

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Monday 26 July 2010

The meeting started at 6.00 pm

Board Members Present:

Tabani Ndlovu (Chair), Alison Brown, Bob Troup

Officers Present:

Annabelle Barwick, Murray Chapman, Phil Davies, Julie Eyre, Sharon Hancock, Mary Holmes, Steve Humenko, Val Watson, Julie Wren, Dave Yeomans

10/43 Apologies

Apologies for absence were received from Dennis Rees, Jaz Sanghera, Paul Thompson and Lorraine Watson.

10/44 Admission of Late Items

There were no late items.

10/45 Declarations of Interests

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

10/46 Minutes of Previous Meeting on 17 May 2010

The minutes of the meeting held on the 17 May 2010 were accepted as a true and accurate record.

10/47 Matters Arising

Minute 10/07 Performance Monitoring Information Quarter 3 2009/10

Voids and Lettings

Alison Brown asked if the reduction in bids would take effect from late July as was advised by the Allocations Manager. The Housing Services Manager advised that this would now not happen as there was a delay with the Council approving the proposed changes and he will provide an

update on the position at the next meeting.

The Chief Executive asked if there was still a problem with high level refusals with Choice Based Lettings. The Housing Services Manager confirmed there was and that this would be looked at as part of the overall changes.

The Chair asked if there was training for tenants on how their choices can have an effect. The Housing Services Manager advised that posters have been placed in the Local Housing Offices and the Housing Options Centre to help tenants understand that speculative bidding is not effective and that tenants do not have to put in 6 bids.

Agreed

The Chair asked that a report containing an update on the allocations policy is brought to the next meeting.

Minute 10/29 Performance Monitoring Information Year End 2009/10

Gas Servicing

Alison Brown asked if access had been gained to carry out outstanding gas servicing from 2008/09 at the 2 properties. The Performance Officer said he believed it had but will get confirmation on this.

The Performance Officer was also asked to confirm if any of the 2 outstanding properties were from the previous year.

Minute 10/31 Risk Strategy and Policy

The Performance Officer advised the Chair that the changes to the wording agreed at the last meeting had been incorporated into the strategy.

10/48 Items from Part B to be discussed

Agreed

The Committee agreed to discuss items B2, B3 and B7.

10/49 Training for Performance Management Committee Members

The Committee was advised that this item has been added to the agenda to enable members to raise any training needs.

The Chief Executive raised an issue around Local Standards; the Tenants Service Authority (TSA) has established a requirement for local offers. The issue will be that if local standards continue it may be

appropriate to have general training for Board members and also to be included in the Annual Report. Added to this is the possibility of Scrutiny Panels run by tenants.

The Chief Executive advised the Committee that the Government is contemplating getting rid of the TSA and would like local tenant Scrutiny Panels developing. There is also a concern that performance indicators could go.

The Chair requested the Chief Executive present a paper on this at the next meeting. The Chief Executive stated that he expected the situation to be clearer by then.

The Chair commented that not all Committee members are clear on how performance is monitored. He had recently spent some time with the Performance Team which he found very helpful. He suggested Committee members should also arrange to do this.

Agreed

The Committee requested the Performance Manager to identify suitable dates for Committee Members to spend time with the Performance Team.

10/50 Performance Monitoring Information Quarter One 2010/11

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 1, 2010/11.

The Committee agreed to discuss red and amber traffic lights.

Service & Process Perspective

Day to Day Repairs

Urgent Repairs within Time Limits - Amber

The Chair noted that the figure for quarter one was down on last year's figure and asked if this could drop further. The Repairs Management Consultant advised that although the figure appeared lower, he did not have confidence in last year's figure and felt positive that things would improve going forward. He reiterated that integration is critical for the organisation and he is working closely with the Maintenance Manager (Repairs). They are currently looking at a contractor package which will track costs. The one used by the Environmental Services Department (ESD) was not used correctly and the income and expenditure went into

one area. One of the first tasks for the Repairs team will be to use Oracle to separate costs.

He added that the package is the same as that used by Solihull Community Housing and that visits will take place to see how it works. There is a 6 month lead time into getting the contractor package in place. Groups have been set up to lead and look at processes for voids and day to day repairs.

The Chair asked what the timescale was for the system to be fully implemented. The Repairs Management Consultant advised it would take approximately 6 months to roll out but believes between 6 to 9 months is more realistic.

The Chair asked if things were likely to get better or worse. The Repairs Management Consultant said that things would get worse before getting better. He reported that the PDA's had not been working correctly and do not synchronise. They have now alleviated 99% of this but it will take time. Also the PDA's are not automated so they have to manually input the data. However he was confident that the target would be met. The Chair asked if improvements would be seen for both Emergency Repairs within Time Limits and Urgent Repairs within Time Limits – 1 week, by the next meeting. The Repairs Management Consultant confirmed that the figures will look better.

The Chief Executive suggested that financial details for the Repairs team be included in the External Management report and that the report title be changed to Commercial Management Report.

Bob Troup asked if it was possible to see a demonstration of how the systems work and fit together and to the problems they are facing. The Repairs Management Consultant said he will identify dates for Committee to attend a demonstration at the London Road site.

Alison Brown suggested that commentary is included against the graphs as the results are not as bad as it appears. The Chair agreed and added that it would be useful to insert a line across the graph to highlight where the set target lies. The Performance Officer will see if this is possible.

4 Week Repairs within Time Limits (Non Urgent)

Bob Troup asked why the target set for 2010/11 is low (92%). The Maintenance Manager (repairs) explained that due to the recent changes within the Repairs team it was decided to keep most targets the same to provide a benchmark for this year.

% of Appointments Kept by ESD - Amber

The heading will be amended to '% of appointments kept by the Repairs Team.

