

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 9 March 2023

The meeting started at 6.00 pm – Held on-line due to weather conditions.

Operational Board Members present:

Bob MacDonald, Chair
Councillor Lucy Care, Derby City Council
Tony Holme, Leaseholder Board Member
Alan Martin, DACP representative
Jsan Shepherd, Vice-Chair

Officers present:

Steve Bayliss, Head of Repairs
Chloe Gaskell, Governance Officer
Jane Haywood, Governance Manager
Holly Johnson, Customer Engagement & Community Development Manager
Laila Milsom, Corporate Support Officer (Minutes)
Helen Samuel, Head of Finance and Income
Carl Tring-Willis, Head of Housing Management
Mark Watson, Empty Homes Coordinator
Ian Yeomans, Head of Capital Works

Others present:

Councillor Jerry Pearce, Derby City Council
Sarah Oliffe, Corporate Performance Leader, Derby City Council

23/01 Apologies

Apologies were received from Clare Mehrbani, Director of Housing Services.

23/02 Admission of late items

The Operational Board Chair confirmed that there were no late items.

23/03 Declarations of interests

Alan Martin was noted as declaring their interest in item A4, which was noted by the Board.

23/04 Tribute to Winn Buchan by Carl Tring-Willis

A short PowerPoint presentation was shared with the Operational Board. Carl concluded by advising the Board that a tree is to be planted in memoriam to Winn.

23/05 Chair's Announcements

The Chair reminded the Operational Board to use the appropriate hand raising facilities for discussions during on-line meetings.

The Chair explained that there were vacancies for volunteers to sit on the Audit Committee. If anyone was interested to contact Jane Haywood, Governance Manager.

The Chair informed the Operational Board that the reports are drafted with the estimated position as of the Board date, (in this case 9 March), unless the report specifically states a status date; this is because the reports are drafted up to 6 weeks prior to the meeting, so it makes sense to report what is expected to be the current position at that time.

23/06 Minutes of the previous meeting

The public and confidential minutes of the meeting held on 8 December 2022 were accepted as a true and accurate record.

23/07 Matters Arising

The Operational Board considered Item 22/81 – to allocate time frames on report discussions. The Operational Board agreed to revisit this in the future.

23/08 Questions from members of the public

There were no questions from members of the public.

23/09 Action Monitoring Status

The Operational Board received the action monitoring status.

Agreed

The Operational Board noted the action monitoring status.

23/10 Performance Management 2022/23 Quarter Three

The Operational Board received a presentation of performance for quarter three 2022/23 of key performance measures reported to Derby City Council. Overall performance is positive, and consistent with quarter 2, with a small number of areas of underperformance to be addressed where possible.

The Operational Board discussed the introduction of the new Tenancy Ready Course with Derby Adult Learning Service, to reach out to customers further than those already under tenancy with Derby Homes. The course details ways to be a good tenant, with reference to utility bills and budgeting, and what to expect with social housing/private renting.

Sarah Oliffe offered, resource dependent, that the team may be able to provide analysis of absence comparisons.

Agreed

The Operational Board noted the 2022/23 quarter three performance trends.

23/11 Supplementary Questions

The Operational Board noted the supplementary questions and answers.

23/12 Operational Board Forward Plan

The Operational Board considered the forward plan of agenda items for the period March to December 2023.

Agreed

The Operational Board noted the forward plan of agenda items.

23/13 Youth Alliance Grant 2023/24

The Operational Board received a report regarding the Youth Alliance Grant 2023/24. The Operational Board have previously approved a £100,000 grant to the Youth Alliance, (YA), for the financial year 2022/23; this report seeks further support of a continued grant commitment of £100,000 for 2023/24.

The Operational Board discussed how the spending of the grant would be monitored and audited. Holly Johnson confirmed that this would be done via quarterly meetings with the Youth Alliance and the decision of where the grant is spent will largely be their responsibility.

The coverage of knife and gun crime was also discussed.

Agreed

The Operational Board agreed the grant to fund the Youth Alliance £100,000 to deliver preventative and diversionary activities across the city.

The grant is subject to the approval of Derby City Council.

23/14 Derby Association of Community Partners (DACP) Grant 2023/24

The Operational Board received a report to conditionally grant fund the Derby Association of Community Partners, (DACP), at the annual level of £27,400 for the financial year 2023/24.

This grant will support the continuation of an earmarked fund from the Customer Engagement and Community Development budget for additional community-based projects.

Agreed

The Operational Board agreed.

