

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE

Held on Tuesday 6 February 2007

The meeting started at 6.00 pm

Board Members Present:

Jenny Bradley (Chair), Sue Glithero, Tabani Ndlovu, Dennis Rees, Bob Troup

Officers Present:

Julie Eyre, Susan Hill, Julie Hughes, Maria Murphy, Jaz Sanghera

Other Attendees:

Shelley Merrett, Housing Research Officer, Derby City Council

07/01 Appointment of Chair

Jenny Bradley informed Committee it was not necessary to appoint a Chair because this had been done at the last meeting in November.

She thanked the new members who had volunteered to join the Committee.

The Chair also emphasised that reports should be sent to members at least one week in advance as she was unhappy that not all the reports had been distributed on time. She queried whether meeting dates were realistic to receive the reports on time. The Director of Housing and Customer Service and the Customer Service and Performance Manager apologised for the delay of the two late reports. They replied that there is always a problem that they have to wait to receive progress against targets and figures until after the end of the quarter to allow them to compile the reports. As a result, this makes deadlines very tight but it does mean performance information is up to date and reports available are just in time for the other meetings which are already planned.

It was agreed to leave meeting dates as they are but to reconsider the dates in the future.

07/02 Apologies

There were no apologies.

07/03 Admission of Late Items

There were no late items.

07/04 Declarations of Interests

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 tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

07/05 Minutes of Previous Meeting 7 November 2006

The minutes of the meeting held on 7 November 2006 were accepted as a true and accurate record.

07/06 Matters Arising

Minute 06/20 – Performance Management Committee Terms of Reference

The Chair explained about the issue of five members and why she felt it would be better to have three members as a quorum. She explained that although the Governance Services Committee and Board had agreed the quorum for Committees should be a minimum of two Board members, with a choice of adding another member, the Committee may want to consider three being added to the Terms of Reference so that decisions on items are not delayed if two people differ in their vote.

It was agreed the quorum for the Committee should be three Board members, and not the minimum of two as agreed by the Board.

07/07 Customer Satisfaction Survey

Shelley Merrett, Housing Research Officer, Derby City Council, presented the findings of the Customer Satisfaction Survey 2006.

Tabani Ndlovu asked for information about what areas the BME respondents are dissatisfied with. Shelley Merrett replied that comments were being looked into. The Director of Housing and Customer Service commented that Derby Homes could learn a lot from the comments and would use them as part of the overall customer feedback to be recorded on the new database.

Shelley Merrett informed Committee she had completed North and South comparisons on the analysed data by grouping the ward areas for the North and South of the City for Local Housing Board meetings in February. She was asked to group into housing areas and not wards.

Agreed

The Committee agreed to

1. delegate the steering of the Customer Satisfaction Survey to Local Housing Boards to view the full list of all comments provided from the survey
2. get feedback from Local Housing Boards on the comments
3. provide action plans to address the feedback.

07/08 Performance Management Strategy

The Committee received a report on a performance management strategy. The strategy outlined Derby Homes' vision for the next five years, defining the key elements and describing how Derby Homes intends to achieve it. The Performance Team will own the strategy, and the delivery of the strategy has been incorporated within the Service Improvement Targets for the team.

The Committee requested the strategy should have more references to the customer to ensure customer focus and should emphasise delivery as well as processes.

Agreed

The Committee

1. discussed and approved the performance management strategy as amended with particular reference to the role to be played by Committee as covered in point 6 of the strategy

2. agreed the Director of Housing and Customer Service consider training requirement for Committee and feedback with some suggestions.

07/09 Performance Monitoring Information

The Committee considered performance against all indicators up to and including third quarter 2006/07. They were asked to approve actions as proposed against specific areas of performance on new information on allocations, statistics on Introductory Tenancies and improved performance on the total of active and passive voids, and agree exception reports as required.

The Performance Manager informed Committee that all surveys of customer satisfaction are being processed through SNAP, the new software process which ensures a consistent layout of the survey.

The Chair expressed concerns with the situation happening again with reduced workforce during the Easter Bank holidays with the possibility of an increase of the number of jobs not completed on time for the day to day repairs, like the situation during the December holiday period. The Director of Housing and Customer Service replied that this subject will be discussed at the next Responsive Maintenance Partnering Contract Core Group meeting to raise the Committee's concern. Feedback will be provided for the next Committee meeting.

The Chair raised concerns that there was no commentary on properties' MOT and requested commentary be provided on performance in the next report.

Sue Glithero commented that the organisation is measured against Housemark ALMO quartile and requested that Audit Commission quartiles for Best Value Performance Indicators be included in future reports.

The Committee made comments on the use of the word "interrogation" on page 9 and that it would be better to use the word "investigation", and to use two distinctly different colours for the pie charts.

The Chair praised the Performance Manager and Performance Officer on how they produced their reports with headers and footers and she would like to see all reports produced in this way.

Sue Glithero commented that the annual figure for the three quartiles was not a good way to monitor the walkabouts in each panel area for the Tenants Top Ten Targets. The Performance Manager will look into this.

The Chair also commented that the number of letters acknowledged within 5 working days was not acceptable and needs to be monitored closely.

The Chair stated next time she would like management performance information on the outcome of complaints' timescales to resolve, were they resolved within the target timescale, and also what lessons had been learnt from the complaint. The Director of Housing and Customer Service replied that there will be a specific report on management of customer complaints and lessons learnt for the next meeting. Comments were made that complaints are high for Estate Management and took longer to deal with.

Tabani Ndlovu queried the equalities monitoring information but was happy with the proposal in the report on how the issues will be addressed.

The Committee would like to see quartile information for staff sickness.

The Arrears Manager informed the Committee of the amount of housing benefit outstanding to Derby Homes as a result from the new housing benefit computer system. He explained processing times and the delays within the system and advised Committee of the action plan in place to manage rent arrears during the next quarter. The Arrears Team are optimistic that the year end out-turn will be at or close to the target set.

