

DERBY HOMES LIMITED

MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Friday 29 January 2010

The meeting started at 12 noon.

Board Members Present:

Paul Bayliss (Chair), Bob Osler, Ken Whitehead

Officers Present:

Phil Davies, Jackie Mitchell, Lorraine Watson, Julie Wren

10/01 Apologies

Apologies for absence were received from Margaret Redfern, Dennis Rees

10/02 Admission of Late Items

There were no late items.

10/03 Declarations of Interests

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

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

10/04 Minutes of Previous Meeting on 25 September 2009

The minutes of the meeting held on the 25 September 2009 were accepted as a true and accurate record.

10/05 Matters Arising

Minute 09/60 – NHF Excellence in Governance Code for Members

Bob Osler asked if a schedule of accreditations achieved by Derby Homes had been produced as requested by Tabani Ndlovu at the last Committee meeting. The Director and Company Secretary replied that

this would come under the ownership of the Performance Management Committee.

The Governance Services Manager advised the Committee that the amended Audit Committee Terms of Reference would need to be approved by the Board.

10/06 NHF Excellence in Governance Code for Members

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

Agreed

Committee considered the issues raised in Sections H - K of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members.

10/07 Chief Executive's Job Description

The Committee considered a revised Chief Executive's job description and was asked to identify any further changes required.

The following amendments were agreed:

Purpose of Post

- To now say Review and challenge performance etc.
- To include reference to Equalities.
- To include reference to Health and Safety

Core Work Areas

4. Needs rewriting.
8. To be divided into 2 with the first part to include vision.
10. Is too strategic and needs to be more general.
11. Remove reference to Derby City Partnership.
13. Change 'maintain' to 'ensure'.
15. Needs a comma after City Council.
16. To now say Consult with trade unions and employees etc.
18. Needs rewriting to reflect that the Chief Executive is an ambassador for Derby Homes

The Chief Executive asked the Committee if the updated job

description would need to be taken to the next Board meeting. The Director and Company Secretary advised that it would not but should be taken to Resources and Remuneration Committee.

Agreed

The Committee agreed the changes to the Chief Executive's job description and noted that it would be considered by the Resources & Remuneration Committee for approval.

10/08 Board Performance Review Recommendations & Action Plan

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

Agreed

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

Date of next meeting

The next meeting will be held on Friday 26 March at 12 noon at Cardinal Square.

The meeting ended at 1.40 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Monday 29 January 2010.

NHF EXCELLENCE IN GOVERNANCE

Sections I, J and K

I – Openness and transparency

Para-graph	Do we comply?	Comments
I1	✓	Governance Arrangements sets out rules for conduct and also confidentiality in meetings and access to information. Information about performance and finance is included in the public agendas of our meetings and also included in the Annual Report.
I2	✓	
I3	✓	
I4	X	
<p>(I4) Committee comments: <i>The Committee accepted that the organisations arrangements are open and easily accessible. It was agreed that there was no need for the Board to review this.</i></p>		
I5	NA ✓	Board Members are not paid but can claim for loss of earnings. Senior staff remuneration is reviewed annually and specialist external support is provided to the R&R Committee from time to time in order to take account of good practice, market comparisons, etc.
<p>(I5) Committee comments: <i>The Director and Company Secretary stated that we do not carry out independent reviews of payments to senior staff. The Chief Executive commented that it would be helpful to have these. The Committee agreed but recommended that this is not in the immediate future. The Chief Executive will take this back to the next Resources & Remuneration Committee meeting with suggested dates included.</i></p>		
I6	NA	
<p>(I6) Committee comments: <i>The Committee agreed that there was a requirement to have a clear policy on members of the board who are also employees or board members of other housing providers to avoid any conflicts of interest.</i></p>		

J - Accountability

Para-graph	Do we comply?	Comments
J1	✓	Our main stakeholders are the Council and Tenants. Both groups are equally represented on the Board.
J2		
<p>(J2) Committee comments: <i>The Committee agreed that involvement of residents, communities and neighbourhoods is adopted by Derby Homes.</i></p>		
J3	X	Our complaints policy doesn't include provision for Board Members to raise concerns but they are not excluded from using it.
<p>(J3) Committee comments: <i>The Committee discussed the organisations procedure for raising complaints. It was agreed that this does include the provision for Board Members to raise concerns.</i></p>		
J4	NA	
J5	NA	
J6	NA	
J7	NA	
J8	NA	
J9	NA	

