

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 8 December 2022

The meeting started at 6.00 pm

Operational Board Members present:

Bob MacDonald (Chair), Mike Ainsley, Councillor Lucy Care (until 7pm), Alan Martin, Tony Holme, Dennis Rees and Jsan Shepherd (Vice Chair).

Officers present:

Steve Bayliss, Head of Repairs
Ian Yeomans, Head of Capital Works
Michael Kirk, Finance Director and Company Secretary
James Joyce, Head of Housing Options and Homelessness
Clare Mehrbani, Director of Housing Services
Carl Tring-Willis, Head of Housing Management (new)
Lorraine Testro, Head of Housing Management
Jane Haywood, Governance Manager
Louise Paget, Corporate Support Officer

Others present:

Chloe Gilman, Improvement Support Officer, Derby City Council
Kas Sahota, Improvement Support Officer, Derby City Council

Election of Operational Board Chair and Vice Chair

The Operational Board is required to appoint a Chair and Vice-Chair, at the first meeting following the Company's Annual General Meeting.

Agreed

The Operational Board appointed Bob MacDonald the Operational Board Chair and Jsan Shepherd the Operational Board Vice Chair for 2022/23, in accordance with the Operational Board Constitution (Section 7).

22/78 Apologies

Apologies were received from Kevin Ellaway and Councillor Jerry Pearce.

22/79 Admission of late items

Supporting Communities Grant Approval Request

The Operational Board Chair confirmed that this will be discussed after Item A1 on the agenda.

22/80 Declarations of interests

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

Mike Ainsley declared an interest in the late item, Supporting Communities Grant submitted to Operational Board.

22/81 Chair's Announcements

The Operational Chair would like to trail agenda items with time slots allocated to assist with the flow of the discussions.

The Operational Board Chair raised that it is important to confirm attendance either in person or online.

22/82 Minutes of the previous meeting

The minutes of the meeting held on 22 September 2022 were accepted as a correct record.

22/83 Matters Arising

Home Release Policy – implementation is subject to approval by the Council.

22/84 Questions from members of the public

There were no questions from members of the public.

22/85 Performance Management 2021/22 Quarter 2

The Operational Board received a presentation on the highlights and exceptions of key performance information for Quarter 2 2022/23.

The Operational Board requested further information on dissatisfaction figures in order for the Operational Board to identify any trends.

Agreed

The Operational Board noted the Quarter Highlights and exceptions of key performance.

Derby Homes agreed to provide more detailed information to accompany the figures reported.

22/86 Operational Board Forward Plan

The Operational Board considered the Forward Plan of agenda items for the period March and June 2023.

Derby Home advised the Board that a Damp and Mould report will be presented at the next Operational Board meeting.

The Operational Board requested for the Grounds Maintenance report to be added to March's meeting on the forward plan.

Agreed

The Operational Board the Forward Plan of agenda items.

22/87 Part B Questions

The Operational Board considered the part B responses to questions.

Agreed

The Operational Board noted the part B responses to questions.

The Operational Board raised that tenants who are suffering with Damp and Mould need to be educated with regards to prevention. Derby Home assured the Board that advice is being given to those customers they are visiting. Derby Homes confirmed there will be a report to the next Operational Board to outline preventative measures they intend to carry out.

22/88 Supporting Communities Grant Approval Request

Sporting Communities have been an organisation leading the transformation of the park and working alongside Derby City Council have secured Normanton Park as one of only 5 potential locations in the Country for two Playzone pitches. This report requests the Operational Board to approve the remaining match funding to enable the bid by Sporting Communities to progress to the final stage.

The Operational Board queried which budget this will be funded from. Derby Homes confirmed this will be funded from Estates Pride.

The Operational Board queried if there will be publicity for this. Derby Homes agreed this this will be celebrated.

The Operational Board raised concerns the increase of visitors that this would generate more traffic to the area and there is a lack of parking.

The Operational Board queried if planning application has been approved for this project. Derby Homes were unable to confirm this.

Agreed

The Operational Board apart from 1 member agreed to recommended to approve the grant request of £40,000, subject to final consent from Derby City Council.

22/89 Tenancy Policy

The Operational Board considered the amendments to the Derby Homes Tenancy Policy.

Agreed

The Operational Board agreed to recommend to the main board that the minor amendments to the policy are approved.

22/90 Estates Pride Programme 2023/24

The Operational Board which outlined that the initial budgets are set at £250,000 for Capital and £500,000 for Revenue works.

Agreed

The Operational Board approved the Capital and Revenue schemes for 2023/24.

22/91 Succession Policy

The Operational Board considered the Succession Policy in relation to properties owned by Derby Homes.

Derby Homes clarified there would only be one succession but would address the situation sensitively.

Agreed

The Operational Board approved the Derby Homes Succession Policy.

22/92 Community Action – Request for Grant Funding 2022-2023

The Operational Board considered the report which provided an update on the grant awarded to Community Action Derby (CAD) covering December 2021 to November 2022 and seeks approval to continue to support Community Action Derby through grant funding £20,000 from December 2022- November 2023.

The Operational Board suggested to consider adding inflation to the £20,000 figure.

Agreed

The Operational Board noted:

- The grant funding outcomes through working in partnership with Community Action Derby from December 2021 to November 2022.
- That the partnership between Community Action, Derby Homes (DH) and Derby City Council (DCC) is instrumental to the delivery of help and support for the citizens of Derby, in particular the Cost-of-Living Crisis.

The Operational Board approved a further grant of £20,000 to Community Action Derby for the period December 2022 - November 2023, subject to the approval of Derby City Council.

The following items were noted by the Operational Board:

22/93 Customer Engagement, Community Development and Communications Team Update

The Operational Board noted the report which gave an update the on the last 6 months of progress for the Customer Engagement Programme and the Customer Communications Programme. This covered the period of Quarter two 2022/23.

Service Update

The Operational Board noted a joint report prepared by Heads of Service to give a general overview and update on current issues within service areas.

22/94 Homelessness Report Quarter 2

The Operational Board noted Homelessness Report which gave details on:

- Homelessness Approaches

- Homelessness cases resolved under Prevention and Relief Duty
- Homelessness Acceptances

22/95

Compliments and Complaints Quarter 2

The Operational Board noted the Compliments and Complaints reported which provided a detailed analysis of complaints received between 1 July and 30 September 2022 (Q2)

22/96

Localised Customer Priorities Quarter 2

The Operational Board noted the Localised Customer Priorities Report which gave an update on the progress being made in our new approach to Derby Homes Customer Priorities, embracing the values and principles of Better Together.

22/97

Customer Survey Report Quarter 2

The Operational Board noted the Customer Survey Report which provided a detailed analysis of the satisfaction results from the second quarter of the Customer Survey 2022–2023..

22/98

ASB Quarter 2 Report

The Operational Board noted the ASB report which outlined key statistics for Derby Homes ASB service for the second Quarter of 2022/23.

22/99

Estate and Flat Inspections

The Operational Board noted the Estate and Flat Inspections report which detailed the number of cases by type commonly arising from flat and estate inspections for the period 1 April 2022 – 30 September 2022.

22/100

Home Finder Report Quarter 2

The Operational Board noted the six-month progress review against the agreed recommendations, as requested at the last Operational Board.

22/101

Derby Homes Board Minutes 24 November 2022

The Operational Board noted the draft minutes from the Derby Homes Board meeting held on 24 November 2022.

22/102

Operational Board Members Attendance

The Operational Board noted Operational Board Members attendance.

Date of next meeting

The meeting ended at 19:48

.....
CHAIR

Signed as true and accurate record of the meeting held on 8 December 2022.