

## **DERBY HOMES LIMITED**

### **MINUTES OF THE DEVELOPMENT AND REGENERATION COMMITTEE**

**Held on Thursday 29 March 2007**

The meeting started at 4.30 pm

#### **Board Members Present:**

Iain MacDonald (Chair), Bob Osler

#### **Officers Present:**

Shaun Bennett, Andrew McNeil, Lorraine Watson, Samantha Wright

#### **Council Officers Present:**

Martin Laidler

#### **07/09 Apologies**

Apologies for absence were received from Dennis Rees, Martin Latham and Phil Davies.

#### **07/10 Admission of Late Items**

There were no late items.

#### **07/11 Declarations of Interests**

There were no declarations of interest.

#### **07/12 Minutes of Previous Meeting**

The minutes of the meeting held on Thursday 25 January 2007 were accepted as a true and accurate record.

#### **07/13 Matters Arising**

**Minute 07/06 Development and Regeneration Committee Update –**  
Shaun Bennett gave a brief summary on recent discussions with Anne Kirkham of the Department for Communities and Local Government

(DCLG) on the progress of Mixed Communities.

Shaun Bennett informed the Committee he had been invited to attend and speak at the Housing Corporation event on Thursday 19 April in London. The afternoon session of the event will include three and two star ALMOs working together and sharing future best practices leading to new bids.

#### **07/14 New Build Report to Derby City Council**

The Committee received a report summarising the approach that is being taken in persuing with the Council the ambition for Derby Homes to build ALMO homes in Derby.

Bob Osler referred to concerns about the length of time it is taking for work to commence on the New Build initiative that Councillor Amar Nath raised at the HRA Strategic Working Party meeting on Monday 26 March 2007.

Shaun Bennett informed the Committee that good progress had been made on the selection process with a keen number of developers expressing an interest to build the first ALMO house. It was also noted that the proposals had to focus on the DCLG issues and tax implications, which are currently being worked on with the Council. Martin Laidler advised the Committee that a set of revised figures should be presented to the Council.

Lorraine Watson referred to Appendix 1b of the report on the Review of Future Activities, a report prepared by PricewaterhouseCoopers (PWC) in March 2006, and stated that the report was not current and only the report from Anthony Collins should have been subject to consultation.

An email from David Enticott was raised at the meeting and the issues of concern were discussed. The Committee asked Shaun Bennett to respond to David Enticott's email.

Lorraine Watson said that advice should be sought on the VAT implications for St Clare's Close, and added the cost for setting up a subsidiary is approximately £10,000.

Martin Laidler said that he will be meeting with colleagues at the Council and Shaun Bennett, Lorraine Watson and Andrew McNeil will be invited to attend a separate meeting to discuss and agree progress on the ambition for Derby Homes to build ALMO homes.

The Committee asked for a New Build initiative project timetable to be issued.

### **Agreed**

The Committee agreed to withdraw the report to the Board pending further discussions with Derby City Council.

#### **07/15 Development and Regeneration Committee Update**

Andrew McNeil provided the Committee with an update report on progress on appointment of potential developers and master planning in Osmaston.

Andrew McNeil circulated background details on Urban Initiatives for the Committee's information.

Martin Laidler confirmed that Scott Wilson had been appointed as the masterplanners for Derwent.

### **Agreed**

The Committee noted the updates contained in the report.

#### **07/16 Draft Asset Management Strategy**

The Committee received a report including an Asset Management Strategy for maintaining and developing the public sector housing stock.

### **Agreed**

The Committee agreed the Asset Management Strategy.

#### **07/17 New Business Opportunities**

The Committee received a report outlining the range of new business opportunities which exist within the current structure of Derby Homes. Whilst some ideas are 'quick wins', in that they could be operational within a short timeframe, there are medium to longer term opportunities which would require either the experience of the first business expansions as pilots, or are dependant upon the bedding in of existing services, such as the Enquiry Centre.

The Committee thanked Andrew McNeil for his detailed descriptive report and requested that Appendix 2 is discussed with the Executive.

### **Agreed**

The Committee agreed

1. the matrix in Appendix 1 of the report as the basis for a 2-3 year New Business Plan
2. the opportunities for advancement as pilot schemes for new business for continuation to formulate costed business plans with a timetable for implementation.

**07/18 Any Other Business**

Iain MacDonald requested that the time of future meetings is brought forward depending on the length of the agenda.

**07/19 Date and time of next meeting**

The next meeting will be held in the Large Board Room at Cardinal Square on Thursday 31 May 2007, time to be confirmed.

The meeting ended at 5.40 pm

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CHAIR

Signed as true and accurate record of the meeting held on 29 March 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE DEVELOPMENT AND REGENERATION COMMITTEE MEETING**

**Held on Thursday 31 May 2007**

The meeting started at 4.00 pm

#### **Board Members Present:**

Iain MacDonald (Chair), Martin Latham, Dennis Rees, Bob Osler

#### **Officers Present:**

Lorraine Watson, Andrew McNeil, Sharon Stirland

#### **Council Officers Present:**

Martin Laidler

#### **07/20 Apologies**

Apologies for absence were received from Shaun Bennett.

#### **07/21 Admission of Late Items**

There were no late items.

#### **07/22 Declarations of Interests**

The Tenant Board Member declared his interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### **07/23 Minutes of Previous Meeting**

The minutes of the meeting held on the 29 March 2007 were accepted as a true and accurate record.

#### **07/24 Matters Arising**

There were no matters arising.

## **07/25 Development and Regeneration Update**

The Committee received an update report on the Housing Corporation National Affordable Housing Programme 2008-11 Pre Qualification Questionnaire and master planning in Osmaston.

### **Agreed**

The Committee noted the updates contained in the report.

## **07/26 Housing Corporation Investment Partner Submission**

The Committee received a report outlining the recent announcement by the Housing Corporation that it is to open up access to ALMOs to become Investment Partners. The report also informed the Committee of the submission by Derby Homes of a Pre-Qualification Questionnaire to the Housing Corporation to become an Investment Partner.

Andrew McNeil advised the Committee that the County Court Judgment referred to in the PQQ has now been overturned by the Northampton County Court.

Andrew McNeil confirmed that submitting the bid does not commit Derby Homes to any specific schemes at present, it is only an expression of interest.

### **Agreed**

The Committee noted and supported the submission made to the Housing Corporation to qualify as an Investment Partner, for the purpose of accessing future grant.

## **07/27 Final Stage for Selection of Development Partners**

The Committee considered a report on the procurement of the regeneration and developer framework arrangements issued by Trowers & Hamlins. The report outlined the current position, pending actions, procurement structure and a draft indicative timescale of key tasks and suggested dates.

### **Agreed**

The Committee noted the report.

## **07/28 New Build to Derby City Council**

The Committee considered a report on new build to Derby City Council.

The Committee expressed concerns regarding the subsidiary representation and requested a change to the wording of recommendation 3 that Derby Homes and the Council support the ***principle*** of the creation of a subsidiary for Derby Homes as the vehicle that will own the majority of new build properties in the future. This will be a 'shadow' subsidiary initially, with its board agreed by Derby Homes and the Council.

### **Agreed**

The Committee will recommend to the Board the New Build Report to Derby City Council as amended.

### **Date of next meeting**

**The next meeting will be held on Thursday 26 July 2007 at 4.30 pm at Cardinal Square.**

The meeting ended at 4.55 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 31 May 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING**

**Held on 2 April 2007**

The meeting started at 5.00 pm

#### **Board Members Present:**

Jenny Bradley, Tabani Ndlovu, Dennis Rees, Bob Osler

#### **Officers Present:**

Phil Davies, Jackie Mitchell

#### **07/23 Apologies**

Apologies for absence were received from Lorraine Watson and Mark Crown

#### **07/24 Admission of Late Items**

The Committee agreed to consider an item on the Governance Action Plan.

#### **07/25 Declarations of Interests**

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

#### **07/26 Minutes of Previous Meeting**

The minutes of the meeting held on the 19 February 2007 were accepted as a true and accurate record.

#### **07/27 Matters Arising**

**Minute 07/15 Review of Board Members obligations** – Director & Company Secretary to report back to the next meeting on the Council's eligibility criteria for Councillors.

It was noted that all issues recommended to the Board had been approved at the Board meeting on 29 March 2007.



## **07/28 Resources & Remuneration Committee Delegations**

This item was carried forward from the last meeting. The Committee was provided with details of the additional responsibilities delegated to the Resources & Remuneration Committee from the Board in July 2006.

### **Agreed**

The Committee noted the delegations and decided to make no changes.

## **07/29 Board Appraisal Scheme**

The Committee considered a report on alternative options to the current Board Appraisal Scheme. The report recommended the appointment of an external organisation to carry out this year's appraisals. The Chief Executive explained the advantages of using an external organisation were to obtain an objective view of the Board's performance, the ability to learn a new approach and possibly replicate it ourselves in future years.

### **Agreed**

The Committee agreed to recommend to the Board

1. the appointment of the Board Development Agency to conduct the Board appraisals for 2007
2. the Governance Services Committee evaluate the scheme at the end of the year and make recommendations to the Board for the appraisals in 2008.

## **07/30 Executive Membership of the Board**

The Committee considered a report detailing the views of Anthony Collins Solicitors on the implications of allowing Executive staff to become Board Members.

The Committee discussed the relative advantages and disadvantages of the proposal. In particular the Chief Executive did not see advantages at this stage in becoming an executive Board member

### **Agreed**

The Committee agreed to defer this issue and reconsider it in 12 months.

## **07/31 Sheffield Homes Board Meeting – 20 February 2007**

The Committee received a report on a recent visit to Sheffield Homes Board meeting. There were some good practices at the meeting, such as timed reports, and the list of commonly used initials and terms

**Agreed**

The Committee noted the report.

**07/32      Terms of Reference**

The Committee considered the terms of reference for the HRA Strategic Working Party. There are no terms of reference for the Budget Scrutiny Group and the Chair's meeting with Executive staff.

**Agreed**

The Committee agreed to

1. Recommend the HRA Strategic Working Party review their terms of reference at the next meeting
2. Terms of reference are prepared for the 2007 round of Budget Scrutiny meetings and for the Chair's meeting with Executive staff.

**Date of next meeting**

**The next meeting will be held on Tuesday 1 May 2007 at 5.00 pm at Cardinal Square.**

The meeting ended at 6.35 pm.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING**

**Held on Tuesday 1 May 2007**

The meeting started at 5.00 pm

#### **Board Members Present:**

Jenny Bradley, Tabani Ndlovu,

#### **Officers Present:**

Phil Davies, Lorraine Watson, Jackie Mitchell, Mark Crown

#### **07/33 Apologies**

Apologies for absence were received from Bob Osler and Dennis Rees.

#### **07/34 Admission of Late Items**

There were no late items.

#### **07/35 Declarations of Interests**

The Leaseholder Board Member declared her interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### **07/36 Minutes of Previous Meeting**

The minutes of the meeting held on the 2 April 2007 were accepted as a true and accurate record.

#### **07/37 Matters Arising**

##### **07/15 Review of Board Members Obligations**

The Director & Company Secretary advised the Committee of the information she had received from the City Council's Democratic Services Department on the legal requirements for councillors:

To stand for election, on the day of nomination, you must be:

- 21 or over (is changing to 18 yrs soon)
- a UK, European Union or Commonwealth citizen
- registered to vote in, or have either worked or lived in Derby, for one year.