K – Equality and Diversity

Para-graph	Do we comply?	Comments
K1	✓	Equality Scheme Action Plan and Equalities & Diversity Policy
K2.1	✓	Individual needs assessments for tenants
K2.2	✓	Allocations Policy, Equalities Impact Assessments
K2.3	✓	Welfare Adaptations, large print, Language Line, etc
K2.4	✓	Board Members Code of Conduct
K2.5	✓	BVPIs in Workforce statistics
K2.6	✓	Procurement policy
K2.7	✓	Tenant participation, Focus Groups, PITs, LHBs
K3	✓	Delivery & Business Plan, Performance Reports, Audit Commission Inspection Report

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Monday 25 January 2010

The meeting started at 6.00 pm

Board Members Present:

Tabani Ndlovu (Chair), David Batey, Ken Whitehead

Officers Present:

Steve Bayliss, Phil Davies, Julie Eyre, Susan Hill, Mary Holmes, Steve Humenko, Lorraine Watson, Julie Wren

10/01 Apologies

Apologies for absence were received from Alison Brown, Dennis Rees and Maureen Davis.

10/02 Admission of Late Items

There were no late items.

10/03 Declarations of Interests

The Council Board Members was noted as declaring his interest in matters relating to Derby City Council.

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

10/04 Minutes of Previous Meeting on 2 November 2009

The minutes of the meeting held on the 2 November were accepted as a true and accurate record.

10/05 Matters Arising

The Chair asked the Maintenance Manager (Repairs) for an update on the introduction of handhelds. The Maintenance Manager (Repairs) advised Committee that the handhelds are now available and operatives have been trained in their use. However, there is a problem

with the supported interface. The Customer Services Manager explained that this was around inaccessibility of information from Opti-time. Further work is taking place to resolve this but for now a contingency plan has been put in place resulting in the work being carried out manually.

10/06 Items from Part B to be discussed

Agreed

Items in Part B were noted but not discussed.

10/07 Performance Monitoring Information Quarter 3 2009/10

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 3, 2009/10.

The Committee agreed to discuss red and amber traffic lights.

Service & Process Perspective

Day to Day Repairs

Urgent Repairs within Time Limits – 1 week - Amber

The Maintenance Manager (Repairs) advised that he would prefer to see amber against 4 weeks rather than urgent 1 week. The Maintenance Manager (Repairs) has spent time at Environmental Services Department (ESD) to look at the resources and to move some of the operatives from the routine to urgent work.

6 weeks Repairs Within Time Limits – Red

The Maintenance Manager (Repairs) informed Committee that the 90 days priority is now in place and should take pressure off 6 week repairs. The Chief Executive asked if appointments were allocated for 6 weeks and for 90 days. The Maintenance Manager (Repairs) confirmed they are for 6 weeks but not for 90 days. The Chair asked if this will be monitored. The Maintenance Manager (Repairs) confirmed that this will be done.

The Chief Executive informed Committee that a report on the repairs budget had been sent to Derby City Council. Due to the pressure on the day to day budget It has been agreed that Derby City Council and Derby Homes will allocate more funding to this. He commented that

there may be a drop in performance against non urgent work unless more money is identified.

The Chair advised the Committee that it was crucial that a plan is in place with focus on communication on the customer side. The Committee needs to be advised if expectations cannot be met.

% of Appointments Made by Derby Homes – Amber

The Maintenance Manager (Repairs) informed the Committee that interface problems between Derby Homes and ESD had prevented the target of 92% being achieved. The Customer Services Manager explained that a manual system is temporarily in place which should make improvements.

Gas Servicing

The Performance Officer asked Committee if the changes to the layout of the table had made it clearer to understand. The Committee agreed it did.

The Performance Officer reported that the introduction of handhelds and the new clearer calling cards had significantly reduced the number of outstanding cases from 363 in quarter 3 2008/09 down to 43 at quarter 3 this year.

Voids and Lettings

Relets – Red

The Performance Officer advised that the Voids and Allocations process had been reviewed. Training, a review of the procedure and new targets have been introduced.

The Chief Executive referred to the constant high level of refusals and queried if this may be due to a system issue with Choice Based Lettings. The Performance Officer advised Committee that reducing 6 bids to 3 was a consideration being given under the review of the policy. The Chief Executive advised Committee that 6 allocations is the current Derby City Council Policy and cannot be changed.

Financial Perspective

Rent arrears of current tenants

The Performance Manager commented the rent free weeks had

contributed to the decrease in this figure and is confident it will further improve and be green by the end of the year.

