

## DERBY HOMES LIMITED

### MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Monday 6 April 2009

The meeting started at 1.00 pm

#### Board Members Present:

Paul Bayliss, Margaret Redfern, Bob Osler (Chair), Dennis Rees and Ken Whitehead

#### Officers Present:

Lorraine Watson, Jackie Mitchell, Julie Wren

#### 09/22 Apologies

There were no apologies.

#### 09/23 Admission of Late Items

There were no late items.

#### 09/24 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

#### 09/25 Minutes of Previous Meeting

The minutes of the meeting held on the 27 February 2009 were accepted as a true and accurate record.

#### 09/26 Matters Arising

##### Minute 09/19 Making best use of IT for Board Members

Paul Bayliss recently met with new Board Members Brian Perry and Tony Holme. They currently use their own PC but Paul said they should be encouraged to take up the offer of Derby Homes'

equipment. The Governance Services Manager advised the Committee that this is part of the induction process for all new Board Members. She added that both positions were up for election in the Summer and it would be appropriate to wait until their position on the Board is known.

### **Minute 09/21 Succession Planning**

Margaret Redfern referred to the wording used in the paragraph on Succession Planning. Although she had asked about Dennis's term on the Board she felt the wording reflected this in the wrong way. She emphasized that she would like Dennis to remain on the Board and asked that the wording be softened to show this. It was agreed that the wording would be changed to say she had enquired about the Chair's maximum term of office.

The Committee was advised that the Chair's of the Board is elected annually by the Board. The Memorandum and Articles of Association state that a Board Member's maximum term of office is a period of 10 consecutive years or 4 consecutive terms of office (a term of office is 3 years), whichever is the lesser. The Articles also state that Board Members can, however apply to the Board to be reappointed.

### **09/27 Dealing with Requests for Funding from External Organisations**

The Director and Company Secretary reported that this item had been put on the agenda and brought to the meeting as requested by Bob Osler. Bob Osler advised the Committee that there should be a format for requests for funding.

The Director and Company Secretary read through appendix 3, containing proposed guidance for applicants and procedure for processing requests. She advised that some applications may be for small amounts of funding and therefore recommended a shorter 1 page application for small amounts so as not to deter people from applying.

Margaret Redfern suggested that it would be useful to include a flow chart showing the procedure to be followed.

The Director and Company Secretary advised that some of the proposals contained in the document were prompted by a Councillor complaint regarding the alleged improper use of money.

Dennis Rees enquired whether this process would apply to Estates Pride work as this usually goes to the Local Housing Boards for

approval. The Director and Company Secretary informed him that in terms of Estates Pride funding, the new process would only apply to requests from external bodies, but not from tenants.

The Committee suggested some changes to the document:

- Equalities & Diversity and Health & Safety 'Statements' rather than policies.
- Requests acknowledged within 5 working days rather than 3 working days.
- As the Chief Executive is delegated to spend up to £5,000, small bids will be up to £1,000 and larger bids between £1,000 and £5,000. Amounts over £5,000 will need to be approved by the Local Boards.

Margaret Redfern gave an example where a certain group makes an application for Neighbourhood Funding every year and use this as their annual funding stream. She had concerns that this resulted in other groups missing out. Paul Bayliss suggested that applicants are asked if they have applied for funding from other sources within the last 12 months.

The Governance Services Manager advised Committee of some suggestions she had received from Mark Crown, Tenant Involvement Manager. These were: asking applicants for a list of all failed applications together with reasons for refusal and information about the project's sustainability, eg fund raising/planned activity.

The Committee decided not to include a list of failed applications and the second suggestion was already included in the proposed criteria.

### **Agreed**

The Committee agreed that a report with the revised guidance and procedure be taken to a future Resources & Remuneration Committee.

## **09/28 Board Agenda – Contents and Layout**

The Committee had requested this item on the agenda following a discussion at the previous meeting around the content and layout of the Board agenda.

At its last meeting, the Board had agreed that confidential items should be dealt with at the start of the meeting to allow for important decisions to be agreed earlier on in the evening. The Committee debated whether confidential items should be dealt with before or after

Questions from the public. Margaret Redfern was concerned that members of the public would have to wait outside of the meeting for some time to allow the Board to consider confidential items. It was agreed that confidential items would be discussed after Questions.

The Director and Company Secretary reminded Committee of the Board's recent decision to start their meetings at the later time of 6:30 pm. This decision was to allow Mary Rowland time to travel from her employment and arrive in time for the start of the Board meeting.

Paul Bayliss referred to Section 50 of the Employment Rights Act which allows people working for the public bodies time off work to attend meetings.

Ken Whitehead raised the subject of Health and Safety and commented that the Health & Safety Forum were disappointed that this is not covered adequately. He added that the Health and Safety Forum were looking to recruit additional members as there were not enough at present. The Director and Company Secretary took note of his comments and advised that she would pass them on to Maria Murphy, Chair of the Forum.

### **Agreed**

The Committee agreed that confidential items should be covered at the start of the Board agenda, after Questions from the Public, and that the Chair and Chief Executive should decide the order of the remainder of the agenda.

## **09/29 Future Agenda Items**

### **CRB Checks for Board Members**

Bob Osler questioned if these were necessary. The Director and Company Secretary advised that legislation regarding those who require a CRB check applies to those working or interacting with vulnerable adults and/or children. Paul Bayliss added that CRB checks are compulsory for all Councillors. Bob Osler asked how this would affect Board Members. The Director and Company Secretary advised that it would apply to Board Members who attend events with staff or tenants. Bob Osler asked if this needs to be looked into further. The Governance Services Manager agreed it would. The Director and Company Secretary will invite Christine Hill, Personnel Manager to attend the next meeting.

### **Committee to consider any other future items**

The Director and Company Secretary commented that the Committee is lacking an action plan and has no structure. She suggested a review be carried out of our Governance using the HQN Governance Tool Kit.

The Governance Services Manager suggested that the tool kit could be broken down into units and that the Committee could work through this over a number of meetings.

The Director and Company Secretary spoke of an event Phil Davies, Chief Executive and Alison Brown, Board Member, had recently attended at which they received a presentation from Alistair Mackintosh. She suggested that the slide presentation be added onto the next agenda and that Phil Davies and Alison Brown be asked to provide a briefing note.

### **Date of next meeting**

The Committee agreed to cancel the next meeting on 24 April 2004.

**The next meeting will be held on Friday 29 May 2009 at 12 noon at Cardinal Square.**

The meeting ended at 2.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 6 April 2009.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE RESOURCES & REMUNERATION MEETING**

**Held on Thursday 30 April 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

John Bloxsom, Iain MacDonald (Chair), Bob Osler, Dennis Rees

#### **Officers Present:**

Phil Davies, Christine Hill, Jackie Mitchell, Lorraine Watson

#### **Others Present:**

Melanie Andrew and Alex Shelton of Midlands Community Finance

#### **09/14 Apologies**

Apologies for absence were received from Paul Bayliss

#### **09/15 Admission of Late Items**

There were no late items.

The Committee agreed to bring forward Item C2 – Midland Community Finance

#### **09/16 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.

Dennis Rees declared an interest in Item C6 DACP Fund Review.

#### **09/17 Minutes of Previous Meeting**

The minutes of the meeting held on the 8 January 2009 were accepted as a true and accurate record.

**09/18 Matters Arising**

There were no matters arising.

**09/19 Confidential Business**

The Committee agreed to exclude members of the public during discussion of the following item on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (e) of Derby Homes Governance Arrangements.

**09/20 Midlands Community Finance (formerly Derby Loans)**

The Committee received a report proposing that Derby Homes enters into a service level agreement with Midlands Community Finance (MCF).

The Director & Company Secretary explained the history of Derby Homes funding to Derby Loans and invited Alex Shelton, Chair of MCF to present his case to the Committee. He explained the background to Derby Loans, now MCF, which was one of the first community finance organisations in the East Midlands.

In 2008/9 the organisation advanced £90K of personal loans to Derby Homes' tenants who are the second largest customer base. They offer budgetary advice and support to customers and refer them to relevant organisations for further assistance where relevant. MCF propose to work with Derby Homes to see how tenants can be helped to pay rent via direct debit, educate them on how to manage their finances and pay/clear debts. Any funding received from Derby Homes will be specifically used for Derby Homes tenants.

**Agreed**

The Committee agreed

1. to recommend to the Board that Derby Homes enters into a SLA with MCF for two years, including funding as outlined in the report.
2. a report to the Board on a range of initiatives to help tenants, particularly during the current economic climate.

