

## **DERBY HOMES LIMITED**

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

**Held on Thursday 30 September 2021**

The meeting started at 6.00 pm

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

Mike Ainsley (Chair), Lucy Care, Jenn Layton Annable, Shiraz Khan, Iain MacDonald, Bob MacDonald and Jsan Shepherd

#### **Officers Present:**

Maria Murphy, Managing Director  
David Enticott, Finance Director & Company Secretary  
Shaun Bennett, Director of Property  
Clare Mehrbani, Director of Housing Services  
Jackie Mitchell, Governance Services Manager  
Paul Cole, Customer Communications Manager  
Joshua Knapman, Customer Communications Officer

#### **Others Present:**

Councillor Roy Webb, Cabinet Member for Adults, Health & Housing  
Rachel North, Deputy Chief Executive (Communities & Place)

#### **21/132 Election of Chair to preside for Confirmation of the Chair**

##### **Agreed**

The Board elected Bob MacDonald to preside for the Confirmation of the Chair.

#### **21/133 Confirmation of Chair of Derby Homes 2021/22**

The Chair of Derby Homes holds this office for a three year period, subject to annual confirmation, in accordance with Article 39.

Mike Ainsley was appointed Chair of Derby Homes in 2020; the Board considered his reappointment until the AGM in 2022.

### **Agreed**

The Board confirmed Mike Ainsley as Chair of Derby Homes until the AGM in 2022.

#### **21/134 Appointment of Vice Chairs of Derby Homes 2021/22**

The Board considered the appointment of two Vice Chairs until the AGM in 2022.

### **Agreed**

The Board appointed Bob MacDonald, Tenant Board Member, and Lucy Care, Councillor Board Member, as Vice Chairs of Derby Homes until the AGM in 2022.

#### **21/135 Apologies**

Apologies for absence were received from Alan Graves and Charlene Bhurton.

#### **21/136 Admission of Late Items**

There were no late items.

#### **21/137 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.

Bob MacDonald declared that he is now a member of the Alvaston Neighbourhood Panel.

#### **21/138 Announcements from the Chair**

The Chair asked Board Members to prioritise their attendance at the forthcoming Board Away Day.

#### **21/139 Statements from Members of the Board**

There were no statements from Members of the Board.

#### **21/140 Questions from members of the public**

There were no questions from members of the public.

#### **21/141 Committee Chairs' Feedback**

The Committee Chairs provided feedback from recent meetings:

- Governance Committee 31 August 2021
- Operational Board – 2 September 2021.

#### **Agreed**

The Board noted the feedback from recent Committee meetings.

#### **21/142 Items from Part C for discussion**

#### **Agreed**

The Board did not raise any items from Part C for discussion.

#### **21/143 Minutes of Previous Meeting**

The minutes of the meeting held on the 29 July 2021 were accepted as a correct record.

#### **21/144 Matters Arising**

##### **Minute 21/121 Digital Strategy**

The Finance Director & Company Secretary updated the Board on discussions with Jenn Layton Annable and a meeting is to be arranged between Jenn and Tony Gardner, the IT Project Manager, to progress the issue.

#### **21/145 Outstanding Actions**

The Board considered outstanding actions arising from previous meetings.

The Director of Housing Services had sought further clarification from Jenn Layton Annable and was able to clarify that Derby Homes does not procure substance misuse services directly, that this is a matter for Public Health and the Director will have a discussion with them.

#### **Agreed**

The Board noted the outstanding actions.

## 21/146 Managing Director's Report

The Board considered a report from the Managing Director.

Arrangements and options for the Board Away Day were discussed. The Managing Director agreed to get available dates from the Museum of Making for a Saturday in late November and early December. Chloe Fletcher or Eamon McGoldrick from the National Federation of ALMOs will be invited to attend to look at the Housing White Paper, Building Safely and other regulatory issues.

The report advised of implementation of the amendments to the Fire Safety Order and the Government's actions on the recommendations from Phase 1 of the Grenfell Tower Inquiry.

Changes to the staffing establishment structures have resulted in a net budget pressure of £134,000 which will be incorporated into the 2022/23 budget consultation and costs relating to 2021/22 will be contained within this year's budgets.

