



**OFFICE OF THE
DEPUTY PRIME MINISTER**

Sue Glithero
Director of Policy
Derby City Council
P O Box 6290
Corporation Street
DERBY
DE1 2XL

Mike Wilkinson
Local Authority Housing Division
Zone 2/J4
Eland House
Bressenden Place
LONDON
SW1E 5DU

Direct line: 020 7944 3712
Fax: 020 7944 3559
GTN: 3533
Mike.Wilkinson@odpm.gsi.gov.uk

Web site: www.odpm.gov.uk

Our Ref: LAH 16/6/3
Your Ref: SG/LH

23 October 2002

Dear Sue Glithero

DERBY HOMES : HOUSING BOARDS

1. Thank you for your letter of 24 September and accompanying paper seeking our approval for proposals for the establishment and operation of two area boards of Derby Homes, the City Council's Arms Length Management Organisation (ALMO). These are to be known as Housing Boards.
2. Such approval is needed because my letter of 27 March 2002 to Phil Davies stated that agreement between the Council and the then DTLR on whether Area Boards of Derby Homes should be established and, if so, when and with what delegated responsibilities, should be reached before the Secretary of State would consider any application from the Council for release of any of the conditional allocation of additional resources awarded for Derby Homes in DTLR's letter of 29 November 2001.
3. We have now considered the proposals for Housing Boards carefully. In particular, we have noted that:
 - There will be two Housing Boards, each covering about half of the Council's stock of around 15,650. The number of homes covered by each Board will therefore be well within the guideline limit of 12,000 specified in the Department's Guidance of April 2001, that limit being intended to ensure a fully responsive service and to encourage tenant involvement.
 - Each Housing Board will have extensive delegated powers and responsibilities, including in particular responsibilities for prioritising and managing the capital works programme and for working locally with and on behalf of tenants and the local Community Panels on a wide range of initiatives.

ITEM 24

- Membership of the Housing Boards will include tenants, Council representatives and independent members, with some common membership with the Main Board to ensure good communication.
- After recruitment of Board members in November and December, the Housing Boards will start to operate on a shadow basis early in 2003 and become fully operational in April 2003.

In the light these considerations, I can tell you that we now regard the proposals for establishing and operating Housing Boards of Derby Homes as compatible with the Secretary of State's policy and guidance on ALMOs. Accordingly, the condition specified in my letter of 27 March is now satisfied, and we await the Council's application for release of 100% of its conditional allocation of additional resources subject to the current inspection by the Housing Inspectorate awarding Derby Homes a rating of at least 2*.

I am sending copies of this letter to Kit Fry in the Government Office for the East Midlands, Martin Thomas in ODPM's Community Housing Task Force and Roger Jarman at the Housing Inspectorate.

Yours sincerely

Mike Wilkinson



CHIEF EXECUTIVE'S
DEPARTMENT

Policy Directorate

PO Box 6290
Corporation Street
Derby DE1 2XL

Switchboard

01332 293111

☎ Textphone only

01332 258427

www.derby.gov.uk

Sue Glithero

Director of Policy

Mike Wilkinson
ODPM
Zone 2/J4
Eland House
Bressenden Place
London
SW1E 5DU

Our reference

LAH/16/6/3

Our reference

SG/LH

Date

24 September 2002

Contact

Sue Glithero

Telephone

01332 255365

Dear Mr Wilkinson

**APPROVAL UNDER SECTION 27 OF THE HOUSING ACT 1985 TO
APPOINT AN ALMO TO EXERCISE HOUSING MANAGEMENT
FUNCTIONS**

Further to your letter of 27 March 2002 addressed to Phil Davies, I am now able to set out proposals for the establishment of area boards by Derby Homes, our arms length housing management company.

The attached document sets out the membership and powers of the area boards. In order to avoid confusion with recently established corporate Area Panels, these bodies will be known as Housing Boards.

The proposal has been subject to consultation with our CHTF adviser, tenants and leaseholders and our Independent Tenants Adviser. The proposals have been agreed by the Board of Derby Homes. It proposes to set up two Housing Boards each covering roughly half the council's housing stock. Subject to your approval, Derby Homes intends to recruit members of the Boards in November – December 2002, establish them on a shadow basis in January - March 2003 and enable them to become fully operational in 2003/04.

Our understanding, from your letter of 27 March 2002, is that agreement should be reached on this matter before the Secretary of State considers any application from the Council for release of any conditional allocation of resources awarded in the DTLR's letter of 29 November 2001.

As you will be aware, the interim challenge following our ALMO inspection will take place on 24 October 2002. We intend to submit our final application for release of these funds immediately thereafter. We would therefore request that you reply to us by that date confirming that the proposals set out in this letter are acceptable.



If you would like any further information or to discuss this proposal in more detail could you please contact Phil Davies, Director of Derby Homes on phil.davies@derby.gov.uk or 01332 711010.

Yours sincerely

Sue Glithero
Director of Policy

Enc

Copy:
Jonathan Geall
John Bloxsom

DERBY HOMES

Area Boards

Constitution, Terms of Reference and Procedural Guidance for the Conduct of Meetings

1. Membership

Membership should be as follows:

- a) Community Panels shall be entitled to one tenant or leaseholder representative each.
- b) Vice Chairs of the Main Board shall act as Chairs of the Area Board.
- c) The two Tenant Main Board Members for the area.
- d) Up to two independent or leaseholder members of the Main Board.
- e) Up to three Council members of the Main Board.

All members of the Area Board have equal rights to speak and vote subject to Derby Homes governance arrangements concerning the declarations of interests.

Area Boards would have power to co-opt up to three non voting members who have skills and experience that can assist the Area Board.

2. Delegated Powers

The Area Boards will have the following delegated powers:

- Set Local Performance targets within a Derby Homes framework
- Set Local Performance standards within a Derby Homes framework
- Monitor local performance
- Prioritise and manage the delegated Housing Capital Works Programme
- Approve the City Housing Improvement Plan (CHIP) initiatives within budgets delegated from the main Board
- Develop the CHIP strategy
- Develop and approve bids for funding for local initiatives from various funding sources
- Approve any grants, loans or sponsorship to organisations operating specifically within the area
- Respond to representations from local Community Panels
- Approve Local Estate Compacts or agreements
- Develop and approve local Derby Homes Business Plans
- Develop local tenant participation structures

- Monitor local Tenant Management Organisation performance
- Work with other organisations and agencies in order to improve sustainability of council housing within the area.

3. Powers subject to Main Board ratification

In addition the Area Boards will have the power to:

- Appoint partner contractors for improvement programmes
- Prioritise the local area Housing Capital Works programme

These decisions will require the ratification of the main Board.

4. Consultative Role

The Area Boards will have the power to:

- Make recommendations to Main Board on matters that it has reserved to itself
- Contribute to Derby Homes Service Reviews

Procedural Guidance


5. A number of reports will normally be submitted to meetings of the Area Board. They will be in two main categories:
 - a) Reports for information – these will give routine statistics and other information and progress reports on matters already approved by the Area Board.
 - b) Reports for decision – these will suggest action, which could be taken to tackle particular problems.

In case of (b), Area Board Members may sometimes disagree with the recommendations laid out in the report. If so, it is within the Area Boards' powers to reject the recommendations. However, in this situation the Area Board Members must suggest an alternative course of action to the recommendation or indicate which aspects of the problem may need a further report or further work to be undertaken.

For matters requiring an urgent resolution/decision, an urgent decision may be taken by the Chair of the Area Board in consultation with Chair and Director of Derby Homes. A report on the decision will then be made to subsequent Area Board for ratification.

Members of the Area Board will not normally be expected to make reports themselves, but there is nothing to stop them from doing this if they so wish.

6. Meetings of the Area Board will be convened by the Company Secretary, upon a decision of the Chair of the Area Board, Chair of Derby Homes or by requisition of 5 members of the Area Board.
7. Agendas should be set by a process with the Area Board at the start of every financial year and as a minimum the actual agenda should be agreed by the Chair of the Area Board. Members of the Area Board can request the Director to include items on the agenda and to produce reports on certain subjects. In order to do this, members should contact the Business Development Manager. The agenda will be despatched three clear working days prior to the Area Board Meeting and therefore it is essential to contact the Business Development Manager at least ten working days before the date of the meeting to ensure that an item is placed on the agenda. In cases of urgent items, they will only be accepted onto the agenda with approval of the Chair of the Area Board.
8. The Area Board minutes will be submitted for consideration and action as required to the Main Board. Copies of the minutes of the previous meeting will be circulated with the agenda for the next meeting of the Area Board for approval.
9. Papers for meetings of the Area Board will be copied to the Chair of each Community Panel in the area at the same time as Area Board members.
10. The Chair will conduct the meeting and all remarks, questions, comments, etc are to be made through the Chair. In the event of a tied vote, the Chair has a second or casting vote.
11. Meetings of the Area Board are open to the public subject to limitations imposed by the size of the venue. Participation in the business of the meeting, but not voting, may be extended to non-members at the discretion of the Chair.
12. Business shall only be conducted at meetings if at least one quarter of the voting members are present, including at least 2 Main Board members and 2 Community Panel representatives. This minimum number of members is known as the quorum of the Area Board. If there is not a quorum, the business that would have been conducted at that meeting may be referred to the next meeting of the Area Board, except in the case of urgent business, which should be referred directly to the Chair of the Board.
13. All Area Board members will be under a duty of confidentiality. Matters relating to individual tenants or tenancies should not be discussed, nor should information be disclosed so that these can be identified.
14. Where a member of the Area Board or a close relative has a personal interest in a matter being discussed the interest should be declared to the meeting. The member should then take no further part in the consideration of that matter.