Agreed

The Committee noted the performance information contained in the report and agreed to report to Resources & Remuneration Committee, Local Housing Boards and the Board on rent arrears and actions planned to improve performance.

07/10 Progress Report – Consolidated Improvement Plan (CIP) & Service Improvement Targets (SIT)

The Committee received a report detailing the progress against Service Improvement Targets (SIT), the Consolidated Improvement Plan (CIP) and slippage against targets and proposed corrective actions brought to Committee.

The Committee commented that the 'Impact' and 'Cost' areas on CIP should be looked at and be more descriptive.

Agreed

The Committee

1. approved the proposals to address slippage against actions as detailed in CIP and SIT
2. approved that the performance team monitor overdue targets on SIT, ensure slippage are addressed by the responsible officer, and report back to Committee annually
3. agreed where deadlines had been changed on CIP, it should be brought back to Committee
4. noted general progress against all actions as contained in Appendices 3 and 4.

07/11 Derby Homes Risk Register

The Committee received an updated report on the management arrangements for the strategic and operational risk registers.

Sue Glithero commented that the objectives for strategic and operational risks should be grouped under each strategic objective. She also commented that there was no strategic risk for equalities and diversity. The Director of Housing and Customer Service said that the Senior Management Team would discuss this.

Agreed

The Committee

1. approved action taken to revise and update the existing risk register

2. delegated authority to Derby Homes' Senior Management Team to assess and score each strategic and operational risk and present a further report back to Committee in May 2007 detailing the outcomes and updates on the strategic risks.

07/12 Investors in Excellence

The Committee received a report on Investors in Excellence, which is a national programme designed to help all types of organisations to continuously improve their performance in all key areas, including leadership, people and customer results.

Agreed

The Committee approved Derby Homes' commitment to Investors in Excellence.

07/13 Enquiry Centre Action Plan

The Committee received a report summarising the actions taken over recent months to secure improved performance in the Enquiry Centre. The report also gave a forward view of actions proposed to maintain performance and extend the range of services offered. The Chair was unhappy with the introduction of monthly staff awards but was impressed with the overall action plan. The Director of Housing and Customer Service replied that it was an incentive to encourage staff moral and good performance.

Agreed

The Committee

1. approved the action plan for future improvement and extension of services
2. noted actions taken to date.

07/14 Maintenance Performance Sub Group Progress

The Committee received information on previous minutes and progress to date relating to the process of managing and monitoring the new responsive maintenance contract.

Agreed

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

07/15 Agree Feedback To Be Presented To The Board

Committee agreed the recommendation as shown in Minute 07/09.

Date of next meeting

The next meeting will be held on Tuesday 8 May 2007 at 6.00 pm at Cardinal Square.

The meeting ended at 8.50 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 6 February 2007.

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE

Held on Thursday 8 February 2007

The meeting started at 6.00 pm

Board Members Present:

Sue Glithero, Fareed Hussain (until 6.35 pm), Phil Kay, Iain MacDonald(Chair), Dennis Rees, Bob Osler, Bob Troup

Officers Present:

Phil Davies, Christine Hill, Jackie Mitchell, Lorraine Watson, Pippa Wood

07/07 Apologies

Apologies for absence were received from Moz Greenshields, Unison.

Fareed Hussain advised he would need to leave the meeting early because he had to attend a council meeting starting at 6.45 pm.

07/08 Admission of Late Items

There were no late items.

The Committee agreed that as the Solicitor from Anthony Collins was unable to attend the meeting due to the weather conditions, Item C2 would be discussed with other Part C reports, at the end of the agenda.

07/09 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 C5 – Performance Pay Procedure. The Committee agreed they should leave the room during consideration of the item.

07/10 Minutes of Previous Meeting

The minutes of the meeting held on the 4 January 2007 were accepted as a true and accurate record.

07/11 Matters Arising

Minute 07/06 Derby Homes Draft Operating Budget 2007/8

The Director & Company Secretary advised the longer term financial plan would be presented to the Committee in April and then to the Board in May 2007.

07/12 Findings of the Employee Survey

The Committee received a presentation from Pippa Wood, Personnel Officer (Employee Performance & Development) on the findings of the Employee Survey carried out in 2006 by CSR Survey on behalf of Derby Homes.

The Committee was advised the survey revealed improvements in the categories of Manager, Performance Management, Pay and Benefits, Communication and Information and Work Environment since the last survey was carried out in 2002. However categories of Organisation and Strategy, Training and Job Satisfaction were lower.

An Employee Survey Working Group has been established to explore and address some of the areas of concern highlighted in the survey (identified on page 14, paragraph 4.6 'Action Points' of the report of the findings).

Agreed

The Committee

1. noted the findings of the Employee Survey 2006
2. requested comparative information be obtained (possibly from CSR Survey) of other similar size/type organisations to see if there are similar patterns of employee satisfaction
3. requested feedback at a future meeting on the action plan identified by the Employee Survey Working Group.

07/13 Derby Homes Management Accounts 2006/07

The Committee received the Management Accounts for period 9 – April to December 2006.

The Director & Company Secretary reported a cumulative operating surplus of £93,000, a notional cash balance of £1,306,000 and a full year forecast of £106,000 operating surplus.

The Director & Company Secretary provided an update on progress made to implement the Board Members Loss of Earnings Scheme. Following the consultation exercise carried out with tenants and leaseholders through an article in Derby Homes News, the results of which were reported to the Board in November, the Director & Company Secretary had submitted details of the scheme to the Department for Communities and Local Government (DCLG). The DCLG's comments were received in January. The Director & Company Secretary has recently contacted the Council's Solicitor, Andrew Thomas, to request the Council amend the Company's Memorandum & Articles of Association. The Council will need to issue a written resolution to empower the Board to approve the policy. The Director & Company Secretary anticipated bringing a report to the March Board meeting.

