

DERBY HOMES LIMITED

MINUTES OF THE CITY BOARD MEETING

Held on Thursday 19 April 2012

The meeting started at 6.00 pm

City Board Members Present:

Mike Ainsley, Jim Elks, Tony Holme, Wendy Jessop (Co-opted Member), Harry Margett, Bob Osler, Brian Perry, Janice Platt, Margaret Redfern, Dennis Rees (Chair), Jolanta Szatkowska, Ray Theobald, Bob Troup, Ian Veitch, Fiona Walker.

Officers Present:

Phil Davies, Maureen Davis, Matt Hands, Jim Joyce, Pete Matthews, Maria Murphy, Richard Platt, Jo Solbe, Lorraine Testro, Julie Wren.

Observers Present:

Gill Young, Keith Merry, Abdul Moghal – Tenant Panel Members

Others Present:

Councillor Alan Graves, Alvaston Ward
Paul White, Derby Evening Telegraph
Shaun Phillips – Arboricultural Manager, Derby City Council
Jason Humphreys – Arboricultural Officer, Derby City Council

12/24 Apologies

Apologies for absence were received from Paul Bayliss, Win Buchan, Gary Featherstone, Lynn Gilbey, Lorraine Howe, John Keith

12/25 Admission of Late Items

The Chair agreed to admit a late confidential report on Social Enterprise.

12/26 Declarations of any other business

Harry Margett asked for two items to be raised. The Chair said these items would be covered at the end of the meeting.

12/26 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.

12/27 Minutes of Previous Meeting

The minutes of the meeting held on the 16 February 2012 were accepted as a true and accurate record.

12/28 Matters Arising

Minute 11/132 Matters Arising – Margaret Redfern has received the list of city wide properties in the kitchen and bathroom replacement programme.

12/29 Questions from members of the public

There were no questions from members of the public.

12/30 Any items from Part B to be discussed

The City Board agreed to discuss all items in part B.

12/31 Items from Contractor Partners

The Maintenance Manager introduced Shaun Phillips and Jason Humphreys

The City Board was advised that Jason Humphreys will be responsible for Derby Homes enquiries and will be monitoring all work carried out. Meetings will take place with Local Office Managers to look at work needed.

Derby Homes has received extra money from the Council for the next 5 years of work. Due to savings made in the Management Fee, the annual amount has increased from £110K to £190K.

The Chair thanked Shaun and Jason for attending.

12/32 Capital Programme

The City Board received a verbal update on the Capital Programme.

The window replacement programme is now almost complete. The next area of work will be the replacement of external doors with new high security doors.

Kitchen and bathroom work has taken place on pre war estates, the 3 main areas being Cowsley, Osmaston, Allenton/Alvaston. Work has now started in the Victory Road area.

The Community Energy Saving Programme (CESP) is now almost complete.

12/33 Housing and Leaseholder Focus Groups' and Equality Groups Items

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

Agreed

The City Board noted the report.

12/34 Training for City Board Members

The City Board received a report containing the arrangements for the annual Board training programme for 2012/13.

Agreed

The City Board noted the report.

12/35 Estates Pride Quick Fix Bids

The City Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance and vandalism. The report also included details of customer satisfaction surveys to monitor the effectiveness of the Quick Fix programme.

The City Board was advised that Estates Pride Quick Fix funding is now delegated in full to the Housing Focus Groups (HFGs). Each HFG will receive £60K.

It was suggested that future reports include a brief description of the work requested for each bid.

Agreed

The City Board approved the following bids:

1. 8-10 Rushcliffe Avenue, Chaddesden
2. Alleyway 47-49 Byron Street and back of 66 Lowerdale Road, Normanton
3. Tintagel Close
4. 8 – 10 Hounslow Road, Mackworth
5. 29 Harrogate Crescent, Breadsall Estate
6. Abbey Street, Abbotts Barn Close and Gerard Street
7. Gerard Street
8. Weirfield Road, Allestree

12/36 Use and Hire of Community Rooms

The City Board received a report containing an update on the ongoing work to reduce costs in community rooms across the City. This includes reviews and proposals in respect of under-utilised community rooms, the Use and Hire of Community Rooms Policy and the purchase of television licences for community rooms.

The Chair advised of a petition handed to him from residents objecting to the conversion of community rooms at Slindon Croft and Garsdale Court. He suggested that the decision on the two community rooms be deferred.

Councillor Graves commented that Slindon Croft is central for residents in the Keldholme Estate area and urged that it be kept open.

Although the DACP and Derby Homes have worked hard to keep this common room open there has been little support from residents. An external group, Live at Home, has been making use of the facility, however this has caused objections from residents over parking in the area. Any current activities could be accommodated at the Humber Close Community Room.

