

DERBY HOMES LIMITED

MINUTES OF THE ANNUAL GENERAL MEETING

Held on Thursday 24 November 2016

The meeting started at 5.00 pm

Derby City Council

Councillor Baggy Shanker on behalf of Derby City Council (as the sole member of the Company)
Christine Durrant, Acting Strategic Director Communities & Place

Board Members Present

Mike Ainsley (Chair), Paul Bayliss, Fareed Hussain, Bob MacDonald, Iain MacDonald, Jsan Shepherd, Ian Veitch, Roy Webb

Others Present

David Massingham
Dave McLeod
Tony Holme
Dennis Rees

Officers Present

Derby Homes:
Maria Murphy, Managing Director of Derby Homes
David Enticott, Finance Director & Company Secretary
Shaun Bennett, Director of Investment & Maintenance
Jackie Mitchell, Governance Services Manager
Chris Forrester, Governance & Leasehold Support Officer
Clare Mehrbani, Head of Housing Management & Housing Options
Jim Joyce, Customer Engagement & Community Development Manager
Carl Willis, Community Development Co-ordinator
Paul Cole, Customer Communications Manager
Annabelle Barwick Customer Service & Equalities Manager
Veronica Sweeting, Intensive Housing Management Officer.

16/01 Apologies

There were no apologies for absence.

16/02 Presentation of Derby Homes Awards 2016

The Lionel Massingham Partnership Award was awarded to Allsop & McLeod. The Award was presented by David Massingham and accepted by Dave McLeod.

The Bright Star Award was awarded to Veronica Sweeting, Intensive Housing Management Officer.

16/03 Minutes of Previous Meeting

The minutes of the Annual General Meeting held on the 26 November 2015 were accepted as a true and accurate record.

16/04 Matters Arising

There were no matters arising.

16/05 Reappointment of Board Members

The Board confirmed the appointments and terms of office for

1. Cadine Reid, Tenant Board Member, for a three year term, until the AGM 2019
2. Iain MacDonald, Independent Board Member, beyond the maximum term of office, for a further three year term, until the AGM 2019.

16/06 Appointment of External Auditors 2016/17

The Board

1. agreed the re-appointment of the current external auditors – BDO LLP for the year 2016/17.
2. authorised payment of fees as follows:
 - Annual audit - £18,117
 - Corporation Tax (HMRC filing and advice) - £1,553
 - IXBRL (Accounts filing with HMRC) - £670.

16/07 Annual Report of the Board of Directors, Auditor's Report to Members and Financial Statements for the year ended 31 March 2016

The Chair of Derby Homes presented the Annual Report of the Board of Directors, Auditor's Report to Members and Financial Statements, for the year ended 31 March 2016.

The Chair's speech is attached at Appendix 1.

Derby Homes Annual Report 2015-16 was presented by members of Derby Homes Junior Wardens and Derby Skillbuild, supported by Mashup Derby.

16/08 Report of the Chair of the Audit Committee to Members

The Board noted the report of the Chair of the Audit Committee on the activity of the Audit Committee during the past year.

16/09 Report of the Chair of the Operational Board

The Board noted the report of the Chair of the Operational Board.

16/10 Derby City Council's response to the Annual Report of the Board of Directors, Auditor's Report to Members and Financial Statements for the year ended 31 March 2016

On behalf of the Council, Councillor Baggy Shanker, received the Annual Report of the Board of Directors, Auditor's Report to Members and Financial Statements, for the year ended 31 March 2016.

Councillor Shanker's speech is attached at Appendix 2.

16/11 Any other competent business

There was no other business.

16/12 Questions from the floor

There were no questions from the floor.

Date of next Annual General Meeting

The next meeting will be held on Thursday 30 November 2017 at 5.00 pm.

The meeting ended at 6.00 pm.

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On behalf of Derby City Council (sole member of the Company)

Signed as true and accurate record of the Annual General Meeting held on
24 November 2016.

Chair of Derby Homes – Derby Homes AGM 24 November 2016

This is my third speech to the AGM as Chair of the Board and I am very happy to stand here and say how proud I am of the organisation. It has been an interesting (to put it politely) year for Derby Homes and for the social housing sector in general. Nationally we are still dealing with a number of issues – benefit cap, local housing allowance, high value sales (at this point my original draft included Pay to Stay but the government seems to have learned some sense and dropped a proposal opposed by all strands of political opinion as totally impractical. My thanks to Roy for his part in influencing this change of mind.) – none of which are positive and most of which we still need final details. The impact of these will be difficult for the organisation but I don't think I'm overstating it to say it could be devastating to some of our tenants. On top of this we have spent all the year cooperating with the council on a review of Derby Homes. I can't give too many details of this at the moment but I'm happy to say that the outcome looks to be positive both for us and for the council.

Despite this background it has been another very successful year. Most of the details are in the Annual Report and I'm not going to go through all of them but there are a few I'd like to highlight.

Successes

Income Collection

Despite all the changes and difficulties we have collected 100% of the rent. I'd like to thank Jackie Westwood and all her team for their efforts in making this possible. Without the rental coming in we can't do all the other good things in the report.