With regard to the backdating of any payments, the Director & Company Secretary has sought advice from Anthony Collins Solicitors and will also be consulting Andrew Thomas. The advice from Anthony Collins is as follows:

As identified in the Board Report of 30 March 2006, the payment of Board Members required an amendment to Clause 6 of Derby Homes' Memorandum of Association. This amendment could be made by the Council passing a special resolution to that effect, either at an extraordinary general meeting of Derby Homes or as a formal written resolution under the Companies Acts. If Derby Homes makes any payment either before this resolution has been passed or in relation to a period before this resolution has been passed, then such a payment would be ultra vires. It is clear, therefore, that the payment cannot be backdated to cover any period before the Memorandum of Association was changed.

DCLG Guidance on the payment of Board Members requires that tenants, the local authority, and other stakeholders are consulted on any proposal to pay Board Members and that the local authority first consents to this. Any payments that are made in respect of a period

before this consultation has been completed or before the local authority's (Derby City Council's) approval has been given will be a breach of this guidance.

The Chair expressed his dissatisfaction that the scheme had taken so long to implement and he felt that some Board Members had attended meetings, forfeiting earnings on the basis of their ability to be paid by Derby Homes for this loss. He felt they had not been treated fairly.

The Director & Company Secretary assured the Committee that although the matter had taken longer than had been anticipated, all actions carried out by Derby Homes had been executed promptly.

The Chief Executive confirmed with the exception of the last meeting, he did not recall the issue of backdating had been raised when the proposed scheme had been discussed previously.

Agreed

The Committee noted the Management Accounts for April – December 2006.

07/14 Review Topic – External Funding for Derby Homes

The Committee considered a report on external funding obtained by Derby Homes. The Chief Executive advised external funding has been obtained from various sources including the management fee from the Council, management of RSL properties, grant from Derwent New Deal in the Community, consultancy services provided by senior staff.

There was discussion on new business opportunities for Derby Homes and it was suggested that a report should be brought to the next Development & Regeneration Committee on the work of the Regeneration & New Business Manager.

It was proposed a working group of Board Members and staff be created to meet regularly with the Council's External Funding Unit and the Derbyshire Chamber of Commerce to ensure a more systematic approach to obtaining external funding.

Agreed

The Committee noted the report.

07/15 Procurement Procedure Rules

The Committee received a report containing the revised procurement and purchasing procedures and terms and conditions.

The Committee requested amendments to the procedure:

PPR01 – Definitions and Interpretation – definitions for ‘Authorised Officer’, ‘Chief Officer’ and ‘Firm’ to be clarified.

PPR05 – Waiver – sentence to be added at the end of the penultimate paragraph to include annual reporting to the Resources & Remuneration Committee.

PPR14 – Contracts Over £50,000 – remove two bullet points and replace with “£50,000 or more at least six tenders will be invited”.

PPR16 – Restricted Tendering Procedure – information requested by the Committee on the geographical area covered by ‘intend’.

Generally – check reference to ‘Chief Officers’ within the procedure and ensure the procedure links into the Governance Arrangements Scheme of Delegations.

Agreed

The Committee approved the Procurement Procedure Rules and Terms and Conditions subject to the amendments described above.

07/16 Performance Monitoring – Issues referred from Performance Management Committee

The Committee received a report of the Performance Management Committee highlighting key performance issues of the quarter 3 outturn for 2006/7.

The report highlighted the current situation affecting housing benefit processing times. It was noted that performance had improved just before the Christmas and New Year bank holiday of between 55-60 days. The report also outlined target processing times for quarter 4 and actions planned to try to achieve end of year target.

Agreed

The Committee

1. noted the report
2. requested future reports recommend a course of action.

07/17 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 items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 18.2(ii, x and xi).

07/18 Policy on Adopting Derby City Council's Personnel Policies

The Committee at its meeting in November requested a report on the reasons for continuing to adopt Derby City Council Personnel Policies, including the advantages and disadvantages of doing so.

The report presented to the Committee also included legal advice from Derby Homes' solicitors, Anthony Collins, on the ability to set different employment terms and conditions from those of the Council.

Agreed

The Committee noted the report and agreed to continue with the current practice of adopting Council personnel policies, presented to suit Derby Homes' requirements and to develop Derby Homes' own policies where it is appropriate to do so.

07/19 Standing Order 11

Agreed

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

07/20 Scheme Manager's Minimum Wage Update

The Committee received a report advising of progress made on the scheme manager's minimum wage claim.

Agreed

The Committee

1. noted the content of the report and in particular stressed the confidentiality of the report
2. if necessary, agreed to be involved in any decision to appeal.

07/21 Job Evaluation

The Committee received a report advising of progress with Job Evaluation.

Agreed

The Committee approved the recommendation as outlined in the report.

07/22 Performance Pay Procedure – Proposed Amendments

The Committee considered a report on a revised performance pay procedure for the Chief Executive, Directors and third tier officers.

Officers left the room to allow the Committee to discuss the report.

Phil Kay left the meeting at this point.

Agreed

The Committee deferred their decision and requested a meeting be arranged with the Chair and Vice Chairs of the Board and the consultant, to obtain further advice.

Date of next meeting

The next meeting will be held on Thursday 26 April 2007 at 6.00 pm at Cardinal Square.

The meeting ended at 9.05 pm.

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CHAIR

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

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD NORTH

Held on Thursday 15 February 2007

The meeting started at 6.00 pm.

Local Housing Board Members Present:

Gary Featherstone, Sue Glithero, Pat Hulland, Selig Nisbett, Bob Osler, Margaret Redfern, Brian Perry, Phil Raffle, Dennis Rees, Reg Skerrett, Gwen Stubley, Wilf Upton, Roy Webb

Officers Present:

Shaun Bennett, Maureen Davis, Phil Davies, Andrew McNeil, Jackie Mitchell, Terry Willis, Samantha Wright

Derby City Council Environmental Services Department Present:

Mick Hill, Bill Oates (from approx 7.00 pm onwards)

Derwent Community Team

Krissi Spinoza

07/01 Apologies

Apologies for absence were received from Sylvia Hyde, Terry Rogerson and Derek Teece.

