DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 15 December 2016

The meeting started at 6.00 pm

Operational Board Members present:

Andrew Beresford, Richard Bruford, Jim Elks, Tony Holme, Bob MacDonald (Chair), Elastus Mwaba, Dennis Rees, Jsan Shepherd, Mick Whitehead and Ian Veitch.

Officers present:

Annabelle Barwick, Steve Bayliss, Murray Chapman, Paul Cole, James Joyce, Andrew McNeil, Clare Mehrbani, Daniel Robertson, Tricia Tice, Carl Willis.

Others in attendance:

Mike Ainsley, Heather Greenan and Winifred Buchan.

16/112 **Apologies**

Apologies for absence were received from Paul Bayliss, Chris Forrester, Samantha Hudson, Jackie Mitchell, Anna Skrobisz, Jackie Westwood.

16/113 **Appointment of Chair and Vice Chair 2016/17**

The Operational Board is required to appoint a Chair and Vice Chair. The Constitution requires the Operational Board Chair and Vice Chair to be main Board Members.

A query was raised regarding whether an Operational Board Member could be appointed as Vice Chair.

The Chair agreed to ask the next Governance Committee meeting to consider this.

Agreed

The Operational Board agreed to appoint Bob McDonald as Chair and Jsan Shepherd as Vice-Chair for 2016/17.

16/114   Admission of late items

There were no late items.

16/115   Declarations of interests

The Tenant and Leasehold Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of Association) of Derby City Council.

16/116   Minutes of the previous meeting

The minutes of the meeting held on the 20 October 20106 were accepted as a true and accurate record.

16/117   Matters Arising

16/95 Derby Churches Nightshelter 2016/17
Derby City Council has given consent for Derby Homes to contribute £10,000 in 2016/17 to support the Derby Churches Nightshelter Winter Weather Provision.

16/101 Workshop – Review of Derby Homes
An update will be provided in early 2017 regarding the review of Derby Homes.

16/104 Customer Communications Strategy
The minutes of the last meeting did not mention that the Youth Board fed back their views on the Customer Communications Strategy and that the Operational Board had appreciated their views and took them on board. The Chair agreed this would be recorded under Matters Arising.

16/118   Questions from members of the public

There were no questions from the public.

16/119   Presentation: DACP Partnership Forum Update

The Operational Board received an update on the DACP Partnership Forum.

Tony Holme asked whether the Operational Board still agrees the finance provided to this group. Carl Willis confirmed that the Operational Board still agrees the funding to the Forum.

Correction – DACP funding is currently included in the Community budget within the annual Derby Homes Operational Budget, approved by the Board of Derby Homes.

Jsan Shepherd asked when Carl will next collate the information from the forums and feedback. Carl Willis informed that he will be returning to Operational Board to present the feedback in 2017.

16/120   Workshop: Performance Management

The Operational Board received a short workshop training session on performance management.

The Board also considered a report summarising the performance of Derby Homes for the second quarter of 2016/17, for key performance measures reported to Derby City Council and providing details on the outcome of the mid-year review of the year end performance targets.

Agreed

The Operational Board:

1. Noted the 2016/17 Quarter 2 performance results
2. Agreed the proposed changes to targets set out in Appendix 2 of the report, as approved by Derby City Council.

16/121   Part B Supplementary Questions.

Questions relating to items on Part B of the agenda were raised prior to the meeting and are attached at Appendix 1.

Tony Holme noted that the statistics from B7 states that 19% of people said that they weren't happy with accommodation but we were also informed it was 7%.

Andrew McNeil noted that it is the way the system presents the data. Those neither satisfied nor dissatisfied are not presented in the original report. When these are included the actual level of dissatisfaction is 7%

16/122   Operational Board Forward Plan

The Operational Board received a copy of the forward plan of items for future meetings.

Andrew McNeil noted that the Youth Board Presentation planned for the 23 February meeting will no longer take place. Instead an update will be circulated.

Agreed

The Operational Board noted the Forward Plan.

16/123   Compensation Policy

The Operational Board considered a report on a new Compensation Policy which replaced the previous Remedy and Compensation Policy. The new Policy has been rewritten following discussions with members of the Operational Board.

The Complaints Procedure is being reviewed in January 2017 and will incorporate leaseholder complaints.

It was noted that if Derby Homes was negligent then it could compensate to an extent depending on the circumstances.

The Operational Board thanked Annabelle Barwick for the report and involving Operational Board Members in rewriting the policy.

Agreed

The Operational Board approved the Compensation Policy.

16/124   Customer Engagement & Community Development Strategy

The Operational Board considered a report on a revised Customer Engagement & Community Development Strategy.

Agreed

The Operational Board approved the revised strategy.

16/125   Tenants Who May Pose a Risk Procedure

The Operational Board considered a report which explained and introduced a new procedure on dealing with a range of potential risks to staff, posed by tenants, that are not covered by the violence and aggression procedure.

