

## **DERBY HOMES LIMITED**

### **MINUTES OF THE OPERATIONAL BOARD MEETING**

**Held on Thursday 23 February 2017**

The meeting started at 6.00 pm

#### **Operational Board Members present:**

Mike Ainsley, Andrew Beresford, Tony Holme, Samantha Hudson, Bob MacDonald (Chair), Elastus Mwaba, Dennis Rees and Ian Veitch

#### **Officers present:**

Steve Bayliss, Chris Forrester, Errol Harriott, Richard Holman, James Joyce, Andrew McNeil, Clare Mehrbani, Jackie Mitchell, Sophie Reynolds, Daniel Robertson

#### **Others in attendance:**

Heather Greenan and Val Watson, Derby City Council

#### **17/01 Apologies**

Apologies for absence were received from Paul Bayliss, Richard Bruford, Jim Elks, Jsan Shepherd and Anna Skrobish,

#### **17/02 Admission of late items**

There were no late items.

#### **17/03 Declarations of interests**

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

Mike Ainsley declared an interest in item A6 Schools Mentoring Programme as he is a Governor of Leesbrook School.

#### **17/04 Minutes of the previous meeting**

The minutes of the meeting held on the 15 December 2016 were accepted as a true and accurate record.

## **17/05 Matters Arising**

### **16/113 – Appointment of Chair and Vice Chair 2016/17**

The Chair explained the rules regarding the appointment of the Operational Board Chair and Vice Chair.

The main Board had decided that the Chair and Vice Chair of the Operational Board should be from the three main Board Members on the Operational Board and in their absence another main Board Member should be the Chair.

The rules were drafted to give protection to the Main Board who have the statutory “directors duties” under the Company Act and as such any liabilities and risk remain with the Main Board.

As this is a matter for the main Board to decide the Operational Board was asked to decide whether they wanted the Governance Committee to consider the matter with a view to making a recommendation to the main Board.

The Operational Board decided not to pursue the matter.

## **17/06 Questions from members of the public**

There were no questions from the public.

## **17/07 Performance Management Q3**

The Operational Board received a report summarising the performance of Derby Homes for the third quarter of 2016/17, for key performance measures reported to Derby City Council.

The Chair commented on the performance for void properties. Tony Holme asked if it is taking any longer to let properties in view of the high number of applications for housing.

Clare Mehrbani confirmed that Derby Homes is receiving high amounts of applications for housing and is addressing this issue to see if there is anything else that can be done.

Steve Bayliss advised that additional pressures of long term sickness on the repairs team has had a knock on effect but this is now being resolved by taking on temporary staff.

Tony Holme mentioned that the Homelessness statistics seem to suggest that homelessness in Nottingham is as high as Derby but Leicester is lower even though Derby is a smaller city.

Clare Mehrbani explained that Derby receives less Central Government allocation proportionally, therefore proportionally less is spent on homelessness; Reductions in Housing Related Support have impacted within Derby. Both Nottingham and Leicester have maintained levels of Housing Related Support, contributing to better levels of sustainment and increased access to supported housing.

### **Agreed**

The Operational Board noted the Quarter 3 2016/17 performance results.

## **17/08 Part B Supplementary Questions.**

Dennis Rees had raised a question regarding Item B3 Customer Priorities but had not received a reply.

The question was

*Priority 9 Work closely with our customers to offer choice, creating a choices showroom*

*To me this has been talked about for years ever since we closed the one at Buidbase. Where as far as we know no actual tenants who were about to have a new kitchen or bathroom visited because they were not informed it was there. To me it seems to be a waste of money to provide this facility unless our kitchen and bathroom staff are going to let tenants know what is available.*

Andrew McNeil advised that Derby Homes will not be providing a showroom at the London Road depot as an alternative to Buildbase and suggested that Priority 9 is removed from the customer commitments.

### **Agreed**

The Operational Board noted the query and response and agreed to the removal of Priority 9 from the customer commitments.

## **17/09 Operational Board Forward Plan**

The Operational Board received a copy of the forward plan of items for future meetings.

The Governance Manager asked the Operational Board to consider any reports on the forward plan for which they would like to receive a short training session.

Samantha Hudson said she would like to see training on Housing Finance, eg where Derby Homes gets its funding from and how it is spent. The Governance Manager said that this would be a good topic to include within the Board's E-Learning training programme which is due to be launched soon.