You **cannot** stand if:

- you work for Derby City Council
- you hold a politically-restricted post for another council
- you are bankrupt
- you have served a prison sentence, including suspended sentences of three months or more, within five years of the election day
- you have been disqualified under any law relating to corrupt or illegal practices.

The Committee requested the Director & Company Secretary to build into Derby Homes rules the criteria for Councillors.

The Director advised that the criteria for eligibility was being tidied up by Anthony Collins Solicitors as part of the review of the Governance Arrangements. The new arrangements will be brought to the July Board.

The Committee noted that the Board eligibility criteria will be applied to Councillor Board Members.

## **07/38      Terms of Reference – Chair/Executive Meetings**

At its last meeting, the Committee recommended that terms of reference be drafted for the meetings held with the Chair of the Board and Executive Team. The draft terms of reference have been agreed with the Chair of the Board.

The Committee was informed that minutes of the Chair's meetings will be circulated to Vice Chairs of the Board.

### **Agreed**

The Committee noted the Terms of Reference for the Chair and Executive meetings.

#### **07/39      Membership and Size of Board**

The Committee received a report providing options to facilitate discussion on membership and size of the Board of Derby Homes. The options included increasing the number of tenant representatives on the Board which would require a reduction in independent and councillor representatives. It was felt that any reduction in the number of councillors on the Board would have to be justified and dealt with sensitively. It was suggested the Chief Executive obtain an informal view from Council officers before any further consideration is given to this proposal.

#### **Agreed**

The Committee requested the Chief Executive to informally approach Council officers to gauge reaction to the principle of reducing Council membership of the Board from 5 to 3 and bring a further report back to the next meeting.

#### **07/40      Resident Led Self Regulation: Potential and Prospects**

The Committee received a report published by the Chartered Institute of Housing. Particular focus was given to the table on page 5 of the document which identified activities resulting in low, medium and high involvement of residents. The Chief Executive's opinion was that Derby Homes had a high level of involvement.

#### **Agreed**

The Committee noted the report and recommended it be circulated to all Board Members.

#### **07/41      Delegations to Staff**

The Committee considered a list of responsibilities that were delegated to senior staff from the Board.

The Committee was informed that the list was contained in the Governance Arrangements that were being reviewed by Anthony Collins Solicitors.

## **Agreed**

The Committee

1. noted the current delegations to staff
2. requested the revised Governance Arrangements are brought to the July meeting of the Committee before consideration by the Board at the end of July and that all Board Members be invited to the meeting to go through the changes.

### **07/42 Strategic Board Meeting Agenda**

The draft agenda for the strategic Board meeting in May was considered by the Committee. The Chief Executive informed the Committee that he would be including a 'Chief Executive's' report on the agenda. He asked the Committee for any further suggestions.

## **Agreed**

The Committee noted the draft agenda and agreed that an update report on the Business Plan and Strategic Objectives be added to the agenda.

### **07/43 Trent & Dove Board Peer Review**

Trent & Dove Housing Association has approached Derby Homes with a request that a team of Board Members carry out a peer review/appraisal of their Chair and Board. They have requested that the team comprise of the Chair of Derby Homes and two other Board Members.

Jenny Bradley volunteered to join the team.

## **Agreed**

The Committee agreed to recommend to the Board that Dennis Rees, Jenny Bradley and one other Board Member carry out a peer review/appraisal of the Trent & Dove Chair and Board.

### **07/44 Governance Action Plan Update**

The Committee reviewed the Governance Action Plan. Outstanding items are

Action 1 – Review size of main Board and Committees:  
partially reviewed - further report to next meeting.

Action 3 – Clarify desired role and visibility of Board, etc:  
Ideas discussed about raising profile of Board and Members – report  
to next meeting. (Tabani Ndlovu volunteered to write a short article for  
next edition of DHN.

Action 12 – Training in report writing for relevant staff:  
Report writing guide is being prepared for staff.

Action 18 – Annually benchmark collective Board performance and aim  
for top quartile:

To be progressed following this year's Board appraisal.

**07/45      Date of next meeting**

The next meeting will be held on Monday 4 June at 5.00 pm at  
Cardinal Square.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING**

**Held on Thursday 12 July 2007**

The meeting started at 3.00 pm

#### **Committee Members Present:**

Tabani Ndlovu, Dennis Rees, Bob Osler

#### **Board Members Present:**

Sue Glithero, Iain MacDonald (Item 1 only)

#### **Officers Present:**

Phil Davies, Lorraine Watson, Jackie Mitchell, Mark Crown, Susan Hill

#### **Anthony Collins Solicitors:**

Nick MacKenzie

#### **07/46 Review of Governance Arrangements**

Nick MacKenzie of Anthony Collins Solicitors provided a presentation on the revised Governance Arrangements (Parts IV, V, VI & IX). The Committee was informed that parts VII Financial Regulations VIII Contract Procedure Rules and X Code of Conduct for Board Members will be brought to the September Board meeting in order that the Governance Arrangements can be agreed and published for the beginning of the new constitutional year in October.

#### **Agreed**

The Committee noted the amendments to the Derby Homes Governance Arrangements Parts IV, V, VI & IX that will be considered for approval at the July Board meeting

#### **07/47 Apologies**

Apologies for absence were received from Jenny Bradley.



**07/48 Admission of Late Items**

There were no late items.

**07/49 Declarations of Interests**

The Tenant Board Member declared his interests as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

**07/50 Minutes of Previous Meeting 1 May 2007**

The minutes of the meeting held on 1 May 2007 were accepted as a true and accurate record.

**07/51 Matters Arising**

**07/38 Terms of Reference – Chair / Executive Meetings**

Bob Osler queried the sentence 'To meet with the Chair, Chief Executive and Senior Management Team in between Board meetings'. in the Governance Arrangements Review. The Director and Company Secretary replied that this would be changed as Vice Chairs are not required to attend the meetings but do receive the minutes of the meetings.

**07/43 Trent & Dove Board Peer Review**

Tabani Ndlovu asked if there was another Board member to carry out a peer review/appraisal of the Trent & Dove Board. The Chief Executive replied that there will be a report to the July Board on this. He also emphasised that he would like Derby Homes to build a relationship with Trent & Dove and reminded the Committee of the Housing Tour to Trent & Dove, including visits to their estates at Uttoxeter.

**07/42 Strategic Board Meeting Agenda**

The Chief Executive reminded Committee that there will be a Strategic Board meeting in September. The meeting will be on the aspects of Derby Homes' future and business.

The Chief Executive also informed the Committee there will be a visit to Gentoo, Sunderland, in September. The company has been ambitious and successful in new business and the visit will be beneficial to Derby Homes.

## **07/52      Membership and Size of Board**

The Committee considered a further report, following the Chief Executive's informal discussion with the Council's Director of Corporate & Adult Services, whose reaction was that the Council may be willing to consider a reduction in the size of the Board but they would want to see an equal reduction in representation from Independents and Tenant representatives alongside Councillors.

The Committee had concerns about reducing the size of the Board at this time and the impact this may have bearing in mind the high quality of skills and experience that currently makes up the Board.

### **Agreed**

The Committee agreed to reconsider the issue in twelve months time.

## **07/53      Increasing the Board's Profile**

The Committee received a report identifying action taken and proposed to improve the Board and Local Housing Board profiles within Derby Homes and externally.

In recent months a number of activities have been carried out including:

- publishing information on the Derby Homes' website and in Derby Homes News
- events such as the AGM, Local Board Open Day, annual staff conferences
- national recognition achieved by Dennis Rees with TAROE, the national tenants federation, and the NFA
- Board Member Champions – Bob Troup for Environmental issues, Tabani Ndlovu for Equalities and Phil Kay for Health & Safety.

Future initiatives will include:

- enhancing website information
- regular features in Derby Homes News
- active promotion through Derby Homes Marketing & Communications Team
- Board Members attending meetings with Councillors, Council Chief Officers and MPs
- Midlands NFA regional meetings specifically for Board Members.

## **Agreed**

The Committee noted current activities and future options, for increasing the profile of Derby Homes Board and Local Housing Boards.

### **07/54     Anthony Collins Solicitors – Companies Act 2006 – Getting to Grips With New Duties**

The Committee considered attendance at an Anthony Collins Solicitors workshop to consider the changes to directors' duties brought about by the Companies Act 2006, due to come into effect in October 2007.

## **Agreed**

The Committee agreed to hold the workshop for Board Members in early October and invite Board Members from other Midlands ALMOs.

### **07/55     Governance Services Action Plan**

The Action Plan was reviewed and it was agreed that all tasks had been completed with the exception of No 18 to annually benchmark collective Board performance and aim for top quartile. This task will be included in the Governance Training Day later in the year.

### **07/56     Date of next meeting**

It was agreed to cancel the meeting on 6 August.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD NORTH**

**Held on Thursday 12 April 2007**

The meeting started at 6.00 pm.

#### **Local Housing Board Members Present:**

Sue Glithero, Pat Hulland, Sylvia Hyde, Bob Osler, Brian Perry,  
Phil Raffle, Margaret Redfern, Dennis Rees, Terry Rogerson,  
Gwen Stubley, Wilf Upton, Roy Webb

#### **Officers Present:**

Shaun Bennett, Mark Crown, Paul Cole, Phil Davies, Julie Eyre,  
Sue Featherstone, Andy Higginbottom, Steve Humenko,  
Jackie Mitchell, Maria Murphy, Samantha Wright

#### **Derby City Council Environmental Services Department Present:**

Peter Harrison, Bill Oates

#### **Derwent Community Team**

Krissi Spinoza

#### **07/33 Apologies**

Apologies for absence were received from Reg Skerrett,  
Derek Teece and Maureen Davis.

#### **07/34 Admission of Late Items**

The Chair agreed to admit a report on Derby Homes 2007 Calendar  
of Events at the end of Part B of the agenda.

#### **07/35 Declarations of Any Other Business**

There were no declarations of any other business.

#### **07/36 Declarations of Interest**

The Council Board Members were noted as declaring their interest  
in matters relating to Derby City Council.

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

**07/37 Minutes of the meeting held on 15 February 2007**

The minutes of the meeting held on Thursday 15 February 2007 were accepted as a true and accurate record, with the exception of:

**Minute 07/10 – Morley and Mackworth Community Panel**

Reference to Disposal Order 13 should read Disposal Order 30.

**07/38 Matters Arising**

**Minute 06/117 – Community Panel Issues**

Shaun Bennett said he had met with the Housing Strategy Team to discuss the disposal of the property on 69 Woods Road, Chaddesden. In the meantime, the property is monitored closely as a hot spot area and has been included on the Grounds Maintenance Contract.

**Minute 07/10 – Morley and Mackworth Community Panel**

Terry Rogerson reported the Police had issued Dispersal Order 30 in the Mackworth area and no further reports of nuisance youths have been reported.

**Minute 07/09 – Presentation on Tenant Satisfaction Survey 2006/07 – Local Comparisons**

Krissi Spinoza said she had met with Maureen Davis to discuss comparisons and dissatisfaction identified in the survey in the Derwent area, and stated that the process of investigating any trends was underway.

**Minute 07/15 – Estate Inspection and Evaluation**

Sue Glithero asked if the evaluation process was up and running. Julie Eyre confirmed the process had started and the programme will be advertised in the Derby Homes News.

