

DERBY HOMES LIMITED

MINUTES OF THE CITY BOARD MEETING

Held on Thursday 21 June 2012

The meeting started at 6.00 pm

Board Members Present:

Mike Ainsley, Win Buchan, Tony Holme, Wendy Jessop (Co-opted Member), Harry Margett, Bob Osler, Brian Perry, Janice Platt, Margaret Redfern, Dennis Rees (Chair), Jolanta Szatkowska, Fiona Walker, Ken Whitehead

Officers Present:

Shaun Bennett, Murray Chapman, Paul Cole, Jim Joyce, Maria Murphy, Lorraine Testro, Julie Wren

Observers Present:

Andy Hopkins, Janet Jackson, Charles McLynn, Ron Price

Others Present:

Rob Mackie - Station Manager Fire Protection, Derbyshire Fire and Rescue

12/54 Apologies

Apologies for absence were received from Phil Davies, Jim Elks, John Keith, Alison Martin, Ray Theobald, Ian Veitch, Linda Winter, Gill Young

12/55 Admission of Late Items

There were none.

12/56 Declarations of any other business

There were none

12/57 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.

12/58 City Board Vice Chair

The Chair congratulated Margaret Redfern on her election as Vice Chair of the Board and City Board.

12/59 Minutes of Previous Meeting

The minutes of the meeting held on the 19 April 2012 were accepted as a true and accurate record.

Matters Arising

12.60 Minute 12/53 Any Other Business – Contact was made with Carelink regarding the issue of a resident phoning them at 7.45 am and being told to phone Derby Homes at 8.00 am. Carelink explained that they make a decision on the best way an outcome can be achieved and they felt that a quicker response would be achieved via the Enquiry Centre.

Minute 12/54 Welfare Benefit Reform Act 2012 – Communication is taking place with Erewash Credit Union around the possibility of Derby Homes linking in with them. A business plan is being produced.

A pilot promoting payment of rent by direct debit commenced at the beginning of June. It has been noted that at sign up the vast majority of tenants do have bank accounts.

The Director of Housing and Customer Service will bring updates on progress to alternate City Board meetings.

12/61 Questions from members of the public

There were no questions from members of the public.

12/62 Any items from Part B to be discussed

The City Board agreed to discuss items B1, B4, B5 and B7. All other items were noted but not discussed.

12/63 Items from Contractor Partners

Rob Mackie, Station Manager Fire Protection provided the City Board members with a presentation on a domestic sprinkler campaign. This

covered the benefits and increased safety in having sprinklers within the home.

There is currently an amount of £200K funding available for retrospective fitting and they are looking for further match funding.

The Fire Service is happy to work alongside Derby Homes to identify and prioritise the vulnerable and those at risk.

Fitting sprinklers in a new build property is cheaper with an average cost of £1,500. Retrospective fitting is costlier between £2,500 and £3,000.

The Director of Investment and Regeneration said he would be interested in linking into the funding and suggested the integration of this work into existing work taking place.

The Chair thanked Rob for attending.

12/64 Housing and Leaseholder Focus Groups' and Equality Groups Items

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

Brian Perry facilitated the North West HFG at Whitecross House. A total of 25 attended and he reported it being a good meeting. The Director of Housing and Customer Service added that she also attended the meeting and commented on the good atmosphere.

The Chair attended two HFG's held in the North East of the City. He advised that there had been praise from tenants for Sodexo the new ground maintenance contractors.

Tony Holme reported that the issue of overgrown trees has now been addressed and progress made.

Margaret Redfern updated City Board members on an issue previously raised regarding the lack of security when using payment machines at the Albion Street office. She advised that these machines will not be taken to the new facility within the Council House. Also the large sign up stating 'Benefits this way' will not be used at the Council House as it is demeaning.

Agreed

The City Board noted the report.

12/65 Training for City Board Members

The Chair informed the City Board to contact Jackie Mitchell, Governance Services Manager, if they have any requests for training.

12/66 Conversion of Community Rooms – Slindon Croft and Garsdale Court

At the meeting on 19 April 2012, the City Board received an update on the review of under-utilised community rooms. The report recommended converting the community rooms at Slindon Croft and Garsdale Court to accommodation for elderly or disabled tenants. A petition was handed to the Chair on behalf of the residents of Slindon Croft asking the City Board to reconsider closing the community room at Slindon Croft. The City Board deferred the decision until the next meeting to allow the petition to be considered.

Staff have observed activities at the community room and carried out a telephone survey. The outcome has shown that the room is underused and therefore the recommendation is to go ahead with the conversion.