- 
15. Meetings of the Area Board will end no later than 9.00pm and shall have duration of no more than 2 hours. The Director is authorised to report directly to the Board on business not concluded at the Area Board if there is a need for a decision prior to the next meeting of the Area Board.
 16. The venue should be convenient and reasonably accessible to all.
 17. Training will be made available to staff, members, tenants and residents on an annual basis to maximise their effectiveness as an Area Board.



Phil Davies
Acting Director of Housing Services
Derby City Council
Floor 2 South Point
Cardinal Square
10 Nottingham Road
DERBY
DE1 3QT

Mike Wilkinson
Local Authority Housing Finance Division

Department for Transport,
Local Government and the Regions
Zone 2/J4
Eland House
Bressenden Place
LONDON
SW1E 5DU

Direct Line: 020 7944 3712
Fax: 020 7944 3559
GTN No: 3533
Mike.Wilkinson@dtlr.gsi.gov.uk

Web Site: www.dtlr.gov.uk

Our Ref: LAH 16/6/3

27 March 2002

Dear Phil

**APPROVAL UNDER SECTION 27 OF THE HOUSING ACT 1985 TO APPOINT AN
ARMS LENGTH MANAGEMENT ORGANISATION TO EXERCISE HOUSING
MANAGEMENT FUNCTIONS**

For the avoidance of doubt, I should make clear that in respect of Area Boards the s.27 approval dated 27 March 2002, reference LAH 16/6/3, relates to Derby City Council's proposal to establish Derby Homes Limited without any Area Boards with delegated responsibilities in the first instance.

The Secretary of State has agreed that this aspect of the Council's proposals shall be the subject of further discussions between the Council and DTLR and that agreement between the Council and DTLR on whether Area Boards should be established and, if so, when and with what delegated responsibilities, shall be reached before he will consider any application from the Council for release of any of the conditional allocation of additional resources awarded in DTLR's letter of 29 November 2001.

Yours sincerely

Mike Wilkinson



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Derby - s.27 condition



Phil Davies
Acting Director of Housing Services
Derby City Council
Floor 2 South Point
Cardinal Square
10 Nottingham Road
DERBY
DE1 3QT

Mike Wilkinson
Local Authority Housing Finance Division

Department for Transport,
Local Government and the Regions
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27 March 2002

Dear Phil

**APPROVAL UNDER SECTION 27 OF THE HOUSING ACT 1985 TO APPOINT AN
ARMS LENGTH MANAGEMENT ORGANISATION TO EXERCISE HOUSING
MANAGEMENT FUNCTIONS**

I refer to the application dated 25 February 2002 and the supplementary information dated 11 March 2002 submitted by Derby City Council to the Secretary of State for Transport, Local Government and the Regions, seeking his approval under section 27 of the Housing Act 1985 (as amended) to enter into an agreement with Derby Homes Limited, an arms length management organisation (ALMO), under which Derby Homes Limited will exercise specified housing management functions as agent of the Council.

The Secretary of State has considered the Council's application and is satisfied that it meets his criteria for the delegation of housing management responsibilities to an ALMO, as set out in Guidance issued by the then Department of the Environment, Transport and the Regions in April 2001 and in documents subsequently issued by the Department of Transport, Local Government and the Regions, including the questionnaire issued by DTLR on 15 February 2002 for the Council to complete as part of its application.

Accordingly, in exercise of his powers under section 27 of the Housing Act 1985, the Secretary of State hereby grants approval to Derby City Council to enter into the proposed agreement with Derby Homes Limited in respect of the houses and any other land and in respect of the housing management functions specified in the agreement.

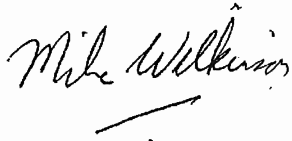
This approval is given subject to the condition that the Council shall give the Secretary of State one calendar month's notice of any significant changes proposed by the Council or its ALMO to the terms of the agreement between the Council and its ALMO, to the constitution, responsibilities or operation of the ALMO as expressed in its Memorandum and Articles of Association, or to any other statement of the Council's or the ALMO's



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intentions specified in the Council's application for s.27 approval. The Council and its ALMO shall take account of any comments made by or on behalf of the Secretary of State within this period before determining whether and how to proceed with the proposed changes.

Yours sincerely

A handwritten signature in black ink that reads "Mike Wilkinson". The signature is written in a cursive style with a horizontal line underneath the name.

Mike Wilkinson

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COUNCIL CABINET – PART 1
15 OCTOBER 2002

ITEM 24

PERFORMANCE AND FINANCIAL MONITORING OF DERBY HOMES

Report of the Director of Policy and Director of Finance

SUMMARY OF REPORT

- 1.1 Derby Homes' Delivery Plan includes a series of performance standards which Derby Homes has pledged to meet. This is monitored by means of performance indicators (PIs), with each PI having a target for 2002/03 set by the Council.
Paragraphs 5.1 to 5.7, and Appendix A
- 1.2 This report examines the performance of Derby Homes in quarter 1 2002/03, and up to August where monthly information is required by the Council.
Paragraph 5.8
- 1.3 This report shows that out of the performance targets specified by the Council, Derby Homes exceeded target in quarter 1 / August on 6 out of the 9 PIs where reliable figures are available. In addition, Derby Homes met 6 out of 9 of its locally set 'Top Ten Targets' where data are available. In future, it is proposed to report on performance that varies significantly from target.
Paragraph 5.9
- 1.4 Derby Homes is performing well with regard to repairs carried out on time, however, inspection visits are lower than anticipated owing to staff shortages among the surveyor team. Staff shortages are being remedied as a matter of urgency.
Paragraphs 5.8 and Appendix B
- 1.5 Actions have been mutually agreed between Derby Homes and the Council to remedy poor performance and ensure the reliability of PI data.
Paragraph 5.10
- 1.6 The report provides a capital and revenue budget monitoring information framework relating to the public sector capital programme, Derby Homes' operating budget and the Housing Repairs Account. In addition, financial monitoring of the retained Housing Revenue Account (HRA) budget and the private sector capital programme is included for completeness.
Paragraphs 5.11 to 5.19

- 1.7 In recognition of the degree of autonomy afforded Derby Homes through its contractual arrangements with the Council, it is proposed in future to report major variances (over 20%) and/or the introduction of new schemes only for the public sector housing capital programme to Cabinet for approval.
Paragraph 5.12
- 1.8 A revised Housing Capital Programme forecast is provided in Appendix C. The forecast expenditure on public sector housing, managed for the Council by Derby Homes, is £17.478 million compared with the £16.065 million budget previously approved by Cabinet. This reflects the net impact of Derby Homes predicting they can spend a larger proportion of the additional resources to be made available through arm's length status in this financial year than previously anticipated, the movement of the facilitation fund to assist housing association from the public sector to private sector programme simply to aid monitoring, and a virement from the public sector capital programme to the facilitation fund to balance an opposite transfer last year.
Paragraphs 5.20 to 5.28, and Appendix C
- 1.9 The report seeks Cabinet approval for a revision to the previously agreed Derby Homes management fee to include £81,000 worth of capitalised salaries previously omitted and £295,000 worth of services purchased by the Council from Derby Homes, most notably a Council Tax collection service operated by the local housing office network. This revision is required to ensure the correct accounting treatment of VAT and does not alter the amount from the Housing Revenue Account paid to Derby Homes.
Paragraphs 5.31 to 5.35
- 1.10 A cumulative underspend of £90,000 has been recorded by Derby Homes on its operating budget at Period 5 (August) and £66,000 on the retained HRA at Period 4 (July).
Paragraphs 3.5, 5.35 and 5.36

OPTIONS CONSIDERED

- 2.1 There is no other option but to monitor Derby Homes' performance against the targets set by the Council in Derby Homes' Delivery Plan. Close monitoring and scrutiny of Derby Homes is recognised by the Office of the Deputy Prime Minister (ODPM) and the Audit Commission as good practice for those Councils which have delegated their housing management responsibilities to an arm's length management organisation.

