

DERBY HOMES LIMITED

MINUTES OF THE SERVICE IMPROVEMENT COMMITTEE

Held on 31 July 2003

The meeting started at 6.00pm

Board Members Present:

Paul Bayliss, Jenny Bradley, Jenny Hayball, Sylvia Hyde

Officers Present:

Phil Davies, Maria Murphy, Chris Robinson, Susan Hill

SI03/50 Apologies:

Martin Latham

SI03/51 Admission of Late Items

Board Members referred to an article in the Derby Evening Telegraph concerning delays to scheduled maintenance and improvement work. The Director replied that an inspection had taken place and the problems were being resolved.

Attention was also drawn to misleading statements within a Derby Evening Telegraph article concerning rent additions for off-street parking. The Committee was advised that the Derby Evening Telegraph was being contacted to correct the article.

SI03/52 Declarations of Interest

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

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

SI03/53 Minutes of the Meeting held on 29 May 2003

The minutes of the meeting held on 29 May 2003 were accepted as a true and accurate record.

SI03/54 Matters Arising

There were no matters arising.

SI03/55 Policy Review Presentation on Discretionary Allocations

The Committee received a presentation on a review of policies on discretionary allocations. It highlighted that discretionary allocations could in some cases be detrimental to the transparency of a 'Choice Based Lettings Scheme'. Applicants have felt that they have been treated unfairly when an allocation has been made to someone with lesser priority.

An option to discretionary allocations was 'Local Lettings Plans' and in addition, temporary 'hotspot' lettings plans that could be used to address specific issues. Local Lettings Plans have been agreed for Cowsley, Osmaston and Old Sinfen.

To address socio-economic issues on these estates, Derby Homes should attempt to create a diverse, cohesive and vibrant community by encouraging balanced occupation by people in and out of employment. Applications for hotspots should be authorised by the Area Manager and forwarded to the Housing Options Centre Manager. Reviews should take place on a six monthly basis.

Agreed

- i. The Committee noted the presentation.
- ii. The Committee voiced its support for the Local Lettings Plans.
- iii. The Committee requested that further information should be brought back to this meeting in six months on hotspot areas

SI03/56 Anti Social Behaviour Policy and Consultation on Housing Benefit Sanctions

The Committee received a report seeking approval of the revised Anti-Social Behaviour Policy, together with the results to date of consultation on Housing Benefit sanctions, and the response of the Social Landlords Crime and Nuisance Group to the Housing Benefit sanctions. The Committee was also asked to consider Derby Homes' response to the proposals, which needed to be made to Government by 12 August 2003.

Agreed

The Committee:

- i. recommended to the Board the revised Anti Social Behaviour Policy.
- ii. noted the response from tenants and Community Panels.
- iii. noted and agreed with the views of the Social Landlords Crime and Nuisance Group.
- iv. requested that the Director, in consultation with the Chair of the Board, prepare a response to the consultation paper and include the Committee's concerns of the effectiveness of Housing Benefit sanctions.

SI03/57 Review of Business Plan Objectives

The Committee received a report, asking it to consider, comment and amend if necessary, Sections 2 and 6 of the Business Plan, in particular focusing on Service Improvement.

Agreed

The Committee agreed to recommend amendments to Sections 2 and 6 of the Business Plan to the Board.

SI03/58 Derby Homes Enquiry Centre

The Committee received a report, which contained proposals for the creation of an Enquiry Centre to be located on Floor 3, Cardinal Square. The proposals had been developed in partnership with Capita Services Ltd. The Enquiry Centre would focus on providing a co-ordinated repairs enquiry centre for tenants. An extract from the proposal received from Capita, covering the introduction, management summary and indicative costs was attached to the report.

Agreed

- i. The Committee recommended to the Board the proposals for the creation of an Enquiry Centre based on the document submitted by Capita Services Ltd.
- ii. The Committee recommended to the Board that an 0800 number should not be used.

SI03/59 Complaints Monitoring

The Committee received a report on complaints received for the period 1 April - 30 June 2003.

Agreed

The Committee noted the report.

**S103/60 Future of the Enthusiasm 'Base Camp' at
123 Hawthorn Street**

The Committee received a report on the future of Enthusiasm's 'base camp' at 123 Hawthorn Street, Osmaston. The charity works with young people at risk between the ages of 11 and 19. The Council owned house was leased to the group at a peppercorn rent on 1 November 1999, and the lease is due to expire on 31 October 2004. The organisation has experienced rapid growth over the last few years and is currently developing their long-term plans and strategies for sustaining and stabilising their activities.

Agreed

The Committee agreed to recommend to the Board that the Council extend Enthusiasm's lease of 123 Hawthorn Street for a further 5 years at a peppercorn rent.

S103/61 Proposed Location for Cowsley Neighbourhood Office

The Committee received a report on the proposals for a neighbourhood office for the Cowsley area. Derby Homes has been working with Derwent New Deal for Communities (DNDC) on this proposal. Based on the outcome of initial consultations the preferred location is Cornwall Road/Cowsley Road – the Farm Site.

Agreed

- i. The Committee noted Derby Homes' continued work with DNDC, to progress this site as the preferred location for the new neighbourhood office, as a replacement for Cowsley Local Housing Office and a base for other services.
- ii. The Committee agreed to recommend that the Board recommend to the Council the site at Cornwall Road/Cowsley Road for a new neighbourhood office and that the two properties at 96/98 Cowsley Road should not be demolished but the eight maisonettes situated at 83-97

Cornwall Road, if necessary, should be demolished to make way for the new neighbourhood office.

- iii. Pending the outcome of the final consultation and decision on demolition, Committee noted that properties currently unoccupied or becoming unoccupied would not be relet to secure tenants.

S103/62 Performance Monitoring

The Committee received a report, relevant to the Service Improvement Committee, on up-to-date performance information against key performance indicators.

Agreed

The Committee noted the report.

Date and time of next meeting

The next meeting will be held on Thursday 25 September 2003 at 6.00pm at Cardinal Square.

The meeting ended at 7.55pm.

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CHAIR

Signed as a true and accurate record of the meeting held on 31 July 2003.