Recent changes to the Prime Minister's Cabinet included the Rt Hon Michael Gove MP replacing the Rt Hon Robert Jenrick MP, as Secretary of State for the Ministry of Housing, Communities and Local Government which has been renamed the Department for Levelling Up, Housing and Communities.

An update was provided as a result of the lifting of covid restrictions and Derby Homes future working model. This will include a hybrid style of working for staff and face to face contact with customers by appointment.

The report also advised of the Finance Director & Company Secretary's decision to take flexible retirement from 24 October.

### **Agreed**

The Board

1. Noted the pending arrangements for the Board away day.
2. Noted the current timescales for the implementation of the Fire Safety Order.
3. Approved the financial implications of changes to established staffing budgets as summarised in 4.7 and shown in full in Appendix 1.
4. Noted changes to ministerial appointments.

5. Noted the update in respect of future working model.
6. Noted the flexible retirement of the Finance Director & Company Secretary.

## **21/147 Finance Update**

The Board considered a report from the Finance Director & Company Secretary.

Financial monitoring at the end of September (Quarter 2) indicated an overall operational surplus of around £0.5m this year.

The report advised Oracle, the financial management system used by Derby Homes under a Council controlled contract, is due for replacement. The Board was requested to approve adding to the Capital Programme Derby Homes' share to purchase the new system, expected to be no more than £200,000, notionally split over 2021/22 and 2022/23.

Updates were provided on the agreement with Padley for the provision of support for homeless persons and the possible purchases and sales of property.

Lucy Care suggested there may be people in the community who could volunteer properties for Padley's use.

Shiraz Khan asked where the Padley properties will be located. He was advised the properties will be reasonably central to the City Centre but is subject to availability and spread across the City and not concentrated in one area. It was agreed to provide details of the areas but not the addresses where the properties bought so far are located.

A Right to Acquire request has been submitted by a Derby Homes tenant. Not all Derby Homes properties have the Right to Acquire as it is only available for some Derby Homes owned properties that have had Homes England grant funding. The discount to the tenant can be recovered from Homes England and the sale would generate a receipt to Derby Homes to reinvest in a replacement home £70,000 larger than through the Right to Buy scheme for the Council.

The report also advised that Derby Homes is working with the Council on a bid to Homes England for grant funding to increase the provision of affordable housing.

## **Agreed**

The Board

1. Noted the forecast financial monitoring position.
2. Approved the addition of £200,000 to the Derby Homes capital programme towards the replacement of the financial management system.
3. Noted the progress on delivering the Padley agreement.
4. Noted possible purchases and sales of property.

## **21/148 Property Update**

The Board considered a report from the Director of Property.

The report provided details of current issues within the Property Directorate including an update on new build and developments at Shaftesbury Street and Grange Avenue.

A Decarbonisation staff forum meeting is being arranged and will work with the two Board Champions to understand Derby Homes' carbon footprint and agree action plans to reduce its impact.

A bid for funding through the Social Housing Decarbonisation Fund is being submitted to support energy efficiency improvements for the few hundred Council homes that have an EPC rating of less than C.

An update on the six areas of compliance was also provided; all areas are fully compliant.

### **Agreed**

The Board noted the contents of the report.

## **21/149 Housing Services Update**

The Board considered a report from the Director of Housing Services.

The report provided an update on strategic and key issues in relation to Housing Services.

A joint Derby Homes/Derby City Council task and finish working group has been set up to carry out a review of collective bed and breakfast placements and move on practices, aiming to ensure a more holistic approach and better understanding of the service demands for emergency bed and breakfast accommodation across both organisations.

New engagement and marketing software Engagement HQ and Dot Digital are being implemented by the Customer Engagement Team to give customers more opportunities to get involved and to target customers based on their need.

The Board was assured the software are additional communication tools and Derby Homes will not be moving away from traditional communication methods such as talking to people face to face.

The report advised that Derby Homes offers a guaranteed interview for any active Derby Homes Ignite and Connect youth panel member in year 11 or above applying for apprenticeship opportunities within the organisation and meeting the essential criteria for the role.

An updated was provided on progress of the Carelink Telecare Installation upgrade being installed in over 2000 council homes.

