

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE

Held on Thursday 20 November 2008

The meeting started at 6.00 pm

Board Members Present:

Iain MacDonald (Chair), Bob Osler, Dennis Rees, Mary Rowland

Officers Present:

Phil Davies, Lorraine Watson, Susan Hill

08/47 Apologies

Apologies were received from Paul Bayliss.

08/48 Admission of Late Items

There were no late items.

08/49 Declarations of Interests

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

08/50 Minutes of the Previous Meeting Held On Thursday 10 July 2008

The minutes of the meeting held on 10 July 2008 were accepted as a true and accurate record.

08/51 Actions and Matters Arising

Minute No 08/44 Employees' Award

The Chief Executive confirmed he had informed staff that the recommendation, approved by the Committee, to award staff had been made by the senior management team.

08/52 Derby Homes Management Accounts – Period 7

The Committee received the management accounts for Derby Homes for the seven months to October 2008.

The Committee was advised that the Operating Statement, contained in Appendix 1, showed a cumulative operating surplus of £442,000 and an explanation given of the income and expenditure variances shown in Appendix 2.

Agreed

The Committee noted the report and appendices.

08/53 Employee Survey Action Plan Feedback

The Committee received an updated report which detailed the latest actions to address issues flagged up in recent employee surveys.

The Chief Executive informed Committee that Derby Homes will be entering the Sunday Times Best 100 Companies at the end of 2010.

Agreed

The Committee noted the report.

08/54 Proposals For Spend of Funds Delegated to Chief Executive

The Committee received a report which tabled the proposals for spend of funds for each project. The funds are from the Budget Development for 2009/10 and the utilisation of 2007/08 reserves. The total funding available was £50,000 and the balance remaining to be allocated to further initiatives is £7,970.

Agreed

The Committee noted the report.

08/55 Proposals for Contingencies Spend

The Committee received a report on the proposed expenditure of development funding from reserves and proposed expenditure from surplus arising, which is £240,000, during 2008-09.

The Chief Executive provided brief details of each development funding and surplus arising during 2008-09. The Committee discussed using some of the contingency figure held in reserves to ask Local Housing Officers to help older tenants to fill in Winter Fuel Payments form. This will help older tenants facing hardship with fuel bills.

Agreed

The Committee agreed that Derby Homes should ensure the fullest take up of Winter Fuel Payments by elderly tenants.

08/56 Performance Monitoring

The Committee received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of quarter 2, 2008/09 performance.

Agreed

The Committee noted the report.

08/57 Legal & Professional Fees 2007/08 – Use of Waivers

The Committee received a report on information relating to the appointment of consultants for legal and professional services during the financial year ending 31 March 2008. The report also showed instances where waivers had been completed for these services.

Agreed

The Committee noted the report.

08/58 Confidential Business

Agreed

Under Part IV 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 (b and h).

08/59 Voluntary Early Retirement and Voluntary Redundancy – Approval Process

The Committee received a report on the arrangement in place to approve applications for Voluntary Early Retirement and Voluntary Redundancy. The report suggested that approval for applications, from employees at third tier or below, could be delegated to the Chief Executive.

The Committee only meets four times a year and approvals are required quickly, and therefore, many have been done through the Urgent Decision process. In one case, there was an error where this did not happen.

Agreed

The Committee

1. approved the decision in Appendix 1
2. did not agree with the recommendation that the Chief Executive be given delegated authority to approve future applications from employees at third tier or below, where the costs are less than £10,000, and the Committee should continue to make these decisions.

08/60 Mobile Telecommunications Strategy

The Committee received a report setting out the current strategy for procurement and distribution of mobile phones within Derby Homes. The report proposed the development of an updated strategy taking account of modern technology with increased functionality and the use of and criteria for issuing handsets with enhanced services enabled and also proposed a strategy for re-procuring the service.

The Committee discussed the option of having mobile phones that could also take photographs, as this would be useful for staff on site visits and, where appropriate, present photographic evidence for the Police. The Chief Executive also emphasised that mobile phones are of great benefit for the safety and security of staff.

Agreed

The Committee approved the proposals set out in paragraph 3.2 and 3.6 in the report and to look at the option of ordering mobile phones that take photographs.

08/61 Urgent Approval – Board Report ICT Facilities Management (FM) Contract

The Committee received a report, to be presented at the Board meeting on 27 November, setting out the results of the procurement exercise for ICT FM services. An extensive joint procurement exercise was completed and a preferred supplier was announced on 17 November 2008. This meant an Urgent Decision was required

authorising appointment of the preferred supplier in advance of the Board meeting on 27 November 2008.

Agreed

The Committee noted the report.

Date of next meeting

The next meeting will be held on Thursday 8 January 2009 at 6.00 pm at Cardinal Square.

The meeting ended at 7.20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 20 November 2008.

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE

Held on Thursday 8 January 2009

The meeting started at 6.00 pm

Board Members Present:

Paul Bayliss (Chair), Bob Osler, Mary Rowland (from 6.15 pm onwards).