Statistics for Slindon Croft and Garsdale Court show under-usage with conflicting comments from residents. However, further consultation will take place and a map will be made available the next City Board showing the proximity of Humber Close to Slindon Croft and Garsdale Court.

The City Board agreed to send a letter to Keith Merry and the residents of Oakleigh Community Room thanking them for their work to keep the room in use.

Agreed

The City Board agreed to:

1. withdraw television licences at selected community rooms
2. the changes highlighted in the Use and Hire of Community Rooms policy
3. defer the proposal to convert community rooms at Slindon Croft and Garsdale Court until the next meeting.

12/37 Tenant Review Panel – Local Offer 14

The City Board received a report containing the findings of the Review Panel's review of Local Offer 14: We will provide and develop convenient ways to access your rent account.

The Director of Housing and Customer Service thanked the Review Panel Members for a well written report. The Director accepted all the recommendations, apart from 3.11 requesting mini rent statements are sent out with arrears letters. She will look into this and bring the cost implications back to the City Board.

A Tenant Review Panel member raised concerns about the security of the payment machine at the Council's Albion Street office, as there is no privacy when entering personal details. The City Board was advised the machine is owned by the Council and anyone experiencing problems should raise it with the Council staff.

Agreed

The City Board noted the findings of the Review Panel and Derby Homes' response to the issues raised

12/38 Directors' Update

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

- New Build
- Asset Management
- Energy Efficiency
- Repairs Team Update

- Pay to Stay Campaign
- Family Intervention Project
- Supported Living Service

Agreed

The City Board noted the report.

12/39 Performance Monitoring – Year End 2011-12

The City Board received a report detailing Quarter 4 performance against targets contained in the Monthly Indicator Link.

The good performance achieved and particularly the figure for rent collected of almost 100% was highlighted to the City Board.

The City Board noted the figure for satisfaction with the Enquiry Centre of 97.3%.

Agreed

The City Board noted the report.

12/40 Complaints and Satisfaction - Year End 2011-12

The City Board received a report providing detailed analysis of complaints received between 1 January and 31 March 2012.

Agreed

The City Board noted the report.

12/41 Local Offers Year End – 2011-12

The City Board received a report detailing quarter 4 performance against the local offers set by Tenants and Leaseholders.

Tony Holme referred to paragraph 3.4.7 stating that Housing Officers will complete a template with all outstanding repairs and placed on notice boards in communal areas. He said this was not the case. The Director of Housing and Customer Service will look into this.

Agreed

The City Board noted the report.

12/42 Repairs Update & Year End Progress Report

The City Board received an update on progress and developments within the Repairs Team over the last 12 months.

The City Board was informed of the achievements made by the in-house gas service team and who have achieved 100% compliance at year end. Compensation paid out this year for missed appointments was only £80 compared to £800 in the previous year.

Agreed

The City Board noted the report and acknowledged the vast improvements made over the last 12 months

12/43 Troubled Families Project in Derby

The City Board received a report providing information on work currently being undertaken to establish effective multi-agency working, to help turn around the lives of troubled families within the City.

The Department of Communities and Local Government (DCLG) has now issued clearer guidance. City Board members interested in reading the guidance should contact The Director of Housing and Customer Service for a copy.

A further disadvantage has been identified by the Troubled Family Unit of crime and anti social behaviour and the negative affect this can have on our estates. They are looking to identify tenants who are subjected to this.

Agreed

The City Board noted the report.

12/44 Welfare Benefit Reform Act 2012

The City Board received a report containing detail on the key provisions within the Welfare Reform Act 2012 and outlining the proposals to manage the impact of the changes on housing benefit and income collection.

Generalised, but hard hitting information will be sent out to tenants regarding the introduction of Universal Credit and the under occupancy rules. Derby Homes will then target those tenants likely to be affected and offer them advice.

There is to be a pilot on all new lettings to promote payment of rent by Direct Debit. It is hoped that this will show those tenants who do not have bank accounts.

Training sessions for Board and City Board Members will be arranged to demonstrate examples of the changes expected.

Bob Osler suggested an update be provided at alternate City Board meetings.

Agreed

The City Board noted the report.

12/45 Standing Order 12

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

12/46 Rent Arrears Update

The City Board received a report presenting the year end performance on rent arrears and advising of the ongoing management actions since the last report.

Agreed

The City Board noted the report.

12/47 City Board Elections

The City Board received a report containing the arrangements for the conduct of the City Board elections 2012.

Agreed

The City Board noted the report.

12/48 Derby City Council Arboricultural Service

The City Board received a report outlining the changes made to The Council's Tree Management Policy.