### **Agreed**

The Board noted:

1. The creation and scope of the Bed and Breakfast Review task and finish working group.
2. The progress in implementing Engagement HQ and Dot Digital.
3. The progress of the Youth Panel Interview Guarantee for Apprenticeship Scheme.
4. The update on the Carelink Telecare rollout across Supported Housing.

## **21/150 Health & Safety Update**

The Board considered a report containing details of recent health and safety performance and current issues.

The report included reports of Accidents and Incidents and Violence and Aggression. It also contained an update on Covid safe working practices, absence rates have decreased.

An update was provided from the virtual Health & Safety Forum meeting which was well attended. There has been a continued reduction in incidents at Milestone House. Iain MacDonald, Health & Safety Board Champion and Chair of the Forum praised staff for how they deal with some difficult situations.

**Agreed**

The Board noted the report.

**21/151 Adoption of the NHF Code of Governance 2020**

The Board considered a report on adopting the National Housing Federation's Code of Governance 2020.

The Board considered this matter at its meeting in June and agreed to defer until September in order to undertake a few actions to bring the company nearer to full compliance. These have now been addressed and there is only one non-compliance relating to the maximum term of office, which is permitted in accordance with Derby Homes' constitution and declared in the annual governance statement in the accounts.

**Agreed**

The Board agreed to adopt the National Housing Federation Code of Governance 2020.

**21/152 Annual Board Effectiveness Review**

The Board considered arrangements for this year's annual effectiveness review, which is part of its commitment to the NHF Code of Governance.

It was proposed the Board holds an away day to hold discussions about the future and to get to know better newer board members which has been difficult over the last eighteen months.

**Agreed**

The Board approved an away day to consider their vision for the next 10 years, the impact of the NHF Code of Governance and a guest speaker from the National Federation of ALMOs.

**21/153 Derby Homes Meetings 2021/22**

The Board considered a schedule of dates for meetings of the Board and its Committees for the year ahead.

**Agreed**

The Board agreed the schedule of meetings for 2021/22.



## **21/154 Appointments to Committees**

The Board considered a report proposing appointments to Committees for 2020-21.

### **Agreed**

The Board appointed:

1. Audit Committee Members: Charlene Bhurton, Lucy Care, Iain MacDonald
2. Chair of Audit Committee: Iain MacDonald
3. Derby Homes representative on CMAP Board: Iain MacDonald
4. Chair of Governance Committee: Jsan Shepherd
5. Operational Board Members: Lucy Care, Bob MacDonald, Jsan Shepherd

## **21/155 Forward Plan of Agenda Items**

The Board considered the Forward Plan for the period October 2021 – March 2022.

### **Agreed**

The Board noted the Forward Plan.

## **21/156 Disclosure under the 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 is 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.

## **21/157 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 (g and n).

**21/158 Confidential Minutes of the previous meeting**

**Agreed**

The confidential minutes of the meeting held on the 29 July 2021 were accepted as a correct record.

**21/159 Matters arising**

**Minute 21/128 Digital Strategy**

The new contract has been agreed with Capita and the terms and conditions and prices are as agreed. The move from Open Housing to One Housing will take place next year.

**21/160 Strategic and Operational Risk Registers 2021/22 Quarter 1**

The Board considered a report on the effectiveness of Derby Homes' risk management arrangements and a snapshot of the strategic and operational risk registers as at 30 June 2021.

**Agreed**

The Board noted the Strategic and Operational Risk Registers 2021/22 for Quarter 1.

**End of Confidential Business**

**21/161 Draft Minutes of Committees of the Board**

The Board received the draft minutes of

- a Governance – 31 August 2021
- b Operational Board – 2 September 2021

**Agreed**

The Board noted the draft minutes.

**21/162 Performance Management Information 2021/22 Quarter 1**

The Board received a summary of performance for quarter one 2021/22, from key performance measures reported to Derby City Council.

**Agreed**

The Board noted the Performance for Quarter 1, 2021/22.

**21/163 Board Members Attendance at Meetings**

The Board received details of Board Members attendance at meetings for the period

**Agreed**

The Board noted Board Members attendance.

**Date of next meeting**

**The next meeting will be held on Thursday 25 November 2021 at 6.00 pm**

The meeting ended at 7.30 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 30 September 2021.