The Performance Officer advised that he had not been able to provide a breakdown against appointments kept, as had previously been requested. The Repairs Management Consultant advised that this would be available using the new version of Optitime although it would not be available for the next meeting and they would need to extract the data manually for the next meeting.

Expenditure – Planned v Responsive – Amber

The Chair highlighted the target year against the graph as being incorrect.

Gas Servicing

The Performance Officer will get clarification on the one outstanding property in the Chaddesden Park area.

Total Voids (as a % of stock)- Red Total Passive Voids – Red

The Housing Services Manager reported that the major refurbishment taking place at Exeter House and Rebecca House has created more passive voids. Once this work has been completed the figure will decrease.

Garages

Rent Arrears of Garage Tenants as a % of Rent Roll.

The Chief Executive queried the number of garages, 17, being void. The Housing Services Manager explained that these are active voids. The Performance Officer said that this figure had come from a report run by I.T. The Chair asked the Housing Services Manager to confirm this is correct and to bring an update to the next meeting.

Financial Perspective

Rent Collected as a % of rent due – amber

The Performance Officer informed the Committee that the Arrears Manager has stated that this figure is reliant on the rent free week at the end of the year to meet these targets. He also commented that the figure was an improvement on last year and that he was confident this

would continue.

Rent Arrears of Current Tenants – red

The Performance Officer received a request from the Arrears Manager that the figures for last year are kept. He advised that this had been done. He informed the group that this will always show 3 red quarters followed by a green quarter. The Chair raised concerns in using last year's performance as our limit. The Housing Services Manager replied that we know how this patterns out and can model on it. Bob Troup added that we need to have SMART targets. The Chair asked if it was possible to have different targets in each quartile to match the pattern. The Housing Services Manager confirmed this can be done.

Agreed

The Performance Officer agreed to change the format of future reports to include different targets in each quartile.

Tenancy Sustainment Service

Alison Brown referred to the commentary on page 13 regarding the rent arrears for Tenancy Sustainment service users and the average debt per tenant. She pointed out that this shows there is just 11p difference compared to the total for other introductory tenancies. She asked if this was a cost effective service. The Chief Executive replied that he believed it is and that the service has helped in speeding up processes, for example the receipt of Housing Benefit claims.

The Performance Officer suggested a comparison could be done against current tenants' secure figures. The Housing Services Manager said he would try and get this information for the next meeting. Alison Brown said this would enable the Committee to see the savings made.

Customer Perspective

How satisfied were you with the outcome of the ASB complaint – red

Alison Brown asked if the target set of 90 was too high bearing in mind it is difficult to receive compliments in this type of complaint. The Performance Officer replied that this figure is set by tenants as part of the tenants top ten 2010/11. The Performance Manager advised that this is now included in the mini status survey and that it is difficult to get information back around ASB. We also have a customer journey regarding tenants' experiences of ASB. She added that it was difficult to manage expectations and outcomes. The Chair suggested that this could be benchmarked at the end of the year.

Complete routine repairs within 4 working weeks

The Performance Officer raised a problem with this target as the information is taken from different places and therefore does not work. He asked if it could be removed. The Chair suggested instead of using 2 months from this quarter we include 1 month from the previous quarter. The Performance Office advised that this would still be below target and that we need to change the way it is reported.

Staffing Perspective

BVP12 – Number of working days lost due to sickness absence

The Personnel Officer reported that a new Company, First Care has just been taken on and therefore no figures are yet available.

The Personnel Officer referred to the increase in employee absence for quarter 1 and advised that the transfer of the repairs team had impacted on this. Working days lost for the transferred staff is much higher than that of other Derby Homes' employees.

The Repairs Management Consultant advised that prior to the TUPE transfer, statistics were not available to managers and there was no management of back to work interviews. However operatives now know they need to ring in to report a sickness absence and that an interview will take place with their Manager on return to work.

Agreed

The Committee

1. approved actions to improve specific areas of performance as proposed and outlined in Appendix 1
2. noted all performance information as contained in the report.
3. Agreed Financial information on the Repairs Team be included in the External Management Report and the report be retitled Commercial Management Report.
4. Requested that the Repairs Management Consultant identify dates for Committee members to see a demonstration of the I.T. system currently in use at the London Road site

10/51 Repairs Team Performance

The Committee received a report containing information relating to the process of managing and monitoring the new Responsive Maintenance contract.

The Maintenance Manager (Repairs) referred to paragraph 3.4 of the report containing changes and improvements made to the process. This includes the assignment of a Performance Officer to the Repairs Team 3 days a week to work with the Liaison Officers and the Repairs Team to ensure targets and reporting is accurate. He will also investigate areas of improvement.

The Chair referred to page 2 of the minutes, paragraph 3.3. This should read that the minutes will in future be reported in Part A and not Part B as stated.

Alison Brown asked if the Committee will still receive updates against the action plan. The Maintenance Manager (Repairs) confirmed they would and it will be included as an appendix. This will now be the new Repairs Team action plan.

Bob Troup asked for an update regarding a review on Health and Safety training for operatives. The Maintenance Manager (repairs) informed the Committee that a post has been advertised for a Health and Safety Officer whose role will include this.

The Chair referred to item 6 Repairs Service Risk Register and asked how it links into our Risk Register. The Maintenance Manager (Repairs) replied that it does not directly link however it links to the risk around the merger of ESD to Derby Homes. The Performance Manager added that the merger was a strategic risk. The Chair asked about performance monitoring on this and if issues highlighted will act as drivers. The Maintenance Manager (Repairs) said that he will check through the Committee minutes and any points raised will be looked at in the next Core Group meeting.

Agreed

The Committee noted the minutes of the Responsive Maintenance Partnering Contract Core Group meeting dated 1 July 2010.

