

# **DERBY HOMES LIMITED**

## **MINUTES OF THE BOARD MEETING**

### **Held on Thursday 21 March 2013**

The meeting started at 6.00 pm

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

Tony Holme, John Keith, Iain MacDonald, Mark Menzies, Tabani Ndlovu, Bob Osler (Chair), Brian Perry, Margaret Redfern, Dennis Rees, Fiona Walker, Roy Webb, and Linda Winter

#### **Officers Present:**

Sophie Bancroft, PA to the Chief Executive  
Shaun Bennett, Director of Investment & Regeneration  
David Enticott, Director & Company Secretary  
Maria Murphy, Director of Housing & Customer Service

#### **13/24 Apologies**

Apologies for absence were received from Mike Ainsley, Alison Martin and Ken Whitehead

#### **13/25 Confidential business**

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

The three Directors left the room and returned after the item had been discussed.

#### **13/26 Late item – Appointment of Acting Chief Executive**

The Board was asked to approve the appointment of Maria Murphy, Director of Housing and Customer Service to the position of Acting Chief Executive of Derby Homes for a six month period, commencing 25 March 2013.

## **Agreed**

The Board agreed the appointment of Maria Murphy as the Acting Chief Executive of Derby Homes for a six month period, commencing 25 March 2013.

## **End of Confidential Business**

### **13/27 Admission of Late Items**

There were no further late items.

### **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.

### **13/28 Minutes of Previous Meeting**

The minutes of the meeting held on the 17 January 2013 were accepted as a true and accurate record with the exception of the following corrections

Maria Murphy was not present at the meeting.

#### **Minute 13/05 Matters Arising**

##### **Minute 12/83 Rent Arrears Update**

Second paragraph should read "Chris Langstaff said he will try to obtain further information regarding Wakefield".

#### **Minute 13/21 Chief Executive's Update**

Seventh paragraph should read "Chris Langstaff said he was aware of this and will be building the work into the proposed structure of the teams".

### **13/29 Matters Arising**

#### **Minute 12/83 Rent Arrears Update**

Maria Murphy explained that more information regarding Wakefield is detailed in Item C3 of this agenda.

**Minute 13/13 Council Housing Revenue Account Business Plan 2013/43**

Tony Holme asked how many sales of Right To Buy had there been this year. David Enticott said that there have been a total of 67 sales in this financial year.

**Minute 13/21 Chief Executive Update**

Maria Murphy updated the Board on the new Head of Service appointments following Maureen Davis's retirement; Clare Mehrbani to Head of Housing Management and Jackie Westwood to Head of Income Management, subject to personnel checks.

**13/30 Announcements from the Chair**

The Chair announced the appointment of Maria Murphy to Acting Chief Executive. The Chair also explained to the Board that there was no further update on the Review of Housing Services.

**13/31 Statements from Members of the Board**

There were no statements from Members of the Board.

**13/32 Questions from members of the public**

There were no questions from member of the public

**13/33 Committee Chairs' Feedback**

The Chairs of the Audit Committee and the City Board provided feedback from recent meetings held on 28 January 2013 and 28 February 2013

**Agreed**

The Board noted the feedback from Committee meetings.

**13/34 Confidential Business**

**Agreed**

Under Part IV of Derby Homes Governance Arrangements, the Board agreed that members of the public be 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 (g and j)"

### **13/35 Executive Update**

The Board received a report providing a general overview and update on current issues:

- Departure of Interim Chief Executive
- Outcome of the Review
- New Build and New Business decision making protocol with Derby City Council
- Update on New Build
- New Business Opportunities
- Enhanced Housing Management Service
- Discretionary Housing Payments
- Review of Customer Service
- Accommodation Update

#### **Agreed**

The Board

1. noted the report
2. agreed in principle and delegated the signing of the after sales repair contract to the Director of Investment & Regeneration, following consultation with the Council.
3. agreed in principle and delegated authority to sign the SLA for a Private Sector Housing Repairs scheme with the Council.
4. agreed to fund £250,000 from Derby Homes Reserves towards the Enhanced Housing Management Service for an interim period on a 50/50% basis with Council funding through the HRA .
5. delegated to the Director of Housing and Customer Service the power to negotiate with the Council on the detail of the review of customer contact.

### **13/36 Financial Update**

The Board received a report tabling the 2012/13 Management Accounts as at January 2013. The Board also received a proposal for the allocation of the 2012/13 surplus.

**Agreed**

The Board agreed the recommendations in the report.

**13/37 Non-core Review of Support Services**

The Board considered a report detailing a Review of Support Services. .

**Agreed**

The Board agreed the recommendations in the report.

**End of Confidential Business**

**13/38 Items from Part C to be discussed**

The Board requested discussion of Item C3 Impact of Welfare Reform Changes on Income Collection.

All other Part C items were noted but not discussed.

**13/39 Health and Safety Update**

The Board considered a report detailing recent health and safety performance and current issues.

Maria Murphy said that three members of staff have been appointed to review the lone working policy and to report to the next Health and Safety Forum.

The Chair thanked Iain MacDonald for his role as Health and Safety Board Champion as this has made a good impact on the management of health and safety at Derby Homes.

**Agreed**

The Board noted the report.

**13/40 Delivery Plan 2013-14**

The Board received a report detailing Derby Homes' proposed Delivery Plan for 2013/14. The Plan set out priorities and strategic objectives and included an action plan for the coming year, as well as information on past performance.

