

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 29 June 2017

The meeting started at 6.00 pm

Operational Board Members present:

Paul Bayliss, Andrew Beresford, Richard Bruford, Jim Elks, Tony Holme, Samantha Hudson, Bob MacDonald (Chair), Elastus Mwaba, Dennis Rees, Jsan Shepherd, Anna Skrobisz

Officers present:

Steve Bayliss, Paul Cole, Tia Johnson, Jim Joyce, Andrew McNeil, Jackie Mitchell, Charlotte Quigley, Jackie Westwood, Barry Wilson.

Others in attendance:

Shirley Green, Tenant Panel

17/41 Apologies

Apologies for absence were received from Clare Mehrbani and Annabelle Barwick.

17/42 Admission of late items

There were no late items.

17/43 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.

Paul Bayliss declared his interests with Derbyshire Police Derby Domestic Abuse Service.

17/44 Minutes of the previous meeting

The minutes of the meeting held on the 27 April 2017 were accepted as a true and accurate record.

17/45 Matters Arising

**Minute 17/33 Estates Maintenance Small Scale Bids 2017-18
Alvaston Park BMX Track**

Andrew McNeil advised that discussions had taken place around providing vouchers or special night sessions at the track. He also advised that signage could be provided for the opening of the national event, publicising sponsorship by Derby Homes or alternatively prizes could be made available. The Operational Board was happy with this result.

17/46 Questions from members of the public

There were no questions from members of the public.

17/47 Voids Update

At a recent Board Training session on void properties, Board Members were shown a property that required substantial repairs and enquired as to the possibility of seeing details of the property once completed. It was planned to bring a video showing the completed property to this meeting, however, due to technical issues the update will be deferred until the August meeting.

17/48 Performance Management Quarter 4 Year End Results

The Operational Board considered a report on Derby Homes' performance for 2016/17 for key performance measures reported to Derby City Council. The report advised that overall year end performance remains positive with a few issues to be addressed where possible.

At the end of quarter four (up to 31 March 2017), 73% of measures, where data was available, achieved or exceeded their year-end target, with 53% exceeding target, 27% above target by 2% or more. Performance has improved or remains consistent in 2016/17 across 53% of the priority measures when compared with performance in 2015/16 and there are some areas of strong performance.

Maria Murphy stated that it had been an exceptionally good year in supporting tenants where Jackie Westwood's teams have collected more income and carried out fewer evictions. The Operational Board praised Jackie Westwood and her team for their effort and good work.

With regard to voids Maria Murphy informed the Operational Board that work is currently taking place but the complexity of new tenants which we are working with makes it difficult to re-let properties quickly.

Paul Bayliss asked if Derby Homes were able to credit back the care package savings and put forward an idea for future statistics to show that the target may have been missed but Derby Homes have saved Derby City Council X amount on care packages.

Paul Bayliss asked if Derby Homes are now housing more vulnerable people, and if so, does this mean that the customer client base is changing. Maria Murphy advised that this is a subject which could be discussed with Clare Mehrbani in the future.

A discussion was held around the increase on the working days lost due to sickness absence. Maria Murphy explained that whilst this figure has increased Derby Homes sickness absence is below that of other organisations. It was also confirmed that some sickness indicators point to stress and anxiety which fits extremely well with Derby Homes' mental health awareness.

It was noted that homeless approaches and acceptances have increased whilst preventions have decreased. However, the introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework to prevent homelessness. Also, following the transfer of the housing and advice service to Derby Homes the service are in the process of a restructure to focus attention on prevention.

Tony Holme asked if properties will be sought due to Derby Homes not having enough properties within their management stock. Maria Murphy confirmed that Derby Homes will have to work with private landlords to find properties; Clare Mehrbani will be bringing information back to the Operational Board on this subject.

Agreed

The Operational Board noted the 2016/17 performance results.

17/49 Fire Safety and Management Policy

Mike Ainsley, Chair of Derby Homes, provided an official statement on Derby Homes' position after the tragic Grenfell Tower incident (attached to these minutes at appendix 1).

The Operational Board received a presentation and report on the Fire Safety Management Policy, recently approved by the main Board.

The report explained that the policy has been revised and re-written to help ensure it meets the requirements of The Regulatory Reform (Fire Safety) Order 2005 and other relevant legislation. Derby Homes has taken over management responsibility for new premises with specific requirements and the new policy takes these into account.