10/52 Derby Homes Risk Register

The Committee received a report providing information on the first quarter updates for strategic and operational risks for 2010/11.

Strategic Risk 5 'Fail to improve relationship with Council and to work effectively with them strategically and operationally and to gain support for our extension to contract 2012'. This has increased from 'significant' impact, high likelihood to 'significant' impact, very high likelihood.

Strategic Risk 8 'Failure to increase levels of existing customer

satisfaction with services'. The Performance Manager informed the Committee that the Status surveys have been abolished and therefore recommended that these are removed and replaced with mini status surveys.

The Committee was informed that partnering, core group and operational meetings no longer exist. They were advised that a dedicated Performance Officer, performance indicators (PIs) and benchmarking are now in place.

The Chair asked if this report should be confidential due to the content. The Performance Manager replied that she will speak to the Governance Services Manager for clarification on this.

Agreed

1. To approve the strategic risk register update for Quarter 1, 2010/11.
2. To approve the proposal to amend the controls to address Strategic Risk 8.
3. To note the operational risk register update for Quarter 1, 2010/11

10/53 Equalities Performance Monitoring Information Quarter 1

The Committee received a report providing details of equalities monitoring during the first quarter of 2010/11 concentrating on the arrears service, shown in Appendix A.

The Chair advised the wording needs changing as he had not discussed or agreed the changes to the way this report is presented as suggested by the commentary. The meeting that the Chair, Lorraine Watson and Christine Hill were supposed to have never happened due to diary clashes.

The Personnel Officer advised the Chair that the change was discussed and agreed at a previous meeting. She will check and get confirmation on this.

Alison Brown said that her one overall comment is that the report only includes ethnicity. The Performance Officer advised that there are problems drawing out age, gender and demographic areas, which she is still working on. The Customer Services Manager added that work is taking place on a full profiling questionnaire to get all information up to date and should be available by the end of the year. The Chair agreed that it would be useful to see the whole picture not just ethnicity.

Agreed

The Committee noted the details and actions taken to date.

10/54 Anti Social Behaviour Statistics

The Committee received a report providing information on Anti-Social Behaviour statistics.

Agreed

The report was noted but not discussed.

10/55 Customer Feedback Quarter 1

The Committee received a report providing a detailed analysis of customer feedback received between 1 April 2010 and 30 June 2010 and an outline of key figures for the year 2010/11.

Alison Brown asked if the complaints relating to responsive day to day repairs/customer journey would be incorporated into the report item A6 Repairs Team Performance. The Performance Manager advised that Margaret Wardle, Training and Customer Feedback Officer will look at this. Any recommendations will be implemented followed by another customer journey in 6 months time.

The Chair raised the high percentage of complaints regarding responsive day to day repairs and asked if training is being carried out to repairs operatives as they are the face of Derby Homes. The Performance Manager advised that workmen have been issued with the Customer Service Standards. The Chief Executive suggested they receive one hour on a tool box talk to show them how it works.

The Customer Services Manager is currently working with Pippa Wood, Personnel Officer, Performance and Development to provide staff with a half day training session which will include actors acting out different situations.

10/56 Delivery and Business Plan Targets Carried Forward

The Committee was asked to note and comment on the deadlines for outstanding targets as detailed in the report.

The Performance Manager explained that at the previous meeting the Chair had raised concerns about the commentary and in particular the dates for completion against targets to be carried forward. He requested a report be produced to show the new deadlines. The

Committee was asked to note information detailed in the report and appendix 1.

The Chair said he was still uncomfortable with the commentary and the moving of targets. He suggested that Committee look at the target times thoroughly.

The Chair looked at the commentary against targets in appendix 1 and asked that they be made clearer. He advised the Committee that the commentary against the description on page 2 'Introduce Housing on line services by September 2009' was better worded and provided the information required.

The Performance Manager advised that where a target has not been met she will contact the relevant officer to provide the commentary needed.

Agreed

The Performance Manager will request that relevant officers provide clearer commentary against targets not met.

10/57 Comparison Between Bids for Council properties and Lettings

The Committee received a report explaining the comparison between the number of bids made by ethnicity and subsequent lettings by ethnicity. It explained any differences between the proportion of lettings made and the number of bids by location and for the City as a whole.

Agreed

The report was noted but not discussed.

10/58 Property Turnover Report

At year end a request was made for a quarterly turnover report to be produced to further analyse the information relating to the voids and relet times. The Performance Management Committee was particularly interested in the reasons people are leaving their property.

Agreed

The report was noted but not discussed.

10/59 Enquiry Centre Update

The Committee received a report providing an update on progress

made during the last year on the extension of Enquiry Centre Services and the promotion of the Enquiry Centre as the main contact point for Derby Homes' services.

Agreed

The report was noted but not discussed.

10/60 Standing Order 12

The Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

10/61 Excellence in Action Seminar

The Committee received a report providing feedback on the Excellence in Action Seminar held on 9 July 2010 and attended by Tabani Ndlovu, Tony Holme and Val Watson.

The Chair spoke of the 'Clearview Suite' which pulls together different indicators and centralises everything which allows for the generation and monitoring of performance at the click of a button. He suggested that Derby Homes could look for something similar. The Performance Officer advised that the cost of this is £100k but would be beneficial.

The Housing Performance Manager (DCC) advised that Derby City Council have the Corvu Performance System however Derby Homes would need to look at its capabilities. The Performance Officer said Derby Homes could possibly link into this system. The Chair suggested a visit to Rooftop Housing Group, who have invested in Clearview would be useful.

The Chief Executive commented that Appendix 2 contained a simple layout to the concept of an excellent provider. The Chair added that Performance Committee and Directors pick up on areas of poor or declining performance (red or amber) and sometimes overlook indicators where the target has been met (green). However the report enables them to be aware of all performance and thanked Staff for the improvements made.

