

DERBY HOMES LIMITED

MINUTES OF THE SERVICE IMPROVEMENT COMMITTEE MEETING

HELD ON 30 JANUARY 2003

The meeting started at 6.00 pm.

Board Members Present:

Jenny Bradley, Sylvia Hyde

Officers Present:

Phil Davies, Maria Murphy, Richard Platt, Laurie Storey, Mark Kennel
(Burglary Reduction Team)

Apologies

Apologies for absence were received from Jenny Hayball and Paul Bayliss.

Quorum

The meeting was inquorate. It was agreed to proceed and any recommendations put forward to the Board to reflect this.

It was agreed to appoint Jenny Bradley as the Chair for this meeting as Jenny Hayball was unable to attend.

SI 03/13 Minutes of the Meeting held on November 2002 (Accuracy Only)

Board Members Present - Alan Graves did not attend the meeting as he is not a member of the Service Improvement Committee.

Agreed

The Committee agreed the minutes as amended as a true record.

SI 03/14 Minutes of the Meeting held on November 2002 Matters Arising

SI 02/07 Update on Tenancy Support Team

The target is to obtain 200 customers for the new service by 31 March. At the moment there are 90 customers signed up. Laurie Storey is pleased with the progress of the Tenancy Support Team.

SI 02/08 Introduction of Gold Service

There was concern that some of the items detailed in this report are

not suitable to Derby. It was explained that a working group will be set up to discuss the suitability of the gold service and what level of the service is needed. A trip to Irwell Valley will be arranged so that tenants and the officers can see how the gold service works there.

R03/015 Declarations of Interests

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

SI 03/16 Anti Social Behaviour Policy Presentation

The Committee received a presentation by Laurie Storey on Derby Homes' Anti Social Behaviour Policy.

Agreed

The Committee noted the presentation and agreed to distribute a copy of the notes to all Board members.

SI 03/17 Policy Review Work Programme

The Committee was asked to approve a timetable of presentations for the review of policies agreed at its last meeting.

Agreed

The Committee agreed to receive policy review presentations as follows

Anti Social Behaviour and Noise Nuisance	January
Customer Care	March
Abandoned Properties	May
Tenant Consultation	July
Discretionary Allocations	September

SI 03/18 Performance Monitoring

The Committee received a report giving an update on Performance Monitoring including the Top Ten Standards.

Agreed

The Committee noted the report on Performance Monitoring.

SI 03/19 Best Value Review Improvement Action Plan

The Committee received a progress report on the Best Value Review Improvement Action Plan.

Agreed

The Committee noted the report and agreed to receive a formal update in May.

SI 03/20 Britannia Court Options Appraisal

The Committee received a report on the management problems experienced by Derby Homes at Britannia Court. The report included an options appraisal for Committee's consideration.

Agreed

The Committee agreed to recommend to the Board Option 1a.

SI 03/21 Car Parks to Blocks of Council Flats

The Committee received a report about the misuse of the car parks at blocks of Council flats provided for the use of tenants, leaseholders and their visitors.

Agreed

The Committee agreed to recommend to the Board that tenants be consulted on the proposal and given the right to choose whether a car park that is suffering misuse should be restricted to tenants, leaseholders and their visitors only.

SI 03/22 Proposed CCTV at Old Sinfin

The Committee received a report on the proposed installation of CCTV at Old Sinfin. The Committee raised the issue of how owner-occupiers would be charged for the upkeep of the CCTV.

Agreed

The Committee agreed to recommend to the Board the development and implementation of CCTV on the Old Sinfin estate (Option A) to be funded from Homes Pride Capital Project at cost of £75,000, subject to appropriate consultation with tenants and residents and to look into a mechanism for charging owner-occupiers.

SI 03/23 Complaints Monitoring

The Committee received a report and monitoring information on complaints received under the Derby Homes Complaints Scheme.

Agreed

The Committee noted the report.

SI 03/24 Drug and Alcohol Treatment Protocol

The Committee received a report on the Drug and Alcohol Treatment Protocol.

Agreed

The Committee noted the report and agreed to recommend to the Board the adoption of the protocol with Addaction.

SI 03/25 Derwent New Deal for Communities/Derby Burglary Reduction Project Proposal to Install Security Grilles – Radnor Street

The Committee received a report on the Derwent New Deal for Communities/Derby Burglary Reduction Project proposal to install security grilles on Radnor Street.

Agreed

The Committee agreed to recommend the proposal to the Board that grilles be fitted to back doors and windows, and high security doors to front doors and that further consultation with tenants takes place.

SI 03/26 Late Item – Tenant Harassment Complaints

The Committee received a report on Tenant Harassment Complaints.

Agreed

The Committee noted the report and agreed that the report be circulated to the Board for information.

SI 03/27 Date and time of next meeting

The next meeting will be held on Thursday 27 March 2003 at 6.00 pm
at Cardinal Square.

The meeting ended at 8.20 pm.

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CHAIR

Signed as a true and accurate record of the meeting held on 30 January 2002.