

DERBY HOMES LIMITED

MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Friday 26 March 2010

The meeting started at 12.05 pm

Board Members Present:

Bob Osler (Chair), Ken Whitehead

Others Board Members Present:

Iain MacDonald

Officers Present:

Phil Davies, Susan Hill, Jackie Mitchell

10/09 Apologies

Apologies for absence were received from Paul Bayliss, Margaret Redfern, Dennis Rees and Lorraine Watson

10/10 Admission of Late Items

There were no late items.

10/11 Declarations of Interests

The Tenant Board Member declared his interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

10/12 Minutes of Previous Meeting held on 28 January 2010

The minutes of the meeting held on 28 January 2010 were accepted as a true and accurate record.

10/13 Matters Arising

Minute 09/60 NHF Excellence in Governance Code for Members

The Chair asked if a schedule of accreditations achieved by Derby Homes had been produced as requested by Tabani Ndlovu. The Governance Services Manager replied that this will be added to the

agenda for the next Performance Management Committee.

Minute 10/07 Chief Executive's Job Description

The Chair asked if the Chief Executive's job description will be taken to the next Resources and Remuneration Committee. The Governance Services Manager confirmed that it will.

**10/14 NHF Excellence in Governance Code for Members
H - Committees of the Board Terms of Reference**

The Chair asked Iain MacDonald, Chair of both the Development & Regeneration and Resources & Remuneration Committees, for his views on the Terms of Reference. He replied that both Terms of Reference have been tried and tested for a period of time and there has been no issues raised. The Terms of Reference have allowed the two Committees to function well.

Iain suggested that for better governance and business of Derby Homes that the two Committees be merged into one. He proposed the Committee should be named Resources, Remuneration and Regeneration and their Terms of Reference combined. The Governance Services Manager will prepare a report seeking approval for the proposal, for the next Board meeting. The Chair requested that Roy Webb, who is also a member of Development and Regeneration Committee, is consulted on this proposal.

The Governance Services Manager informed Committee that Section L, Audit and Risk, will be brought to the next meeting and John Bloxsom, Chair of Audit Committee, will be invited to attend.

Iain MacDonald asked if he could have a copy of the NHF Excellence in Governance Code for Members as he would like to read it and queried why a copy hadn't been provided for all Board Members. The Governance Services Manager explained that the Code had only been ordered for members of this Committee in order to benchmark Derby Homes' governance against the recommendations in the Code. The Chair agreed to order the Code for all Board Members.

The Committee viewed Section M of the NHF Excellence in Governance Code for Board Members. See attached Appendix A which has been amended to reflect Committee's comments (*shown in italic*).

Agreed

The Committee

1. considered the terms of reference for the
 - Resources & Remuneration Committee
 - Development & Regeneration Committee
2. agreed to recommend to the Board that the Development and Regeneration Committee is combined with the Resources and Remuneration Committee
3. considered the issues raised in Section M of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members.

10/15 Board Skills Audit

The Committee received a matrix containing the composite results of the Board Members' skills audit for 2009/10.

The Chief Executive suggested sharing the skills audit with Michael Foote, Corporate Director of Corporate and Adult Services, to assist the political parties in nominating Councillor Board Members with the required skills.

The Chief Executive commented that the report will help the Board identify where there are skills gaps. The Chair requested that the matrix is looked at, at the Chair's meeting.

Iain questioned the need for all of the headings on the skills audit. He felt that there was a need to reduce and clarify them. The Chief Executive and the Governance Services Manager agreed to review the headings.

Agreed

The Committee noted the report.

10/16 Board Improvement Action Plan 2010/11

The Committee considered the Board Improvement Action Plan 2010/11 which had been delegated to them by the Board in January for implementation

- Ref 3.2 - Discuss council member nomination arrangements with Derby City Council with a view to agreeing a nominations protocol: Iain MacDonald suggested sending the Board Members' completed Skills Audit Form to Leaders of the political parties. The Chair

suggested doing this by end of April.

- Ref 7.1 – Review the current arrangements and budgets for Board Member training:
The Governance Services Manager explained to Committee that the budget is still £11,000.
- Ref 7.3 – Hold Chair one to ones with new Board Members within six months of joining:
Ken Whitehead asked if Board Members could meet with the Chair, like himself. The Governance Services Manager said that new Audit Committee Members meet with the Audit Committee Chair three months from the date of appointment. She suggested doing this with new Board Members.
- Ref 7.9 – Review the role and achievements of the DACP:
The Chair informed Committee that he had a meeting with the DACP beginning of the week which was to help to take the DACP forward.

Agreed

The Committee noted the updated Board Improvement Action Plan 2010/11.

Date of next meeting

The next meeting will be held on Friday 28 May 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 2.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 26 March 2010.

