

## **DERBY HOMES LIMITED**

### **MINUTES OF THE RESOURCES, REMUNERATION & REGENERATION COMMITTEE MEETING**

**Held on Thursday 17 November 2011**

The meeting started at 6.00 pm

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

Mike Ainsley, Paul Bayliss, Tony Holme, Iain MacDonald (Chair), and Dennis Rees

#### **Officers Present:**

Shaun Bennett, Murray Chapman, Phil Davies, David Enticott, Christine Hill, Jackie Mitchell

#### **11/64 Election of Chair**

Iain MacDonald was elected Chair of the Committee for 2011/12.

The Chair welcomed Mike Ainsley as a new Committee member.

#### **11/65 Apologies**

Apologies for absence were received from Mark Menzies, Bob Osler, Margaret Redfern, Roy Webb. Paul Bayliss advised he would be leaving the meeting at 6.50 pm

#### **11/66 Admission of Late Items**

Replacements to Appendices to Items A3 and C1 were tabled.

#### **11/67 Declarations of Interests**

The Council Board Member was 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.

#### **11/68 Minutes of Previous Meeting**

The minutes of the meeting held on the 7 July 2011 were accepted as a true and accurate record.

## **11/69 Actions & Matters Arising**

**Minute 11/51 New Business, Extra Care, Development & Regeneration Update** – the Director of Investment & Regeneration provided an update on how the heating equipment in the new build properties is performing.

**Minute 11/54 Derby Homes Medium Term Finance Strategy** – The Committee received an update on the Public Buildings contract.

## **11/70 Training for Committee Members**

The Chair asked the Committee to contact Susan Hill if they have a specific training requirement.

### **Confidential Business**

## **11/71 Agreed**

*That under Part IV of the Derby Homes Governance Arrangements, members of the public should be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (g, h, j & n).*

## **11/72 Amendments to National Terms & Conditions**

The Committee received a report providing an update of potential changes to employee Terms and Conditions of Employment. The changes affect

- Protection of earnings
- Overtime and call out arrangements
- Time off for public duties
- Payment of annual leave in the year of retirement
- Compassionate/urgent leave.

### **Agreed**

The Committee approved the changes to the Terms and Conditions effective from 1 February 2012.

## **11/73 Facilities Agreement – Time Off For Trade Union Duties**

The Committee received a report on a review of the policy on Time off for trade union duties. The core content of the current policies meets Derby Homes' legal requirements. Some small changes were proposed to the policy to ensure compliance with ACAS Code on Time Off for Trade Unions.

**Agreed**

The Committee approved the policy on Time Off for Trade Union Duties.

**11/74 New Policy – Use of Global Positioning Services (GPS)**

The Committee received a new proposed policy on the use of Global Positioning Services (GPS). The policy has been developed for the use and management of trackers in the repairs team's vans and is subject to consultation with trade unions.

**Agreed**

The Committee approved the policy in principle and consultation with trade unions, with the final version being reported back to the Committee.

**11/75 External Management**

The Committee received a report detailing performance against management agreements and service level agreements for management of external properties, as at 31 August 2011. External properties are managed on behalf of Spirita, Guinness Northern Counties and properties at Green Lane, Leytonstone Drive, homeless temporary accommodation at London Road, Milestone House and the Lillian Prime charity.

**Agreed**

The Committee noted the report.

**11/76 Review of Non Core Activity – New Business**

The Committee considered a report setting out the arguments for and against continuing to seek and take on new business.

**Agreed**

The Committee recommended to the Board the recommendations contained in the report, subject to consultation with the Derby Association of Community Partners (DACP) , Housing Focus Groups (HFGs) and the Council:

**11/77 Review of Non Core Activity - Master Planning/Large Scale Estate Regeneration**

The Committee considered a report setting out reasons why Derby Homes should always retain the option to consider larger scale estate regeneration, using master-planning where appropriate.

**Agreed**

The Committee recommended to the Board the recommendations contained in the report.

**11/78 Risk Register Exception Report**

The Committee received the quarterly exception report highlighting changes to the Risk Register. The Strategic and Operational Risk Registers are reviewed quarterly by the Executive Team and Heads of Service.

**Agreed**

The Committee noted and agreed the recommendations contained in the report.

