

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 13 December 2018

The meeting started at 6.00 pm

Operational Board Members present:

Rob Cooper, Jim Elks, Tony Holme, Bob MacDonald (Chair), Dennis Rees,
Jsan Shepherd (Vice Chair)

Officers present:

Annabelle Barwick, Steve Bayliss, Shaun Bennett, Paul Cole, Murray
Chapman, Ashton Garner, Richard Holman, Clare Mehrbani, Jackie Mitchell,
Barbara Peach, Samantha Taylor

Others in attendance:

Azur Kapetanovic, and 2 other petitioners - residents of Finsley Walk/
Woodroffe Walk / Caxton Street.

18/124 Apologies

Apologies for absence were received from Mike Ainsley, Samantha Hudson
and Ian Veitch.

18/125 Admission of late items

There were no late items.

18/126 Declarations of interests

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

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

18/127 Appointment of Operational Board Chair and Vice Chair 2018-19

The Operational Board is required to appoint a Chair and Vice Chair at their first meeting following Derby Homes' Annual General Meeting, selected from the main Board Members nominated to the Operational Board.

Bob MacDonald, the current Chair of Operational Board and Jsan Shepherd, Vice Chair both expressed their interest to continue in these roles. Rob Cooper did not wish to be considered for either role.

Agreed

The Operational Board agreed re-appoint

- Bob Macdonald, Chair of Operational Board
- Jsan Shepherd, Vice Chair of Operational Board.

18/128 Chair's Announcements

The Chair announced that he had attended a 'See the Person' meeting in Hull with Paula Solowij, Housing Manager.

The Chair also announced that Jackie Mitchell, Governance Services Manager will be reducing her hours at work starting January next year. The Chair added that Corporate Support Team will be picking up some of Jackie's work, including arrangements for Operational Board meetings.

18/129 Minutes of the previous meeting

The minutes of the meeting held on 18 October 2018 were accepted as a true and accurate record, subject to an amendment to minute 18/109 to reflect that Derby Homes cannot clean residents' windows.

18/130 Matters Arising

18/88 Petition John Lombe Drive - It was confirmed that the permits for the car park are now being issued.

18/131 Questions from members of the public

There were no questions from members of the public.

18/132 Performance Management Qtr 2

The Operational Board considered a summary report of Derby Homes' performance for quarter two 2018/19 from key performance measures reported to Derby City Council.

At the end of quarter two (up to 30 September 2018), 65% of measures, where data was available, achieved or exceeded their year-end target and 82% are currently forecast to meet or exceed their year-end target.

The report presented to the Operational Board proposed changes, which have been agreed by Derby City Council to the scorecard following the mid-year review.

The Operational Board queried what was needed to achieve the 85% target for New Build Properties. It was confirmed that Derby Homes is requesting further criteria to establish how to reach the target.

Agreed

The Operational Board noted quarter two performance results and approved the proposed changes to the priority performance measures and targets, made as part of the mid-year target review.

18/133 Part B Supplementary Questions

The Operational Board confirmed that the Part B Supplementary questions would be circulated after the meeting.

18/134 Operational Board Forward Plan

The Operational Board considered the Forward Plan of agenda items for the five months February – June 2019.

Agreed

The Operational Board noted the Forward Plan.

18/135 Petition from Freehold Residents of Finsley Walk, Woodroffe Walk and Caxton Street

The Operational Board considered a petition which was received by Derby Homes on 1 November 2018 from 27 residents (20 properties) of Finsley Walk, Woodroffe Walk and Caxton Street. The petition was regarding whether former local authority properties (now freehold) are required to

contribute towards the maintenance costs of the car park resurfacing to the communal areas.

The Lead Petitioner was given the opportunity to address the Operational Board and raise his concerns which included inaccurate measurement of the carpark entrance, how the cost of the works was calculated and lack of consultation for some residents.

It was noted that similar works in the Chaddesden area are being carried out and the ward councillors have engaged with residents resulting in better understanding and positive outcomes.

The Operational Board suggested that for future works of this kind a working group could be set up to effectively resolve concerns, prior to work commencing.

Agreed

The Operational Board:

1. noted the petition and approved the action to be taken
2. noted Richard Holman will contact Mr Kapetanovic and arrange a separate meeting to discuss the queries raised and report back to the next meeting.

18/136 Rechargeable Repairs Policy

The Operational Board received a report which set out how Derby Homes will manage its repairs policy in relation to day to day, void and planned improvement repairs and services that are required due to wear and tear, neglect or deliberate damage. The policy explains how Derby Homes and its officers will deal with tenants' requests for repairs and any other works required in a Derby Homes managed home.

It was confirmed that there is a provision in the policy to not re-charge for repairs in mitigating circumstances. It was acknowledged that criteria for this would be established to ensure the policy is applied consistently.

Derby Homes has taken a Customer First approach to the review of the rechargeable repairs policy/procedure, asking customers how accessible information is on rechargeable repairs, the language used, and the effort Derby Homes put in to ensuring that customers know about the charges and payment methods.

Agreed

The Operational Board approved the Rechargeable Repairs Policy.

