

DERBY HOMES LIMITED

MINUTES OF THE CITY BOARD MEETING

Held on Thursday 13 December 2012

The meeting started at 6.00 pm

City Board Members Present:

Mike Ainsley, Susan Boon, Win Buchan, Jim Elks, Tony Holme, Wendy Jessop, Harry Margett, Brian Perry, Janice Platt, Margaret Redfern, Dennis Rees (Chair), Peter Simpson Ian Veitch, Fiona Walker, Michael Waplington

Officers Present:

Shaun Bennett, Director of Investment & Regeneration
Paul Cole, Communication & Marketing Officer
Maureen Davis, Housing Operations Manager
Jackie Mitchell, Governance Services Manager
Richard Platt, Resident Involvement
Margaret Wardle, Performance Officer

Observers:

Bob MacDonald, Gill Young – Tenant Review Panel

Introductions

Introductions were made for the benefit of new City Board Members Susan Boon, Peter Simpson and Mick Waplington.

12/131 Apologies

Apologies for absence were received from John Keith, Maria Murphy, Bob Osler, Jolanta Szatkowska and Linda Winter

12/132 Election of City Board Chair and Vice Chair

Dennis Rees was re-elected Chair of the City Board for the year 2012-2013.

Margaret Redfern was re-elected Vice Chair of the City Board for the year 2012-2013.

12/133 Admission of Late Items

There were no late items.

12/134 Declarations of any other business

The Chair agreed a late item on the DACP's Helping Hand Scheme.

12/135 Declarations of Interests

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

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

12/136 Presentation – Capital Programme Update

Shaun Bennett gave a presentation to update the City Board on the Capital Programme for 2013/14.

12/137 Update on Derby Homes Review

Shaun Bennett provided a verbal update on the Council's review of Housing Management and Maintenance of Council housing in Derby.

A 2 day workshop was held as part of the Council's evaluation process and has recommended four options. The first is that Derby Homes could stay as it is, the second would give the Council the option to build new homes through Derby Homes but with an amended governance structure for the organisation. The third option would see Derby Homes going back into the Council and the fourth option would return the management of council housing to the Council but the maintenance arm retained within the ALMO.

A report will be sent to Cath Roff, Strategic Director for Adults, Health and Housing and a report is to be taken to the Council's Cabinet on 14 February.

The Chair advised he had met with Councillor Baggy Shanker the previous evening. He informed Councillor Shanker the DACP would take no action until the decision is known, but they will fight the decision if they are not happy with it. The Council will meet with the DACP when the decision has been made.

The Leader of the Council, Councillor Paul Bayliss, has already confirmed the Council will honour the ballot decision.

12/138 Minutes of Previous Meeting

The minutes of the meeting held on the 18 October were accepted as a true and accurate record.

12/139 Matters Arising

Minute 12/116 – Housing & Leaseholder Focus Group Items –

Maria Murphy has followed up the query regarding the issue of trees causing TV interference. She advised the case should not have been closed and Derby Homes is working with the contractor, Chubb, to repoint aerials towards the Sutton Coldfield transmitter.

Harry Margett reported that only one tree on the street had been cut down. Maureen Davis will arrange for staff to follow this up.

Minute 12/121 Directors' Update – energy efficiency work will be included to flats at Field Land and Knightsbridge.

Minute 12/123 – Complaints and Satisfaction Quarter 2 – the breakdown by ward of councilor and MP enquiries will be available for Quarter 3's statistics.

12/140 Questions from members of the public

There were no questions from members of the public.

12/141 Items from Part B to be discussed

Agreed

The City Board agreed to discuss Part B Items 1, 2, 3, 4, and 9.

12/142 Items for representatives from Contractor Partners

There were no representatives present.

12/143 Housing and Leaseholder Focus Groups' and Equality Groups Items and Feedback from HFG Facilitators

The City Board received a report with details of cases/issues raised at recent Housing and Leaseholder Focus Groups.

Brian Perry facilitated the recent North West HFG and reported a good turnout. The main issues discussed were regarding recycling and anti-social behavior by students living in the vicinity. Dennis Rees was unable to attend the North East HFG due to a clash with a Committee meeting. Fiona Walker attended the South West HFG as an observer and will take up her facilitating role at the next meeting.