Customer Perspective

Telephone response

Calls Presented/Calls Answered within 10 Seconds

The Director and Company Secretary queried the figures in the graphs. She commented that the September figures showed high volume of calls matched with a high percentage answered within 10 seconds, in comparison to December showing lower call volume with a lower response. The Customer Services Manager advised that problems with the IT system emerging in October resulted in longer call lengths and higher numbers of abandoned calls. The Director and Company Secretary said she could not identify a link to this. It was agreed that further investigation and explanation would be provided by the Customer Services Manager for the next Performance Management Committee meeting.

Customer Service Standards – Tenants Top Ten Targets

Monetary value of compensation paid for missed appointments – Red

The Maintenance Manager (Repairs) advised Committee that part of the amount will be reclaimed back from ESD.

The Chair commented that the high amount suggested that customer priorities are not being achieved. The Maintenance Manager (Repairs) said the increase in publicity of the compensation scheme had contributed to payments being made. The Performance Officer advised that this was a new target and therefore no other figures were yet available for a comparison to be made.

6 Week Repairs within Time Limits - Red

The Performance Officer requested that this target is removed from future reports as it was a repeat of the information provided by the Maintenance Manager (Repairs).

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

The Maintenance Manager (Repairs) reported that currently this information was provided from customer satisfaction surveys. However, he expected to see an improvement once information is

gathered from handhelds. He recommended that both of these are run in parallel to make a comparison of results.

Letters acknowledged within 3 working days – Amber

The Performance Officer advised Committee that there was little information to explain the reduction. The Director and Company Secretary suggested this could be accessed through the Electronic Document Records Management System (EDRMS) Project. This involves an audit of correspondence generated and coming into the organization. The Performance Manager will meet with Jenny Veater-Smith (Housing Management Trainer) to look at ways of improvement.

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.

10/08 Derby Homes Risk Register

The Committee received a report providing information on the third quarter updates for strategic and operational risks for 2009/10.

The Performance Manager advised the Committee that Strategic Risk 8 had been changed as requested at the previous meeting from 'significant' likelihood critical impact to 'high' likelihood critical impact.

Strategic Risk 14 'Options Appraisal/HRA Review fails to deliver on time' had increased from 'significant' likelihood, critical impact to 'significant' likelihood, catastrophic impact.

The Chair asked Committee if they had any further questions or concerns to raise. The Committee agreed they were happy with the information provided.

Agreed

The Committee

1. approved the strategic risk register update for quarter 3, 2009/10
2. noted the operational risk register update for quarter 3, 2009/10.

10/09 Delivering Our Plans Quarter 3

The Committee received a report detailing progress against targets contained in the Delivery and Business Plan and Service Plan between April and December 2009, including any slippage against targets.

The Performance Manager asked the Committee to approve requests made by responsible officers to either extend deadlines or to carry forward to 2010/11 plan.

The Chair pointed out that the Finance SITs 03, 04, 08 and 09 would need a Responsible Officer identifying as Jo Clifford has now left Derby Homes. It was agreed that the Director and Company Secretary would be the Responsible Officer.

Agreed

The Committee

1. noted and commented on the slippage against Delivery and Business Plan and Service Improvement Targets during the first three quarters of the year
2. approved extensions of deadlines as requested by the responsible officer as detailed in Appendices 1 and 2 of the report.
3. agreed the Director and Company Secretary will be the Responsible Officer for Finance SITs 03, 04, 08 and 09 until the appointment of a new Head of Finance is made

10/10 Review of Performance Management Strategy

The Committee received a report detailing the review of the Performance Management Strategy.

The Performance Manager asked Committee to approve the changes to the performance management strategy as contained in Appendix 1.

The Chair requested that a line be included to cover Equalities and Diversity. The Committee agreed to include this.

David Batey asked if Derby Homes had any predictive type of reviews in place to flag up the risk of slippage or failure. The Performance Manager advised that this is done by looking at indicators and identifying those going from green to amber and therefore requiring action to be taken. David suggested that having an early warning

system in place would identify areas that if going wrong they are likely to have an impact on other areas. The Performance Manager advised that she would map out indicators and impact and will send to David.

Agreed

The Committee approved the changes to the Performance Management Strategy as contained in Appendix 1

10/11 Equalities Performance Monitoring Information

The Committee received a report providing detail of equalities monitoring during quarter 3, 2009/10 against a range of key services.

Agreed

The report was noted but not discussed.

10/12 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.

10/13 Customer Feedback

The Committee received a report providing detailed analysis of customer feedback received between 1 October 2009 and 31 December 2009. The report also detailed complaints received during the period 1 October 2009 and 31 December 2009, Quarter 3, 2009/10.

Agreed

The report was noted but not discussed.

