

## DERBY HOMES LIMITED

### MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Friday 28 May 2010

The meeting started at 12.15 pm

#### Board Members Present:

Bob Osler (Chair), Margaret Redfern, Dennis Rees

#### Other Board Members Present:

John Bloxsom

#### Officers Present:

Phil Davies, Susan Hill, Jackie Mitchell, Lorraine Watson

#### 10/17 Apologies

Apologies for absence were received from Paul Bayliss and Ken Whitehead.

#### 10/18 Admission of Late Items

There were no late items.

#### 10/19 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 his interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### 10/20 Minutes of Previous Meeting

The minutes of the meeting held on 26 March 2010 were accepted as a true and accurate record.

## **10/21 Matters Arising**

### **Minute 10/13 Matters Arising**

#### **Minute 09/60 NHF Excellence in Governance Code for Members**

The Governance Services Manager informed Committee that the report on accreditations achieved by Derby Homes, requested by Tabani Ndlovu, was presented at the Performance Management Committee in January 2010.

### **Minute 10/15 Board Skills Audit**

The Chair asked for feedback on the Skills Audit. The Chief Executive replied that the Skills Audit had been sent to Michael Foote, Derby City Council. He added that he had spoken to him regarding Councillor Board Members' skills profile but Michael Foote said he would find it difficult to influence the individual political parties. The Governance Services Manager confirmed that the skills levels on the skills audit form had been reduced from five to three.

### **Minute 10/14 NHF Excellence in Governance Code For Members H – Committees of the Board Terms of Reference**

The Director and Company Secretary asked if copies of the Code had been ordered for all Board Members. The Governance Services Manager replied that she had been waiting to hear who the new Board Members would be and the books have now been ordered.

## **10/22 Training for Committee Members**

The Governance Services Manager informed Committee that 'Training for Committee Members' was added to the agenda as it was an action from the Board Improvement Action Plan. The Director and Company Secretary added that the training for Committee Members initially started at Audit Committee and now it will be an item on every Committee.

The Chair commented that the Governance training should be in December. The Director and Company Secretary replied that this was correct. The Chief Executive added that benchmarking how other Boards operate could be useful as this had happened with Trent and Dove, who gave Derby Homes some useful comments. Derby Homes could visit another ALMO to see how they operate. The Chair asked if that would help with governance. The Chief Executive replied that it would as we could see how another boards are set up.

Margaret Redfern asked why wait until December for the Governance training. The Governance Services Manager replied that there may be

new Board Members starting in October so it would be appropriate to have the Governance training after October. The Director and Company Secretary added that there will also be training on Housing Finance in November.

### **Agreed**

The Committee noted the comments.

## **10/23 NHF Excellence in Governance Code for Members H - Committees of the Board Terms of Reference: Local Housing Boards**

The Chief Executive introduced the report and explained the history behind Local Housing Boards, their delegated powers and membership.

Margaret Redfern commented that the Local Housing Boards are not representing a wide area of tenants of Derby Homes. She suggested trying to encourage tenants from the Housing Focus Groups. The Governance Services Manager replied that the coming elections may encourage this. Dennis Rees commented Derby Homes may struggle to get responses from tenants. The Director and Company Secretary replied that it was difficult to engage with people. The Chair asked if other ALMOs were finding it difficult to engage with tenants. The Governance Services Manager replied that this was the case. She added that an article had been published in the last Derby Homes News, the vacancies will be advertised more widely this year, for example in doctors' surgeries and community centres. She has asked Local Housing Offices Managers to try to identify tenants they think may be suitable and presentations given at Housing Focus Groups. The Chief Executive asked when the election timetable starts. The Governance Services Manager replied that it will be in June.

### **Delegated Powers**

The Chief Executive commented that the Local Housing Boards are not getting involved with prioritising and managing the delegated Housing Capital Works Programme. The Director and Company Secretary replied that she will arrange a timetable with David Enticott at Derby City Council, with regard to Housing Capital Works. Local Housing Boards should be looking at this in October so as to allow time to present it to Cabinet next year. The Chair requested that the Housing Capital Works Programme 2011/12 report be placed on the Local Housing Boards October agenda.

Margaret Redfern queried what Local Estate Compacts were. The Chief Executive replied that it was an agreement between Housing Focus Groups and residents. The Chair suggested calling it Local Estate Agreement.

## **L – Audit and risk**

The Committee received a report on Section L of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members. See attached Appendix 1 which has been amended to reflect Committee's comments (*shown in italic*).

### **Agreed**

Committee noted the issues raised in the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members: Sections H – Committees of the Board in respect of Local Housing Boards and L – Audit and Risk.

#### **10/24 Transparency in Relation to Board Members' Scheme For Payment of Loss of Earnings**

John Bloxsom presented his report on transparency in relation to Board Members' scheme for payment of loss of earnings.

He reminded the Committee that the scheme, which is due to be reviewed by the Resources & Remuneration Committee in March 2011, entitles Board Members to claim an amount of £45 per hour although they could claim less at their discretion. He believes that if this amount was claimed by someone earning less than this, it would not be 'out of pocket expenses'. He commented that the wording on the webpage was not very accurate and suggested, in the interest of transparency, it read as shown in paragraph 2.1 of the report.

He suggested that when the policy is reviewed in March 2011 that an external organisation is used and then present any proposals to the Council's Independent Remuneration Panel. He added that the actions listed in paragraphs 2.1 to 2.3 of the report had been accomplished but then removed. The Director and Company Secretary explained that this matter had been looked at, at the Resources and Remuneration Committee. However, Resources and Remuneration Committee had not agreed to publish the information in the 2009 Annual Report; there had been an error in the minutes of the meeting and this had been rectified at the next meeting, but after the information had already been published.

The Chair commented that he remembered the discussions on publishing loss of earnings which took over a year to get approved and running. He understood that John would like to relook at transparency issues in relation to the scheme. The Chief Executive replied that he would appoint an outside body to review the scheme in March 2011. John Bloxsom asked what will be done from now until then to publish Board Members' claims in the Annual Report. The Director and Company Secretary replied if the claims were to be published in the Annual Report it would need to be agreed by the Resources, Remuneration and Regeneration Committee on 8 July in time to be published in the Annual Report.

**Agreed**

The Committee agreed that a report be taken to the Resources, Remuneration and Regeneration Committee on 8 July 2010.

**10/25 Board Improvement Action Plan 2010/11**

The Committee considered the Board Improvement Action Plan 2010/11 which had been delegated to them by the Board in January for implementation.

The Chief Executive commented, with reference to point 2.1, that some Board Members may like more of an informal chat before meetings. Dennis Rees replied that having the Board buffet in reception would not work.

The Chief Executive requested, with reference to point 2.2, that Executive members should be more involved in advance training to step it up a level. He asked for advance training to be included in all Executive diaries.

**Agreed**

The Committee agreed the Board Improvement Action Plan 2010/11.

**Date of next meeting**

**The next meeting will be held on Friday 30 July 2010 at 12 noon at Cardinal Square.**

The meeting ended at 1.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 May 2010.

