2008/9 performance.

#### **Agreed**

The Committee noted the report.

#### **09/42 Investor in People**

The Committee received a report advising that Derby Homes has successfully retained Investor in People (IIP) recognition for a further three years, until 2012.

**Agreed**

The Committee noted the report and congratulated staff on the achievement.

**09/43 Professional and Consultancy Appointments and Fees 2008/09**

The Committee received a report summarising the expenditure on legal and professional services during the financial year ending 31 March 2009 and explaining the process for the selection of consultants.

**Agreed**

The Committee noted the report and agreed to receive an annual report on the matter.

**09/44 Confidential Business**

**Agreed**

Under Part IV of the Derby Homes Governance Arrangements, the Committee agreed to exclude members of the public from the meeting during discussion of the following item(s) on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (j).

**09/45 Job Evaluation – Equal Pay**

The Committee received a report updating them on progress with managing Derby Homes' agreement for the job evaluation process.

**Agreed**

The Committee noted the progress made on the job evaluation process.

**09/46 Independent Safeguarding Authority**

The Committee received a report advising of the introduction of the Independent Safeguarding Authority and the implications for Derby Homes.

**Agreed**

The Committee noted the report.

**09/47      New Tenants Support Service**

The Committee received a report containing detailed costings for the proposed housing management support team to work with new tenants.

**Agreed**

The Committee

1. approved the costed business case, subject to final consultation with council officers and subsequent Council Cabinet approval.
2. requested a report back six months after implementation of the service.

**Date of next meeting**

**The date next meeting will be confirmed at the Board meeting in October.**

The meeting ended at 7.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 9 July 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Tuesday 19 May 2009

The meeting started at 6.00 pm

#### Board Members Present:

Tabani Ndlovu (Chair), Alison Brown, Ken Whitehead

#### Officers Present:

Annabelle Barwick, Steve Bayliss, Murray Chapman, Julie Eyre, Susan Hill, Steve Humenko, Maria Murphy, Paul Thompson, Margaret Wardle, Val Watson

#### Others Present:

Sharon Hancock, Housing Performance Manager, Derby City Council

#### 09/24 Apologies

Apologies for absence were received from David Batey and Dennis Rees.

#### 09/25 Admission of Late Items

There were no late items.

#### 09/26 Declarations of Interests

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

The Chair announced that from June the Director and Company Secretary will be responsible for the strategic leadership of the Performance Team. The Director of Housing and Customer Service will focus more on customer service. The Director of Housing & Customer Service thanked the Performance Team for their hard work and support. The Committee thanked the Director for her hard work and commitment.

**09/27 Minutes of Previous Meeting on 3 February 2009**

The minutes of the meeting held on 3 February 2009 were accepted as a true and accurate record with the exception of Minute 09/10 Derby Homes Risk Register page 7, Strategic Risk 10, which should read

“Failure to retain levels of existing customer satisfaction with services – had been increased from low likelihood to significant likelihood.”

**Minutes of Previous Meeting on 18 March 2009**

The minutes of the meeting held on 18 March 2009 were accepted as a true and accurate record.

**09/28 Matters Arising**

**18 March 2009**

**Minute No 09/23 Performance Indicators and Targets – 2009/10 Maintenance**

The Director of Housing and Customer Service informed Committee that the two new indicators to measure Derby Homes and Environmental Services Department's performance separately will be incorporated into one new target.

**09/29 Items from Part B to be discussed**

**Agreed**

The Committee agreed to discuss Items B1 and B5 and to bring forward Item B5 Equality Impact Assessment report.

All other items in part B were noted but not discussed.

**09/30 Equality Impact Assessment**

The Committee received a report on the annual round of Equality Impact Assessments. Derby Homes incorporates an annual programme of specific Equality Impact Assessments into all reviews and new policies.

The Change Manager asked Committee to consider other service areas for assessment. The Chair suggested the Language Line facility. The Director of Housing and Customer Service replied that an evaluation of Language Line will be reported in Quarter 2. An assessment of mediation due to anti-social behaviour was also suggested.

The Change Manager informed the Committee that actions arising from the Equality Impact Assessments had been included in Service Improvement Targets and she agreed to send a copy of the action plan to Alison Brown and Tabani Ndlovu.

### **Agreed**

The Committee

1. noted the Equality Impact Assessments completed in 2008
2. agreed a further programme of service areas to be equality impact assessed in 2009 as follows
  - The Family Intervention Project
  - E-Learning
  - Cyclical Maintenance
  - Resident Consultation mechanisms
  - Mediation.

### **09/31 Performance Monitoring Information Year End 2008/09**

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 4 and year end 2008/09.

The Committee agreed to discuss red and amber traffic lights.

### **Service & Process Perspective**

#### **Day to Day Repairs**

The Performance Officer informed Committee that the urgent repairs, although below target, had seen a steady increase in performance over the quarter. Performance on 4 weeks and 6 weeks repairs had fallen this quarter and was below target. The Maintenance Manager added that the Environmental Services Department (ESD) had not performed as well in these three areas. ESD is working with the action plan which is the way forward and they are working hard, including clearing the backlog. The Maintenance Manager was looking forward to the first quarter of this year for improvement. The Maintenance Team has had in depth meeting with ESD and they are taking the situation seriously. The Maintenance Manager was optimistic that the new ESD staff are listening to our concerns. The introduction of hand held technology and various other initiatives will make improvements.