10/14 Accreditations

The Committee received a report providing details of accreditations and quality programmes that the Committee has the responsibility for overseeing.

Agreed

The report was noted but not discussed.

10/15 Confidential Business

The Board 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.

10/16 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 meeting dated 12 November, and the Working Group meeting dated 23 November 2009, attached to the report.

Agreed

The Committee noted the minutes of the Responsive Maintenance Partnering Contract Core Group meeting dated 12 November and the Working Group meeting dated 23 November 2009.

10/17 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 25 January 2010.

The Chair referred to the table on page 20 of Appendix 1, Derby Homes Operating Summary (Green Lane Flats – Out Turn Q3 2009). He commented that this was difficult to interpret and needed to be clearer and easier to understand. The Director and Company Secretary agreed and advised she would follow this up.

Agreed

The Committee

1. noted and commented on the information as detailed in Appendix 1 of the report.
2. improvements will be made to the Derby Homes Operating

Summary (Green Lane Flats – Out Turn Q3 2009)

Date of next meeting

The next meeting will be held on Monday 17 May at 6.00 pm at Cardinal Square.

The meeting ended at 7.35 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 25 January 2010.

DERBY HOMES LIMITED

MINUTES OF THE LOCALHOUSING BOARD NORTH MEETING

Held on Thursday 11 February 2010

The meeting started at 6.00 pm

Board Members Present:

Jim Elks, Pat Holme, Bob Osler, Brian Perry, Margaret Redfern, Dennis Rees (Chair), Terry Rogerson

Officers Present:

Steve Bayliss, Shaun Bennett, Paul Cole, Phil Davies, Maureen Davis, Pete Matthews, Jackie Mitchell, Justin Worton

Partner Organisations Present:

Shelley Merrett, Housing & Advice Services, Derby City Council
Errol Harriet, Environmental Services, Derby City Council
Norman Francis, Environmental Services, Derby City Council

10/01 Apologies

Apologies for absence were received from Alison Brown, Saadia Davis, Gary Featherstone

10/02 Admission of Late Items

There were no late items.

10/03 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.

10/04 Minutes of Previous Meeting

The minutes of the meeting held on the 10 December 2009 were accepted as a true and accurate record.

10/05 Matters Arising

Margaret Redfern raised concerns about the work at Bangor Street to remove a brick wall and soil bed and replace the gates. Shaun Bennett, Director of Investment & Regeneration, agreed to arrange for a member of staff to meet her on site to discuss her concerns.

The Local Housing Board was advised that following the decision made at the last meeting regarding the 5 bids approved subject to improved consultation, tenants who hadn't responded originally were re-contacted resulting in improved consultation outcomes.

Minute 09/210 Housing Focus Group & Leaseholder Group Items

Maureen Davis, Housing Operations Manager, advised that Roy Webb's request has been passed to Ann Brown, Care Link Manager, but unfortunately the issue had not yet been resolved as Mrs Elks was unwell and had been admitted to hospital.

The door entry system at Knutsford Green has now been replaced and is in good working order.

Minute 09/211 Appointment of Local Housing Board Members

Terry Rogerson asked if he would need to apply for a position this year and what he would need to do. Jackie Mitchell, Governance Services Manager confirmed that all seats in the North West, along with the South West would be included in this year's elections and that all tenants living in these areas would be contacted. She asked Terry to contact her if he had any further queries.

Minute 09/221 Derby Homes Furniture Pack

Margaret Redfern said she believed at the last meeting the Local Board had agreed to a review of the scheme, particularly with regard to furniture packs being assigned to the tenancy and not to the tenant. Phil Davies, Chief Executive, explained the scheme had been reviewed only a few years ago resulting in smaller packs being made available. He added that the issue of packs being assigned to the tenancy was because of Housing Benefit regulations and benefit would not be available if the pack was assigned to the tenant.

Furniture packs is on the list of items to be included as part of the service charge review, but this would not change the housing benefit issue. He agreed to include the issue in the next Service Charge Review report to the Board.

Minute 09/222 Home Decoration Scheme

The Director of Investment & Regeneration agreed to bring an update report to the next meeting on progress and proposals on how the scheme will move forward.

10/06 Questions to the Board

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.

The Local Housing Board requested further investigation into the needs of a tenant at Chaddesden who had requested a shower as they 'keep on falling out of the bath'.

Agreed

The Local Housing Board noted the report.

10/07 Items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss items B3, B4, B5 and B6. All other reports on Part B of the agenda were noted but not discussed.