The Operational Board queried why the Fire Safety officer sends a letter to the Housing Officer instead of tackling the issue whilst inspecting the building. Barry Wilson advised that when the tenant is in the property he will advise them of what actions need to be taken, but will then follow this up with a letter to the Housing Officer.

Samantha Hudson put forward her concerns around the 'Stay Put' policy. The policy informs people to stay within their property but after the recent tragic incident it seems that this policy was taken literally and those who unfortunately lost their lives, were those that stayed put. Barry Wilson said that he suspected that the Grenfell Tower will have numerous issues. He also explained that if the fire is within a property the people inside that property should leave.

The Operational Board discussed the stay put policy and opinions were put forward on the possibility of changing the policy name to 'fire safety policy'. Maria Murphy confirmed that the policy Derby Homes currently has is great, but will take on board the branding of the policy and how it is communicated with tenants.

Maria Murphy reassured the Operational Board that Derby Homes is taking this matter very seriously and Derby City Council remains confident and satisfied with Derby Homes' processes. Derby Homes will continue to work on fire safety and improve in any areas where possible. Maria Murphy advised that Derby Homes Fire Safety Officer will be assisting Nottingham City Homes as we have to work collectively to ensure nothing of this nature happens again.

Tony Holme queried if fire alarms in St Clare's Close notifies the fire service. Barry Wilson confirmed that it does not; you would need to ring the fire service. However it's very unlikely to have a fire in the communal area.

Maria Murphy agreed that in the next Derby Homes News there will be a section around alarms not linked with the fire service.

Agreed

The Operational Board noted the Fire Safety and Management Policy.

17/50 Complaints & Compliments Quarter 4

The Operational Board considered a report providing analysis of complaints received between 1 January and 31 March 2017 (Q4) and for the year 2016/17.

Jackie Westwood confirmed that there had been an increase in compliments from the previous financial year and stated that Derby Homes encourages staff to inform us when they have received a compliment in order for us to include it in our statistical analysis.

Jsan Shepherd stated that it would be beneficial within the complaints section to include more detail on the complaint in question and what has been put into place following the outcome.

The Chair asked when a letter is sent to the complainant does it explain how Derby Homes is going to rectify the issue. Jackie Westwood confirmed that we explain the outcome and what actions we have put in place following the complaint and Derby Homes also encourages feedback.

Agreed

The Operational Board noted the information detailed in Appendix 1 of the report on complaints and compliments received during Quarter 4 and for the year 2016/17.

17/51 Part B Supplementary Questions

The Operational Board raised did not raise any supplementary Questions from Part B. Queries raised prior to the meeting are attached to these minutes at Appendix 2.

17/52 Operational Board Forward Plan

The Operational Board received a copy of the forward plan of items for future meetings for the period August – December 2017.

Operational Board Members asked if meeting papers could be sent to them earlier so that they could read them and raise questions within the deadline. Maria Murphy confirmed that Derby Homes will endeavor to dispatch the papers as early as possible.

Maria Murphy suggested that due to Fire Safety being high profile at this current time that the Operational Board receives regular update reports explaining actions which Derby Homes is taking in order to evidence conversations around fire safety.

Agreed

The Operational Board

1. noted the Forward Plan.
2. agreed to receive Fire Safety Update, as a standard Part A agenda item, until further notice.

17/53 Operational Board Members Attendance & Retirement

The Operational Board considered a report confirming the rules regarding Operational Board Members attendance at meetings following consideration by the Governance Committee on 11 May 2017.

The report also explained the need to stagger retirement dates for Tenant Operational Board Members and requested those Members to draw lots at the meeting to determine the date at which they will stand down from the Operational Board.

Agreed

The Operational Board

1. noted the recommendation of the Governance Committee that the Board's rules for attendance as set out in Article 18, will apply to the Operational Board.

2. noted that all Operational Board Members will start this meeting with a 'clean slate' with respect to previous absences, subject to ratification by the main Board at the meeting on 25 July.
3. noted that the Chair and Vice Chair of the Operational Board will meet with those Members who have accrued 2 or 3 absences following the last meeting and with any Member who accrues 2 absences in any period of 12 consecutive months in future
4. agreed the retirement dates for each Tenant Operational Board Member as follows:

Tenant Operational Board Members retiring at the 2017 AGM:
Anna Skrobisz and Jim Elks

Tenant Operational Board Members retiring at the 2018 AGM:
Andrew Beresford and Richard Bruford

Tenant Operational Board Members retiring at the 2019 AGM:
Samantha Hudson and Elastus Mwaba
5. noted the arrangements for the reappointment of Tenant Operational Board Members when reaching their retirement date.