Officers Present:

Phil Davies, Lorraine Watson, Christine Hill, Jackie Mitchell, MarieThomas

09/01 Apologies

Apologies for absence were received from Iain MacDonald and Dennis Rees

09/02 Admission of Late Items

Paul Bayliss agreed to chair the meeting.

09/03 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.

Phil Davies declared his interest in Item C2, Lease Car Arrangement.

09/04 Minutes of the Previous Meeting

The minutes of the meeting held on the 20 November 2008 were accepted as a true and accurate record.

09/05 Actions and Matters Arising

Minute 08/55 - Proposals for Contingencies Spend – Winter Fuel Payments

Letters have been sent to elderly tenants to remind them of their entitlement to Winter Fuel Payments and staff have been reminded of this as well. However, people who are entitled to these payments are contacted automatically by the Benefits Agency.

09/06 Housemark Benchmarking

Marie Thomas, Senior Accountancy Assistant, gave a presentation on the results of the 2007/08 Housemark Benchmarking exercise.

Agreed

The Committee noted and thanked Marie for the presentation.

09/07 Derby Homes Management Accounts 2008/09 – Period 8

The Committee considered the Management Accounts for the eight months to November 2008.

The operating statement showed a cumulative operating surplus of £449,000. The Director & Company Secretary anticipated a surplus of £125,000 at 31 March. She informed the Committee the operating statement included a column showing areas of spend required to achieve the £125K surplus. The Director & Company Secretary added that staff will be trying to spend the management fee in the year, rather than carrying forward.

Agreed

The Committee noted the report and appendices.

09/08 Derby Homes Draft Operating Budget 2009/10

The Committee considered the draft Operating Budget for 2009/10.

Agreed

The Committee

1. recommended the draft Operating Budget 2009/10 to the Board for approval at the meeting on 29 January 2009
2. requested the Director & Company Secretary to update the longer term financial plan for Derby Homes and present it at a future Board meeting.

09/09 Safecall – Review of Service

The Committee received a progress report on the use of Safecall, a confidential 24/7 telephone service for employees who wish to 'blow the whistle'. Use of the service was approved by Committee in March 2008. Since then two reports had been made to Safecall; both were investigated fully and appropriate action taken.

Agreed

The Committee agreed to continue the service for a further 12 months.

09/10 Relaunch of the Staff Ideas Scheme

The Committee received a report on proposals to relaunch the Bright Ideas Scheme.

The scheme will be accessible to all staff below Senior Management Team level, customers and contractors of Derby Homes, through application forms, intranet and the website.

Paul Bayliss suggested looking at whether Derby Homes' staff can be nominated for the Council's scheme where members of the public can nominate Council employees for providing an exceptional service.

Agreed

The Committee noted the proposals contained in the report.

09/11 Confidential Business

Agreed

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

09/12 New Policy – Attendance Management

The Committee considered a report containing proposed new policy for the management of employee attendance.

Agreed

The Committee approved the policy for the purposes of staff and trade union consultation, with an amendment to replace the words 'Managers' obligation' with 'Managers' responsibility' and that the policy be referred back to Committee for final approval.

09/13 Lease Car Arrangement

The Committee received a report containing a proposal to introduce a car allowance payment to replace a car leasing scheme.

The matter had been approved by the Chair of the Committee and a Vice Chair of the Board on the grounds of urgency.

Agreed

The Committee noted the report.

The next meeting will be held on Thursday 30 April 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 8 January 2009.

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Tuesday 4 November 2008

The meeting started at 5.50 pm

Board Members Present:

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

Officers Present:

Paula Barsby, Steve Bayliss, Julie Eyre, Susan Hill, Maria Murphy,
Margaret Wardle, Val Watson

Others Present:

Sharon Hancock, Housing Performance Manager, Derby City Council

08/66 Appointment of Chair

The Director of Housing and Customer Service welcomed everyone to the meeting and each of the members introduced themselves.

The Director of Housing and Customer Service explained to Committee that as Tabani was elected Chair at the last meeting, he is unable to continue as a member of Audit Committee because the terms of reference for Audit Committee state that members cannot be Chair or Vice Chair of the Board or Committee Chairs. Tabani was happy to stand down from Audit Committee so that he could chair Performance Management Committee. Dennis Rees nominated Tabani and David Batey seconded it.

Agreed

The Committee agreed that Tabani Ndlovu is appointed Chair of the Performance Management Committee for 2008/9.

08/67 Apologies

Apologies for absence were received from Alison Brown and Jaz Sanghera.

08/68 Admission of Late Items

There were no late items.

08/69 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 interest as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/70 Minutes of Previous Meeting Held on 5 August 2008

The minutes of the meeting held on the 5 August 2008 were accepted as a true and accurate record.

08/71 Matters Arising

Minute 08/36 Performance Monitoring Information – Year End 2007/08

Customer Service Standards – Tenants Top Ten Targets

The Director of Housing and Customer Service advised Committee that acknowledgement of letters, a Top Ten Standard, was not being measured due to the issues with Customer Service Module (CSM) on Academy. Once the new version of Academy is launched we should be able to report on the Top Ten Standard.