The Local Board requested a six monthly report on estate inspections is brought back to future meetings, with the first report in October.

**Minute 07/16 – BME Project North Area, Derby**

Sue Glithero asked for clarification of the target figure for the overall number of BME tenants. Maria Murphy undertook to obtain the information and inform the Local Board outside the meeting.

**Minute 07/11 – Appendix to Minutes – City Housing Improvement Plan Review Priority Areas – Progress Update**

Shaun Bennett provided further clarification on the progress update information contained in the Appendix attached to the minutes.

**07/39 Questions from Members of the Public**

No questions were received from members of the public.

## **07/40 Any Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B1, B2, B3, B5 and B6 in Part B of the agenda. Other items on part B will be noted but not discussed.

## **07/41 Community Panel Issues**

### **Derwent – Communication/Repair Complaint**

Steve Humenko presented a report in response to a complaint about shower installation and communication issues. Peter Harrison said that some sub contractors had not been consistent in leaving calling cards. Peter Harrison confirmed the problems have been rectified and in future records will be updated and monitored.

### **Riverside West**

Brian Perry said he had reported several complaints from January this year which had not been resolved. Brian Perry also added that confusion over the responsibility for handling his complaint had caused further problems. Julie Eyre confirmed that she was dealing with the complaint and would contact Brian Perry the following day.

The Chair reminded the meeting that issues relating to individual Local Board members' properties should be raised outside of the meeting with the appropriate Derby Homes officers.

### **Chaddesden Links**

Dennis Rees referred to complaints he had received about gas fires being out of use during plastering works which had taken several months over the winter period. Steve Humenko confirmed that he was aware of the issues and is working with the Liaison Team and ESD to resolve and ensure similar problems do not arise in the future.

### **Morley and Mackworth**

Terry Rogerson asked about the shower installation for disabled people and asked whether Derby Homes kept a log for re-checking the facility. Steve Humenko confirmed that the Responsive Maintenance Team is in the process of trialing a pre-formed base, and customer records are maintained daily.

Terry Rogerson asked for an update on the position for new UPVC windows in the Mackworth area, as this was raised at the Community Panel meeting on Wednesday 11 April 2007. Steve Humenko said that due to funding implications decisions on the budget had to be made with the window programme put back to next year. Shaun Bennett confirmed the UPVC works had been raised under the Homes Pride Scheme and since then cost of building works and unit costs per dwellings had increased. Approximately, £2 million a year is allocated for the window programme. In the meantime, priorities had been noted and windows have been inspected.

Sylvia Hyde said that there are gaps between the window frames and brickwork. Shaun Bennett confirmed the gaps can be filled with silicone to repair the window seals to the framework. Sylvia Hyde is to contact Steve Humenko to let him know the addresses of the properties which require repairs.

Margaret Redfern referred to an article in the Derby Evening Telegraph on Thursday 12 April 2007 concerning double-glazing on Beaufort Street. Shaun Bennett explained Derby Homes publish a planned maintenance programme in advance but it is necessary to adjust this to meet the budgets available.

Margaret Redfern reported that sub contractors had been fitting loft installation in homes and were asking tenants to sign the paperwork on work completion. Tenants had noticed the times on the paperwork were incorrect and the sub contractors appeared to be claiming more hours than the actual job had taken. Shaun Bennett advised the work was being carried out under a scheme with British Gas. Shaun Bennett will inform Tadge Sudnik who is managing the scheme with British Gas.

#### **07/42 Estates Pride Contingency Bid**

The Local Board received an update report on the bids for funding from the contingency fund within Estates Pride in response to known problems, in particular to reduce crime, nuisance, and vandalism.

With regard to the fencing scheme at Lyttleton Street, Gwen Stubley said she had contacted the Police to ask them to install CCTV on Lyttleton Street and she was advised that this was not feasible.

Roy Webb said he was concerned about the next target for the youths following the installation of the metal fencing. Shaun Bennett confirmed that the Regeneration Team and the Local Office staff are working closely with Enthusiasm to deal with youth vandalism.

Margaret Redfern confirmed the problem at Knutsford Green and believed this will be resolved by the extension of the retaining wall stopping sludge and mud running onto the pavement.

Dennis Rees queried the Estate Pride contingency bid and said that Community Panels had not been consulted on the proposals. Shaun Bennett advised the new procedure was still in its infancy but he assured the meeting that in future panels would be consulted on proposals for contingency bids before consideration by the Local Board.

Dennis also queried the use of schedule of rates, Shaun Bennett confirmed a schedule of rates had been used in this instance to establish an estimate of costs. For any project including large quantities then prices will be negotiated using open book principles.

Phil Raffle queried Community Panels approving bids. Shaun Bennett confirmed a manual and guidance notes on bid information will be issued to Community Panels.

### **Agreed**

The Local Board approved the bids for funding for the schemes:

- fencing at Lyttleton Street, Morley
- extension of retaining wall at Knutsford Green, Chaddesden.

## **07/43 Service Access Review**

The Local Board received an update report on the progress in implementing the Service Access Review.

Dennis Rees queried the mobile working arrangements and asked how tenants would know that staff are on estates. Maria Murphy said there had been a delay in letting tenants know who their housing officer is, because housing office staff had attended intensive training sessions. Maria Murphy confirmed that a publication called 'know your housing officer' will be issued shortly.

Margaret Redfern raised concern about tenants on low income using pay-as-you-go mobile telephones to contact the Enquiry Centre. Maria Murphy confirmed that the Enquiry Centre had received telephone calls from tenants using pay as you go and they can telephone the tenant back.

Margaret Redfern was concerned that tenants phoning the Enquiry Centre would not be able to adequately report the details of the repair, unlike being able to speak to someone face to face at an office. Maria Murphy advised that Enquiry Centre staff used a diagnostic system that enable them to talk through the repair with the tenant and correctly identify what work was required.

The Local Board asked for future reports to include quarterly Enquiry Centre statistics.

### **Agreed**

The Local Board

1. approved the Sussex Circus and Mackworth Housing Offices closing on Saturday mornings from the 2 June 2007, and the Enquiry Centre opening on a Saturday morning between 9.00 am and 12 noon.
2. noted the progress report



## **07/44 Derby Homes' Community Panel and Neighbourhood Management**

The Local Board received an update on the present position on the Council's and Partnerships Neighbourhood Management Strategy and proposed actions to be taken by Derby Homes to work within it – particularly on the future of Community Panels.

On Thursday 29 March 2007 the Board agreed that further consultation should be carried out with Community Panels on how best to integrate and strengthen consultation and involvement.

Maria Murphy advised the Local Board that Mark Crown and Paul Cole will be attending Community Panel meetings over the next two months to give a consistent message to the panels and collate feedback information at the meetings.

Maria Murphy confirmed the feedback from Community Panels will be reported back to the Local Boards in June.

The Local Housing Board offered feedback which included the possibility of pilots which could then be evaluated. This could address many of the current concerns.

### **Agreed**

The Local Board agreed that all Community Panels will receive the information contained in the report and debate the proposals with a view to feedback and proposals being presented in a further report to Local Housing Boards in June 2007.

## **07/45 Local Housing Boards Development Group Update**

Sylvia Hyde gave an update to the Local Board on the progress made by the Local Housing Board Development Group (LHBDG).

### **Agreed**

The Local Board

1. noted the progress made by the Local Housing Board Development Group
2. noted the proposed Open Day for prospective Local Housing Board Members on Tuesday 1 May 2007 between 10.00 am and 2.00 pm at the Derby Tenants Resource Centre
3. agreed to hold the Local Housing Board Away Day on Tuesday 26 June 2007 at the Derby Tenants Resource Centre, Gower Street.

\*Please note the Open Day will now be taking place on 1/5 at 11.00 am – 1.00 pm\*.

**07/46      Review of Consultation of Local Housing Office Service Improvement Targets 2006/07**

The Local Board received a report on the consultation process for Local Housing Office (LHO) Service Improvement Targets with Community Panels. The issues and ideas raised will be used to form proposals for improving the consultation process for Service Improvement Targets for all service areas in the future.

**Agreed**

The Local Board

1.      approved the process improvements proposed within the report and noted the general content of the report
2.      agreed to receive a report detailing Service Improvement Targets for 2007/08 at the next meeting on 14 June 2007.

**07/47      Performance Monitoring**

The Local Board received a report submitted by the Performance Management Committee to highlight performance against key performance indicators up to the end of February 2007.

Sue Glithero queried the target for relet time in paragraph 3.4 Service and Process Perspective – Voids and Lettings. Maria Murphy confirmed that the target for re-let time was 26 days.

**Agreed**

The Local Board noted that the year end out-turn figures will be available mid April and will be reported in full to the Performance Management Committee at the meeting on Tuesday 8 May 2007. Following the meeting a highlight report will be issued to the Local Housing Boards.

**07/48      Quarterly Update on Development in the North Area**

The Local Board received an update report on the progress of a number of on-going developments in the North area of the City.

Sue Glithero asked for the deadline date for Britannia Court. Shaun Bennett confirmed that he would let Sue Glithero know outside of the meeting.

**Agreed**

The Local Board noted the report.

**07/49 Localised Hotspots**

In December, the Local Housing Board North considered a report suggesting areas suitable for localised hot spots, and agreed referral to the Council for approval. The hot spots were discussed with the Council's Housing Services and referred for decision to the Cabinet member for Neighbourhood, Social Cohesion and Housing Strategy.

**Agreed**

The Local Board noted the report and supported further measures to address the issue of Hot Spots outlined in paragraph 3.4 of the report.

**07/50 City Housing Improvement Plan North 2006/07**

The Local Board received a report on the end of year outcome of projects authorised under the City Housing Improvement Plan in the North of the City.

**Agreed**

The Local Board noted the report.

**07/51 Derwent New Deal Housing Update**

Krissi Spinoza presented a report on current news and initiatives in partnership with the Derwent Community Team (DCT).

**Agreed**

The Local Board noted the report.

**07/52 Standing Order 11**

The Local Board agreed to waive Standing Order 11 to allow the meeting to continue after 8.00 pm.

**07/53 Update Report from Director of Investment and Regeneration**

Shaun Bennett gave an update on current workloads and pressures, recent good news and bad news.

Brian Perry asked if a member of Vale Contractor would be attending Community Panel meetings. Shaun Bennett confirmed that he is keen to develop key partnership working with the new contractor and a member of staff from Vale Contractor would be invited to attend Community Panel meetings. Vale Contractor can be contacted through Andy Higginbottom on 711056.

The website address for Kidz Talk, the young people's website is [www.kidztalk.org.uk](http://www.kidztalk.org.uk)

**Agreed**

The Local Board noted the report.

**07/54 Derby Homes 2007 Calendar of Events**

The Local Board received a calendar of events for 2007 to be attended by Derby Homes employees and details of the purpose of involvement and the outcome expected to achieve.

**Agreed**

The Local Board noted the content of the report.

**07/55 Draft Minutes of the Derby Homes Board on 29 March 2007**

The Local Board noted the draft Minutes of the Derby Homes Board meeting held on Thursday 29 March 2007.

**07/56 Any Other Business**

There was no other business raised.

**07/57 Date and time of next meeting**

The next meeting will be held on Thursday 14 June 2007 at 6.00 pm, in the Board Room at Cardinal Square.

The meeting ended at 8.15 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 12 April 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD NORTH**

**Held on Thursday 14 June 2007**

The meeting started at 6.00 pm.