New build

105 New Homes were built, making a total of 282 towards the 5 year target agreed with the council. One of my personal highlights of the year has been meeting the new tenants of these properties, hearing how pleased they are and showing what a positive impact we can have in people's lives. On top of this £1.2M was spent on renewing estates to improve things for existing tenants – leading to 80% satisfaction in the areas they live in.

Awards

Another very successful year for awards. We were finalists in 5 categories for the Midlands Region TPAS awards – winning 3. An amazing result which shows the all round strength of the organisation. The 3 winners were for last year's innovative Annual Report, Kirsty Glover as Young Tenant of the Year (I'll say more about Young People in a minute), and for the very successful Apprenticeship Scheme. My congratulations to the winners, but also to the staff who worked with them and put together the winning bids. All 3 went forward to the national finals. Unfortunately none were successful but that doesn't take away from their excellence. Only a cynic would say that as 90% of the National winners came from the Northern Region showed a regional bias.

Health and Safety

This is where timing of the report gets complicated. In the report we are able to say that we were successful in gaining our 9th consecutive RoSPA Gold Award in 2015. In fact, as most of you know, in 2016 we went one better and got the 10th and the President's Award. This will be in next year's report but I'd like to recognise it now and thank everyone concerned, particularly but not only Iain and Stuart, and Shaun, for making this such a high profile.

Customer Satisfaction

Over the year more than 2000 residents were surveyed face-to-face. We listened to the comments acted on them and the result showed in 90% satisfaction levels. One of the strengths of the whole ALMO movement is the focus on and active involvement of tenants. I've said before that one of my objectives is for people to say that they are proud to live in a Derby Homes property instead of being shamed by some aspects of the media for living in social housing.

Young People

Another of my personal highlights was a training session organised by our Youth Board. A particularly effective session was when the group I was in had all their suggestions for improvements being put down as unaffordable, irresponsible or just plain stupid. That is when they weren't being totally ignored as is too often the case with the way adults react to young people. At the end, the board made a commitment that we would listen to young people and treat their ideas seriously. This report is us putting our money where our mouth was. The report was largely handed over to them. Some may say this was foolhardy but you can judge for yourselves in a few minutes.

In conclusion I'd like to thank all my colleagues on the Board for their hard work and support this year, and all the staff at Derby Homes for continuing to make this organisation successful, responsive and innovative and one that I'm certainly proud to be involved with. Although this coming year will again be difficult we will continue to work in partnership with the council to continue to provide an excellent service to tenants and fight our corner for social housing.

Mike Ainsley
Chair of Derby Homes

Councillor Shanker's Speech; Derby Homes AGM, 24th November 2016

Good afternoon and thank you for inviting me to your Annual General Meeting. The first thing I have to say is how much I enjoyed another innovative and fresh approach to presenting this year's Annual Report. It is excellent to see first hand the input and influence of our younger residents coming to the fore.

The work with Mash Up shows how you have sought to engage with younger residents - many of whom will be our tenants of the future- and who are traditionally less willing to engage.

This year I am going to focus on your achievements before commenting on wider housing issues. I'm not going to mention all the achievements and awards as I simply don't have time. I'll just focus on a few areas.

I am heartened to see how you have developed customer priorities through meaningful and comprehensive consultation in order to inform service delivery. Over 2,000 responses to a detailed survey is an excellent response rate and it has been worth going the extra mile by taking the time to speak to tenants on the doorstep.

Anti-social behaviour is often the scourge of neighbourhoods and can make residents' lives a misery. The old and vulnerable are often adversely impacted by anti-social behaviour. Furthermore anti-social behaviour can spiral, having a detrimental effect on the whole neighbourhood and leading to some areas becoming less and less attractive to new residents. This is certainly not what we want given the current pressures on our housing stock. Anti social behaviour is consistently a high concern to residents on our estates and therefore it is fantastic to be able to salute the achievements of the Anti Social Behaviour Service in achieving Housemark accreditation. The Council's housing estates are vibrant and attractive places to live.

Before I move onto strategic housing issues, I'd like to mention the Aspire Wrestling Academy, and thank Derby Homes for their support and involvement in this project. It is an excellent example that housing does not sit in isolation and that wider community initiatives are a key aspect of ensuring that housing estates remain cohesive and sustainable.

Strategically from a corporate standpoint, the impact of Government funding cuts continues stretch Council budgets and welfare cuts have likewise stretched household budgets. Although housing budgets are ring-fenced, it is evident how the wider pressure on resources directly impacts on operational housing. This comes at a time when demand for affordable housing and the pressures on the homelessness service are at unprecedented levels. This highlights how our challenges are constant and that the Council and Derby Homes must continue to work together to seek innovative, but pragmatic solutions to meet the increasing needs of our communities.

On a more upbeat note, we all welcome the completed acquisition of Parkland View extra care scheme which sees Derby Homes take on the management reins. It's an excellent example of the partnerships that are required if we are to meet the challenges that we face. As with our the

Pathway projects, where Derby Homes, Health and Council departments are working together to secure accommodation for some of our families with the most challenging housing needs.

I look forward to the year ahead, with Derby Homes and the Council working together to formally conclude the review of Housing Services and establish Housing's contributions towards some of the Council's wider challenges as well as continuing to best meet the needs of our tenants and those who are homeless.