## NHF EXCELLENCE IN GOVERNANCE

### Section L

#### Audit and Risk

Para-graph	Do we comply?	Comments
1.1	Yes	<ul style="list-style-type: none"> <li>The Audit Committee is responsible for monitoring and reviewing the external auditor's independence, objectivity and effectiveness, taking into consideration relevant UK professional and regulatory requirements.</li> <li>The external auditor, currently PKF, is independent of Derby Homes. PKF also carries out tax compliance work for the company. They have safeguards in place so that tax work is carried out and reviewed by different staff from those involved with audit.</li> </ul>
1.2	Yes	<ul style="list-style-type: none"> <li>Re-procurement of the external and internal audit services is carried out every 3 years and in accordance with Derby Homes' procurement rules.</li> <li>The appointment of the internal and external auditors is a matter reserved to the Board. However, a panel of the Chair of the Board, Chair of Audit Committee, and Director &amp; Company Secretary, are responsible for evaluating and making recommendations to the Board on the appointment of the external and internal audit providers.</li> </ul>
1.3	Yes	
1.4	Yes	<ul style="list-style-type: none"> <li>The Audit Committee is responsible for reviewing the company's internal financial control system and risk management system. Audit Committee approves an annual report on internal controls. From this a statement of Internal Control is developed and publicised in the statutory accounts.</li> </ul>
1.5	Yes	<ul style="list-style-type: none"> <li>The internal audit service is currently provided by the City Council. The Audit Committee is responsible for monitoring and reviewing the effectiveness of the company's internal audit function.</li> </ul>

Para-graph	Do we comply?	Comments
1.6	Yes	<ul style="list-style-type: none"> <li>The Audit Committee carries out a self-assessment every two years. However, this has not been reported to the Board. Committee may wish to consider whether to recommend this action to the Board.</li> </ul>
<p><b>(1.6) Committee comments:</b>  <i>John Bloxsom commented that paragraph 1.6 should be changed because the Audit Committee self-assessment was attached to the Audit Committee minutes at last night's Board meeting and therefore had been reported to the Board. The Director and Company Secretary replied that it was not an item for discussion but it did go to the Board.</i></p>		
2	Yes	<ul style="list-style-type: none"> <li>The Audit Committee terms of reference state it must meet 3 times a year. Custom and practice is that it chooses to meet 4 times a year.</li> <li>Minutes are recorded as stated in the Code and are made available to the Board. All Audit Committee meetings commence without paid staff in attendance.</li> </ul>
3	Yes	<ul style="list-style-type: none"> <li>The Audit Committee's terms of reference specifically state that the Chair of the Board, Vice Chairs of the Board and Committee Chairs cannot be members of the Committee.</li> </ul>
4	No	<ul style="list-style-type: none"> <li>The Board has delegated the development and monitoring of the Risk Register to the Performance Management Committee and Senior Management. The Board is responsible for approving the Risk Strategy and Policy and will receive quarterly reports from the PMC.</li> <li>The Audit Committee will provide annual scrutiny of the Risk Management Process and Risk Register.</li> </ul>
<p><b>(4) Committee comments:</b>  <i>The Director and Company Secretary requested the annual scrutiny of the Risk Management Process and Risk Register be an item on the November Audit Committee agenda. John Bloxsom commented that he should be more involved with regard to the risk register. She suggested change of membership at the July Board meeting.</i></p>		
5	Yes	The Audit Committee is responsible for monitoring the integrity of financial statements, reviewing significant, financial reporting judgements and making appropriate recommendations to the Board.



6	Yes	
7	Yes	HCA and TSA Guidance and Codes are studied and best practice is implemented where considered relevant and appropriate. Our auditors provide advice and guidance on auditing best practices.

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## DERBY HOMES LIMITED

### MINUTES OF THE RESOURCES, REMUNERATION & REGENERATION MEETING Held on Thursday 8 July 2010

The meeting started at 6.00 pm

#### Board Members Present:

Mick Barker, Paul Bayliss, John Bloxsom, Tony Holme, Iain MacDonald (Chair), Bob Osler, Dennis Rees, Roy Webb

#### Officers Present:

Shaun Bennett, Christine Hill, Andrew McNeil, Jackie Mitchell, Tony Muldoon

#### Others Present:

Jeremy Bowley, Procure4 (for Item B4 Derby Homes Draft Procurement Strategy only)

#### 10/24 Apologies

Apologies for absence were received from Lorraine Watson.

#### 10/25 Admission of Late Items

Bob Osler requested a late item be considered regarding the content of an email he had sent to the Chief Executive on cost cutting measures.

The Chair agreed to include the item in Confidential Item A3 DECATS – Review of Executive, Senior Management Team and Principal Officers.

The Chair also agreed to bring forward Item B4 Derby Homes Procurement Strategy to follow Item 7 on the agenda.

#### 10/26 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.

**10/27 Minutes of the meeting of the Development & Regeneration Committee held on 25 March 2010**

The minutes of the meeting held on the 25 March 2010 were accepted as a true and accurate record.

**10/28 Matters Arising**

There were no matters arising.

**10/29 Minutes of the meeting of the Resources & Remuneration Committee held on 29 April 2010**

The minutes of the meeting held on the 29 April 2010 were accepted as a true and accurate record.

**10/30 Matters Arising**

**Minute 10/19 Draft Value for Money Strategy**

Tony Holme reported that the first meeting of the Steering Group is to be held on 12 August 2010.

**Minute 10/20 Times Top 100 Companies 2010**

The Committee was advised that an action plan is being produced by Heads of Service. They looked at areas where Derby Homes has performed well and not so well and reasons why and will be creating staff focus groups to take the action plan forward.

**Agreed**

The Committee agreed the action plan be brought to the next meeting.

**10/31 Training for Resources, Remuneration & Regeneration Committee Members**

The Committee did not raise any specific training requirements but requested that a report be brought to the next meeting to identify the current Committee members' skills mix and any training needs.

**Agreed**

The Committee agreed that a report be brought to the next meeting to identify the current Committee members' skills mix and any training needs.

## 10/32 **Draft Derby Homes Procurement Strategy**

The Committee considered a report containing drafts of the Strategy for Procurement, Procurement Policy and Standing Orders – Procurement and Contract Management. The draft documents were presented by Jeremy Bowley of Procure4.

The Chair referred to the draft Procurement Policy, paragraph 4.2 Strong Leadership (page 6) and queried how the policy would be policed and, as stated in the policy, Committee's accountability for risks and value for money. His view was that officers should be accountable to the Committee.

Tony Muldoon, Head of Finance, advised that he would be responsible for policing the system in conjunction with audit checks.

The Chair felt that this section lacked clarity and requested that officers look at this again.

Roy Webb referred to paragraph 4.5 Positive Outcomes: Sustainable Procurement (page 8 of 9) and asked how Derby Homes would ensure it stipulates that the local community and employment would benefit.

The Committee was informed the policy provides flexibility to explore options, for example, Derby Homes can decide to use local contractors/suppliers for smaller contracts.

The Committee was also advised there would be no cost implications for implementing the policy, other than training and support for staff.

Paul Bayliss suggested that staff are well trained in negotiation skills in order to obtain better value for money and improved target setting for achieving savings. He added that staff should also provide good feedback to unsuccessful contractors.

Shaun Bennett, Director of Investment & Regeneration assured Committee that staff give good feedback to contractors, including details of quality and price.

### **Agreed**

The Committee approved in principle the Strategy, Policy and Standing Orders for Procurement, subject to the amendments identified above, and delegated final approval to the Chair of the Resources, Remuneration and Regeneration Committee.

**10/33 Confidential Business**

**Agreed**

The Committee agreed under Part IV of the Derby Homes Governance Arrangements, that members of the public 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 (f, g & j)".

**10/34 Development & Regeneration Update**

The Committee received an update on current development and regeneration issues.

Roy Webb declared at interest in items in this report, as Council Cabinet Member for Adult Social Care and Health and an employee of Rolls-Royce Limited.

**Agreed**

The Committee noted the update.

**10/35 DECATS Review of Executive and Senior Management Team (SMT) and Principal Officers**

The Director of Investment & Regeneration and Personnel Manager declared an interest in this item. The Head of Finance and Regeneration & New Business Manager left the room during discussion of this item.

The Committee considered a report outlining proposals to review the Executive, Senior Management Team (SMT) and Principal Officers. The proposed review is in response to recommendations arising from a DECATS review of Derby Homes which identified efficiency savings achieved as a result of a reduction of 21 posts over three years.

**Agreed**

The Committee agreed

1. a process for reviewing the Executive, Senior Management Team and Principal Officers.
2. a process for dealing with any requests for voluntary early retirement and voluntary redundancy.

3. a report is brought to a future Board after consultation with the Chair and Vice Chairs of Derby Homes and the Chair of Resources, Remuneration & Regeneration Committee

## **10/36      Payments & Expenses**

The Committee received a report setting out proposals presented by John Bloxsom, at the last Governance Services Committee, and other options for publishing payments and expenses to Board Members and senior staff.

### **Agreed**

The Committee voted and agreed to stand by its original decision not to publish Board Members payments and expenses at this time and that the matter would be reviewed within the review of the Board Members Loss of Earnings Scheme in 2011.