10/08 Fuel Affinity Deal – Partnership with EBICO

The Local Housing Board considered a report proposing a marketing partnership with EMICO, a fuel supply company that offers one single tariff for all customers, regardless of how they choose to pay for their energy.

Agreed

The Local Housing Board agreed to set up a marketing partnership with EBICO to promote their services to tenants and leaseholders within Derby.

10/09 Housing Focus and Leaseholder Groups Items

The Local Housing Board received an update of unresolved cases discussed at Housing Focus Groups in the North of the City. The Local Board was advised there had been no further meetings since their last meeting, but the five unresolved cases at the last meeting had now been resolved and there were no open cases for the North.

Agreed

The Local Housing Board noted the report.

10/10 Mini Status Survey – North areas

The Local Housing Board received a presentation on the results of a mini status survey carried out in the North of the City. The postal survey was a shorter version of STATUS with a random sample of 850 tenants from each area. A mini status survey was also carried out in the South of the City. The survey showed that respondents in the North are more satisfied than the South and those in the North West are more satisfied than the North East. Overall 84% of respondents in the North are satisfied with Derby Homes.

The Chair requested a report back on action taken to address the comments made from the North East and North West. Phil Davies explained that the information was used to inform action plans for Local Managers.

Agreed

The Local Housing Board noted the report.

10/11 Estates Pride Quick Fix Bids

The Local Housing Board considered a report containing bids for funding from the quick fix fund within Estates Pride and an update on large scale improvements in 2009/10.

The bids for funding were

1. Mundy Close and Brook Gardens – Replace existing low level fencing with 1m high black metal bow top fencing - £6,012.54
2. Roosevelt Ave – Additional works to bollards - £1,458.95.

Brian Perry advised the Local Housing Board of action he had taken to encourage residents in his area to participate in the consultation process for Estates Pride bids.

Terry Rogerson asked when the work at Fenchurch Walk would be done. Shaun Bennett agreed to arrange a site meeting with Terry to discuss this further.

Agreed

The Local Housing Board

1. approved bids for funding at
 - Mundy Close and Brook Gardens
 - Roosevelt Avenue
2. Noted the update on Large Scale Improvement Works.

10/12 TSA Local Standards

The Local Housing Board received an update on the development and implementation of the Tenant Services Authority's national standards and co-regulation framework and proposals on how Derby Homes will approach the development of local standards with tenants.

It was noted that the TSA's Big Conversation meeting to which Derby Homes had been invited on the 11 February and at which the final Standards were to be released, had been cancelled. However, it was believed unlikely that the Standards would be significantly altered.

Agreed

The Local Housing Board noted the progress of the development of the standards and approved the proposed method of consulting and development of local standards with Derby Homes as tenants.

10/13 Directors' Update

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

Agreed

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

10/14 Performance Monitoring

The Local Housing Board received a report highlighting key performance issues arising from the Performance Management Committee's discussion of quarter 3.

Agreed

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

10/15 Anti Social Behaviour Statistics

The Local Housing Board considered a report on the quarterly results for locally agreed indicators which have been devised in consultation with tenants and are supplementary to the Respect Toolkit.

Bob Osler highlighted Harassment and Noise had the highest numbers of cases and asked what action Derby Homes is taking to address the problem.

Phil Davies advised that the majority of the cases were low level issues and were usually dealt with at an early stage. In addition Derby Homes has purchased noise monitoring equipment and is working in conjunction with the Council's Environmental Health Division.

The Local Housing Board congratulated Carrie Bria, on the report and added that the information contained was of the type and quality required.

Agreed

The Local Housing Board noted the report.

10/16 Update on Flats Inspection

The Local Housing Board received an update on the regular flat audits that commenced in 2008. The information gained from the audits allows better informed decisions to be made around planning works and future investment in the flats. The audits also allow Housing staff to pick up any housing management issues.

The Local Housing Board will receive information on the outcomes of the audits twice yearly.

The Chair requested a quarterly report to the Local Housing Board, explaining what has been done to move flats up from red, to amber/green.

Agreed

The Local Housing Board noted the report.

10/17 Walk and Talk Update

The Local Housing Board considered an update on the walk and talk procedure.

The Chair requested that issues arising from the walk and talks are reported back to the Housing Focus Groups.

Agreed

The Local Housing Board noted the report.

10/18 Draft Capital Programme 2010/11

The Local Housing Board received a report advising of the draft capital programme for Council housing for the coming financial year and highlighting major investment projects.

Terry Rogerson asked if the budget for adaptations for disabled people was for work recommended by Social Services. The Director of Investment & Regeneration confirmed it was.