**End of confidential item**

## **09/21 Timetable for 2008/9 Year End Accounts**

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

- Final Accounts and Audit Management Letter : Audit Committee 6 July 2009
- Final Accounts and Audit Management Letter : Resources & Remuneration Committee 9 July 2009
- Final audited accounts : Board 30 July 2009 for approval
- Submission to AGM : 29 October 2009
- Filing at Companies House : by 18 December 2009.

### **Agreed**

The Committee noted the dates when the year-end accounts for 2008/09 will be available.

## **09/22 New Policy – Attendance Management**

The Committee received a report updating them on the progress made on consultation in respect of the proposed personnel policy on Attendance Management.

The draft policy had been agreed in principle at the last Committee meeting. Following feedback from consultation with staff and trade unions, the draft policy has been adjusted accordingly.

### **Agreed**

The Committee approved the new personnel policy on Attendance Management as attached in Appendix 1 of the report.

## **09/23 Derby Homes Performance Monitoring Information**

The Committee received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of Quarter 3 2008/09 performance. The report highlighted performance on rent arrears during the period with a comparison for the same period in 2007/08.

The Committee was informed that the end of year outturn for rent arrears was around £97K. Arrears have increased at the beginning of the new financial year and some problems experienced with the introduction of the new IT system had contributed towards this increase.



Committee members questioned the reason for the significant differences in arrears figures at various Local Offices. The Chief Executive explained this was due partly to changes in the arrears team, involving re-organisation of staff. HQN has done an assessment of the arrears service which reported a very good service which was moving forward in making improvements. An action plan has been prepared using information/recommendations from the assessment.

**Agreed**

The Committee noted the report.

**09/24 Derby Homes Joint Consultative Committee**

The Committee received a report outlining difficulties experienced at recent Joint Consultative Committee meetings (JCC).

The report advised that Unison has had great difficulty recruiting workplace representatives. As a consequence, the meetings over the last eighteen months had been inquorate due to poor attendance by the trade union. Alternative structures may have to be explored, in order to ensure Derby Homes fulfills its statutory obligation to consult formally with staff.

**Agreed**

The Committee noted the report.

**09/25 BVPI 12 Employee Attendance**

The Committee received a report informing of the BVIP 12 figure for 2008/09. The indicator calculates the average days sick for each employee. The target set for 2008/09 was 8 days. Derby Homes has achieved an overall figure of 5.84 days. This equates to a 50% reduction over the figure for 2006/7 and a productivity saving of £166,000.

**Agreed**

The Committee noted the report and congratulated the Personnel Team and Derby Homes staff.

**09/26 Urgent Approval – Flexible Retirement Policy**

The Committee received a report outlining the urgent action taken by the Chief Executive, in consultation with the Chair of the Committee and a Vice Chair of the Board, to approve the Flexible Retirement Policy into Derby Homes existing Retirement Policy.

**Agreed**

The Committee noted the urgent action taken to approve the Flexible Retirement Policy into Derby Homes existing Retirement Policy.

**09/27 Confidential Business**

The Committee agreed to exclude members of the public during discussion of the following item on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (e, g, j and n) of Derby Homes Governance Arrangements.

**09/28 Financial Strategy for Derby Homes 2009/10 – 2013/14**

The Committee received a report containing the draft Financial Strategy setting out the current and future financial process facing Derby Homes.

The Director & Company Secretary explained to the Committee amendments made to the 2009/10 Operating Budget following its approval by the Committee in January and the Board in March. She went on to summarise the key elements in sections 1 to 10 of the Strategy and the recommendations in section 11.

**Agreed**

The Committee approved the recommendations as set out in the report.

**09/29 Derby Homes Subsidiary**

The Committee received a report proposing the creation of either one or two subsidiaries to Derby Homes.

**Agreed**

The Committee recommended to the Board as outlined in the report.

**09/30 Proposed Policy Change – Improving Employee Performance**

The Committee received a report proposing changes to the existing policy on Improving Employee Performance. The proposed changes included incorporating recommendations of the ACAS Code and aims to simplify the policy and make it more user friendly for employees and managers.

**Agreed**

The Committee agreed the proposal to review the Improving Employee Performance Policy and develop an updated policy.

**09/31 Update on DACP Financial Arrangements**

Dennis Rees had declared an interest in this item. He remained in the meeting but took no part in the discussion or decision making.

The Committee received a report updating them on progress made on implementing the recommendations agreed at the meeting in April 2008.

**Agreed**

The Committee agreed the revised recommendations.

**Date of next meeting**

**The next meeting will be held on Thursday 9 July 2009 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 30 April 2009.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING**

**Held on Tuesday 3 February 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

Tabani Ndlovu (Chair), David Batey, Dennis Rees, Ken Whitehead

#### **Officers Present:**

Steve Bayliss, Julie Eyre, Susan Hill, Maria Murphy, Margaret Wardle,  
Val Watson, Carrie Bria, Murray Chapman

#### **Others Present:**

Sharon Hancock, Housing Performance Manager, Derby City Council

#### **09/01 Apologies**

Apologies for absence were received from Alison Brown.

#### **09/02 Admission of Late Items**

There were no late items.

#### **09/03 Declarations of Interests**

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

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

#### **09/04 Minutes of Previous Meeting on 4 November 2008**

The minutes of the meeting held on 4 November 2008 were accepted as a true and accurate record.

**09/05      Matters Arising**

**Minute 08/73 Performance Monitoring Information Quarter 2 2008/09**

**Walbrook Performance Report**

The Director of Housing and Customer Service informed Committee that a meeting had taken place with Walbrook and it was suggested to them to set two performance targets which should take effect from April 2009.

**Minute 08/74 Equalities Performance Monitoring Information**

The Chair asked if the report had included a breakdown of gender and age as well as ethnicity information on arrears action. The Performance Officer informed Committee that age and gender is now included in most areas of the report and will be included in all areas as the report develops.

**09/06      Items from Part B to be discussed**

The Committee agreed to discuss all the items in Part B.

**09/07      Performance Monitoring Information Quarter 3 2008/09**

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 3, 2008/09.

The Committee agreed to discuss red and amber traffic lights.

**Service & Process Perspective**

**Day to Day Repairs**

The Performance Officer informed the Committee that the urgent repairs had improved from the last quarter, although they are below target. Both the percentage of 4 week and 6 week repairs continue to drop. Derby Homes continues to work with Environmental Services Department (ESD) to improve performance. The Director of Housing & Customer Service added that ESD has engaged the services of consultants to analyse their performance and troubleshoot problematic areas. Core Group will meet with the consultants and they will be present at Local Housing Boards. ESD will have additional workforce over the next 6 months. The engagement of the consultants and ESD commitment for improvement will be monitored over the next 6 months.

### *Appointments*

The Chair enquired which area had the most impact as this information had not been provided. The Director of Housing & Customer Service apologised that this information could not be extracted at the moment.

### **Voids and Lettings**

#### *Relets*

This has been improved by about a day and the current performance places Derby Homes in the top quartile based on both Audit Commission and Housemark 2007/08 year-end benchmarking data.

#### *Total Voids*

The figure was only slightly over target at the end of Quarter 3 but Derby Homes will continue to manage empty properties very closely and achieve the target at the end of the year.

#### *Tenants with more than seven weeks arrears*

This has been slightly worse but improvement is needed for upper quartile performance. Dennis Rees enquired what is being done to improve arrears. The Housing Services Manager replied that tenants are contacted a lot earlier before the arrears gets worse. Evening contact with tenants has increased and arrears have improved since the first quarter.

#### *Rent arrears of current tenants as a % of rent roll, and, Rent arrears of current tenants*

These have improved and further improvement expected by the year end.

#### *Complete emergency repairs within 24 hours*

This was close to the target and Derby Homes' managers continue to work with ESD to improve performance.

#### *Clear gardens of empty properties within 5 working days of placing orders*

This has improved from 33% to 50% but performance was poor. The Director of Housing & Customer Service informed Committee that the contractor has advised that they have bigger jobs to do first. She also

added that it was only a failure of three orders compared to 20 in a year.

### **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.

## **09/08 Equalities Performance Monitoring Information**

The Committee received a report providing detail of equalities monitoring during Quarter 3, 2008/09 against a range of key services.

The Performance Officer informed Committee that the report had a changed format and the commentary is now in the main report and not on the front sheet.