Paul Bayliss did not support the decision and requested this be minuted.

### **End of Confidential Business**

## **10/37      Derby Homes Management Accounts 2010/11 – Period 2**

The Committee considered the management accounts for the two months to May 2010. The accounts compared actual expenditure for April and May against budget and extracted a different. The accounts did not include a forecast for the full year.

Paul Bayliss asked if any modeling had been done on the proposed increase in VAT.

The Head of Finance advised that Derby Homes is registered for VAT so this won't affect the operating statement, but will be shown in the balance sheet.

The Head of Finance informed the Committee that work is in progress to report on accounts for the new Repairs Team, however due to the need to align new systems and modeling/formatting issues, this will not be available until later in the year.

### **Agreed**

The Committee noted the report and appendices.

## 10/38 Draft Annual Report and Financial Statements 2009/10

The Committee received the Year End Accounts for 2009/10. Attached to the report were copies of a representation letter from Derby City Council, giving an audit opinion that the financial statements give a true and fair view of the state of the Company's affairs as at 31 March 2010, and a management representation letter from Derby Homes to PKF.

The accounts had been considered and approved for recommendation to the Board by the Audit Committee on the 5 July 2010, subject to a minor amendment to include reference to the transfer to Derby Homes of the Public Building Works along with the DLO.

It was noted that paragraph 3.12 of the covering report had been inserted in error and should be disregarded.

Dennis Rees queried why, in the Director's report, only his first appointment date had been inserted and not successive re-election dates, as was the case for other Board members.

It was explained this was because Dennis and all other tenant and leaseholder are elected to the Board. Councillor and Independent Board members are appointed and reappointed by the Council.

The Committee also agreed to amend the final sentence of the third paragraph – Employee Involvement (page 5) which will now commence "The Company has a policy of no compulsory redundancy programme...." in line with earlier comments made under Item A3 DECATS – Review of Executive, SMT and Principal Officers.

There was discussion on the pension scheme liability which had increased to £11.351m in 2010 from £5.657 in 2009. It was confirmed the figure relates specifically to Derby Homes' employees and was provided by the Pension Fund actuary. PKF has confirmed the figure has been applied correctly within the statements. It was noted the liability is underwritten by the City Council.

Agreed

1. recommended the Board accepts the draft annual report and financial statements at the meeting on 29 July 2010 as a true and fair view of the Company's financial affairs as at 31 March 2010 as a going concern.
2. noted the explanation of the changes made to the accounts since the forecast out-turn was sent to Resources & Remuneration Committee members on 26 March 2010.

3. recommended the Board authorises the Chair and Company Secretary sign the accounts.
4. recommended the Board authorises the Chair, Chief Executive and Director and Company Secretary to sign a letter of representation requested by PKF (UK) LLP.
5. recommended the Board authorises the Chair to sign the Statement on Control Self Certification and Internal Reporting.

**10/39 Standing Order 12**

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

**10/40 Professional and Consultancy Appointment and Fees 2009/10**

The Committee received a report summarising the expenditure on professional services during the financial year ending 31 March 2010 and explaining the process for the selection of consultants.

**Agreed**

The Committee noted the report and requested a report back on an annual basis.

**10/41 Performance Monitoring**

The Committee received a report submitted by the Performance Management Committee highlighting key performance issues arising from discussion of quarter 4 2009/10 performance.

Reference was made to the disparate current arrears figures across the City and an explanation was requested. Paul Bayliss believed this was a management problem due to good performing staff in some areas and not in others.

It was noted that no information had been provided in section 3.8 Turnover.

**Agreed**

The Committee noted the report and requested

1. a report back to the next meeting, explaining what Derby Homes is doing to improve poor performance on arrears
2. performance information on Turnover be emailed to Committee members.



**Date of next meeting will be confirmed at the Annual General Meeting in October.**

The meeting ended at 8.35 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 8 July 2010.

## DERBY HOMES LIMITED

### MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Monday 17 May 2010

The meeting started at 6.00 pm

#### Board Members Present:

Tabani Ndlovu (Chair), Dennis Rees

#### Officers Present:

Annabelle Barwick, Phil Davies, Julie Eyre, Susan Hill, Mary Holmes, Steve Humenko, Jaz Sanghera, Paul Thompson, Lorraine Watson, Val Watson

#### 10/22 Apologies

Apologies for absence were received from David Batey, Alison Brown, Sharon Hancock and Ken Whitehead.

#### 10/23 Admission of Late Items

There were no late items.

#### 10/24 Declarations of Interests

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

#### 10/25 Minutes of Previous Meeting on 25 January

The minutes of the meeting held on 25 January 2010 were accepted as a true and accurate record with the exception that the second paragraph on page 3 should read 'The customer needs to be advised if expectations cannot be met.'

#### 10/26 Minutes of Previous Meeting on 9 March 2010

The minutes of the meeting held on 9 March 2010 were accepted as a true and accurate record.

**10/27 Matters Arising**

**25 January 2010**

**Minute 10/07 Performance Monitoring Information Quarter 3 2009/10**

**Voids and Lettings**

*Relets – Red*

The Chief Executive informed Committee that there was a meeting with Derby City Council's Housing Option Centre debating the repeated high level refusals with Choice Based Lettings. The Council is aiming to reduce the bids allowance. The Chair asked what the timescale would be for the reduced bids to take effect. The Allocations Manager replied that the reduction in bids could take effect by late July.

**Minute 10/07 Performance Monitoring Information Quarter 3 2009/10**

**Customer Service Standards –Tenants Top Ten Targets**

*Letters acknowledged within 3 working days – Amber*

The Performance Manager informed Committee that the Performance Team will continue to monitor the audit of correspondence received by the organisation.

**10/28 Items from Part B to be discussed**

**Agreed**

The Committee agreed to discuss Items B1 and B4.

All other items in part B were noted but not discussed.

**10/29 Performance Monitoring Information Year End 2009/10**

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for quarter 4, 2009/10.

The Committee agreed to discuss red and amber traffic lights.

## **Service and Process Perspective**

### **Day to Day Repairs**

#### *% of Appointments Kept by ESD - Amber*

The Chair asked for an additional column to be added, called 'Appointment Kept' on Table 1 'Breakdown of appointments made' so as to compare how many appointments were kept.

### **Gas Servicing**

The Chair raised concern with the two properties with outstanding gas services from 2008/09 and the vulnerable tenants being at risk. The Customer Service Manager replied that Derby Homes is consulting with Legal Services in order to access these properties and working with tenants to achieve 100% access to properties.

#### *Voids and Lettings – Relets (Days) (Red)*

The Allocations Manager informed Committee that performance since last November had decreased to 29.2 days from the date when the tenancy was terminated up to and including the date when the new tenancy agreement started. The Local Housing Offices have a timescale to contact new lettings within 48 hours. The emphasis is on the Housing Managers to measure on a weekly scale the re-let times and where it is going wrong, to reach the target of 24 days. In future, the weekly tenancy will change to a daily tenancy. This will reduce voids timescale by two days.

The Allocations Manager also informed Committee that the Housing Options Centre is proposing to advertise properties on the Homefinder scheme on a daily basis.

## **Financial Perspective**

### **Rent Arrears - Green**

The Chair congratulated the Arrears team for achieving their targets.

## **Customer Perspective**

#### *Jobs completed in first visit (repairs satisfaction survey) – Red*

The Performance Manager informed Committee that an action plan has been put in place by managers to make improvements in this area.

The Chair asked if there was a timescale for these improvements. The Maintenance Manager (Repairs) replied that the timescale will be linked with the merger of the Environmental Services Department's housing repairs service and to allow a 12 months window on this. The Performance Manager added that this will be closely monitored on a monthly basis. The target is set by tenants and is discussed at the Agreement Monitoring meetings.

The Chair asked if the figures in paragraph 3.8.2 of the report should be 2009/10 and not 2008/09. The Performance Manager replied the figures should be 2009/10.

The Chair requested the performance target trends comparisons from last year and this year, as well as the quarter performance targets trend. The Director and Company Secretary suggested using the whole page for the matrix layout.