Pete Matthews, Neighbourhood Manager, requested that leaseholders be given notice of works to door entry systems in order that they can plan and budget for the work.

Dennis Rees enquired about storage heaters at Bretton Avenue. Shaun Bennett explained that the heaters at Bretton Avenue had been replaced 3 or 4 years ago and were more efficient than those installed in homes previously.

In response to a query about replacement doors where windows had been replaced earlier, the Local Housing Board was advised that Derby Homes will be looking at replacing doors and including in future programmes.

10/19 Minutes of Derby Homes Board 26 November 2009

The Local Housing Board received the minutes of the Derby Homes Board held on 26 November 2009

Agreed

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

Date of next meeting

The next meeting will be held on Thursday 8 April 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 7.50 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 11 February 2010.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

Held on Thursday 18 February 2010

The meeting started at 6.00 pm

Board Members Present:

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

Officers Present:

Paul Cole, Phil Davies, Matt Hands, Maria Murphy, Valerie Watson, Sophie Wood

Partner Organisations Present:

Lisa Callow, Housing Options Centre, Derby City Council
Kim Morgan, Housing Options Centre, Derby City Council
Shelley Merrett, Housing & Advice Services, Derby City Council

Others Present:

Bob Osler, Chair of Derby Homes
Elaine Davis, Jean Bullock, Derek Marchington, Roy Carter and Gerald Dorning (Residents of Donington Close)

10/01 Apologies

Apologies for absence were received from David Batey, Carol Boon and Tabani Ndlovu.

10/02 Admission of Late Items

There were no late items.

10/03 Declarations of Any Other Business

There were no declarations of any other business.

10/04 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.

10/05 Confidential Business

The Board 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 (n) of Part IV of Derby Homes Governance Arrangements.

The residents of Donington Close were invited to remain in the room for discussion of this item.

10/06 Car Parking at Donington Close

The Local Housing Board received a report detailing the results and recommendations from the consultation with residents of Donington Close, regarding a concern raised about ongoing parking problems.

There is parking for residents and visitors located opposite the Close in a secure, lockable area, as well as on-street and within a section of the bus stop lay-by.

From the consultation, 36 out of 58 responses were obtained. 32 of these (89% of respondents) voted to keep things as they are. Two residents voted for issuing parking tickets. Installing a barrier or enforcing an outright ban only received one vote each. Details will be provided in a presentation at the meeting.

Residents indicated there was no real evidence of any parking abuse hindering access to emergency vehicles. Many felt that the issues being raised were not really a huge problem on the Close and complaints came from a small minority of one or two residents.

Any enforceable or preventative action, such as issuing parking tickets or installing barriers are not favourable and would only make life more difficult for residents or completely block access for emergency vehicles.

The Chair asked the residents of Donington Close to make comments.

Gerald Dorning said there are too many cars parked there all the time, most are young visitors, you can hear doors slamming constantly throughout the day, it is not safe for emergency vehicles to get into the close if needed, people do not take any notice of the signs, over the years more people now have cars which creates more of a problem.

Elaine Davis said her flat faces the entrance to the close and said that you cannot hear door slam and an emergency vehicle has never had a problem.

Roy Carter said that 99% of residents think that it is visitors.

The Chair asked the Board members for their comments.

Win Buchan asked how many parking spaces there is at the car park opposite the Close. The Tenant Participation Manager said there are roughly 30 spaces.

Jack Wray asked if the residents had any ideas on how to resolve the problem. The Tenant Participation Manager said that most residents want to leave it as it is.

Harry Margett said could the Local Housing office staff get the trouble causes registration numbers and send them a letter. The Director of Housing and Customer Service said that we could get in touch with Vehicle Control Services to control the issues within the Close.

Ian Veitch said it is down to the tenants to speak to the perpetrators.

Roy Carter asked if contractors are exempt and can park within the Close. The Director of Housing and Customer Service said that they have to make a judgement as to whether it is practical for them to park their vehicle outside of the Close and keep going back to it for tools etc.

The residents of Donington Close were asked to leave while the Local Housing Board considered the recommendations.

Harry Margett said leave things as they are. Lynn Gilbey said could it be changed to 30 minutes waiting time. Trevor Lamb said that the tenants are arguing amongst themselves. Win Buchan said could Gerald Dorning swap his flat for another flat within the complex where it isn't so noisy.

The Chair said that it seems that most residents are fed up of Derby

Homes writing to them about the parking situation. The Director of Housing and Customer Service said that we need a system that everyone can co-operate with and an option is using Vehicle Control Services to control the parking within the Close. The Chief Executive said that the cost on getting Vehicle Control Services to do this is not much, as unfortunately they are a company that make their profits from the fines that they impose on illegally parked cars.