07/02 Admission of Late Items

The Chair agreed to admit a report on Customer Service Strategy at the end of Part A of the agenda.

07/03 Declarations of Any Other Business

There were no declarations of any other business.

07/04 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.

07/05 Minutes of the meeting held on 7 December 2006

The minutes of the meeting held on Thursday 7 December 2006 were accepted as a true and accurate record.

07/06 Matters Arising

Minute 06/115 – Matters Arising

Shaun Bennett referred to minute 06/92 and confirmed the options being reviewed for a new bid at Croydon Walk /Finchley Avenue are for a car park.

Minute 06/117 – Community Panel Issues

Shaun Bennett stated further discussions had taken place with Housing Strategy team at the City Council regarding 69 Wood Road, Chaddesden, and will be discussed further at the Council's next Housing Strategy Group meeting. In the meantime the property is monitored closely as a hot spot area.

Minute 06/128 – Void Management

Terry Willis reported spot checks on void properties had been carried out on Thursday 4 January 2007, and Local Housing Board North members attended a site visit on Tuesday 6 February 2007 to carry out spot checks. The site visit scheduled for Thursday 8 February 2007 was cancelled due to weather conditions. Further site visits will be arranged for March.

07/07 Questions from Members of the Public

No questions were received from members of the public.

07/08 Any items from Part B to be discussed

The Chair agreed to discuss items B2, B3, B7, B8, B10 and B12 on Part B of the agenda. Other items on part B will be noted but not discussed.

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

Maureen Davis gave a presentation on the Tenant Customer Satisfaction Results 2006/07. The information was collated by the Council and included the North and South of the City comparisons.

Dennis Rees asked how many properties were in the Allestree area. Maureen confirmed there were three properties.

Krissi Spinoza confirmed the results on tenant satisfaction in the Derwent area had highly improved following previous surveys in the area. Maureen Davis and Krissi are to meet to discuss comparisons and to focus on the dissatisfied areas identified in the survey and to investigate the trends.

07/10 Community Panel Issues

Riverside West

Brian Perry felt the car parking permit scheme charge should be increased as the scheme had been in operation for some time. Phil Davies confirmed the current charge is £1.25 per week and will increase to £1.30 in 2007/8. Bob Osler suggested reviewing the car parking permit charge next year.

Chaddesden Links

Margaret Redfern reported she had been contacted by tenants about access problems to fuse boxes. Pat Hulland also added she is having problems accessing her fuse box. Shaun Bennett confirmed that it would be too expensive to have the fuse boxes lowered, and suggested identifying the issues when periodic inspections are carried out.

Derby Leaseholder Association

Selig Nisbett said she has access problems to her water meter as the meter is positioned in a small confined low area.

Morley and Mackworth

Gwen Stubley said the Community Panel is working closely with the Police to issue a Dispersal Order 13 to remove nuisance youths in the area.

07/11 City Housing Improvement Plan Review Priority Areas – Progress Update

Following further consultation agreed at the meeting in December 2006 the Local Board received an update report on the options for prioritising schemes for Estates Pride. The report also included an update on the projected timing of schemes within the budget projections of Derby City Council.

The Local Board felt the contents of the report was confusing. Further information on City Housing Improvement Plan reviews should also be made clearer to the Community Panels.

Recommendation

It was agreed that the Director of Investment and Regeneration should issue a clarification of the position on Estate Pride funds for environmental improvements (this is attached as an appendix to these minutes).

07/12 Governance Services Committee Review of Local Housing Boards' Terms of Reference

The Local Board received a report advising them on the review of the Local Housing Boards' terms of reference and proposed an amended framework agenda.

Jackie Mitchell referred to Appendix C, paragraph 22(d)4 of the report. She explained Local Boards may be asked to make major decisions that had city-wide implications and the two Local Boards could make different decisions. The example of the Grounds Maintenance Contract was given, where the Local Housing Boards had been asked their views and had made a recommendation to the main Board. Main Board Members have the right to refer any decisions to the main Board, where they think the decision requires the Boards consideration. The Performance Management Committee will be monitoring the decisions of the Local Boards and reviewing those where different decisions have been made and reporting on them to the Board annually.

Agreed

The Local Board

1. noted the outcome of the review of the Local Housing Boards' terms of reference by the Governance Services Committee.
2. approved the draft framework agenda attached at Appendix A of the report.

07/13 Local Housing Boards Development Group Update

Gwen Stubleby presented an update report on the progress made by the Development Group.

Bob Osler queried the role and future of the Development Group.

Jackie Mitchell confirmed the Development Group will support the development of new and existing Local Board members. The Group will propose an action plan and training programme over the following months with regular updates brought back to the Local Boards.

Agreed

The Local Board noted the report and agreed the development work to be carried out as outlined in Appendix 2 of the report.

07/14 Customer Service Strategy

The Local Board received a report prepared at the request of the South Local Housing Board for its meeting on 21 December 2006 to facilitate discussion around proposals for continuous improvement in customer services. The strategy was approved by the South Board at that meeting. The Local Board felt it was unclear whether the strategy was written for staff or customers and contained jargon.

The Local Board requested the Customer Service Strategy to be written in plain English and be more user friendly.

Agreed

The Local Board approved the draft customer service proposals as contained within Appendix 1 of the report.

07/15 Estate Inspection and Evaluation

The Local Board received a report informing them about a proposal to introduce a new systematic estate inspection and evaluation process.

Sue Glithero asked when the proposal to introduce a new systematic estate inspection and evaluation process would start. Maureen Davis confirmed the process will be running from April 2007.

Agreed

The Local Board noted plans to introduce the new estate inspection and evaluation process.

