

## **DERBY HOMES LIMITED**

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

**Held on Thursday 26 January 2017**

The meeting started at 6.00 pm

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

Mike Ainsley (Chair), Paul Bayliss, Fareed Hussain, Bob MacDonald, Iain MacDonald, Cadine Reid (left at 7.30 pm), Jsan Shepherd, Ian Veitch and Roy Webb

#### **Officers Present:**

Maria Murphy, Managing Director  
David Enticott, Finance Director & Company Secretary  
Shaun Bennett, Director of Investment & Maintenance  
Jackie Mitchell, Governance Services Manager

#### **17/01 Apologies**

An apology was received from Christine Durrant, Derby City Council

#### **17/02 Admission of Late Items**

There were no late items.

#### **17/03 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.

#### **17/04 Minutes of Previous Meeting**

The minutes of the meeting held on the 24 November 2016 were accepted as a true and accurate record.

## **17/05 Matters Arising**

### **Minute 16/141 Financial Update**

The Board was advised that within the second bullet point "on Universal Credit" should be replaced by "in Supported Housing and all new general needs tenancies from April 2016."

The HCA has announced an additional £1.3b will be available in the existing pot on top of the £1.4b, totaling £2.7b increase in grant funding for affordable homes.

### **Minute 16/153 Recognition of Achievements**

Derby Homes has been shortlisted in 5 categories of the Efficiency East Midlands Building Communities 2017 awards and 5 categories of the TPAS Regional awards. Copies of the entries will be circulated to Board Members.

## **17/06 Announcements from the Chair**

There were no announcements from the Chair. The Chair brought forward Item B7 - NFA Annual Conference on Thursday 27 and Friday 28 April in Birmingham. Board Members were asked to contact the Governance Services Manager if they wished to attend.

### **Agreed**

The Board agreed two places for Board Members to attend the NFA Annual Conference in Birmingham on Thursday 27 and Friday 28 April 2017.

## **17/07 Statements from Members of the Board**

There were no statements from Members of the Board.

## **17/08 Questions from members of the public**

There were no questions from members of the public.

## **17/09 Committee Chairs' Feedback**

The Chair of the Operational Board provided feedback from the meeting of the Operational Board held on 15 December 2016.

**17//10 Confidential Business**

**Agreed**

The Board agreed, 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 (f, g, h, j and n ).

**17/11 Managing Director's Report**

The Board considered an update on strategic and key issues currently affecting Derby Homes.

**Agreed**

The Board noted the report.

**17/12 Financial Update**

The Board considered the financial update.

**Agreed**

The Board approved the recommendations in the report.

**17/13 HRA Business Plan and Rents 2017/18**

The Board considered a report explaining the Council's proposals for housing rents for 2017/18.

**Agreed**

The Board approved the recommendations in the report.

**17/14 Derby Advice – Service Proposal**

The Board considered a report regarding services provided on behalf of the Council.

**Agreed**

The Board approved the recommendations in the report.

## **End of Confidential Business**

### **17/15 Items from Part C to be discussed.**

#### **Agreed**

The Board did not discuss any items from Part C.

### **17/16 Health & Safety Update**

The Board considered a report detailing recent health and safety performance and current issues.

- An update of discussions held at that day's Health & Safety Forum was provided. This included
- detailed discussion on incidents reports
- dealing with abusive telephone calls by Customer Service team.
- Time to Change project
- how the Health & Safety team can help support partner organisations, eg shared training.

The Board was advised that a smoke alarm that wakes children has been developed by Strathclyde University. The University has asked Derby Homes to help with testing the alarm.

Paul Bayliss said that a policy/brief should be available for staff on terminating abusive calls or, if one exists, it should be reiterated. The Managing Director undertook to raise this with the senior management team. She advised that staff do get training on dealing with abusive calls and are aware they can give 2 warnings before ending a call. She said that current software does not record calls but she is keen to fund a system that records calls.

It was noted there has been a reduction in incidents at Milestone House.

#### **Agreed**

The Board noted the report.

### **17/17 Investment & Maintenance Update**

The Board considered an update on current issues within the Investment & Maintenance Directorate.

The Board was advised that the total number of new homes currently stands at 303 towards a target of 700, with a further 32 on site and 62 with approval to proceed giving a guaranteed total of 397 homes.