### **Agreed**

The Committee

1. approved actions to improve specific areas of performance as proposed and outlined in Appendix 1
2. noted all performance information as contained in the report.

## **10/30 Derby Homes Risk Register**

The Committee received a report providing information on the end of year updates for strategic and operational risks for 2009/10 and proposing a new set of strategic and operational risks for 2010/11.

The updated strategic risk register for 2009/10 was shown at Appendix 2 of the report and the proposed strategic risk register for 2010/11 was shown at Appendix 3.

### **Strategic Risks**

Strategic Risk 5 'Fail to respond to budget pressures, which include reduction in fee income and FRS17' had been deleted due to the management of the risk associated with FRS17 remaining the same, and with a letter of continuing support from the Director of Resources at Derby City Council. The letter had been issued annually since 2002 and forms part of the financial statements. The strategic risk of reductions in the management fee is managed through the Long-Term Finance plan, the budget strategy and management accounts.

The Lead Officer for Strategic Risk 8 'Failure to address external issues affecting key performance areas' is now the Director and Company Secretary and not the Director of Housing and Customer Service.

There was a new Strategic Risk 15 'Failure to deliver an excellent repair service following the transfer of Environmental Services Department (ESD) to Derby Homes'.

### **Operational Risks**

The Heads of Service met during April to update and review existing operational risks and associated risk scores. The proposed revised set of operational risks for 2010/11 was approved by Executive.

There are three new risks which are the following:

- Operational Risk 12 'Failure to successfully implement the Safeguarding Vulnerable Adults Strategies'
- Operational Risk 13 'Failure to successfully implement the Tenancy Sustainment Team'.
- Operational Risk 14 'Failure to implement the recommendation of the Internal Audit'.

### **Agreed**

The Committee

1. approved the strategic risk register on the:
  - updates and revised risk scores for 2009/10
  - proposed amendments for 2010/11.
2. noted the operational risk register on the:
  - updates and revised risk scores for 2009/10
  - amendments for 2010/11.

## **10/31 Risk Strategy and Risk Policy**

The Committee received a report detailing the draft Risk Policy, Strategy and Management Framework. These had derived from an Internal Audit of Risk Management in December 2009.

The Chair commented that the report was very good. He referred to page 5 of Appendix 1 and suggested including what Derby Homes will prioritise first. The Director and Company Secretary replied that his suggestion of prioritisation is similar to 'Risk Tolerance', page 4,

## Appendix 2.

The Chair requested replacing Executive and Senior Management Team with Chief Executive, under paragraph 7 'Establishing responsibilities', Appendix 1, so that it reads '... who in turn have assigned the organisation's Chief Executive with responsibility for day to day management of risk to the organisation.'

The Chair suggested providing a definition of what Strategy, Policy and Framework means.

### **Agreed**

The Committee recommended the Board approves the draft Risk Policy, Strategy and Management Framework.

## **10/32 Delivering Our Plans – Year End Report**

The Committee received a report detailing end of year performance against targets contained in the Delivery and Business Plan and Service Plans.

Targets not met and proposed corrective actions were brought to the attention of the Committee. The Chair requested setting new target deadlines if they were extended and providing more comments for the Delivery and Business Plan targets. The Director and Company Secretary replied that this will be provided at the next meeting in July.

### **Agreed**

The Committee

1. approved proposals to carry over targets requiring further action as detailed in Appendices 1 and 2.
2. noted end of year performance on Delivery and Business Plan and Service Improvement Targets outlined in the report.

## **10/33 Derby Homes Complaints Procedure – Review**

The Committee received a report outlining a review of the Complaints Procedure to comply with statutory requirements to enable funding within the Family Intervention Project Team (FIP) and compliance with TSA requirements.

The Performance Manager highlighted paragraph 2.1, Appendix 1, that had been changed to include additional wording required by the Tenants Services Authority (TSA). Paragraph 2.1 now reads 'A complaint is defined as a statement of dissatisfaction with a service for which Derby Homes is responsible including delivery of Tenants Services Authority (TSA) standards and Local Offers.'

The Performance Manager also commented that there was no definition of customer and therefore, paragraph 2.2 had been included to read 'A customer is defined as any internal/external individual or organisation.' There were no more changes to the procedure. The Chair suggested including at the end of the sentence of paragraph 2.2 '... who receives a service from Derby Homes.' The Committee agreed.

### **Agreed**

The Committee approved

1. the additional wording to point 2.1 to include the Tenants Services Authority and Local Offers.
2. the inclusion of point 2.2 'A customer is defined as any internal/external individual or organisation' and to add 'who receives a service from Derby Homes.'

## **10/34 Equalities Performance Monitoring Information**

The Committee received a report providing detail of equalities monitoring during 2009/10 against a range of key services.

The Chair commented that there was a duplication of staffing in this report and the Performance Monitoring Information report. The Change Manager Equalities replied that she will remove the sickness section from the Equalities Performance Monitoring report. She will also work with the Performance Team to reduce duplication of information in the Equalities and the Performance Monitoring Information reports, for example, starters and leavers will be removed.

### **Agreed**

The Committee noted the detail contained and the actions taken to date in the report.



### **10/35 Supported People Management Information**

The Committee received a report providing information on the performance of the teams funded by the Supporting People Programme during the period from 4 January to 4 April 2010.

#### **Agreed**

The report was noted but not discussed.

### **10/36 Anti Social Behaviour Statistics**

The Committee received a report on quarterly results for the Respect Performance Toolkit, with commentary on results for quarter two and any apparent trends, and quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

#### **Agreed**

The report was noted but not discussed.

### **10/37 Customer Feedback**

The Committee received a report providing detailed analysis of customer feedback received between 1 January and 31 March 2010 and also outlining key figures for the year 2009/10. The report also detailed complaints received during the period 1 January and 31 March 2010, Quarter 4, 2009/10.

Dennis Rees informed Committee that the graphs on page 12 did not reflect the figures in the commentary and there was no description as to why the property was poor.

#### **Agreed**

The Committee noted the information as detailed in Appendix 1, Customer Feedback report.

### **10/38 Derby Homes Website Update**

The Committee received a report providing an update on progress made on amending the Derby Homes Website, Derby Kidztalk and Derby Homes interactive sites in order to make them more customer focused and the availability of on-line services.

**Agreed**

The report was noted but not discussed.

**10/39 Confidential Business**

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

**10/40 Maintenance Performance Sub Group Progress**

The Committee received a report relating to the process of managing and monitoring the new Responsive Maintenance contract. The Maintenance Manager (Repairs) gave an outline of the minutes of the Responsive Maintenance Partnering Contract Core Group meetings dated 14 January and 11 March 2010, and the Working Group meeting dated 22 February 2010, attached to the report.

**Agreed**

The Committee noted the minutes of the Responsive Maintenance Partnering Contract Core Group meeting dated 14 January and 11 March 2010 and the Working Group meeting dated 22 February 2010.

**10/41 Standing Order 12**

During discussion of the above item, the Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

**10/42 External Management Report**

The Committee received a report detailing performance against Management Agreements and Service Level Agreements of Derby Homes management of external properties as at 31 March 2010.

**Agreed**

The Committee noted and commented on the information as detailed in Appendix 1 of the report.

**Date of next meeting**

**The next meeting will be held on Monday 26 July 2010 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 17 May 2010.

# DERBY HOMES LIMITED

## MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 10 June 2010

The meeting started at 6.00 pm

### Board Members Present:

Donald Beard, Alison Brown, Gary Featherstone, Bob Osler, Brian Perry, Dennis Rees (Chair), Margaret Redfern, Terry Rogerson, Roy Webb

### Officers Present:

Steve Astle, Steve Bayliss, Paul Cole, Phil Davies, Maureen Davis, Matt Hands, Brett Harrison-Doyle, Lorraine Howe, Pete Matthews, Julie Wren

### Partner Organisations Present:

Steve Marriott, Operations Director, Hi-Spec  
Carolyn Hilton, Business Manager, Hi-Spec

### 10/42 Apologies

Apologies for absence were received from Shaun Bennett

### 10/43 Admission of Late Items

There were no late items.