RECOMMENDATIONS

- 3.1 To note the performance and financial monitoring information contained in this report.
- 3.2 To approve a quarterly cycle for Council Cabinet to receive reports from the Director of Policy and Director of Finance on Derby Homes' performance.
- 3.3 To approve the proposed amendments to the housing capital programme contained in this report.
- 3.4 To approve the revised management fee payable to Derby Homes.

REASONS FOR RECOMMENDATIONS

- 4.1 In keeping with good practice suggested by the Office of the Deputy Prime Minister (ODPM) and the Audit Commission, it is essential that the Council Cabinet receives regular reports on the performance of Derby Homes, the Council's arm's length housing management organisation. A quarterly cycle for reporting will enable the Cabinet to receive timely information.
- 4.2 It is recommended that the Cabinet approves the revisions to the housing capital programme so as to ensure full expenditure of those resources received through the Council's Single Capital Pot (SCP) allocation the anticipated additional resources resulting from arm's length status.

MATTERS FOR CONSIDERATION

Approach to Performance Monitoring

- 5.1 The relationship between the Council and Derby Homes is specified in the Contractual Agreement between the two bodies. This Agreement lays out the roles and responsibilities delegated by the Council to Derby Homes, and those housing-related functions retained by the Council.
- 5.2 Derby Homes' activities are integral to meeting of the Council's corporate objectives and, in particular, the authority's strategic housing objectives as laid out in the Housing Strategy approved by Council on 25 September 2002. The mechanism for translating the Council's housing targets into Derby Homes' day-to-day operations is the Derby Homes Delivery Plan which is prepared annually by Derby Homes and formally 'signed off' by the Council.
- 5.3 The Delivery Plan includes a series of performance standards which Derby Homes pledge to meet along with a series of performance indicators (PIs). Each PI has a target for 2002/03 set by the Council. In essence, the Council is delegating responsibilities to Derby Homes and making available a management fee in return for a specified level of service.

5.4 It is essential that the Council monitors Derby Homes' performance against these standards. To this end, the following meeting cycle between the Council and Derby Homes has been established:

- agreement monitoring meetings each month between Derby Homes, and officers from the Policy and Finance Directorates
- quarterly 'Delivery Plan' meetings to consider in detail Derby Homes' activities which includes the above representatives plus tenants
- capital and revenue monitoring between Derby Homes' technical staff and officers from the Council's Policy and Finance Directorates – held on a six weekly cycle

5.5 A schedule of PIs has been constructed, comprising:

- all housing management related Best Value PIs
- housing management PIs set locally by the Council
- corporate Best Value PIs, differentiating those to which Derby Homes' performance contributes and those it does not
- housing management PIs set locally by Derby Homes – the 'Top Ten Targets'

Refer to Appendix A for a complete set of PIs

5.6 Performance reports are prepared by the Community and Housing Strategy Unit, Policy Directorate, and discussed with Derby Homes on a monthly basis at the agreement monitoring meetings. At these meetings, reasons underlying significant variance from the targets – either under or over performance – are discussed. Recommendations are made by the Council for remedying under-performance and actions mutually agreed.

5.7 It is here proposed to report the outcome of this performance monitoring to the Council Cabinet on a quarterly cycle in the following months each year:

- July
- September
- December
- March

It should be noted that the July meeting is slightly later than would be expected; this is to accommodate full end-of-year analysis.

Performance Monitoring Information – Quarter 1 (April – June) or August, where monthly reporting required

5.8 Appendix B gives full details of Derby Homes' latest performance. Findings of particular note are:

Rents arrears

- rent collection rate appears very low but this is a result of the BVPI requiring uncollected rent from the previous year to be brought forward, thus depressing the actual collection rate at the beginning of the year – see 'actions list' below
- rent arrears appear high – Derby Homes is experiencing problems calculating this figure from their housing management system – see 'actions list' below.

Voids and lettings

- average relet times appears greatly over target – the average time taken to relet a Council home in August was 40 days, compared with the target of 32 days – however, this higher figure includes the successful letting of a small number of long-term, hard-to-let voids through the Derby Homefinder choice-based letting system, with these properties excluded, the more accurate figure is 35.9 days

Capital programme – refer also to paragraphs 5.11 – 5.21

- a relatively low level of progress towards meeting the ‘non-decent homes made decent’ target for the year appears to have been made in the first quarter, however, this is to be expected given that the additional spending through the arm’s length funds are not programmed in until later in the year – see ‘actions list’ below

Repairs

- repairs performance is exceeding target

Ensuring choice and access to council housing

- a higher than anticipated proportion of homes are being let through Derby Homefinder as a result of long-term voids successfully being let

Derby Homes top ten targets

- Derby Homes is struggling to meet some its own ‘top ten’ performance standards, notably those relating to inspections owing to under-staffing among surveyors. Tenants prioritised these targets and it should be noted that although these PIs are not included in the Delivery Plan, there are monitored by the Council to ensure that tenants’ wishes are being met Derby Homes

5.9 In summary:

- PIs specified by the Council in Derby Homes’ Delivery Plan – 6 out of the 9 PIs where reliable figures are available exceeded the target in quarter 1 / August
- Derby Homes’ ‘Top Ten’ performance targets (not specified by the Council) – 5 out of the 9 with figures available exceeded target in quarter 1

In future, it is proposed to report on performance that varies significantly from target. The degree of variance considered significant will be different to each PI reflecting the individual characteristics of each measure.

Actions list regarding performance monitoring

5.10 The following actions were agreed at the Council / Derby Homes agreement monitoring meeting of 26 September 2002:

- the Council will advise Derby Homes on a revised, locally set rent collection PI to better monitor this function
- Derby Homes will set up a standard report to calculate the rent arrears PI

- Derby Homes to clarify the definition of their locally set PI relating to appointments for non-emergency repairs
- Derby Homes will set in place adequate systems for accurately monitoring the number of homes made decent quarter-by-quarter, along with the means of projecting the impact of virements within the public sector housing capital programme on the number of homes made decent.

Capital and Revenue Framework for Financial Monitoring

Capital

- 5.11 The Housing Capital Programme consists of two sections covering public and private sector housing. The public sector programme is to be delivered by Derby Homes on behalf of the Council and the private sector programme will be delivered directly by the Council. It is proposed to include the facilitation fund in the private sector programme from 2002/03 onwards since this budget will be spent mainly on schemes in partnership with housing associations.
- 5.12 It is proposed in future to report forecast major variances (the lower of £100,000 or over 20%) and/or the introduction of new schemes only for the public sector housing capital programme to Cabinet for prior approval. Limits for reporting variances, together with a review of major spending plans, will be included in the next report. This follows established reporting procedures for capital expenditure while recognising that Derby Homes is operating at an arm's length and should be allowed to manage the approved budgeted programme without constraint providing outputs agreed in the delivery plan are met.
- 5.13 Progress on achieving the outputs and future forecasts will also be reported. It is also proposed to introduce measurement, and report on levels, of customer satisfaction as this is a key way that the Council can be sure that Derby Homes is managing the capital programme in line with the wishes of the Council's tenants.

Housing Repairs Account

- 5.14 The Housing Repairs Account is a statutory account that is funded by the Housing Revenue Account (HRA) by means of an annual contribution (budgeted at £8.565 million in 2002/03).
- 5.15 As with the public sector housing capital programme, Derby Homes will manage expenditure from the account on behalf of the Council, again taking account of agreed outputs and customer satisfaction
- 5.16 Any surplus remaining on the Housing Repairs Account at the end of a financial year can be transferred back to the HRA or carried forward for use on repairs in the following or future years. Any deficit on the Repairs Account has to be carried forward and made good by the HRA in the following year.

Operating Expenditure of Derby Homes

- 5.17 The operating expenditure of Derby Homes is met by the management fee agreed by Cabinet in July 2002 as part of the HRA budget process.
- 5.18 Periodic management accounts are prepared and presented to the Board of Derby Homes showing the position for the period and cumulatively year to date. The construction of the accounts is robust and they form a suitable initial basis for monitoring. Further development is possible to include future forecasts.
- 5.19 Revised expenditure totalling a net £0.697 million was approved by Cabinet in July. This covers the cost of Housing Strategy and Development, Right to Buy Administration and Money Advice.