NHF EXCELLENCE IN GOVERNANCE

Section M

Conduct and Probity

Para-graph	Do we comply?	Comments
M1	✓	Derby Homes Governance Arrangements contain a Code of Conduct for Board Members. The Code is available for public inspection on the public documents page of CMIS.
<i>(M1) Committee comments: Derby Homes complies.</i>		
M2	✓	(1) The values of the organisation appear in the Delivery & Business Plan, as well as other corporate documents. The D&BP is reviewed annually by the Board. (2) This code of governance can be reviewed in the future if the Committee feels this is appropriate. (3) and (4) are included in the Key Policy Schedule and are listed for review within the Governance Arrangements and other Derby Homes policies.
<i>(M2) Committee comments: Derby Homes complies.</i>		
M3	✓	Derby Homes has reviewed its Whistle Blowing Policy and has incorporated arrangements to include the use an external organisation, Safe Call, a confidential, 24/7, telephone service for any employee who wishes to “blow the whistle” on any area of concern about Derby Homes business. There is also a process included in the Code of Conduct for complaints about Board Members.
<i>(M3) Committee comments: Derby Homes complies.</i>		
M4	NA	Schedule 1 of the Housing Act 1996 is designed to prevent conflicts of interest between the board members and employees of a registered social landlord (RSL) and those people’s duties to that organisation. It does not apply to ALMO Board Members.
<i>(M4) Committee comments: Derby Homes complies.</i>		

M5	X	If a Board Member raised concerns, at a Board meeting, about the way the organisation is run, then this would be minuted and also if this was the reason for their resignation it would be minuted it.
<p><i>(M5) Committee comments:</i> <i>The Governance Services Manager informed Committee that there was a cross against this section because Derby Homes has not had this situation. However, Derby Homes will comply to minute a Board Member concerns about the way the organisation is run and also the reason for his/her resignation.</i></p>		

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES & REMUNERATION MEETING

Held on Thursday 29 April 2010

The meeting started at 6.00 pm

Board Members Present:

John Bloxsom, Saadia Davis, Tony Holme, Iain MacDonald (Chair),
Bob Osler, Dennis Rees

Officers Present:

Phil Davies, Jackie Mitchell, Lorraine Watson

Others Present:

David Porter, Helen Nicholson, PricewaterhouseCoopers

10/09 Apologies

Apologies for absence were received from Paul Bayliss

10/10 Admission of Late Items

The Chair admitted a late item on the draft Terms of Reference for the proposed Resources, Remuneration and Regeneration Committee.

The Chair agreed to bring forward Item C3 Delivering Efficiencies in Corporate and Transactional Services to item 4 on the agenda.

10/11 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

10/12 Confidential Business

Agreed

The Committee agreed that under Part IV of the Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (j).

10/13 Delivering Efficiencies in Corporate and Transactional Services (DECATS) – Next Steps

The Committee received a presentation from David Porter of PricewaterhouseCoopers (PWC) on the results of the recent exercise carried out at Derby Homes.

They also received a report from the Chief Executive of Derby Homes outlining the possible next steps to be taken to implement the recommendations in PWC's report.

Agreed

The Committee approved the recommendations in paragraph 2 of the report.

End of confidential business

10/14 Minutes of Previous Meeting

The minutes of the meeting held on the 7 January 2010 were accepted as a true and accurate record.

10/15 Actions and Matters Arising

Minute 10/08 Draft Operating Budget

John Bloxsom enquired if there was any information yet on the contribution from the Council's £35K social housing fraud grant.

The Director & Company Secretary advised the matter was still being discussed. The money had been allocated to the Council's Internal Audit Service and Derby Homes has been invited to participate in the proposed activities funded by the grant.

10/16 Procurement – Employee Declaration of Interests

The Committee considered the introduction of a process for employees to make declarations of interest in respect of their work at Derby Homes.

The proposed process requires employees involved in contracts and procurement to formally make a declaration of their personal links or interests and this declaration is made at least annually. The procedure being considered by the Council has been adapted to meet Derby Homes' needs, reference to political interests was removed as it was felt this would not be a direct influence on procurement.

Agreed

The Committee

1. approved the proposal to collect declarations of interest from Derby Homes' employees
2. agreed to review the policy in 1 year, or sooner if any significant issues arise that are not covered in the policy.

10/17 Timetable for 2009/10 Year End Accounts

The Committee received details of proposed publication dates for the year end accounts.

- Final Accounts and Audit Management Letter : Audit Committee 5 July 2010
- Final Accounts and Audit Management Letter : Resources & Remuneration Committee 8 July 2010
- Final audited accounts : Board 29 July 2010 for approval
- Submission to AGM : 28 October 2010
- Filing at Companies House : by 17 December 2010.