Agreed

The City Board noted the report.

12/49 DACP Customer Journey

The City Board received a report summarising the findings of two recent customer journey exercises looking at the Enquiry Centre and the Ready to Let Void process. It also introduced a new report from the women's group Women in Neighbouring Communities (WINC) who inspected Derby Homes' public offices.

Agreed

The City Board noted the report.

12/50 Minutes of the Derby Homes Board meeting held on 22 March 2012 (draft)

The City Board noted the draft minutes of the Derby Homes Board held on 22 March 2012.

12/51 Late Item – Confidential Report

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following item on the grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (h).

12/52 Social Enterprise – Fencing

The City Board considered a report suggesting work to be undertaken by the proposed Social Enterprise.

Agreed

The City Board approved the recommendations in the report.

End of confidential business

12/53 Any other business

Harry Margett advised of an issue raised by a 70 year old resident at Kingsmead House. She had not being able to read her meter and was told a security key was needed. Harry Margett said that tenants need access to meters as they only receive estimated bills. The Maintenance Manager will look into this.

Harry Margett also raised an issue from a resident at Rebecca House who had tried to phone Carelink at 7.45 am and was told they would have to phone Derby Homes at 8.00 am. The Director of Housing and Customer Services asked for the details to be passed to her so she could follow this up with Carelink.

Date of next meeting

The next meeting will be held on Thursday 21 June at 6.00 pm at Cardinal Square.

The meeting ended at 8.30 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 19 April 2012.

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES, REMUNERATION & REGENERATION COMMITTEE MEETING

Held on Thursday 26 April 2012

The meeting started at 6.00 pm

Board Members Present:

Mike Ainsley, Mark Menzies, Tony Holme, Iain MacDonald (Chair), Bob Osler, Margaret Redfern (left at 7.20 pm), Dennis Rees, Roy Webb

Officers Present:

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

Annabelle Barwick, Lara Cartledge Jim Joyce – Item A8 only

12/18 Apologies

There were no apologies.

12/19 Admission of Late Items

There were no late items.

12/20 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.

Phil Davies, Shaun Bennett and David Enticott all declared an interest in the item on senior staff pay review.

12/21 Minutes of Previous Meeting

The minutes of the meeting held on the 5 January 2012 were accepted as a true and accurate record with the following amendments:

Minute 12/09 first paragraph on page 3 should read 'governance issues'
Minute 12/13 first paragraph on page 5 should read 'Dun and Bradstreet'.

12/22 Matters & Actions Arising

Minute 11/84 Review of Non Core Activity Home to Work Scheme – the Committee was advised that as there are no costs to the scheme Job Centre funding was not pursued. However, staff will investigate any funding available from Job Centre Plus for the social enterprise.

Minute 12/09 Update on Social Enterprise – Mike Ainsley has produced a report for the Chief Executive on his visit to Wolverhampton Homes' social enterprise.

Minute 12/13 Derby Homes Draft Operating Budget - Dun & Bradstreet have now changed their assessment for Derby Homes so this should not be an issue in the future.

Minute 12/14 Derby Homes Management Accounts 2011/12 Period 6 - Officers are half way through work to understand layers of cost and opportunities available to reduce costs on voids and a full report will be brought to the next meeting outlining outcomes.

12/23 Training for Committee Members

The Chair asked Committee Members to contact Susan Hill if they have any specific training requirements.

12/24 Confidential Business

Agreed

The Committee agreed that under Part IV of the Derby Homes Governance Arrangements, 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 (b and j).

12/25 Personnel Quarterly Update

The Committee received a report providing an update on key activities relating to the employment and management of employees at Derby Homes.

Agreed

The Committee noted the report.

12/26 Senior Staff Salary Review

Phil Davies, David Enticott and Shaun Bennett all left the room during discussion of this item.

The Committee considered a report reviewing the salaries of the Chief Executive and Directors.

Agreed

The Committee agreed to defer a review of the salary rates for the Chief Executive and Directors until April 2015, or until the £1m savings in fee is achieved, whichever is sooner, or if any post becomes vacant.

12/27 New Policy - Use of Global Positioning Services

At its meeting in November 2011 the Committee approved the policy on the use of Global Positioning Services (GPS) in principle and agreed that Derby Homes should now ask for a legal review of the policy to ensure compliance with relevant legislation.

The policy was reviewed by Anthony Collins Solicitors. Their view was that if the policy is compliant with the Data Protection legislation then we would be working within Human Rights legislation.

Agreed

The Committee approved the policy and its implementation.

12/28 Voluntary Early Retirement

The Committee considered an application for voluntary early retirement (VER).

Agreed

The Committee approved the application for VER.