The Chair invited the residents back into the room to give them the decision that Board agreed.

Agreed

The Local Housing Board agreed

1. to keep the current arrangements in place as recommended by the majority of the residents
2. to continue to look at the future possibility of enforcement action with Vehicle Control Services. As residents have been consulted on this already as part of the report that the Board considered, and rejected this, it has been decided in consultation with the Chair of the Local Housing Board South to not repeat this consultation exercise
3. to communicate the decision in writing to all residents.

10/07 Minutes of Previous Meeting

The minutes of the meeting held on the 17 December 2009 were accepted as a true and accurate record.

10/08 Matters Arising

Minute 09/163 – Items for representatives from Contractor Partners

Ian Veitch has now had a reply from Chubb following his query at a previous Local Board meeting. .

Minute 09/172 – New Tenant Support Service

Council Cabinet approved the report on 16 February 2010 and the report will now go to Full Council on 1 March 2010. If approved, service will commence on 1 April 2010.

10/09 Questions from members of the public

The Local Housing Board noted the questions.

10/10 Items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss items B1, B4 and B6. All other reports on Part B of the agenda were noted but not discussed.

10/11 Fuel Affinity Deal – Partnership with EBICO

The Local Housing Board considered a report proposing a marketing partnership with EMICO, a fuel supply company that offers one single tariff for all customers, regardless of how they choose to pay for their energy. The Maintenance Manager said that he would check that if tenants have arrears on their current provider that they can still transfer to this scheme.

Agreed

The Local Housing Board agreed to set up a marketing partnership with EBICO to promote their services to tenants and leaseholders within Derby.

10/12 Allocations

This report was requested by a Local Housing Board member at the December 2009 meeting, in order that a discussion could be held on the processes followed before a housing allocation is made. The report focuses on eligibility, and in particular the checks that can be made to try and ensure that new tenants will not cause nuisance within the existing community.

All properties managed by Derby Homes are let in accordance with Derby City Council's Housing Allocations Policy. The policy was last reviewed in 2006 and is currently subject to a further review. There will be an opportunity for tenants to be involved in the consultation process which informs the review but any revisions to the policy will be subject to approval from full council.

The Director of Housing and Customer Service said that we accept applications from applicants who have previously behaved in an unacceptable way to go on the Derby Homefinder Register but may

not allocate a property if they, or a member of their household, has been guilty of unacceptable behaviour which makes them unsuitable to be a tenant. Kim Morgan, Housing Options Centre explained the process when the applications are received.

Ian Veitch commented on his personal situation with having trouble with a new neighbour which is causing some distress to his family. Lisa Callow said that we need to make sure that we have got the right support services in place for people so that issues are dealt with or even prevented.

Mary Rowland asked about properties that become vacant but do not appear on the Derby Homefinder Register. The Director of Housing and Customer Service said that 99% of properties are dealt with through the Derby Homefinder Register, it is only community safety issues where homes are let without going through the system.

Bob Osler said that we are going to have to work on the allocations procedure and that Ian Veitch's problem will not disappear overnight.

Win Buchan asked how long it takes for a tenant to be evicted. The Director of Housing and Customer Service said that it can take up to 18 months for the whole process but new tenants go through an introductory process where they are reviewed at 3, 6 and 9 month intervals before the tenancy is made secure, so they have greater supervision during the first 12 months of their tenancy.

Kim Morgan will e-mail Susan Hill, Board and Committee Support Officer for Board members and Local Housing Board members contact details so that they can be contacted regarding the consultation on the review of the Allocations policy.

10/13 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. The Local Board was advised there had been no further meetings since their last meeting, 6 cases remain open and action is being taken on all cases.

Agreed

The Local Housing Board noted the report.

10/14 Mini Status Survey – South Areas

The Local Housing Board received a presentation on the results of a mini status survey carried out in the South of the City. The postal survey was a shorter version of STATUS with a random sample of 850 tenants from each area. A mini status survey was also carried out in the North of the City. The survey showed that respondents in the South are less satisfied than the North and those in the South West are more satisfied than the South East (1 and 2). Respondents in the South East 2 are significantly more dissatisfied. Overall 81% of respondents in the South are satisfied with Derby Homes.

Tony Holme said one result concerned him which was 'Keeping Tenants Informed' and thought that this maybe be a subject for the Board to deal with, the Chair agreed.

Mary Rowland said that it could be the Osmaston residents that are the most dissatisfied.

Agreed

The Local Housing Board noted the report.