10/62 Confidential Business

The Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (h) of Part IV of Derby Homes Governance Arrangements.

10/63 External Management Report

The Committee received a report detailing performance against Management Agreements and Service Level Agreements of Derby Homes' management of external properties as at 30 June 2010.

Alison Brown asked if it was possible to include a summary at the front of the report regarding the operating accounts, for example, to show if there is a loss or a profit being made. The Chief Executive suggested the Head of Finance is consulted on whether this is possible.

The Chair asked that the next report includes a business case to show if Derby Homes is receiving any benefits.

Agreed

The Committee noted and commented on the information as detailed in Appendix 1 of the report.

Date of next meeting

The next meeting will be agreed at the October Board meeting.

The meeting ended at 8.20 pm.

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CHAIR

Signed as a true and accurate record of the meeting held on 26 July 2010.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 9 September 2010

The meeting started at 6.10 pm

Local Housing Board Members Present:

Mick Barker, Jim Elks, Brian Perry, Dennis Rees (Chair)

Officers Present:

Shaun Bennett, Maureen Davis, Lorraine Howe, Jim Joyce, Pete Matthews, Jackie Mitchell, Graeme Walton

Others Present:

Mark Kennell, Derby Community Safety Partnership (Item A5 only)
Bill Beckett, LHB North Election Candidate

10/61 Apologies

Apologies for absence were received from Bob Osler, Alison Brown, Donald Beard, Terry Rogerson, Roy Webb.

It was assumed that other members were unable to attend due to the road traffic accident that had occurred outside Cardinal Square.

10/62 Quorum

The meeting was inquorate. The Chair agreed to continue with the meeting and all agenda items on Part A – For Decision, were approved in principle subject to approval at the next meeting.

10/63 Admission of Late Items

The Chair admitted an amended version of Item B5 Review Mini STATUS Survey and the Draft Minutes of Derby Homes Board Meeting of 29 July 2010.

The Chair agreed to bring forward item A5 Burglary Reduction/Crime Prevention Team – Community Safety Partnership to the beginning of Part A of the agenda.

10/64 Declarations of Any Other Business

There were none.

10/65 Declarations of Interests

The Council Board Member was 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.

10/66 Items for Representatives from Contractor Partners: Burglary Reduction/Crime Prevention Team – Community Safety Partnership

Mark Kennell, Crime Prevention Officer for the CSP, gave a presentation on the CSP's Burglary Reduction and Crime Prevention Project.

The Local Housing Board was asked to consider extending the funding for the work of this project from the end of the current service level agreement in June 2011, by a further two years from July 2011. The final decision to spread this funding of £80K over 2 years will be made by the Council Cabinet in February 2011.

Agreed

The Local Housing Board agreed in principle to extend the funding from the Estates Pride budget to July 2013.

10/67 Minutes of Previous Meeting

The minutes of the meeting held on the 10 June 2010 were accepted as a true and accurate record.

10/68 Matters Arising

Minute 10/47 Questions from Members of the Public – The Director of Investment & Regeneration confirmed the query raised by Roy Webb referred to a survey carried out at Rivermead House, the results of which are due next year. The Director confirmed the existing system was still working well and being maintained but Derby Homes is looking to improve it.

Minute 10/49 Items from Contractor Partners – Chubb – The complaint regarding call out cards being littered around pavements and not pushed through letterboxes properly has been raised with Chubb. The reason given for cards not being pushed through letter boxes was because a member of staff had had their fingers bitten by a dog whilst trying to do this and it had caused anxiety to staff.

10/69 Questions from Members of the Public

There were no questions from members of the public

10/70 Items from Part B to be discussed

Agreed

The Local Housing Board did not request any items from Part B of the agenda for discussion,

10/71 Items for Representatives from Contractor Partners – Connaught

The Director of Investment & Regeneration advised that Connaught's had gone into Administration and KPMG has taken over the Administration process. He advised the Local Board of Derby Homes plans to ensure the continuation of the services. Connaught is still providing a gas maintenance and window replacement service. Although the contracts were automatically terminated when the company was placed in Administration, Connaught and the Administrator are currently continuing with the contract.

With regard to the windows programme, there is a significant amount of work in the Osmaston area that is sub contracted to Yorkshire Windows through a tri-partite agreement with Derby Homes, Connaught and Yorkshire Windows. The Director hoped to be able to continue work in this area, but if not, he will look to agree a waiver to allow Yorkshire Windows to take on the work.

The next phase of work will begin in April and so there is still time to retender the work.

With regard to the gas servicing and emergency work, 18 Connaught engineers are still doing a great job although the situation could change very quickly. Derby Homes has a back up plan and has 12 gas servicing staff within the Repairs Team and plans to approach the 18 engineers and ask if they want to work for Derby Homes and set up our own gas maintenance team. Failing this, Derby Homes will look to offering the contract to one of the unsuccessful tenderers.

10/72 Housing & Leaseholder Focus Group Issues

The Local Housing Board received a report detailing unresolved cases or issues discussed at Housing Focus Groups, Leaseholder Focus Group and the Equality Groups.

Currently there are only two unresolved cases from Housing Focus Groups.

Dennis Rees raised an issue on behalf of Betty Cooney about poor TV reception at the flats on Church Street, Spondon.

Shaun Bennett undertook to arrange for the matter to be investigated.

10/73 Training for Local Housing Board Members

It was confirmed that Local Housing Board Members could attend some of the staff training courses and should contact the Governance Services Team for details.

10/74 Estates Pride Quick Fix Bids

The Local Housing Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance and vandalism. The report also updates the Local Housing Board on the future procurement of youth intervention work through Estates Pride.