### *Breakdown of Derby Homes Lead Tenants by Ethnicity – Quarter 3*

In Quarter 2 it was reported a total of 13% of our tenants were ME origin. On checking the data it was found that some tenants who had not given information had been included in the figure. This has now been amended which has resulted in a corresponding rise in the % number of lead tenants where Derby Homes is still to obtain the ethnicity data. The change has been reflected in all of the following detail throughout the report.

### *Breakdown of Derby Population by Gender – 2001 Census*

This was the first time that Derby Homes had reported lead tenants by gender and therefore, has no previous data on which to make comparisons.

### *Breakdown of Derby Homes Lead Tenants by Age – Quarter 3*

Data relating to lead tenants by age shows that the figures sit well alongside that reported for the whole City with the exception of 25 – 34 year olds. Four point seven per cent of current lead tenants are within this age bracket opposed to the 15% of Derby City population within the same bracket. It was noted that the demographic information on the City Population figures was taken from the 2001 Census. Derby City Council's Housing Performance Manager added that she could provide the mid-term results to help provide a more comparable figure.



### *Breakdown of Housing Register – Lead Tenants*

This is the first time that the data has been included within the report and in future Derby Homes will be able to note and make comment on any changes.

### *Derby Homes Lettings by Area*

The report showed a new table on the breakdown of bids made on Derby Homefinder. More bids are being placed by ME applicants than results in allocations. In Quarter 3, 45% of the total bids were made by ME applicants, resulting in 23% of the allocations. Derby Homes is continuing to investigate the reason for the large variation. The table showed that in a number of areas there were no allocations made to ME applicants during Quarter 3. Further management information is available on the bids/allocations by area and currently the information is being analysed to identify why such a low number of allocations had been made in some areas. A separate report will be presented to Committee in May 2009 detailing the full outcome of the investigation.

### *Disabled Applicants – Quarter 3*

Tables 2.6 – 2.8 gave detail of allocations to applicants who consider themselves to have a disability. This is a new section within the report and the outcomes do not indicate any unfavourable treatment on the grounds of disability.

### *Gender and Age – Quarter 3*

#### *Lettings – Gender of Lead Applicant*

Derby City Council's Housing Performance Manager suggested that the makeup of the housing register could reflect the 2001 Census figures relating to age. The Director of Housing & Customer Service replied that this could be looked into.

### *Arrears – Quarter 3*

It appears that a higher percentage of ME tenants enter the arrears process than non ME tenants. The Performance Team is working with the Arrears Team to understand why this is, what can be done to improve the service and the advice Derby Homes offers to ME tenants to prevent this happening. Derby Homes will undertake more detailed analysis to find out more for Quarter 4, which will be presented to Committee in May. Derby Homes will also seek feedback from ME

tenants who have been in the arrears process, to learn from their views.

#### *Overall Complaints by Disability*

It was of concern that the number of complaints from disabled tenants had almost doubled in Quarter 3. Complaints received from disabled tenants were referred to the Responsive Repairs Process Improvement Team for discussion. Derby Homes' contractor, ESD, had acknowledged that further equality training is required for their employees. With improved knowledge and understanding of the problems faced by disabled tenants, Derby Homes will reduce complaints in the future.

#### **Agreed**

Committee approved the proposals for the further development of the report and noted the detail contained and actions taken to date.

#### **09/09 Delivering Our Plans Progress Report, Delivery and Business Plan Targets and Service Improvement Targets**

The Committee received a report on the progress against targets contained in the Delivery and Business Plan and Service Plan between April and December 2008, including any slippage and proposed extension of targets.

The Director of Housing & Customer Service informed Committee that there are approximately 260 Service Improvement Targets (SITs) and when put into context, there has been a good level of achievement. The Performance Manager added that she will do a comparison with last year's SITs for the next meeting.

#### **Agreed**

The Committee

1. noted the slippage against Business Plan and Service Plan targets during the first three quarters of this year
2. approved the extension of target deadlines as detailed in Appendices 1 and 2.

#### **09/10 Derby Homes Risk Register**

The Committee received a report providing information on the third quarter updates for strategic and operational risks for 2008/09.

The details of the strategic risk register and risk scores were contained in Appendix 2 and summarised in the report.

The Committee complimented the new Strategic Risk Register Traffic Lights, shown in Appendix 1.

The Director of Housing & Customer Service said that the Committee owned the strategic risk register and could raise Strategic Risk 8 – Failure to address external issues affecting key performance areas including the issues around management of the Environmental Services Department – to high likelihood. Dennis Rees and David Batey replied that it would be best to give ESD some time as they have engaged a consultant to rectify their issues. This risk could be looked at again at the next meeting.

Strategic Risk 10 – Failure to retain levels of existing customer satisfaction with services – had been increased from low likelihood to significantly likelihood. The Performance Manager informed Committee that the customer satisfaction survey will be benchmarked with the HouseMark platform exercise and will find out what the percentage of other areas is for comparison. Close attention will be paid to the internal customer satisfaction surveys and will further develop the use of these surveys to target the groups of customers expressing lower satisfaction.

Operational Risk 4 – Failure to maintain service continuity throughout the reimplementation of Academy – the Director of Housing & Customer Service informed Committee that the risk had been increased from significant likelihood to high likelihood because the changeover of service provider is currently posing some problems which need to be overcome in relation to the academy hosted service.

### **Agreed**

The Committee

1. approved the strategic risk register update for Quarter 3, 2008/09
2. noted the operational risk register for Quarter 3, 2008/09.

## **09/11 Performance Targets 2009/10**

The Committee received a report proposing arrangements for agreeing performance targets for 2009/10.

### **Agreed**

The Committee agreed to hold an extra meeting on Wednesday 18 March 2009 at 6.00 pm to discuss and approve the proposed performance targets for 2009/10.

### **09/12 Supported Living Team Management Information Report**

The Committee received a report detailing management information for the Supported Living Team and Tenancy Support Team for Quarter 3. The report provided information on the performance of both teams for the period from 6 October 2008 to 4 January 2009.

Dennis Rees informed Committee on the poor communication between the two service providers for tenants who have transferred to Carelink from the Supported Living Service. The Director of Housing & Customer Service replied that she will speak to the Supporting People team and a review of the service will be brought to the Local Housing Boards meetings.

### **Agreed**

The Committee

1. noted the report
2. requested a review of the Supported Living Service be brought to the Local Housing Boards meetings.

### **09/13 Context of Anti Social Behaviour Statistics**

The Committee received a report providing information on the Citywide and neighbourhood levels in terms of crime and anti-social behaviour (ASB) in Derby.

### **Agreed**

The Committee noted the report.

#### **09/14 Anti-Social Behaviour Statistics**

The Committee received a report on quarterly results for the Respect Performance Toolkit with commentary on results for the third quarter 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.

The upgrade of the Academy system had meant that only October and November statistics for the second quarter were available to produce the report. Trend analysis was therefore difficult as the data for Quarter 3 was incomplete and where comments were made, these were based on best judgements.

#### **Agreed**

The Committee noted the report.

#### **09/15 Customer Feedback Report – Quarter 3 2008/09**

The Committee received a report providing detailed analysis of complaints received in Quarter 3, during the period from 1 October 2008 and 31 December 2008.

#### **Agreed**

The Committee noted

1. the information relating to the complaints process and monitoring arrangements
2. the information relating to the Mystery Customer Audit
3. the information collated from customer satisfaction surveys from Quarter 3
4. information relating to the 'Customer Journey'.

#### **09/16 Derby Homes Website Update**

The Committee received an updated progress report on amending the Derby Homes website in order to make it more customer focused and easy to search.

#### **Agreed**

The Committee noted the progress made to date.

## **08/17      HQN Review – Rent Arrears**

The Committee received a detailed report of the feedback provided by Housing Quality Network (HQN) following their review of Derby Homes' performance in terms of income collection and financial inclusion.

The feedback provided reassurance that HQN found sound processes and excellent awareness from the service managers in their respective areas. HQN also commented that they felt the national picture was one of increasing arrears and that Derby's current trend was not showing obvious concern to them.

### **Agreed**

The Committee noted the contents of the report and congratulated the Rent Arrears Team for their excellent work.

## **08/18      Confidential Business**

Under Part 1V of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (h & j).

## **09/19      Maintenance Performance Sub Group Progress**

The Committee received a report relating to the process of managing and monitoring the new Responsive Maintenance contract.