**11/79 Industrial Action**

The Committee was informed of the possible industrial action proposed on 30 November 2011 and procedures in place to manage emergency service provision and provide employees who do not take action a location of work.

**Agreed**

The Committee noted the report.

**11/80 Hartington Street**

The Committee was advised of proposals regarding a property on Hartington Street.

**Agreed**

The Committee noted the report.

**11/81 New Business, Extra Care, Development & Regeneration Update**

The Committee received a report outlining the ongoing progress of the range of new business activities in development. It highlighted the current situation in regards to funding, talks about initiatives Derby Homes is driving forward to deliver new homes, and provides an update on the Osmaston Vision Programme.

**Agreed**

The Committee noted the report.

**End of confidential business**

**11/82 Items from Part C to be discussed**

**Agreed**

The Committee agreed to discuss item C1.

**11/83 Derby Homes Management Accounts 2011/12 Period 5**

The Committee received the management accounts for the five months to August 2011. The report compared actual expenditure for April to August against budget and extracted a difference.

**Agreed**

The Committee noted the report and appendices.

**11/84 Review of Non Core Activity – Home 2 Work Scheme**

The Committee received a report on the review of the Home 2 Work scheme. The scheme was established in January 2009 with the aim and objective of offering work placement opportunities to Derby Homes' residents, in the pursuit of tackling worklessness.

The Scheme offers an opportunity for a 4 week work placement at Derby Homes. It provides a range of experiences to help residents on the road to finding a permanent job. The Scheme is designed to provide a structured placement which will introduce some basic principles of being in work and work experience in the field of customer service.

**Agreed**

The Committee agreed

1. Derby Homes continues to offer work experience opportunities to residents to assist people into work.
2. Derby Homes continues to run the Home 2 Work scheme when demand is evident through applications. This can be run in conjunction with offering work experience through the Job Centre Plus initiative.
3. Fresh promotion of both schemes is required in conjunction with the Job Centre Plus enabling access to greater numbers of applicants.
4. Funding for the scheme will continue to be sought through opportunities as and when they arise.

**11/85 Review of Committee Terms of Reference**

The Committee considered a report is in response to a recommendation, arising from the review of the Governance Arrangements, to review the

terms of reference of each committee and panel of the Board.

The Director & Company Secretary advised of an error in the appendix to the report. On page 2, item 3 the word 'monitoring' should be inserted before 'implementation of the budget and policy decisions'.

### **Agreed**

The Committee agreed to recommend the terms of reference to the Governance Services Committee for approval by the Board with the following amendments:

1. not to include a minimum or maximum number of members
2. considering and approving regrading appeals from members of staff be delegated to the Chief Executive.

### **11/86 Performance Monitoring Information Quarter 2, 2011/12**

The Committee received a report highlighting key performance issues arising from the discussion of quarter 2 at the Chair's Group.

Murray Chapman, Customer Services Manager, provided an update on rent arrears, explaining action being taken to manage arrears and outstanding housing benefit claims.

In order to try to encourage rent payment by Direct Debit, the Director & Company Secretary agreed to investigate the legal position to enable a discount to be given for this type of payment

### **Agreed**

The Committee noted the report.

### **11/87 Date and time of next meeting**

The next meeting will be held on Thursday 5 January 2012 at 6.00 pm at Cardinal Square.

The meeting ended at 7.40 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 17 November 2011

## **DERBY HOMES LIMITED**

### **MINUTES OF THE RESOURCES, REMUNERATION & REGENERATION MEETING**

**Held on Thursday 5 January 2012**

The meeting started at 6.00 pm

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

Mike Ainsley, Paul Bayliss, Iain MacDonald (Chair), Mark Menzies,  
Bob Osler, Dennis Rees

#### **Officers Present:**

Phil Davies, David Enticott, Jackie Mitchell

#### **12/01 Apologies**

Apologies for absence were received from Tony Holme, Margaret Redfern, Roy Webb

Paul Bayliss advised he would need to leave the meeting at 7.00 pm.

The Chair wished everyone a Happy New Year and welcomed Mark Menzies to his first meeting.

#### **12/02 Admission of Late Items**

There were no late items.

#### **12/03 Declarations of Interests**

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

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

#### **12/04 Minutes of Previous Meeting**

The minutes of the meeting held on the 17 November 2011 were accepted as a true and accurate record.