Alison Brown and the Chair were still concerned that Derby Homes had given ESD a long time to make improvements and want to see further progress. The Maintenance Manager replied that there will be a report to the Board on the improvements in the first 6 months and actions they have to work to. The Director of Housing and Customer Service added that the situation will be looked at in the Autumn and we will continue to work with them to improve the service. The new priorities will also help.

## **Gas Servicing**

Alison Brown requested that the information includes what actions are taken for properties over 6 months old due to gas servicing. The Performance Officer replied that this will be included in the next quarter.

## **Voids and Lettings**

### *Relets*

The Allocations Manager informed Committee that the year end performance was disappointing and there had been a lot of work involved to reach the target of 28.09. The figure had been affected from last year but his team is working closely to improve this. The Chair asked for reasons why tenants do not like the properties. The Housing Services Manager replied that there are many reasons, for example, the size of the rooms, parking and garden. The Allocations Manager added they are using a link to view the multi-map for tenants to look at the areas. The Chair asked if lessons learnt could be used to make improvements. The Housing Services Manager replied that staff are advising tenants of areas in the City which will widen their area of choice to offer them a property. The Director of Housing and Customer Service added that Void Process Improvement Team (PIT) will provide more information on this matter. The Chair asked when feedback from Void (PIT) will be received. The Director of Housing and Customer Service replied there will be feedback at the August meeting.

## **Financial Perspective**

### *Rent Arrears*

The performance for rent arrears had been good especially with the impact on the economy. The target of £750,000 had not been achieved for this year for current rent arrears. The end of year figure of £974,874 was exceptional in the current economic climate. The rent collected as % of rent due had remained above 98% which indicated that rent is consistently collected and not written off. Performance against all other indicators in rent arrears was excellent, confirming that our recovery

processes are in line with best practice guidelines. The Chair commented that because of the current economic climate there had been good work to try to achieve the target but this should continue to be monitored. The Housing Services Manager commented that the Arrears Team is now fully staffed and trained, IT systems have improved and there is now a realistic target. The Chair asked if the previous target was difficult to meet. The Director of Housing and Customer Service replied that this had been a lesson learnt from the current economic climate and further planning should have been taken.

Alison Brown highlighted an error in the year on page 13 which should have been ALMO HouseMark Club 2008/09. The Director of Housing and Customer Service replied that these figures were out of date. The Performance Officer added that the figures from HouseMark had now been received and will be used for the next meeting.

## **Customer Perspective**

### *Tenants Top Ten Targets*

Alison Brown commented that the information on page 20, Complete emergency repairs and routine repairs, were the same as page 2. The Director of Housing and Customer Service replied that this will be addressed.

### *Anti Social Behaviour Process Improvement Team (PIT)*

The Chair asked if the tenants who attend these PIT meetings are provided with feedback from the meetings. The Performance Officer replied that he contacts a number of tenants every month to establish how cases are progressing and what feedback they are receiving from local housing officers.

## **Staffing Perspective**

### *Turnover – Leavers Quarter 4*

Alison Brown suggested that the 13% of the workforce leaving Derby Homes should be a red area, especially with staff low morale. The Performance Manager replied that she will get further commentary for the next quarter.

## **Agreed**

The Committee

1. approved actions to improve specific areas of performance as proposed and outlined in Appendix 1
2. noted all performance information as contained in the report.

### **09/32 Review of Repair Priorities**

The Committee received a report prepared at their request from the meeting on 18 March 2009 to discuss performance targets for 2009/10. Committee members expressed some concern that the current repair priorities were out-dated and should be reviewed with the aim of achieving more consistent performance from the contractor.

The report had been presented to the Core Group, Working Group and the contractor. Consultation on the report will take place with HFGs and after the consultation the report will be presented at the Local Housing Boards' meetings in September. Appendix 1 of the report could be subject to change following the consultation. Alison Brown suggested various changes which had been incorporated in the draft proposal.

## **Agreed**

The Committee agreed

1. to the changes in the priorities outlined in the report following further consultation
2. that a report is taken to the Local Housing Boards in September for final approval.

### **09/33 Equalities Performance Monitoring Information**

The Committee received a report providing detail of equalities monitoring during Quarter 4, 2008/09 against a range of key services.

Alison Brown asked for a summary as in the Performance Monitoring Information report as it would be easier to follow. The Director of Housing and Customer Service commented that this had been done before. Alison commented that the report was very good. The Performance Officer will start the summary similar to the Performance Monitoring Information report for quarter 1.

Alison asked whether ESD was aware of Derby Homes' disability, gender etc policies. The Director of Housing and Customer Service replied that they were aware, however, we have received complaints around the disability strand. The Performance Manager will look into this.

### **Agreed**

The Committee noted the detail contained in the report and actions taken to date.

#### **09/34 Delivering Our Plans – Year End Report Delivery and Business Plan Targets and Service Improvement Targets (SITs)**

The Committee received a report which provided end of year performance against targets contained in the Delivery and Business Plan and Service Plans. Targets not met and proposed corrective actions were brought to the attention of the Committee.

The Committee noted that 16 targets were not met during 2008/09. Out of a total of 209 SITs, 166 were successfully completed in 2007/08. In 2008/09 there were a total of 146 SITs, 117 of which were successfully completed.