### **Agreed**

The Committee noted the attached minutes of the Responsive Maintenance Partnering Contract Core Group meetings dated 17 November 2008 and 9 January 2009, and the Working Group meeting dated 9 December 2008.

**Date of next meeting**

**The next meeting will be held on Tuesday 19 May 2009 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Tuesday 3 February 2009.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING**

**Held on 18 March 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

David Batey, Alison Brown, Tabani Ndlovu (Chair), Dennis Rees

#### **Officers Present:**

Steve Bayliss, Julie Eyre, Susan Hill, Maria Murphy

#### **Others Present:**

Sharon Hancock, Housing Performance Manager, Derby City Council

#### **09/20 Apologies**

There were no apologies.

#### **09/21 Admission of Late Items**

There were no late items.

#### **09/22 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 their interests as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### **09/23 Performance Indicators and Targets – 2009/10**

The Committee received a report containing proposals for the 2009/10 performance indicators and targets against those indicators. The report also contained recommendations for the removal of some existing indicators, which no longer hold relevance for Derby Homes, and a new indicator to measure avoidable contact to support Derby City Council in achieving the National Indicator NI14.



The Director of Housing and Customer Service talked through Appendix 1.

### **Rent Arrears**

The Director of Housing & Customer Service informed Committee that the arrears indicator was dependant on the out turn figure. She predicted the out turn figure to be around £900,000 - £1 million. The Director of Housing & Customer Service will send the targets electronically to Committee for their agreement. The Director explained that the main problem last year was the recruitment of staff but next year should see a reflection of excellent performance.

Alison Brown queried if tenants with arrears owing to Housing Benefit are being targeted. The Director of Housing & Customer Service replied that the Arrears Manager is looking into this and it is a high risk with new tenants. Derby Homes is making better use of time by helping new tenants on introductory tenancies with applications for housing benefit before they move in. This should help prevent arrears in the early days of their tenancies.

### **Agreed**

The Committee agreed to receive the targets electronically for their agreement and that the arrears indicator was dependent on the out turn figure.

### **Voids and relets**

The proposed target for average time taken to relet local authority housing is 24 days. The Director of Housing & Customer Service added that it was difficult to let properties in certain areas of Derby. Three or four properties could be empty for up to three or five months. She suggested including an additional recommendation to report on figures for general needs and properties struggling to relet. She could look at this year's figures to split up and provide targets. The targets could be benchmarked with Derwent Living.

### **Agreed**

The Committee agreed

1. the 24 days proposed target and requested the Director of Housing & Customer Service to provide the above information within the rent arrears targets email
2. relet figures for general needs and sheltered housing will be reported separately.

## **Tenant Satisfaction**

The Director of Housing & Customer Service informed Committee it was disappointing news of 73% current performance of tenant satisfaction with the Landlord (STATUS Survey 2008). The Director of Housing & Customer Services suggested agreeing an internal measure from the internal surveys as it should give a more realistic picture of tenant satisfaction. The Performance Manager added that this could be measured quarterly. The target will also be benchmarked with HouseMark to see where improvements could be made, for example, younger people. The Council's Housing Performance Manager will take these points into consideration and will inform Shelley Merrett, Housing Research Officer at Derby City Council.

The Committee suggested that Derby Homes' services should be publicised more with positive comments in the Derby Homes News.

### **Agreed**

The Committee agreed the target and an internal measure from the internal surveys as it should give a more realistic picture of tenant satisfaction.

## **Maintenance**

The Committee expressed concern with the current repair priorities as they were out-dated and should be reviewed with the aim of achieving more consistent performance from the contractor. The Director of Housing & Customer Service proposed to categorise the repairs into priority order and will contact the Maintenance Manager (Repairs) to look at current categories and review the priorities. The Chair suggested there is a need to review these priorities in consultation with tenants and then put the proposals to ESD. The Director of Housing & Customer Service will send the details electronically to Committee by mid-March for their feedback. The Performance Manager will incorporate benchmarking to view best practice for Derby Homes on repair priorities.

### **Agreed**

The Committee agreed to categorise the repairs into priority order.

### *DH Local 44 - % of responsive repairs for which appointment made and kept*

The Committee agreed two new indicators to measure Derby Homes and ESD Performance separately. These will measure % of appointments made and then % of appointments made and kept. However, the Director of Housing & Customer Service will contact the Maintenance Manager (Repairs) to link this with ESD repairs priorities.

### **Agreed**

The Committee agreed two new indicators to measure Derby Homes and ESD Performance separately.

### **Adaptations**

Committee agreed to 16 days for average time from referral to small adaptation.

Committee agreed to 128 days for average time from referral to large adaptation.

### **Invoices**

Committee agreed to 97% target for invoices paid within 30 days (Corporate Health BVPI).

### **Equalities**

Committee agreed to delete equal access to social housing as a new equalities standard has been introduced.

### **Energy Efficiency**

Energy Efficiency – average SAP rating of dwellings – target to be proposed when outturn is known. The Director of Housing & Customer Service proposed to review it after six months.

### **Enquiry Centre**

All proposed amendments and targets were agreed by Committee.

### **Agreed**

The Committee agreed the proposed indicators and targets as shown above and the energy efficiency to be reviewed after six months.

**Date of next meeting**

**The next meeting will be held on Tuesday 19 May 2009 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 18 March 2009.

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING**

**Held on Thursday 5 March 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

Alison Brown, Bet Conney, Jim Elks, Gary Featherstone, Bob Osler (Chair),  
Brian Perry, Phil Raffle, Dennis Rees, Terry Rogerson, Pamela Toone

#### **Officers Present:**

Shaun Bennett, Mark Crown, Maureen Davis, Sau Fung, Lorraine Howe,  
Pete Matthews, Jackie Mitchell, , Carl Willis

#### **Partner Organisations Present:**

Norman Francis, Environmental Services Department, Derby City Council  
Errol Harriott, Environmental Services Department, Derby City Council

#### **09/101 Apologies**

Apologies for absence were received from Lyn Gadsby, Margaret Redfern and Roy Webb

The Chair congratulated Brian Perry on his recent appointment as the North West Tenant Board Member.

#### **09/102 Admission of Late Items**

The Chair agreed to admit a late item on Estates Pride Quick Fix Proposal for Chaddesden Park Café.

#### **09/103 Declarations of any other business**

There were no declarations of any other business.

**09/104    Declarations of Interests**

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

**09/105    Appointment of Vice Chair**

Nominations for the Vice Chair was discussed. The Local Board was advised that only main Board Members were eligible for nomination. These were Alison Brown, Margaret Redfern, Roy Webb and Brian Perry. The only nomination received was from Margaret Redfern .

**Agreed**

The Local Board elected Margaret Redfern as the Vice Chair of the Local Housing Board North.

**Minutes of the Previous Meeting**

**09/106**

The minutes of the meeting held on the 4 December were accepted as a true and accurate record with the exception that Terry Rogerson was not present at the meeting.

**09/107    Matters Arising**

**Minute 08/100 Proposals for Additional Investment**

The Director of Investment & Regeneration advised British Gas has agreed to supply energy display monitors free of charge to all tenants and leaseholders. Leaflets will be going out to tenants and leaseholders, and in June letters. Supply of the device has a non commitment to British Gas tariffs. The Enquiry Centre will deal with enquires. The Council has approved funds of £4.3 million to replace storage heaters – this will take place over the next 18 months. Further updates will be brought to future meetings.

**Minute 08/123 Good Neighbour Agreement**

Consultation has been completed. The South Board had requested that the agreement should be compulsory for all tenants. However, legal advice is that this is not possible for existing tenants and can only be implemented on a voluntary basis.

**09/108    Questions from members of the public**

There were no questions from members of the public.

## **09/109 Any items from Part B to be discussed**

### **Agreed**

The Local Housing Board agreed to discuss items B6, and B7.

The Chair said item B9 Local Housing Board Away Day should come back to the next meeting with proposals, which would allow for a better discussion.

## **09/110 Any Items from representatives of Contractor Partners**

Norman Francis updated the Board on progress to improve the repair service.

He confirmed that the Joiners Mill is likely to close and services being provided elsewhere. He also confirmed that good progress was being made regarding hand held devices for operatives and consolidated pay.

Alison Brown requested a recovery plan update and a presentation on the handheld device.

It was agreed Norman Francis would give a presentation on hand held devices at the Local Housing Board Meeting on the 2 April 2009.

Terry Rogerson asked how often the work inspected.