### 10/44 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.

### 10/45 Minutes of Previous Meeting on 8 April 2010

The minutes of the meeting held on 8 April 2010 were accepted as a true and accurate record.

## **10/46 Matters Arising**

### **Minute 10/11 Estates Pride Quick Fix Bids**

Terry Rogerson advised that tenders have gone in regarding work to the fencing, paths and drying area on Fenchurch Walk. Measurements have also been taken.

### **Minute 10/18 Draft Capital Programme 2010/11**

Terry Rogerson reported that following the last meeting a visit was made to the tenant of 8 Fenchurch Walk to look at the storage heaters in place. It was confirmed that they were modern type storage heaters, fitted only a few years ago, not the old ones that are being replaced.

### **Minute 10/32 Mobility Scooters**

Margaret Refern referred the Local Housing Board decision that providing safe storage would be deferred until full consideration was given in June 2010. She asked if there was an update.

Terry Rogerson advised the Local Housing Board that the SHOUT group had held discussions with Farooq Malik however there has been nothing recently.

Margaret Redfern said that this issue could not be ignored and asked that this item goes on the agenda for the next meeting.

## **10/47 Questions from members of the public**

The Local Housing Board North received a report containing 9 written questions from tenants living in the North of the City and responses from Derby Homes.

Roy Webb referred to the question from a tenant in the Brook Street area who reported that they have lived there for 15 years and was still awaiting replacement heating. The response provided listed several types of replacement systems. Roy Webb asked if an explanation had been provided to the tenant as to what these different forms of technology are and how they work.

The Maintenance Manager responded that in areas supplied by gas these tenants have been offered the option to replace storage heaters with a gas supply. However this property is Rivermead House and there is no gas supply. Energy Advice is trying out 3 or 4 different systems. Once it is established which is the best option it will be

offered to all. The tenants with trial systems have been given full instructions and advice and we are monitoring energy useage. The Chair referred to the tenant living in this property for 15 years and not receiving a replacement system, he asked that the Maintenance Manager check this.

Roy Webb asked if it was possible to provide tenants with an explanation as to how these technologies work, the advantages and disadvantages and a recommendation as to which system works best for which property. The Chair agreed that this would be helpful. The Operations Manager agreed that the Housing and Neighbourhood Manager will arrange for this to be done.

**10/48 Items from Part B to be discussed**

**Agreed**

The Local Housing Board agreed to discuss item B3. All other reports on Part B of the agenda were noted but not discussed.

**10/49 Items from Contractor Partners**

**Changes to the Cleaning Contract**

The Maintenance Manager explained that following a request by the Local Housing Board the cleaning contractors Hi-Spec were in attendance to provide a verbal update and to put forward proposals for an improved service.

Steve Marriott, Hi-Spec Operations Manager gave an introduction to Hi-Spec and an overview of their background. He advised the Local Housing Board of the service they currently provide.

The Maintenance Manager explained that following a request by the Local Housing Board the cleaning contractors Hi-Spec were in attendance to provide the a verbal update. An accompanying written report set out proposals for an improved service.

Steve Marriott, Hi-Spec Operations Manager gave an introduction to Hi-Spec and an overview of their background. He advised the Local Housing Board of the service they currently provide.

The Maintenance Manager advised that major changes are needed to the contract. Currently only two thirds of flats are receiving the cleaning service and of those most are only cleaned once a fortnight. Other than this, all residents are jointly responsible for keeping

communal areas clean, which is often a problem. Residents of blocks on the cleaning contract pay a service charge, based on the cost of cleaning at that block.

The first step was to include some caretaking work as part of the cleaners visit – an extra 15 minutes per block, on top of normal internal cleaning. This makes some difference now, but will have a much bigger effect if nearly all blocks are on the cleaning contract, with visits every week.

The second stage has been to identify blocks of flats in an unsatisfactory condition and add them into the contract. This will take place in manageable stages. Residents will be notified and advised of the charge for this service. Flats already kept to a good standard by residents will not be included. Residents will be given a monitored opportunity to improve standards themselves, if they don't want to receive our cleaning service. The first batch of unsatisfactory blocks has recently been added and this process will continue.

The next proposed improvement will be to provide a weekly cleaning service rather than fortnightly, with reasonable time allocated and caretaking time added in. This improved service will include regular stripping and resealing of floors and the cleaning of windows in communal areas. There will be a revised service charge for this, based on the cost at each block divided by the number of residents.

To make the improvement from fortnightly to weekly cleaning and to introduce a revised charge, the Council wants to see evidence of consultation. Residents of affected blocks have been asked for their opinions and there have been mixed responses. Some have stated that they should not have to pay for mess that other residents cause.

Where the consultation response has been positive the proposal is to recommend to the Council that they move those blocks to a new weekly service with a revised charge. Where the response is negative the proposal is to talk directly with those tenants and see if they change their minds. If not and if still not in agreement, we will monitor standards to see if residents are keeping the block satisfactorily clean in between fortnightly cleaning visits.

Margaret Redfern referred to different people having different acceptable standards of cleaning. Identification needs to be made as to what meets this standard. The Maintenance Manager advised that housing officers now assess and rate the cleaning standards at each block. A series of Joint training sessions are taking place, with various housing officers visited several sites with Hi-Spec and maintenance

staff, to agree common standards for assessment.

Alison Brown referred to those already carrying out their cleaning satisfactorily not being included. She asked if it was possible to give them the opportunity and offer them this service. The Maintenance Manager said this was a valid point and will extend the offer, even to blocks that are currently being cleaned satisfactorily by residents.

Roy Webb commented that tenants not receiving Housing Benefits may struggle to afford the typical £4.00 cost. He asked if there was any other way to generate funding to provide this service. The Maintenance Manager said he was not aware of any and that this has to be a service charge. He added that no profit is made.

The Chair said that Hi-Spec are in effect taking on the roll of caretakers in which case the tenants should not be paying for this as it was Derby Homes who got rid of their caretakers. The Maintenance Manager advised that caretaking services to flats is supposed to be a service charge, regardless of whether our own staff or contractors do the work. The Chair also queried the discrepancies between current weekly and fortnightly charges. The Maintenance Manager replied that these made no sense, have been like this for a long time and cannot be explained.

Bob Osler suggested that a solution for all flats be brought back with a timetable.

The Chair agreed with Bob Osler and asked that something is brought back with specific prices included for service charges.

### **Chubb**

Margaret Redfern raised a concern regarding Chubb. She said that whilst in the Derwent area she had come across Derby Homes' Chubb service cards littered around on paths and bushes. She commented that this was not a good advertisement for us. She has also noticed leaflets advising Derby Homes' tenants how to stay safe sticking out of letter boxes. She pointed out that this is an indication that there is no one at home. She asked what standards are in place for this. The Chair said he would raise this with the Director of Investment and Regeneration.

### **Connaught**

Margaret Redfern raised an issue with the new contractor partner Connaught. She informed the Local Housing Board that they are still



driving around in Vinshire vans. Alison Brown agreed and added that she has noticed vans with no logo on.

The Chair said that he has heard mixed reviews on Connaught with some saying the work is good and others not. He asked that we ensure that Connaught are invited to attend the next meeting. Terry Rogerson commented that he had heard positive comments on the work carried out by Connaught.

Terry Rogerson asked if Vinshires were still in existence. The Chair replied that Connaught had won the contract and had TUPE transferred Vinshires operatives. The Maintenance Manager added that Vinshires are still operating on other contracts, including new heating installations for Derby Homes.

The Chief Executive responded to the issue raised around the use of vehicles. He pointed out that although ESD staff had TUPE'd to Derby Homes they are still using ESD vehicles. He said it takes time to get the right vehicles in place.

The Chair asked the Maintenance Manager about Vinshires vans still being used. The Maintenance Manager agreed it was not good practice. He advised that the Connaught vehicles are to have temporary transfers until the vans are properly marked.

Bob Osler said that it was not acceptable that Derby Homes is still using ESD vans and that this should have been sorted out before the merge took place. The Chief Executive replied that this was impossible due to the short time between the contract signing and staff transferred to Derby Homes.