The Financial Inclusion Strategy, which is due to be received at the next meeting, was suggested for a training session.

### **Agreed**

The Operational Board noted the forward plan and agreed to receive a training session on the Financial Inclusion Strategy.

## **17/10 Grant Funding for Enthusiasm 2017/18**

The Operational Board received a report which contained;

- an update on the partnership work delivered by Enthusiasm in supporting the young people living in our homes and on our estates
- an outline of recent achievements
- a proposal to continue grant funding Enthusiasm to deliver direct specialist youth support to young people for a further year.

The grant funding and partnership work is integral to allow Derby Homes to fulfil its objectives outline within both the Children & Young People and Customer Engagement & Community Development Strategies.

Clare Mehrbani pointed out that £100,000 funding equates to £1000 per young person.

Dennis Rees said that Derby Homes is working extremely well with Enthusiasm and the money funded is proving worthwhile and he appreciated the level of detail which the Operational Board has received.

Tony Holme asked if the support is provided to Derby Homes' tenants.

James Joyce said that the support is provided to Derby Homes' tenants and those living on estates it manages.

Enthusiasm works in partnership with Derby Homes and other appropriate agencies and provides regular updates to Derby Homes.

## **Agreed**

The Operational Board approved (subject to Derby City Council approval) the grant funding of £100,000 to Enthusiasm for delivering Specialist Youth Services work for 2017/18.

### **17/11 Grant Funding for No Second Night Out 2017/18**

The Operational Board received a report requesting support for No Second Night Out (NSNO) provision for homelessness people.

The scheme supports vulnerable rough sleepers, working to move them into more permanent homes.

Tony Holme asked whether figures for the number of rough sleepers are included in the Homelessness report.

Clare Mehrbani informed that they are not included as this is an annual measure. The latest estimate carried out in November was 21.

Samantha Hudson asked whether or not Derby Homes are working with any other organisations/schemes.

Clare Mehrbani informed that there is a website going forward which will encompass all homelessness charities in Derby, led by Derby City Council and a mobile application which is being led by a MP Amanda Solloway. There is an aim to begin a campaign to encourage the public to donate to these schemes and not give directly to beggars.

## **Agreed**

The Operational Board agreed to (subject to consent from Derby City Council) contribute £32,000 in 2017/18 to support this project.

### **17/12 Estates Maintenance Large Scale Programme 2017/18**

The Operational Board received a report requesting consideration be given to the Estates Pride Programme 2017/18.

The works will focus on:

- Strengthening Communities and giving pride in where people live;
- Environmental Improvements and Safety;
- Benefit predominately Derby Homes tenants;
- Involve local people and partners in the decision making.

Dennis Rees asked if the Alvaston Park/BMX track has been brought forward from last year. Richard Holman informed that it has.

Tony Holme asked if the work at Lambe and Rauche Courts had been postponed.

Richard Holman informed that it has, due to delays with CDM (Health & Safety) therefore it will now be done inhouse and he is confident that it will be done this year.

The Chair noted that the hard standings work is of very good quality and he has received positive feedback.

The Operational Board was advised that some of the schemes in the additional list of bids (Amber) may not be completed as the costs in the Green List are forecasted and may change. It was agreed therefore that a report be brought back in six months to update the Operational Board and further prioritise the 'Amber' schemes.

Schemes that affect leaseholders will need to go through a consultation process and therefore a scheme could be amended regarding its position on the list.

Suggestions for schemes come from residents, housing officers and general audits.

Samantha Hudson asked if the caretakers tackle fly tipping issues in Derby.

Richard Holman informed that Derby Homes Caretakers do tackle fly tipping issues on estates.

### **Agreed**

The Operational Board approved the Estates Pride Programme 2017/18 and agreed to receive a report back in six months.

## **17/13 Schools Mentoring Programme**

The Operational Board received a report proposing that Derby Homes funds a pilot Schools Mentoring Project through its existing work with Enthusiasm.

The programme will work with high risk young people within the school and family environment. The aim will be to increase the confidence and self-esteem of young people, avoiding exclusion from mainstream education and improving their overall life chances. This will in turn improve their behaviour and influence within their communities and contribute to the reduction of anti-social behaviour on our estates.

Mike Ainsley advised that when the proposal was discussed at the Chairs & Vice Chairs meeting, as the programme is a pilot, it was suggested that evidence should be provided to prove whether or not it works.

Tony Holme asked if the children involved will be the same ones who Enthusiasm already work with.