17/54 Domestic Abuse Policy

The Operational Board considered a report on a review of the Domestic Abuse Policy. Following the review, there were no significant changes required, the main changes relate to changes within partnerships, internal structures and in order to provide up to date statistics.

Lorraine Testro explained that Derby Homes has a dedicated Domestic Abuse Worker within the complex needs section which has enabled the team to become more victim focused.

Paul Bayliss asked if Derby Homes support people going to court to prevent any further incidents. Lorraine Testro confirmed that Derby Homes do support people at court proceedings.

Agreed

The Operational Board agreed the minor changes to the Domestic Abuse policy.

17/55 Standing Order 12

Agreed

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

17/56 Tenant Panel Review – Kitchens & Bathrooms

The Operational Board considered a report on the findings of the Tenant Panel's review of replacement kitchens and bathrooms that are carried out by Derby Homes. The review looked at the variety of choices available and the level of satisfaction with the replacement service.

The Operational Board asked that in future the positive and negative comments are split to make it clearer.

Agreed

The Operational Board

1. noted the information detailed in Appendix 1 of the report
2. approved the recommendations (Appendix 1 pages 4 – 5).

17/57 Partnership Framework

The Operational Board considered a report outlining a proposal to create a new Derby Homes Partnership Policy and Derby Homes Partnership Register building on the success of the Derby Association of Community Partners (DACP) Partnership Forum. The proposal will create a layered framework that will improve the awareness and understanding of partnership working at Derby Homes, and identify how we manage, maintain and monitor the outcomes achieved through partnership working.

Agreed

The Operational Board

1. acknowledged the successful achievements of the DACP Partnership Forum
2. agreed the development of a new Derby Homes Partnership Policy
3. agreed the development of a new Derby Homes Partnership Register.

17/58 Customer Service Strategy Update

The Operational Board considered a report providing an update against progress made on implementing the Customer Service Strategy, launched in April 2016, and the marketing opportunities now provided through the 'Get Online' incentive scheme approved by the Council in March.

Paul Bayliss expressed his concerns around removing telephone support before engagement levels have increased on the online system.

Maria Murphy confirmed that Derby Homes will not rush on withdrawing any level of staffing in the Customer Services Team; and will be working alongside the Operational Board.

Tony Holme asked if the web based systems could be extended to leaseholders. Jackie Westwood confirmed that unfortunately this is not currently possible.

Agreed

The Operational Board:

1. noted the report
2. approved the target figures for tenants registering and using 'my tenancy on line' as: April 2017 – April 2019 to increase the number of tenants registered from 4000 to 8000.
3. noted the actions being taken to implement the Customer Service Strategy.

17/59 Service Update

The Operational Board received a joint report from Heads of Service providing a general overview and update on current issues.

Agreed

The Operational Board noted the report.

17/60 Customer Engagement & Community Development Update

The Operational Board received an update report on further progress of the changes made to Customer Engagement and Community Development. In particular, work that the team lead with the delivery of Derby Homes News, Award writing success and Volunteering celebrations.

Agreed

The Operational Board noted the report.

17/61 Tenants Who May Pose a Risk to Staff Procedure Update

The Operational Board received an update on the new procedure for dealing with a range of potential risks to staff posed by tenants that are not covered by the violence and aggression procedure.

Agreed

The Operational Board noted the report.

17/62 Rent Arrears and Welfare Reform Update

The Operational Board received a report detailing;

- April position on rent arrears.
- Detail of Discretionary Housing Payments.
- Welfare Reforms and how we are mitigating the impacts.

Agreed

The Operational Board noted the report.

17/63 Estate & Flat Inspections Quarters 3 & 4

The Operational Board received a report giving detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2016 – 31 March 2017.

Agreed

The Operational Board noted the report.

17/64 Customer Priorities Quarter 4

The Operational Board received a report giving details of performance against the 10 Customer Priorities to the end of Q4 2016/17. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.

Agreed

The Operational Board noted the report.