The Local Housing Board expressed concern about the work and costs at 2-36 and 1-35 St Annes Close and asked for alternative options to be brought back to the next meeting.

At the last meeting, the Local Board requested further information on the bid at 2-20 Kinross Avenue. The information was provided in the report.

Agreed

The Local Housing Board approved in principle the following bids:

- 1. 89 Radnor Street** - Supply and fit 1m high black metal bow top fencing on cranked extensions to the wall adjacent to the house.
- 2. 4 Mundy Close** – Supply and fit 1m high black metal bow top fencing to perimeter of car park. Paint one bollard black.
- 3. Uttoxeter Old Road** – Supply and fit 1m high black metal bow top fencing and double gates to green area adjacent to Block 26 – 36. Supply and fit 1m high black metal bow top fencing and double gates to green area adjacent to Block 10-24.
- 4. Rebecca House** – Supply and fit 1m high black metal bow top fencing and two sets of double gates to two green areas. Remove two benches and make good the area.
- 5. Berwick Avenue** – Remove low level brick wall and brick bin store and make good the area.
- 6. Nuns Street** – Remove small brick wall and make good the ground. Supply and fit 1m high black metal bow top fencing to grassed area and one set of double gates. Paint two bollard with black paint.

7. **18-22 Albermarle Road** – Dig out overgrown hedge and make good the ground. Supply and fit 1.8m high timber fencing to rear boundary and remove brick wall column.
8. **Cheviot Street Rec** – Supply and fit 7 lighting columns adjacent to the Skateboard Park.
9. **2 -20 Kinross Avenue** – Supply and fit 1.8m high black metal bowtop fencing, one single and one double gate. Dig out grass verge at rear of houses and lay tarmac at road level. Tarmac grass verge at entrance.

The Local Housing Board deferred the following items, pending further options being provided at the next meeting:

1. **2-36 St Annes Close** – Supply and fit 1m high black metal bow top fencing to the perimeter of the grassed area. Supply and fit one bollard.
2. **1-35 St Annes Close** – Supply and fit 1m high black metal bow top fencing to perimeter of grassed area.

The Local Housing Board noted the update on

1. works outlined in paragraph 3.11 of the report
2. future procurement of Youth Intervention Work through the Estates Pride Programme, outlined in paragraph 3.1

10/75 Changes to Cleaning Contract

The Local Housing Board received a report on improvements being made to the cleaning of flats and further improvements that require the support of the Local Housing Boards. The improvements included adding blocks of flats to the cleaning contract and changing blocks from fortnightly to weekly cleaning.

Agreed

The Local Housing Board agreed in principle to:

1. support ongoing changes to increase the cleaning of blocks of flats and the aim to make that a standard based on weekly cleaning.
2. recommend the Council introduces a new cleaning service for flats that are currently only cleaned fortnightly. The new service to be based on weekly cleaning with a revised service charge to recover those costs.

10/76 Mobile Scooters

The Local Housing Board had previously considered the need to adopt a policy for the safe storage and charging facilities for mobility scooters within accommodation managed by Derby Homes. A proposed policy was attached at Appendix 1 to the report.

Agreed

The Local Housing Board approved in principle the Mobile Scooters' policy and implementation of the policy delegated to officers.

10/77 Review of Customer Access and Strategy

The Local Housing Board received a report updating the Customer Access Strategy which incorporated strategies for customer access and marketing and communication. The report advised that a separate strategy for website development and maximising electronic access to services will be presented in November.

Agreed

The Local Housing Board agreed in principle to recommend the Customer Access Strategy to the Board.

10/78 Capital Programme 2011/12

The Local Housing Board received a report setting out the Council's draft capital programme for next year.

Agreed

The Local Housing Board supported in principle the proposals in the draft capital programme 2011/12.

10/79 Anti Social Behaviour Policy Review

The Local Housing Board received a report outlining a review and revision of Derby Homes Anti Social Behaviour Policy.

Agreed

The Local Housing Board approved in principle the Anti Social Behaviour Policy.

10/80 Directors' Update

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

Agreed

The Local Housing Board noted, but did not discuss this report.

10/87 Performance Monitoring

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 1 in 2010/11.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/88 Anti Social Behaviour Statistics

The Local Housing Board received a report outlining the performance management information on Anti-Social Behaviour (ASB) for quarter one, April to June 2010, in areas that are of most concern to our tenants and leaseholders.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/89 Update on Flat Inspections

The Local Housing Board received an update on the flat evaluations carried out in July 2010.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/90 Mini STATUS 2009/10 Second Wave – Findings

The Local Housing Board received a report highlighting the main findings of the Mini Status survey carried out with tenants living in two Housing Focus Group areas covering Chaddesden Park, Cowsley, Spondon and Sussex Circus in North East and Mackworth and Brook Street in North West. The data was collected during March and April 2010. The aim of the report was to compare the two areas and provide summary of tenants' satisfaction with Derby Homes services.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/91 Empty Ready to Let Properties Inspections

The Local Housing Board received a report detailing the findings of inspections carried out on a random selection of empty ready to let properties by Local Housing Board Members in July 2010.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/92 Update on Tenant Services Authority Regulation

The Local Housing Board received a report updating them on the progress made to comply with the new regulatory framework for social housing in England. It explained Derby Homes' "Local Offers", changes to Process Improvement Teams and the new Annual Report.

Agreed

The Local Housing Board noted, but did not discuss this report.

Date of next meeting

The date of the next meeting will be agreed at the Annual General Meeting on Thursday 28 October 2010.