The Director of Housing and Customer Service acknowledged the views of the residents however she explained that Derby Homes staff have done all they can and from a business and financial perspective the decision remains to close the community room.

The Chair asked the City Board to vote either for or against the decision. The result was 9 in favour and 1 against.

Agreed

The City Board agreed to convert the community rooms at Slindon Croft and Garsdale Court to accommodation for elderly or disabled tenants, subject to the Council's approval.

12/67 Tenant Rewards

The City Board received a report containing proposals on improvements to the tenant rewards programme and a recommendation to introduce rewards that are significant to tenants, with measurable outcomes.

Tenant Rewards are part of the 'non core' review of services provided that are not strictly required to be provided as part of Derby Homes' management contract with Derby City Council, and which are being reviewed as part of the business transformation process to ensure that they provide sufficient value for money for the future.

The report considers current rewards and other possible approaches.

Agreed

The City Board recommended the proposals put forward for tenant rewards.

12/68 Directors' Update

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

- New Build
- Asset Management/Planned Maintenance
- Energy Efficiency
- Repairs Team Update
- Victory Road – House Fire
- Family Intervention Project
- Domestic Violence – New Legislation
- Welfare Reform

City Board members were advised that the Troubled Families team has changed name and will now be called the Priority Families team.

Interviews for the Co-ordinator post will take place on 3 July and it is hoped to have the successful candidate in post before the end of that month.

Agreed

The City Board noted the report.

12/69 Equalities Monitoring – Year End

The City Board received a report providing details of Equalities monitoring during 2011/12.

Agreed

The report was noted but not discussed.

12/70 Repairs Team Update

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

A question was raised as to whether it was possible to have statistics on workmen who have been called back to a job either because the job was not carried out correctly or not to the right standard. The Director of Investment and Regeneration advised he was working closely with the Derby Association of Community Partners (DACP) on this and that he hopes to have the information available for future meetings.

A further question raised was whether checks are made to ensure the job carried out is the job requested. The Director informed the City Board that the Operative checks that it matches. In addition the Operatives are encouraged to look for any other jobs required and if possible carry them out at the same time.

The issue of no access to properties was raised in particular with the carrying out gas servicing. The Director advised that a lot of effort has been put in to reduce the numbers doing this and that Derby Homes emphasises to tenants that this is for their own safety.

The Chair informed the City Board that the DACP have been carrying out a telephone survey asking tenants who have had a repair if they were satisfied with the way they were treated and the job carried out. Results from this will be brought to a future City Board meeting.

Agreed

The City Board noted the report.

12/71 Progress on Customer Service Strategy

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

Tony Holme asked if it was possible to include contact by email. The Customer Services Manager advised that he can measure the number of emails to the Enquiry Centre, but not to the Company as a whole.

Agreed

The City Board noted the report.

12/72 Supported Services Update

The City Board received a report on the progress in Supported Living, Tenancy Support and Tenancy Sustainment between April 2011 and March 2012 and a summary of the overall work carried out by the Family Intervention Project since it began in November 2007.

Reference was made to the reduction in the budget for Supporting People and a question raised regarding the exploration of alternative areas of funding. The Customer Services Manager informed the City Board that she has put together a proposal for Housing Benefits eligible service charges which will be discussed with Derby City Council's Revenues and Benefits in the next four to six weeks.

The City Board noted that the Supported Housing Offering Unity and Trust (SHOUT) group no longer exists. The Director of Housing and Customer Services asked that it be minuted the important work carried out by SHOUT.

Agreed

The City Board noted the report.

12/73 Estates Pride Quick Fix Bids

The City Board received a report containing an update on quick fix bids which have been approved.

Agreed

The report was noted but not discussed.

12/74 Tenant panel Introduction

The City Board received a report introducing the new Tenant Panel, formed on 12 April 2012 and an outline of the proposed reviews for the following 12 months.

Agreed

The report was noted but not discussed.

12/75 Minutes of the Derby Homes Board Meeting held on 31 May 2012 (Draft)

The City Board noted the draft minutes of the Derby Homes Board held on 31 May 2012.

12/76 Confidential Report

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 (c).

12/77 Petition

The City Board received a confidential report containing details of a petition received at the Old Sinfin Housing Office.

The report notes the action taken by staff in response to complaints received from residents about a neighbour.

Agreed

The City Board noted the report.

Date of next meeting

The next meeting will be held on Thursday 30 August 2012 at 6.00 pm at London Road.

The meeting ended at 7.40 pm.

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CHAIR

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