Margaret Redfern said that she did not yet feel comfortable with our new partners Connaught. She said she was disappointed that they were not in attendance tonight as was expected and added that usually when a Company has just won a contract they are keen to impress. The Maintenance Manager emphasized that Connaughts had not been invited and that this was a Derby Homes error, not any fault of Connaughts.

## **Agreed**

The Local Housing Board supported the:

- ongoing changes to increase the level of the cleaning service offered at blocks of flats
- aim to set a minimum standard of cleaning across all blocks
- cleaning of communal areas needs to be shared between Derby Homes and tenants / leaseholders.

- new service charges to be introduced, that reflect the correct cost of the service

The Local Housing Board agreed to invite Connaught to the next meeting in September.

#### **10/50 Housing & Leaseholder Focus Groups' Items**

The Resident Involvement Officer provided a report containing outstanding issues raised at Housing Focus Groups. He said that these were regarding repairs, anti-social behaviour or estate issues. Alison Brown said that this is not shown in terms of when reported.

Alison Brown asked why case number 60457 regarding icy pavements was still open as this was obviously earlier in the year. The Chief Executive advised that Derby Homes is looking at ways to have a gritting service available in bad weather. A meeting has taken place with Highways and Grounds Maintenance who currently provide this service. He said that work would continue on this and he will have a report available before the winter.

Terry Rogerson asked what the SHOUT issue was (paragraph 3.3). The Resident Involvement Officer replied he could not remember. The Chair asked that we see all issues and when they were raised.

#### **Agreed**

The Local Housing Board noted the report.

#### **10/51 Training for Local Housing Board Members**

The Chair informed the Local Housing Board Members that they should contact Jackie Mitchell if they have any requests for training.

#### **10/52 Estates Pride Quick Fix Bids**

The Local Housing Board was asked to consider bids for funding from the quick fix fund within Estates Pride in response to know problems, in particular to reduce crime, nuisance and vandalism.

The bids for funding were:

1. **1 Parker Close** – Supply and fit 1m high black metal bowtop perimeter fencing, 2 single gates and one double gate.
2. **2 -20 Kinross Avenue** – Supply and fit 1.8m high black metal bowtop fencing, one single and one double gate. Dig out grass verge at rear of houses and lay tarmac at road level. Tarmac

- grass verge at entrance.
3. **Highgate Green** – Supply and fit 1.8m high black metal bowtop fencing and 1m high black metal double gates.
  4. **60-78 and 117-135 Cobden Street** – Remove wooden fencing to the drying areas and replace with 1.8m high black metal bowtop fencing and two single lockable gates.
  5. **Adjacent to 37-47 William Street** – Supply and fit 1.8m high black metal gate and fit metal fencing to existing wall using cranked extensions.

Margaret Redfern referred to the bid for Kinross Avenue and asked if consultation had taken place with people who owned their home. The Chair replied that there are 5 home owners and 5 who are not and they have all been consulted and will get the benefits.

The Chief Executive advised the Local Housing Board that we cannot force the owner occupiers to pay for the gates. Margaret Redfern said that this was unfair on the rent payers. The Chair recommended that this item be deferred and brought back to the next meeting.

Alison Brown said it would be useful to receive feedback on bids approved. She said for example where fencing has gone up in response to anti-social behaviour it can be shown that incidents have reduced. Bob Osler agreed that this could be done and suggested it be annually reported to the Local Housing Board. The Resident Involvement Officer said that the TSA are to do an annual report and it could be part of this.

The Chair referred to fencing to walling on William Street. He noticed that consultation letters had gone out but no responses received back. He asked if there was a problem here or not. Bob Osler suggested that this should be withdrawn. The Housing and Neighbourhood Manager replied that this was a health and safety issue. The wall is adjacent to a walk through route. He said that this was probably why no one had responded.

Margaret Redfern said she could not understand why consultation had taken place and no response and commented that if this is a health and safety issue it should not be part of a quick fix bid.

Bob Osler asked what the decision was regarding this request. The Housing and Neighbourhood Manager urged the Local Housing Board to agree to this as it was a health and safety issue for residents. The Chief Executive said that he was in agreement with this. The Chair said that the bid would be agreed on this occasion but added in future we need to see more support to back any bids.

## **Agreed**

The Local Housing Board

1. approved bids for funding at
  - 1 Parker Close
  - Highgate Green
  - 60-78 and 117-135 Cobdon Street
  - Adjacent to 37-47 William Street
2. 2-20 Kinross Avenue This bid was deferred by the Chair to be discussed at the next meeting
3. noted the update on the works outlined in paragraph 3.6.

### **10/53 Review and Restructure of Community Watch Patrol (CWP) Services/Concierge Services**

The Operations Manager presented a report containing proposals for the restructure of the Community Watch Patrol (CWP). These proposals seek to refocus the out of hours work undertaken by the CWP, more closely link in with the management of anti-social behavior and develop a long term strategy around youth engagement.

The external funding for the CWP ended in March therefore one of the proposals included is the integration of the CWP team within the Neighbourhood Safety Team. The Operations Manager explained that this realignment would enable Derby Homes to reduce down to 1 patrol vehicle, working 4 evenings a week between 4.30 pm and 11.30 pm.

Due to the growth of the Junior Warden Scheme it is proposed to create a new post of Youth Engagement Assistant. With regard to the Concierge Team at Rivermead House it is proposed that a review of the service takes place.

Alison Brown commented on the positive work of the Junior Warden Scheme. She asked if the hours given for the patrol vehicle reflected when most wanted. The Operations Manager replied that the CWP have said that most of their work happens before midnight.

## **Agreed**

The Local Housing Board approved the proposals subject to further

consultation with Housing Focus Groups and Process Improvement Teams and delegated the implementation of the proposals to the Chief Executive of Derby Homes.

#### **10/54 Fire Safety Management in Blocks of Flats**

The Local Housing Board was presented with a report proposing the adoption of a sterile area policy for the management of fire risks within the communal corridors, landings and stairwells of flats managed by Derby Homes it also contained an outline to the background of the recommendation.

Following recent fatal incidents in blocks of flats a more stringent approach has been taken. This issue has been highlighted by the Derbyshire Fire and Rescue Service.

Roy Webb referred to adopting sterile areas and asked how this will conflict with the cleaning contract. He also asked how we ensure areas are kept sterile. The Operations Manager advised that the new cleaning contract and Local Housing Office Staff will maintain this. Roy Webb said that if we are responsible for managing sterile areas or risk facing prosecution then inspections would be needed twice a day.

The Chair replied that this was not possible and advised that monthly inspections of flats are already in place. He said that more communication would be required.

#### **Agreed**

The Local Housing Board agreed that Derby Homes adopts a “sterile” fire management policy for blocks of flats to help ensure the safety of residents, requiring the communal corridors, landings and stairwells of flats managed by Derby Homes be designated a “clear zone” or sterile area free of all extraneous items.

#### **10/55 Notice to Vary Tenancy Conditions**

The Local Housing Board received a report recommending a variation to tenancy conditions. This contained a proposal for 2 new conditions which are:

- A condition for fitting and servicing smoke alarms.
- The sharing of information with utility providers. We will provide details of tenants leaving Derby Homes’ properties with debts on meters to the utility company. Currently Derby Homes meets this cost.

Bob Osler asked if this would need to be taken to Council. The Chief Executive replied it would and may have to go to Cabinet.

Brian Perry asked if tenants had been sent letters regarding the Utility Companies change to their tenancy conditions. The Operations Manager replied they had. Brian Perry asked what the response had been. The Operations Manager said she had not yet seen the responses and added that tenants have up to 28 days to reply and this time is not up yet,

### **Agreed**

The Local Housing Board approved the report and recommended the variation of the tenancy conditions to the Council.

#### **10/56 Comedius & Roundabouts Trust UK – Relocation and Development Grant**

The Local Housing Board received a report requesting a grant of £10,000 for Comedius and Roundabouts Trust to relocate and for future development of activities and initiatives. The Local Housing Board North was asked to approve a grant of £5,000 from Estates Pride.

Alison Brown referred to item 3.1 regarding access to training for unemployed and disadvantaged people and this having a focus on entertainment. She commented that this should instead be aimed at something useful.