Latest Monitoring Position: Housing Capital Programme

- 5.20 The facilitation fund budget has increased by a total of £0.192 million, made up of £0.180 million transfer from public sector resources to balance an opposite transfer in 2001/02 and £0.012 million slippage from 2001/02. Slippage totalling £43,000 from last year on this and Estate Regeneration is shown in the financial matters report also on the agenda.
- 5.21 Further funding is available for affordable housing in the city through commuted sums received from developers. £425,000 of Section 106 funding is currently held for such provision. A further commuted sum of £525,000 is also in the pipeline for the contribution to affordable housing at the Rugby Club site.
- 5.22 The profile for additional resources from arm's length status for 2002/03 and 2003/04 approved by Council in February was £6.229 million and £24.917 million respectively, totalling £31.146 million. The ODPM promises support to this maximum over the two years assuming at least 2 star status is achieved.
- 5.23 The approved programme was constructed assuming that spending of the additional resources would commence early in 2003. It is possible to spend varying amounts provided that by the end of 2003/04 the total does not exceed £31.146 million.
- 5.24 Spending of the additional resources is now forecast to commence in November this year following the final Best Value Inspection. It is therefore proposed to re-profile the additional arm's length resources so as to spend £8.435 million in 2002/03 and £22.711 million in 2003/04, with the total of £31.146 million unchanged.
- 5.25 Capitalised salaries are now shown separately in the revised programme to facilitate monitoring. The amount of £0.404 million consists of £0.248 million base provision previously included in individual schemes plus an additional £0.156 million for the arm's length programme. This addition is subject to at least a 2 star rating being achieved and the level of resources able to be released.

- 5.26 Spending to the end of period 5 is summarised in the table below.

£000

Public Sector Housing Capital
2,486

Private Sector Housing Capital
1,598

Total
4,084

- 5.27 Spending on public sector housing capital includes a total of £0.112 million for the conversion of Cardinal Square. An amount of £70,000 was approved by Cabinet in September for the cost of conversion of the first floor. The remaining £42,000 relates to works to the second and third floors completed in 2001/02.
- 5.28 Proposed changes to the Housing Capital Programme following the initial meeting in September are shown at Appendix C to this report. The revised arm's length resources are now included in individual schemes rather than being shown as a separate amount. Forecasts for the private sector housing capital programme are also included. Amounts of £0.15 million, £0.35 and £0.5million have been included for the Normanton Home Zone for the three years 2002/03 to 2004/05 following commencement of the scheme in the current year. This expenditure is the result of a successful bid for funding of £1 million and will be financed by Government grant.

Housing Repairs Account

- 5.29 The balance brought forward on the Housing Repairs Account at the start of 2002/03 is a relatively small £0.117 million, so that a total of £8.682 million is available in the current year.
- 5.30 Separate budgets within the repairs account for different categories of expenditure now have been agreed and the total forecast expenditure for the year is £8.532 million.

Operating Expenditure of Derby Homes Limited

- 5.31 The revised management fee agreed by Cabinet in July needs further revision to take account of capitalised salaries previously omitted and other services provided by Derby Homes to the Council.

- 5.32 The amount of previously capitalised salaries omitted from the reported management fee is £81,000. The total cost of other services provided by Derby Homes to the Council is £295,000. These amounts are provided for in the base budgets approved by the Council in February and in revised budgets subsequently approved in July 2002. The amendment is presentational and does not affect the forecast HRA. It is necessary to show the gross position in order to ensure the correct accounting treatment of VAT when the costs of the services are billed to the Council.
- 5.33 The table shows the revised management fee for 2002/03, following the changes detailed above.

	£000
2002/03 MANAGEMENT FEE APPROVED BY CABINET 30 JULY 2002	10,652
<u>Add</u> Capitalised salaries	81
	<hr/>
REVISED MANAGEMENT FEE, 2002/03 - CURRENT DEFINITION	10,733
<u>Add</u> Non-HRA funded services provided to the Council:	
Warden day centre activities	29
Collection of council tax at area offices	225
Management fee for Shelton Lock caravan site	1
Contribution to cost of housing asylum seekers	40
	<hr/>
TOTAL REVISED MANAGEMENT FEE 2002/03 – NEW DEFINITION	11,028

- 5.34 Additional development funding was made available to Derby Homes in the HRA budget approved in July. A programme of spending has yet to be finalised for this additional development funding and will be shown on a future monitoring report.

	£ 000
Increase in management fee	262
2.5% of additional capital programme	156
(subject to at least 2 star award in October 2002)	<hr/>
	418

- 5.35 The accounts show a net underspend of £28,000 for period 5 and a cumulative net underspend of £90,000. The most significant area of underspend is on employee costs. A break-even position is anticipated by the end of the year with such virements as necessary being approved by the Board of Derby Homes, or in consultation with the Council if the management fee is affected. The full management accounts are included at Appendix D to this report.

Council Retained HRA

- 5.36 Latest monitoring shows a net controllable underspend of £66,000 to the end of period 4. This is due mainly to staff vacancies and delayed computer developments. It is anticipated that the budget will be fully spent by the end of the financial year following staff restructuring and computer project development work.

FINANCIAL IMPLICATIONS

6. As set out in this report – paragraphs 5.11 to 5.36.

LEGAL IMPLICATIONS

7. None arising directly from this report.

PERSONNEL IMPLICATIONS

8. None arising directly from this report.

ENVIRONMENTAL IMPLICATIONS

9. None arising directly from this report.

EQUALITIES IMPLICATIONS

10. None arising directly from this report.

APPENDIX A

Derby Homes Performance Monitoring Framework

PI	Description	Reporting cycle
Rent arrears		
BV PI 66a	rent collected as a % of rent due	Monthly
Local	rent arrears of current tenants as a % of rent roll	Monthly
Voids and lettings		
Local	average relet time for local authority dwellings	Monthly
Local	% of rent lost through dwellings becoming vacant	Monthly
Local	% of rent lost through dwellings becoming vacant - excluding major repairs/decants	Monthly
Capital programme		
BV PI 63	average SAP rating	Annually
BV PI 184a	% of home which were non-decent at year start	Annually
BV PI 184b	% change in proportion of non-decent homes	Quarterly
Local	dwellings receiving renovation work of up to £5,000 as a % of those needing it	Quarterly
Local	dwellings receiving renovation work of £5,000+ as a % of those needing it	Quarterly
Local	number of non-decent homes made decent	Quarterly
Local	number of non-decent homes made decent as a % of non-decent homes at year start plus homes becoming non-decent during the year	Quarterly
Repairs		
BV PI 185	% of responsive repairs for which appointment made and kept	Quarterly
Local	average time taken to complete non-urgent repairs	Quarterly
Local	% of urgent repairs carried out within Govt time limits	Quarterly
Race equality		
BV PI 164	follow CRE code of practice in rented housing?	Annually
Local	achievement of level 3 of CRE Race Equality standard	Annually
Tenant satisfaction		
BV PI 75	% of tenants satisfied with opportunities for participation	Annually
BV PI 74	% of tenants satisfied with overall service provided by the landlord	
Ensuring choice and access to council housing		
Local	% of lettings made through Derby Homefinder choice-based lettings	Quarterly
E-govt - contributing to Council's performance		
BV PI 157	% of services delivered electronically	Annually

Staffing - not contributing to Council's performance		
BV PI 11a	% of top 5% of earners that are women	Annually
BV PI 11b	% of top 5% of earners that are from BME group	Annually
BV PI 17	% of staff from BME groups with % of economically active from BME groups	Annually
BV PI 14	% of employees retiring early (except ill-health)	Annually
BV PI 15	% of employees retiring on ill-health grounds	Annually
BV PI 16	% of employees declaring that they meet Disability Discrimination Act definition	Annually
BV PI 18	% of invoices paid within 30 days	Quarterly
Local	% of telephone hotlines answered on time	Quarterly
Derby Homes Top Ten Targets		
Local	Completion of inspection visits within 5 working days	Quarterly
Local	Attend appointments for non-emergency repairs	Quarterly
Local	Complete emergency repairs within 24 hours	Quarterly
Local	Complete urgent repairs within 5 working days	Quarterly
Local	Complete routine repairs within 4 weeks	Quarterly
Local	Inspect empty properties and place orders within 5 working days of receiving the keys	Quarterly
Local	Clear gardens of newly let properties within 5 working days of the order being requested	Quarterly
Local	Answer housing hotlines within three rings	Quarterly
Local	Reply to letters within 7 working days	Annually
Local	Respond to ASB complaints within 7 working days	Quarterly

APPENDIX B

Derby Homes Performance Monitoring Quarter 1 / August 2002 - Quarterly / Monthly PIs only

PI	Description	Reporting cycle	2002/03 target	Quarter 1 / August 2002	Commentary
Rent arrears					
BV PI 66a	rent collected as a % of rent due	Monthly	98.8%	71.3%	This PI is cumulative, as it includes all arrears brought forward as well as those arising in the year. Derby City Council to advise on an amended PI
Local	rent arrears of current tenants as a % of rent roll	Monthly	2.8%	8.2%	Derby City Council believes this figure has been incorrectly calculated - Council has asked Derby Homes to amend system to provide a more reliable figure
Voids and lettings					
Local	average relet time for local authority dwellings	Monthly	32	40	Higher than target because Homefinder has successfully let a few long-term empty sheltered properties. Excluding these, the figure is 35.93 days
Local	% of rent lost through dwellings becoming vacant	Monthly	3.5%	3.1%	Performance currently exceeding target
Local	% of rent lost through dwellings becoming vacant - excluding major repairs/decants	Monthly	1.7%	Checking latest figure	
Capital programme					
BV PI 184b	% change in proportion of non-decent homes	Quarterly	0.8%	1.5%	
Local	dwellings receiving renovation work of up to £5,000 as a % of those needing it	Quarterly	No target set in Delivery Plan	10.1%	
Local	dwellings receiving renovation work of £5,000+ as a % of those needing it	Quarterly	No target set in Delivery Plan	1.0%	