### **Agreed**

The Committee

1. approved the carry over of targets not achieved as detailed in Appendices 1 and 2
2. noted the end of year performance on Delivery and Business Plan and SITs outlined in the report.

#### **09/35 Derby Homes Risk Register**

The Committee received a report providing information on the end of year updates for strategic and operational risks for 2008/09 and proposed new set of strategic and operational risks for 2009/10 approved by Executive.

The Performance Officer proposed, on behalf of the Director and Company Secretary, to delete Strategic Risk 5 'Fail to respond to budget pressures, which include: reduction in fee income and Supporting People (SP) grant and FRS17' as the remedy to the risk is

a letter of continuing support from the Director of Resources at Derby City Council which forms part of the annual financial statement. The strategic risk in relation to Supporting People (SP) Income is now included in Strategic Risk 1 'Supported housing stock is inadequate for modern day use. Funding from SP Grant continues to reduce'. The Committee did not feel comfortable to delete Strategic Risk 5 as they felt FRS17 will always be a risk and there was not a full understanding of the superannuation issue. Alison Brown suggested changing the description of Strategic Risk 5 by taking out SP grant.

The Committee did not want to delete Strategic Risk 12 'Fail to maintain a quality workforce' until reasons as to why staff are leaving are presented to the next meeting.

The Committee approved the additional 3 Strategic Risks which were:

- Strategic Risk 13 'Current Economic Climate and Impact on tenants
- Strategic Risk 14 'Options Appraisal / HRA Review fails to deliver on time
- Strategic Risk 15 'The Board does not provide a strong strategic Board.

The Committee approved the additional Operational Risk 11 'Failure to prepare for the new regulator TSA 2010.' The Chair suggested that this risk should be under Objective 4, Excellent Customer Services and not working towards a sustainable environment.

## **Agreed**

### **The Committee**

1. approved the strategic risk register
  - a) updates and revised risk scores for 2008/09 but remove reference to 'reduction in SP Grant' in Strategic Risk 5
  - b) did not agree to delete Strategic Risk 12
  - c) proposed amendments for 2009/10
2. noted the operational risk register
  - a) updates and revised risk scores for 2008/09
  - b) amendments for 2009/10.

## **09/36 Supported Living Team Management Information Report**

The Committee received a report detailing management information for the Supported Living Team and Tenancy Support Team for Quarter 4. The report provided information on the performance of both teams for

the period from 5 January to 5 April 2009.

The Chair asked what will now happen as the community transport project for older tenants has been discontinued. The Director of Housing and Customer Service replied that there had been no success in attracting external funding as there had been a low number of people using the transport. Other funders had been approached to work with Derby Homes in the future, ie Derby City Partnership and supermarkets. However, Morrisons for example, had their own transport in other areas of the City.

**Agreed**

The Committee noted the report.

**09/37 Standing Order 12**

The Committee agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

**09/38 2009/10 Performance Targets**

The Committee received a report on the agreed targets set for 2009/10 against all key performance indicators.

The targets had already been discussed with the Committee at an additional meeting held on 18 March 2009. All the performance indicators and targets were subject to discussion and agreement with Derby City Council as part of Derby Homes' management agreement. A meeting was held with Derby City Council on 23 April 2009 to finalise the proposed targets.

**Agreed**

The report was noted but not discussed.

**09/39 Anti-Social Behaviour Statistics**

The Committee received a report on quarterly results for the Respect Performance Toolkit, with commentary on results for the fourth quarter and any apparent trends, and quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

**Agreed**

The report was noted but not discussed.

#### **09/40 Customer Feedback**

The Committee received a report providing detailed analysis of customer feedback received between 1 April 2008 and 31 March 2009. The report also detailed complaints received during the period 1 January 2009 and 31 March 2009, Quarter 4, 2008/09 and also year end information.

##### **Agreed**

The report was noted but not discussed.

#### **09/41 Evaluation of Bids / Lettings**

The Committee received a report on equalities monitoring of allocations in quarter 2 and 3 which showed potentially less favourable treatment towards minority ethnic applicants who placed bids through Derby Homefinder. The Director of Housing and Customer Service informed Committee that this report was inconclusive as the initial investigation had not revealed any clear disadvantage to any individual group in the allocations process. A further report will be presented at the August 2010 meeting to continue the monitoring.

##### **Agreed**

The report was noted but not discussed.

#### **09/42 Minority Ethnic Tenants and Income Collection**

The Committee received a report on recent trends showing an unproportionate number of minority ethnic tenants entering the arrears process and providing details of ongoing work currently being undertaken to address the issue.

##### **Agreed**

The report was noted but not discussed.

#### **09/43 Economic Downturn and Impact on Derby Benefits**

The Committee received a report of the work carried out by Derby City Council to anticipate the impact of the economic downturn on benefits administration and related enquiries, and action the Council proposes to take.

## **Agreed**

The report was noted but not discussed.

### **09/44 Confidential Business**

Under Part 1V of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (h & j).

### **09/45 Maintenance Performance Sub Group Progress**

The Committee received a report relating to the process of managing and monitoring the new Responsive Maintenance contract.