Minute 08/37 Communications & Marketing Strategy

Dennis Rees asked for an update on Derby Homes' website. The Director of Housing and Customer Service replied that there had not been much progress since the last meeting. She explained that the website company had gone into liquidation. The IT Manager and Customer Service Manager have been tasked to put together a tender. Legal advice and ownership of the website is required on putting together a tender to procure a website. The Director of Housing and Customer Service remains positive this will move forward next year.

The Chair requested an update on the development of the website be brought to the next meeting. The Director of Housing and Customer Service replied that she will also update the Local Housing Boards and that an update report would be brought to the next committee meeting.

Minute 08/54 Performance Monitoring Information Quarter One 2008/09 – Service & Process Perspective, Day to Day Repairs

The Director of Housing and Customer Service reminded Committee that Paul Robinson, Director of Environmental Services (ESD), had attended the Board meeting in September. Improvements to the day to day repairs service are expected and a report presented at the next Local Housing Boards in December. The Director of Housing and Customer Service informed Committee that there had been two joint away working days where Derby Homes' and ESD's officers have met and there has been discussion on ESD serious staff issues which need to be addressed. More detail was provided in the Performance Monitoring report.

Minute 08/58 Derby Homes Risk Register

The Chair suggested Strategic Risk Register 8 - Failure to redress external issues affecting key performance areas including the issues around management of the ESD - should be increased in view of the ESD issues. The Director of Housing and Customer Service replied that senior management is discussing the problems, actions are in place but the risk could be considered when the Risk Register report is discussed.

08/72 Items from Part B to be discussed

The Committee agreed to discuss item B2.

08/73 Performance Monitoring Information Quarter 2 2008/09

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 2, 2008/09.

The Committee agreed to discuss red and amber traffic lights.

Service & Process Perspective

Day to Day Repairs

The Director of Housing and Customer Service showed concerns on urgent repairs within one and six weeks time limits. Progress is being made between Derby Homes and ESD, and there will be a comprehensive report detailing proposals for moving forward presented at the Local Housing Boards in December.

Appointments

Performance on appointments has improved during quarter 2. This was a positive outcome from the two joint operative away days with ESD and Derby Homes' staff and key issues have been shared with Derby Homes. Dennis Rees asked what was the reason for the improvement. The Director of Housing and Customer Service replied that it was a combination of ESD working with us, training of staff, and feeding back the outcome of problems.

The Chair requested clarification on the appointments not been kept in each of the priorities in Table 1, page 4. The Performance Manager will get the information from ESD and give an update at the next meeting .

Gas Servicing

Dennis Rees queried what had happened to the five cases outstanding. The Performance Officer replied that two have been resolved, two are pending and one is currently going to court.

Voids and Lettings

Relets

The Chair enquired about the top quartile figure, in the table on page 7, as it seemed to be quite high. The Director of Housing and Customer Service replied that even though the relet time had increased, we are still in top quartile performance. The average time taken to relet properties during this period increased slightly from 26.93 days in quarter 1 to 27.94 days in quarter 2. Derby Homes is experiencing delays due to an increase in the number of properties being refused at offer stage. Dennis Rees asked that we do more analysis of refusal reasons to try and identify specific problems and trends. Data on refusal reasons will be included in future reports to Committee.

Financial Perspective

Rent Arrears

The Director of Housing and Customer Service reassured Committee that evictions are not being used to reduce arrears and are always a last resort. She went through Appendix 4, which contained a detailed analysis of the current arrears and information on actions being taken to address the increase. Derby Homes follows its established

procedure and gives advice and assistance. Derby Homes is working closely with Derby Benefits to reduce levels of outstanding housing benefit, Money Advice, Derby Loans, Derby Credit Union and other agencies to maximize income for tenants and advice on debt repayments.

The rent arrears balance is influenced by the rent free weeks and will reduce when there has been a rent free week within the quarter, because any payments made during the week come straight off the arrears balance. The first rent free weeks during 2008/09 are due at Christmas and New Year and the impact for the first time should be seen at the end of quarter 3.

Early intervention is through an automated process and initial action has been brought forward by a week so that all tenants are notified as soon as they fall one week behind with their payments. Follow-up telephone contact with all tenants who fail to respond to automated letters has also been introduced.

Payment of Invoices

The Chair raised an issue that invoices due to be paid to small and medium companies should be paid as soon as possible in view of the credit crunch. The Director of Housing and Customer Service replied that the Council had requested Derby Homes to pay invoices as soon as possible which we are endeavoring to do.

Clear Gardens

Dennis Rees expressed concern that only 33% of empty properties were cleared within 5 working days of placing orders. Discussions were taking place with ESD to address the issue and they felt that the work was being completed on time, but contractors were not completing the documentation correctly. The Chair commented that if invoices were not completed correctly then there is no evidence to show the work has been completed.

Customer Perspective

Estates Management

Dennis Rees commented on the redesigning of the inspection form. The Director of Housing and Customer Service replied that there are no more proposals to change the form and we will be concentrating on the process itself.