The Chair referred to the Stakeholders listed and pointed out that none of these are in a position to help in providing this grant. He added that he did not agree that this amount should come from Estates Pride fund.

The Chair asked if any around the table were in favour of this request. All said no.

### **Agreed**

The Local Housing Board agreed to decline the request for funding.

#### **10/57 Directors' Update**

The Local Housing Board received a report prepared by the Director of Investment and Regeneration and the Director of Housing and

Customer Services containing a general overview and update on current issues.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/58 Performance Monitoring**

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from the discussion of Quarter 4 2009/10.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/59 Flats Inspection Update**

The Local Housing Board received a report containing an update on flat evaluations carried out during April 2010.

**Agreed**

Margaret Redfern had requested that this item be discussed however she had left the meeting at this point. Therefore it was agreed that this item will be carried over to the next meeting.

**10/60 Minutes of the Derby Homes Board 25 March 2010**

The Local Housing Board noted, but did not discuss the minutes.

**Date of next meeting**

**The next meeting will be held on Thursday 9 September 2010 at 6.00 pm at Cardinal Square.**

The meeting ended at 7.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 8 April 2010.

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## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

**Held on Thursday 17 June 2010**

The meeting started at 6.00 pm

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

Paul Bayliss (Chair), Stuart Boon (arrived at 6.30pm), Susan Boon, Win Buchan, Lyn Gilbey, Tony Holme, Trevor Lamb, Harry Margett, Mary Rowland (arrived at 6.30pm), Bob Troup, Ian Veitch, Ken Whitehead, Jack Wray

#### **Officers Present:**

Steve Astle, Paul Cole, Phil Davies, Andrew McNeil, Maria Murphy, Paula Solowij, Sophie Wood

#### **Partner Organisations Present:**

Mark Hilton and Caroline Hilton, Hi-Spec

#### **10/47 Apologies**

Apologies for absence were received from Tabani Ndlovu and Jane Todd.

#### **10/48 Admission of Late Items**

There were no late items.

#### **10/49 Declarations of Any Other Business**

There were no declarations of any other business.

#### **10/50 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.

The Chair declared his a personal interest in relation to Paula Solowij, Neighbourhood Manager at Stockbrook Street.

**10/51 Minutes of Previous Meeting**

The minutes of the meeting held on the 15 April 2010 were accepted as a true and accurate record with the exception of an error at minute 10/21 as the Maintenance Manger was not present at a meeting that Tony Holme had with the Director of Housing and Customer Service.

**10/52 Matters Arising**

**10/14 Mini Status Survey – South Areas**

Tony Holme had raised concern at a previous meeting on 'Keeping Tenants Informed'. At the last meeting the Director of Housing and Customer Service said that this will be an item for the next Local Housing Board South meeting. The Director of Housing and Customer Service has spoken to Tony Holme since the last meeting regarding this and a customer services strategy is in progress and will be a future agenda item.

**10/36 Rechargeable Repairs**

Derby Homes main Board approved the report on Rechargeable Repairs and it will now go to the Council Cabinet Member meeting.

**10/38 Mobile Scooters**

The Director of Housing and Customer Service has met with the legal advisor at Derby City Council twice since the last Local Housing Board meeting. She hopes to bring a report on Mobile Scooters to the next Local Housing Board meeting.

**10/53 Questions from members of the public**

The Local Housing Board noted the questions and responses.

**10/54 Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B1, B3 and B5. All other reports on Part B of the agenda were noted but not discussed.

**10/55 Items from Contractor Partners**

**Changes to the Cleaning Contract**

The Local Housing Board received an update on the cleaning contract; the cleaning contractors Hi-Spec were in attendance to provide the

Local Housing Board with a verbal update and to put forward proposals for an improved service.

Caroline Hilton of Hi-Spec gave an introduction and an overview of the company's background. She advised the Local Housing Board of the service currently provided.

Currently two thirds of our flats are receiving this cleaning service and this is just once a fortnight. Blocks of flats will be added in manageable stages into the contract. The next proposed improvement will be to provide a weekly cleaning service with reasonable time allocated and caretaking time added in. Part of this work will include quarterly cleaning of windows in communal areas and an annual strip and reseal of vinyl floors, to enable them to be kept clean.

The service will be extended to most blocks, only excluding those where residents are already doing a good job. There will be a service charge introduced for each block and will be calculated based on actual costs, shared between residents.

Jack Wray asked about the cleanliness of the toilets in common rooms. The Director of Housing and Customer Service said that Hi-Spec only get 20 minutes to clean a common room and suggested that Jack could raise this at the SHOUT Group.

Tony Holme said that since Hi-Spec have taken over there has been a massive difference in cleanliness.

Paula Solowij said that local managers receive weekly reports from Hi-Spec including any issues that have occurred from the cleaning and these are then investigated.

### **Connaught – Introduction to new partners**

Andrew McNeil, the Regeneration and New Business Manager, explained that Connaught is the new gas contractor. He hoped that they would attend a future meeting.

### **Agreed**

The Local Housing Board supported the:

- ongoing changes to increase the level of the cleaning service offered at blocks of flats
- aim to set a minimum standard of cleaning across all blocks
- the need to share the cleaning of communal areas between Derby Homes and tenants / leaseholders.

- Induction of new service charges, that reflect the correct cost of the service.

## **10/56      Housing Focus and Leaseholder Groups Items**

The Local Housing Board received an update of unresolved cases discussed at Housing Focus Groups in the South of the City. Two cases remain open and action is being taken on all cases.

Win Buchan fed back on the recent Leaseholder Focus Group and issues discussed around ground maintenance, leaseholders Top 10 targets and flat maintenance finance. The Maintenance Manager will be attending the next Leaseholder Focus Group in August. Win Buchan asked if a report could be produced for leaseholders on flat inspections. The Director of Housing and Customer Service suggested that it could be a discussion topic to be discussed at the Process Improvement Team meetings. Steve Astle, Housing Manager will invite Win Buchan to the meeting.

### **Agreed**

The Local Housing Board noted the report.

## **10/57      Training for Local Housing Board Members**

All Local Housing Board members were happy with the training.

The Chief Executive mentioned that the DACP is hiring a coach to Harrogate for the CIH Conference for anyone interested in attending and also the Board Housing Tour will be taking place on 20 July 2010.

## **10/58      Estates Pride Quick Fix Bids**

The Local Housing Board considered bids for funding from the quick fix fund within Estates Pride. The bids were in response to known problems, in particular to reduce crime, nuisance and vandalism.

The bids for funding were

1. 62 Underhill Avenue – Remove hedge and fit 1m high black metal bow top fencing, one single and one double gate to boundary.
2. 92 -98, 104-106, 114-118, 116-118, 132-134 and 150 Gerard Street – Supply and fit 1m high black metal bowtop fencing and gates to properties. In addition, supply and fit 1.8m high metal bowtop fencing to the communal area between 96-106 Gerard

- Street.
3. Stockbrook Street Local Housing Office – Supply and fit 1.8m high metal fencing and gates to boundary.
  4. Drying areas around Stockbrook Street, next to 12 Edensor Square, opposite 19 Masson Walk and opposite 44 Melandra Court – Replace existing wooden fencing/gates with 1.8m high black metal bowtop fencing and lockable gates.
  5. 1-3 Summerbrook Court – Supply and fit a single gate.

The report also contained an update on other works agreed and customer satisfaction survey results for the quick fix projects.

Tony Holme asked if gates will be installed for access regarding the works to 92 -98, 104-106, 114-118, 116-118, 132-134 and 150 Gerard Street, the Regeneration New Business Manager confirmed that gates will be installed.

### **Agreed**

#### **The Local Housing Board**

1. approved bids for funding at
  - 62 Underhill Avenue
  - 92 -98, 104-106, 114-118, 116-118, 132-134 and 150 Gerard Street
  - Stockbrook Street Local Housing Office
  - Drying areas around Stockbrook Street, next to 12 Edensor Square, opposite 19 Masson Walk and opposite 44 Melandra Court
  - 1-3 Summerbrook Court
2. noted the update on the works outlined in paragraph 3.6.