Agreed

The City Board noted the report.

12/144 Training for City Board Members

The City Board received a report of forthcoming training sessions provided by Derby Homes.

Agreed

The City Board noted the report.

12/145 Tenant Review Panel

The City Board received a report from the Tenant Review Panel showing the findings of their review of Local Offer 11, Provide new tenants with help and support to allow them to maintain their tenancy, and Local Offer 16, provide vulnerable or elderly tenants with access to a range of services to help them live independently.

Agreed

The City Board requested Derby Homes implement those recommendations that can be achieved, subject to funding available.

12/146 Anti-Social Behaviour Policy Review

The City Board received a report of a review of the Anti-Social Behavior policy.

Tony Holme said leaseholders have a responsibility for communal areas and this should be covered in the procedure. However, Maureen Davis advised that the powers Derby Homes has to deal with leaseholders, are different.

It was pointed out that there were still references to 'hate crime' (eg page 7) which should be deleted and the word 'works' changed to 'work' on page 9 'Prevention'.

Agreed

The City Board approved the amended Anti Social Behaviour Policy, subject to the corrections mentioned above.

12/147 Directors' Update

The City Board received an update report providing a general overview and update on current issues. The update included

New Build
Asset Management/Planned Maintenance
Energy Efficiency
Repairs Team
Services funded by Supporting People
Move to the Council House.

Agreed

The City Board noted the report.

12/148 Performance Monitoring – Local Offers – Qtr 2

The City Board received details of Quarter 2 performance against the Local Officers set by Derby Homes Tenants and Leaseholders.

With regard to the offer 'We will keep you informed if you report a communal repair' Win Buchan reported that a communal repair in her block of flats was not written up on the notice board. Maureen Davis advised the repair in question was an ongoing issue but she would arrange for details to be placed on the notice board.

Agreed

The City Board noted the report.

12/149 Repairs Service Update

The City Board received an update report on progress and developments the Repairs Team are continuing to make.

The City Board was advised that the Gas IT project involved the use of hand held devices by gas engineers.

It was agreed that Job Satisfaction statistics from customers would be included in future reports.

Agreed

The City Board noted the report.

12/150 Estates Pride Quick Fix Bids

The City Board received an update on Quick Fix bids approved by Housing Focus Groups.

Agreed

The City Board noted the report.

12/151 Welfare Reform Proposals – Update

The City Board received a report on progress made to prepare for the provisions contained within the Welfare Reform Act 2012.

Agreed

The City Board noted the progress being made.

12/152 City Board Casual Vacancies

The City Board received a report advising of current vacancies on the City Board and proposals to recruit to them on a casual basis until the AGM in 2013.

Agreed

The City Board noted the report.

12/153 Development of Volunteering Schemes

The City Board received an update on volunteering schemes in operation and a strategy produced to manage and formalize volunteering within Derby Homes.

Agreed

The City Board noted the report.

12/154 Peer Review Report

The City Board received a report on the Estates Services Peer review

exercise conducted earlier this year and the outcomes.

Agreed

The City Board noted the report.

12/155 DACP Ready to Let Void Inspections

The City Board received a report on the findings of the Derby Association of Community Partners' ready to let void inspections.

Agreed

The City Board noted the report.

12/156 DACP Helping Hands Scheme

The Chair informed the City Board of the DACP's Helping Hands Scheme which provides financial assistance or bursaries for young people from our estates who may need some help with some form of recreational activity. The Chair asked City Board Members to refer any young people who may be interested to the DACP.

Date of next meeting

The next meeting will be held on Thursday 28 February 2013 at 6.00 pm at London Road.

The meeting ended at 19.40 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 13 December 2012.

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES, REMUNERATION & REGENERATION COMMITTEE MEETING

Held on Thursday 3 January 2013

The meeting started at 6.00 pm

Board Members Present:

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

Officers Present:

Shaun Bennett, Director of Investment and Regeneration
Murray Chapman, Customer Service Manager
David Enticott, Director and Company Secretary
Michael Kirk, Head of Finance
Jackie Mitchell, Governance Services Manager

13/1 Election of Chair

Iain MacDonald was re-elected Chair of Resources, Remuneration &
Regeneration Committee for 2013.

