

## **DERBY HOMES LIMITED**

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

**Held on Thursday 27 February 2020**

The meeting started at 6.00pm

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

Charlene Bhurton, Tony Holme, Laraine Hurt, Bob MacDonald (Chair), Jerry Pearce, Dennis Rees, Jsan Shepherd

#### **Officers present:**

Derby Homes: Steve Bayliss, Ashton Garner, Richard Holman, Holly Johnson, Michael Kirk, Clare Mehrbani, Ian Yeomans

Derby City Council: Heather Greenan, Val Watson (both left after item 9)

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

Mike Ainsley, Chair of Derby Homes, Patrick Molson, Tenant, (left after item A4).

#### **20/1 Apologies**

Jim Elks, Jackie Mitchell, Lorraine Testro, Ian Veitch

#### **20/2 Admission of late items**

There were no late items.

The Operational Board agreed to re-order the agenda to bring forward item A4 Estates Pride Large Scale Programme 2020-21 and discuss as Item A1. (The minutes follow the order of items as listed on the agenda.)

#### **20/3 Declarations of interests**

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

#### **20/4 Chair's Announcements**

The Chair encouraged Operational Board members to respond to emails regarding training and to attend training sessions where possible.

#### **20/5 Minutes of the previous meeting**

The minutes of the meeting held on Thursday 12 December 2019 were accepted as a true and accurate record.

It was confirmed that recruitment has started taking place for the additional staff at Streetpride with further interviews being held the following week and that new equipment has been ordered.

#### **20/6 Matters Arising from Thursday 12 December 2019**

There were no matters arising.

#### **20/7 Questions from members of the public**

There were no questions from members of the public.

#### **20/8 Performance Management Quarter 8**

The Operational Board considered a report which presented a summary of performance for quarter three 2019/20 from key performance measures reported to Derby City Council. Overall performance remains positive with a few issues to be addressed where possible.

The Operational Board noted the percentage of complaints responded to on time and queried if the process for responding to complaints is reviewed. It was confirmed that Heads of Service are accountable for ensuring complaints are responded to according to the agreed process and within timescale.

#### **Agreed**

The Operational Board

1. noted the 2019/20 quarter three performance results
2. noted the proposed priority performance measures for 2020/21.

#### **20/9 Part B Supplementary Questions.**

Details of a question received and Derby Homes' response, regarding Item B7 Cleaning in Communal Flats, had been emailed to Board Members and a copy is attached to these minutes.

The Operational Board raised a supplementary question regarding the scheduling of cleaning in communal areas and bin collections. It was confirmed the Head of Capital Works would review this.

#### **20/10 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the period June to December 2020.

##### **Agreed**

The Operational Board noted the Forward Plan.

#### **20/11 Outstanding Actions**

The Operational Board noted the Outstanding Actions.

#### **20/12 Financial Inclusion Strategy**

The Operational Board considered a review of the Derby Homes Financial Inclusion and Capability Strategy 2020-2023.

The Chair of the Operational Board queried if there is a Derby Homes representative in the DWP team at the Council House to support tenants who are moving onto Universal Credit. It was confirmed there is a lot of upfront support given to tenants.

The Operational Board queried if the homeless prevention grant could be used to work with private rented sector landlords. It was confirmed that this would fit in with the wider work being done around homelessness prevention.

##### **Agreed**

The Operational Board approved the Financial Inclusion & Capability Strategy 2020–2023 (Appendix 1) and associated Action Plan (Appendix 2).

#### **20/13 Estates Pride Large Scale Programme 2020-21**

The Operational Board considered a report which explained Derby Homes allocates funds each year to deliver improvement works that are identified by Tenants, Councillors, Local Housing Office staff and other local partners. The works can potentially include fencing, lighting, landscaping and improving parking and access.

Patrick Molson raised concerns with the lack of parking spaces on Bretton Avenue; he explained that this causes issues for tenants that live in the area. It

was confirmed that Derby Homes would look into the provision of remedial works to add additional spaces for parking. The Head of Capital Works confirmed he would contact Patrick Molson to discuss this.

### **Agreed**

The Operational Board prioritised and approved the capital and revenue schemes for 2020/21 within the budgets currently available as per paragraphs 4.4 and 4.5 of the report.