Andrew Beresford asked who will be making judgements of the risk tenants may pose.

Clare Mehrbani thanked Andrew Beresford for his question and explained that senior officers within the organization are responsible for agreeing markers for tenants that pose a risk. Whilst this is still subjective it is expected that senior offices will review the evidence available and will ensure that adequate risk assessments are completed with an appropriate audit trail. Customers can request a review of any decision made.

Clare suggested that a report be brought back 6 months after implementation, for the Operational Board to review how this has been implemented and to work with officers to ensure the system is fairly used.

Mike Ainsley asked what steps Derby Homes' will be taking to incorporate the comment in the policy regarding social media and what support will be in place.

Clare Mehrbani advised that this is being worked on with the Company Solicitor, as it can be very difficult to succeed in getting online posts removed in certain situations.

It was confirmed that the policy will also apply to leaseholders.

With this procedure it is a marker that is placed on the tenants file, not a warning, and a letter sent to the tenant advising them of the marker, There will be several processes to go through before anything can happen. Clare Mehrbani will bring sample letters back to Operational Board six months after implementation.

Mick Whitehead said that we must place our trust in the Housing staff who make these judgements.

Chair noted that this policy will help to protect Derby Homes' employees as well as our tenants and should be reviewed in 6 months with examples bought back to Operational Board.

Clare Mehrbani will anonymise the examples and bring back a report in June 2017.

Agreed

The Operational Board approved the draft procedure.

16/126   Tenant Panel's Review of Derby Homes Anti-Social Behaviour Service

The Operational Board considered a report detailing the findings of the Tenant Panel's review of the Anti-Social Behaviour Service within Derby Homes.

It was noted that the Customer Service Team try to help all teams so that correct details can be passed to the relevant people who can then deal with the case.

Murray Chapman said that the Tenants Panel's findings will be taken on board and will be looked into to improve the service.

Jsan Shepherd queried whether tenants are asked for their opinions on ASB cases when carrying out the satisfaction surveys and also suggested that in the future ASB reporting could be available online.

James Joyce said he will look into including this in the satisfaction survey and suggested providing an exit survey at the end of an ASB case between the ASB officer and the tenant would be worthwhile.

Clare Mehrbani confirmed that an exit survey is already completed for all complainants of ASB and the satisfaction rate remains high.

Clare Mehrbani noted that the issue of CPN's with Derby City Council will be discussed at a future Cabinet meeting and once a decision has been made, the Neighborhoods team will work with Derby Homes on this.

Agreed

The Operational Board noted the information detailed in Appendix 1 and approved the recommendations in the report.

16/127   Service Delivery Update

The Operational Board received a joint report from Heads of Service providing a general overview and update on current issues.

Agreed

The Operational Board noted the report.

16/128   Rent Arrears & Welfare Reform Update

The Operational Board received a report providing details on:
- October position on rent arrears
- Detail of Discretionary Housing Payments
- Welfare Reforms and how we are mitigating the impacts.

Agreed

The Operational Board noted the report and agreed to continue receiving further update reports.

16/129   Equalities Report 2015-16

The Operational Board received a report which provided a demographic picture of Derby City and equalities performance information for 2015/16, compared with previous years.

Agreed

The Operational Board noted the detail and actions taken to date.

16/130   Complaints & Compliments Q2

The Operational Board received a report providing a detailed analysis of complaints received between 1 July and 30 September 2016 (Q2).

Agreed

The Operational Board noted the report and the appendices.

16/131   Estate & Flat Inspections Q2

The Operational Board received a report giving details on the numbers of cases by type arising from monthly flat and estate inspections carried out by area for the last quarter.

Agreed

The Operational Board noted the report and the appendices.

16/132   Customer Priorities Q2

The Operational Board received a report detailing performance against the 10 Customer Priorities to the end of Q2 2016/17. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.

Agreed

The Operational Board noted the report.

16/133   Customer Satisfaction Q2

The Operational Board received a report providing detailed analysis of the satisfaction results from the Customer Survey 2016, carried out during July 2016.

Agreed

The Operational Board noted the report and its appendices.

16/134   Homelessness Statistics Q2

The Operational Board received a report giving details on:
- Homelessness Preventions
- Homelessness Approaches
- Homelessness Acceptances

Agreed

The Operational Board noted the report.

16/135   ASB Statistics

The Operational Board received a report giving some key statistics for Derby Homes ASB service for the second quarter of 2016/17.

Agreed

The Operational Board noted the report.

16/136   Draft Minutes of Derby Homes Board meeting held on Thursday 24 November 2016.

The Operational Board received and noted the draft minutes of Derby Homes Board meeting on Thursday 24 November 2016.

Date and Time of future meetings in 2017, Thursdays at 6.00 pm

- 23 February
- 27 April
- 29 June
- 24 August
- 19 October

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 15 December 2016.