The meeting ended at 7.40 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 9 September 2010.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

Held on Thursday 16 September 2010

The meeting started at 6.00 pm

Board Members Present:

Paul Bayliss (Chair), Stuart Boon, Susan Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Tony Holme, Harry Margett, Mary Rowland (arrived at 6.40pm), Jane Todd, Bob Troup, Ian Veitch, Ken Whitehead

Officers Present:

Matt Hands, Jim Joyce, Maria Murphy, Tracy O'Connor, Sophie Wood

Partner Organisations Present:

Mark Kennell – Community Safety Partnership (Item A5 only)

Others Present:

Len Elsmore, LHB South Election Candidate
Doris Buckler, LHB South Election Candidate
Patrick Molson, LHB South Election Candidate

The Chair announced the South West election and gave details of the candidates, the ballot closes on 15 October 2010.

10/69 Apologies

Apologies for absence were received from Tabani Ndlovu and Trevor Lamb. The Chair advised that sadly Trevor has recently been diagnosed with cancer. The Local Housing Board members sent their best wishes. .

10/70 Admission of Late Items

There were no late items.

10/71 Declarations of Any Other Business

Stuart Boon gave details of an event he is organising, a Beetle Drive

night on 1 October 2010 in aid of the Derbyshire Children's Holiday Centre. Stuart is also doing a sponsored bike ride from Derby to Skegness and back also in aid of Derbyshire Children's Holiday Centre, Shaun Bennett and Carl Willis of Derby Homes are also taking part.

10/72 Declarations of Interests

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.

10/73 Minutes of Previous Meeting

The minutes of the meeting held on the 17 June 2010 were accepted as a true and accurate record.

10/74 Matters Arising

10/56 Housing Focus and Leaseholder Groups Items

At the last Local Housing Board meeting in June it was suggested that Win Buchan should be invited to the next Process Improvement Team meeting to discuss Flat Inspections for leaseholders, Win Buchan said that she had not received an invite. The Director of Housing and Customer Service said that it will be included in the next round of meetings which will be held in October as the previous round concentrated on the Local Offers.

10/59 Review and restructure of Community Watch Patrol/Concierge Services

Tony Holme asked whether Claire Dyson had been made aware of the changes to the Community Watch Patrol service as mentioned at the last Local Housing Board for the next round of Leaseholder Focus Groups. The Director of Housing and Customer Service said that Claire Dyson will be aware as this action was sent out after the last meeting.

10/61 Notice to Vary Tenancy Conditions

At the last meeting Tony Holme said that Leaseholders should also be included regarding the variation especially around the smoke alarms and fires in flats. He asked if this could be included on the next Leaseholder Focus Group agenda.

10/75 Questions from members of the public

There were no questions from members of the public.

10/76 Items from Part B to be discussed

The Local Housing Board agreed to discuss items B1, B2, B4, B5 and B8. All other reports on Part B of the agenda were noted but not discussed.

10/77 Items from Contractor Partners

Connaught

The Maintenance Manager updated the Local Housing Board on the recent news that Connaught has gone into Administration. Connaught was the contractor that provided window replacement and gas servicing. So far business has been as usual. Lovell Partnerships have now brought Connaught out. An arrangement needs to be put in place for the long term. There will be no disruption to customers throughout the process.

Burglary Reduction Project

Mark Kennell, Crime Prevention Manager at Derby Community Safety Partnership attended to update the Local Housing Board on the Burglary Reduction Project and to seek agreement to extend the funding for this work from the end of the current Service Level Agreement in June 2011, by a further two years from July 2011. Mark explained how this project increases the security in people's homes and reduces the fear of crime. There has been a 60% reduction in burglaries since 2003. A lot of work has been carried out on estates to prevent burglaries such as installing fencing in Chaddesden around the worse affected areas/hotspots. The Crime Prevention Team also manages the 10 CCTV cameras in Derby, fits alarms for Derby Homes' tenants and regularly links in with Derby Homes' Community Watch Patrol. The project has also enabled the team to work closely with the Police who have set up an Integrated Offender Management team, who work with repeat offenders. The project has been well received and has consulted with users about their satisfaction of the service. The latest feedback records for this year record that all 304 respondents stated that they were less fearful of crime as a result of this project.

Jane Todd gave details to Mark about a letter she had received recently from her electric company about bogus callers, Mark said that he would look into it. Alice Buckle mentioned that there had been a

similar incident in her area recently, Mark will contact Alice after the meeting.

Agreed

The Local Housing Board agreed to extend the funding from the Estate Pride budget to July 2013.

10/78 Housing & Leaseholder Focus Group Issues

The Local Housing Board received a report detailing unresolved cases or issues discussed at Housing Focus Groups, Leaseholder Focus Group and the Equality Groups.

During the June round of Housing Focus Groups, 9 issues were raised in the South of the City. All issues have been resolved. At the last Leaseholder meeting, 21 issues were raised and logged. All issues have been resolved.

Agreed

The Local Housing Board noted the report.

10/79 Training for Local Housing Board members

The Chair offered to write to each Local Board Member detailing training sessions that they will benefit from by attending.

Agreed

The Local Housing Board agreed that the Chair should write to all Local Housing Board South Members detailing appropriate training courses.

10/80 Estates Pride Quick Fix Bids

The Local Housing Board considered bids for funding from the quick fix fund within Estates Pride. The bids were in response to known problems, in particular to reduce crime, nuisance and vandalism.

The bids for funding were

1. 105-115 Eden Street – Supply and fit 1m high black metal bow top fencing and double gates to the perimeter of the grassed area.
2. Eden Street – Supply and fit 2.4m black metal bow top fencing

- to boundary adjacent to 159 and 169 Eden Street.
3. Woodlands Lane – Remove hedge to boundary of 21 Woodlands Lane and replace with 1.8m high timber close board fencing.
 4. Balmoral House, Ellesmere Avenue – Supply and fit 1.8m high close board timber fencing.
 5. 3-13 Yates Street – Supply and fit 1.8m high black metal bow top fencing and single gates to either end of the alleyway. Install 1.8m high black metal palisade fencing to the boundary.
 6. 31- 37 Woodroffe Walk – Additional 1.8m high black metal bow top fencing is required.