- Subject to consent from Derby City Council and based on the conditions outlined in the Terms of Reference, approval for Derby Homes to award a grant to cover running expenses for £7,400 to the DACP for the financial year 2023/34.
- Subject to consent from Derby City Council, Derby Homes provisionally earmarks the initial £10,000, with the further £10,000 funding in 2023/24 to the DACP, subject to approval from the Managing Director's and Vice-Chair of the Operational Board's approval.

23/15 Financial Inclusion and Capability Strategy 2023-26

The Operational Board received a report of Derby Homes Financial Inclusion and Capability Strategy 2023 to 26 which updates the current strategy approved by the Operational Board at the 27 February 2020 meeting. The report was received as part of the formal three-year review under the key policy review process.

A Board Member noted the lack of information on the report regarding spending management. The report author acknowledged this.

Regarding Appendix 2, it was discussed whether properties that are affected by flood risks will be covered for contents insurance. The Head of Finance and Income confirmed that more information on this will be provided at a later date once the Environmental Agency had re-evaluated its position on the matter.

Agreed

The Operational Board approves the attached Financial Inclusion Capability Strategy 2023-26 and associated action plan subject to financial information being inserted.

23/16 Empty Homes Management Policy 2023-26

The Operational Board received the Voids (Empty Homes) Management Policy, developed and formally approved in 2020 following an internal audit of the management of empty homes, conducted by the Central Midlands Audit Partnership (CMAP).

The Policy supports the Derby City Housing Strategy, which focusses on making the best use of existing housing stock. The policy was received as part of the formal three-year review under the key policy review process and has been updated to reflect the new Empty Homes Team and refreshed monitoring and accountability arrangements.

The Operational Board discussed whether customers would have more choice or flexibility regarding soft furnishings and appliances that have been left behind when moving into existing housing stock, and whether this is explicitly referenced in the policy. It was confirmed that this is outlined in section 10.2.

The Operational Board also discussed the safety implications behind gifting electricals, such as fridges, to customers moving into existing housing stock.

Agreed

The Operational Board approved the updated Voids (Empty Homes) Management Policy.

23/17 Damp, Mould, and Condensation Policy

The Operational Board received a report for the Damp, Mould, and Condensation Policy. The report identified the requirement for all Registered Providers to provide tenants with accessible, relevant, and timely information. Registered providers must also meet all applicable statutory requirements for the health and safety of the occupants of their homes.

The Operational Board recommended that numbering and further punctuation should be added to the Policy prior to publication.

The Operational Board also recommended that the Policy should specify the relevant tenants and/or customers information of which it applies to.

The Leaseholder Representative recommended, that the Policy should include

the responsibility of Derby Homes for any structural property issues that could be causing damp and mould.

Agreed

The Operational Board approved the Damp, Mould, and Condensation Policy, subject to any minor amendments arising from consultation with the Virtual Panel. The Policy would then be presented to Derby Homes Board.

23/18 Grounds Maintenance Service – Proposals for 2023/24

The Operational Board received a report providing an update on 2022/23 service improvements which were previously outlined at the Operational Board on 22 September 2022. The report also detailed proposed actions to deliver service improvements in 2023/24.

Agreed

The Operational Board noted the update and approved the proposed actions listed in the report to deliver service improvements in 2023/24.

Councillor Pearce left the meeting at 7.42pm due to losing internet connection.

23/19 Part B Questions

The Operational Board considered the Part B responses to questions.

Agreed

The Operational Board noted the Part B responses to questions.

23/20 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.

23/21 Homelessness Report Quarter 3

The Operational Board noted Homelessness Report which gave details on:

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

23/22 Compliments and Complaints Quarter 3

The Operational Board noted the Compliments and Complaints reported, which provided a detailed analysis of complaints received between 1 October – 31 December 2022 (Q3)

23/23 Localised Customer Priorities Quarter 3

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

23/24 Customer Survey Report Quarter 3

The Operational Board noted the Customer Survey Report, which provided a detailed analysis of the satisfaction results from the third quarter of the Customer Survey 2022/23.

23/25 ASB Quarter 3 Report

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

23/26 Derby Homes Board Minutes 8th December 2022

The Operational Board noted the draft minutes from the Derby Homes Board meeting held on 8th December 2022.

23/27 Operational Board Members Attendance

The Operational Board noted Operational Board Members attendance.

Date of next meeting – 8 June 2023 6:00pm

The meeting ended at 19.50pm

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CHAIR