10/15 Standing Order 12

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

10/16 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. 253-267 Caxton Street – Replace existing wooden fencing and gates on the drying areas with 1.8m high black metal fencing. Supply one double and one single lockable 1.8m high gates.
2. 19-33 Finsley Walk – Supply and fit 3 cast iron bollards.
3. 19-33 Finsley Walk - Replace existing wooden fencing and gates on the drying areas with 1.8m high black metal fencing. Supply one double and one single lockable 1.8m high gates.
4. 59-69 Finsley Walk – Supply and fit PIR lighting.

5. 59-69 Finsley Walk - Replace existing wooden fencing and gates on the drying areas with 1.8m high black metal fencing. Supply two lockable single 1.8m high gates.
6. 2-8 Finsley Walk - Replace existing wooden fencing and gates on the drying areas with 1.8m high black metal fencing. Supply one double and one single lockable 1.8m high gates.
7. 31-37 Woodruffe Walk - Replace existing wooden fencing and gates on the drying areas with 1.8m high black metal fencing. Supply one double lockable 1.8m high gate

Trevor Lamb said that he had recently attended the Normanton Neighbourhood Board and said that the known problems in that area were low after all the work that has taken place.

The Chair asked to be updated from the Local Housing Manager on Swaledale Court, as at the last Board meeting it was asked that more consultation takes place but the bid has now been withdrawn.

The report also contained an update on other work agreed in 2009/10 and an update on the Large Scale progress.

Agreed

The Local Housing Board

1. approved bids for funding at
 - 253-267 Caxton Street
 - 19-33 Finsley Walk
 - 19-33 Finsley Walk
 - 59-69 Finsley Walk
 - 59-69 Finsley Walk
 - 2-8 Finsley Walk
 - 31-37 Woodruffe Walk
2. noted the update on the works outlined in paragraph 3.8.

10/17 TSA Local Standards

The Local Housing Board received an update on the development and implementation of the Tenant Services Authority's national standards and co-regulation framework and proposals on how Derby Homes will approach the development of local standards with tenants.

Agreed

The Local Housing Board noted the progress of the development of the standards and approved the proposed method of consulting and development of local standards with Derby Homes as tenants.

10/18 Directors' Update

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

Tony Holme asked if Derby Homes are getting any extra funding for the ESD transfer of staff and also how many staff will be transferred. The Maintenance Manager said that there will be some funding from Estates Pride and that there will be around 150 staff transferring.

Agreed

The Local Housing Board noted the report.

10/19 Performance Monitoring

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 3 in 2009/10.

Agreed

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

10/20 Anti Social Behaviour Statistics

The Local Housing Board received a report outlining the performance management information on Anti-Social Behaviour for Quarter 3 2009/10.

Agreed

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

10/21 Update on Flat Inspections

The Local Housing Board received an update on the regular flat audits that commenced in 2008. The information gained from the audits allows better informed decisions to be made around planning works and future investment in the flats. The audits also allow Housing staff to pick up any housing management issues.

Tony Holme asked where the funding for the flat inspections is coming from. The Director of Housing and Customer Service said that leaseholders pay service charges along with tenants in flats which covers the inspections. The Chair suggested Tony Holme meeting the Director of Housing and Customer Service and the Maintenance Manager and feeding back to the next Local Housing Board meeting on their discussions.

Agreed

The Local Housing Board noted the report.

10/22 Walk and Talk Update

The Local Housing Board received an update on the Walk and Talk procedure. In September 2009 the Local Housing Board approved a report which proposed improvements to the Estate Walkabouts process. Estate Walkabouts had not successfully engaged residents. The proposals followed a review by the Estate Management Process Improvement Team who recommended the process be incorporated into Neighbourhood Forums and Housing Focus Groups.

Agreed

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

10/23 Draft Capital Programme 2010/11

The Local Housing Board received a report outlining the draft capital programme for Council housing for the coming financial year and highlights major investment projects.

Win Buchan asked about the communal door entry systems figure being high at £200k and asked if this is for flats and how many flats there is included in the figure. The Maintenance Manager said that Derby Homes are replacing old door entry systems across the City so the figure seems high as the replacement is being taken into account. The Maintenance Manager offered to attend the next Leaseholder Group meeting to explain the costs.

Agreed

The Local Housing Board noted the report.

10/24 Minutes of Derby Homes Board 26 November 2009

The Local Housing Board received the minutes of the Derby Homes Board held on 26 November 2009.

Agreed

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

Date of next meeting

The next meeting will be held on Thursday 15 April 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 8.20pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 18 February 2010.