Currently supervisors inspect 15% of site contract work carried out. All work carried out is quality checked.

## **09/111 Late Item – Chaddesden Park Café**

Phil Raffle and Dennis Rees declared an interest in the report on Chaddesden Park Café

The Chair said the item could pose a problem for the Board and for Governance.

The Director of Investment & Regeneration advised he was approached by Carl Willis, Business Operations Manager of the DACP 6 – 8 weeks ago. The DACP has an interest in the derelict café at Chaddesden

The Business Operations Manager explained the proposals contained in the report. The Chaddesden Café has not been in use for 2 years. A quote was received from the Council to bring the Café up to date for £35K. He said the DACP could do the work for a lot less with the help of volunteers; the actual budget required for the work would be £14k. The Café can be used for informal meetings and surgeries; A lot of work has been done with DACP and Neighbourhood funding, such as the windows and doors.

A member of the Local Housing Board queried if there were enough volunteers to run the Café?

The project at Chaddesden Café will be well staffed with volunteers. The work required at the Café includes work on the boiler system, work to windows, improvement on security and ramp access. Work is also required for target hardening, plastering, security lighting and a contingency is required. Work has started in looking for local contractors to do the work.

Alison Brown asked are there plans being made to get the work done and could target hardening be explained. Carl Willis, the Business Operations Manager for DACP explained the windows at the Café will need anti graffiti paint. Alison Brown suggested there may be some companies willing to donate social responsibility funds to voluntary projects and agreed to discuss this with Carl after the meeting.

The Director of Investment & Regeneration asked if the business plan for the Café is sustainable and is it over reliant on volunteers. After the funding has ceased – would the project be back to the same stage?

Carl Willis said the Café Project will be helping a number of people, and develop social aspects in the community. The Council has agreed to charge a 'Peppercorn' rent for the Café of £1,000 per year for the unit, the first eighteen months will be free. The Café is a 'social enterprise' – which is non profit making. The other events which the Café can be used for are children's parties and ghost walks. The residents know Chaddesden Park and in the summer it is used for football and in the summer the Café is busy.

Dennis Rees said he did not see why a Business Plan was required for Café, as it wasn't required for the £20,000 Osmaston Park Project.

The Local Housing Board voted on whether to fund the proposal.

### **Agreed**

The Local Housing Board agreed

1. To fund the Chaddesden Park Community Café project with the amount of £12,600, in principle, subject to further discussions with the Chair, the Director of Investment & Regeneration and Director & Company Secretary
2. Delegated authority to the Chair and main Board Member, Alison Brown, to give final approval subject to a successful resolution of the above.



## **09/112 Housing Focus Groups & Derby Leaseholder Associations Issues**

There were no questions to ask from the North West area rep or from Gary Featherstone.

A Local Housing Board member asked in relation to blue and brown recycling bins in flats as there is currently no recycling facilities. The Director of Investment & Regeneration said there is large scale work done by the Estates Pride Project. The City Council do not want lots of bins – communal bins in flats is still being resolved.

## **09/113 Tenant Involvement Forward Plan 2009 – 2010**

The Government has recently introduced the Tenants Services Authority (TSA) as the new regulator for the social housing sector. The TSA will introduce new standards for inspection later in 2009. Derby Homes intends to fully review their current Tenant Involvement Strategy but will need to take account of the standards that the TSA introduce.

As an interim measure a Forward Plan is being introduced. This will act as a draft strategy to allow the Tenant Participation Team to develop their work.

Dennis Rees said there is lack of consultation with people who are dependent on the 'Piper' Scheme; there was no consultation by Carelink. It could create problems when the system is taken out.

The Housing Operations Manager said an assessment is done before an alarm is taken out and residents would not be left without an alarm system.

Terry Rogerson said 250 alarms were decommissioned and the residents were not contacted, but had a letter from Chubb to say they were visiting them on the following Monday to decommission their smoke alarm which is attached to Carelink. The Operations Manager said she would look into this.

Dennis Rees said the Housing Focus Groups usually are on a Wednesday but the meeting dates have become erratic as the next meeting date is on a Monday.

Mark Crown said people's comments on meeting dates are taken into consideration. Meeting dates are spread out so the work can be completed; the date and venue are always stated.

### **Agreed**

The Local Housing Board approved the Forward Plan as an interim strategy.

#### **09/114 Estate Management PIT – Estates Walkabouts**

A Process Improvement Team was set up in September 2008 to review Estate Management processes. The group, comprising tenants and staff, focused on reviewing estate inspections and walkabouts.

Dennis Rees said the report is good and it will be good to get feedback on the Walk and Talk sessions.

The aim of Walk and Talk is to get housing staff to identify improvements. Housing Officers will choose a method to attract people to the evening walks. The evening walks are scheduled between 7pm to 8pm and will link in with the Neighbourhood Forum.

#### **Agreed**

The Local Housing Board approved the Process Improvement Team's recommendations to improve estate inspections and walkabouts.

#### **09/115 Estates Pride Quick Fix Bids**

The Local Housing Board received a report on the bids for funding from the Quick Fix fund with Estates Pride in response to known problems, in particular to reduce crime, nuisance, and vandalism.

#### **Agreed**

The Local Housing Board

1. approved the bid for £3,601.42 extra funding for Highgate Green needed to demolish the garages to create better parking and improve the lighting in the area.
2. noted the update on the works outlined in paragraph 3.2 and any relevant changes made.

#### **09/116 Estate Pride Large Scale Bid**

The Board received a report explaining the updates on the bids for funding from Estates Pride over the next year (2009 – 2010).

The large scale spend for 2009 – 2010 consultation events was discussed. There is a large schedule of works costing £630,000 on different projects. The Council has now formally approved the work contained in Appendix 1 of the report.

Dennis Rees said £80,000 was allocated to Craddock Avenue in Spondon but there was no breakdown of cost.

The Director of Investment & Regeneration advised the Housing Focus Group receive a report on how work is broken down.

At the end of the financial year 2008 –2009 a report can be brought in to show how money has been spent for May and June.

### **Agreed**

The Local Housing Board approved the bids for funding from Estates Pride for the schedule of works as set out in Appendix 1 and that these be forwarded for the City Council for formal approval by them.

## **09/117 Designated Flats Update**

In April 2008, Local Housing Board North approved a report outlining the need to review age designated flats. The current policy has been in place for twenty years and no longer reflects demographic changes and housing need. A thorough review has been undertaken jointly by Derby Homes and Derby City Council.

The Operations Manager said in April 2008 it was agreed to look at the work jointly with Derby City Council. Anti social behavior is not always initiated by young people. There is a lot of sensitive work done with residents who live in blocks of flats with age designation. All new tenants are on an 'introductory tenancy' basis. Nuisance tenants are dealt with swiftly and are monitored quarterly, Derby Homes can end a tenancy through the Court, and within 6 months a tenancy can be terminated.

A discussion took place on antisocial behavior. And in particular around problems in flats that have timber floors. The board also agreed that it is not always young people who cause anti social behavior.

### **Agreed**

Following a vote on whether to accept the recommendation in the report, the Local Housing Board agreed, 7 votes to 3, to approve the proposals contained within the report and recommended that the matter is referred to the Council's Cabinet for approval.

## **09/118 Customer Satisfaction Results – Presented by Maureen Davis, The Operations Manager**

The Local Housing Board received a presentation on the Customer Satisfaction Results.

The survey is carried out every 2 years by Derby City Council. The Operations Manager gave a presentation on the Customer Satisfaction Results.

**Agreed**

The Local Housing Board noted the presentation.

**09/119 Performance Management**

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of quarter 3 2008 – 2009.

**Agreed**

The Local Housing Board noted this report.

**09/120 Context of Anti-Social Behaviour and Crime in Derby**

The Local Housing Board received a report which provided information on the Citywide and neighbourhood levels in terms of Crime and ASB in Derby, highlighted emerging trends and patterns Citywide and explained how this reflects on what is reported to Derby Homes at the neighbourhood level.

**Agreed**

The Local Housing Board noted this report.

**09/121 Anti-Social Behaviour**

The Local Housing Board received a report containing the outcome of performance information on Anti-Social Behaviour (ASB) for the North area.

**Agreed**

The Local Housing Board noted the report.

**09/122 Transport for the Community**

The Local Housing Board received a report which provided an update on the Transport for the Community Project and the progress made during the first six months.

**Agreed**

The Local Housing Board noted this report.