The report also contained an update on other works agreed and customer satisfaction survey results for the quick fix projects.

Tony Holme asked about young people drinking alcohol on Eden Street and if anything had been done about this. The Chair said that as the Ward Councillor, he has written to local shops in that area to address selling alcohol to underage people. Tracy O'Connor, Housing and Neighbourhood Manager said that the fencing will provide the tenants with a better quality of life and no nuisance.

Ian Veitch asked for maps to be included on every bid as he does not know some of the areas, the rest of the Board agreed with this.

Tony Holme noticed that some of the bids were for wooden fencing, he thought the bids moving forward were to install metal fencing rather than wooden. Tracy O'Connor, said that it depends on the situation and sometimes wooden fencing suits the area better to look more natural and let natural light through.

Agreed

The Local Housing Board

1. approved bids for funding at
 - 105-115 Eden Street
 - Boundary adjacent to 159 and 169 Eden Street.
 - Boundary of 21 Woodlands
 - Balmoral House, Ellesmere Avenue
 - 3-13 Yates Street
 - 31- 37 Woodroffe Walk
2. noted the update on the works outlined in paragraph 3.7.

10/81 **Mobility Scooters**

The Local Housing Board received a report detailing the need to adopt a policy in terms of the safe storage and/or charging facilities for mobility scooters within accommodation managed by Derby Homes.

In April 2010 the North and South Local Housing Boards approved a proposal to introduce a policy which would apply to all flats and would address the issues of storage, charging and use of scooters within blocks. It is proposed to publicise and implement the policy in-conjunction with the introduction of 'sterile' areas in flats.

The policy has clear criteria for eligibility and gives guidance on requesting permission. The policy also requires tenants and leaseholders to finance the costs of any alterations required for the provision of storage or access facilities excluding referrals made through Derby City Council Adult Services for aids/adaptations.

The policy also includes for service charges to be applied for the use of storage/charging facilities provided at Category 1 Sheltered Housing Schemes. These charges will cover the costs of maintenance of the facilities and the use of the electricity supply.

Doris Buckler asked about her scooter and where she could store it. The Director of Housing and Customer Service said that Derby Homes will liaise with existing tenants with scooters but Derby Homes will not be able to pay for the adaptations.

Ian Veitch asked whether Derby Homes could make an adaptation and then the tenant could cover the cost of it. The Director of Housing and Customer Service said that this would be looked into on an individual basis.

Patrick Molson asked if disabled tenants would be given priority. The Director of Housing and Customer Service confirmed this. Patrick Molson then asked what happens with tenants who have got a mobility scooter just for convenience. The Director of Housing and Customer Service said that Derby Homes would have to look into where they are storing it.

Tony Holme asked whether this will apply to Leaseholders as they do not have tenancy agreements. The Director of Housing and Customer Service said that this item will be raised at the next Leaseholder Focus Group. Tony Holme asked what happens after the tenant has moved once the work has been completed. The Director of Housing and Customer Service said that most of the work will be done in the

communal area of the flats so it will be able to be used by someone else.

Harry Margett asked if family members could carry out the adaptations. The Director of Housing and Customer Service said that it would be subject to a permit being issued.

Agreed

The Local Housing Board agreed the policy and delegated the implementation of the policy to officers.

10/82 Customer Service Strategy

The Local Housing Board received a report detailing the updated strategy and incorporating strategies for customer access and marketing and communication. A separate strategy for website development and maximising electronic access to services will be presented in December 2010.

Many of the proposals within the strategy are on-going. Examples of this are investment in new IT and an extension of mobile working solutions. Detailed milestones for the strategy are consolidated in the Delivery and Business Plan, Service Plans and Delivering Efficiencies in Corporate and Transactional Services (DECATS) Improvement Targets. Further reports on key areas such as review of local offices will be brought back to the Local Housing Boards for consideration and comment.

The Director of Housing and Customer Service said that there is a SMS project currently being piloted, which confirms an appointment to a tenant at their request with a text message. Also continuing development of the website and looking at self service options, the Director likened this to the self service checkout at supermarkets. The Director said Derby Homes is committed to giving customers their response right the first time they contact Derby Homes.

Bob Troup said that the text on communication in paragraph 3.3 and 3.4 of the strategy needs to be strengthened on two way consultation. The Director of Housing and Customer Service agreed to make these changes.

Tony Holme said that it would be useful to see comparative costs on using the website and going into a local housing office. Mary Rowland said that Phil Davies, Chief Executive presented these costs at the recent DECATS Briefing.

Bob Troup asked if there was a figure on how many people do not have access to the internet or telephone. The Director of Housing and Customer Service said that the Communications and Marketing team is working on that. The Chair said that more people have mobiles than landlines and that people can use libraries and internet cafes.

Patrick Molson asked if there will be any provisions in place for elderly tenants who do not have technical ability. The Director of Housing and Customer Service said that everyone will be communicated with in their preferred way.

Agreed

The Local Housing Board approved the content of the strategy and recommend that the strategy is approved by Derby Homes Board.

10/83 Capital Programme 2011/12

The Local Housing Board received a report outlining the Council's draft capital programme for next year.

Over the next year the programme to install UPVC double-glazed windows will be completed. A few left remaining on the citywide storage heating replacement programme. The extra CESP funding will allow homes to be insulated with solid brick walls in most of Osmaston, Old Sinfen and Austin and replace old, inefficient central heating systems, particularly back boilers, in the same areas.