**12/06 Matters and Actions Arising**

**Minute 11/84 Review of Non Core Activity – Home to Work Scheme**  
– the Chair suggested investigating whether funding from the Job Centre could be accessed towards the costs of the scheme. The Chief Executive will ask the Equalities Change Manager to make enquiries.

**12/07 Training for Committee Members**

The Chair asked the Committee to contact Susan Hill if they have a specific training requirement.

**12/08 Confidential Business**

**Agreed**

The Committee agreed that under Part IV of the Derby Homes Governance Arrangements, members of the public should be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (g).

**12/09 Update on Social Enterprise**

The Committee received an update on progress made for developing a social enterprise. A meeting had been held with Board Members, staff and representatives of Social Enterprise East Midlands (SEEM).

**Agreed**

The Committee noted the report.

**End of Confidential Business**

**12/10 Items from Part B to be discussed**

**Agreed**

The Committee did not wish to discuss any items on Part B.

**12/11 Consultation on Housing Revenue Account Business Plan (HRABP) 2012/42, Rents and Services Charges 2012/13**

The Housing Revenue Account (HRA) is to be reformed in April 2012, and the subsidy system abolished. The Council will be required to pay Central Government £29.5m as a consequence. As a result of the new system the HRA will be better off financially and able to sustain Council



housing into the future. The Council has issued an HRA Business Plan (HRABP) to indicate their plans for that future, and is seeking comments on the plan from interested parties. The report highlighted some of the key changes that will occur as a consequence, and asked for any comments to be fed back to the Council.

The Chair enquired whether the £250K for fencing could be transferred to the social enterprise. The Chief Executive advised that this could be possible, as well as the over £900k of external cyclical repairs work. He explained that a start up budget for the social enterprise had been estimated at £200,000 over three years and it was proposed to fund this from reserves with the aim of the social enterprise being self financing after 2-3 years.

Dennis Rees suggested the £900K cyclical maintenance work could be carried out by the social enterprise. He asked whether the families we are working with under the FIP will be the same families the new Troubled Families government scheme will work with, as he did not wish to see duplication of work. The Chief Executive said he made contact with the scheme and hopes Derby Homes can work with them by referring families and undertaking some of the work.

Consultation on rent free weeks has been held at Housing Focus Groups on whether the increase in rent could be reduced by spreading it across more rental weeks. The overwhelming response so far has been to keep the current system of four rent free weeks and a higher basic rent, as this helps tenants to manage their finances over the year.

The Committee was informed that rent arrears had reduced by £300K over Christmas. It was estimated arrears would be around £1.2M at the end of the year.

### **Agreed**

The Committee noted the report.

## **12/12 Response to Consultation on Asset Management and Use of Receipts**

The Government's consultation paper 'Streamlining Council House Asset Management' sets out the Government views on the best use of council housing as an asset. It covers a range of issues, and two are of particular importance to Derby Homes, the first to do with disposal of stock being delegated to the Council, and the second to the use of capital receipts from sales of council housing.

The Committee received a report containing Derby Homes' response to the consultation paper. The Director & Company Secretary provided the

Committee with an explanation of the Government's proposals and how they will impact on Derby Homes.

### **Agreed**

The Committee approved the response, supported further lobbying of the Government by Derby Homes together with the National Federation of ALMOs and the Council and the Local Government Association to ensure that the Council can transfer land to its ALMO and that any future Right to Buy receipts are retained for the benefit of new build in Derby.

### **Derby Homes Draft Operating Budget 2012/13 and Forecasts**

The Committee received the Draft Operating Budget 2012/13 and forecasts for 2013/14 and 2014/15. The budget was prepared in accordance with the Medium Term Finance Strategy and is consistent with the HRA Business Plan and Derby Homes Delivery Plan.

The draft budget was prepared after consultation with budget managers and presented to a Budget Scrutiny Group on 18 November 2011.

The Committee was advised that Derby Homes had not been shortlisted for the Derwent Living maintenance contract due to a poor credit rating which was as a result of the pension deficit.

Bob Osler suggested officers speak to Dunn & Bradshaw to explain the ALMO position and to advise them of the Council's guarantee, as this will always be a problem for all bids made.

The Chair suggested investigating with the NFA whether any other ALMOs have successfully bid for contracts and how they overcame this problem.

### **Agreed**

The Committee noted the contents of the report and recommended approval by the Board at the meeting of 19 January 2012.