#### **Local Housing Board Members Present:**

Bet Cooney, Sue Glithero, Pat Hulland, Bob Osler (Chair),  
Brian Perry, Phil Raffle, Dennis Rees, Terry Rogerson,  
Gwen Stubbley, Roy Webb

#### **Officers Present:**

Shaun Bennett, Mark Crown, Maureen Davis, Phil Davies,  
Julie Hughes, Jackie Mitchell, Wendy Jessop, Justin Worton,  
Samantha Wright

#### **Derby City Council Environmental Services Department Present:**

Errol Harriott

#### **07/58 Apologies**

Apologies for absence were received from Sylvia Hyde, Margaret Redfern, Derek Teece and Krissi Spinoza.

#### **07/59 Admission of Late Items**

The Chair agreed to admit a report on Tenant Board Member Election 2007: North West, at the end of Part B of the agenda.

#### **07/60 Declarations of Any Other Business**

There were no declarations of any other business.

#### **07/61 Declarations of Interest**

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

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

**07/62 Minutes of the meeting held on 12 April 2007**

The minutes of the meeting held on Thursday 12 April 2007 were accepted as a true and accurate record, with the exception of:

**Minute 07/43 – Service Access Review**

The Local Board's request for future reports to include quarterly Enquiry Centre statistics, should be included as a resolution.

**07/63 Matters Arising**

**Minute 07/38**

**Minute 06/117 – Community Panel Issues**

Shaun Bennett gave an update on the disposal of the property on 69 Woods Road and confirmed Approval from Amar Nath, Cabinet Member for Neighbourhood, Social Cohesion and Housing Strategy was awaited. Shaun Bennett said he will raise the Local Board's concerns about timescales with the Council's Housing Strategy Team and will continue to work closely on developments with them.

**Minute 07/16 – BME Project North Area, Derby**

The Local Board reported they had not received clarification of the figure for the overall number of BME tenants in the City, and requested this action be carried forward to the next meeting in August. Julie Hughes confirmed the figure was 15%.

**Minute 07/42 – Estates Pride Contingency Bid**

The Local Board requested a progress report on the fencing scheme at Lyttleton Street, Morley and the extension of the retaining the wall at Knutsford Green, Chaddeden. Shaun Bennett confirmed that he will provide a report including completion dates at the next meeting in August.

**Minute 07/43 – Service Access Review**

The Local Board reported they had not received a publication called 'know your housing officer' and requested this action be carried forward to the next meeting in August.

**Minute 07/48 – Quarterly Update on Development in the North Area**

Sue Glithero requested the deadline date for Britannia Court. Shaun Bennett said he will contact the Council's Housing Strategy Team to obtain the date and will update the Local Board at the next meeting in August.

**07/64 Questions from Members of the Public**

No questions were received from members of the public.

**07/65 Any Item from Part B to be discussed**

The Local Board agreed to discuss items B2 and B3 in Part B of the agenda. Other items on Part B will be noted but not discussed.

**07/66 Any Items for Representatives from Contractor Partners**

There were no items for Representatives from Contractor Partners.

**07/67 Community Panel & Derby Leaseholder Association Issues**

**Riverside West**

Brian Perry gave an update on the recent Panel AGM meeting and reported the appointment of three panel members to the DACP, one of whom will be on the Management Committee.

Residents had raised concerns about car parking issues near Rebecca House and suggested implementation of a permit scheme. Maureen Davis said she will ask the Local Office to action the car parking issues.

Brian Perry reported on a recent visit by the Riverside West Community Panel to Rivermead House. He felt the visit was a valuable and interesting experience and passed on his appreciation and thanks to the Local Office for organising the visit.

**Morley and Mackworth**

Terry Rogerson reported on the improvement of grass cutting in his area. He said he had been elected as Chair of the SHOUT Group, and reported on new initiatives and that work is progressing well.

**07/68 Service Improvement Targets 2007/08**

The Local Board received a report containing the Local Office Service Plan and Service Improvement Targets for Local Offices in the North Area.

Dennis Rees reported he had not received any information on Estate Inspections. Maureen Davis confirmed an article had been advertised in the recent Derby Homes News.

Some of the main Board Members had not received a copy of Derby Homes News. Julie Hughes said she will ensure they receive Derby Homes News in future.

Sue Glithero noted that the management of the Littleover area had been moved to the Mackworth Office in the North of the City. Maureen Davis referred to recent management changes and confirmed the Littleover area will be managed by the Mackworth Office.

## **Agreed**

The Local Board noted and approved the Service Improvement Targets proposed within the report, and requested six monthly reports back to future meetings.

### **07/69 Update on the Consultation of Community Panels and Neighbourhood Management**

The Local Board received an update report on the consultation that had taken place with Community Panels during May 2007. The report also set out the proposed themes for ongoing consultation until the next Local Housing Boards in August and sought Local Housing Board approval to report back to the Boards about the consultation on a regular basis until October 2008.

Terry Rogerson gave an update on the Osmaston Neighbourhood Forum held on Tuesday 22 May 2007. Dennis Rees reported on the recent Forum he attended in Sinfin.

The Local Board expressed concern on the slow process within the timetable framework and reminded staff on the importance of following up and answering questions raised at Community Panels.

## **Agreed**

The Local Board

1. noted the feedback and the mapping out of the issues that the consultation has revealed
2. noted the consultation methods in the report, subject to the following requests:
  - detailed six monthly reports should be reported back to the Local Board and referred to the main Board, and feedback and comments should be fed back to the Council
  - 30 minutes to be dedicated to this matter at the next meeting in August.
3. noted the proposed themes that will be used for the basis for consultation for June, July and August 2007
4. supported the consultation on a 'little and often' basis suggested by the Tenant Participation Team at the Community Panels throughout the periods of consultation.



## **07/70      Furnished Tenancy Scheme**

The Local Board received a report reviewing the current scheme and making recommendations to the scheme which will provide better service delivery to users and easier back office administration.

### **Agreed**

The Local Board

1. approved in principle the suggested changes to the scheme and in principle the revised scheme, subject to the following comments:
  - a fridge freezer is included in the furniture pack as an essential item for all tenants
  - a comparison between previous furniture packs and the proposed new furniture packs is included in the report to the Board.
2. agreed the Board delegate to the Chief Executive negotiation, consultation and agreement of the Council to the proposed revised scheme
3. agreed to delegate to the Chief Executive implementation of the revised scheme on approval by the Council.

## **07/71      Local Housing Boards Away Day**

The Local Board received a report on the proposed arrangements for the away day, to be held on Tuesday 26 June 2007 from 10.00 am – 4.00 pm at the Tenants Resource Centre, St Peter's House, Gower Street, Derby.

Local Housing Board Members were asked to support the event and inform Julie Wren, telephone 711190, of their attendance.

Bob Osler asked that his apologies are noted for the away day. Terry Rogerson and Gwen Stubley advised they would be attending.

### **Agreed**

The Local Board approved the proposed arrangements for the Local Housing Boards Away Day on Tuesday 26 June 2007.

## **07/72      Customer Satisfaction Survey 2006**

The Local Board received a report outlining the issues identified by tenants in the 2006 Status Survey as a serious problem in the area in which they live and Derby Homes' actions to address these concerns.

Brian Perry asked how many people were invited to comment on the survey. Julie Hughes confirmed 1000 satisfaction surveys were distributed across the City.

Sue Glithero queried Appendix 1 of the report and asked why Mickleover had been included in the North area and Littleover included in the South area in the statistics. Phil Davies confirmed the satisfaction survey had been completed prior to the recent alteration to the management boundary.

Roy Webb commented on the disappointing, poor results in the Derwent, Normanton and Sinfen areas following increased efforts and work carried out by the Community Safety Partnership.

### **Agreed**

The Local Board approved the action plans and agreed to receive twice yearly update reports in October 2007 and March 2008.

## **07/73 Extra Care Proposals Update – Rebecca House**

The Local Board received a report on the progress made so far towards proposals to remodel Rebecca House (Category 2 Sheltered Scheme) as an Extra Care Scheme.

### **Agreed**

The Local Board noted the proposed remodelling of Rebecca House as an Extra Care Scheme, requested:

- further details on the percentage of people eligible to use the service, an analysis of the services available and a framework for remodelling Rebecca House is to be included in the report to the main Board
- a long term funding scheme plan to be included in the report to the Board
- Derby Homes works closely with the Council to engage support and partnership working.

## **07/74 Update on Development in the North Area**

The Local Board received an update report on the progress of a number of on-going developments in the North area of the City.

Dennis Rees queried the responsibility for the cost of the works on the Derbyshire Blocks. Shaun Bennett confirmed the Council will be charged for the outstanding costs on the Derbyshire Blocks. He was unable to provide a final date for the demolition of the blocks.

Shaun Bennett will keep the Local Board up to date on developments in the North area.

**Agreed**

The Local Board noted the contents of the report.

**07/75 Tenant Board Member Election 2007: North West**

The Local Board received a report on the re-election for a Tenant Board Member representing the North West area of the City. Interested Local Board Members were encouraged to consider submitting expressions of interest.

The Chair commented and encouraged the Local Board to take up the opportunity to get involved in making decisions that affect the homes and area you live in.

**Agreed**

The Local Board noted the report.

**07/76 Performance Monitoring**

The Local Board received a report submitted by the Performance Management Committee highlighting the key performance issues arising from discussion of the year end out-turn for 2006/07.

**Agreed**

The Local Board noted the report.

**07/77 Out-turn of 2006/07 Capital Programme and Repair Account**

The Local Board received a report on the out-turn of the Council's Capital Programme and Repair Account for the last financial year.

**Agreed**

The Local Board noted the report.

**07/78 Derwent New Deal Housing Update**

The Local Board received a report on current news and initiatives in partnership with the Derwent Community Team (DCT).

**Agreed**

The Local Board noted the report.

**07/79 Director's Update Report – June 2007**

The Local Board received a report providing a general overview and update on current issues.

**Agreed**

The Local Board noted the report.

**07/80 Any Other Business**

The Local Board were invited to attend the Diversity Event to mark the 200<sup>th</sup> anniversary of the abolition of Slavery on Wednesday 27 June 2007 from 12 noon – 3.00 pm at Cardinal Square.

**07/81 Date and time of next meeting**

The next meeting will be held on Thursday 16 August 2007 at 6.00 pm, in the Board Room at Cardinal Square.

The meeting ended at 7.35 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 14 June 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD SOUTH**

**Held on Thursday 19 April 2007**

The meeting started at 6.00 pm

#### **Local Housing Board Members Present:**

Peter Blount, Jenny Bradley, Win Buchan, Jim Dodgson, Theo Harris, Phil Kay, Nita Murphy, Tabani Ndlovu, John Newbould, Mary Rowland, Bob Troup (Chair), Ken Whitehead, Jack Wray.

#### **Officers Present:**

Mark Crown, Phil Davies, Matt Hands, Julie Hughes, Wendy Jessop, Jackie Mitchell, Maria Murphy, Paula Solowij, Val Watson.

#### **Derby City Council Environmental Services Department Present:**

Bill Oates.

#### **07/36 Apologies**

Apologies for absence were received from Asaf Afzal, Fareed Hussain and Georgina Carr.

Win Buchan stated that she would be leaving the meeting at 7.30pm.

#### **07/37 Admission of Late Items**

There were no late items.

#### **07/38 Declarations of Any Other Business**

Win Buchan advised she wished to raise an item under Community Panel Issues.