Local	number of non-decent homes made decent	Quarterly	1,508	38	Cumulative PI. The figures appears low, however, Derby Homes had not let full contracts in quarter 1 and spend from additional arm's length resources not possible until confirmation of funding from ODPM, most likely in November
Local	number of non-decent homes made decent as a % of non-decent homes at year start plus homes becoming non-decent during the year	Quarterly	16.8%	0.5%	As above
Repairs					
BV PI 185	% of responsive repairs for which appointment made and kept	Quarterly	16.5%	20.7%	Performance currently exceeding target
Local	average time taken to complete non-urgent repairs	Quarterly	9.5	6.3	Performance currently exceeding target
Local	% of urgent repairs carried out within Govt time limits	Quarterly	95.5%	98.9%	Performance currently exceeding target
Ensuring choice and access to council housing					
Local	% of lettings made through Derby Homefinder choice-based lettings	Quarterly	25.0%	31.6%	Performance currently exceeding target, largely owing to success of Derby Homefinder in letting long term voids
Staffing - not contributing to Council's performance					
BV PI 18	% of invoices paid within 30 days	Quarterly	No target set in Delivery Plan	58.3%	Low % due to confirmation of Derby Homes' VAT position. This is now in place and more recent figures at around 80%
Local	% of telephone hotlines answered on time	Quarterly	No target set in Delivery Plan	89.5%	

Derby Homes Top Ten Targets

Local	Completion of inspection visits within 5 working days	Quarterly	90%	72.37%	Low % due to vacancies within surveying team - full team now in place
Local	Attend appointments for non-emergency repairs	Quarterly	90%	83.80%	To be investigated by Derby Homes
Local	Complete emergency repairs within 24 hours	Quarterly	90%	98.73%	Performance currently exceeding target
Local	Complete urgent repairs within 5 working days	Quarterly	90%	96.12%	Performance currently exceeding target
Local	Complete routine repairs within 4 weeks	Quarterly	90%	98.46%	Performance currently exceeding target
Local	Inspect empty properties and place orders within 5 working days of receiving the keys	Quarterly	90%	58.49%	Low % due to vacancies within surveying team - full team now in place
Local	Clear gardens of newly let properties within 5 working days of the order being requested	Quarterly	90%	100.00%	Performance currently exceeding target
Local	Answer housing hotlines within three rings	Quarterly	90%	89.47%	Performance meets target
Local	Respond to ASB complaints within 7 working days	Quarterly	90%	71.26%	To be investigated by Derby Homes

APPENDIX C

HOUSING CAPITAL MONITORING 2002/03 - 2004/05

Item No	Scheme Description	Approved Budget 2002/03 £000	Revised Forecast 2002/03 £000	Future Years	
				2003/04 £000	2004/05 £000
Public Sector - Housing Revenue Account					
9H01	Commitments from earlier years	100	50	100	100
0H02	Miscellaneous Capitalised Repairs	2,147	5,423	2,747	2,899
0H02a	Capitalised Salaries		404	0	0
	inc in schemes				
0H03	Wimpey No Fines - External Refurbishment	1,000	1,400	1,000	1,000
0H04	Unity Properties - Refurbishment	1,400	1,256	1,500	1,500
0H05	Refurbishment of Pre War Properties	450	450	450	450
0H06	Refurbishment of Cast Iron dwellings	600	200	40	40
0H07	Window Replacement Programme	900	2,000	900	900
0H08	Energy Efficiency/Heat Lease Installation	600	3,000	600	600
	Arms Length Allocation	6,229		22,711	24,917
	inc in schemes				
	Estate Improvement/Customer Services				
0H09	Scheme	320	320	320	320
0H10	Customer Panels Bids	160	160	192	192
0H11	Adaptations for Physically Impaired	500	800	500	500
0H12	Smoke Alarms	150	150	150	20
0H13	Crime Prevention	150	400	150	150
0H14	Door Entry/Flat Lobby Refurbishment	240	770	170	170
0H15	Estate Regeneration	450	531	450	450
0H16	Facilitation Fund	644		632	659
	trfd to HGF				
0H16a	Conversion of Cardinal Square	0	112	0	0
	Conversion of Accommodation in Sheltered				
0H18	Schemes	25	52	25	25
Total Public Sector - Housing Revenue Account		16,065	17,478	32,637	34,892
Private Sector - Housing General Fund					
0J01	Acquisition and Demolition of Unfit Properties	88	88	38	38
0J02	Private Rented Sector Improvements	100	100	175	175
0J03	Renewal Area Programme	1,250	1,250	1,250	1,250
0J04	Housing Grants Programme	562	562	662	708
0J05	Disabled Facilities Grant	1,083	1,083	1,133	1,183
0J06	Home Repair Assistance	250	250	250	250
0J07	Capitalised Salaries - Improvement Grants	315	315	315	315
0J10	Normanton Home Zone	0	150	350	500
0H16	Facilitation Fund		836	0	0
	trfd from HRA				
Total Private Sector - Housing General Fund		3,648	4,634	4,173	4,419
Total Housing Capital Programme		19,713	22,112	36,810	39,311

FINANCING OF PROGRAMME				
Borrowing	10,722	12,928	27,461	29,917
Major Repairs Allowance	7,881	7,881	7,914	7,994
Other Government Grants	410	560	735	900
Capital Receipts	700	743	700	500
Total Financing	19,713	22,112	36,810	39,311

APPENDIX D

Derby Homes Limited

Operating Statement 2002/3

	Month - August 2002			5 months - 1st April to 31st August 2002			Budget
	Actual	Budget	Variance	Actual	Budget	Variance	Full Year
	£	£	£	£	£	£	£
Landlord & Project Costs							
Tenants Furniture Scheme	106,218	106,218	0	531,089	531,088	0	1,274,612
Smartwater	(13,153)	(3,317)	(9,836)	(16,586)	(16,586)	(0)	(39,806)
Eaton Court	(389)	(825)	437	(3,690)	(4,127)	437	(9,904)
Landlord Services - Warden Schemes	13,258	9,917	3,341	54,444	49,585	4,859	119,005
Landlord Services - General Housing	48,961	48,261	700	242,005	241,305	700	579,131
HRA Shops	1,084	1,084	(0)	5,421	5,421	(0)	13,011
Total Landlord & Project Costs	155,980	161,337	(5,358)	812,683	806,687	5,995	1,936,049

DERBY HOMES BOARD
31 OCTOBER 2002

ITEM 24

FEEDBACK FROM KEY PARTNER WORKSHOPS

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. This report gives details of the feedback received from Key Partner Workshops.
- 2.1 There were two half day sessions held at the Assembly Rooms Derby on Friday 13 September and Thursday 3 October.
- 2.3 The objective of arranging the meetings was to engage with as many partners as possible to share information and ideas.
- 2.4 Both sessions began with an introduction by the Director of Derby Homes followed by a presentation on Homes Pride Capital Programme.
- 2.5 Partners had the opportunity to participate in a question and answer session before breaking away to attend their choice of workshop.
- 2.6 The workshops were as follows
 - How can Homes Pride Capital Programme help reduce crime and anti social behaviour on estates?
 - How can Homes Pride Capital Programme help to meet the future housing needs of vulnerable and disadvantaged residents?
 - How can Homes Pride Capital Programme help to improve the environment, appearance, popularity and work opportunities on housing estates?
- 2.7 Partners were able to attend one workshop of their choice.
- 2.8 The workshops were not structured to allow a brainstorming approach around the title.
- 2.9 At the end of the workshop session a delegated leader fed back the discussion to the audience who again had a forum to ask questions and filter through their own ideas and experiences.
- 2.10 The sessions concluded with a complimentary buffet lunch which engaged Derby Homes staff and partners in a valuable networking opportunity.