The revisited strategic objectives offer a streamlined and focused

approach to setting the key organisational priorities.

The Board was advised that the Social Enterprise Manager post would be reviewed following the decision to move to an apprenticeship and training scheme.

Tabani Ndlovu said that the Delivery Plan was a good document but possibly too tenant focused for staff reading it. David Enticott said he would take this comment on board for next time.

Tony Holme asked about Derby Homes Mediation Service. Maria Murphy said that a number of volunteers are acting as mediators, the maternity cover for the co-coordinator's position remains unfilled.

Dennis Rees asked about WiFi in common rooms, Maria Murphy said that she will ask Mark Fairweather, IT Manager to update him on the progress.

The Board suggested the following changes to the Delivery Plan:

- Energy Efficiency Manager job title needs changing
- Provide reference numbers in the Objectives Outcomes table.

### **Agreed**

The Board

1. approved the new proposed strategic objectives.
2. recommended the proposed initiatives and targets to Derby City Council incorporating the suggested changes.

## **13/41 Young Person's Strategy**

The Board considered a report detailing Derby Homes' Young Person's Strategy. The strategy has been developed to support Derby City Council in achieving its key outcomes.

The Board discussed working with hard to reach young people and what Derby Homes is doing towards that. Maria Murphy explained that there are funds available to enable Derby Homes to engage with these groups. A report on youth inclusion and youth activities will be going to the City Board in June.

### **Agreed**

The Board approved the Young Persons' Strategy.

### **13/42 Board Performance Review and Training**

The Board received a report providing information on the outcome of the 2012 Board Performance Review and proposals for training for the new financial year.

The Chair thanked the Board for taking part in the process.

Margaret Redfern asked how much the Board Performance Review cost. David Enticott said that he would find out.

The Board discussed the effectiveness and value of the current process and the desired outcome. The Board suggested alternative methods be investigated for next year.

#### **Agreed**

The Board

1. noted the outcome of the 2012 Board Performance Review.
2. approved the training programme for 2013/14 and the policy for attendance outlined in paragraph 3.6
3. suggested alternative methods be investigated for next year's Board Review process.

### **13/43 Derby Homes' Representative on the Central Midlands Audit Partnership**

The Board received a report seeking approval that Tony Holme be elected to represent Derby Homes on the Board of the Central Midlands Audit Partnership (CMAP) group – the new name for Derby City Council's Internal Audit service.

#### **Agreed**

The Board agreed to appoint Tony Holme, as the Chair of Audit Committee, to be Derby Homes representative on Internal Audit's CMAP Board with effect from 1 April 2013.

### **13/44 Standing Order 12**

The Board agreed to waive Standing Order 12 to allow the meeting to

continue after 8.00 pm.

**13/45 Chartered Institute of Housing and National Federation of ALMOs Annual Conferences 2013**

The Board received a report providing details of this year's annual conferences and was asked to consider the attendance of up to two Board Members on one or two days at each conference  
The Chair asked Board Members to contact the Governance Services Manager if they would like to attend.

**Agreed**

The Board approved attendance of Board Members at the following conferences:

1. Chartered Institute of Housing (CIH) Annual Conference in Manchester on 25-27 June 2013
2. NFA Annual Conference in Manchester on 9-10 July 2013.

**13/46 Draft Minutes of Committees of the Board**

The Board received the draft minutes of recent Committee meetings:

- (a) Audit – 28 January 2013
- (b) City Board – 28 February 2013

**Agreed**

The Board noted the draft minutes.

**13/47 Performance Monitoring Information – Quarter 3**

The Board received a report detailing Quarter 3 performance against targets reported to Derby City Council. The Council monitors Derby Homes' progress against these targets on a monthly basis.

**Agreed**

The Board noted the report.

**13/48 Impact of Welfare Reform Changes on Income Collection**

The Board received a report explaining the likely impact of Welfare Reform on income collection during 2013/14. The report also forecasted the possible impact through to 2017 when this is due to be fully



implemented and explained the strategy Derby Homes will adopt to minimise the impact and collect as much income as possible.

Tony Holme asked for feedback from the recent Welfare Reform event held at the Assembly Rooms. Maria Murphy said the event was successful and over 200 people attended. She also said that smaller localised events will be run in the future for people who cannot get into the City Centre. Margaret Redfern asked for earlier notice of the events.

Tony Holme suggested giving tenants jobs such as estate cleaning to get them back into work and able to pay the charges.

Roy Webb said there has been a briefing paper distributed by Derby City Council on the number of homes affected with 1785 being Derby Homes properties. Maria Murphy explained that this figure is constantly changing.

**Agreed**

The Board noted the report and agreed to receive further update reports.

**13/49 Forward Plan of Agenda Items**

The Board received the Forward Plan of Agenda Items for the six months period April - October 2013.

**Agreed**

The Board noted the Forward Plan.

**13/50 Board Diary Planner**

The Board received the Diary of Events for the period April – September 2013.

**Agreed**

The Board noted the Board Diary Planner.

**13/51 Any other business**

John Keith reported that he had received a letter regarding Complaints Training and asked whether his attendance was required. The Chair confirmed that this letter was sent to benefit City Board Members but main Board Members who are on the City Board were welcome to attend.

**Date of next meeting**

The next meeting will be held on Thursday 30 May 2013 at 6.00 pm in the Training Room, London Road

The meeting ended at 8.16 pm.

.....

CHAIR

Signed as true and accurate record of the meeting held on 21 March 2013.