

## **DERBY HOMES LIMITED**

### **MINUTES OF THE OPERATIONAL BOARD MEETING**

**Held on Thursday 25 April 2019**

The meeting started at 6.00pm

#### **Operational Board Members present:**

Rob Cooper, Jim Elks, Tony Holme, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd, Christine Sundquist, Ian Veitch.

#### **Officers present:**

Steve Bayliss, Annabelle Barwick, Murray Chapman, Paul Cole, Ashton Garner, Clare Mehrbani, Jackie Mitchell

#### **Others in attendance:**

Chris Harper, Derby Telegraph (left after item A5).

#### **19/28 Apologies**

There were no apologies for absence.

#### **19/29 Admission of late items**

The Chair admitted a late item of Complaints, Comments and Compliments Policy and Petitions Procedure. The item was taken as item A5.

#### **19/30 Declarations of interests**

The Council Board Member was noted as declaring their interest in matters relating to Derby City Council.

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.

As members of the DACP, Bob MacDonald, Dennis Rees, Jim Elks, Tony Holme and Ian Veitch declared an interest in item A3, DACP Funding 2019/2020.

### **19/31 Chair's Announcements**

The Chair congratulated Clare Mehrbani on her appointment as Director of Housing Services.

As the Board's Customer Service Champion and Derby Homes representative for See the Person campaign, the Chair delivered a presentation on his meetings with Derby Homes managers and staff to discuss how they think the organisation can improve their customer service.

It was confirmed that the Customer Voice would be involved in the customer service suggestions and responses would be included into the report.

The Director of Housing Services confirmed that Derby Homes needs to ensure that both positive and negative outcomes from the report are responded to.

The Jsan Shepherd, Vice Chair of the Operational Board thanked the Chair for his efforts obtaining and collating the views of staff

### **19/32 Minutes of the previous meeting**

The minutes of the meeting held on Thursday 28 February 2019 were accepted as a true and accurate record.

### **19/33 Matters Arising**

#### **Minute 18/137 - Proactive Gutter Cleaning**

It was confirmed that the Gutter Cleaning scheme has now commenced.

#### **Minute 19/14 - Garage and Stores Policy**

It was confirmed that the amended statement has now been inserted into the Garage Tenancy Agreement.

#### **Minute 19/16 - Enthusiasm Grant Extension Proposal**

Rob Cooper enquired if there had been a formal response from Enthusiasm in relation to the stabbing incident that occurred in Chaddesden. The Director of Housing Services confirmed that Enthusiasm's grant agreement with Derby Homes is in relation to a mentoring programme and that Enthusiasm would not be able to comment on the above.

The Operational Board was advised that the Council has agreed to extend the grant to Enthusiasm for a three month period.

**Minute 19/18 - Grant to Derby County Community Trust**

It was confirmed that the Council has approved the grant to Derby County Community Trust.

**19/34 Questions from members of the public**

There were no questions from members of the public.

**19/35 Part B Supplementary Questions.**

The Operational Board did not raise any supplementary questions.

**19/36 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the period June 2019 to October 2019.

**Agreed**

The Operational Board noted the Forward Plan and that a report on the Community Rooms Usage and Costs would be added to the Forward Plan for August 2019.

**19/37 DACP Funding**

The Operational Board considered a grant to support the Derby Association of Community Partners (DACP) at the normal annual level of £7,000 and a further provisional amount of £20,000 for funding any future small scale projects, subject to approval by the Managing Director and Operational Board Vice Chair. The DACP will need to justify how any additional funding requested would support Derby Homes' key objectives.

**Agreed**

The Operational Board agreed:

1. Subject to consent from the Council, that Derby Homes award a grant in the sum £7,000 to the DACP for the financial year 2019/20.
2. Subject to consent from the Council, that Derby Homes provisionally earmarks a further £20,000 funding in 2019/20 to the DACP, subject to Managing Director and Vice Chair of the Operational Board approval.

## **19/38 Board Training & Appraisals 2019/20**

The Operational Board considered a report setting out the Board training Programme and arrangements for Board Member appraisals 2019/20.

It was advised that the training programme is available to all main Board Members and Operational Board Members. Customer Voice (formerly the Tenant Panel) Members will also be invited to relevant training.

E learning training is also included in the training package and Operational Board Members can now access Derby Homes laptops and mobile phones.

The Operational Board was advised that the appraisal of the Operational Board Chair will be taking place this year and board members will be send an appraisal form to complete and return by the end of June.

### **Agreed**

The Operational Board

1. approved the Board training programme 2019/20
2. noted the arrangements for the Chair's appraisal.

## **19/39 Complaints, Comments and Compliments Policy and Petitions Procedure**

The Operational Board received a report following a recommendation made at the Operational Board on 28 February to amend the Petitions Procedure and Complaints, Comments and Compliments Policy.

Following consultation with the Housing Ombudsman, the procedure and policy have been amended to ensure that:

- Petitions are considered under the overarching Complaint, Comment and Compliment policy
- Letters for complaint appeals and petitions provide the same advice in relation to contacting a designated person and/ or the Housing Ombudsman if they remain dissatisfied.

The Vice Chair of the Operational Board requested that the letter is amended to reflect that the customer would be included throughout the complaints process and would be invited to a face to a face meeting in line with the revised policy.

## **Agreed**

To Operational Board approved the amended Petitions Procedure and Complaints, Comments and Compliments Policy attached at Appendix 1.

## **The following items were noted by the Operational Board**

### **19/40 Service Update**

The Operational Board received a joint report prepared by Heads of Service. The report provided Operational Board Members with a general overview and update on current issues.

### **19/41 Rent Arrears and Welfare Reform Update**

The Operational Board noted a report which gives details on:

- Week 50 (w/e 17.03.19) position on rent arrears.
- Detail of Discretionary Housing Payments ('DHP').
- Welfare Reforms and how we are mitigating the impacts.

### **19/42 Homefinder Q3**

The Operational Board received a report which provides information on Derby Homefinder for the period April 2018 – December 2018.

### **19/43 Confidential Business**

## **Agreed**

The Operational Board agreed to exclude members of the public from the meeting during discussion of the following item on grounds that it involved the likely disclosure of confidential information as defined in Part IV of Derby Homes Governance Arrangements Standing Order 20.2 (c)".

### **19/44 Petition from residents of Trevone Court**

The Operational Board received a report which explained the outcome of a petition received from residents of Trevone Court.

## **Agreed**

The Operational Board approved the action taken.

## **End of Confidential Business**

**19/45      Draft Minutes of Derby Homes Board Meeting held on Thursday 28 March 2019**

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on Thursday 28 March 2019.

**Date of next meeting**

**The next meeting will be held on Thursday 27 June at 6pm in the Large Training Room at London Road.**

The meeting ended at 7:10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 25 April 2019.