### **Derby Homes Management Accounts 2011-12 Period 6**

The Committee considered the management accounts for the six months to September 2011, comparing actual expenditure for April to September against budget and extracting a difference.

The Director & Company Secretary explained the delay was because officers had been working on the draft Operating Budget, but he assured the Committee that Periods 7 and 9 will be emailed to Members, period 8 will be omitted this time

Bob Osler referred to paragraph 3.9 which explained that the deficit on voids had increased to £143K due to an increase on employee costs, materials and sub contractors. The number of voids had increased to 657. The Committee was advised work was being done to investigate this and a report would be brought back to the next meeting.

### **Agreed**

The Committee noted the report and appendices.

### **Hire of Pool Cars for Business Use**

The Committee received an update on the use of hire and pool cars and other travel cost savings.

### **Agreed**

The Committee noted, but did not discuss the report.

### **2011 VAT Inspection**

The Committee received a report on the outcome of a VAT inspection which took place between March and November 2011.

### **Agreed**

The Committee noted, but did not discuss the report.

### **Date of next meeting**

**The next meeting will be held on Thursday 26 April 2012 at 6.00 pm at Cardinal Square.**

The meeting ended at 7.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 5 January 2012.

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# DERBY HOMES LIMITED

## MINUTES OF THE CITY BOARD MEETING

**Held on Thursday 22 December 2011**

The meeting started at 6.00 pm

### **Board Members Present:**

Mike Ainsley, Win Buchan, Jim Elks, Tony Holme, Wendy Jessop, John Keith, Harry Margett, Brian Perry, Janice Platt, Margaret Redfern, Dennis Rees (Chair), Ray Theobald, Bob Troup, Ian Veitch.

### **Officers Present:**

Shaun Bennett, Paul Cole, Phil Davies, Maureen Davis, Jim Joyce, Tony Muldoon, Maria Murphy, Carl Willis, Julie Wren.

### **Others Present**

Gill Young, Sue McConnell, Ann Turnbull

### **11/127 Appointment of Chair and Vice Chair**

The City Board members were asked to elect a Chair and Vice Chair for the year. Dennis Rees received 11 votes and Paul Bayliss received two.

### **Agreed**

The City Board elected Dennis Rees as Chair and Paul Bayliss as Vice Chair of the City Board 2012/13.

### **11/128 Apologies**

Apologies for absence were received from Paul Bayliss, Lynn Gilbey, Patrick Molson, Bob Osler, Ken Whitehead, Jack Wray.

### **11/129 Admission of Late Items**

There were none.

### **11/130 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.

**11/131 Minutes of Previous Meeting**

The minutes of the meeting held on the 13 October 2011 were accepted as a true and accurate record with the exception that Brian Perry was spelt incorrectly and he did not attend the last meeting.

**11/132 Matters Arising**

**Minute 11/111 Review of Community Rooms** –No objections had been received from Derby City Council on the closing of the Centurion Walk and Churchside Walk common rooms. The residents will be notified of the closures in the new year.

**Minute 11/114 Repairs Update** – The Head of Repairs has provided a further update under item B6 of the agenda.

**Minute 11/118 Timetable for Procurement of Grounds Maintenance and Cleaning Contract** – The tender has gone out and is due back in January. The successful contractor is due to start on site in April. The successful contractor will be invited to a future City Board meeting.

**Minutes 11/126 Late Items** – Margaret Redfern is still waiting for a list of the properties in Derwent that are on the kitchen and bathroom replacement programme. The Director of Investment and Regeneration will send this information through to her.

**11/133 Questions from members of the public**

There were no questions from members of the public.

**11/134 Any items from Part B to be discussed.**

The City Board agreed to discuss items B7, B9 and B10. All other items were noted but not discussed.

**11/135 Items from Contractor Partners**

The Director of Investment and Regeneration provided the City Board with an update on the Capital programme.

**Agreed**

The City Board noted the content of the presentation.

### **11/136 Housing and Leaseholder Focus Groups' Items**

The City Board received a report detailing unresolved Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

Win Buchan informed the City Board that at the last Leaseholder meeting they had decided to continue with evening meetings rather than during the day but because of potential bad weather and dark evenings the next meeting will take place in March.

#### **Agreed**

The City Board noted the report.

### **11/137 Training for City Board Members**

The City Board received a report listing training courses available.