### **10/59 Review and Restructure of Community Watch Patrol/Concierge Services**

The Local Housing Board received a report presenting proposals for the review and restructure of the Community Watch Patrol (CWP). These proposals seek to refocus the out of hours work undertaken by the CWP, more closely link in with the management of anti-social behaviour and develop a long term strategy around youth engagement.

Funding for the patrol ended at 31 March 2010 and it is necessary to review the existing arrangements and put in place long term plans which best meets the needs of Derby Homes' core business.

It is proposed to integrate the CWP within the Neighbourhood Safety Team. This will provide better links on the management of 'hot spots' and case management of anti-social behaviour complaints, witness protection and collection of evidence and monitoring.

It is proposed to carry out a separate review of the Concierge Service based at Rivermead House.

The recruitment process is now in place for CWP officers and once in post, they will be able to provide a patrol for six or seven nights a week.

Tony Holme said that Claire Dyson, Leaseholder Manager needs to be aware of this item and put onto the next Leaseholder Focus Group agenda.

### **Agreed**

The Local Housing Board approved the proposals subject to further consultation with Housing Focus Groups and Process Improvement Teams and delegate on the implementation of the proposals to the Chief Executive of Derby Homes.

## **10/60 Fire Safety Management in Blocks of Flats**

The Local Housing Board received a report proposing the adoption of a sterile area policy for the management of fire risks within the communal corridors, landings and stairwells of flats managed by Derby Homes.

The Regulatory Reform (Fire Safety) Order (RRFSO) imposed new requirements to carry out fire risk assessments of blocks of flats with communal areas and communal fire escape routes. The fire risk assessments carried out on Derby Homes' managed properties identified items in common areas as a significant issue. Such items include pot plants, door mats, chairs, small tables etc.

Bob Troup said that in some blocks of flats people are told to stay inside their flat and wait to be rescued. The Chief Executive said that this should still happen in some cases but when the fire fighter goes to rescue they could trip over the plant pot in the communal area.

Tony Holme said that door mats are needed for cleanliness but could they be fire proof.

Trevor Lamb said that your natural instinct in a fire is to run and not wait so you could trip over a door mat.

### **Agreed**

The Local Housing Board agreed that Derby Homes adopts a “sterile area” fire management policy for blocks of flats to help ensure the safety of residents.

## **10/61 Notice to Vary Tenancy Conditions**

The Local Housing Board received a report proposing to introduce two new tenancy conditions for all new and existing tenants and have recently served a notice of this intention, as required by law. The notice of intention is the initial stage in the consultation process and tenants have 28 days to respond before a final decision is made.

The first proposal is a condition for fitting and servicing smoke alarms. Since 2005 Derby Homes has been working in partnership with the Derbyshire Fire and Rescue Service in order to reduce the impact of fires on tenants through Home Fire Risk Assessments. Fitting smoke alarms is key to safety in the home in the event of a fire.

The second proposal variation involves sharing information with utility providers. The current tenancy agreement already covers sharing information with other departments and organisations. Currently if the utility company cannot trace the outgoing tenant at a forwarding address, Derby Homes’ bears the cost by paying the debt on the meter and suffers increased rent loss on voids due to delays in process.

Tony Holme said that leaseholders should also be included especially regarding smoke alarms and fires in flats. The Chief Executive said that Derby Homes could ask leaseholders if it is something they want and could include in all new leases.

Jack Wray asked how large the utility debt is usually. The Director of Housing and Customer Service said that the majority can be around £20 but have been known to be £50.

Mary Rowland asked if a form will be used where you have to tick a box or another to agree to share information. The Director of Housing and Customer Service said there will not be a complex process and it will be worded correctly so that it is set out simply and easy to understand.

Harry Margett asked if the utility company frees the meter if the data is

passed on. The Director of Housing and Customer Service said confirmed that this will happen.

Bob Troup said is it dangerous telling people that Derby Homes pays off debts. The Director of Housing and Customer Service said yes but hopefully it will not happen anymore when this is introduced.

Ken Whitehead asked what happens if the address given to the utility company is wrong. The Director of Housing and Customer Service said as long as we have given the utility company an address it is then over to them.

### **Agreed**

The Local Housing Board recommended to the Council the variation of the tenancy conditions.

## **10/62 Comedius and Roundabouts Trust UK – Relocation and Development Grant**

The Local Housing Board received a report detailing a request for a grant of £10,000 in total, £5,000 from each Local Housing Board for Comedius and Roundabouts Trust, to enable relocation and future development of activities and initiatives. The Trust works with individuals who are, or have experienced, homelessness, and/or are socially excluded.

The Director of Housing and Customer Service said that the Local Housing Board North rejected the request for funding.

The Chair said that there was not enough information in their proposal and that they are not present to answer the questions that the Local Board has. On that basis the Chair said he is inclined to reject the request for funding.

The Director of Housing and Customer Service said that she had not heard back from other companies who are supposed to be backing the funding as to whether they had or not.

Harry Margett said that the Estates Pride funding should be used for estates.

Tony Holme said that the organisation is for a good cause but disappointing that they are not here to present their reasons.

### **Agreed**



The Local Housing Board agreed to decline the request for funding as there was not enough information provided.

**10/63 Directors' Update**

The Local Housing Board received a report providing a general overview and update on current issues.

Tony Holme asked how the Environmental Services transfer went as he had heard that it was successful, he also asked whether there was any new senior management. The Chief Executive said that there was a staff briefing held on the 9 June 2010 which went well and that there is an Interim Head of Repairs.

**Agreed**

The Local Housing Board noted the report.

**10/64 Performance Monitoring**

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 4 in 2009/10.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/65 Update on Flat Inspections**

The Local Housing Board received an update on the flat evaluations carried out in April 2010.

Tony Holme said that the issue he wanted to raise regarding this report had already been covered under the Housing and Leaseholder Focus Groups' Items.

**Agreed**

The Local Housing Board noted the report.

**10/66 Petition from the Residents of Bretton Avenue**

The Local Housing Board received a report outlining a petition that was received at the Stockbrook Housing Office on 25 November 2009 from

14 residents living on Bretton Avenue. Residents were complaining about anti-social behaviour by a neighbour. An acknowledgment letter was sent to the lead petitioner.

### **Agreed**

The Local Housing Board noted the action taken by staff in response to the petition, but did not discuss this report.

## **10/67 Harvey Road Improvements**

The Local Housing Board received a report updating on the progress of the masterplan for environmental works to Harvey Road. There are a number of proposals for works in the masterplan. Consultation with the local forums is currently in process. A proposal will be brought to a future meeting of the Local Housing Board South.

Susan Boon said that she went to the AORTA meeting and it was said that the proposals need to go to the Alvaston and Boulton Neighbourhood Boards. The Chair said that it has already been taken to the Alvaston Neighbourhood Board and that it will be going to the Boulton Neighbourhood Board later this month but it will not be agreed at those Boards as it is Housing Revenue Account (HRA) funding and it will go to the Council from the Local Housing Board's recommendations.

Tony Holme asked if the Council are putting any funding forward. The Chair said that part will be from Highways and possibly Tesco as they are building a new store in the area. The Regeneration and New Business Manager said that some proposals that residents want are not covered by the HRA.

Trevor Lamb said that half a million pounds is a lot of money to spend in one area. The Regeneration and New Business Manager said that the full amount will probably not be spent.

Mary Rowland said that Finsley Walk residents asked for improvements at the same time as Harvey Road residents and Finsley Walk have had their improvements.

Tony Holme asked what happens with the owner occupiers on Harvey Road. The Regeneration and New Business Manager said that they would be offered a good rate if they wanted to join in the improvements.

The Chair suggested that the Local Housing Board could take a vote

on whether they wanted the proposals to take place.

**Agreed**

The Local Housing Board noted the report and agreed to take a vote to agree the recommendation for the proposals; it was a unanimous vote in favour of the proposals.

**10/68 Minutes of Derby Homes Board 25 March 2010**

The Local Housing Board received the minutes of the Derby Homes Board held on 25 March 2010.

**Agreed**

The Local Housing Board noted, but did not discuss the minutes.

**Date of next meeting**

**The next meeting will be held on Thursday 16 September 2010 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.00pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 17 June 2010.