Peter Blount informed the meeting that he is resigning from the Local Housing Board and that this will be his last meeting. Bob Troup thanked Peter for his contribution to the Local Board.

#### **07/39 Declarations of Interest**

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

Nita Murphy, Jenny Bradley, John Newbould and Theo Harris declared an interest in item A9.

Phil Kay declared an interest in item B3.

**07/40 Minutes of the meeting held on 22 February 2007**

The minutes of the meeting held on 22 February 2007 were accepted as a true and accurate record with the exception that item 07/12 should read 'plan of alterations at Alvaston Library'.

**07/41 Matters arising**

**Minute Number 07/09 – Community Panel Issues**

Matt Hands confirmed that the Littleover Housing Office is to be converted back to a flat as soon as possible during 2007/08.

**Minute Number 07/15 – Petition – Regarding Anti-Social Behaviour, Eden Street Sheltered Housing Scheme**

Paula Solowij informed the Local Board that a decision has been made to re-house the tenant to a more suitable location, within the next 2 months.

**Minute Number 07/19 – City Housing Improvement Plan Review  
Priority Areas – Progress Update**

Matt Hands suggested that the Estates Contingency fund should be referred to as 'quick fix' project fund.

**07/42 Questions From Members of the Public**

There were no questions from the public.

**07/43 Any items From Part B to be discussed**

The Chair recommended that all items within Part B be taken as read unless members wished to discuss any particular item. Items B3 and B6 were asked to be discussed. Other items on part B will be noted but not discussed.

**07/44 Any items for representatives from Contractor Partners**

There were no items for Contractor Partners.

**07/45 Community Panel Issues**

Derby Leaseholder Association.

Win Buchan expressed concern that Leaseholder PIT meetings are not being supported by Derby Homes Officers other than the Leaseholder Manager.

**Agreed**

Maria Murphy confirmed that this issue had been brought to her attention. A designated Local Office Manager will attend future meetings.

Phil Kay asked if information on the regulations for satellite dishes on blocks of flats could be clarified.

**Agreed**

The Local Housing Board recommended that a report on Satellite Dish Regulations on Blocks of Flats be brought to the next meeting.

**07/46 Forward Plan Item – Option to Protect Green Open Spaces**

The Local Housing Board received a report suggesting how the Local Housing Board might consider action to protect green open spaces within our estates from damage by vehicular parking.

Bob Troup commented that damage by vehicular parking is often caused by owner occupiers, noting that it also raises the issue of safety. Matt Hands advised if issues relate to safety implications that fit 'quick fix' bids they can be recommended to the Local Housing Boards by Community Panels.

**Agreed**

The Local Housing Board discussed the report and supported further work to identify and protect green open spaces as possible Estates Pride environmental improvements.

The Local Board also requested costings of indicative options for various bids be presented at the meeting in June.

#### **07/47 Local Housing Board Development Group**

The Local Housing Board received a report to update the Local Housing Board on progress made by the Local Housing Board Development Group (LHBDG).

Ken Whitehead presented the report which was well received.

##### **Agreed**

The Local Housing Board:

- noted the progress made by the LHBDG
- noted the proposed Open Day for prospective LHB Members on Tuesday 1 May 2007 between 10.00 am and 2.00 pm\* at the Derby Tenants Resource Centre
- made comment on the information sheet
- agreed the proposals for the LHB Away Day on 26 June 2007 at a sheltered housing scheme common room.

**[\*Please note the Open Day will now be taking place on 1/5 at 11 am – 1 pm]**

#### **07/48 Service Access Review**

The Local Housing Board received an update report on progress in implementing the Service Access Review.

It was noted that Enquiry Centre performance is constantly improving whilst continuing to provide excellent customer service.

Bob Troup noted that Blagreaves Lane Library is not included on the map at appendix 1.

##### **Agreed**

The Local Housing Board:

- approved the Alvaston Housing Office closing on Saturday mornings from the 2 June 2007 and the Enquiry Centre opening on a Saturday morning between 9.00 am and 12.00 noon
- noted the progress report
- Maria Murphy to notify graphics team to amend map.



## **07/49 Derby Homes' Community Panels and Neighbourhood Management**

The Local Housing Board received a report updating the Local Board on the present position on the Council's and Partnerships Neighbourhood Management Strategy and proposed actions to be taken by Derby Homes to work within it – particularly on the future of community panels.

On Thursday 29 March 2007 the Board agreed that further consultation should be carried out with Community Panels on how best to integrate and strengthen consultation and involvement.

Maria Murphy informed the meeting that feedback from the Local Housing Board North had included:

- opportunity to work with strong community consultation
- take 2 / 3 existing panels as pilot opportunities to evaluate the whole City
- forums (New Neighbourhood Management) meet quarterly – possibility to build Derby Homes meetings in between the forum meetings.

Concern was raised that neighbourhood forums are not yet 'established', it is unclear how tenants link in to the new initiative and how it links into Housing Associations and there was a feeling that communication had been poor from Derby City Council. The Tenant Participation Team will prepare and present information to the Community Panels so that they could sensibly discuss how to relate to the Forums.

Jenny Bradley stated that item 3.12 of the report was untrue. Mark Crown responded that the DACP invite us to their meetings and on this occasion requested Derby City Council to present the item.

Maria Murphy acknowledged that there are questions to be answered but added that the strength of the neighbourhood agenda is the weekly tasking meetings where officers from various partnerships meet to address local concerns. Maria informed the Local Board that Derby City Council has been consulting with Derby Homes, and confirmed that the Leader of the Council and Andy Thomas of Community Safety Partnership respect the strength of the panel movement, adding that Andy will be attending future DACP open meetings. Maria emphasised that the process is still in its infancy and noted that comments and feedback will help to mould its development.

### **Agreed**

The Local Board agreed that all Community Panels will receive this information and debate the proposals with a view to feedback and proposals being presented in a further report to Local Housing Boards in June 2007.

#### **07/50 Estates Pride Contingency Bids**

The Local Housing Board received an update report on the bids for funding from the £150,000 contingency fund within the Estates Pride for 'quick fix' work in response to known problems, in particular to reduce crime, nuisance and vandalism.

The Local Board discussed the report and asked that alternative ideas are considered for the scheme at 144 Parliament Street. Matt Hands agreed to meet with the Local Housing Manager and the panel chair and to feedback more detailed information at the meeting in June.

### **Agreed**

The Local Housing Board:

- approved the bid for funding for the scheme to upgrade lighting to Edale Avenue garages
- deferred the decision to approve the bid for funding for the scheme to install metal fencing at 144 Parliament Street to the next meeting pending further information.

#### **07/51 Review of Consultation of Local Housing Office Service Improvement Targets 2007/2007**

The Local Housing Board received a report to look at the consultation process of Local Housing Office (LHO) Service Improvement Targets at Community Panels. The issues and ideas raised will be used to form proposals for improving the consultation process for Service Improvement Targets for all service areas in the future.

Mary Rowland does not recall Service Improvement Targets being presented to the Village Community Panel. Julie Hughes will confirm if the item was discussed.

### **Agreed**

The Local Housing Board agreed to:

- approve the process improvements proposed within the report and noted the general content of the report
- receive a report which will detail Service Improvement Targets for 2007/08 at the June 2007 meeting.

### **07/52 Performance Monitoring**

The Local Housing Board received a report to highlight performance against key performance indicators up to the end of February 2007.

### **Agreed**

The Local Housing Board noted the report.

### **07/53 Quarterly Update on Development in the South Area**

The Local Housing Board received a report outlining the current position on various development projects in the South area.

### **Agreed**

The Local Housing Board noted the report.

### **07/54 Localised Hotspots**

The Local Housing Board received a report in December 2006 suggesting areas suitable for localised Hot Spots, and agreed referral to the Council for approval. The Hot Spots were discussed with the Councils' Housing Services and referred for decision to the Cabinet Member for Neighbourhood, Social Cohesion and Housing Strategy.

The report outlined a number of concerns within paragraph 3.3 which were expressed by the Cabinet Member. Maria Murphy explained that legal advice had been sought on the potential discrimination. She went on to assure the Local Board that further discussions would be held with the Cabinet Member, the outcomes of which would be brought back to the Local Housing Board.

Phil Kay queried why California Gardens are to be allocated to under 40's for the next six months. Jenny Bradley asked who has responsibility for designating the flats.

**Agreed**

The Local Housing Board discussed and noted the report and supported further measures to address the issue of hot spots outlined in paragraph 3.4.

The Local Board also asked to send a recommendation to Councillor Nath, Cabinet Member for Neighbourhood, Social Cohesion and Housing Strategy that he takes account of consultation with residents when making decisions on hot spots.

**07/55 Standing Order 11**

The Committee agreed to waive Standing Order 11 to allow the meeting to continue after 8.00 pm.

**07/56 City Housing Improvement Plan South 2006/07**

The Local Housing Board received a report on the end of year outcome of projects authorised under the City Housing Improvement Plan in the South of the City.

**Agreed**

The Local Housing Board noted the report.

**07/57 Glossop Street Site Occupied by Travellers**

The Local Housing Board received a progress report on the illegal occupation of Glossop Street by Travellers.

**Agreed**

The Local Housing Board noted the report.

**07/58 Health & Safety and Fire Risk Assessment – Park Homes**

The Local Housing Board received verbal feedback from Maria Murphy on the Health & Safety and Fire Risk Assessment at Park Homes. Maria informed the meeting that a full report was not available as Bond Bryan, the consultant appointed to carry out the assessment, had not delivered on the Health & Safety report. They have promised Derby Homes will receive the report by Tuesday 24 April 2007. The Local Board noted that no payment has been made as yet to Bond Bryan.

Maria stated that residents will receive a letter updating them of the situation.

Theo Harris queried the delay in residents of Park Homes joining the scheme for Leaseholders to utilise Derby Homes' tradesmen. Maria Murphy confirmed that she would investigate the delay.

**Agreed**

The Local Housing Board noted the verbal feedback and agreed to receive a report at the meeting in June.

**07/59 Derby Homes 2007 Calendar of Events**

The Local Housing Board received a report highlighting the calendar of events for 2007 to be attended by Derby Homes employees and detailing the purpose of their involvement and the outcome expected to achieve.

**Agreed**

The Local Housing Board did not discuss but noted the report.

**07/60 Draft minutes of the Derby Homes Board held on Thursday 29 March 2007**

The Local Board noted the draft minutes of the meeting held on 29 March 2007.

**07/61 Any Other Business**

There was no other business raised.

**07/62 Confidential Business**

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following item on the grounds that it involved the likely disclosure of confidential information as defined in Standing Order 18.2 (vii).

**07/63 Petition Regarding Anti-Social Behaviour**

The Local Housing Board received a report of a petition received from residents of Anderson Street and the action taken.

**Agreed**

The Local Housing Board South noted receipt of the petition and the action taken and were in agreement that the Local Housing Office has dealt with the petition appropriately.

**Date of next meeting**

The next meeting will be held on Thursday 21 June 2007 at 6.00 pm at Cardinal Square.

The meeting ended at 8.20pm

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CHAIR

Signed as true and accurate record of the meeting held on 19 April 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD SOUTH**

**Held on Thursday 21 June 2007**

The meeting started at 6.00 pm

#### **Local Housing Board Members Present:**

Asaf Afzal, Paul Bayliss, Win Buchan, Jim Dodgson, Margaret Dove, Tom Hawksworth, Phil Kay, Harry Margett, John Newbould, Mary Rowland, Bob Troup (Chair), Ken Whitehead, Jack Wray.