Operational Board 15 December 2016
Part B Queries

B2 – Rent Arrears & Welfare Reform Update

Has Autumn Statement changed anything?

Welfare Reform Announcements November 2016

•   Income Based Rents (formally Pay to Stay)

This policy will not be going ahead.

•   Local Housing Allowance

The LHA policy LHA rates will not apply to general needs tenancies until 2019 in line with supported housing, this has been put back a year from 2018. Our social media info graphic has been updated to reflect this change.

It was announced at the Conservative Party Conference that the cap for sheltered accommodation will not be as previously thought (only affecting those who move in after the April 2017 date) but will affect all sheltered housing from the implementation date which has been put back to 2019.

LHA Cap to apply to all UC tenancies regardless of when they started. Changes announced in the Autumn Spending Review 2016. 'LHA CAP-Local Housing Allowance (LHA)rates in social housing. For general needs housing, the cap will now apply from April 2019 for all tenants on Universal Credit(regardless of tenancy start date), and to Housing Benefit tenants whose tenancies began or were renewed since April 2016.' The government has confirmed that there will be only transitional protection paid if clients take part in managed migration scheduled for 2019-2022.

Work allowance taper will be reduced from 65p in the £1 to 63p allowing claimants to keep more of the money they earn.

Further information will be available in the welfare reform and rent arrears report at the next Operational Board meeting.

B5 – Estate Inspections

Looking at the Estate Inspection statistics it appears that garden related complaints take a longer time to resolve, what is the average timescale and what do you consider appropriate? If new tenants are not gardeners as referred to in the reports how strongly is their responsibility to get appropriate equipment to look after their gardens stressed to them on allocation?

I'm sorry it is not possible to give an average timescale for resolving a garden complaint. This is because we do not measure the total time taken to resolve all of the different tenancy breaches that we deal with. I would say though that the vast majority of garden cases are dealt with very quickly by means of a warning letter or visit. That's often all that is needed to get the tenant to sort the situation out. So we might be able to say that the average time to resolve 95% garden cases might be a couple of weeks. On the other hand there will be a small percentage of cases that cannot be resolved quickly, and for a variety of reasons. Some of those may take up to 3 months or more and are often associated with a range of other tenancy breaches or antisocial behaviour. Garden cases follow exactly the same pattern as ASB in fact in that maybe 95% of ASB cases are resolved by a few early interventions, but 5% or so can take much longer to resolve, particularly if there are complex Court actions and equalities act challenges to overcome.

You make a good point about the need to consider the difficulties there may be with gardens at the point of allocation. At the moment we do no not factor this into the allocation process but it is something we will look into. The place to do this in the process would be at escorted viewing where we could discuss the garden with the prospective tenant. I will look to get this built into the process

B7 Customer Satisfaction

I was having some difficulty reading some of the Appendix graphs so am asking the following questions which you may have answered in this document.

We are currently investigating the options available for improving the graphs and readability of the report. At the moment, the report is limited by the outputs available from the software system.

19% are not satisfied with the quality of their homes. Do we understand what the issues are and what are we doing to address this?

There is a discrepancy with the dissatisfaction figure being understood to be 19% for 'quality of their homes'. The actual figure for **Q2 'not satisfied with the quality of their homes' is 7%** and 13% reporting that they are 'neither satisfied nor dissatisfied with the quality of their homes'.

When you add all of the percentages together, 81% satisfied, 13% neither satisfied nor dissatisfied, and 7% not satisfied, you will get 101%. In research when you report 100% without a place after the decimal point, sometimes you can have a rounding error (+ or – 1%). This is only acceptable at the value of + or – 1% when totalling 100%. That is the case for this question.

Throughout the survey there are opportunities for issues to be recorded through open answer text boxes. The issues that are recorded in these boxes require the Housing Officer or the staff member completing the survey to raise the action. Housing Officers/staff members record this information through the survey and/or they raise a CSM in Academy.

While there is a 7% improvement in views being taken into account this has only just reached 83%. What did you do to get this improvement and do you need to do anything more to continue to improve this result?

Improvement in views being taken into account' has continually increased from 67% (2014/2015, Q2), 76% (2015/2016, Q2), to 83% (2016/2017). This shows a trend of improvement which cannot be pinpointed but could be attributed to Derby Homes' continual focus on finding out the customers' priorities and focusing our delivery around what customers want.

Only 77% are happy with their neighbourhood which has fallen back by 5%. Can you explain from the statistics why this should be?

Although the 2016/2017 figure for Q2 has dropped by 5%, in comparison to Q2 in 2015/2016, this does not show a trend. We will compare each quarter based on the findings for the financial year to look for any particular trends that might appear in the data. The figure for each quarter also needs to take into account the total number of responses. In Q2 in 2015/2016, 897 people answered the question and in Q2, 2016/2017, 729 people answered the question. This means that there is no statistical significance in the 5% change in satisfaction for Q2 and the data is representational of the total amount of responses.