13/2 Apologies

Apologies for absence were received from Bob Osler.

13/3 Admission of Late Items

There were no late items.

13/4 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.

13/5 Minutes of Previous Meeting

The minutes of the meeting held on the 15 November 2012 were accepted as a true and accurate record with the exception of the following corrections

Minute 12/79 Personnel Quarterly Update

Second paragraph should read "The Committee agreed that abbreviations should not be used in future reports".

Minute 12/83 New Business, Development & Regeneration Update

Master Planning in Osmaston – insert a hyphen in 'Rolls Royce'.

Minute 12/87 Bright Ideas Update

First sentence 'proving' should read 'providing'.

Third paragraph should read '.....applicant could be asked if they have put forward any ideas'.

13/6 Matters/Actions Arising

The Committee received an update the following items.

Minute 12/34 Possible Purchase of Poets Corner

**Minute 12/83 New Business, Development & Regeneration Update
Bungalow Scheme**

Minute 12/86 Derby Homes Management Accounts Period 6

13/7 Training for Committee Members

The Committee received a report of training available for all Board Members until 31 March 2013.

Agreed

The Committee noted the training update.

13/8 Confidential Business

Agreed

The Committee agreed that under Part IV of the Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (b & h).

13/9 Personnel Report – Quarterly Update October – December 2012

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

Agreed

The Committee noted the contents of the report.

13/10 External Management

The Committee received a report detailing performance against Management Agreements and Service Level Agreements of Derby Homes' management of external properties as at 30 November 2012.

Agreed

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

13/11 New Business, Development and Regeneration Update

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

Agreed

The Committee noted the progress on New Business, Development and Regeneration.

End of Confidential Business

13/12 Items from Part C to be discussed

Agreed

The Committee agreed to discuss Items C1 and C2.

13/13 Derby Homes Management Accounts 2012/13 – Period 8

The Committee considered a report tabling the 2012/13 management accounts for Derby Homes as at November 2012. The report concentrated on key movements from the Period 6 reported position. The year-end forecast is for an operating surplus of £332,000, split across Management fee £586,000 and Maintenance £(254,000), approximately 1% of turnover.

Tony Holme asked if financial penalties would be incurred by the supplier of Oracle because of the problems experienced with the recent upgrade. He was advised that Derby Homes is 'bolted on' to the Council's system and the problems have not incurred costs to Derby Homes, apart from inconvenience to staff. Michael Kirk undertook to enquire if there are any clawback penalties built into the Council's contract with the supplier.

Dennis Rees advised he would be asking for an item on IT to be placed on the on VFM meeting agenda.

Roy Webb asked if the surpluses are a one off or recurring and would they make any contribution to savings the Council is looking to make.

David Enticott said this was covered in more detail in the next report on the agenda, some of the surpluses are being used to fund the work at London Road, for example. Any surpluses at end of year will be added to Derby Homes' reserves.

Agreed

The Committee noted:

1. the current estimated forecast for 2012/13.
2. the plans for Period 9 reporting as per paragraph 3.7 in the report.

13/14 Derby Homes Draft Operating Budget 2013/14

The Committee considered a report presenting the draft operating budget for Derby Homes in 2013/14 and forecasts for 2014/15 and 2015/16.

There will be a £0.5m pressure due to the loss of Supporting People funding if the Council does not agree the service can be treated as a rent add-on and a commensurate increase to the management fee.

Enthusiasm is being funded through the Youth Intervention Programme (YIP) and the 3 year contract was awarded around 18 months ago.

Mark Menzies asked if there were any examples of where Derby Homes can assist with the Council savings. David Enticott gave examples of funding a couple of social worker posts to work on our estates, and the Community Watch Patrol service.

Roy Webb asked if Derby Homes could provide funding to the YMCA through the YIP. David Enticott said this could be possible as the Memorandum & Articles allow Derby Homes to fund housing related services. However, funding would depend on the business case. Mark Menzies recommended working through the Council if Derby Homes is considering funding this type of activity as there are other groups also affected by the spending cuts.

It was noted Tenants Gardening scheme has been allocated the same amount of funding for 2 years. This was because the Grounds Maintenance contract was only let this financial year. Talks will be held with Sodexo to establish the underlying costs and the budget will be finalised when these are known. The reason for the reduction in funding for Playground Inspection, is because Derby Home currently carries out inspections more regularly than the statutory requirement undertaken by the Council, and will reduce the number of inspections to match that level.