#### **Officers Present:**

Murray Chapman, Paul Cole, Mark Crown, Phil Davies, Matt Hands, Julie Eyre, Angela Mapp, Jackie Mitchell, Maria Murphy.

#### **07/64 Apologies**

Apologies for absence were received from Jenny Bradley, Tabani Ndlovu, Bill Oates.

Margaret Dove advised she would be leaving the meeting at 8.00 pm.

#### **07/65 Admission of Late Items**

There were no late items.

#### **07/66 Declarations of Any Other Business**

There were no declarations of any other business.

#### **07/67 Declarations of Interest**

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

#### **07/68 Minutes of the meeting held on 19 April 2007**

The minutes of the meeting held on 19 April 2007 were accepted as a true and accurate record.

## **07/69 Matters arising**

### **Minute 07/51 Review of Consultation of Local Housing Office Service Improvement Targets 2006/7**

The Local Board was advised that Service Improvement Targets were discussed at the Village Community Panel meeting on 8 May.

### **Minute 07/54 Localised Hotspots**

The Local Board was updated on discussions with the Cabinet Member for Neighbourhood, Social Cohesion and Housing Strategy. Having given serious consideration and being mindful of residents' views, the Cabinet Member reluctantly advised he could not impose the age criteria on the policy of letting flats at California Gardens to over 40s only. He advised he could only deviate on this if it could be demonstrated Derby Homes was trying to address ongoing problems there.

The Director of Housing & Customer Service proposed that adverts for California Gardens would make clear the area was judged suitable for people of more mature years who prefer a quiet lifestyle. This would be balanced against close management of new tenants. The Director gave a guarantee to California Gardens' residents that along with the clear message given in adverts, staff would remind new tenants at sign up stage and would follow up at post-tenancy visits.

Phil Kay asked if a deterrent against people with children could be included in the advertisement. He was advised that the flats wouldn't be allocated to people with children. Phil Kay claimed there were children already living in the flats and was advised to pass the specific details to Murray Chapman for investigation.

The Director informed the Local Board that the new allocations policy gives greater priority to people living in flats with children.

### **Minute 07/57 Glossop Street site occupied by Travellers**

There was no formal update available, but the Local Board was advised consultation was still progressing on the proposal for a permanent site in the City.

Ken Whitehead advised he believed the Council has identified a couple of sites but they are not revealing the locations at this stage.

## **07/70 Questions From Members of the Public**

There were no questions from members of the public.



**07/71 Any items From Part B to be discussed**

The Local Board requested items B4, B6 and B7 be discussed. Other items on part B will be noted but not discussed.

**07/72 Any items for representatives from Contractor Partners**

There were no items for Contractor Partners.

**07/73 Community Panel and Derby Leaseholder Association Issues**

**Village** – Mary Rowland raised concerns about the estates walkabout system. She advised a recent walkabout on the Austin Estate was done over 4 days, starting at 9.30 am – 3.00 pm. There were fewer tenants in attendance than in previous years.

Murray Chapman advised this was not how the walkabouts were meant to be carried out and he would investigate what had happened at Austin. He offered to discuss this in more detail outside of the meeting.

The Local Board was advised that previous method of carrying out walkabouts had been raised by the Audit Commission during last year's inspection and had recommended they be more systematic and include evaluation of the estates. The number of walkabouts had been cut down to allow time for the extra work required and to ensure consistency across the City.

The Chief Executive said the new system needed more time to bed in. It was noted that an update report was due to be considered by the Local Board in October.

Paul Bayliss requested that the criteria for estate walkabouts be emailed to him.

**Derby Leaseholder Association** – Win Buchan advised that following her complaint at the last meeting, a senior manager had been appointed as Leaseholder Champion. However she was disappointed that he had not attended the last Leaseholder PIT meeting in June and had sent his apologies. She requested that a deputy – at the same management level – attend in his place if he was unable to attend meetings.

The Director of Housing & Customer Service apologised and said she would ensure this did not happen again.

## **07/74 Estates Pride Quick Fix Bids**

The Local Board received a report proposing new bids for funding from the contingency fund within Estates Pride and the withdrawal of a bid for work to 144 Parliament Street, discussed at the last meeting.

The proposed bids were

- installation of metal fencing and gates at Bodmin Green,
- removal of a drying area next to block 2-12 Barley Croft
- installation of gates at Booth/Anderson Streets.

In discussion about the work at Bodmin Green, Paul Bayliss suggested a long term solution would be to sell the land to residents living around the outer perimeter of the land.

### **Agreed**

The Local Housing Board agreed

1. to withdraw previous plans for works to 144 Parliament Street
2. the installation of metal fencing and gates to Bodmin Green to allow residents some respite from the current anti social behaviour and allow staff to identify a long term solution to the problem
3. the removal of a drying area at next to block 2-12 Barley Croft
4. the installation of gates at Booth Street/Anderson Street kickabout area in Alvaston and that if costs exceed the £7K budget, then additional costs to be agreed by the Chair of the Local Board South.

## **07/75 Review of Consultation of Local Housing Office Service Improvement Targets 2007/08**

The Local Board received the Local Office Service Plan and Service Improvement Targets for 2007/08. The Local Office Service Plan sets out key service priorities, and allows for easy monitoring by staff and tenants.

### **Agreed**

The Local Housing Board

1. approved the Local Housing Office Service Improvement Targets for 2007/08
2. requested that a list of abbreviations and acronyms be circulated to its members
3. organisational changes be reported in the Directors' report or a separate report if appropriate.

## **07/76 Update on the Consultation of Community Panels and Neighbourhood Management**

The Local Housing Board received an update on the consultation that took place with Community Panels during May 2007. The report also contained themes for ongoing consultation up until the next Local Board meeting in August.

Local Board Members reported their own experiences of attending recent Neighbourhood Forums and Councillor Board members provided further information on the Forums.

The Local Board was reminded of the timetable of December 2007 for decisions from panels in high and medium priority areas and April 2008 for panels in low priority areas.

### **Agreed**

The Local Housing Board

1. noted the feedback and the mapping out of the issues that the consultation has revealed
2. noted the consultation methods in the report
3. approved the proposed themes that will be used for the basis for consultation for June, July and August 2007
4. supported consultation on a 'little and often' basis, suggested by the Tenant Participation Team at the Community Panels throughout the periods of consultation.

## **07/77 Furnished Tenancy Scheme**

The Local Housing Board considered a report proposing amendments to the Furnished Tenancy Scheme. The proposed scheme will provide two standard furniture packs with the basic items a tenant will need to enable them to move into a property. The charges under the proposed scheme will be less than the existing charges, at £8.50 for a single person/couples pack and £12.40 for a family pack.

Concerns were raised about existing furnished tenancy holders paying a higher charge than those under the new scheme. The Local Board was advised the existing charge would need to continue and this would be explained in the report to the main Board.

## **Agreed**

The Local Housing Board

1. approved in principle the suggested changes to the scheme and recommended the revised scheme to the Board
2. requested the Board delegate to the Chief Executive, the negotiation, consultation and agreement with the Council for the proposed scheme
3. recommended the Chief Executive be delegated the implementation of the scheme on approval by the Council.

### **07/78 Local Housing Boards Away Day**

The Local Housing Board received details of the arrangements for their Away Day on Tuesday 26 June 2007 at the Derby Tenants Resource Centre, Gower Street.

Paul Bayliss, and Phil Davies advised they were unable to attend and gave their apologies.

## **Agreed**

The Local Housing Board approved the arrangements for the Away Day on 26 June 2007.

### **07/79 Customer Satisfaction Survey 2006**

The Local Housing Board received a report outlining issues identified by tenants in the 2006 Status Survey as a serious problem in the area in which they live and actions to address these concerns.

## **Agreed**

The Local Housing Board approved the action plans contained in the report and agreed to receive twice yearly update reports in October 2007 and March 2008.

### **07/80 Extension of Parking Permit Schemes – Stockbrook Street**

The Local Housing Board considered proposals to extend the parking permit system to a further four car parks at

- Eldon House, Burton Road
- Arbor Close, Abbey Street
- Lambe Court and Rauche Court, Morleston Street
- Alder Walk and Leonard Walk, Stockbrook Street.

## **Agreed**

The Local Housing Board approved in principle the extension of parking permit schemes in the Stockbrook Street area, subject to extensive consultation with the residents involved.

### **07/81 Performance Monitoring**

The Local Board received a report from the Chair of Performance Management Committee highlighting key performance issues arising from discussion of the year end out-turn for 2006/07.

## **Agreed**

The Local Board noted the report.

### **07/82 Update on Development in the South Area**

The Local Board received an update of the current position on various development projects in the South area, namely Grove House, Isle of Wight Blocks, Rodney House & Sancroft Court and Osmaston Master Planning.

## **Agreed**

The Local Board noted the report.

### **07/83 Outturn of 2006/07 Capital Programme and Repair Account**

The Local Housing Board received a report providing information on the outturn of the Council's capital programme and repair account for the last financial year.

## **Agreed**

The Local Board noted the report.

### **07/84 Alvaston Local Housing Office**

The Local Housing Board considered an update report on the progress towards a co-located service at Alvaston Library. They were advised that the co-located service would open on 9 July 2007 and a formal launch will take place later in the year.

**Agreed**

The Local Board noted the report.

**07/85 Extra Care Proposals – Rebecca House**

The Local Board received a report on the progress made on proposals to remodel Rebecca House, a category 2 sheltered scheme, as an Extra Care scheme.

**Agreed**

The Local Board noted the report.

**07/86 Satellite Dishes on Blocks of Flats**

The Local Board received a report on satellite dishes on blocks of flats, following an enquiry at the last meeting. It was confirmed that the current policy is that only 2 dishes are permitted on each block of flats.

**Agreed**

The Local Board noted the report.

**07/87 Directors' Update Report – June 2007**

The Local Board received a report providing a general overview and update on current issues.

The Local Board queried whether there were any financial implications for Derby Homes arising from the Family Intervention Project. They were advised there were none. However, it was not known if future supporting people funding will be available and the Local Board will be updated of any change.

**Agreed**

The Local Board noted the report.

**07/88 Costs for Different Options to Protect Green Open Spaces**

The Local Board received a report following a report and discussion at the last meeting. The report gave estimated costs for various options to protect green open spaces as part of the Estates Pride environmental improvements.

**Agreed**

The Local Board noted the report.

**07/89 Tenant Board Member Elections 2007: South East and South West**

The Local Board received a report advising of the election for Tenant Board Members representing the South West and South East areas of the City. The report encouraged members to consider submitting expressions of interest.

**Agreed**

The Local Board noted the report.

**07/90 Confidential Business**

**Agreed**

The Local Housing Board approved a resolution to exclude members of the public during consideration of the following item on the grounds that it involves the likely disclosure of confidential information as defined in Standing Order 18.2 of Part IV of the Derby Homes Governance Arrangements.

**07/91 Standing Order 11**

The Local Board agreed to waive Standing Order 11 to allow the meeting to continue after 8.00 pm.

**07/92 Health & Safety and Fire Risk Assessment – Park Homes**

The Local Board considered a report on the outcome of a recent Health & Safety and Fire Risk Assessment at Park Homes mobile home park, Shelton Lock, and proposals on how the recommendations of the assessment will be implemented.

