

## **DERBY HOMES LIMITED**

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

**Held on Thursday 3 September 2020  
(Via Skype)**

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

Charlene Bhurton, Lucy Care, Tony Holme, Bob MacDonald (Chair), Jsan Shepherd

#### **Officers present:**

Steve Bayliss, Paul Cole, David Enticott, Ashton Garner, Michael Kirk, Clare Mehrbani, Jackie Mitchell, Matt Palmer, Ian Yeomans

#### **20/53 Apologies**

Apologies were received from Jim Elks and Dennis Rees

#### **20/54 Admission of late items**

The Chair admitted a late item on Outdoor Meeting Areas Cat 2 Sheltered Schemes. It was agreed this item would be taken as A7.

#### **20/55 Declarations of interests**

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

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

#### **20/56 Chair's Announcements**

The Chair welcomed Cllr Lucy Care to the Operational Board meeting. The Chair confirmed Ian Veitch and Laraine Hurt have resigned from the Operational Board. Jim Elks will be standing down at the Company's AGM at the end of the month.

The Chair commended Derby Homes for doing a good job with getting services back up and running despite the trials and tribulations that the Coronavirus pandemic has caused.

The Chair commended Paul Cole for his work on the annual report.

**20/57 Minutes of the previous meeting**

The minutes of the meeting held on Thursday 11 June 2020 were accepted as a true and accurate record.

**20/58 Matters arising**

**20/34 Operational Board Forward Plan** - It was confirmed that Rixonway has been taken over and have formed a new company called Magnet Kitchen Solutions (MKS). It was been agreed to continue to purchase kitchens through MKS until April when the provider will be re-procured.

**20/59 Questions from members of the public**

There were no questions from members of the public.

**20/60 Part B Supplementary Questions.**

There were no supplementary questions.

**20/62 Outstanding Actions**

There were no outstanding actions.

**20/63 Performance Management Year End Report**

The Operational Board received a report which presented a summary of the 2019/20 year end performance from key performance measures reported to Derby City Council.

It was confirmed that there has been an impact on the figures due to the coronavirus pandemic and the effect it has had on the ability for Derby Homes to deliver all services.

The Operational Board requested the compliments received for the Anti-Social Behaviour team should be reflected in the Complaints and Compliments report. It was confirmed Derby Homes would identify why these have not been included.

The Operational Board queried if there was any scope to provide a sold service earlier on to the private rented sector to prevent evictions. It was confirmed that a report will be going to the main Board shortly with a marketing and communications campaign to support both landlords and tenants.

The Operational Board queried if there was an analysis done of the sickness figures to see if those who are working from home would not be physically able to come into the office. It was confirmed there are a few cases where people have been shielding but have been able to carry out other duties from home.

### **Agreed**

The Operational Board noted the 2019/20 year end performance results.

## **20/64 Performance Management Q1 2020-21**

The Operational Board received a report which presented a summary of performance for quarter one 2020/21 from key performance measures reported to Derby City Council.

The Operational Board queried if there are any trends with tenants who were dissatisfied with their new homes. It was confirmed that only 3% reported dissatisfaction and many of the responses were neither / nor. It was confirmed that dip sampling had been completed of neither / nor responses and no trends had been identified.

The Operational Board queried support for new tenants who find a home through the private rented sector scheme. It was confirmed that if tenants move into properties through the private rented sector scheme that there is a support mechanism in place for maintaining tenancies for the first six months.

It was confirmed that stretching targets are set but any targets and measures not met are followed up by the relevant departments.

### **Agreed**

The Operational Board noted the 2020/21 quarter one performance results.

## **20/65 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the period November 2020 – May 2021.

The Operational Board requested an update on the Grounds Maintenance Scheme at the next meeting. It was agreed that a decision on potential

additional staffing in 2021/22 for the scheme would not now be made until 2021–22 due to the impact coronavirus has had on the delivery of the service.

It was confirmed the report on changes to the annual rent letter would be taken off the plan and be covered in the Service Update report. The Fire Safety in Flats report will be led by Ian Yeomans and not Michael Kirk.

### **Agreed**

The Operational Board noted the Forward Plan.

## **20/66 Value for Money Report**

The Operational Board considered the annual report on Value for Money.

The report advised that Value for Money considerations must be balanced between cost and performance and that the annual report updated this Board on that balance and sought the views of the Board.

The Operational Board confirmed that the Repairs and Housing Management figures are very reassuring.

The Operational Board was advised Derby Homes is spending slightly more than the median on costs associated with Anti Social Behaviour but this spend is reflected in the performance figures. It was confirmed Derby Homes is contributing to the public protection service run through Derby City Council and this will be reflected in the associated costs.

### **Agreed**

The Operational Board noted the annual Value for Money report.

## **20/67 Estates Pride Programme 2020–21 Update**

The Operational Board considered an update on the Estates Pride Programme for 2020-21, which delivers improvement works that are identified by Tenants, Councillors, Local Housing Office staff and other local agencies/partners. The works can potentially include fencing and gates, lighting, landscaping and improving access (paths etc).

The Operational Board was advised that work had been stopped due to the pandemic, but had resumed at the start of June.

Lucy Care requested consideration be given to providing cycle parking at Rivermead House. She also suggested the planting of appropriate types of trees (eg fruit trees) in tenants' gardens. It was agreed that this would need to

be considered carefully as it could potentially raise issues from a Housing Management and Anti Social Behaviour perspective.

