

## **DERBY HOMES LIMITED**

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

**Held on Thursday 27 June 2019 at 6.00pm**

The meeting started at 6.00pm.

#### **Operational Board Members present:**

Jim Elks, Tony Holme, Samantha Hudson (left at 6.55pm), Bob MacDonald (Chair), Jerry Pearce, Dennis Rees, Jsan Shepherd, Ian Veitch (left at 7.28pm)

#### **Officers present:**

Steve Bayliss, Murray Chapman, Paul Cole, Richard Holman, Holly Johnson, Clare Mehrbani, Jackie Mitchell, Holly Osborn, Matt Palmer

#### **Others in attendance:**

Mike Ainsley, Chair of Derby Homes  
Derby City Council: Val Watson, Heather Greenan, Chris Fraser, David Kinsey

#### **19/46 Apologies**

Apologies for absence were received from Christine Sundquist.

#### **19/47 Admission of late items**

There were no late items.

#### **19/48 Declarations of interests**

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

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

#### **19/49 Chair's Announcements**

The Chair welcomed the new Councillor Board Member, Jerry Pearce and announced that Matt Palmer has been appointed to the Head of Housing

Options and Homelessness following the restructure of the Senior Management Team.

**19/50 Minutes of the previous meeting**

The minutes of the meeting held on Thursday 25 April 2019 were accepted as a true and accurate record, subject to an amendment to include Samantha Hudson as being present at the meeting.

**19/51 Matters Arising**

There were no matters arising.

**19/52 Questions from members of the public**

There were no questions from members of the public.

**19/53 Grounds Maintenance Update (Verbal)**

The Operational Board received a verbal update from Derby City Council's Streetpride Area Manager, Chris Fraser and Head of Service, David Kinsey, as requested at the Operational Board Meeting held on 28 February 2019.

Chris Fraser informed the Operational Board that grass cutting is going to be carried out more frequently from 5 weeks to 3 ½ weeks due to recent change in supervision and teams. It was also explained that the change in climate has had an effect on the rate that the grass grows. Streetpride is also beginning to offer staff overtime to pull in other work.

The Operational Board requested information on performance figures showing the positive direction of travel following the improvements made, to provide reassurance to the Operational Board.

Richard Holman informed the Operational Board that a panel-led group will be introduced to look at new performance measures for the grounds maintenance service.

**Agreed**

The Operational Board

1. noted the Grounds Maintenance update
2. requested information on performance of the grounds maintenance service

**19/54 Performance Management End of Year Report**

The Operational Board considered a report and presentation on Derby Homes

End of Year performance, from key performance measures reported to Derby City Council.

The Operational Board asked what additional level of resource was being used to maintain high performance in rent arrears in comparison to pre-universal credit resources. The operational board were keen to understand the costs associated with collecting rent and arrears. It was agreed that a report on resources for income collection would be presented to a future meeting.

**Agreed**

The Operational Board noted the End of Year Performance Report.

**19/55 Part B Supplementary Questions.**

Questions raised in advance of this meeting are attached to these minutes.

**19/56 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the period August 2019 to October 2019.

**Agreed**

The Operational Board noted the Forward Plan.

**19/57 Crowding and Space Hazards Policy**

The Operational Board received a report to amend the Crowding and Space Hazards Policy as part of a three-yearly review following consultation with customers. The revised Policy has been based on the successful operation of the existing Policy since 2014 and has been refined following necessary updates and consulted on.

**Agreed**

The Operational Board approved the revised Crowding and Space Hazards Policy.

**19/58 Right First Time Performance Measure**

The Operational Board considered a report which outlined two options for the Right First Time Performance Measure and how the repairs team will report this measure. Until recently it had not been possible to measure and report on 'Right First Time' performance. This was due to the existing housing management system not having the level of functionality required. A software product called InfoSuite has been implemented within the repairs

scheduling system to enabled this issue to move forward.

The Operational Board asked if commentary of all jobs could be provided, including jobs where Derby Homes had to visit twice for a repair, so that both percentages could be compared. The Head of Repairs confirmed that this information will be included in the Service Update report in future meetings.

It was agreed to ensure commentary is included for jobs that had been redefined however this would still be classed as a "Right First Time".

The Operational board asked for clarity on the reason for this performance measure and how it would be used to improve services.

### **Agreed**

The Operational Board approved the decision to measure all jobs excluding emergencies. This includes 24 hour, 5 working days, 25 working days and 60 working days.

The Operational Board would receive a further report clarifying the purpose of the indicator, how it would be used to improve services and to receive a recommendation on the performance target that should be set.

## **19/59 Operational Board Meetings**

The Operational Board considered a report proposing a change to the frequency of meetings from 6 meetings a year to 4 meetings a year, to ensure meetings are meaningful and align better with the performance reporting framework.

### **Agreed**

The Operational Board recommended to the Board of Derby Homes that Operational Board meetings are held quarterly.

## **19/60 Petition from residents of Falcon Way, Lapwing Close, Farmhouse Road, Kingfisher Way, Arleston Lane, Osprey Close, Kestrel House**

The Operational Board considered a report outlining a petition received from residents of Falcon Way, Lapwing Close, Farmhouse Road, Kingfisher Way, Arleston Lane, Osprey Close and Kestrel House.

The Operational Board queried whether the new petition process approved at Operational Board on 25 April 2010 had been followed and were informed that the lead petitioner had been informed of the actions outlined in the report.

## **Agreed**

The Operational Board noted the report and agreed to further consider the detail of this request alongside other large scale Estate Prides proposals for 2020/21.

## **The following items were noted by the Operational Board**

### **19/61 Service Update**

The Operational Board received a joint report prepared by Heads of Service. The report provided Operational Board Members with a general overview and update on current issues.

### **19/62 Rent Arrears and Welfare Reform Update**

The Operational Board noted a report which gives details on:

- Week 50 (w/e 17.03.19) position on rent arrears.
- Detail of Discretionary Housing Payments ('DHP').
- Welfare Reforms and how we are mitigating the impacts.

### **19/63 Estate & Flat Inspections Q3 & Q4**

The Operational Board noted the Estate and Flat Inspections report for the period 1 October 2018 – 31 March 2019.

### **19/64 Customer Engagement & Community Development Update**

The Operational Board noted the Customer Engagement and Community Development Update.

### **19/65 Localised Customer Priorities Q4**

The Operational Board noted the Local Customer Priorities Q4 report and noted the work plan deadline dates which have been extended to August to allow a full year of implementation of the Localised Customer Priorities.

### **19/66 Customer Survey Q4**

The Operational Board noted the Customer Survey Q4 report.

### **19/67 Anti-Social Behavior Q4**

The Operational Board noted the Anti-Social Behavior Q4 report.

**19/68 Homelessness Q3 & Q4**

The Operational Board noted the Homelessness Q3 and Q4 report.

**19/69 Draft Minutes of Derby Homes Board Meeting held on Thursday 30 May 2019**

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on Thursday 30 May 2019.

**19/70 Any Other Business**

Dennis Rees advised of a discussion which took place at the recent DACP meeting regarding Estates Pride funding agreed by the Operational Board for the BMX Park in Osmaston. The Council was unable to provide match funding but the Operational Board had not been advised of this.

The Operational Board requested that in future these issues of this nature are reported back to them.

As the relevant staff was not available to provide a response, the Director of Housing Services agreed that this matter would have to be reported back to the Operational Board.

**Date of next meeting**

**The next meeting will be held on Thursday 29 August at 6.00 pm in the Large Training Room at London Road.**

The meeting ended at 7:50pm.

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CHAIR

Signed as true and accurate record of the meeting held on 27 June 2019.