Contact Officer: Julie Eyre, Project Development Officer, Telephone 01332 711068, Email julie.eyre@derby.gov.uk

Feedback from Key Partner Workshops 13 September and 3 October 2002

Attendance

Anne Brown	Derby Care Link
Jane Horton	Amber Valley PCT
Graeme Walton	Derby Homes
Kate Gillespie	Derby Homes
Liz	The Walbrook Group
Derek Bale	Derby Homes
Ian Wheatley	Parks-Commercial Services
Faye Brown	Derby Homes
David Goodwin	DCS Highway Maint
John Carnell	DCS Street Lighting
Carol Jeffery	Derby Homes
Sajda Kausar	Derby Homes
Craig Halliday	DCC youth Offending Service (asb team)
Alan Whileman	Waste Management
Marilyn Barratt	Derbyshire Police
Wendy Jessop	Derby Homes
John Downs	Derby Homes
Elaine Jackson	DACP
Lynn Edwards	Social Services
Michaela Butler	East Midlands Arts
Nigel Case	Commercial Services
Maureen Davis	Derby Homes
Andrew Baker	Derby Loans
S Sodja	Mediation Derby
D Wright	Mediation Derby
Andy Luscombe	Crime and Disorder Partnership
Ann Jackman	City Councillor
Marta Hancock	Disability Direct
Andy Hills	Derby City Council
Dennis Rees	DACP
Richard Murrell	Derby City Council
Nita Murphy	DACP
Robin Turner	City Councillor
Ann Crosby	City Councillor
John Amos	Fire Service
Jonathan Cooper	Early Years Team
Hazel Lymbery	Derby City Council
Muzar Syed	Derby City Council
Sally Butler	DAAT
Maureen Anderson	Youth Service
Shaun Osborn	Derby City Council
Wendy Ball	Derby Homes
Gary Brookes	Derwent Housing Association

Andy Thomas	Youth Offending Service
Pete Pickering	Youth Offending Service
Carrie Bria	Derby Homes

The above names are as recorded on the attendance registers for each session.

The total delegates for both sessions was 46 and there were 18 evaluation forms returned.

The report has been split into two sections.

SECTION ONE- comments made within workshops and feedback at the end of each session.

SECTION TWO- graphs and comments from returned evaluations.

Workshop one

How Can Homes Pride Capital Programme help reduce crime and anti social behaviour on estates?

The groups Suggestions on ways in which we can work together are listed below. It was recognised at the time that the Capital Programme could not fund some of the ideas and that funding would have to be obtained from another source if the idea is to be pursued.

The group discussed the Anti social behaviour triangle which takes into account the victim, offender and location. It was recognised within the group that all three sides of the triangle need to be addressed if any project was to be successful.

Quote;

'If you know the location is a problem ,remove the problem from the location there will be no offender and no victim of an offence'.

Partnerships need to join together and problem solve locally.

The following suggestions were made

Design out location problems.

Take out places for people to hide(bushes etc)

If removing bushes and plants is unrealistic in an area plant others around which would prejudice the hiding of objects.

Educate communities to protect their properties by making them easily visible.

Think more strategically of how to design streets to address traffic calming measures and prevent opportunist crime.

Reassess street lighting in the area.

Off road parking- removes to opportunities of vandalism to or theft of a vehicle.

Children need to be taught how to play again- Create more play areas/adventure playgrounds to provide risks for the young people in play rather than the alternative of seeking risk via a criminal activity.

Consider diversionary activities for young people.

Community Consultation- Consult with area panels but make sure we do reach out and empower the community as a whole.
Introduce community agreements.
Provide street wardens as guardians for the community.
Involve communities in easily achievable tasks and reward their efforts eg. Litter picking-award prizes to recognise the achievement and involvement.

CCTV-is now going out of fashion as it reduces the fear of crime for the victim but does not increase safety. To avoid displacement of crime avoid opting for the fixed CCTV in an area and support use of mobile surveillance.
Show support of Anti social behaviour orders by helping to fund.

Smartwater Project-Persistent offenders are part of the cause of the anti social behaviour on our streets and provide other citizens with negative views of an area.
Projects like Smartwater can significantly help reduce crime on an estate, an example of this being in Osmaston where crime has reduced by 40% since the project has been running.

Funding streams- we need to know what SRB, NRF and NDC can actually do to help get involve and capitalize on this- can any help with salaries to employ people for a specific project?

Engaging with partners- we need to identify the right contact, build up the communication ,market, and delegate responsibility correctly, ensure the task is within existing commitments to achieve full impact.

Task Force- coordinate a task force from key partners to go to an estate and analyse an individual estates issues from all aspects of the triangle, to record the issues and then work together to achieve improvements.

Workshop two

How can Homes Pride Capital Programme help to meet the future housing needs of vulnerable and disadvantaged residents?

The main statement from this group was that in order to achieve this specific task a coordinated approach to forming policies is required providing support with an arm attached to Derby Homes.

The group recognised that for:

Black Minority Ethnic- there is a need for larger homes to be available particularly larger four bed plus properties, improvements can be made through Homes Pride Capital Programme-leased to specialist registered social landlords. There is a need to engage more of this group in employment and training opportunities within the community. Lettings procedures and marketing of our properties needs to be addressed to ensure the BME are

offered properties that are suitable to their culture/ communities, the main objective being the BME population consider Derby Homes as an adequate housing provider for their needs.

Where we know of areas in the city that the BME population is made unwelcome, we need to re educate the community, consider introducing good neighbour contracts.

There is also a need to address translation issues both written and spoken.

Elderly- Provide desirable accommodation, more two bed properties on sheltered schemes ,more three bed and ground floor accommodation that is suitable for the elderly.

Issues for the elderly were clearly identified as similar to disabled persons and vice versa.

Disabled Persons- we need to be looking well into the future creating a 'life long homes' concept, providing any improvements within a home to be utilized by disabled and able bodied persons alike. Look at redesigning access, kitchens ,bathrooms, positions of electrics and width of doors as a requirement to avoid extra cost for adaptations in the future.

Provide baths which can easily be removed /changed to walk in showers, if we are providing a downstairs bathroom ensure there is a toilet upstairs.

Young People- Use the sheltered review to redesign for younger tenants, provide support and security at the location. Do we furnish the accommodation? Enable and support young people to access employment and training opportunities locally. This approach would tie in pre and post tenancy support. It was recognised that creating a residence on this scale would not promote estate sustainability but would educate young people to be able to sustain a future tenancy.

We need to resource activity centres provide more play areas –multicourts-youth shelters, consult with and educate the young people on estates.

Consider providing an extra telephone point within the properties for access to the internet.

Ex Offenders- We need to promote links with probation and supporting people to be able to address the needs of the ex-offender, provide security possibly fit door entry systems to accommodation.

Provide links to training and employment opportunities-link support to tenancy conditions.

General- time constraints prevented looking at other vulnerable groups but it was agreed that in all cases access, safety, security, warmth and individual needs must be considered within the fabric of the home and just as importantly the environment.

The idea of installing sprinkler systems in properties as in the USA was well received and felt more research into this should be done.

Workshop three

How can Homes Pride Capital Programme help to improve the environment, appearance, popularity and work opportunities on housing estates?

From the feedback received from this workshop it is apparent that there is a major link between all three objectives and that suggestions made in the other groups were duplicated.

Comments/suggestions were:

Is the local office the best place to coordinate local consultation? Do people want to go there?

Introduce community focus meetings to engage the whole community, listen to the community, the people who live there know what it is like to live there.

Environment and appearance- Redesign street scene, ensuring that long term funds are available for maintenance. Make improvements that are owned by local people try to engage with all occupants as well as tenants and leaseholders, go into schools. Link our plans and priorities to those of other partnerships.

Introduce local specifications/service level agreements eg; bins emptied twice a week. Introduce clearance days and advertise promote how we can keep clean. Our neglect shows we don't respect estates. Involve residents in tidy up projects reach out to the younger community through schools. Poverty stops residents getting to tips, be proactive when a dump area is identified. Create a central estate based dump or mechanism. Do we spend on estate services at best value?

Consider adopting a scheme similar to Bristol's Street Scene. Remove graffiti, tackle broken fences, boarded windows and overgrown gardens with the help of the community, introduce a skills union give ownership to the community. Think about how sustainable /economic improvements are, will they last ? could we use a better material?

Employ more local caretakers.

Address each individual streets issues with highways, street cleansing and grounds maintenance. Identify the problems and aim to work together to resolve as many as possible but have schemes and projects prepared for outside bids.

Popularity- Rename an area alongside gaining support from owner occupiers to remove reputation/stigma. Market our properties differently –do we offer enough choice?

Improvements made by right to buy occupiers are examples of changes wanted.

Publish /advertise crime figures to show crime less than reputation.

Educate and work with the young people along side the parents.

Specify front line staff to work alongside responsible residents to tackle issues and sustain improvements.

Use supporting people funds.

Work Opportunities-Learn from past success of ourselves and others, don't be constrained by what we (the council) is allowed to do.

Work with area panels and local initiatives.

Don't redo what other agencies are doing ,learn to communicate effectively with all agencies, customers and residents and importantly match supply with demand.

Support community businesses to encourage local employment.

Resource education centres, child care centres ,create opportunities for joint working/training initiatives.

Set up budgets for short term schemes.