17/65 Customer Survey Quarter 4

The Operational Board received a report providing detailed analysis of the satisfaction results from the Customer Survey 2016/17, carried out during January 2017 – March 2017.

Agreed

The Operational Board noted the report.

17/66 Anti-Social Behaviour Quarter 4

The Operational Board received a report providing some key statistics for Derby Homes ASB service for the fourth quarter of 2017/18.

Agreed

The Operational Board noted the report.

17/67 Homelessness Quarter 4

The Operational Board received a report providing details of Homelessness Preventions, Approaches and Acceptances for Quarter 4 2016/17.

Agreed

The Operational Board noted the report.

17/68 Draft Minutes of Derby Homes Board meeting held on 25 May 2017

The Operational Board received the draft minutes of Derby Homes Board meeting held on Thursday 25 May 2017.

Agreed

The Operational Board noted the draft minutes of Derby Homes Board meeting held on Thursday 25 May 2017.

17/69 AOB

Jackie Westwood informed the Operational Board that Derby Homes has now obtained registration with the FCA but the TUPE of Derby Advice staff has been postponed until 1 August 2017; this is detailed within the Heads of Service Update Report.

Date of next meeting:

The next meeting will be held on Thursday 24 August 2017 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 8:20 pm.

.....

CHAIR

Signed as true and accurate record of the meeting held on 29 June 2017.

**DERBY HOMES OPERATIONAL BOARD
29 JUNE 2017**

**STATEMENT FROM THE CHAIR OF DERBY HOMES
FIRE SAFETY**

Report of the Chair of Derby Homes

- 1.1 Following the tragic events at Grenfell Tower on 14 June 2017 I feel it appropriate as Chair of Derby Homes to make the following statement.
- 1.2 As the days and weeks move on the scale of this terrible tragedy and human cost becomes clearer, my thoughts and the thoughts of our Boards, Senior Managers and employees are with those who have been affected as a result of this fire.
- 1.3 I want to reassure Operational Board Members that as Chair of this organisation I have been received regular briefings from the Managing Director and her team in terms of fire safety issues within the city.
- 1.4 Derby Homes, as a registered provider has obligations to comply with all relevant legislation, specifically in this case we are required to

'meet all applicable statutory requirements that provide for the health and safety of occupants in their homes'.
- 1.5 I am satisfied that from the information I am receiving Derby Homes are compliant with these requirements.
- 1.6 During the last few weeks we, as an organisation have on behalf of the Council responded to all requests for information from the CLG, LGA and National Federation of ALMO's in respect of fire safety with particular reference to high rise blocks and external cladding.
- 1.7 Derby City Council owns only one high rise residential block of flats, Rivermead House. Derby Homes manage these flats on behalf of the Council. You will already been aware that we are working closely with Derbyshire Fire & Rescue Service who have confirmed that they are satisfied with all current fire safety measures that are in place. I can also confirm that the current concerns relating to

the use of some external cladding systems do not affect any properties within our stock.

- 1.8 We have provided reassurance to the resident of Rivermead House and similarly with individual tenants who have contacted us since the tragedy.
- 1.9 As the investigation into the cause of the fire continues we will respond appropriately to any recommendations and regular briefings are being provided to the Council and members of the main board and operational board.

Operational Board
29 June 2017

Part B Questions

B5 – Estate & Flat Inspections Qtrs 3 & 4

Fly tipping – no fly tipping in the South West, according to my reckoning there was 274 cases if the other figures are correct. The charts don't make sense to me.

Apologies, a line for Fly Tipping in the South West area had been accidentally deleted and should read:

Category Type	No of cases opened 1 Oct 2016 - 31 Mar 2017	No of cases in progress	No of cases over 3 months old at 04/04/17
Fly tipping on Derby Homes managed land	274	0	0

The graph shows the total figure for this latest 6 months and also for the previous 6 months. So for the fly tipping in the South West area, there were a total of 348 cases for the period 1/4/16 to 30/9/16 and then 274 cases for the period 1/10/16 to 31/3/17

B7 Customer Survey Q4

I like all the comments but what happens to them?
Do the tenants that make the comments get any feedback?

When a survey is undertaken with a tenant and an issue is raised through a comment, the housing officer is to raise an action to take steps to resolve the issue. We are currently looking into ways of feeding, non-action comments back in a timely manner to the appropriate area of the businesses.