07/16 BME Project North Area, Derby

The Local Board received a progress report informing them of an initiative to improve the perception of the North Area of the City amongst the Black and Minority Ethnic (BME) Communities.

Sue Glithero queried the target figure in paragraph 5.1 of the report, of 15% for the overall number of BME tenants, in line with the demographic make up of the City, which she believed was 12.5%. Maureen Davis undertook to check the figures.

Agreed

The Local Board noted the progress on the initiative and agreed to receive further update reports.

07/17 City Housing Improvement Plans Update

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

Sue Glithero requested a report on required expenditure for CHIPs.

Dennis Rees stated the Community Panels had been advised at the start of the programme all projects would be completed by August 2006, and asked if there was any work that had not been started. Shaun Bennett said he would ask Andy Higginbottom to prepare a full year end summary against targets and to attend the next Local Housing Board North meeting on Thursday 12 April 2007.

Agreed

The Local Board noted the performance monitoring information contained in the report.

07/18 Update on Service Access Review

The Local Board received an update progress report on the further implementation of the Service Access Review. It concentrates on the ongoing negotiations to:

- share facilities at some local housing offices
- develop a new co-located service at Alvaston
- find an alternative use for some former local housing offices.

Sue Glithero asked why the South area information was contained in the report. Maureen Davis apologised for including the information and confirmed the future report will contain specific North area information.

Agreed

The Local Board noted the progress of the ongoing implementation of the Service Access Review, and agreed to receive further update reports.

07/19 Third Quarter Review of Repair Account Expenditure 2006/07 – End December 2006 Update

The Local Board received a report on the third quarter update on the actions agreed at the outset of the year to reduce spend within the Housing Repairs Account for 2006/07.

Sue Glithero asked why the South area information had been included in the report. Shaun Bennett explained the Repairs Account is managed city-wide. Shaun said he will include specific North area issues in future reports.

Agreed

The Local Board noted the third quarter update on the Repairs Account expenditure.

07/20 Draft Asset Management Strategy

The Local Board received a report providing an early view of the direction being taken on the draft Assessment Management Strategy (AMS) for maintaining and developing the public sector housing stock.

Sue Glithero requested future reports to only include specific North area issues.

Agreed

The Local Board noted the draft Asset Management Strategy.

07/21 Draft Capital Programme 2007/08

The Local Board received an update report on investment in improving homes for the next financial year.

The Local Board requested future reports should only contain specific North area issues.

Agreed

The Local Board noted report.

07/22 Derby Homes High Hedge Procedure

The Local Board received a report on the City Council's High Hedges Complaints Procedure at the meeting held in December 2006. The Local Board received a further report outlining Derby Homes' response to similar complaints.

Agreed

The Local Board did not discuss but noted the report.

07/23 Customer Satisfaction and Complaints Performance

The Local Board received an update report on Customer Satisfaction and Customer Complaints received up to and including the third quarter 2006/07.

Agreed

The Local Board did not discuss but noted the report.

07/24 Derby Homes Performance Monitoring

The Local Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of the quarter three out-turn for 2006/07.

Agreed

The Local Board did not discuss but noted the report.

07/25 Crime Reference Numbers

The Local Board received a report on crime reference numbers. Derby Homes, the Police and Community Safety Partnership have developed a joint protocol for reducing unnecessary reporting of criminal damage by Derby Homes' tenants.

Agreed

The Local Board did not discuss but noted the report.

07/26 Quarterly Update on Development in the North Area

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

Agreed

The Local Board did not discuss but noted the report.

07/27 Training Programme 2007

The Local Board received a report outlining the training available to Local Housing Board Members through the Board Training Programme and requested Local Board Members to suggest any additional training required.

Agreed

The Local Board did not discuss but noted the report.

07/28 Derwent New Deal Housing Update

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

Agreed

The Local Board did not discuss but noted the report.

07/29 Draft Minutes of the Derby Homes Board on 25 January 2007

The Local Board noted the minutes of the Derby Homes Board meeting held on the 25 January 2007.

Agreed

The Local Board did not discuss but noted the minutes of the Derby Homes Board meeting held on Thursday 25 January 2007.

07/30 Any Other Business

Margaret Redfern reported she had been contacted by a number of tenants about damage to their homes after poor weather conditions,

and she felt tenants were not clear on responsibility for carrying out repairs to their properties. Shaun Bennett confirmed the information is covered in the Tenants Handbook and suggested an article be published in the next Derby Homes News.

07/31 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 involves the likely disclosure of confidential information as defined in Standing Order 18.2 (ii) and (x).

07/32 Review of Caretaking Service and Establishment of NEAT Teams

The Local Board received a report informing them on the outcome of a review of the caretaking service. The report included progress on the establishment of the NEAT teams in conjunction with the Community Safety Partnership.

Dennis Rees raised concern regarding the funding of £70k allocated from the Estates Pride budget, and said the NEAT teams do not provide a service for all of the City.

Roy Webb asked about the future of the Concierge Service at Rivermead House. Maureen Davis confirmed that there are no plans to TUPE transfer the Concierge Service.

It was noted that a Service Level Agreement (SLA) will be agreed with Environmental Services (ESD).

Agreed

The Local Board noted

1. the progress made and agreed to receive further update reports
2. the practical implementation of these proposals is delegated to the Chief Executive of Derby Homes.

Date of next meeting

The next meeting will be held on Thursday 12 April 2007 at 6.00 pm, in the Board Room at Cardinal Square.

The meeting ended at 8.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 15 February 2007.

DRAFT

DERBY HOMES LIMITED

MINUTES OF THE GOVERNANCE SERVICES COMMITTEE

Held on 19 February 2007

The meeting started at 5.00 pm

Board Members Present:

Tabani Ndlovu, Bob Osler,

Officers Present:

Phil Davies, Lorraine Watson, Jackie Mitchell

07/10 Apologies

Apologies for absence were received from Jenny Bradley, Dennis Rees, Mark Crown

07/11 Admission of Late Items

The Committee considered and agreed to invite a second member of staff to join the Committee.