Staffing Perspective

Sickness

The Committee was pleased with the excellent performance for attendance. Derby Homes is well below the target this quarter with the average working days lost being 1.26, a reduction from last quarter.

Walbrook Performance Report

The Chair expressed concern that there were a number of targets not set by Walbrook in their report. It was recommended that we meet with Walbrook to set the targets as soon as possible.

Agreed

The Committee

1. approved actions to improve specific areas of performance, as proposed and outlined in Appendix 1, including the following:
 - a. a comprehensive report detailing proposals for moving forward on urgent repairs, to the next Local Housing Boards in December.
 - b. do more analysis of properties being refused at offer stage to try and identify specific problems and trends. Data on refusal reasons will be included in future reports to Committee.
 - c. meet with Walbrook to set their targets.
2. noted all performance information, as contained in the report and appendices.

08/74 Equalities Performance Monitoring Information

The Committee received a report providing details of equalities monitoring during quarter 2, 2008/09, against a range of key services to ensure that services are delivered consistently and fairly. The data on allocations and complaints has been expanded to cover disability and gender. This will continue to expand the data reported as this area of performance management develops.

Derby Homes – BME Bids and Lettings

The Director of Housing and Customer Service informed Committee that during quarter 2, 29% of all properties available for letting were allocated to BME applicants. This was slightly higher than quarter 1

when the figure was 25%. There was also a higher number of properties available during quarter 2, 211 opposed to 186 in quarter 1. It was impossible to draw conclusions from this. However, we could do a sample monitoring of what happens when BME applicants make a bid, for example, BME applicants are drawn to certain areas of the City, ie Peartree. For the next meeting in February, areas will be looked at with regard to ratio of refusals and areas of bids being made.

Lettings To Disabled People

Table 2.4 shows that 3% of the total number of applicants registered on Derby Homefinder have expressed a need for properties that have adaptations and/or mobility requirements. This number does not reflect the total number of applicants who consider themselves disabled. Therefore, no conclusions can be drawn from this figure. However, we will continue to monitor this area.

Bids and Lettings By Age

The Director of Housing and Customer Service informed Committee that whilst a lower proportion of bids are made by older applicants they result in a higher number of lettings. This will be due to the high levels of accommodation that becomes available for this group and ties in with the need to review our designation policy and ensure younger applicants are not disadvantaged. This will make more properties available to younger people and be fairer to all age groups.

Customer Satisfaction

Tables show two variances between non BME and BME tenants in terms of overall satisfaction and satisfaction with fairness on repairs and satisfaction with fairness on heating. Over the next few months we will be learning from complaints through the Lessons Learnt Group and feedback will be incorporated in quarter 3 report. We will have to try and communicate better to BME tenants. The Chair replied that BME tenants may not have the confidence to speak out. The Director of Housing and Customer Service replied that she will speak to the Business & Operations Manager at the DACP office to assist with further feedback from BME tenants.

The Chair requested figures on arrears action with regard to gender and age as well as ethnicity. The Director of Housing and Customer Service replied that she will take this request to Equalities Champions to break down the information to include these other groups.

Agreed

The Committee

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

08/75 Anti-Social Behaviour Statistics

The Committee received a report on quarterly results for the Respect Performance Toolkit with commentary on results for the second 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 Director of Housing and Customer Service informed Committee of the quarterly results for the first and second quarters of 2008/09 which were provided in the report. She is also waiting for the year end figures from Housemark and when these are available comparisons with other ALMOs can be made.

The Chair requested more improvements on RPT 20 Tenants Top 10 Target - providing monthly feedback to every ASB complainant. The Performance Officer replied that complainants are being contacted but a number of the contacts are not being recorded. The Performance Team is working with Local Housing Managers to improve on this.

Agreed

The Committee noted the report.

08/76 Derby Homes Risk Register

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

Details of the strategic risk register and risk scores are contained in the report.

Strategic Risk Management

Strategic 8 – Failure to address external issues affecting key performance areas including the issues around management of the ESD

The Committee discussed the issues whether the risk should be raised due to the problems with repairs appointments. However, it was decided that this decision will be made in the following quarter whilst we await the outcome of the actions currently taking place.

Strategic 10 Failure to retain levels of existing customer satisfaction with services

The Director of Housing and Customer Service informed Committee that the customer satisfaction levels on the new status survey has reduced from 82% to 73%. The Committee decided not to change the strategic risk level until the survey has been further investigated. A comprehensive report on the status survey will be presented to the Board in January.

Operational Risk Management

The Committee suggested that Strategic Risk 8 - Failure to address external issues affecting key performance areas including the issues around management of the ESD - should be linked with Operational Risk 4 - Failure to successfully manage the open book accounting system on the responsive maintenance contract to achieve value for money and improved service outcomes - due to both covering similar areas.

Agreed

The Committee

1. approved the strategic risk register update for Quarter 2, 2008/09
2. noted the operational risk register update for Quarter 2, 2008/09,
3. agreed to link Strategic Risk 8 with Operational Risk 4 due to both covering similar areas.

