

CHCG

MINUTES OF THE CITY HOUSING CONSULTATION GROUP MEETING HELD ON TUESDAY 17TH DECEMBER 2002, 1.00 PM, CARDINAL SQUARE

Present	Dennis Rees	- Chair of Derby Homes
	Sylvia Hyde	- DACP
	Gwen Stubley	- DACP
	John Millar	- DACP
	Richard Smail	- Derby Homes
	Phil Davies	- Derby Homes
	Shaun Bennett	- Derby Homes
	Jonathan Geall	- Derby City Council
	Andrea Spurling	- Panel Assistant, Derby Homes
Apologies	Maria Murphy, Nita Murphy, Jack Wray, Elaine Jackson, Ken Whitehead	

1 MINUTES OF THE PREVIOUS MEETING

Date of meeting was 26th November not 27th November. Dennis Rees is not Chair of DACP. With the above amendments the minutes were agreed as an accurate record.

2 MATTERS ARISING

a Grove House

Grove House has been approved for de-commissioning by the Council. It is hoped that everyone will be moved out by the end of January, early February. The next stage will be to consider future options for the premises. A report outlining the options will be presented to the cabinet at the end of January. One of the options is to demolish and build new houses. Gwen suggested using part of Grove House as new premises for the DACP. Offices is an option.

3 TO AGREE ANY LATE ITEMS

Accreditation of training.

4 Part A - Retained Housing Services

- | | | |
|---------|---|--|
| Items - | 1 | Update on staffing changes |
| | 2 | Discuss performance indicator information from Derby Homes |
| | 3 | Derby Homes delivery plan 03/04 |
| | 4 | Customer Satisfaction Survey prize draw winner |

1 Update on staffing changes

A Housing Strategy Delivery Manager has been appointed, Helen Cross. Helen will start on 6th January 03. She will be working with Derby Homes and will be taking a lead on performance indicators. An organisation chart for the retained housing function is currently being finalised. Jonathan will send copies to Derby Homes once it has been completed.

2 Discuss performance indicator information from Derby Homes

A monitoring meeting was held last week and areas for concern have been identified. These are:

Rent arrears levels
Re-let times
Rent loss on voids

A percentage of the arrears are made up of outstanding housing benefit. Housing Benefit have estimated the figure to be in the region of £500,000. A number of proposals have been put forward by Housing Benefit to tackle the problem, two of which concern Derby Homes. It has been agreed to allow Derby Homes access to the Housing Benefit computer system. It has also been proposed that 4 experienced Housing Benefit staff work alongside Derby Homes staff. They will be a link for tenants and local office staff.

The target time for re-letting a property is 32 days. Derby Homes' average, including long term voids, is 40 days, excluding long term voids 35.9 days.

The target for rent loss is 3.5%. Derby Homes is achieving 3.2%.

3 Delivery Plan

This is the main document for the relationship between Derby Homes and the Council. The performance indicator role is jointly carried out by the Policy and Finance Directorate. It is important that attention is paid to targets. Where figures are available Derby Homes is meeting 5 out of 8 of the Performance Indicators.

The delivery plan will be the main agenda item on the next CHCG meeting agenda.

4 Customer Satisfaction Prize Draw

Dennis pressed the button to select the winner.

4a Top 10 Targets

Phil informed the meeting that one of the criticisms made by the Housing Inspectors was that the targets were set to 90%. Derby Homes achieve well above 90% on all 10. Phil is proposing to amend them.

4b Housing Revenue Account

Dennis suggested that the ALMO be responsible for the account. Phil stated that the Government looks set to give ALMO's more freedom next year. They will continue to be under the umbrella of the Council and will have to work within the Council's finance system. The Council may, however, be able to borrow extra money on Derby Homes' behalf for improvements that will not be covered by the decent homes budget.

4 PART B - DERBY HOMES REPORTS

DERBY TENANTS RESOURCE CENTRE - UPDATE ON SEARCH FOR NEW PREMISES

The cost of carrying out the required improvements to the Canal Street premises is £15,000. Alternatives are being looked at and a quote has been obtained for St Peters House. A discussion took place at CHCG sub about what was needed at the new premises. Phil suggested sharing the cost with another organisation.

5 TO RECEIVE AN UPDATE ON LOCAL HOUSING BOARDS

A draft information pack has been produced. A meeting has been arranged with Maria and Chris, the lead officers for the boards, on Thursday 19th to look at the pack in more detail. The shadow housing boards are due to begin meeting on 6th Feb (North Board) and 20th Feb (South Board). Board membership will need to be sorted out. Richard will be writing to all Community Panel Chairs and Local Managers about tenant representatives. It was agreed that unless other panel members expressed an interest in being on the boards, CHIP reps would be invited to attend. The boards will meet as shadow boards for the last time on 10th and 17th April. The established boards will commence meeting on 12th and 19th June.

Training sessions for panel members will be organised in January. There is a need for training for chairs. Sessions need to be organised as soon as possible.

5a TENANT PARTICIPATION REVIEW

The recommendations made by PEP are attached to the minutes. The DACP do not agree with some of the items and further discussion is needed. Item 3 - That the membership of the CHCG should be a representative of each Housing Panel plus 2 each for DACP, WINC and DMEHG could be linked into CHCG sub. John made the point that work needs to be done on encouraging

more people to attend meetings. Once the additional 2 tenant participation officers are in post they will be working on this.

A summary of the changes has gone out with Derby Train. Presentations are being given to panels. There will be repeat visits in April to all panels affected by the changes. Richard is looking at producing certificates for members of the panels that will be dissolved.

6 TO RECEIVE/DISCUSS ANY RECENT BOARD REPORTS

a Questions from the public

A return card was included with the calendar that has gone to all tenants. The first card has been returned. It was a very good idea.

b Donington Close Saga

The end is nigh.

c Item 10

The Board have been asked to sign up to a 99% take up rate on the improvements.

d Item 10D

Some concern has been expressed about the proposal to withdraw the Council Tax card payment system.

e Item 12 - proposal that Derby Homes joins the ALMO trade body

Derby Homes have been awarded the Charter Mark and also the Environment ISO for recycling work done at Mackworth office and the reduction in electricity consumption at the office.

f Detailed report of accounts

Derby Homes want to end the financial year with a small surplus, approximately £100.

g 3 petition reports

Individual petitions are presented to Derby Homes Board who will then look to resolve them.

7 REQUEST TO CONSIDER SHORTER AGENDAS ON CHCG AND CHCG SUB

It was agreed that a time limit of 2 hours would be put on meetings. Items not discussed in the 2 hours to be carried over to the next meeting.

8 TO RECEIVE INFORMATION ABOUT THE CUSTOMER SATISFACTION SURVEY 2002

A copy is attached to the minutes. Richard is waiting to receive the final version from BMG. The first version contained some errors. The survey will be carried out again next year for the Government figures. Derby Homes are required to conduct a survey every 3 years.

9 LATE ITEM

Accreditation of training

The accreditation project will be affiliated to the Chartered Institute of Housing. They require a letter stating that, during the length of the project, CIH and their agents have access to DACP property in the event of any fraud. John read out the letter that he has put together. The meeting agreed it.

John has also spoken to John Farmer at CVS about joining a consortium which will enable the project to access additional help.

10 DATE AND TIME OF NEXT MEETING

The next meeting will take place on Friday 31st January, 10 am, Cardinal Square.