**09/123 Customer Feedback – Customer Journey**

The Local Housing Board received a report on Customer Feedback. Derby Homes has for the past year carried out mystery shopping exercises

across a range of our services. This report provides the Local Housing Board with detail of the process and outcomes in Quarter 3.

**Agreed**

The Local Housing Board noted this report.

**09/124 Tenants Services Authority (TSA)**

The Local Housing Board received a report on the Tenants Service Authority (TSA), the Government's new housing regulator formed as part of a wider reorganisation, which includes winding up the Housing Corporation and forming the Homes and Communities Agency.

**Agreed**

The Local Housing noted the development of the TSA and Derby Homes' contribution.

**09/125 Development in North Area Update**

The Local Housing Board received an update on the progress of a number of on-going developments in the North area of the City.

Britannia Court - the City Council has considered demolishing the building but the Environment Agency has advised if the building is demolished the developer may not be able to build on the land. The potential buyer could only make improvements or convert the building.

Exeter House– this property may be retained; this is subject to further discussions at the Council.

**Agreed**

The Local Housing Board noted the report.

**09/126 Directors' Update – February 2009**

The Local Housing Board received an update from the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides Local Housing Board Members with a general overview and update on current issues.

**Agreed**

The Local Housing Board noted this report.

**09/127 Local Housing Board Away Day**

The Local Housing Board received a report on an Away Day which took

place on the 24 January; which provides information on the role of the Local Housing Boards.

**Agreed**

The Local Housing Board agreed to defer this item and consider it under Part A of the agenda at the next meeting.

**09/128 Minutes of the Derby Homes Board Meeting held on 4 December 2008**

The Local Housing Board received a copy of the draft minutes of the Derby Homes Board meeting held on Thursday 4 December 2008.

**Agreed**

The Local Housing Board noted the minutes of the Derby Homes Board meeting held on Thursday 4 December 2008.

**09/129 Confidential Business**

The Local Housing Board agreed to exclude members of the public during consideration of the following items on the grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (c,h and j) of Part IV of Derby Homes Governance Arrangements.

**Contract Cleaning Update**

The Director of Investment & Regeneration informed the Local Housing Board of the progress made on the new cleaning contract. The final decision was made based on the cost and quality of the service.

**Agreed**

The Local Housing Board noted this report.

**Date of next meeting**

**The next meeting will be held on Thursday 2 April 2009 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 5 March 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

**Held on Thursday 2 April 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

Michael Brailsford, Alison Brown, Jim Elks, Gary Featherstone,  
Bob Osler (Chair), Brian Perry, Margaret Redfern, Dennis Rees, Pamela  
Toone, Wilf Upton, Roy Web

Brian Perry left at 7.25pm

#### **Officers Present:**

Shaun Bennett, Steve Bayliss, Maureen Davis, Phil Davies, Pete Matthews,  
Jackie Mitchell, Sau Fung

#### **Partner Organisations Present:**

Norman Francis - Environmental Services Department, Derby City Council

#### **09/130 Apologies**

Apologies for absence were received from Bet Conney, Phil Raffle  
Terry Rogerson and Graeme Walton.

#### **09/131 Admission of Late Items**

There were no late items submitted.

#### **09/132 Declarations of any other business**

There were no declarations of any other business.

#### **09/133 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.

#### **09/134 Minutes of the Previous Meeting**

The minutes of the meeting held on 5 March 2009 were agreed with the following amendment to Minute 09/117 – Designated Flats Update

##### **Agreed**

“Following a vote on whether to accept the recommendation in the report, the Local Housing Board agreed, 7 votes to 3, to approve the proposals contained within the report and recommended that the matter is referred to the Council’s Cabinet for approval.”

#### **09/135 Matters Arising from Previous Minutes 5 March 2009**

##### **Minute 09/105 – Appointment of Vice Chair**

Margaret Redfern was congratulated on being elected Vice Chair of the Local Housing Board North.

##### **Minute 09/110 – Any Items from representatives of Contractor Partners**

At the last meeting, Alison Brown had requested a progress update on the recovery plan and presentation on the handheld device.

Norman Francis confirmed he will prepare a progress update and a presentation on the hand held device for the next Local Housing Board North meeting on 4 June 2009.

##### **Minute 08/123 – Good Neighbour Agreement**

The Operations Manager confirmed all new tenants will sign a good ‘Neighbour Agreement’.

##### **Minute 09/111 - Chaddesden Park Cafe**

This item has been referred to the Main Board for consideration.

##### **Item 09/113 – Tenant Involvement Forward Plan 2009 – 2010**

The Piper system - if equipment is removed Carelink will provide replacement equipment – vulnerable people are not left without support.

##### **Minute 09/122 – Transport for the Community**

The Director of Investment & Regeneration said the Exit Strategy was discussed at the Chair's Briefing and different options were looked at, the project ends May/June 2009. There is currently no more funding.

### **Minute 09/127 – Local Housing Board Away Day**

The Director of Investment & Regeneration said a report will be brought to the meeting on the 4 June 2009.

#### **09/136 Questions from members of the public**

The Local Housing Board North received 10 questions from tenants regarding queries about the service provided by Derby Homes. The answers to the questions were included in the report. Tenants will receive a written response to their questions, following the meeting.

#### **Agreed**

The Local Board noted the questions from members of the public.

#### **09/137 Any Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B1, B2, B5, B6 and B7.

#### **09/138 Any Items from representatives of Contractors Partners**

Norman Francis updated the Board on the progress to improve the repairs service.

Implementation of the hand held devices is ahead of schedule and will go live in late May 2009. A pilot scheme starts next Monday. The priority is to work with Derby Homes and targets have been agreed.

The Director of Investment & Regeneration said repair priorities are currently being reviewed. Local consultation is being carried out and a proposal will be brought to a future LHB meeting for approval.

The Director of Investment & Regeneration said at the next meeting a comprehensive presentation and report on the repair service will be given.

Dennis Rees said Chubb, the company who fit the smoke alarms, has been leaving calling cards without ringing the door bell to find out if the tenants are at home.

The Director of Investment & Regeneration said he would pass the comment on and ask for a report for the next meeting with the contractor.

## **09/139    Housing Focus Groups & Derby Leaseholder Associations Issues**

The Local Housing Board North received a report which detailed the unresolved cases/issues at the Housing Focus Groups in the North of the City.

The Director of Investment & Regeneration said there are 7 cases which are currently outstanding, all of which have been passed to the relevant officers for resolution.

Feedback is always given at the HFG meeting on outstanding items.

The attendance at the Housing Focus Groups has been monitored throughout the City. Attendance at the last meetings is as follows:

North East – 4  
North West – 4  
South East 1 – 14  
South East (including Osmaston) – 15  
South West - 15

Dennis Rees said the reason for meetings with a good attendance is due to the fact that the tenants who attend live in the complex at which the meeting is being held.

The Operations Manager said the whole area gets a leaflet drop promoting meetings in advance.

Gary Featherstone said the gates at Church Street have not been fixed. The Director of Investment & Regeneration will ask a Regeneration Officer to contact him.

Brian Perry said the Darley Abbey Neighbourhood Forum had raised issues about Derby Homes tenants being involved in anti-social behaviour and this has become a Police matter. There was no Derby Homes staff present at the Forum.

Pete Matthews said Neighbourhood Officers do attend Neighbourhood Forums and apologised for the non attendance of a Neighbourhood Officer at that particular meeting. He will contact with Brian Perry to discuss the matter further. He added that there are a lot of problems at Darley Abbey West.

Dennis Rees said Bet Cooney has asked for a breakdown cost for the work at Church Street. The Director of Investment & Regeneration said Church Street is part of the Estates Pride work. The Director of Investment & Regeneration will meet with Bet Cooney to go over the Estates Pride work.A

report will be brought to the next meeting.

The Director of Investment & Regeneration said the Estates Pride Group will look at the back fencing problems. The Director of Investment & Regeneration will liaise with Margaret Redfern.

The Operations Manager said tenants have to adhere to tenancy conditions in respect of loud music; this would be monitored by Community Watch. Tenants can call Community Watch to deal with loud music.

**Agreed**

The Local Housing Board noted the content of this report.

**09/140 New Build Presentation**

The Director of Investment & Regeneration gave a presentation to update the Local Housing Board North on New Build developments.

**Agreed**

The Local Housing Board noted the presentation.