A major new kitchen replacement programme will get underway across the pre-war homes in Allenton. Currently in the planning stage for a future kitchen replacement programme for Osmaston, start date not yet confirmed. There will also be a bathroom replacement for pre-war homes in Alvaston.

A citywide programme will commence to replace old, obsolete door entry systems and communal entrance doors to blocks of flats.

Harry Margett asked if kitchens will be replaced that have been fitted by tenants. The Maintenance Manager said that a kitchen would not be replaced if it did not need any work doing to it.

Win Buchan asked if the wall insulation in her flat would be improved. The Maintenance Manager said that only certain areas of Derby are included in the programme.

Bob Troup said that he is pleased to hear that properties in Osmaston

are having improvement work carried out and asked for the costs of the Osmaston work. The Maintenance Manager agreed to provide this.

Ken Whitehead also said that he is pleased to hear that properties in Osmaston are having improvement work carried out.

Tony Holme asked if Derby Homes help tenants with the redecorating once they have had the wall insulation carried out. The Maintenance Manager said that tenants get a disturbance payment which should be used towards the decorating if that is what the tenant wants.

Agreed

The Local Housing Board discussed and supported proposals for future investment needs and priorities.

10/84 Anti Social Behaviour Policy Review

The Local Housing Board received a report outlining a review and revision of Derby Homes Anti Social Behaviour (ASB) Policy.

Tony Holme said that regarding ASB the first port of call is the Police, is there any link for it to come back to Derby Homes? The Director of Housing and Customer Service said that the Police do contact Derby Homes and that soon there will be one telephone number for reporting problems like this and it will get passed to the relevant team.

Agreed

The Local Housing Board approved the revised Anti Social Behaviour Policy subject to consultation.

10/85 Standing Order 12

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

10/86 Directors' Update

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

Tony Holme asked if Leaseholders can pay their service charges through the website. The Director of Housing and Customer Service said that she would check and get back to Tony.

Agreed

The Local Housing Board noted the report.

10/87 Performance Monitoring

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 1 in 2010/11.

Tony Holme asked how the re-let figure has been achieved. The Director of Housing and Customer Service said that it has helped that the Repairs Team are now part of Derby Homes and also better working protocols with Housing Options. Tony Holme congratulated Derby Homes on this figure. Bob Troup said that he has recently shadowed the Performance Team and said that adverts for properties have been placed quicker.

Tony Holme said that it is a shame that the arrears figure cannot be turned around. The Director of Housing and Customer Service said that the figure is better now than this time last year. The Chair suggested that arrears could be a training area for Tony Holme.

Agreed

The Local Housing Board noted the report.

10/88 Anti Social Behaviour Statistics

The Local Housing Board received a report outlining the performance management information on Anti-Social Behaviour (ASB) for quarter one, April to June 2010, in areas that are of most concern to our tenants and leaseholders.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/89 Update on Flat Inspections

The Local Housing Board received an update on the flat evaluations carried out in July 2010.

Tony Holme said that Leaseholders are expected to clean their windows but tenants aren't and this looks untidy, he asked if tenants

can be required to clean their windows too. The Director of Housing and Customer Service said she will look into this request.

Agreed

The Local Housing Board noted the report.

10/90 Mini STATUS 2009/10 Second Wave – Findings

The Local Housing Board received a report highlighting the main findings of the Mini Status survey carried out with tenants living in three Housing Focus Group areas covering Allenton and Alvaston in South East 1; Sinfin, Chellaston and Osmaston in South East 2; and Stockbrook Street, Littleover and Austin in South West. The data was collected during summer 2010 (May-July). The aim of the report is to compare the three areas and provide summary of tenants' satisfaction with Derby Homes' services.

Tony Holme said that there are still around 50% of tenants that are unhappy with the ASB service. The Director of Housing and Customer Service said that a peer review will be carried out whereby independent people will visit areas and ask for comments and then we will analyse the feedback to see if they produce the same results.

Local Board members did not fully understand the statistics provided and asked that this item is brought back to the next meeting as an 'A' item so that they can receive a presentation and have the opportunity to ask questions.

Agreed

The Local Housing Board agreed that this item should be brought back to the next meeting as an A item and receive a presentation.

10/91 Empty Ready to Let Properties Inspections

The Local Housing Board received a report detailing the findings of inspections carried out on a random selection of empty ready to let properties by Local Housing Board Members in July 2010.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/92 Update on Tenant Services Authority Regulation

The Local Housing Board received a report updating them on the progress made to comply with the new regulatory framework for social housing in England. It explained Derby Homes' "Local Offers", changes to Process Improvement Teams and the new Annual Report.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/93 Harvey Road Improvements

The Local Housing Board received a report updating them on the decision by the Chair of the Local Housing Board South and the Director of Investment and Regeneration, for the proposed works to Harvey Road, as delegated to them by the Local Housing Board on the 17 June 2010.

Stuart Boon asked if the work had started. The Director of Housing and Customer Service said that work will be commencing very soon.

Agreed

The Local Housing Board noted the report.

10/94 Petition from the residents of Lord Street

The Local Housing Board received a report regarding a petition that was received at the Bingham Street Housing Office on the 2 August 2010. The petition was signed by five residents living in a group of bungalows on Lord Street. The residents were complaining about the noise a neighbour's children were making when visiting.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/95 Petition from the residents of Boyer Street

The Local Housing Board received a report regarding a petition that was received at the Stockbrook Street Housing Office on the 21 July 2010 from residents living at the Boyer Street sheltered housing scheme. The residents were complaining about dog fouling on the grassed area around the complex.

Agreed

The Local Housing Board noted, but did not discuss this report.

Date of next meeting

The next meeting date will be agreed at the Annual General Meeting on Thursday 28 October 2010.

The meeting ended at 8.10pm.

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CHAIR

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