08/77 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 2 2008/09. The report provided information on the performance of both teams for the period from 7 July to 5 October 2008 in line with Supporting People monitoring periods.

Agreed

The Committee noted the report.

08/78 Customer Feedback Report – Quarter 2 2008/09

The Committee received a report providing detailed analysis of complaints received in Quarter 2 and detailed other activity to monitor and improve customer service during the period.

Dennis Rees asked if information gathered from the mystery customers could be reported back to the DACP and the mystery customers themselves. The Committee agreed to the suggestion. The Director of Housing and Customer Service replied that the Customer Feedback report will be presented to the Local Housing Boards from December.

Agreed

The Committee

1. noted the information relating to the complaints process and monitoring arrangements
2. noted the information relating to the Mystery Customer Audit and agreed information gathered from the Mystery Customers should be reported back to the DACP and the Mystery Customers
3. agreed the Customer Feedback report will be presented to the Local Housing Boards from December
4. noted the information collated from customer satisfaction surveys from Quarter 2
5. noted the information relating to the 'Customer Journey'.

08/79 Standing Order 12

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

08/80 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).

08/81 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 meeting dated 30 September 2008, the Working Group meeting dated 20 August 2008 and 14 October 2008.

08/82 Date and time of next meeting

The date and time of the next meeting is Tuesday 3 February 2009.

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 4 November 2008.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 4 December 2008

The meeting started at 6.00 pm

Board Members Present:

Michael Brailsford, Alison Brown, Bet Cooney, Jim Elks, Pat Evans, Gary Featherstone, Lyn Gadsby, Bob Osler (Chair), Brian Perry, Phil Raffle, Margaret Redfern, Dennis Rees, Pamela Toone, Roy Webb, Brenda Wilkinson

Officers Present:

Steve Bayliss, Shaun Bennett, Murray Chapman, Paul Cole, Maureen Davis, Jackie Mitchell, Helen Samuel, Graeme Walton, Carl Willis, Terry Rogerson

Partner Organisations Present:

Errol Harriott, Environmental Services Department, Derby City Council

08/137 Apologies

Apologies for absence were received from Peter Matthews

08/138 Admission of Late Items

The Chair agreed to admit a late item on the Appointment of Tenant Board Member North West. It was also agreed to bring forward Item B4 to A14 on the agenda.

Following the recent death of the Vice Chair, Gwen Stubleby, the Local Board sent their condolences to her family.

The Chair announced that it would be necessary to appoint a new Vice Chair. Members were reminded that only main Board Members are eligible for the position. The Local Board will be asked to elect a Vice Chair at the next meeting.

The Chair welcomed new main Board Member, Alison Brown to the Local Board.

08/139 Declarations of any other business

There were no declarations of any other business.

08/140 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.

08/141 Minutes of the Previous Meeting

The minutes of the meeting held on the 2 October 2008 were accepted as a true and accurate record.

08/142 Matters Arising

Minute 08/96 Estates Pride Quick Fix Bids

Mercaston Road: it was confirmed the gates are to be moved forward.

Minute 08/100 Proposals for Additional Investment

Solar Panels: further options to be explored and a report will be brought to a future meeting.

Minute 08/123 Good Neighbour Agreement

The South Board agreed the Agreement should be extended to tenants living in houses as well as flats. All tenants will be consulted when the document is ready and then approval sought from the City Council.

08/143 Questions from members of the public

There were no questions from members of the public.

08/144 Any items from Part B to be discussed

Agreed

The Local Board agreed to discuss items B1 and B2.

08/145 Items from representatives of contractor partners

There were no items from representatives of contractor partners. However, Errol Harriott was asked to explain his role in the Environmental Services Department. Errol explained that he was responsible for day to day maintenance, voids, adaptations and the home decoration scheme.

Dennis Rees asked if the home decoration scheme was working any better. Errol replied that he believed the scheme was better but he was planning to review it and hoped it will continue to improve. He was unaware of whether the department had hit any of the 85% targets within the top ten targets but they were in the high 80s. He will report back to Shaun Bennett on this. This information is usually taken to the Performance Management Committee.

08/146 Housing Focus Group Issues and Local Housing Board Away Day Update

The Local Board received a report providing examples of information for discussion at future meetings and an update on arrangements for the Local Housing Board Away Day.

Agreed

The Local Board

1. agreed issues that are not satisfactorily resolved at Housing Focus Groups should be escalated to the Local Board for consideration.
2. agreed the details of any good, positive initiatives should be included in the report
3. noted the arrangements for the Away Day that will take place on a Saturday morning in January but did not have a preference for the dates provided.

08/147 2009/10 Budget Update – Presentation

The Local Board received an update on the outcome of the consultation on the Derby Homes budget for 2009/10.

Agreed

The Local Board noted the presentation on the outcome of the consultation on the Derby Homes budget for 2009/10.

08/148 Contract Cleaning – Presentation

The Local Board received a presentation on progress made on the new cleaning contract.

The Local Board was advised that the contract had gone out to tender in line with the European procurement process. Tenders had been received and will be assessed by a panel that included tenants and leaseholders.