## **Agreed**

### **The Operational Board**

1. Recommended that the Council updates the 2020/21 Estates Pride Capital Programme (subject to available funding) with the additional schemes recommended by the Operational Board:
  - Osmaston Park Road, 3 parking areas (10 spaces) £50,000
  - Matlock Road, parking area (6 spaces) £25,000
  - Atchison Gardens, parking area (7 spaces) £25,000
  - Lapwing Close, parking area (10 spaces) £30,000

with the decision of priority for these schemes delegated to the Head of Capital Works.
2. Recommended that – subject to available funding - the Council adds £150,000 to the 2020/21 Estates Pride Capital Programme to fund car park resurfacing works identified from the Well Managed Highways inspections.
3. Requested that future reports recommend the prioritisation of the work and include justification for the recommendation.

## **20/68 Safeguarding Policy**

The Operational Board considered a report which explained that Derby Homes' Safeguarding Policy had been reviewed, there are several updates within the new policy that are linked to guidance documents that have been issued by Government with regards to both adults and children safeguarding. The new policy has been widened to incorporate the work of the Housing Options team and includes new definitions of abuse.

It was confirmed Derby Homes would look at the definition for Sexual Abuse.

It was agreed to move Criminal Exploitation to above Neglect and acts of omission (on page 7) to differentiate between the other forms of neglect and self-neglect.

It was confirmed to add 'six' to the following statement 'Derby Homes staff will embed in its culture and training the following *six* adult safeguarding principles' to tie point 6.2 together.

It was confirmed to add reference to how people can identify and find out who Safeguarding champions for Derby Homes are.

It was queried why the statement 'Derby Homes takes account of safeguarding risks in decisions they make and actions they take.' was under 9.4 Complex Needs Team. It was agreed that this could be moved to the beginning of the policy.

It was agreed that changes would be shown in italics or bold (rather than in red) in future reports.

### **Agreed**

The Operational Board approved the revised safeguarding policy subject to the above minor changes.

## **20/69 Social Use of Garages**

The Operational Board considered a report which explained Derby Homes has 7 garage sites that are currently being allocated free of charge to selected charities and community groups to support activities provided in the local community. The notional value of this is estimated at £500 per year per garage and could be interpreted as grant support to these organisations.

The report advised that Derby Homes' rules require us to seek approval for grants to external bodies from both the Operational Board and the Council. The Operational Board was asked to consider granting approval for the existing sites and delegate approval of future requests to the chair of the Operational Board.

### **Agreed**

The Operational Board agreed:

1. To recommend to the Council approval of notional grant funding of £3,500 retrospectively to cover the annual costs of the 7 garages as detailed at paragraph 4.4
2. To delegate support of future requests to the Chair of the Operational Board prior to seeking formal approval from the Council.

## **20/70 Outdoor Meeting Areas Cat 2 Sheltered Schemes**

The Operational Board received a report advising one of the impacts of the Coronavirus pandemic has been that Derby Homes has not been able to keep common rooms in Category 2 schemes open as we are unable to manage social distancing requirements or service the cleaning schedules that would

be required to ensure the safety of our residents. It is recognised that meeting outdoors is a lower risk option and the report proposed how we could facilitate a safe, comfortable outdoor space for residents in these schemes to maintain social contact and reduce isolation.

The Operational Board raised some recommendations with regards to converting common rooms into outdoor spaces. It was confirmed Derby Homes would feedback the desire for energy efficient and health and safety compliant heating sources for outdoor areas.

### **Agreed**

The Operational Board:

1. approved the provision of sheltered outdoor meeting areas for residents in Category 2 sheltered schemes, subject to consultation and site feasibility.
2. approved that this work be budgeted from the Estates Pride budget and reported retrospectively to Operational Board.

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

#### **20/71 Service Update**

The Operational Board noted a joint report prepared by Heads of Service, providing a general overview and update on current issues.

#### **20/72 Homelessness Report Q1 2020-21**

The Operational Board noted a report which gives details on:

- Homelessness Approaches
- Homelessness cases resolved under Prevention and Relief Duty
- Homelessness Acceptances

#### **20/73 Complaints and Compliments Q1 2020-2021**

The Operational Board noted report which provided detailed analysis of complaints received between 1 April and 30 June 2020 (Q1).

#### **20/74 Customer Survey and Local Customer Priorities Q1 Update**

The Operational Board noted a report which provided the analysis of Derby Homes overall satisfaction and to give an update on the local customer priorities.

**20/75 Anti Social Behaviour Q1**

The Operational Board noted a report gives some key statistics for Derby Homes ASB service for the first quarter of 2020/21.

**20/76 YMCA Youth Innovation Pilot Project Update**

The Operational Board noted an update on the progression of the YMCA Youth Innovation Pilot Project.

**20/77 Derby Homes Annual Report 2019 – 20**

The Operational Board noted Derby Homes Annual Report 2019 – 20.

Jsan Shepherd thanked Paul Cole and his team for their work on the Annual Report.

**20/78 Homefinder Report**

The Operational Board noted a report which provided information on Derby Homefinder for the period April 2019 - March 2020.

**20/79 Draft Minutes of Derby Homes Board Meeting held on Minutes 30 July 2020**

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on 30 July 2020.

Date of next meeting

**The next meeting will be held on Thursday – 3 December 2020 at 6.00 pm.**

.....

CHAIR

Signed as true and accurate record of the meeting held on 3 September 2020.