Alison Brown did not feel confident on the progress being made by Environmental Services Department (ESD ) as the minutes appeared to have contradictions. She asked for up to date signs of improvement. The Maintenance Manager replied that the minutes could construe that, but areas are stabilising and performance is improving. A Responsive Repair Action Plan will be presented to the next Board meeting. The Director of Housing and Customer Service agreed with Alison's concerns but said there will be more opportunity to discuss the matter at the next Local Housing Board meetings. The director of ESD will be attending the meetings and these points could be put forward. She suggested that the Director of Investment and Regeneration should contact Alison early next week to go through the action plan.

## **Agreed**

The Committee

1. noted the minutes of the Responsive Maintenance Partnering Contract Core Group meeting dated 6 March 2009, and the Working Group meetings dated 10 February and 21 April 2009
2. agreed the Director of Investment and Regeneration will contact Alison Brown regarding the Responsive Repair Action Plan

**Date of next meeting**

**The next meeting will be held on Tuesday 4 August 2009 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.15 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Tuesday 19 May 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 4 June 2009

The meeting started at 6.00 pm

#### Board Members Present:

Michael Brailsford, Bet Cooney, Alison Brown, Jim Elks, Gary Featherstone, Pat Hulland, ,Bob Osler (Chair), Brian Perry, Phil Raffle, Margaret Redfern, Terry Rogerson, Dennis Rees, Roy Webb

#### Officers Present:

Shaun Bennett, Steve Bayliss, Mark Crown, Sau Fung, Lorraine Howe, Steve Humenko, Maxine Install , Maria Murphy, Pete Matthews

#### Partner Organisation Present:

Juliet Carminke, Errol Harriot, Andrew Morgan - Environmental Services Department, Derby City Council  
Karen Kelly, David Murrell – Consilium  
Peter Knight – Chubb Alarms  
Judith Overton, - Derby Homes Tenant

#### 09/153 Apologies

Apologies for absence were received from Lyn Gadsby

#### 09/154 Admission of Late Items

There were no late items.

#### 09/155 Declarations of Interests

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

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

## **09/156 Minutes of Previous Meetings**

The minutes of the meeting held on the 26 March 2009 and 28 May 2009 were accepted as a true and accurate record.

## **09/157 Matters Arising**

### **Minutes 09/138 – Items from representatives of Contractor Partners**

Alison Brown said the report for the Repairs Service was not on the agenda.

The Director of Investment & Regeneration said this item will be addressed under Items for Contractor Partners. A presentation will be given with an update report.

### **Minute 09/139 – Housing Focus Groups & Derby Leaseholder Associations Issues**

Dennis Rees and Bet Cooney still would like to see a breakdown of costs for the work done at Church Street. The Director of Investment & Regeneration will contact Dennis Rees and Bet Cooney.

Brian Perry said there was no Derby Homes staff present at his Neighbourhood Forum or Allestree Neighborhood Forum and at the last Local Housing Board meeting Pete Matthews said he would get in touch with Brian Perry but has not.

The Director of Housing & Customer Service said she will look into the situation and contact Brian Perry.

### **09/142 – Calendar of Events**

The anticipated date for the launch of the Climbing wall is 1 July 2009.

### **09/149 – Local Housing Board Away Day**

The Director of Investment & Regeneration said the Local Housing Board Away Day report will be brought to the September 2009 meeting.

### **09/151 – Any Other Business**

Dennis Rees had requested a report on voids at this meeting but it was not on the agenda.

The Director of Housing & Customer Service said this was raised at the Performance Committee. Abritas cannot provide the information. More practical solutions are being implemented such as talking to people and mediating when required.

**09/159 Questions from members of the public**

The Local Housing Board North received 6 questions from tenants regarding queries about the service provided by Derby Homes. The answers to the questions were included in the report. Tenants will receive a written response to their questions, following the meeting.

Judith Overton put her question to the Local Housing Board North.

The questions were listed as Item No 5 on the report and concerned the cleaning of her black refuse bin and when brown and blue recycling bins would be provided on her estate.

The Director of Investment & Regeneration said Derby Homes works with Derby City Council on this matter. Derby City Council is reluctant to provide bins in the area due to the lack of space in blocks of flats. The Large Scale Estates Pride Group identifies areas which need the provision of large scale recycling bins. For example Church Street has 'node' bins which have different sections for recycling.

**Agreed**

The Local Housing Board North noted the questions from members of the public.

**09/160 Any Items from Part B to be discussed**

The Local Housing Board North agreed to discuss items B1 and B4. All other items in part B were noted but not discussed.

**09/161 Any Items from representatives of Contractors Partners**

Peter Knight from Chubb Alarms gave an overview on what service the Company provides to Derby Homes.

Chubb is responsible for; repairs, maintains fire equipment, looks after communal TV aerials, provides planned maintenance on smoke detectors and carries out upgrade programs.

Dennis Rees said tenants have complained that Chubb employees have put 'calling' cards thorough tenant's doors and not bothered knocking to

see if they are at home. Peter Knight agreed this practice is not acceptable.

Terry Rogerson said he had his smoke detector checked on the 9 March and 28 May. Peter Knight said it should be done every 12 months.

Michael Brailsford said he took a day off work and waited for a contractor from Chubb to come round but they didn't. Peter Knight said he would investigate the situation.

The Director of Investment & Regeneration said burglar alarms and smoke detectors can be serviced together at the same time.

The Director of Investment & Regeneration gave an update on the Day to Day Repairs Action Plan. An Away Day with operatives and tenants was held, the main theme was to "get the job done first time".