Changes to the contract were explained. In future routine caretaking work, such as tidying bin stores, removal of minor graffiti, will be carried out by cleaning operatives, allowing caretakers to deal with more serious problems on estates.

The extra cleaning work to communal areas would be focussed on those blocks that require more extensive attention. Notices will be placed in the communal areas advising residents of what work will be done and when. Matt Hands, Maintenance Manager, will be happy to hear from anyone who wants to be involved in checking and feeding back on the work done. Staff will also be involved in checking.

Tenants in blocks of flats will be contacted to see if they want the service. The work will be rostered and additional resources brought in for problem areas.

Agreed

The Local Board noted the progress made on the cleaning contract.

08/149 Transport for the Community Project

The Local Board received an interim update on the Transport for the Community project and the progress made to date.

The project received funding for one year only from the Estates Pride Quick Fix fund. Derby Homes will not be funding the project next year and work will commence in January to identify alternative funding for future years.

Agreed

The Local Board noted the content of the report and that a further report will be brought to the February meeting when the project has been running for six months.

08/150 Leaseholder Update

The Local Board received a report providing feedback in response to various issues raised at the Leaseholder Open Meeting held on 8 October 2008.

Agreed

The Local Board noted the content of the report.

08/151 Estates Pride Quick Fix Bids

The Local Board considered a report containing a request for funding for two dawn to dusk lights at Meath Avenue and an update on the progress of works already approved.

Agreed

The Local Housing Board

1. agreed the bid for funding to supply and fix 2 dawn to dusk lights at Meath Avenue
2. noted the update on the works outlined in paragraph 3.2 of the report and any relevant changes made.

08/152 Vehicle Control Services

The Local Board received a report explaining the outcome of a review of the charges for residents' car parking permit scheme.

The review had been requested by the Local Board in June 2008 and a report presented to the meeting in October. A further report was requested by the Local Board with a recommendation that the charge be increased.

Agreed

The Local Board agreed to increase the charge to £2.00 a week at all sites and to increase the charge annually in line with inflation.

08/153 Customer Feedback – Customer Journey

The Local Board received a report containing details of the process and outcomes of mystery shopping exercises across a range of services carried out over the past twelve months.

The mystery shopping exercises are carried by tenants as a method of checking the standard of service delivery. The mystery shoppers have visited local offices, empty properties and blocks of flats. They also make

telephone calls to the Enquiry Centre to quality monitor the standard of service and information given.

The report proposed extending the process and introducing incentives to encourage more tenants and leaseholders to volunteer their time. It was proposed to offer £25 gift vouchers as an incentive.

Agreed

The Local Board

1. noted the contents of the report
2. approved extending the mystery shopping scheme and the introduction of incentives to encourage more tenants and leaseholders to volunteer their time.

08/154 Appointment of North West Tenant Board Member

The Local Board received a report outlining the process for the recruitment of a Tenant Board Member North West following the recent death of Gwen Stubley. The Derby Homes Board agreed to fill the vacancy on a casual basis until October 2009. A full election process for the position will be initiated in 2009.

Agreed

The Local Housing Board noted the process outlined in paragraph 3 of the report for the recruitment of Tenant Board Member North West.

08/155 Local Performance Management Targets and Monitoring

The Local received a report submitted by the Performance Management Committee, to highlight key performance issues arising from discussion of quarter 2 2008/09.

The Local Board was advised there was a slow and steady reduction in the current arrears which had decreased from 23.5% to 12.37% above target at week 34. The Local Board was informed of the action taken by Derby Homes to help reduce arrears.

Agreed

The Local Board noted the report.

08/156 Anti Social Behaviour – Quarter 2

The Local Board received performance information on Anti Social Behaviour for the second quarter of 2008-09.

Agreed

The Local Board noted report.

08/157 Directors' Update

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

Agreed

The Local Board noted report.

08/158 Minutes of the Derby Homes Board meetings held on 25 September 2008 and 30 October 2008

The Local Board received the minutes of the Derby Homes Board meetings held on 25 September 2008 and 30 October 2008.

Agreed

The Local Board noted the minutes of the Derby Homes Board meetings held on 25 September 2008 and 30 October 2008.

08/159 Confidential Business

Agreed

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.

08/160 Petition – Anti Social Behaviour

The Local Board received details of a petition received from residents requesting the eviction of a tenant living within the area managed by the Sussex Circus Local Housing Office. The report outlined the action taken by Derby Homes.

Agreed

The Local Board noted the report.

08/161 Development in the North Area Update

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

Agreed

The Local Board noted the report.

08/162 Standing Order 12

Agreed

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

08/163 Responsive Repairs Service Issues

The Local Board received a report providing an update on the performance issues and actions being considered to improve the performance of the responsive repairs service.

Agreed

The Local Board noted the report.

Date of next meeting

The next meeting will be held on Thursday 5 February 2009 at 6.00 pm at Cardinal Square.