#### **Agreed**

The City Board noted the report.

### **11/138 Estates Pride Quick Fix Bids**

The City Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance and vandalism.

The Chair advised the City Board of a late Housing Focus Group bid not contained in the report. This is to provide bow-top fencing to an area on Addison Road next to the Oscar Headquarters costing £2,260. The Community Initiatives Officer informed the City Board that the fencing would help prevent anti-social behaviour (ASB) preventing young people from hanging around outside the building. It will also maximize and make safe the area outside so that children attending various groups can play outside. There are also plans to have a war memorial installed so the fencing will also keep this secure. The fencing already in place will be retained.

Tony Holmes asked if the remaining amount of £126K would be spent. The Chair advised that can be carried over.

#### **Agreed**

The City Board approved the following bids:

1. **Morley Street, Mackworth** – Supply and fit 1.8m high black metal bow top fencing and lockable gate.
2. **Hampshire Road, Derwent** – Supply and fit 1.8m high black metal bow top fencing, one single and one set of double lockable gates adjacent to 1 Worcester Crescent. Cut back overgrown vegetation to alley way adjacent to 28 Hampshire Road and fit 1m high bow top fencing on cranked extensions to the wall and supply a 1.8m single lockable gate.
3. **149 Beaufort Street, Derwent** – Supply and fit 1.8m high recycled plastic close board fencing.
4. **85 Beaufort Street, Derwent** – Supply and fit 1.8m high recycled plastic close board fencing, one single and one set of double gates.
5. **2 – 36 King's Mead Close, Derby** – Supply and fit 1m high bow top fencing, three single and one set of double gates. Supply and fit 1m high fencing on cranked extensions to brick wall.
6. **31 – 47 Byron Street, Normanton** – Dig out and remove shrub beds and tarmac area.
7. **Adjacent to 28 Yates Street, Normanton** – Supply and fit 1m high black metal bow top fencing, one set of double gates and one cast iron black bollard.
8. **Glengarry Way, Sinfen** – Remove wooden fencing and gates and supply and fit 1.8m high bow top fence and lockable gate. Improve the existing lighting.
9. **Hartshorne Road, Littleover** – Supply and fit 1.8m high fencing, two 1.8m high black metal bow top singles gates and one set of double gates. Paint anti climb paint to the fascia boarding of the sheds and garages and supply 4 signs.
10. **Addison Road (verbal request)** – bow-top fencing to an area on Addison Road next to the Oscar Headquarters costing £2,260

## **11/139 Tenant Review Panel Responses**

The City Board received a report containing responses to the issues and recommendations raised from the first inspection of Derby Homes' services by the Tenant Review Panel.

The Director of Investment and Regeneration advised the City Board that work is taking place to put together a system which can work alongside Optitime (appointment scheduling systems) This should be in place and live by the end of February 2012.

Gill Young raised the implementation of charging tenants for missed appointments. She said a tenant who works full time had arrived home to find a letter with an appointment the next day stating that they must phone before 12 noon that day if they are not going to be in. In addition the voicemail received is distorted and difficult to understand. She suggested that more time is taken before implementing these charges to avoid bad publicity.



Tony Holmes said that where there has been agreement from a tenant on an appointment time and they are then not in it is correct that Derby Homes should charge them.

Gill Young asked if Derby Homes could also publicise that a tenant can put in a claim if an appointment made is not kept.

The Chair advised the City Board that the charging of tenants for missed appointments would be implemented but not until all systems are in place and Derby Homes' are confident they are working.

**Agreed**

The City Board noted the noted the report.

**11/140 Tenant Review Panel – Proposal**

The City Board received a report detailing a proposal for changes to the way the Review Panel is recruited.

John Keith asked why the membership of the current Tenant Review Panel had dropped from 6 to 2. The Resident Involvement Officer replied that this is a big commitment and tenants find it difficult to get to various locations and to attend meetings at certain times. Gill Young agreed and added that people do not realise the commitment required.

**Agreed**

The City Board approved the proposal that the Review Panel is recruited from tenants who are already engaged and active with Derby Homes with each existing tenant body offered an opportunity to co-opt a member onto the Review Panel.