The Director of Investment & Regeneration said XEmbrace schedules the work for mobile hand held devices. The PDA system tracks when the work is completed, when the operative updates the job. ESD will then allocate the next job. Mobile working improves management information and maintains contact with the employee. The process with ESD ensures jobs go to the right person at the right time. There is emphasis on getting the job done correctly at the first visit. A detailed report will be provided on the Review of the Repair Priorities for the next meeting.

Roy Webb said the 'get the job right first time' concept can cost in initial stages. It is not necessarily the best method of approach. The service should be focusing on getting the performance right otherwise productivity may drop.

The Director of Investment & Regeneration said ESD are moving away from the bonus scheme offered to staff. Operatives will be allocated one job at a time.

Alison Brown said we need to have confidence in ESD. It would be useful to see their timescales, priorities and any problems identified with the service.

## **09/162 TSA National Conversation Feedback**

During February and March 2009 the Tenant Services Authority carried out the 'National Conversation'. The aim of this consultation exercise was to find out what tenants felt were the most important things a landlord should do to improve the service.

The report provided gave local feedback on the 87 questionnaires completed by Derby Homes' tenants.

Of the returned questionnaires only 3 out of 4 tenants described Derby Homes as an ALMO. The main issues tenants had were; concerns with repairs, anti social behavior and to create a nice neighbourhood.

Dennis Rees said information on anti social behavior is not communicated enough.

The Director of Housing & Customer Service said a Satisfaction Survey is being produced, targeted at tenants aged 44 and below. The information from the survey will be gathered for analysis.

### **Agreed**

The Local Housing Board noted the content of this report.

## **09/163 Housing Focus Groups & Derby Leaseholder Association Issues**

A report considered with details of unresolved cases/issues discussed at Housing Focus Groups in the North of the City.

The Director of Housing and Customer Service said for the next meeting the report will only look at North issues. There is only 1 outstanding item on the report in the North, raised on the 19 February 2009.

The Local Housing Board North was happy for Lorraine Howe to deal with the outstanding item.

### **Agreed**

The Local Housing Board noted the content of this report.

## **09/164 Review of Housing Focus Groups 2008/09**

The Local Housing Board was given a report which presented a 12 month review of the Housing Focus Groups, the means by which Derby Homes consults and involves tenants locally on housing management issues.

Mark Crown presented the results from the report.

Alison Brown queried why tenants would attend 1 meeting only?

Mark Crown said it could be down to the location of the venue. Watermeadow Road and Colville Street were both high on attendance.

Ways to monitor the age and ethnicity of attendees have been looked at.

The Director of Housing & Customer Service said a pattern will emerge when the same venue is used in future.

Mark Crown said the dates for future Housing Focus Groups will take into consideration the dates of DACP and Local Housing Board meetings. The same venue will be used for meetings. Mark Crown is working with the DACP to increase attendance at meetings. An Away Day with the DACP has been organised in July. The Housing Focus Group meetings are promoted and attendance has improved. Some DACP and Housing Focus Group meetings have clashed. Staff are working towards defining a role for the DACP at Housing Focus Groups.

The Director of Housing & Customer Service said a good discussion is required at the next meeting to define the role of the DACP.

Dennis Rees said members of the Local Housing Board should be elected this year. He was advised that elections will take place later on this year.

Margaret Redfern suggested Derby Homes should get the HFG meeting dates put on the Council Calendar.

The Director of Housing & Customer Service said she would forward the meeting dates to the Council.

A discussion took place on the dates and members availability to attend meetings. The Director of Housing & Customer Service and Terry Rogerson will look into the issue of dates.

Members who cannot attend meetings can contact Derby Homes' staff to obtain minutes of meetings.

### **Agreed**

The Local Housing Board noted the content of the report.

## **09/165 Estates Pride Quick Fix Bids**

The Local Housing Board was given a report which updated the bids for funding from the Quick Fix Fund within Estates Pride in response to known problems. In particular to reduce crime, nuisance and vandalism.

## **Agreed**

The Local Housing Board North approved the bids as follows:

1. **Lea Close** – Remove all metal benches and two wooden benches from communal grassed area. Re-site one wooden bench.
2. **Lea Close** – Install PIR lighting to the rear of the flats/bungalows.
3. **Prince Charles Avenue** – To fit CCTV and security lights to brighten up the dark areas.
4. **North East of the City** – Noise monitoring unit. The equipment will be based at Sussex Circus. The Director of Investment & Regeneration has asked for half of the funding towards the equipment and this will be match funded by Housing Focus Group.
5. **Dower Close** – Supply and fit handrails to two sets of steps – Consultation letters have not gone out to tenants. This item was agreed subject to feedback from tenants.

### **09/166 Estates Pride Large Scale Bid**

The Local Housing Board considered a report seeking approval to recommend to the Council three open space improvements under the Estates Pride large scale budget.

Andy Morgan of the Council's Environmental Services Department gave a presentation on the three proposed projects to provide new play facilities at the Racecourse and Roe Farm Recreation Ground and a sports facility at Chesapeake open space.

## **Agreed**

The Local Housing Board North recommended to the Council the following bids:

1. **Racecourse** – Phase 2 Play Area – Estates Pride Funding £50,000
2. **Roe Farm Play Area** - Estates Pride Funding £25,000
3. **Chesapeake multi use games court (MUGA)**- Estates Pride Funding £80,000

### **09/167 Draft Derby Homes' Children and Young Peoples Strategy**

The Local Housing Board was consulted on a strategy prepared by a group of Derby Homes' staff who deal with children and young people as part of their work. The Strategy aims to ensure Derby Homes helps deliver the Derby City Partnership Children and Young People Plan.