## **20/14 DACP Grant 2020/21**

The Operational Board considered a report to continue to grant fund the Derby Association of Community Partners (DACP) at the annual level of £7,000 and support increasing this amount by £400 to cover insurance needs.

A member of The Operational Board raised a concern that the DACP has less tenant involvement than it has had in previous years. The Director of Housing Services reminded the Operational Board of the DACP strategy, including both the very successful work of the DACP partnership forum which is well attended and also the resident involvement aspect and that the DACP should be encourage to promote resident attendance at their meetings. It was confirmed that the current DACP memorandum and articles were being reviewed as they had not been updated since its inception in 2002

The Chair of Derby Homes confirmed that the DACP had recently been recognised for the 'best set of accounts for the year 2019', and the Board agreed to record its thanks to Dennis Rees as the previous treasurer of the DACP.

### **Agreed**

The Operational Board approved:

1. To grant in the sum £7,400 to the DACP for the financial year 2020/21 subject to consent from Derby City Council.
2. Provisionally earmarks a further £20,000 funding in 2020/21 to the DACP, subject to consent from Derby City Council, the Managing Director of Derby Homes and Vice Chair of the Operational Board.
3. Thanked Dennis Rees for his work as the previous treasurer of the DACP.

## **20/15 Grant to YMCA Youth Innovation Pilot Project**

The Operational Board considered a request to support a one year young

people innovation pilot, proposed by YMCA Derby, to support up to 120 young people aged 14 and over, who are involved or at risk of involvement with crime and/or antisocial behaviour.

The proposal supports the Derby Homes Children and Young People Strategy 2018-21 through the delivery of a Children and Young People intervention service in homes and estates that we manage.

### **Agreed**

The Operational Board

1. approved grant funding of £75,000, subject to Council approval, to support the one year YMCA Youth Innovation Pilot project commencing 1<sup>st</sup> March 2020.
2. agreed that an update would be brought back to the Operational Board in six months.

### **The following items were noted by the Operational Board**

#### **20/16 Service Update**

The Operational Board noted a joint report prepared by Heads of Service, providing a general overview and update on current issues.

#### **20/17 Homelessness Report Quarter Three**

The Operational Board noted a report which provided information on Homelessness Approaches, Homelessness cases resolved under Prevention and Relief Duty and Homelessness Acceptances.

#### **20/18 Complaints & Compliments Q3**

The Operational Board noted a report which provided detailed analysis of complaints received between 1 October and 31 December 2019 (Q3).

#### **20/19 Localised Customer Priorities Q3**

The Operational Board noted a report which provided the Operational Board with an update on the Local Customer Priorities from October 2019 – December 2019.

#### **20/20 Customer Survey Q3**

The Operational Board noted a report which provided detailed analysis of the

satisfaction results from the third quarter of the Customer Survey 2019 – 2020. Full details can be found in Appendix 1.

**20/21 Anti Social Behaviour Q3**

The Operational Board noted a report which presented some key statistics for Derby Homes ASB service for the third quarter of 2019/20.

**20/22 Cleaning in Communal Blocks**

The Operational Board noted a report that explained the current arrangements for contract cleaning within Derby Homes managed blocks and proposes changes to them. These changes will apply to both tenants and leaseholders at the blocks affected. These are shown at Appendix 1.

**20/22 Well Managed Highway Inspections**

The Operational Board considered a report which explained Derby Homes now undertake cyclical safety communal inspections of the car parks, access roads, footpaths and other hard standing areas associated with our managed/owned properties. The attached manual Appendix 1 describes how that will be achieved.

**20/23 Customer Voice Review of Sign up Process**

The Operational Board received a report from the Customer Voice on 29 August 2019. The report made a number of recommendations for improving the sign up process.

Most of the recommendations were agreed at that time, however there were two that needed further work and this report gives an update on the implementation of those.

**20/24 Draft Minutes of Derby Homes Board Meeting held on 28 November 2019**

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on 28 November 2019.

**20/25 Any Other Business**

None.

Date of next meeting

**The next meeting will be held on Thursday 11 June 2020 at 6.00 pm in the Large Training Room at London Road.**

The meeting ended at 19:31pm.

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CHAIR

Signed as true and accurate record of the meeting held on 27 February 2020.