Performance of the Day to Day repairs service continues to be high with all priorities above or better than target.

### **Agreed**

The Board noted the report.

## **17/18 Operational Budget 2017/18**

The Board considered the Operational Budget for 2017/18 and forecasts for 2018/19, 2019/20 and 2020/21.

The budgets were drafted to re-invest operational savings and efficiencies into funding agreed operational pressures (particularly around support for services formerly funded by Housing Related Support) and financing the planned expansion of DH owned homes from 90 now to the targeted 300 by March 2020.

Additionally, a stress test was incorporated into the long term budgets to comply with the Homes & Communities Agency financial viability assessments as required under DH's Registered Provider status.

The budget follows the Board's current direction to re-invest service efficiencies into funding operational pressures and funding the 300 new homes programme in the company, to supplement the Council's planned 400 additions to the HRA stock. Together a total of 700 new homes are targeted by March 2020.

### **Agreed**

The Board

1. approved the Derby Homes' budget for 2017/18, as detailed in Appendix 1
2. approved in principle the budgets for 2018/19, 2019/20 and 2020/21, as detailed in Appendix 1
3. approved the capital programme on new homes, as detailed in Appendix 3, subject to further amendments in March necessary to balance the overall plan
4. approved the request for loan funding from the Council at the levels indicated in Appendix 3.

**17/19 Standing Order 12**

**Agreed**

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

**17/20 Delivery Plan 2017/18**

The Board considered the draft Delivery Plan 2017/18. The Delivery Plan articulates the vision, priorities and deliverables for the coming 12 months and was developed through a number of productive sessions with directors and senior managers focusing on service drivers, objectives and action planning. Further work will take place to develop targets for performance measures in conjunction with the Council.

The Managing Director proposed the following amendments to the Delivery Plan:

Under 'Great Customer Service': to include a new target: Develop the new role as Council's lead co-ordinator for City Homelessness Strategy and create effective partnerships to deliver outcomes

Under 'Great Value' - GV3.6: to read complete service access review for housing management & income/advice and implement actions.

**Agreed**

The Board approved the draft 2017/18 Delivery Plan and delegated any further minor amendments to the Managing Director of Derby Homes, for submission to the Council, subject to the amendments above.

**17/21 Supported Housing Consultation Response**

The Board considered a report setting out a draft response to the government's consultation on the future of supported housing.

The response sets out suggestions to the government to improve the likelihood of supported housing development and funding arrangements for the future being on a sustainable basis.

**Agreed**

The Board approved the response to the consultation on the future of supported housing.

**17/22 NFA Annual Conference 2017**

This item was dealt with under Minute 17/06 above.

**17/23 Insurance Act 2015**

Under the Act Derby Homes is obliged to disclose to insurers “relevant information” at both the insurance tender / renewal time and within the year if relevant issues occur.

The Board considered whether there was any new relevant information that should be disclosed to the insurer under the Insurance Act 2015.

**Agreed**

The Board, having considered whether there was any new relevant information that should be disclosed to insurers, as required under the Insurance Act 2015, agreed it was not aware of any such information.

**17/24 Draft Minutes of the Operational Board Meeting 15 December 2016**

The Board received the draft minutes of the Operational Board meeting held on 15 December 2016.

**Agreed**

The Board noted the minutes of the Operational Board Meeting held on 15 December 2016.

**17/25 Performance Monitoring Quarter 2**

The Board received a report that summarised the performance of Derby Homes for the second quarter of 2016/17, July 2016 to September 2016, for key performance measures reported to Derby City Council and provided details on the outcome of the mid-year review of the year-end performance targets.

**Agreed**

The Board noted

1. the 2016/17 quarter two performance results
2. the changes to targets set out in Appendix 2 as approved by Derby City Council and the Operational Board.

**17/26 HouseMark Benchmarking 2015/16**

The Board received a report on Derby Homes' cost and performance information as detailed in the HouseMark 'Summary of Benchmarking Results 2015/16' report.

**Agreed**

The Board noted the report.

**17/27 Forward Plan of Agenda Items**

The Board received the forward plan of agenda items for the period February – July 2017.

**Agreed**

The Board noted the forward plan.

Date of next meeting

**The next meeting will be held on Thursday 30 March 2017 at 6.00 pm in the Board Room at London Road.**

The meeting ended at 8.20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 26 January 2017.