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 4 December 2008.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH

Held on Thursday 11 December 2008

The meeting started at 6.00 pm

Local Housing Board Members Present:

David Batey, Paul Bayliss (Chair), Carol Boon, Stuart Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Trevor Lamb, Harry Margett, Tabani Ndlovu, Jane Todd, Ken Whitehead

Officers Present:

Shaun Bennett, Paul Cole, Mark Crown, Maria Murphy, Marie Thomas, Val Watson, Carl Willis

Others Present:

Sarah Booth, Nancy Orme and Reg Skerret from the Oakleigh Avenue scheme.

08/133 Apologies

Apologies for absence were received from Susan Boon, Mary Rowland, Ian Veitch, Jack Wray.

08/134 Admission of Late Items

The Chair informed the Local Housing Board that tenants have recently received letters from various members of Derby Homes' staff that were sent around five years ago. The Director of Housing and Customer Service added that the Royal Mail is in the process of investigating how this has happened and are sending out standard letters to the people affected.

08/135 Declarations of Any Other Business

There were no declarations of any other business.

08/136 Declarations of Interests

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

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

08/137 Minutes of the meeting held on 9 October 2008

The minutes of the meeting held on 9 October 2008 were accepted as a true and accurate record.

08/138 Matters Arising

08/112 Declarations of Interests

The Chair announced that Neal Burrows, Leaseholder Board Member, has resigned. The Local Housing Board agreed to send him a thank you letter for his service to meetings and as a Leaseholder Board Member.

Minute 08/80 Untidy Gardens

Trevor Lamb informed the Local Housing Board that a Housing Manager had contacted him 10 days ago and explained the problems regarding the untidy gardens and the two properties have been resolved.

Minute 08/119 Forward Plan Item For Discussion: Home Decoration Scheme

Harry Margett volunteered for the Home Decoration Scheme PIT. The Performance Officer will contact him with further information.

Minute 08/121 Good Neighbour Agreement

The Director of Housing and Customer Service informed the Local Housing Board that she will provide the details from the consultation for the next Local Housing Board meeting in February.

Minute 08/122 Policy For Keeping Pets and Supported Living Accommodation

The Director of Housing and Customer Service advised the Local Housing Board that tenants will be given advice and notification regarding the policy.

08/139 Question from members of the public

There were no questions received from members of the public.

08/140 Any items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss items B1 and B5 in Part B.

08/141 Any Items For Representatives from Contractor Partners

There were no items for Representatives from Contractor Partners.

08/142 Housing Focus Groups and Issues and Local Housing Board Away Day Update

The Local Housing Board Away Day Update

The Local Housing Board was asked to consider and agree one of the Away Day options in paragraph 3.4. Members took a vote to agree the preferred option. The results were:

Option A (full day) – 6 votes

Option B (Saturday morning) – 6 votes

Option C (weekday evening) – 0 votes.

The Chair used his casting vote for Option B – Saturday morning. The Director of Housing and Customer Service asked the Local Housing Board to contact the Governance Services Manager on the preferred date as shown in paragraph 3.6.

Housing Focus Groups and Issues

The Local Housing Board considered and identified what further information they would like to have included in reports to support their discussion at meetings.

Comments were made by the Local Housing Board on what the open cases were and requested reasons why they have not been resolved. The Tenant Involvement Manager replied that would be too much information on a report. The Chair requested that a list is produced, every six months, on the general theme of tenants and leaseholders issues to bring to the Local Housing Board meeting. The Director of Housing and Customer Service agreed to look at wider issues, trends and issues not resolved to be sent to Local Housing Boards every six months.

Agreed

The Local Housing Board

1. agreed that the Director of Housing and Customer Service produces a list every six months on the general theme of tenants and leaseholders' open cases

2. agreed a Local Housing Board Away Day to be held on a Saturday morning to enable Members who work, or have other commitments during the day, to attend.

Derby Leaseholder Association

There were no items from Derby Leaseholder Association.

08/143 2009/10 Budget Update – Presentation

The Local Housing Board received a presentation on budget income and costs, including changes from 2009/10, development proposals.

The Local Housing Board thanked Marie Thomas, Senior Accountancy Assistant for her presentation.

Agreed

The Local Housing Board noted the presentation.

08/144 Local Housing Board Forward Plan: Presentation on Contract Cleaning

The Director of Investment and Regeneration presented a further update on the cleaning contract. Derby Homes has received tenders from various companies. Tenders are being evaluated by an assessment panel, which includes tenant and leaseholder representatives. The result will go to the January Board meeting, requesting the Board to appoint a cleaning provider. The new contract will start on 1 April 2009. There will be additional work on cleaning of bin stores and further discussion on block of flats to be part of the cleaning service contract. In the meantime, Derby Homes is working closely with Environmental Services Department (ESD) and identifying areas not up to standard. ESD has shown some improvements and is showing a willingness to improve on their services.

Agreed

The Local Housing Board noted the presentation.

08/145 Leaseholder Update

The Local Housing Board received a report providing feedback in response to items raised at the Leaseholder Open Meeting on 8 October 2008.

Agreed

The Local Housing Board noted the content of the report.

08/146 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.