Agreed

The Committee noted the dates when the year end accounts for 2009/10 will be available.

10/18 Chief Executive's Job Description

The Chief Executive declared an interest in this item.

The Committee considered an updated version of the Chief Executive's job description. The job description had been reviewed by the Governance Services Committee against examples of best practice.

Agreed

The Committee agreed the Chief Executive's job description.

10/19 Draft Value for Money Strategy

The Committee received a draft Value for Money (VFM) Strategy and terms of reference for the VFM Steering Group.

The Strategy sets out a framework to embed and measure Derby Homes' progress towards delivering an efficient and effective service to tenants and leaseholders.

The Steering Group will be responsible for ensuring delivery of the overall aims and objectives of the VFM Strategy.

Tony Holme pointed out that the strategy did not include any reference to Quality. The Director & Company Secretary agreed and undertook to ensure it is included in the Strategy.

Agreed

The Committee

1. approved the Value for Money Strategy including inclusion of additional information regarding quality, and the Terms of Reference for the VFM Steering Group
2. nominated Tony Holme to join the Steering Group.

10/20 Times Top 100 Companies 2010

The Committee received a report summarising the results of the latest Times Top 100 Companies survey completed by staff of Derby Homes. The results show an improvement in most areas of performance and Derby Homes has been recognised as 'one to watch'.

An action plan will be drawn up to build on the work done to date following the survey completed in 2008, to address concerns raised by staff and areas of weakness.

Agreed

The Committee noted the report and actions proposed and that a further survey will be completed in 2012.

10/21 Proposed Resources, Remuneration & Regeneration Committee

The Chair informed the Committee that he had recently attended the Governance Services Committee to discuss the terms of reference for this Committee and the Development & Regeneration Committee, of which he is also Chair.

He has recommended that the two Committees, and their terms of reference, are combined. Meetings will be held on the agreed dates of the Resources & Remuneration Committee. The draft terms of reference of the new Committee was circulated and the matter will be subject to Board approval in May.

Agreed

The Committee noted proposals for the new Resources, Remuneration & Regeneration Committee.

10/22 Confidential Business

Agreed

The Committee agreed that under Part IV of the Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (g).

10/23 Draft Financial Strategy for Derby Homes 2010/11 – 2014/15

The Committee received the draft Financial Strategy setting out the current and future financial process facing Derby Homes.

Agreed

The Committee approved the recommendations in paragraph 2 of the report.

Date of next meeting

The next meeting will be held on Thursday 8 July 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 7.55 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 29 April 2010.

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Tuesday 9 March 2010

The meeting started at 6.00 pm

Board Members Present:

Tabani Ndlovu (Chair), David Batey, Dennis Rees, Ken Whitehead

Officers Present:

Steve Bayliss, Julie Eyre, Sharon Hancock, Mary Holmes, Steve Humenko, Lorraine Watson, Julie Wren

10/18 Apologies

Apologies for absence were received from Alison Brown and Maureen Davis.

10/19 Admission of Late Items

There were no late items.

10/20 Declarations of Interests

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

The Tenant Board Member declared his interests as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

10/21 Performance Indicator Suite 2010/11

The Committee received a report containing proposals for the 2010/11 performance indicators and 2010/11 targets against those indicators. The report also contained recommendations for the removal of some existing indicators which no longer hold relevance for Derby Homes. The Committee was asked to approve and comment on the proposals for 2010/11 performance indicators and targets subject to final agreement with Derby City Council.

Responsive Maintenance

Appointments made, proposed target for 2010/11 is 92%. Approved.

Appointments kept, proposed target for 2010/11 is 98%. Approved.

The Maintenance Manager (Repairs) informed Committee of the removal of the target urgent repairs within government time limits which measures R1, R3 and R7 repairs. The new priorities will be introduced from 1 April. The changes will be that the R3 go into 1 day and R7 into 5 days. This will no longer be measureable as there will be no priorities. The Committee was advised that there will be a figure for appointments made which will be measured by % completed within time.

Emergency – (Attend and make safe within 2 hours) – 98.5%.
Approved

Very Urgent Repair – (Complete within 24 hours) – 98%. Approved.

Urgent Repair – (Complete within 5 working days) – 95%. Approved.

Non Urgent Repairs – (Complete within 30 working days) 92%.
Approved.

Specialist non urgent repairs – (Complete within 90 working days) – 90%. Approved.

The Chair referred to the percentage of repairs completed on the first visit being 85% and commented that this seemed to be low. He added that he felt we should be achieving a higher amount. The Maintenance Manager (Repairs) advised Committee that this figure has been kept as captured in the Customer Satisfaction results. He anticipates that the introduction of the new handheld technology would give improvements. The Maintenance Manager (Repairs) asked the Committee if they would like him to increase this figure. The Chair replied he was happy to keep it at 85% but would like to see this aligned against something more challenging for the business.