07/12 Declarations of Interests

There were no declarations of interests.

07/13 Minutes of Previous Meeting

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

07/14 Matters Arising

There were no matters arising.

07/15 Review of Board Members obligations

The Committee received a report on the current obligations of Board members, including declaration of acceptance of the responsibilities of being a Board member and declaration of interests, which form part of the induction process for new Board members, and various obligations contained within the Memorandum & Articles of Association and Governance Arrangements.

Agreed

The Committee

1. requested the Director & Company Secretary to
 - i. check that the City Council's eligibility criteria for Councillors meets the requirements of that for Board members
 - ii. remind Board Members, when sending apologies for absence at meetings, they can submit their views or comments on reports on the agenda to the Chief Executive
 - iii. include the report Board Members' Obligations in the Board Members Induction Pack
 - iv. include Board Members Declarations forms in Anthony Collins review of the Governance Arrangements
 - v. replace references to 'officer(s)', in governance and other documents, to 'employee(s)'
2. recommended to the Board
 - i. abstention from decision make is accepted only as a last option
 - ii. issues identified in paragraphs 17 and 18 of the report relating to Board members' obligations to participate in training and development and appraisal and mentoring, are included in the revised Governance Arrangements.

07/16 Recruitment of Board Members

The Committee received a report proposing alternative options for the recruitment of Board Members. The report proposed

- a criteria for Council Board Members is proposed to the Council
- no changes to the existing recruitment process for Independent Board Members
- three options for the recruitment of Tenant and Leaseholder Board Members.

Any of the three options for the recruitment of Tenant and Leaseholder Board Members will require a change to the Articles of Association. It was proposed that the revised procedure if agreed by the Board, should commence in the 2007/8 constitutional year.

Agreed

The Committee agreed to recommend to the Board

1. that the Board approaches the Council each year with criteria for Councillor Board Members and asks the Council to consider this when nominating councillors at their AGM
2. to continue with the existing process for the recruitment of Independent Board Members
3. Option A for the recruitment of Tenant and Leaseholder Board Members for implementation in the 2007/8 constitutional year.

07/17 Strategic Board Meetings

The Committee considered a report proposing that the Board holds two strategic meetings every year in May and September. This would be in addition to the Board Away Day in January.

The report proposed examples of business for discussion and alternative meeting formats.

Agreed

The Committee agreed to recommend to the Board that it holds two strategic meetings in May and September in addition to the Away Day in January / February.

07/18 Board Report Template

The Committee received a report that compared the current report template with others used by other ALMOs. The report proposed possible alterations for the Committee's consideration.

The existing report template had undergone some alterations over the past few years and the Committee felt it was adequate.

Agreed

The Committee agreed

1. to continue with the existing report template
2. future reports to the Board and its committees should contain clear, definite recommendations and include other options considered where it is appropriate to do so. These practices should be included in the report writing guide being produced for employees.

07/19 Review of Terms of Reference: Resources & Remuneration Committee

The Committee reviewed the terms of reference including delegations from the Board to the Resources & Remuneration Committee.

The Committee requested clarification on the major decisions the Resources & Remuneration Committee have been delegated.

Agreed

The Committee agreed to receive a further report at its next meeting on the major decisions delegated to the Resources & Remuneration Committee.

07/20 Review of Terms of Reference: Development & Regeneration Committee

The Committee reviewed the terms of reference of the Development & Regeneration Committee. It was noted the Committee did not have any decision making powers and that any decisions must be referred to the Board.

Agreed

The Committee noted the Development & Regeneration Committee terms of reference.

07/21 Governance Action Plan Update

The Committee reviewed the action plan and noted the actions completed since the last meeting.

The Committee considered the rules for the disqualification of Board Members, in particular the rule for absences from meetings absences for more than six consecutive months without permission (apology) and absences of at least 60% of any 12 month period.

The Committee felt the rule should apply with or without apology for absence given. If approved by the Board, this change would require an amendment to the Articles of Association.

07/22 Items for next meeting

Resources & Remuneration Committee Delegated Decisions
Board Appraisal Scheme
Executives' membership of Board
Terms of Reference Reviews of
HRA Strategic Working Party
Budget Scrutiny Group
Chair & Executive meetings.

Date of next meeting

It was agreed to cancel the meeting scheduled for the 5 March 2007.

The next meeting will be held on Monday 2 April at 5.00 pm at Cardinal Square.

The meeting ended at 7.10 pm.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH

Held on Thursday 22 February 2007

The meeting started at 6.00 pm

Local Housing Board Members Present:

Peter Blount, Win Buchan, Jim Dodgson, Theo Harris, Phil Kay, John Newbould, Mary O'Reilly, Ken Whitehead, Jack Wray, Asaf Afzal, Fareed Hussain, Bob Troup (Chair).

Officers Present:

Julie Eyre, Matt Hands, Andrew McNeil, Maria Murphy, Val Watson, Jackie Mitchell, Steve Humenko, Paula Solowij

Derby City Council Environmental Services Department Present:

Bill Oates

07/01 Apologies

Apologies for absence were received from Paul Cole, Tabani Ndlovu, Jenny Bradley and Nita Murphy.

07/02 Admission of Late Items

The Chair admitted a late item – (Petition Regarding Anti-Social Behaviour Eden Street Sheltered Housing Scheme), to be placed after Item A10 on the agenda.

07/03 Declarations of Any Other Business

Jim Dodgson declared an interest in the late item.

07/04 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.

07/05 Minutes of the meeting held on 21 December 2006

The minutes of the meeting held on 21 December 2006 were accepted as a true and accurate record.