18/137 Proactive Gutter Cleaning

The Operational Board considered a report regarding bringing gutter cleaning services in-house and making the work more proactive.

The report explained that by bringing the service in house it will be possible to have a more pro-active service by cleaning out guttering on a more cyclical basis, concentrating on properties that are more prone to having blocked gutters.

In addition, there will be potential cost savings as using the new machine will enable guttering to be cleaned without having to erect scaffolding. This will also benefit employees from a health and safety perspective.

Agreed

The Operational Board;

1. Approved the purchase of a gutter cleaning system that has built in cameras to view possible obstructions and repairs.
2. Approved the changes in using mainly subcontractors and some Derby Homes staff to a bespoke two man workforce employed by Derby Homes.
3. Approved the hire of a van and other equipment to carry out gutter cleaning work.

18/138 Governance Items

The Operational Board received a report that provided an update on governance matters affecting the Operational Board.

The report advised that the Governance Committee has agreed that all Board members and Customer Voice members can be provided with laptop and phone if they wish to have them.

The Operational Board discussed the vacant place on Audit Committee and were provided with dates of future meetings in 2019.

Agreed

The Operational Board;

- Noted the content of the report and the decision of the Governance Committee to make laptops and mobile phones available to Operational Board Members.
- Agreed to nominate Jim Elks to the Audit Committee, subject to Derby Homes Board approval.
- Noted the dates of Operational Board meetings in 2019.

18/139 Customer First Strategy and Action Plan Update

The Operational Board received a report which provided an update on progress made since the approval of the Customer First Strategy in June 2018.

It was noted that Derby Homes is now receiving an increasing amount of on-line enquiries and needs to realign resources to ensure that the service delivered to customers is efficient.

It was confirmed that appendix one will be circulated with the minutes.

Agreed

The Operational Board;

- Approved amending the Customer Service Team telephone opening hours for general enquiries from 09:00am to 3:00pm.
- Approved implementing an emergency repair only telephone service between 08:00am and 09:00am to 3:00pm and 5:00pm.
- Noted the actions taken and progress to date, in line with the Customer First Strategy and Action Plan.

18/140 Former Tenants and Sundry Debts Policy

The Operational Board considered a report explaining that the Former Tenants and Sundry Debts Policy had been reviewed in accordance with Derby Homes key policy review schedule.

It was confirmed that Derby Homes does not recover debts on behalf of other local authorities from their former tenants moving to Derby.

Agreed

The Operational Board approved the new Former Tenants and Sundry Debts policy.

18/141 Petition – Oriel Court

The Operational Board received a petition signed by 41 residents of Oriel Court and Keble Close Derby, which was received at the Stockbrook Street Local Housing Office on 12 October 2018. The petitioners complained about drug use and drug dealing as well as general anti-social behavior within the locality of Oriel Court and Keble Close. The same petition was also sent to Derbyshire Police.

Following a discussion, It was agreed that the procedure for petitions would be reviewed in line with the customer first strategy to ensure petitioners are kept up to date with the progress of their petition and the actions being taken.

Cllr Rob Cooper suggested setting up a Neighbourhood Watch group in this area to empower and support residents. It was agreed that Derby Homes would look into ways of engaging with local residents,

Agreed

The Operational Board noted the petition and approved the actions taken.

The following items were noted by the Operational Board but not discussed.

18/142 Service Update

The Operational Board received a joint report prepared by Heads of Service. The report provided Operational Board Members with a general overview and update on current issues.

18/143 Rent Arrears and Welfare Reform Update

The Operational Board received a report which provided details on:

- Week 30 (w/e 28.10.2018) position on rent arrears.
- Detail of Discretionary Housing Payments
- Welfare Reforms and how we are mitigating the impacts.

18/144 Estate and Flat Inspections Quarters 1&2

The Operational Board received a report which gave details of the number of cases by type arising from monthly flat and estate inspections for the period 1 April 2018 – 30 September 2018.

18/145 Complaints and Compliments Quarter 2

The Operational Board received a report which provided detailed analysis of complaints received between 1 July and 20 September 2018.

18/146 Anti-Social Behavior Quarter 2

The Operational Board received a report providing some key statistics for Derby Homes ASB service for the second quarter of 2018/19.

18/147 Customer Survey Quarter 2

The Operational Board received a report which provided detailed analysis of the satisfaction results from the Customer Survey 2018, carried out during July – September 2018.

18/148 Confidential Items

Agreed

Under Part IV of Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (f, g, and h).

18/149 Grounds Maintenance Service

The Operational Board received a report which provided details on the current arrangement for the delivery of the maintenance of Derby Homes managed land through an agreement with Derby City Council's Streetpride Department.

Agreed

The Operational noted the report and agreed a further review of the service is carried out and brought back to the Operational Board in six months.

18/150 Petition from the residents of Barrett Street

The Operational Board received a petition signed by 14 residents of Barrett Street in Alvaston, Derby.

Agreed

The Operational Board noted the report and agreed with the actions taken.

Date of next meeting:

The next meeting will be held on Thursday 28 February at 6.00pm in the Large Training Room at London Road.

The meeting ended at 8:15pm.

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CHAIR

Signed as true and accurate record of the meeting held on 13 December 2018.