

## **DERBY HOMES LIMITED**

### **MINUTES OF THE SERVICE IMPROVEMENT COMMITTEE MEETING**

**Held on 27 March 2003**

The meeting started at 6.00 pm

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

Paul Bayliss, Sylvia Hyde, Jenny Hayball, Martin Latham

#### **Officers Present:**

Phil Davies, Maria Murphy, Chris Robinson, Richard Smail, Richard Platt

#### **Apologies**

Jenny Bradley

#### **SI03/28 Admission of Late Items**

There were no late items.

#### **S103/29 Declarations of Interest**

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

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

#### **SI03/30 Minutes of the Meeting held on 30 January 2003**

The minutes of the meeting held on 30 January 2003 were accepted as a true and accurate record.

#### **SI03/31 Matters Arising**

##### **SI 03/16 – Anti-Social Behaviour Policy Presentation**

The Committee agreed that copies of the presentation should be distributed to all Board members for information and that the method of presentation be adopted for all future policy review presentations.

### **SI03/32 Presentation on Tenant Consultation**

The Committee received a presentation on the structure of Tenant Consultation.

#### **Agreed**

The Committee noted the presentation.

### **SI03/33 Managing for Quality**

The Committee received a report on proposals to improve the performance management of Derby Homes. The Committee was advised that the proposals would help to ensure that Derby Homes achieves its performance targets, and the aims and objectives of its Business Plan.

#### **Agreed**

The Committee noted the report.

### **SI03/34 New Business Opportunities**

The Committee received a report identifying new business opportunities for Derby Homes.

#### **Agreed**

The Committee agreed to recommend the Board the proposals and strategy contained in the report to develop new business opportunities.

The Committee also requested that the proposals be further investigated and a business case prepared and brought back to the Committee for approval.

### **SI03/35 Review of Housing Management Service**

The Committee received a report outlining the proposals for restructuring within the Housing Management Division.

**Agreed**

The Committee noted the report.

**SI 03/36 Supporting People Update**

The Committee received a report on Supporting People and support providers working with Derby City Council

**Agreed**

The Committee noted the report.

**SI 03/37 Derby Homes Delivery Plan**

The Committee received a copy of the draft Delivery Plan for 2003/4.

**Agreed**

The Committee noted the draft Delivery Plan 2003/4 and hard work that had been put into it.

**SI 03/38 Best Value Review of Front Line Services and Sustainable Estates - Improvement Action Plan Update**

The Committee received an update of the Improvement Action Plan for the Best Value Review of Front Line Services and Sustainable Estates. The Committee was advised of various issues of significance and key milestones within the improvement action plan.

**Agreed**

The Committee noted the report and the good practice and achievements, but asked that the milestones be better highlighted in future reports.

**SI 03/39 New Premises for the Derby Tenants Resource Centre**

The Committee received a report detailing the proposed relocation of the Derby Tenants Resource Centre to St Peter's House, Gower Street.

### **Agreed**

The Committee agreed

1. to note the proposal for Derby City Council to assign office space at St Peter's House, Gower Street to Derby Homes for the Derby Tenants Resource Centre
2. to recommend to the Board that the Director of Derby Homes be authorised to negotiate a lease with Derby City Council.

### **SI 03/40 Mediation Service**

The Committee received a report on the work of the Derby Mediation Service and their request to provide funding for 2003/4.

### **Agreed**

The Committee noted the report and agreed to recommend to the Board the allocation of a grant of £10,000 for 2003/4 to the Derby Mediation Service to provide an independent mediation service.

### **SI 03/41 Performance Monitoring**

The Committee received a report on Performance Monitoring and was advised that the statistics for the Top Ten targets will be cumulative from April.

### **Agreed**

The Committee noted the report.

### **SI 03/38 Complaints Monitoring**

The Committee received a report on complaints received under the Derby Homes Complaints scheme.

### **Agreed**

The Committee noted the report and requested that detail on any reoccurring trends be brought to their attention.

**SI 03/39 Date and time of next meeting**

The next meeting will be held on Thursday 29 May 2003 at 6.00 pm at Cardinal Square.

The meeting ended at 8.20 pm.

.....

CHAIR

Signed as a true and accurate record of the meeting held on 27 March 2002.