07/06 Matters arising

Minute Number 06/125 – Review of Local Letting Plans – System of Identified Localised Hot Spots

Maria Murphy informed the Local Housing Board that the report looking at Hot Spots was discussed with Derby City Council at a meeting at the end of February. Approval is now required from Councillor Nath.

07/07 Questions From Members of the Public

The Local Housing Board considered a question from Mrs Daniels who lives in the Osmaston Community Panel area about repairs to her windows.

The Local Board was advised there had been a delay in completing the window repairs due to communication problems between Derby Homes and the contractor. Most of the repairs had recently been completed with other work due to be completed by mid February.

Agreed

The Board noted the question from the member of the public and the action taken.

07/08 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.

07/09 Community Panel Issues

Bob Troup asked about the conversion of the Littleover Housing Office back to a flat.

Mat Hands responded that the decision is to be made before the end of the financial year, it will cost approximately £30,000 to convert back.

Agreed

The Local Housing Board agreed that the decision will be notified to the Local Housing Board in April.

07/10 Presentation on Tenant Satisfaction Survey – Local Comparisons

The Local Housing Board received a report and copy of a presentation on Tenant Customer Satisfaction results 2006/07 – North and South of the City Comparisons – South Electoral Ward areas.

Maria Murphy updated the Local Housing Board with background of the survey and discussed the results in detail. Maria explained that the survey analysis takes into consideration the number of people surveyed in each area and noted that we have to be mindful of the Local Office closures that may have affected the results.

Maria advised that the comments taken from the survey are split between positive and negative and the most common comments highlighted.

Agreed

The Local Housing Board noted the comparisons in Customer Satisfaction between the North and South of the City.

07/11 Forward Plan Item – Void Management

The Local Housing Board received an update report on the impact of the action plan to reduce expenditure on the turnaround of void properties and the creation of a combined voids and allocations team.

Phil Kay noted his disappointment to a reduction in the budget. Maria Murphy explained that we still put in tight quality standards but stressed we have to work within budget constraints. Steve Humenko confirmed that there has been no effect on relet times. New Homes Questionnaires were discussed and Maria confirmed that all feedback from in-house satisfaction surveys will be presented to the Performance Committee on a quarterly basis.

John Newbould commented on the value of the £50 decoration vouchers. The Local Housing Board was advised that the vouchers are a contribution towards, not a reflection of the actual cost of decorating.

Agreed

The Local Housing Board noted the report.

07/12 Update on Service Access Review

The Local Housing Board received an update report on the continuing implementation of the Service Access Review which concentrated on the ongoing negotiations to:

- share facilities at some local housing offices
- develop a new co-located service at Alvaston
- find an alternative use for some former local housing offices.

Win Buchan asked if a plan of the alterations could be brought to the next meeting. Maria Murphy confirmed that an existing plan and proposed plan will be presented in April. Paula Solowij offered to show Win the proposed layout of the library.

Phil Kay enquired whether we will receive any income from the Education Service at Browning Circle. The Local Housing Board was advised that all services/agencies are charged for use of the premises.

Jack Wray expressed concern over delays in the co-location of the service at Alvaston. The Local Housing Board was reassured that the final report to be presented in April will be conclusive although the time scale will be dictated by the library service, but should be completed by the end of the Summer.

Bob Troup asked for an update on home visits and attendance at surgeries. Maria confirmed that a report will be presented at the next meeting.

Agreed

The Local Housing Board:

- noted the consultation undertaken with Alvaston Community Panel and approved the finalisation of arrangements for co-location later this year, subject to receiving detailed financial implication
- noted the progress of other aspects of the review as detailed in the report
- requested an update report on home visits and surgery use.

07/13 Governance Services Committee Review of Local Housing Boards' Terms of Reference

The Local Housing Board received a report on the Governance Services Committee's review of the Local Housing Board's terms of reference and proposals for an amended framework agenda.

Bob Troup enquired if the Local Housing Boards have delegated powers with regard to agreeing Hot Spots. Maria Murphy agreed that Hot Spots are an internal initiative to improve sustainability, but stated that Cabinet involvement is beneficial so to endorse the rationale behind it. It was felt that delegated decision number 12 gave the Local Boards authority to work with partner organisations, including the Council, on initiatives to improve the sustainability of estates.

Win Buchan asked about progress on Local Service Agreements and suggested the Tenant Participation Team may be delaying these. Maria agreed to look into this.

Agreed

The Local Housing Board:

- noted the outcome of the review of the Local Housing Board's terms of reference by the Governance Services Committee
- approved the draft framework agenda contained within Appendix A 'Proposed Agenda'.

07/14 Local Housing Boards Development Group – Progress Report

The Local Housing Board received an update report on the progress made by the Development Group.

John Newbould volunteered to become the third South Board representative. Jackie Mitchell confirmed that as there were no main Board members able to volunteer, a Deputy was acceptable.

Agreed

The Local Housing Board:

- noted the report and agreed the development work to be carried out as outlined within Appendix 2 of the report
- agreed that John Newbould represent the South Board on the Development Group.

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

The Local Housing Board received a report informing the Local Board of a petition from residents of the Eden Street Sheltered Housing Scheme and the action taken.

The Local Housing Board agreed that Jim Dodgson could remain in the meeting. Maria Murphy shared Nita Murphy's comments with the meeting.

Agreed

The Local Housing Board noted the report and agreed that a continuing report be brought to the Local Housing Board until the situation is resolved.

07/16 Estate Inspection and Evaluation

The Local Housing Board received a report about a proposal to introduce a new systematic estate inspection and evaluation process.

Agreed

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

07/17 Customer Satisfaction and Complaints Performance

The Local Housing Board received an update report on customer satisfaction and customer complaints received up to and including 3rd quarter 2006/07.

Agreed

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

07/18 Crime Reference Numbers

The Local Housing Board received a report on the joint protocol between Derby Homes, the Police and Community Safety Partnership for reducing unnecessary reporting of criminal damage by Derby Homes' tenants.