**11/141 Non-Core Activity Reviews**

The City Board received a report summarising the outcome of reviews undertaken in the following service areas:

- Furnished Tenancy Scheme
- Garden Maintenance Scheme
- Internal Decoration Scheme

## **Furnished Tenancy Scheme**

The Director of Housing and Customer Service explained that currently the costs for providing and maintaining furnished tenancies are charged to the Management fee, however the income from the service charge is credited to the Council's Housing Revenue Account (HRA).

The recommendation is to align the spending and income. A further recommendation is that the Council reduces the charge by 75% for tenants who have had a furniture pack for over 5 years.

Ray Theobald asked what the take up is of furnished tenancies. The Director replied that there are just over 4,000 but not all are fully furnished.

The Chair agreed in principal with the recommendations but asked for clarification on the number of furnished tenancies.

### **Agreed**

The City Board agreed

- 1) to retain the Furnished Tenancy Scheme and
- 2) to make recommendations to the Council as outlined in the report.

## **Garden Maintenance Scheme**

The Director of Housing and Customer Service reported that at present there are 507 tenants receiving the garden maintenance service and the service is operating at a loss.

The Grounds Maintenance contract is presently out to tender. The recommendation is to await the conclusion of the procurement process and then reassess the charges for this service from April 2012. The outcome will be brought to the City Board meeting. The Chief Executive commented that this is not allowing enough time.

Harry Margett advised that the assessment will have been carried out in time for the next City Board meeting in February.

The Chair said that it is important to get a good price from the Contractor with a good standard of service. He added that he was happy to agree to the recommendation as it is a valuable service.

### **Agreed**

The City Board agreed

- 1) to retain the Garden Maintenance Scheme

- 2) to recommend to the Council that the service charge is reviewed for implementation in April 2012 based on the new contract price for grounds maintenance.

### **Internal Decoration Scheme**

The Director of Housing and Customer Service reported that there are currently 1,478 tenants receiving the Home Decoration service. Only 75% of these opt to have a room redecorated each year. If 100% opted to do this then Derby Homes would be operating this service at a considerable loss.

It is proposed to consult with tenants on the scheme on which of two options they would prefer. These are:

- Keep the charge at its current level but reduce the frequency of the decorating to perhaps 1 room every 18 months rather than one every 12 months, or
- Keep the charge at its current level and decorate 2 rooms every 3 years

### **Agreed**

The City Board agreed

- 1) to retain the home decoration scheme
- 2) to consult with service users on options to vary the frequency of decoration carried out.

### **11/142 Non-Core Activity Review – Concierge Service**

The City Board received a report detailing the outcome of the consultation with residents on the review of the Concierge Service and charges.

The Director of Housing and Customer Service advised that a request had been received from residents attending open meetings to amend the original proposal to include a fourth option for Concierge cover from 8.00 pm to midnight and cover on Friday and Saturday evenings. Letters were sent to residents containing the proposal and a voting form. The outcome showed that the majority are in favour of option 4.

The Director advised that any changes made will be followed up with satisfaction surveys. This information will be brought back to the City Board and closely monitored.

The Chief Executive explained Derby Homes needs to save £1M by 2015 and various options need to be looked at to make these savings.

### **Agreed**

The City Board agreed to recommend option 4 to the Council as the residents preferred option.

#### **11/143 Non-Core Activity Review – Tenants Resource Centre**

The City Board received a report reviewing the future of the Tenants Resource Centre currently based at St. Peter's House. The Chief Executive advised the City Board that the current lease runs out in July 2012.

Win Buchan raised an issue with Health and Safety at the London Road site that improvements will need to be made prior to the move such as with the lighting and pathways. The Director of Investment and Regeneration replied that they will do their best to have this work carried out before the move.

### **Agreed**

The City Board agreed

- 1) The Tenant Resource Centre is retained but moved to London Road before July 2012 and that notice is served to terminate the lease at St. Peter's House from July 2012
- 2) A new Service Level Agreement is agreed between Derby Homes and the DACP that includes a plan for future succession.

#### **11/144 Derby Homes Draft Operating Budget 2012/13 and Forecasts**

The City Board received a report presenting the draft operating budget for Derby Homes in 2012/13 and forecasts for 2013/14 and 2014/15 to be considered by the City Board.

The Head of Finance advised that he has split the information into 2 sections for Maintenance and Management.

### **Agreed**

The City Board noted the content of the report.