**Agreed**

The Local Housing Board noted the report.

**09/168 Directors' Update – June 2009**

The Local Housing Board North received an update report from the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provided Local Housing Board Members with a general overview and update on current issues.

The Director of Investment & Regeneration is working closely with the Council on Grampian Way, Harper Avenue and Sancroft Court. The Stock Condition Survey has been completed.

Dennis Rees has requested to see a report on the property on Uttoxeter New Road which has Solar Panels. The Director of Investment & Regeneration will speak to Lee Scrimshaw for an energy efficient update.

**Agreed**

The Local Housing Board noted the Director's update

**09/169 Performance Monitoring**

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of quarter 4 and year end 2008/09.

**Agreed**

The report was noted but not discussed

**09/170 New Tenants Support Service**

The Local Housing Board received a report which was presented to the main Board on 28 May 2009 to provide Local Housing Board members with the detail on the proposal to create a housing management support team to work with new tenants.

**Agreed**

The report was noted but not discussed.

**09/171 Transport for the Community**

The Local Housing Board received a report which explained reasons for not requesting funding for an extension on the project.

**Agreed**

The report was noted but not discussed.

**09/172 Website Update**

The Local Housing Board were provided an update on progress made on amending the Derby Homes Website, Derby Kidztalk and Derby Homes Interactive sites in order to make them more customer focused.

**Agreed**

The report was noted but not discussed

**09/173 Confidential Business**

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (f)"

**Agreed**

**09/174 Review of Repair Priorities**

The Local Housing Board received an update on the day to day repairs service.

**Agreed**

The Local Board noted the report and agreed to receive updates at future meetings.

**Any other Business**

Dennis Rees has requested for a report on 'Walk and Talk' for the next Meeting.

The Local Board thanked Maria Murphy for attending the Local Housing Board meeting in Maureen Davis's absence.

**Date of next meeting**

**The next meeting will be held on Thursday 3 September 2009 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.30 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 4 June 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

Held on Thursday 11 June 2009

The meeting started at 6.00 pm

#### Board Members Present:

David Batey, Paul Bayliss (Chair), Caron Boon (arrived 7.35 pm), Susan Boon, Win Buchan, Alice Buckle, Tony Holme, Trevor Lamb, Harry Margett, Tabani Ndlovu, Mary Rowland, Jane Todd, Iain Veitch, (left 8.10 pm), Ken Whitehead, Jack Wray.

#### Officers Present:

Mark Crown, Maureen Davis, Julie Eyre, Matt Hands, Maxine Install, Jackie Mitchell

#### Partner Organisations Present:

Rachel Lovelock, Karen Kelly, Consilium  
Norman Francis, Errol Harriott, Environmental Services Department  
Peter Knight, Chubb

#### 09/156 Apologies

Apologies for absence were received from Stuart Boon

#### 09/157 Admission of Late Items

There were no late items.

#### 09/158 Declarations of Interests

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

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

#### 09/159 Minutes of Previous Meeting

The minutes of the meeting held on the 9 April 2009 were accepted as a true and accurate record.

## **09/160 Matters Arising**

### **Minute 09/106 – Policy for Keeping Pets and Supported Living Accommodation**

Leaflets are being sent to all tenants living in blocks of flats identified as unsuitable for pets and the results will be analysed. Blocks identified as unsuitable are those with shared access (eg flats that don't have their own front doors), mostly in supported living accommodation) as outlined in previous reports to the Local Boards. Maureen Davis will write to Win Buchan informing her which blocks of flats are being sent leaflets.

### **Minute 09/136 Car Parking Scheme – Stockbrook Street**

A meeting and site survey has been held and agreement reached to take on Harcourt Street under the car parking scheme. Consultation will now take place with residents and a report will be brought back to the Local Housing Board. The car park will be for non-tenant residents. Phil Davies wrote to Mr Venables informing him of the Local Housing Board South's decision.

### **Minute 09/149 Local Housing Board Away Day – 24 January 2009**

The Local Board was advised that the Chairs and Vice Chairs of the Local Boards had met recently to discuss a report for a future meeting. There will be a further meeting soon, with a report to the Local Boards in September.

## **09/161 Questions from members of the public**

The Local Housing Board South received a report on a number of questions from members of the public, following a promotion through the last edition of Derby Homes News. The questions and suggested answers were contained in the report.

Tabani Ndlovu suggested that issues contained in future questions should be given a timescale for action to be taken and the Local Board monitor those outstanding.

### **Agreed**

The Local Housing Board

1. noted the questions and agreed answers as contained in the report
2. issues contained in future questions will be given a timescale for action to be taken and the Local Board will monitor those outstanding.

## **09/162 Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B2, B4 and B7. (Item B3 was requested but subsequently withdrawn as the issue had been covered in another item). All other items were noted but not discussed.

## **09/163 Items for representatives from Contractor Partners**

Peter Knight of Chubb Alarms gave a brief outline of the work provided by Chubb. This included fitting and maintenance of smoke and burglar alarms and the decommissioning of Horizon units in supported living accommodation.