**Agreed**

The Local Board

1. approved the proposals contained in the report and delegated their implementation to the Chief Executive of Derby Homes in consultation with the Council and Fire Service
2. requested a site visit to Park Homes be arranged for interested members.

**Date of next meeting**

**The next meeting will be held on Thursday 23 August 2007 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 21 June 2007.



## **DERBY HOMES LIMITED**

### **MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE**

**Held on Tuesday 8 May 2007**

The meeting started at 6.00 pm

#### **Board Members Present:**

Jenny Bradley (Chair), Sue Glithero, Bob Troup

#### **Derby Homes Staff Present:**

Phil Davies, Julie Eyre, Susan Hill, Julie Hughes, Steve Humenko,  
Maria Murphy, Jaz Sanghera, Graeme Walton

#### **07/16 Apologies**

Apologies for absence were received from Tabani Ndlovu and  
Dennis Rees.

#### **07/17 Admission of Late Items**

There were no late items.

#### **07/18 Declarations of Interests**

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

The Leaseholder Board Member declared her interests as a tenant (as  
defined in the Memorandum and Articles of Association) of Derby City  
Council.

The Chair declared an interest in Item A6 Progress Report –  
Consolidated Improvement Plan (CIP) and Service Improvement  
Targets (SITs) as she is a member of the DACP.

#### **07/19 Minutes of the Previous Meeting on 6 February 2007**

The minutes of the meeting held on the 6 February 2007 were  
accepted as a true and accurate record.

## **07/20 Matters Arising**

### **Minutes 07/01 Appointment of Chair**

The Appointment of Chair on the agenda was an error.

The Chair enquired if the May 2008 meeting could be delayed to obtain all the figures for the year-end. The Director of Housing and Customer Service suggested scheduling this meeting to be put back to the third Tuesday which would allow extra preparation time.

### **Minute 07/09 Performance Monitoring Information**

The Chair expressed concern that not all of the actions arising from the meeting were contained in the action notes and the following points were raised:

- The Chair asked for feedback from the Responsive Maintenance Manager regarding the solution to the reduced workforce during the December holiday period. The Responsive Maintenance Manager will work with Derby City Council's Environmental Service Department (ESD) to look at scheduling and reducing the appointments around the bank holiday periods to enable optimum efficiency from the reduced workforce at these times.
- Sue Glithero mentioned the Audit Commission quartiles for Best Value Performance Indicators were not included in the previous report. The Director of Housing and Customer Service replied that this had been included in the current year-end report.
- Sue Glithero informed Committee walkabouts could not be monitored correctly annually and quarterly monitoring needs to be instigated.
- The Chair stated that there was no separate report on management of customer complaints and lessons learnt even though it was included in the Performance Monitoring report. The Director of Housing and Customer Service replied that the Chair and the Customer Service and Performance Manager will be arranging a meeting to agree what exactly should be included in this report.

## **07/21 Performance Management Strategy**

The Committee received a report on the Performance Management Strategy defining Derby Homes' vision for the next five years and clarifying the essential elements of effective performance management for Derby Homes. Comments received at the meeting on 6 February 2007 had now been incorporated and the final document was attached to the report. Emphasis has been made on customer focus throughout the document.

Bob Troup commented that the document was much improved. He also requested the "Embedding a Performance Management and Oriented Culture" section be more pro-active and less passive.

The Committee was very pleased with the amended document.

### **Agreed**

The Committee agreed to recommend the Board adopt the Performance Management Strategy.

## **07/22 Performance Monitoring Information – Year End 2006/07**

The Committee considered performance against Best Value Performance Indicators and Derby Homes' local indicators up to year-end 2006/07. Each indicator was shown against 2005/06 quarterly out-turns and 2006/07 targets.

Sue Glithero would like to see HouseMark and Audit Commission included under the 'Quartile Position' heading. She also requested to include the indicator number for the BVPI or local indicator under the 'Definition' heading and 'not applicable' where possible for performance indicators.

### **Day to Day Repairs**

The Chair asked for the solution to the situation with the increased number of urgent repairs and reduced workforce during the winter period. The Responsive Maintenance Manager replied that the Responsive Maintenance team has been working jointly with ESD to resolve and manage this type of situation better with regard to staff holidays and making appointments during bank holidays.

The BVPI 211b indicator, proportion of expenditure on emergency and urgent repairs against non-urgent repairs, ended the year in better

position than 2005/06. The decent homes work had seen a shift away from the replacement of old kitchens and bathrooms towards component failure often resulting in urgent repairs being reported. Responsive Maintenance is working jointly with ESD to work with Customer Focus Group to help customers understand why all tasks cannot be completed immediately. This was felt the best way to reach 38% target for next year. The BVPI indicator will be discontinued next year and will be treated as a local indicator.

### **Property MOT's**

The Responsive Maintenance Manager informed Committee the Property MOT's is in its second year and working very well. Over the past year internal repair inspections had been incorporated alongside the repairs before painting programme. It gives the opportunity to gather other useful property condition information at the same time.

### **Voids and Lettings**

The target of top quartile performance to relet empty properties during 2006/07 was not achieved. The average time taken to relet was 32.16 days. Although process improvements were introduced by the new team during the second half of the year it was not soon enough to have an impact on the overall average. Also, the change over to Abritas, the new benefits computer system, meant there was a period of two weeks when properties were unable to be advertised and allocated during February. However, during the year the team managed to relet 27 difficult to let properties with a void duration of over 100 days each, and 6 properties with a void duration of over 200 days each. The benefits of the process improvements will be seen in 2007/08 and the challenging target of achieving 26 days during the next year.

Since the introduction of Abritas in February 2007 the reporting system with the old system, Academy, is no longer supported. From 2007/08 a greater range of information from Abritas will be provided. Bob Troup informed Committee there were no figures for passive voids over 24 months. This will be looked into.

### **Rent Arrears**

Rent arrears target had not been achieved. It had been a difficult and challenging year with having the new benefits computer system implemented and rent arrears had risen dramatically at the mid point of the year. The Arrears Manager informed Committee the team knew of the difficulties to be faced but the team and management worked hard

and stayed positive. Management view was that the final year-end outturn figures were better than might have been expected given the circumstances of last year. The Chair congratulated the arrears team for their hard work.

### **Customer Perspective**

Enquiry Centre performance had been exceptional during the last six months. Service managers are currently carrying out detailed investigations to ascertain the impact of the Enquiry Centre increasing ownership of queries presented. Once all investigations have been completed the plan detailing phased introduction of the areas will be created, which will be complete by the end of May. The Chair requested a report for the next meeting on the investigations. She also congratulated the Enquiry Centre for their performance.

Due to the reporting timescales the figures only showed Quarter 3 performance for the tenant satisfaction (including disabled tenants) with repairs service. The Director and Customer Service Manager informed Committee the Customer Service and Performance Manager will need to speak to the Council regarding their timetable and proposals to obtain their results and report back to Committee.

### **Customer Complaints**

The performance team have analysed the adherence to timescales when responding to complaints. During 2006/07 of the 228 complaint forms received 91% were acknowledged on time and 75% received a full response within the 10 days target. Committee requested the following to be included in a separate report for next time:

- improvement on timescale for acknowledgement
- historical information for previous year
- number of cases referred for appeal
- number of cases referred to ombudsman and summary
- customer satisfaction
- overall time to deal with complaints.

### **Staff Perspective**

The BVPI was the equivalent of a 4% absent rate. The data showed that overall the company is performing within the BVPI. Sue Glithero requested it would help to have comparisons with other organisations.

## **Agreed**

The Committee:

1. approved actions as proposed against specific areas of performance as outlined in Appendix 1
2. noted all performance information contained in the report
3. agreed full year-end report, Appendix 1, be presented to the Board.

### **07/23 2007/08 Performance Targets**

The Committee received a report of targets set for 2007/08 against all Best Value Performance Indicators (BVPIs) and Local Performance Indicators.

Timelines in 2006/07 did not allow Committee involvement in the target setting process. However, as agreed on 6 February 2007 meeting, Committee will be involved in the process for 2008/09. The target setting will be an agenda item at the February 2008 meeting and be a forward projection based on the quarter 3 outturn figures.

The Chair requested the figures in Appendix 1 to be in a large font to make it legible.

## **Agreed**

The Committee noted the targets as shown in Appendix 1.

### **07/24 Progress Report – Consolidated Improvement Plan (CIP) and Service Improvement Targets (SITs)**

The Committee received a report with the end of year performance against SITs and the CIP details. Targets not met and proposed corrective actions were brought to the attention of the Committee.

The Committee noted the six CIP targets not met highlighted by red traffic light symbols as listed in the report. The targets were not met by the year-end and comments recorded against Quarter 4 indicated either how the targets will be carried forward or discontinued.

The Committee noted the 43 SITs which were not completed highlighted by red traffic light symbols contained in the report. The commentary recorded how the targets will be carried forward or discontinued if appropriate and in some cases external influences had

resulted in the delay.

The Chair would like more feedback on financial and communication support for DACP, especially as part of its best value review. The Director of Housing and Customer Service will obtain the information from the Business and Operations Manager, DTRC.

### **Agreed**

The Committee:

1. noted end of year performance on CIP and SITs outlined in the report
2. approved proposals to carry over targets requiring further action as detailed in Appendices 1 and 2
3. agreed that progress against the targets be reported on a 6 monthly basis
4. agreed to have an opening summary of targets reviewed.

### **07/25 Standing Order 11**

The Board agreed to waive Standing Order 11 to allow the meeting to continue after 8.00 pm.

### **07/26 Derby Homes Risk Register**

The Committee received a report with an update on the strategic risk register.

The current risk score of each was assessed by Senior Management Team. The assessment matrix was attached at Appendix 1 and the current risk scores were shown on each entry of the Strategic Risk Register attached at Appendix 2. Responsible officers had reviewed progress against all risks and a commentary was given at the bottom of each risk.

The Committee made the following comments:

- there were no key dates for most risk register items and some merely stated “ongoing”
- information recorded under “Adequacy of Action” column was not always comprehensive or relevant
- the update section was very useful
- Strategic 2 current risk score should be B3 and not B2 with regard to the assessment matrix
- Strategic 5 current risk score should be B2 and not C2 as shown

in the action plan.

The Director of Housing and Customer Service informed Committee Strategic 10 – Failure to develop and implement customer services strategy – may be removed in 12 months time.

### **Agreed**

The Committee noted and commented on the individual risks and actions taken.

## **07/27 Performance Management Training**

The Committee received a report on the training proposal for Committee. The proposed contents of the training course were outlined in Appendix 1. The training course is also to be delivered as part of Derby Homes' annual training plan for managers and will be delivered by the Performance Team.

The Committee believed the course was too basic for them and that a more suitable course tailored to the needs of Performance Management Committee members was required. The Director of Housing and Customer Service will speak to the Governance Services Manager about training on performance strategy scrutiny and provide feedback before the next meeting.

The Chair was interested to learn managers' views about the training and volunteered to attend.

### **Agreed**

The Committee agreed that the Director of Housing and Customer Service will provide feedback on an appropriate course for Committee.

## **07/28 Maintenance Performance Sub Group Progress**

The Committee received information relating to the process of managing and monitoring the new responsive maintenance contract. The report included a summary of progress to date since the start of the new contract in September 2006, a copy of the draft minutes of the meeting held on 16 March 2007 and progress against initiatives involved within the remit of the Core Group.