**09/141 Estates Pride Quick Fix Bids**

The Local Housing Board North received a report on the bids for funding from the quick fix fund within Estates Pride, in response to known problems such as crime reduction, nuisance and vandalism.

The Director of Investment & Regeneration said there are 4 projects up for funding approval. £125k has been allocated with £25k for Housing Focus Groups.

The Director of Investment & Regeneration said there will be an Estates Pride Tour of different sites in Derby on the 18 May and all Local Housing Board members will be invited to attend.

**Agreed**

The Local Housing Board North approved the bids as follows:

1. Pickering Rise Supply and fit 15 bollards to the area. £1,140.00
2. Welshpool Road – Supply and fit black metal bow top fencing and gates to grassed area. Supply and install 3 concrete bollards. £5,000.00
3. 208-218 Max Road – Improve the rear lighting to bungalows and pathway. £1,154.20
4. 2 – 8 Hampstead Drive – To supply and fit black metal bow top fencing and gates adjacent to 8 Hampstead Drive. £7,000.00

The following work was **not** approved:

Highgate Green Garages – Clear brambles to side and rear of garages.  
£550.00

#### **09/142 Calendar of Events**

The Local Housing Board North received a calendar of proposed events for 2009/10. The report summarised Derby Homes commitment to attending public events and stated the intended aims and outcomes.

The Climbing Wall has been constructed, but the date for the launch has been postponed to possibly 25 April 2009.

The Operations Manager went through the Events Calendar.

Margaret Redfern thanked all the staff involved for their hard work in putting the Calendar of Events together.

#### **Agreed**

The Local Housing Board approved this report subject to the final confirmation from the organisers of each event.

#### **09/144 Development in the North Area Update**

The Local Housing Board North received an update report on the progress of a number of ongoing developments in the North area of the City.

#### **Agreed**

The Local Housing Board noted the updates of this report.

#### **09/145 Local Housing Board North Service Plan 2009 – 2010**

The Local Housing Board North received a report on the Service Improvement Targets for offices located and delivering services within the North of the City.

#### **Agreed**

The Local Housing Board noted the Service Improvement Targets outlined below.

#### **09/146 Director's Update**

The Local Housing Board North received an update report from the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provided the Local Housing Board Members with a general overview and update on current issues.

The Local Housing Board congratulated Chris Doyle on being shortlisted for the National Federation of ALMOs Outstanding Young Person award. Phil Davies agreed to write a letter of congratulations to Chris.

The Local Board was advised that the Junior Warden's event is taking place on the 17 April between 3pm to 5pm and Derby Homes has been awarded the ROSPA Gold again.

#### **Agreed**

The Local Housing Board noted the Director's update.

#### **09/147 Cold Calling**

The Local Housing Board North received a report which provided information on a national campaign against doorstep crime.

The Housing Operations Manager said a 'no cold calling' sign will be put on lamp posts. This will be particularly useful for tenants living in supported living accommodation.

A good practice guide on cold calling has been prepared. The Local Board requested that contractors call tenants in advance if they are proposing to visit the property unexpectedly.

#### **Agreed**

The Local Housing Board noted the report and supported the initiative.

#### **09/148 Extra Capital Funding for Energy Efficiency Work**

The Local Housing Board North received a report on extra capital funding made available by the Council for work to improve energy efficiency in homes.

The Director of Investment & Regeneration said Vinshires will be the contractor replacing storage heaters for tenants.

Margaret Redfern queried how cavity wall insulation is done.

The Director of Investment & Regeneration said pre war homes have insulation provide on inside walls; then they are re-plastered. Tenants who have refused central heating in the past will have another chance to have it replaced.

**Agreed**

The Local Housing Board noted this report.

**09/149 Local Housing Board Away Day**

The Local Housing Board North received a report on the Local Housing Board Away Day which took place on Saturday 24 January 2009.

**Agreed**

The Local Housing Board noted that a detailed report will be brought to the June meeting and placed on Part A of the agenda.

**09/150 Local Housing Board Training Programme 2009/10**

The Local Housing Board received a report which outlined the training available to Local Housing Board Members through the Board Training Programme 2009/10.

**Agreed**

The Local Housing Board noted the report.

**09/151 Any Other Business**

Dennis Rees requested a report on voids, the number of people turning them down and the reasons why for the next Local Housing Board North Meeting.

**09/152 Minutes of the Derby Homes Board Meeting held on 29 January 2009**

The Local Housing Board received a copy of the draft minutes of the Derby Homes Board meeting held on Thursday 29 January 2009.

**Agreed**

The Local Housing Board noted the minutes of the Derby Homes Board meeting held on Thursday 29 January 2009.

**Date of next meeting**

**The next meeting will be held on Thursday 4 June 2009 at 6.00 pm at Cardinal Square.**

The meeting ended at 7.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 2 April 2009.



## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD SOUTH**

**Held on Thursday 9 April 2009**

The meeting started at 6.00 pm

#### **Local Housing Board Members Present:**

David Batey, Paul Bayliss, Susan Boon arrived at 6.10pm and departed at 7pm, Alice Buckle, Lyn Gilbey, Tony Holme, Trevor Lamb, Tabani Ndlovu, Mary Rowland, Jane Todd, Ian Veitch, Ken Whitehead (Chair)

#### **Officers Present:**

Shaun Bennett, Paul Cole, Jackie Mitchell, Maria Murphy, Val Watson, Jenny Watson, Sophie Wood

#### **Others Present**

Councillor Hussain, Mr Venables

#### **09/129 Apologies**

Apologies for absence were received from Carol Boon, Win Buchan and Jack Wray.

#### **09/130 Admission of Late Items**

There were no late items.

#### **09/131 Declarations of Any Other Business**

There were no declarations of any other business.

#### **09/132 Declarations of Interests**

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

**09/133 Minutes of the meeting held on 11 December 2008**

The minutes of the meeting held on 12 February 2009 were accepted as a true and accurate record.

**09/134 Matters Arising**

**Minute 09/106 Policy For Keeping Pets and Supported Living Accommodation**

There has been a delay in the process of producing the leaflets but distribution of the leaflets is being carried out now.

**09/135 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 (d) of Part IV of Derby Homes Governance Arrangements.

Councillor Hussain and his constituent, Mr Venables were invited to remain in the room for discussion of this item.

**09/136 Car Parking Scheme – Stockbrook Street**

The Director of Housing and Customer Service presented the report to the Local Board. In June 2007 Local Housing Board South approved the second phase of a parking permit scheme in the Gerard Street area of Stockbrook Street. Vehicle Control Services Ltd operates a number of parking schemes for Derby Homes. They issue two permits to each tenant and leaseholder. Notices are clearly displayed explaining the use of the permits and penalties imposed for illegal parking. The car parks are patrolled regularly and fixed penalty notices issued to vehicles without permits.

The proposal for the second phase of the parking scheme in the Stockbrook Street area followed complaints from tenants. The introduction of the parking scheme has resolved the issue for tenants and leaseholders. Derby Homes has received requests for permits from residents who are not tenants or leaseholders.

In particular the residents of 139, 141 and 143 Gerard Street and the landlord of 151 Harcourt Street are requesting permits. The residents are asking for access to parking spaces on Webster Street and car

parks on Gerard Street. The Webster Street car parking area has three spaces and serves four flats on Webster Street. Eight permits have been issued to these tenants. Gerard Street Phase two has 29 spaces. Over 100 permits have been issued to 54 tenants and leaseholders.

The Local Office's reason not to offer more permits was the parking scheme was introduced to address justifiable complaints from tenants and leaseholders. Second permits have been issued for family members to visit, if permits are issued to other residents then it undermines the effectiveness of the scheme, the scheme was introduced to protect parking provision for tenants and leaseholders. Spaces also need to be available for care-workers, nurses, delivery vehicles and the emergency services. There is a parking area leading from Harcourt Street where the residents can park.

Councillor Hussain presented Mr Venables' case. He thought at first Derby Homes was being reasonable with the actions taken and that the parking would be monitored but did not receive an update or statistics. There is nowhere for Mr Venables to park, he only has parking in an uncontrolled car park and sometimes has to park up to half a mile away from his house. Councillor Hussain requested a permit for Mr Venables on a six months trial basis. Mr Venables added to his case and showed the Local Housing Board photographic evidence.

Paul Bayliss asked whether the permits were chargeable. The Director of Housing and Customer Service explained that it is £2 a week.