The general consensus was that if we get the balance right in all areas it will result in a popular sustainable estate. And to quote one comment from a delegate

' A revelation as to the complexity of the task facing Derby Homes'

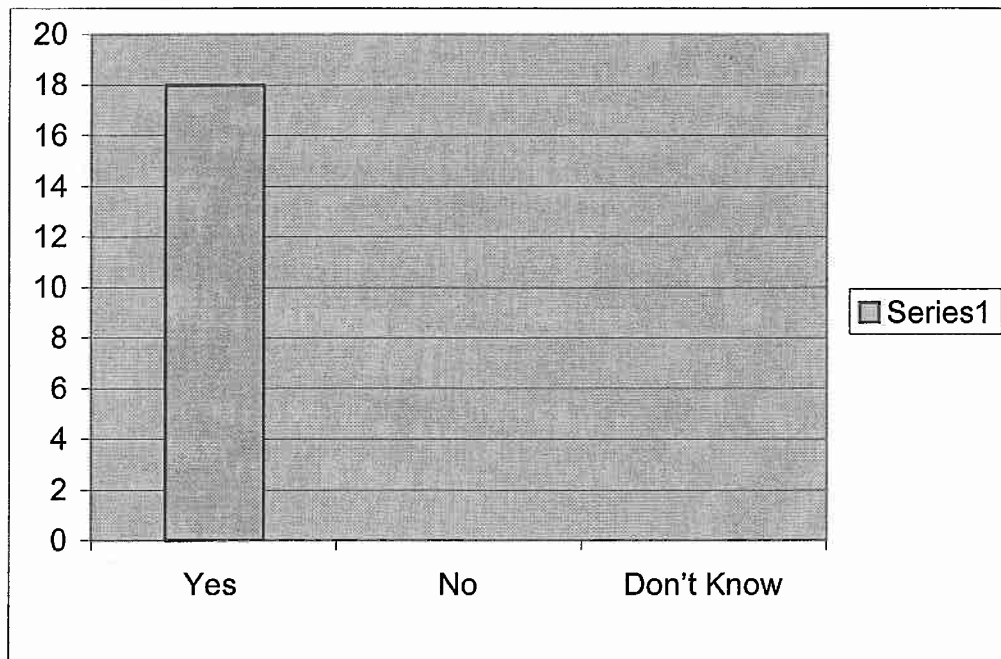
Key partner workshops – comments

1. Were you happy with the venue?

Always a good site. Important to make sure that future consultation can be accessed by all this could mean neighborhood venues

Workshops were able to get on without distraction

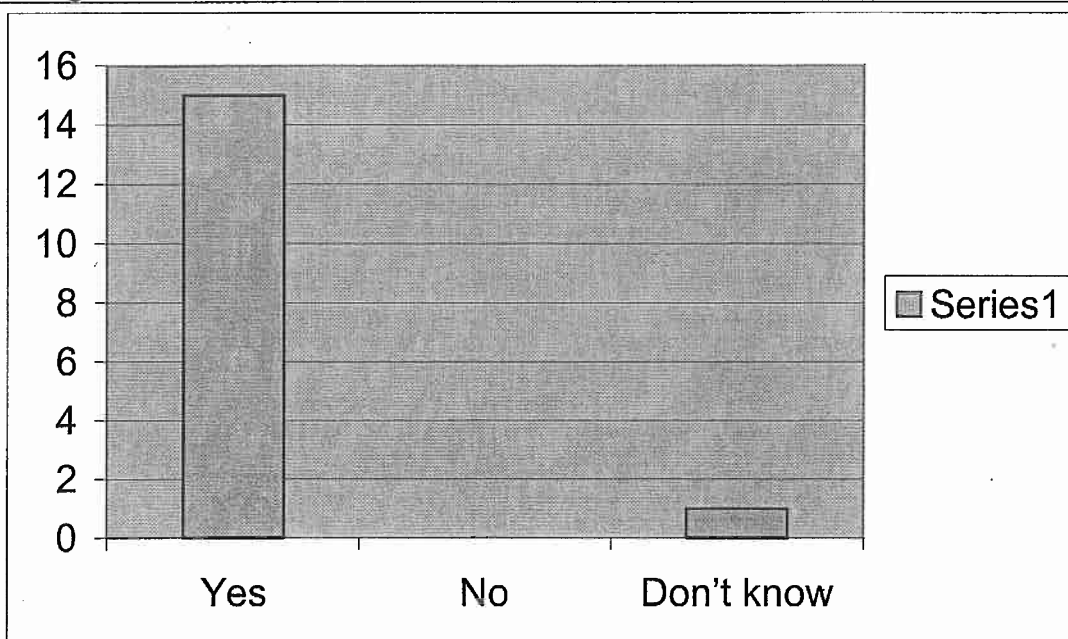
It was very good different people from different agencies



2. Were you happy with the refreshments provided?

And lots of it too

Could have done with some hot water with the refreshments as the coffee was too strong



3. Do you think these meetings should be held on a regular basis?

In the sense of regular when needed rather than every month or quarter

Involve more tenants

Essential to include input from all agencies. Partnership working crucial especially youth services.

Promoted joined up thinking/working, listening and sharing our key partners views and opinions

Partnership working is extremely valuable. Solve it together

Six monthly to see how its going and what improvements might be needed

Since I started working in Derby in September 2001 I have been aware that there is not enough joint working between agencies. These kind of meetings help increase networking and encourage people to think outside their own boxes.

We learn something every time we meet

To continue and move forward from today's workshop

Can't be a one off meeting. It needs to be followed up and a clear action plan produced. Events like this are very healthy but do they really lead to anything?

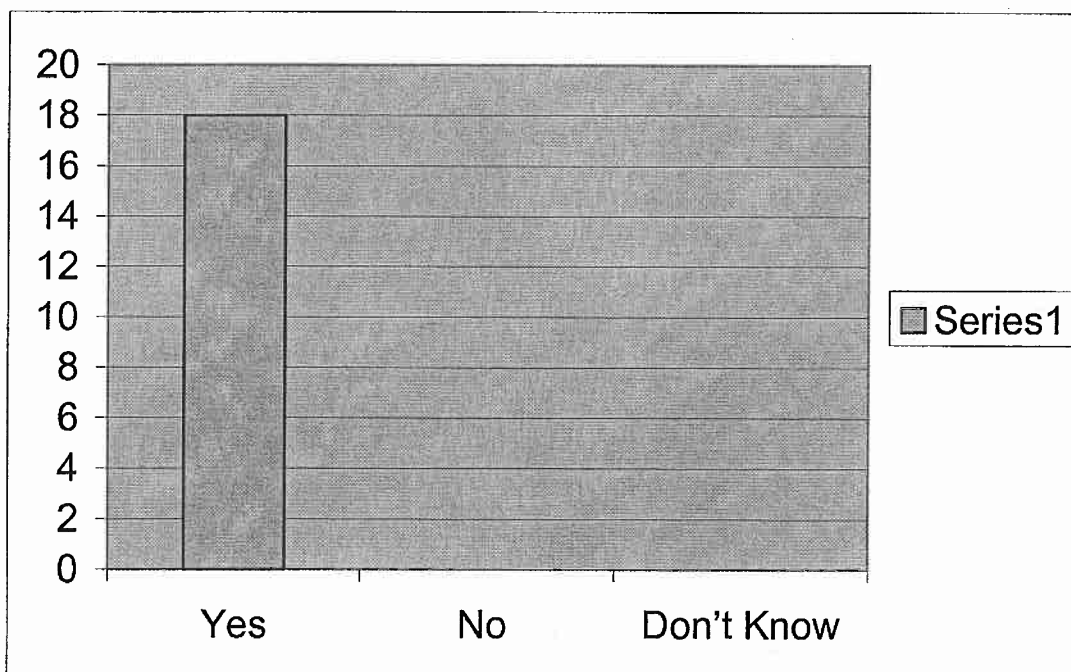
Update progress with partnership working