Agreed

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

07/19 City Housing Improvement Plan Review Priority Areas – Progress Update *(incorrectly titled report, should refer to Estates Pride)*

The Local Housing Board received a report:

1. on the options for prioritising schemes for Estates Pride, following further consultation agreed at the last meeting
2. update on the projected timing of schemes within the budget projection of Derby City Council.

The Local Housing Board noted that the title of the report was incorrect and it related to Estates Pride, not CHIPs.

The Local Board requested an explanation of the funding arrangements for Estates Pride and Matt Hands explained as follows:

- the total Estates Pride funding is expected to be £15 million. However, the funding is based on a long term surplus building up within the Housing Revenue Account and this is highly sensitive to small fluctuations in a number of factors. The Council is being prudent about releasing the funds and is only doing so on a year by year basis
- about half of the overall funding has already been committed to various projects. This money is effectively guaranteed. The remainder is intended mostly for estate based environmental improvements. The Council is reviewing this part of the funding and only releasing money when they are satisfied that it is prudent to do so
- because of the need to make a large contribution in 2007/08 towards the PFI street lighting scheme, there will now be little, if any, funding to start large scale environmental improvement work in 2007/08. We may be able to start some projects later in the year. This delay is no bad thing, as it allows projects to be properly planned
- the £150,000 that the Local Board has set aside for 'quick fix' estate works during 2007/08 is still available. Panels can bring proposals to the Local Board who can approve this type of small scale reactive work. But the more funding is used this way, the less there will be for large scale estate-based projects that will make more of a difference.

There was some concern that older estates that were due to receive environmental improvement projects later in the programme might find their funding cut back if the overall Estates Pride funding is reduced. Matt Hands said we all wanted to avoid that and it is one good reason why the Council is being cautious with the funding allocation.

Agreed

The Local Housing Board noted the timing restriction for schemes within the proposed budget of Derby City Council.

07/20 Third Quarter Review of Repair Account Expenditure 2006/07 – End December 2006 Update

The Local Housing Board received a 3rd quarter update report on the actions agreed at the outset of the year to reduce spend within the Housing Repairs Account for 2006/07.

Agreed

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

07/21 Redevelopment of Flats and Schemes Update – South

The Local Housing Board received a report on the current position on blocks of flats approved for demolition and future redevelopment in the South area.

Agreed

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

07/22 Draft Asset Management Strategy

The Local Housing Board received a report containing a draft Asset Management Strategy (AMS) for maintaining and developing the public sector housing stock.

Bob Troup queried whether environmental issues will be incorporated into the strategy. Matt Hands confirmed that environmental implications, particularly energy efficiency, is included within the limitations of available resources.

Agreed

The Local Housing Board noted the report.

07/23 Standing Order 11

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

07/24 Draft Capital Programme 2007/08

The Local Housing Board received a report on investment in improving homes for next financial year.

Agreed

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

07/25 Training Programme 2007

The Local Housing Board received a report outlining the training available to Local Housing Board Members through the Board Training Programme and requested Local Board Members to suggest any additional training required.

Some members queried why some training courses are only available to main Board members. Jackie Mitchell responded that some courses are tailored to specific legal responsibilities of main Board members.

Matt Hands requested that maintenance training is limited to two sessions instead of four. This would allow Maintenance to provide better training including topical site visits. Jackie confirmed that the training programme for this year had already been approved by the Board, but would welcome suggestions for future training requests.

Agreed

The Local Housing Board noted the report.

07/26 Performance Monitoring

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of the Quarter 3 out-turn for 2006/07.

Agreed

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

07/27 City Housing Improvement Plan South 2006 – 07

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

Agreed

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

07/28 Consultation on Revised Conditions of Tenancy

The Local Housing Board received a report summarising the consultation as requested at the Local Housing Board South meeting on 21 December 2006.

Ken Whitehead expressed concern that Panel had received insufficient notice to consider the proposals.

Maria Murphy assured him that better planning would take place on future consultation.

Agreed

The Local Housing Board noted the report.

07/29 Glossop Street Site Occupied by Travellers

The Local Housing Board received an update report on the continued illegal occupation of Glossop Street by travellers.

Agreed

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

07/30 Petition – Park Homes – Health & Safety and Fire Risk Assessment

The Local Housing Board received a report informing them of a petition received from residents of Park Homes Mobile Home Park, Shelton Lock, dated 12 October 2006.

Theo Harris gave an update on the background of the report.

It was agreed that although the gates are not operational at present they do not present a problem and will have financial implications if put right.

Maria Murphy agreed to bring a more detailed report to the Local Housing Board in April 2007. A further report on management implications/financial viability would be presented to the main Board for consideration.

Agreed

The Local Housing Board noted the report.

07/31 Petition – Shirland Court

The Local Housing Board received a report informing them of a petition received from residents on Shirland Court and Shipley Walk, Shelton Lock, dated 22 November 2006.

Peter Blount suggested that residents are informed through Derby Homes News of the fine implications if caught allowing a dog to foul in public.

Agreed

The Local Housing Board noted the report and the action taken.

07/32 Draft minutes of the Derby Homes Board held on Thursday 25 January 2007

The Local Board noted the draft minutes of the meeting held on 25 January 2007.

07/33 Any Other Business

There was no other business raised.

07/34 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).

07/35 Review of Caretaking Service and Establishment of NEAT Teams

The Local Housing Board received a report of the outcome of a review of the caretaking service. It also explained the progress on the establishment of NEAT teams in conjunction with the Community Safety Partnership.

Agreed

The Local Housing Board South:

- discussed and noted the progress made and agreed to receive further update reports
- noted that the practical implementation of these proposals is delegated to the Chief Executive of Derby Homes.

Date of next meeting

The next meeting will be held on Thursday 19 April 2007 at 6.00 pm at Cardinal Square.

The meeting ended at 8.40pm

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CHAIR

Signed as true and accurate record of the meeting held on 22 February 2007.