Ian Veitch asked for an explanation of why he had received a poor response from Chubb to his phone calls. Peter Knight was unable to answer his query at the meeting but asked Ian to leave his details and a reply would be provided.

Matt Hands explained to the Local Housing Board the background to the Day to Day Repairs contract with the Council's Environmental Services Department (ESD) and gave a presentation to update them on the action plan to improve performance.

Norman Francis of ESD explained his role with ESD and the measures he is implementing to improve performance. This includes the introduction of consolidated pay and the use of hand held technology. He tabled a leaflet, for information, which had been distributed to all staff at ESD to provide them with clear information on the changes taking place.

He clarified that staff had not been paid bonuses for poor performance in the past. The new consolidated pay system and hand held technology will provide savings to Derby Homes. The hand held technology will mean a greatly improved service because operatives will be directed to the nearest job. The hand held device will allow tenants to complete an online satisfaction survey. Quality checks will also be conducted by ESD supervisors. This new way of working will free up staff to carry out more post-inspections. A competence/skills audit is being carried out so that the right people can be identified to do the right job. Continuity of staff working on the same job will be ensured and each job will be linked to an individual operative. A work planning team will monitor jobs that overrun.

A percentage of telephone checks will be made to check tenant satisfaction and to manage and monitor how operatives are working.

Norman Francis assured the Local Board that the ESD management team is forward thinking and has complied with the action plan. He advised of a minor problem regarding the TUPE regulations which dictate that if work is taken away from a subcontractor, the staff from that contractor have to be

transferred to ESD – there are some long standing sub-contractors who will have to be absorbed into ESD and this will have an impact on ESD budgets. He assured the Local Board that this will only affect ESD's budgets and will not affect costs to Derby Homes.

Rachel Lovelock and Karen Kelly, of Consilium, gave a brief description of how the hand held technology will work. The technology will go live at the end of August and so training is taking place during the July for operatives.

The system works through 'Opti-time' which links into Academy, so Derby Homes Enquiry Centre staff will be able to access information.

Tenants can complete a questionnaire on the hand held device and when completed it will be transmitted through the system and ESD back office staff will know the job has been completed. The operative will not be able to view the completed questionnaire. Even though tenants may indicate they are satisfied with the work at the time of completion, if a problem occurs afterwards, then supervisors will follow this up.

All operatives will attend Customer Service and Equalities & Diversity training.

Consultants working for ESD, including Norman Francis, have long term contracts of 1 year to 18 months in order to have the time to drive through the improvements and ensure the organisation is in a good position.

Matt Hands suggested that Local Housing Board Members are invited to visit ESD's London Road Depot in a few months time to see how the system works.

### **Agreed**

The Local Housing Board noted the items from contractor representatives and agreed to visit the London Road Depot in a few months time to see how the new hand held technology works.

## **09/164 TSA National Conversation Feedback**

The Local Housing Board received a feedback report on the 87 questionnaires completed by Derby Homes Tenants as part of the Tenant Services Authority's 'National Conversation'. The aim of the consultation exercise was to find out what tenants felt were the most important things a landlord should do to improve the service.

The TSA required that only tenants' views were sought. The views of prospective tenants were also sought and residents of Milestone House were asked to complete the survey. The survey was conducted through tenants attending a specific meeting at the DACP; a demographic sample of 70 tenants was invited but only 22 attended. The survey was then

completed by tenants attending Housing Focus Groups and the Minority Ethnic Advisory Group. The findings of the survey were attached to the report at Appendix 1.

The TSA will use the information obtained to produce national standards for all social landlords.

### **Agreed**

The Local Housing Board noted the content of the report.

## **09/165 Housing Focus Groups & Derby Leaseholder Association Issues**

The Local Housing Board received details of unresolved cases discussed at Housing Focus Groups (HFG) in the South of the City. During 2008/09 a total of 140 issues had been raised at the HFGs and HFG Lites. At the 27 May five cases remained open.

Tabani Ndlovu suggested that cases should be tracked through meetings and clear delivery deadlines indicated on the report.

### **Agreed**

The Local Housing Board noted the report and that unresolved cases will be tracked through meetings and delivery deadlines indicated on future reports.

## **09/166 Review of Housing Focus Group Meetings – 2008/09**

Mark Crown, Tenant Involvement Manager presented a report on the twelve month review of Housing Focus Groups (HFGs), the means by which Derby Homes consults and involves tenants locally on housing management issues.

The review looked at the following areas

- Overall satisfaction with meetings
- Attendance levels
- Cases / Issues raised
- Estates Pride bids approved
- Number of new tenants engaging in the service
- Facilitation by tenants
- Equalities.

Overall satisfaction was reasonably high, with an average score of 8.7. Attendance at meetings was shown to be hugely variable but with an overall average of 10 people at each meeting. Some of the reasons for poor attendance was due to extremely poor weather, error on travel arrangements and clashes with high profile sporting events. Feedback

from tenants about the meetings has indicated that the 3 month gap between the December and February meeting was too long and the rotation of dates and venues was confusing.

Mary Rowland said that a lack of notification of meetings was a concern and that her local office did not display the poster that had been produced for every local office, giving details of the meetings.

The Local Board was advised that tenants who regularly attended meetings were written to with the agenda for the meeting, Tenant Participation Team staff had delivered leaflets to homes prior to meetings to publicise the meeting as well as displaying posters in Local Offices.