### **Agreed**

The Committee noted the attached minutes and notes of the Maintenance Performance Core Group.

### **Date of next meeting**

**The next meeting will be held on Tuesday 7 August 2007 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.25 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 8 May 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE**

**Held on Thursday 26 April 2007**

The meeting started at 6.00 pm

#### **Board Members Present:**

Phil Kay, Iain MacDonald (Chair), Bob Osler, Bob Troup

#### **Derby Homes Staff Present:**

Phil Davies, Lorraine Watson, Christine Hill, Jackie Mitchell

#### **07/23 Apologies**

Apologies for absence were received from Sue Glithero, Fareed Hussain and Dennis Rees.

#### **07/24 Admission of Late Items**

There were no late items. The Chair agreed to bring forward the items on Part C of the agenda and discuss before Part A.

#### **07/25 Declarations of Interests**

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

Phil Davies, Lorraine Watson and Christine Hill declared an interest in Item C3 Performance Pay.

#### **07/26 Minutes of the Previous Meeting**

The minutes of the meeting held on the 8 February 2007 were accepted as a true and accurate record.

## **07/27 Matters and Actions Arising**

### **07/12 Findings of the Employee Survey**

The Committee was advised the Employee Survey working group had been formed and a report will be brought back to the next meeting on feedback on the action plan.

Committee requested in future a definite date be provided when items are to be brought back for discussion or decision.

### **07/14 External Funding for Derby Homes**

The Committee was advised an External Funding Working Party had been formed and met recently. Bob Osler had been unable to attend the meeting.

It was agreed the minutes of the External Funding Working Party meetings are circulated to Committee members.

## **07/28 Confidential Business (Minute 07/29 – 07/32)**

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 18.2(ii, viii and x).

## **07/29 Job Evaluation**

The Committee received a report providing feedback on the work undertaken on the job evaluation process.

### **Agreed**

The Committee accepted the recommendations of the consultant employed to review the job evaluation implications for Derby Homes.

## **07/30 Performance Pay Procedure**

Employees left the room whilst the Committee considered a report produced by Tribal, following a meeting between the Chair and Vice Chairs of the Board and the Tribal consultant.

## **Agreed**

The Committee agreed to discontinue the performance pay scheme from 2007/8 and delegated to the Chief Executive, in consultation with the Chair and Vice Chairs of the Board, proposals affecting the third tier employees arising from the end of the performance pay scheme and the development of a process for the continuation of performance interviews and target setting for senior management team,

### **07/31 Voluntary Early Retirement**

The Committee received a report advising of urgent action taken under delegated powers relating to a request for voluntary early retirement.

## **Agreed**

The Committee noted the urgent decision made by the Chair and a Vice Chair of the Board to approve a request for voluntary early retirement.

### **07/32 Financial Strategy for Derby Homes 2007/8 – 2011/12**

The Committee considered a draft Financial Strategy, setting out the current and future financial process facing Derby Homes.

## **Agreed**

The Committee commended the Director & Company Secretary on the strategy and agreed

1. to note the financial strategy in Appendix A, and recommend the Board approve the strategy and the report recommendations set out in paragraph 11.1 (page 13) of Appendix A at its meeting on 31 May 2007
2. that the Director & Company prepare a report to the Board containing a summary of the key issues contained in the strategy and highlighting any areas of concern
3. to recommend the Board delegate to the Chief Executive the implementation of the strategy, in consultation with the Chair and Vice Chairs of Derby Homes, and Chair of Resources and Remuneration Committee.
4. a fundamental rewrite of the financial model supporting the strategy for 2008-9.

**07/33      Timetable for 2006/7 Year End Accounts**

The Committee received details of the proposed publication dates for year end accounts for 2006/7.

**Agreed**

The Committee noted the dates when the year end accounts for 2006/7 will be available.

**07/34      Derby Homes Cash Flow 2007/8**

The Committee considered a report advising of Derby Homes draft initial cash flow. The report set out the cash flow position following the live operation of the new Oracle Financials accounting system, which included the introduction of a Council 'Derby Homes' separate bank account. The Committee was advised that the cash flow would be monitored by the Executive Team and presented to Committee.

**Agreed**

The Committee noted the introduction of a separate Council bank account for Derby Homes and the introduction of cash flow monitoring.

**07/35      Benchmarking Update**

The Committee received a report on the progress made on consolidated action plan number A37 'Increase level and quality of benchmarking to assess value for money'. The action is a shared target for the Executive and third tier performance pay scheme for 2006/7.

The report outlined activities undertaken throughout the past 12 months, including events organised by Housemark and participating in a 3 star ALMOs benchmarking club with Kirkees, Ashfield and Bolton.

**Agreed**

The Committee noted the report.

**07/36      Additional Insurance Cover**

Following approval of insurance renewal for 2007/8 at the last Board meeting, the Chief Executive, Director & Company Secretary and Personnel Manager met with Farr plc and Profit Focus Group to

consider whether or not a number of insurance policies not included in the current portfolio were appropriate for Derby Homes.

The review team decided not to recommend take up of any of the policies. The decision for each of the policies was explained in the report.

### **Agreed**

The Committee noted the proposal not to increase insurance cover for 2007/8.

## **07/37 Performance Monitoring**

The Committee received a report submitted by the Performance Management Committee highlighting performance against key indicators up to the end of February 2007.

The report provided information on current rent arrears with a city wide year end figure of £760,852 and a breakdown for the North and South areas.

### **Agreed**

The Committee noted the report and that year end out turn figures will be available mid April and will be reported in full to the Performance Management Committee at its meeting on 8 May 2007. Following the Performance Management Committee meeting a highlight report will be issued to Resources and Remuneration Committee on 12 July 2007.

## **07/38 Date of next meeting**

The next meeting will be held on Thursday 12 July 2007 at 6.00 pm at Cardinal Square.

The meeting ended at 7.15 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 26 April 2007.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE**

**Held on Thursday 12 July 2007**

The meeting started at 6.00 pm

#### **Board Members Present:**

Sue Glithero, Iain MacDonald (Chair), Dennis Rees, Bob Osler, Bob Troup

#### **Officers Present:**

Phil Davies, Lorraine Watson, Jackie Mitchell, Pippa Wood

#### **07/39 Apologies**

Apologies for absence were received from Paul Bayliss, Phil Kay, Christine Hill

#### **07/40 Admission of Late Items**

There were no late items.

#### **07/41 Declarations of Interests**

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

The Tenant Board Member declared his interests as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

Phil Davies and Lorraine Watson declared an interest in Item C2 Performance Pay Review 2006/7.

#### **07/42 Minutes of the Previous Meeting**

The minutes of the meeting held on the 26 April 2007 were accepted as a true and accurate record.

#### **07/43 Actions and Matters Arising**

There were no matters or actions arising.

#### **07/44 Derby Homes Management Accounts 2007/8: Period 3**

The Committee received the Management Accounts for Period 3 for the three months up to June 2007.

The Director & Company Secretary apologised for the delay in circulating the accounts and explained this was due to the close down and auditing of the year end accounts and the implementation of the new Oracle financial system. She further explained that because of the lateness of the accounts it had not been possible to develop the presentation of the accounts but this would be rectified for the next set to be produced. There had been insufficient time to investigate many of the variances in the accounts.

The Director advised there had been a positive variance on employee costs because Derby Homes is carrying a significant number of vacancies, but she did not anticipate this would continue for the remainder of the year. The majority of vacancies are within the Investment & Regeneration and Housing Management teams but are generally being dealt with through the recruitment process. She clarified that there is a robust vacancy process, with all non-front line vacancies being subject to a decision by the senior management team. This is part of Derby Homes' down-sizing process and already this year savings of 4 posts have been made.

The Chief Executive explained that Derby Homes now has a bank account within the Council's account, and explained that Derby Homes will receive any interest on balances in the account. However, the current figure will reduce once the Council's settlement for the opening notional cash balance, which has to be adjusted for cash transactions undertaken by them for year end debtors and creditors, has been made. The Chief Executive suggested the Committee should keep the position under review.

**Agreed**

The Committee noted the report and appendices.

#### **07/45 Year End Accounts 2006/7**

The Committee considered the draft annual report and financial statements 2006/7. They were advised the accounts had been presented to the Audit Committee on the 9 July 2007. The Audit Committee made no significant comments on the accounts except for a number of minor amendments which are to be reflected in the accounts presented to the Board at the end of July.

The Chair suggested changes to the following paragraphs in the Directors' report



Review of Developments – reword to clarify the underlying affect of FRS17 on the £183K deficit, in relation to the Board's satisfaction of the company.

Future Prospects – the first paragraph should be moved 'Principal Activities'.

### **Agreed**

#### **The Committee**

1. recommended the Board accept the draft annual report and financial statements 2006/7, at the meeting on 26 July 2007, as a true and fair view of the Company's financial affairs as at 31 March 2007 as a going concern, subject to the amendments agreed above and those made by the Audit Committee on 9 July.
2. noted the explanation of the changes made to the accounts since the forecast out-turn was distributed to Resources & Remuneration Committee members on 19 March 2007.
3. recommended the Board authorise the Chair and Company Secretary sign the accounts.
4. recommended the Board authorise the Chair, Chief Executive and Director and Company Secretary to sign a letter of representation requested by PKF (UK) LLP.
5. recommended the Board authorise the Chair to sign the Statement on Control Self Certification and Internal Reporting.

#### **07/46 Employee Survey Working Group Action Plan**

The Committee received a report containing an action plan identified by the Employee Survey Working Group, and progress made on obtaining comparative information on employee satisfaction from other organisations.

The Committee suggested the Chief Executive speaks to the NFA to see if other ALMOs are interested in creating an employee survey that could be used for benchmarking purposes.

There was comment on how Derby Homes celebrated success with its staff. It was accepted that there had been many events to celebrate success, particularly around the achievement of 3 stars awarded by the Audit Commission, last year.

### **Agreed**

The Committee noted the report.

**07/47 Personnel Policy – Right to Request Flexible Working Policy and Procedure**

The Committee considered a revised draft policy and procedure on the right to request flexible working and a summary containing the amendments made to the current policy.

The Committee was informed that take up of this policy in the past was low and any cost implications would have been the costs of filling any part time vacancy arising from a reduction in employee's hours.

**Agreed**

The Committee agreed

1. to adopt the new Right to Request Flexible Working Policy and Procedure
2. in future the financial implications of implementing policies should be included in reports and appendices containing draft letters and material are not be included with the reports.

**07/48 Performance Monitoring – Year End 2006/7**

The Committee received a report from the Performance Management Committee highlighting key performance issues arising from discussion on the year end out-turn for 2006/7.

**Agreed**

The Committee noted the report.

**07/49 Confidential Business**

**Agreed**

Under Part IV of the Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 18.2 (ii).

## **07/50 Performance Pay Review 2006/7**

The Committee received a report on the outcome of the Performance Pay Scheme for 2006-7. The report included recommendations for salary incremental progression and bonus payments for senior managers. The Committee was reminded that this was the conclusion of the performance pay scheme, although a performance assessment scheme will continue using a similar process.

### **Agreed**

The Committee approved the proposals contained in paragraph 3 of the report.

### **Date of next meeting**

The date of the next meeting will be confirmed at the Annual General Meeting on 25 October 2007.

The meeting ended at 7.30 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 12 July 2007.