Clare Mehrbani advised that the children who will be benefitting from this programme are not the same as those who are currently involved with Enthusiasm.

Ian Veitch asked how many mentors Enthusiasm have. James Joyce informed him that he hasn't got a precise number but the funding would provide the resources to enable the scheme to function.

**[We can now confirm that there will be 1 mentor working across the schools.]**

Ian Veitch advised that he has reservations regarding the programme.

Clare Mehrbani said that the proof as to whether the programme will work is whether there will be tangible outcomes at the end and the measurable value of them.

The Operational Board was advised that Nottingham City Homes has successfully completed a similar programme .

Samantha Hudson noted her reservations; there are many other schemes/ programmes in place already and she felt this would be a duplicate of those. She asked how many mentors will be provided.

Clare Mehrbani said that she will be able to clarify the number of mentors. She added that this is project is trying to provide something new with a provider that we trust and hope will work. This is a pilot and if successful Derby Homes will seek to find alternate funding for future years.

Elastus Mwaba asked why we seem to be moving away from housing issues which is ultimately what Derby Homes' mission is.

Clare Mehrbani noted that Derby Homes want people to want to live and stay on its estates and this scheme will be a part of that.

Mike Ainsley said that Derby Homes has a core purpose to manage the Council's housing but, as the Chair of the Board, if he believed that this was going to affect that he would not support the proposal.

Andrew Beresford asked for clarification as to whether or not Academies are profitable.

Mike Ainsley informed that the schools included in this project are no profit making.

**Agreed**

The Operational Board approved

1. the funding of a schools mentoring programme on the basis outlined within the report
2. evaluation of the pilot scheme considered at a six month and twelve month position and consideration given to extending this work as part of an the ongoing programme around youth inclusion.

**17/14 Head of Service Update**

The Operational Board received a joint report from Heads of Service providing a general overview and update on current issues.

**Agreed**

The Operational Board noted the report.

**17/15 Rent arrears and Welfare reform update**

The Operational Board received a report giving detail on;

- January position on rent arrears.
- Detail of Discretionary Housing Payments.
- Welfare Reforms and how we are mitigating the impacts.

**Agreed**

The Operational noted the report.

**17/16 Customer Priorities Quarter 3**

The Operational Board received a report detailing performance against the 10 Customer Priorities to the end of Q3 2016/17.

**Agreed**

The Operational Board noted the report.



### **17/17 Customer Survey Quarter 3**

The Operational Board received a report providing detailed analysis of the satisfaction results from The Customer Survey 2016, carried out during October – December 2016.

#### **Agreed**

The Operational Board noted the report and information detailed in Appendix 1.

### **17/18 Complaints and Compliments Quarter 3**

The Operational Board received a report providing a detailed analysis of complaints received between 1 October and 31 December 2016 (Q3).

#### **Agreed**

The Operational Board noted the report and information detailed in Appendix 1.

### **17/19 Anti-Social Behaviour Statistics Quarter 3**

The Operational Board received a report providing key statistics for Derby Homes ASB service for Q3 2016/17.

#### **Agreed**

The Operational Board noted the report.

### **17/20 Homelessness Report Q3 2016/17**

The Operational Board received a report giving detail on;

- Homelessness Preventions
- Homelessness Approaches
- Homelessness Acceptances

#### **Agreed**

The Operational Board noted the report.

### **17/21 Derby Homefinder Report 2016/17 Quarters 1 & 2**

The Operational Board received a report providing information on Derby Homefinder for the period 1 April – 30 September 2016.

**Agreed**

The Operational Board noted the report.

**17/22 Customer Engagement and Community Development Update**

The Operational Board received a report providing an update on the further progress of the changes made to Customer Engagement and Community Development along with Customer Communications.

**Agreed**

The Operational Board noted the report.

**17/23 Derby Homes Youth Board Progress Update**

The Operational Board received a report outlining the development and progress of the Derby Homes Youth Board since its creation.

**Agreed**

The Operational Board noted the report.

**17/24 Draft Minutes of Derby Homes Board meeting held on Thursday 26 January 2017.**

The Operational Board received and noted the draft minutes of Derby Homes Board meeting on Thursday 26 January 2017.

**Date of next meeting:**

**The next meeting will be held on Thursday 27 April 2017 at 6.00 pm in the Large Training Room at London Road.**

The meeting ended at 8.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 23 February 2017.