The report contained a set of proposals to develop the HFGs during 2009/10 including holding meetings on Wednesdays and at the same venues every year so that tenants get used to the locations.

### **Agreed**

The Local Housing Board approved the recommendations contained in section 3.11 of the report.

### **09/167 Estates Pride Quick Fix Bids**

The Local Housing Board considered bids for funding from the quick fix fund within Estates Pride. The bids were in response to known problems, in particular to reduce crime, nuisance and vandalism. The bids for funding were for fencing at 40-46 Athol Close, security lighting at Meadow Way and cranked extensions to fencing around the multi use games area at Shakespeare Street. The report also contained an update on other work agreed in 2009/10, actual expenditure and match funding in 2008/09.

Mary Rowland requested clarification on the consultation rules for bids. She believed that 50% of those consulted had to agree to the proposal before it could be approved.

Matt Hands agreed to investigate and provide an answer to Mary.

Tony Holme asked if action had been taken with regard to anti social behavior occurring at Athol Close. Maureen Davis agreed to follow this up and report back to the next meeting.

## **Agreed**

The Local Housing Board

1. approved the bids for funding for:  
**40-46 Athol Close** – Supply and fit 6 foot wooden close-board fencing, including two single gates and one double gate.  
**Meadow Way** – Supply and fit PIR security lighting to the front and rear of nine bungalows.  
**Shakespeare Street** – Fit cranked extensions to the fencing surrounding the Multi Use Games area (MUGA).
2. noted the update on the works outlined in paragraph 3.4.
3. noted the actual Quick Fix expenditure 2008/09 (appendix 4) and the secured Quick Fix match funding for 2008/09 (appendix5).

### **09/168 Return of Leased Properties**

The Local Housing Board considered a report on three Housing Revenue Account properties that had been leased to external organisations for a variety of uses. The properties at 45 Varley Street, 26 Victory Road and 198-200 Village Street have recently been returned to Derby Homes.

## **Agreed**

The Local Housing Board recommended that the Council approves that the properties are brought back into use as family accommodation.

### **09/169 Petition from Residents of Boyer Street Flats**

The Local Housing Board considered a report about a petition received from 19 residents on Boyer Street regarding damage to property and theft of plants from their gardens by intruders.

The report advised that the South West Housing Focus Group approved funding to block off areas where intruders can get into the flats complex, increase security of the building and renew fence paneling and gates to protect the gardens.

## **Agreed**

The Local Housing Board noted the report.

#### **09/170 Draft Derby Homes Children and Young Peoples' Strategy**

The Local Housing Board was consulted on a strategy prepared by a group of Derby Homes' staff who deal with children and young people as part of their work. The Strategy aims to ensure Derby Homes helps deliver the Derby City Partnership Children and Young People Plan.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/171 Performance Monitoring**

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of quarter 4 and year end 2008/09.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/172 New Tenant Support Service**

The Local Housing Board received a report providing details of a proposal to create a new housing management support team to work with new tenants from October 2009.

The new service will require all new tenants to engage with the support service as a condition of their introductory tenancy. An assessment will be made of the tenant's ability to independently manage their tenancy and flexibility to exit the support service after 3, 6 or 9 months. The service will provide pre-tenancy advice on benefit entitlement and the responsibilities of entering into the conditions of tenancy. Advice on household budgeting and moving into a new home will also be provided. The Council has confirmed the service is eligible for Housing Benefit.

Tenants views will be sought through the Housing Focus Groups and feedback from current introductory tenants.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/174 Transport for the Community**

The Local Housing Board received a report with details on the Transport for the Community project and gave reasons for not requesting funding for an extension on the project.

The DACP Management Board agreed not to continue this pilot project, which was agreed by the Local Housing Boards in April 2008 with £40,000 from the Estates Pride Quick Fix fund to provide free transport to enable tenants to access community activities available through community inclusion projects. This was because demand for the service did not meet expectations, a large percentage of the usage has been for shopping trips and individual cost per passenger per trip has not given value for money.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/175 Website Update**

The Local Housing Board received a report on progress made on amending the Derby Homes website, Derby Kidztalk and Derby Homes interactive sites, in order to make them more customer-focused and the availability of online services.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/176 Development Update in the South Area**

The Local Housing Board received a report outlining the current position on various development projects in the South of the City, including the Isle of Wight blocks, Rodney House and Sancroft Court, City Training Site, Osmaston Master Plan, Exeter House and Derby Homes new build.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/177 Directors' Update – June 2009**

The Local Housing Board received a report providing a general overview and update on current issues.

**Agreed**

The Local Housing Board noted the report.

**09/178 Minutes of Derby Homes Board 26 March 2009**

The Local Housing Board received the minutes of the Derby Homes Board meeting held on the 26 March 2009.

**Noted**

The Local Housing Board noted the minutes.

**09/179 Any Other Business**

There was no other business.

**09/180 Confidential Business**

**Agreed**

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (f)"

**09/181 Review of Repair Priorities**

The Local Housing Board received an update on the day to day repairs service.

**Agreed**

The Local Housing Board noted the report and agreed to receive further updates on the overall performance of the repair service.

**Date of next meeting**

**The next meeting will be held on Thursday 10 September at 6.00 pm at Cardinal Square.**

The meeting ended at 8.20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 11 June 2009.