Margaret Redfern referred to Appendix 4 and queried the variation in costs between Housing Area Offices, ie Stockbrook Street cost is higher than other offices. Michael Kirk will look further into this.

Agreed

The Committee noted the contents of the report and recommended approval of the Operating Budget 2013/14 by the Board at the meeting on 17 January 2013.

13/15 Council's HRA Business Plan

The Committee considered a report setting out the Council's updated HRA Business Plan for 2013/14. The Council's consultation document was attached at Appendix 1.

The Committee was advised the HRA remains in good financial health as a result of HRA reform and allowing the ability to plan for the long term. In the short term there is considerable ability for the HRA to

invest to replace homes lost through the Right to Buy. Using Derby Homes' status the Council would be able to modestly expand the number of Council owned homes it could provide at affordable rents and it was suggested this response is made to the Council in addition to general support for the core proposals in the plan.

Agreed

The Committee recommended to the Board that it supports the Council's proposals for the HRA, and suggests that using Derby Homes' company status would allow the Council to build up to 400 more Council owned (through ownership of Derby Homes) homes than would otherwise be possible through the HRA alone.

13/16 Council's Rents and Service Charges

The Committee received a report setting out the Council's proposals on Rents and Service Charges.

Each year, the Council needs to set Rents and Service Charges for the following year. The Council consults tenants, Derby Homes and Scrutiny as part of that rent setting process. The average rent increase is proposed to continue the policy of previous years – setting a maximum increase of RPI + 0.5% + £2 a week for individual tenants, and generating an average rent increase of 5.2% or £3.56 a week, bringing the average rent to £72.05 a week.

Dennis Rees stated that a number of tenants using a communal TV aerial were experiencing poor reception problems. Shaun Bennett asked him to keep Derby Homes informed of where the problems are and they will be looked at.

It was noted that Estate Charges will include charges for ground maintenance, and communal cleaning. Dennis Rees said he hoped tenants would be consulted on what will be planted and the charge for the service. Shaun Bennett advised Derby Homes teams will engage with the DACP over this.

Agreed

The Committee recommended to the Board that it supports the Council's proposals on Rents and Service Charges.

13/17 Social Enterprise

The Committee considered a report providing an update on the Social Enterprise since the Board report presented on 26 April 2012, and seeking authority to change the proposed format, as outlined in the report, to an internal delivery model.

Agreed

The Committee approved the proposed changes to the Social Enterprise as outlined in the report and noted that future updates will be delivered through existing reports from the Director of Investment and Regeneration and Personnel Manager.

It was also noted that the scheme was no longer a Social Enterprise and should be called an apprenticeship scheme.

13/18 Evaluation of the in-house Mediation Service

The Committee considered a report providing an evaluation of the in-house mediation service which was introduced in August 2011.

The Committee was assured that although the current postholder had left, recruitment was in progress for a replacement and in the meantime the service was continuing using the existing volunteers.

Margaret Redfern said she would like to see examples of some of issues causing the disputes and also an indication of waiting time for mediation.

A further evaluation will be carried out in 2013/14 and a report brought to a future meeting of the City Board. The report will include the information requested by Margaret Redfern.

Agreed

The Committee noted the report and that a further evaluation will be carried out in 2013/2014 and brought to the City Board.

13/19 Arrears Performance Benchmarking

The Committee received a report detailing comparative rent arrears performance against other members of the Housemark ALMO Benchmarking Club.

The Committee was advised that at week 39 arrears were under £1.1m a great improvement on last year's figure of over £1.3m. If performance is maintained, arrears are estimated to be £850-900K at end of year.

The Committee agreed that future discussion on our approach to dealing with rent arrears was needed, particularly in view of the approaching Universal Credit and requested a report back to a future meeting.

Agreed

The Committee

1. noted the report
2. agreed to receive a further report when year-end performance information is available and annually thereafter
3. a report to a future meeting on Derby Homes rent arrears policy.

Date of next meeting

The next meeting will be held on Thursday 25 April 2012 at 6.00 pm (venue to be confirmed).

The meeting ended at 8.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 3 January 2013.