12/29 Urgent Approval – Voluntary Redundancy

The Committee considered a report advising on urgent action taken by the Chair and Vice Chair of the Board in respect of an application for voluntary redundancy.

Agreed

The Committee noted and approved the urgent decision for an application for Voluntary Redundancy (VR).

12/30 Accommodation Update

The Committee was advised that 2013 will bring a significant change in accommodation arrangements, with a move out of Cardinal Square. The report updated the Committee on progress to date and the likely outcomes of the changes.

Agreed

The Committee agreed the recommendations in the report.

12/31 Social Enterprise

The Committee received a Business Plan (Appendix 1) setting out the proposal to establish a Community Interest Company (CIC) Social Enterprise for Derby Homes.

Agreed

The Committee recommended to the Board the recommendations in the report, subject to consultation with Derby City Council.

12/32 Risk Register End of Year Report

The Committee received a report providing information on the end of year updates for the strategic and operational risks for 2011/12 and proposing a new and updated set of strategic and operational risks for 2012/13.

Agreed

The Committee

1. Noted and approved the strategic risk register as follows:
 - revised ratings for Quarter 4 2011/12
 - proposed risk management register for 2012/13.
2. Noted the operational risk register as follows:
 - revised risk ratings for Quarter 4 2011/12
 - risk management register for 2012/13.
3. Agreed an additional or amended strategic risk associated with the new welfare reforms.

12/33 External Management

The Committee received a report detailing performance against Management Agreements and Service Level Agreements of Derby Homes' management of external properties as at 29 February 2012.

Agreed

The Committee noted the information detailed in Appendix 1 of the report.

12/34 Possible Purchase of Properties

The Committee received a report on an option that has arisen to purchase a number of houses.

Agreed

The Committee approved the recommendations in the report, subject to further information and approval of the Council.

12/35 Standing Order 12

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

12/36 Oakvale House

The Committee received a report and presentation setting out proposals for refurbishing the former Oakvale House sheltered housing scheme.

Agreed

The Committee approved the proposals and delegated to the Chief Executive the implementation of the proposal subject to approval and finance from Derby City Council.

12/36 New Business, Extra Care, Development & Regeneration Update

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

Agreed

The Committee noted the progress in New Business, Extra Care, Development and Regeneration.

End of Confidential Business

12/37 Items from Part C to be discussed

Agreed

The Committee did not raise any items from Part C to be discussed.

12/38 Management Accounts 2011/12 Period 11

The Committee received a report tabling the management accounts for Derby Homes for the eleven months to February 2012. It compared actual expenditure for April to February against budget and extracted a difference.

The Committee was provided with an explanation on the overspend on gas servicing and breakdown which was due to the realignment of budgets, following the transfer of repairs service, the collapse of Connaught and the overlap of using several smaller firms to do the work, as well as changes in legislation regarding flue pipe ducting.

Bob Osler requested that in future Officers make certain they only agree final payment when a firm goes into liquidation, after we have taken out our costs.

Agreed

The Committee noted the report and appendices.

12/39 Timetable for 2011/12 Year End Accounts

The Committee received a report providing details of proposed publication dates for the year end accounts.

Agreed

The Committee noted the dates when the year end accounts for 2011/12 will be available.

12/40 Violence and Aggression Policy

The Committee received a report on the review of the Violence and Aggression policy. The review took into account legislative changes and recommended good practice. As an employer, Derby Homes complies with its statutory responsibilities under Health and Safety legislation. By producing a Violence and Aggression Policy, Derby Homes is also demonstrating its commitment that violent and aggressive behaviour towards staff, and contractors, will not be tolerated. Derby Homes' Abuse, Aggression and Violence Policy was formally introduced in 2009, following approval by Derby Homes' Health and Safety Forum.

Agreed

The Committee approved the revised Violence and Aggression Policy subject to Chief Executive checking if there are any significant changes made, in which case it will be brought back to the Committee. The Committee requested that all future policy changes are brought with track changes highlighted so that the Committee could see more easily what was being proposed.

12/41 Performance Monitoring Quarter 3 2011/12

The Committee received a report submitted by the Chair's Group to highlight key performance issues arising from the discussion of quarter 3, 2011/12.

Agreed

The Committee did not discuss but noted the report.

12/42 Performance Monitoring Quarter 4 2011/12

The Committee received a report submitted by the Chair's Group to highlight key performance issues arising from the discussion of quarter 4, 2011/12.

Agreed

The Committee did not discuss but noted the report.

12/43 Date and time of next meeting

Agreed

The date and time of the next meeting is Thursday 12 July 2012 at 6.00 pm at Cardinal Square.

The meeting ended at 9.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 26 April 2012.