Tabani Ndlovu asked if this request is just for the constituent concerned. Jenny Watson, Housing Officer for the area stated that other residents are interested in permits so if we give out one we may have to give to others. Tabani Ndlovu asked how many other residents can pursue the same case. The Director of Housing and Customer Service explained that there are 100 permits to 289 spaces.

The Chair asked if the Housing Officer could add anything else. The Housing Officer explained that Vehicle Control Services are looking into the control of the car park at the back of Harcourt Street.

Ian Vietch asked if the permits are used for any car park or specific car parks. The Housing Officer replied explaining that the permits are for specific car parks as it is allocated parking.

Councillor Hussain and Mr Venables were asked to leave while the Local Housing Board considered the recommendations.

The Chair asked the Local Housing Board for comments. Paul Bayliss stated that we should look at the car park at the back of Harcourt Street to see if there are any possibilities. The Director of Housing and Customer Service explained that residents in Grey Street have permits from Derby City Council but they are considerably higher costed.

The Local Housing Board took a vote on the matter. Eleven were in favour and one against the recommendation to uphold the Local Housing Offices decision.

### **Agreed**

The Local Housing Board agreed

1. to uphold the Local Housing Office's decision as detailed in paragraph 3.8 of the report
2. requested Derby Homes, Derby City Council and Vehicle Control Services review and assess the car park area at the back of Harcourt Street
3. officers write to Councillor Hussain and Mr Venables regarding the decision.

#### **09/137 Question from members of the public**

The Local Housing Board South received 15 questions asked by tenants regarding queries about the service provided by Derby Homes, All tenants will be written to with an answer, after the Local Housing Board meeting.

Tabani Ndlovu commented on question one about the improvements on storage heaters and asked if Derby Homes has secured funding. The Director of Investment and Regeneration explained that the work is commencing across the City and there are around 1,400 homes left to complete. Tabani Ndlovu also commented on question 10 which had included information relating to domestic violence and asked whether Derby Homes has checked to see if the tenant who sent in the question is ok. The Director of Housing and Customer Service said that the Maureen Davis, Operations Manager has followed this up.

#### **09/138 Any items from Part B to be discussed**

### **Agreed**

The Local Housing Board agreed to discuss items B1, B2 and B4.

#### **09/139 Any Items For Representatives from Contractor Partners**

There were no items for Representatives from Contractor Partners as

none was present. Maria Murphy offered apologies from the Environmental Services Department.

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**09/140    Housing Focus Groups and Derby Leaseholder Association Issues**

Paul Cole, Tenant Participation Manager presented the report to the Local Housing Board.

During 2008/09 a total of 74 issues have been raised at the South area Housing Focus Groups and Housing Focus Group Lites. As at 30 March 2009, 11 cases remain open. Paul Bayliss explained that South East 1 cases have been resolved.

**Agreed**

The Local Housing Board noted the report.

**09/141    Estates Pride Quick Fix Bids**

The Local Housing 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.

It was noted there was an error on appendix 1 Witney Close and the cost should be £4,000 not £10,000.

The Director of Investment and Regeneration explained that there are negotiations with Derby City Council to pay half towards the work at Witney Close because of the travellers site.

Trevor Lamb asked why Derby Homes are paying for a Derby City Council problem. The Director of Housing and Customer Service explained that Derby Homes has to think of the 26 residents that live there and to secure their back garden.

Mary Rowland asked what happens to the fencing once the travellers have gone. The Director of Investment and Regeneration stated that it will form a secure boundary.

Paul Bayliss agreed with the state of the paving at Stonesdale Court and welcomed the improvements. Alice Buckle disagreed that the state of the pavements was due to youths and anti-social behaviour.

**Agreed**

The Local Housing Board

1. approved a bid, for funding at Witney Close – supply and fix 50mm x 50mm green weldmesh fencing to the existing palisade

fence and to also recover 50% of the cost from Derby City Council

2. approved a bid, for funding at Stonesdale Court – dig out block paving and bricks and resurface with tarmac
3. noted the update on the works outlined in paragraph 3.3 and any relevant changes made.

#### **09/142 New Build Presentation**

The Local Housing Board received a presentation on New Build.

Tabani Ndlovu asked if the income from the build goes to the developer. The Director of Investment and Regeneration confirmed this.

#### **Agreed**

The Local Housing Board noted the presentation.

#### **09/143 Osmaston Master Planning**

The Local Housing Board received a report on Osmaston Master Planning recommending that the City Council consult the community with Osmaston on the full range of options identified by the master planning consultants.

Paul Bayliss stated that the Council has not engaged with customers and Derby Homes can help on this and do it well. He asked for an update at the next Local Housing Board in June.

The Director of Investment and Regeneration explained that there will be an article on Osmaston master planning in a future newsletter.

#### **Agreed**

The Local Housing Board approved the recommendation that the City Council consult the community within Osmaston on the full range of options identified by the master planning consultants and agreed to an update to the next Local Housing Board in June.

#### **09/144 Calendar of Proposed Attendance at Events 2009/10**

Paul Cole, Tenant Participation Manager presented the report recommending attendance at events, subject to confirmation from the organisers of each event.

Mary Rowland asked if there will be publicity regarding these events in

Local Housing Offices. The Director of Housing and Customer Service said she would follow this up and improve publicity.

Tabani Ndlovu asked whether an event could be organised on “Money Matters”. The Director of Housing and Customer Service explained that the Arrears team are looking into this.

### **Agreed**

The Local Housing Board approved the proposal which is subject to final confirmation from the organisers of each event.

#### **09/145 Standing Order 12**

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

#### **09/146 Context of Anti-Social Behaviour and Crime in Derby**

The Local Housing Board received a report providing information on the City wide and neighbourhood levels of crime and ASB in Derby and highlighting emerging trends and patterns Citywide and how this reflects on what is reported to Derby Homes at the neighbourhood level.

The Director of Housing and Customer Service pointed out that the context shows a similar picture of results from Derby Homes tenants and all tenure responses.

### **Agreed**

The Local Housing Board noted the report.

#### **09/147 Anti-Social Behaviour – Quarter 3**

The Local Housing Board received a report containing the outcome of performance measures for instances of and actions taken in respect of anti social behaviour in Quarter 3.

### **Agreed**

The Local Housing Board noted the report.

#### **09/148 Service Plan 2009-10**

The Local Housing Board received a report, detailing Service Improvement Targets (SIT's) for offices located and delivering services within the South of the City as contained within the Service Plan



2009/10.

**Agreed**

The Local Housing Board noted the report.

**09/149 Local Housing Board Away Day – 24 January 2009**

The Local Housing Board received a report, providing feedback from the Local Housing Board Away Day held on Saturday 24 January 2009.

The Local Housing Board were asked for any further comments or changes to appendix one of the report. No feedback or comments were provided.

Paul Bayliss requested that a meeting be arranged for the Chair, Vice Chair, Director of Housing and Customer Service and the Governance Service Manager to put a report together for a future meeting.

**Agreed**

The Local Housing Board noted the report and agreed to receive an update report at a future meeting.

**09/150 Training Programme 2009/10**

The Local Housing Board received a report on the training available to Local Housing Board Members through the Board Training Programme 2009/10.

**Agreed**

The Local Housing Board noted the report.

**09/151 Extra Capital Funding for Energy Efficient Work**

The Local Housing Board received a report, providing an update on the extra capital funding made available by the Council for work to improve energy efficiency in homes.

**Agreed**

The Local Housing Board noted the report.

**09/152 Cold Calling Protocol**

The Local Housing Board received a report, informing the Local

Housing Board of Derby Homes response to a national campaign against doorstep crime.

**Agreed**

The Local Housing Board noted the report.

**09/153 Development Update in the South Area**

The Local Housing Board received an update on the progress of a number of ongoing developments in the South area of the City. The developments included Isle of Wight blocks, Rodney House and Sancroft Court, City Training Site at Grampian Way, Sinfin, Osmaston Master Planning and Exeter House.

**Agreed**

The Local Housing Board noted the report.

**09/154 Directors' Update – April 2009**

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

**Agreed**

The Local Housing Board noted the report.

**09/155 Minutes of the Derby Homes Board Meeting held on 29 January 2009**

The Local Housing Board received a copy of the minutes of the Derby Homes Board meeting held on Thursday 29 January 2009.

**Agreed**

The Local Housing Board noted the minutes of the Derby Homes Board meeting held on Thursday 29 January 2009.

**Date of next meeting**

**The next meeting will be held on Thursday 11 June 2009 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.08 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday  
9 April 2009.

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