#### **11/145 Standing Order 12**

The City Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

#### **11/146 Review of Constitution**

The City Board received a report in response to a recommendation, arising from the review of the Governance Arrangements, to review the terms of reference of each committee and panel of the Board. The City Board was asked to consider the proposed changes to their Constitution, attached to the report.

##### **Agreed**

The City Board noted the amendments and recommended the Constitution to the Governance Services Committee for approval by the Board.

#### **11/147 Capital Repairs – Tenants in Rent Arrears**

The City Board received a report containing a proposal to defer kitchen and bathroom replacement works for tenants in arrears.

##### **Agreed**

The City Board agreed to defer this report until further discussion is held with the Council.

#### **11/148 Directors' Update – December 2011**

The City Board received a report containing a general overview and update on

- New Build
- Asset Management
- Community Energy Saving Programme (CESP)
- Solar Panels
- Repairs Team Update
- Under-Occupation
- Changes to Office Opening Hours

##### **Agreed**

The report was noted but not discussed.

#### **11/149 Performance Monitoring Quarter 2 – 2011/12**

The City Board received a report detailing quarter 2 performance against targets contained in the Monthly Indicator Link.

##### **Agreed**

The report was noted but not discussed.

**11/150 Complaints and Satisfaction Report with Equalities Monitoring**

The City Board received a report detailing analysis of complaints received between 1 July 2011 and 30 September 2011. The report also provides analysis of complaints received in relation to Equality and Diversity.

**Agreed**

The report was noted but not discussed.

**11/151 Performance Monitoring – Local Offers Quarter 2 – 2011**

The City Board received a report detailing Quarter 2 performance against the Local Offers set by the Tenants and Leaseholders of Derby Homes.

**Agreed**

The report was noted but not discussed.

**11/152 Casual Vacancies – City Board Members**

A report was received to inform the City Board of the vacancies and process to recruit City Board Members in the South East and South West until 11 October 2012. The DACP has nominated Ray Theobald to the casual position of South East City Board Member with immediate effect until the AGM on 11 October 2012. Arrangements for the recruitment of two Members in the South West, until the AGM on 11 October 2012 will commence shortly.

**Agreed**

The report was noted but not discussed.

**11/153 Repairs Update**

The City Board received a report containing an update on recent progress and developments within the Repairs Team.

**Agreed**

The report was noted but not discussed.

**11/154 Review of Customer Access**

The City Board received a report explaining the progress on the implementation of Derby Homes Customer Service Strategy.

Tony Holme commented that the use of emails is not included within the list

of the services we provide. He asked if Derby Homes' encourage the use of emails. The Director of Housing and Customer Service advised that this service is publicised. All letters and correspondence sent out contain an email address.

Janice Platt commented on the difficulty she has experienced in getting through to the Enquiry Centre. The Director of Housing and Customer Service suggested that she takes part in Derby Homes' telephone monitoring.

**Agreed**

The City Board noted the report.

**11/155 Derby Homes Doorstep Play Areas**

The City Board received a report updating them on Lottery funding successfully bid for in 2009 by the Regeneration Team to improve six Derby Homes' doorstep play areas.

**Agreed**

The report was noted but not discussed.

**11/156 DACP Customer Journey Report**

The City Board received a report summarising the findings of two recent customer journey exercises looking at the Enquiry Centre and the Ready to Let Void process.

Harry Margett reported on the improvement in voids but raised an issue with lack of communication between housing officers and the contractors.

**Agreed**

The City Board noted the report.

**11/157 Enquiry Centre**

The City Board received a report providing analysis of calls taken by the Enquiry Centre and detailing how Derby Homes intends to improve efficiency and performance.

**Agreed**

The report was noted but not discussed.

**11/158 Non-Core Activity Review – Junior Wardens**

In September 2011 a Youth and Community Development Consultant completed a review of Derby Homes' Junior Warden Service. The City Board received a report containing an action plan to address the recommendations made.

**Agreed**

The report was noted but not discussed.

**11/159 Minutes of the Derby Homes Board held on 27 October and 28 November 2011 (draft)**

The City Board noted the minutes of the Derby Homes Board held on 27 October and the 28 November 2011.

The Chair thanked the City Board for their attendance and wished all a Happy Christmas.

**Date of next meeting**

**The next meeting will be held on Thursday 16 February at 6.00 pm at London Road.**

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 22 December 2011.