Would be good to continue to meet partners on a regular basis

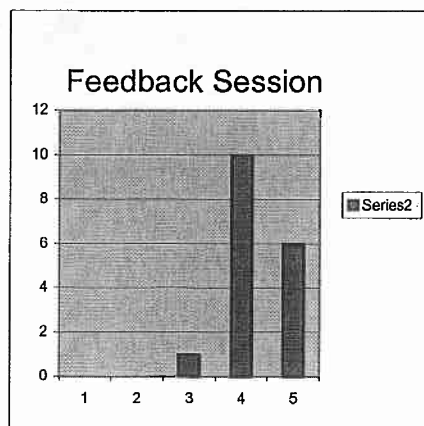
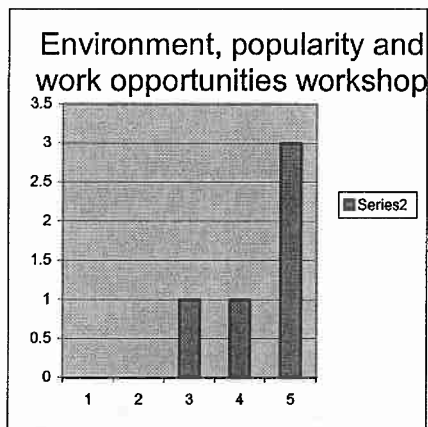
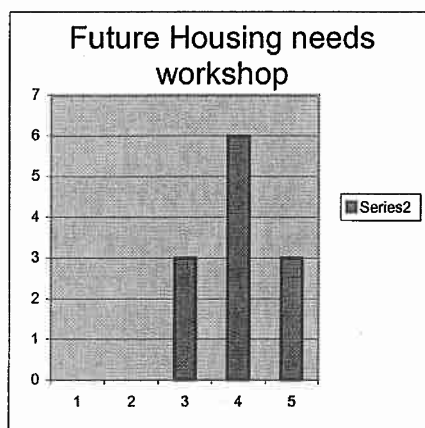
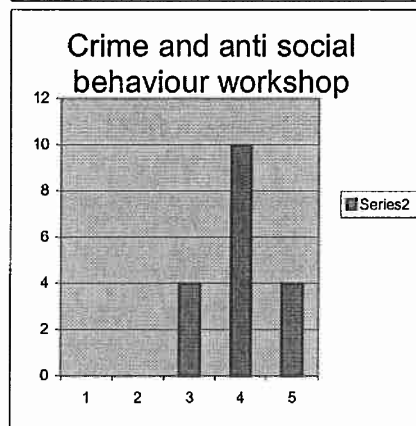
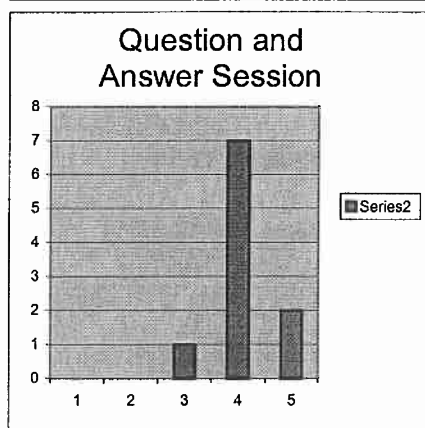
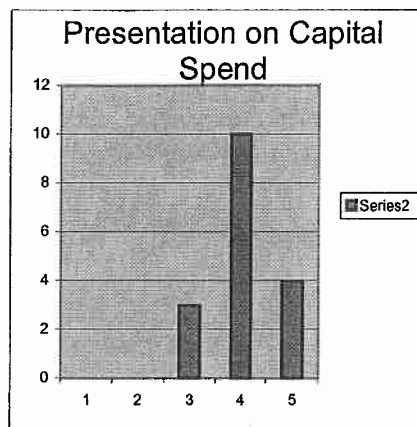
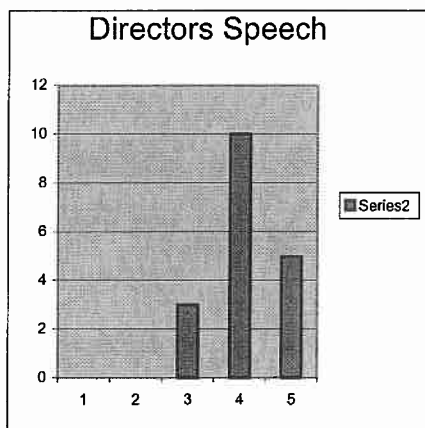
As long as progression is planned in the content

Provided they are well guided and structured and key partners make a commitment to attend.

As it keeps tenants well informed of what is happening at each stage and gives better insight. It is a very useful tool kit of partnering with other agencies and you learn more about the mechanisms of Derby Homes and the work they are trying to do



4. Rate the sessions you attended 5 for excellent 1 for poor



Any other Comments

More time needed in feedback session, need to ensure that this activity is recognised by tenants and its ideas related to likely outcomes and possible political pressures for implementation. Ideas expressed have gone beyond scope of capital spend. As community panels did on wider issues. These issues need to be related to capital spend in other agencies as well -hopefully corporate agendas.
Derby Homes need greater involvement in cdrp. Especially asb task group.
More organisations should be able to attend.
There was much talk about the positives. There would appear to be a coordinators/leadership activity to bring the partners together.
Derby Homes has an opportunity to access a large amount of capital funding and used wisely and in conjunction with other agencies I think a number of innovative and successful projects can come to fruition.
I have asked for feedback from all workshops.
Useful exercise.
That we are consulted and I would look forward to being involved with any help which would be useful.
Thought it was a good session.
Very enlightening for someone such as myself, who has not previously been involved in the work of Derby Homes. A revelation as to the complexity of the task facing Derby Homes.
Derby Homes has an opportunity to a vast amount of money, but also they have the opportunity to become the first Arms Length Organisation to engage in vital crucial work across the areas of Housing and social environmental issues.

DERBY HOMES BOARD
31 OCTOBER 2002

ITEM 24

STAFF CONFERENCE FEEDBACK

Report of the Director of Derby Homes

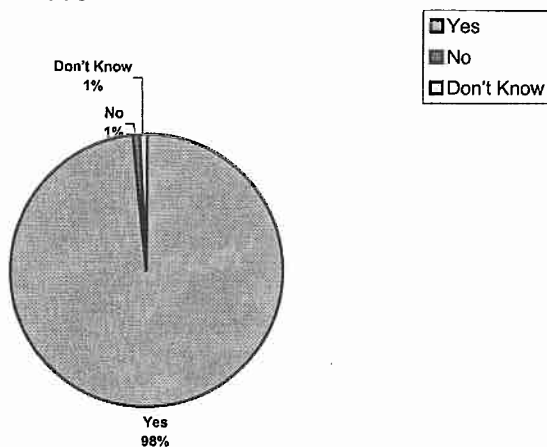
SUMMARY OF REPORT

1. This report gives details of the feedback received from the staff conference, held at the Assembly Rooms, Derby, on 11 September 2002.
- 2.1 Two hundred and twenty staff attended the conference which was a full day event.
- 2.2 The day started with an introduction from the Chair of the Board, part of the introduction was to thank members of staff for their hard work and achievement of the three stars for Derby Homes. Six plaques are currently on display in the reception areas of Cardinal Square, Stockbrook Street, Bingham Street, Alvaston, Sussex Circus Mackworth and New Sinfen Housing Offices.
- 2.3 The introduction was followed by a speech from the Director of Derby Homes.
- 2.4 There were five workshops, each one repeated three times during the day and staff were able to choose three to attend. The workshops were as follows
 - Meet the Board - a chance for staff to meet Board members and ask questions
 - Big Spend - an overview of how the money will be spent to bring homes up to a decent standard
 - What's Happening - a chance for staff to see what initiative colleagues are progressing in their offices and share ideas
 - Supporting People- an overview of what the Supporting People legislation actually means for Derby Homes
 - Rent Restructuring - an insight to the reasons behind rent restructure and the calculation of rents.
- 2.5 The morning session consisted of attendance at two workshops with a refreshment break between each session.
- 2.6 The guest speaker John Hotowka circulated entertaining staff with magic tricks.
- 2.7 There was a complimentary buffet provided during the lunch break and again the guest speaker circulated entertaining staff with magic tricks.

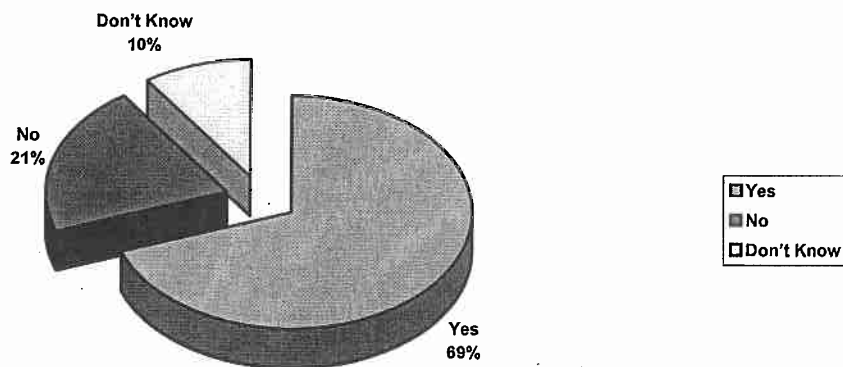
- 2.8 The reception area had displays from trade unions and personnel for staff to look at and a stand dedicated to a display of alternatives of staff uniform, which staff were invited to make their comments on a separate feedback sheet.
- 2.9 The afternoon session began with the guest speaker John Hotowka who brought a touch of magic to the proceedings. His act was very well received by staff who wholeheartedly enjoyed the show.
- 2.10 The third choice of workshop was attended by staff after the guest speaker.
- 2.11 The day concluded with a question and answer session.
- 2.12 Feedback from the day was very good – attached are three charts showing staff responses.

Contact Officer: Julie Eyre, Project Development Officer, Telephone 01332 711068, Email julie.eyre@derby.gov.uk

1. Were you happy with the venue?



3. Do you think a day conference was more useful than a half day.?



6. Do you think there should be a conference every year?