Ken Whitehead informed the Local Housing Board that staff from Sinfin Local Housing Office had made an excellent job of organising the Christmas Party for senior residents in the Sinfin Ward, which was funded by a Quick Fix Bid from the Housing Focus Group South East 2, from finding a venue, providing food, drink, entertainment and transport, as well as buying and wrapping a present for all who attended. A lot of the organising was in their own time. He suggested that they should be congratulated on their efforts. The Chair agreed to send a thank you letter to Sinfin Local Housing Office for organising the party.

Agreed

The Local Housing Board

1. approved bids, for funding as follows:
 1. **Wheeled Sports area** – To provide a wheeled sports area where young people can ride their bikes but also use it for roller skates and skate boards in a purpose built facility.
 2. **Stonebroom Walk** – Supply and fit one metre high timber gate and fencing to front garden.
 3. **Crayford Road** – Supply and fit 1.8m high black bow top fencing and gate to flats.
 4. **Summerbrook Court** – Supply and fit 1m high metal bow top fencing and gates to rear of flats.
2. noted the update on the works outlined in paragraph 3.5 and any relevant changes made.

08/147 Vehicle Control Services

The Board received a report explaining the outcome of a review of the charges for the residents' car parking permit scheme.

Agreed

The Local Housing Board agreed to increase the charge to £2.00 per week, at all sites, and that this is increased annually in line with inflation.

08/148 Customer Feedback – Customer Journey

The Local Housing Board received a report on the mystery shopping exercises across a range of Derby Homes' services. The Director of Housing and Customer Service informed the Local Housing Board that Performance Management Committee requested the report be presented to Local Housing Boards for feedback. She added that Derby Homes is currently looking into extending the mystery shopping process and introducing incentives, for example £50.00 vouchers, to encourage more tenants and leaseholders to volunteer their time. The Chair emphasised that more volunteers are required. Lyn Gilbey mentioned that she put her name down ages ago but has not heard anything. The Performance Officer will contact her regarding the volunteering role.

Trevor Lamb said thank you to Derby Homes on behalf of his disabled neighbour where electricians completed a wonderful job.

Agreed

The Local Housing Board

1. noted the contents of the report
2. approved extending the mystery shopping scheme and introduce incentives to encourage more tenants and leaseholders to volunteer their time.

08/149 Local Performance Management Targets and Monitoring

The Local Housing Board received a report, submitted by Performance Management Committee, to highlight key performance issues arising from discussion of quarter 2, 2008/09.

The Director of Housing and Customer Service informed the Local Housing Board that a review by HQN will take place tomorrow. Their feedback will be acted on and reported to Performance Management Committee in February 2009. Harry Margett asked if there was any feedback from HQN regarding the DACP. She replied that this will also be provided tomorrow.

Agreed

The Local Housing Board noted the report.

08/150 Anti-Social Behaviour – Quarter 2

The Local Housing Board received a report containing the outcome of performance measures for instances of and actions taken in respect of anti social behavior in Quarter 2.

Agreed

The Local Housing Board noted the report.

08/151 Directors' Update – December 2008

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.

08/152 Development in the South Area Update

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 Grove House, Isle of Wight Blocks – Alvaston, Rodney House and Sancroft Court, City Training Site – Grampian Way, Sinfin, Osmaston – Master Planning, Exeter House and Derby Homes New Build.

Agreed

The Local Housing Board noted the report.

08/153 Transport for the Community Project

The Local Housing Board received an interim update report on the transport for the Community Project.

The Business and Operations Manager informed the Local Housing Board that the Community Project has provided a wide range of social opportunities for Derby Homes' tenants. The service has provided shopping trips, theatre/pantomime trips and consistency from Translinc in providing the same driver. The project has brought a lot of happiness to the tenants. The Director of Housing and Customer Service highlighted how well the project has run. The initial funding

was limited to the first year and the report shows a six month update of the increase of the project services but future funding will need to be explored.

Agreed

The Local Housing Board noted the content of the report and receive a further report in February 2009 when the project has been running for six months.

08/154 Draft Minutes of the Derby Homes Board Meeting held on 25 September and 30 October 2008

The Local Housing Board received a copy of the draft minutes of the Derby Homes Board meetings held on Thursday 25 September and 30 October 2008.

Agreed

The Local Housing Board noted the draft minutes of the Derby Homes Board meetings held on Thursday 25 September and 30 October 2008.

08/155 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 (c and j) of Part IV of Derby Homes Governance Arrangements.

08/156 Petition – Succession of Tenancy

The Local Housing Board received a report regarding a petition, forwarded from Margaret Beckett MP to the Council in October 2008, on behalf of a constituent living in Littleover. The petitioner wished to remain at her parent's tenancy, following their death.

Agreed

The Local Housing Board noted the report and action taken.

08/157 Standing Order 12

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

08/158 Responsive Repairs Action Plan

The Local Housing Board received a report on the performance issues and actions that are currently being considered to improve the performance trend.

Agreed

The Local Housing Board agreed that a more direct course of action is required to improve the service.

Date of next meeting

The next meeting will be held on Thursday 12 February 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
11 December 2008.