The Chair asked if there was a strategic aim on the environment contained within these targets such as mileage or carbon footprint. The Performance Manager advised the Chair that these are contained within the Delivery and Business Plan and from this we identify our SITs.

Minor adaptations, the target for 2009/10 was 16 days and it is proposed to reduce this target to 14 days in 2010/11. Approved.

Major adaptations, the target for 2009/10 was 128 days and it is proposed to reduce this to 125 days in 2010/11. Approved.

It is proposed that the target for the proportion of planned repairs and maintenance expenditure compared to responsive maintenance expenditure be increased to 72%. Approved.

The % of non decent Council Houses remains unchanged for 2010/11 at 1%. Approved.

Tenant satisfaction with repairs, (taken from SNAP survey January 2010) was 87.5 % it is proposed to retain the 2009/10 target of 90%. Approved.

Income Management

The Committee received the proposed targets for income management identified by using projected out turns for 2009/10 and by taking the current financial climate into account. They were advised that these may change subject to out turn. The Committee was informed that the Arrears Manager is expecting an out turn of £960K.

Rent collected as a % of rent due, projected outturn 98.32%, proposed 2010/11 target 98.35. Approved.

The Performance Manager referred to the number of tenants with more than 7 weeks of rent arrears. The projected out turn is 6.59% and the proposed new target is 5%. She commented that with the current climate they are aware that tenants are going to struggle. This is reflected in the % of tenants served with an NSP. The projected out turn is 13% and the proposed target for 2010/11 is 14.5%.

The Performance Officer referred to page 3 of Appendix 2 which shows that the % of tenants with more than 7 weeks arrears is in the lower quartile. He advised Committee that the projected figure is 6.59% however this usually builds up over the year. The proposed target set is 5% which is lower.

The Chair recommended that the Committee request clearer clarification on this target in a future meeting.

% of tenants evicted as a result of arrears, projected outturn 0.16%, proposed target 2010/11 of 0.16%. Approved.

Number of tenants evicted as a result of rent arrears, projected outturn 68, proposed target 2010/11 no more than 75. Approved.

Rent Arrears of current tenants as a % of the rent roll, projected outturn 2.5%, proposed target 2010/11 2.45%.

Rent Arrears of current tenants, projected outturn £960,000, proposed target 2010/11 £960,000 or actual outturn.

The Committee raised questions around the paragraph relating to rent arrears written off. This reports a projected out turn of £110,000 and a proposed target for 2010/11 of £200,000. The Director and Company Secretary pointed out that in Appendix 1 the target entered is £250,000 and queried why this was different from the target in the report.

The Chair recommended that the Committee request clearer clarification on this target.

Court cases where an order was obtained projected outturn 240, proposed target 2010/11 280.

Agreed

The Committee agreed the proposed indicators and targets as shown in the report and asked for clearer clarification on item 5.9 of the report.

Voids, Relets and Satisfaction

The projected out turn for the average time taken to relet local authority housing 2009/10 is 30 days with a proposed target for 2010/11 of 26 days.

Dennis Rees commented that the time taken on voids was still too long. The Performance Manager replied that there had been an improvement of performance over the last 6 months. The Performance Officer added that this should improve further once ESD are on board with us however this will take time. The target they have set is a realistic one.

The following targets remain unchanged:

% of rent lost through dwellings becoming vacant proposed target 1.75%. Approved.

Total voids as a % of stock proposed targets 1.00%. Approved.

Total active voids, proposed target 75. Approved.

Total passive voids, proposed target 60. Approved.

The last Status Survey which took place in 2008 gave Tenant Satisfaction with landlord 73%. Derby Homes have completed mini status surveys which show that overall satisfaction has increased to 82%. The proposed target for 2010/11 has been set at 82%. The proposed target for Leaseholder Satisfaction will keep in line with this and is set at 82%.

The satisfaction level for Derby Homes taking tenants views into account has been given a proposed target of 65%. This is as advised by the Research Team at DCC.

Enquiry Centre

The Customer Services Manager advised the Committee that the proposed target for % of abandoned calls as a % of calls received is to be kept the same as the target 2009/10 which is less than 9%. She advised that the industry standard is 12%. Approved.

The average call wait target has been reduced from 18 seconds down to 15 seconds. Approved.

Customer satisfaction with the Enquiry Centre (taken from SNAP survey January 2010) was 79%, the proposed target for 2010/11 is 83%. Approved.

Other

The proposed target for invoices paid in 30 days 2010/11 is 98%. Approved.

The proposed target for average SAP rating of dwellings 2010/11 is 71. Approved.

The Performance Manager referred to a new target introduced in 2009/10 on avoidable contacts. In March 2009 the figure for avoidable contacts for repairs was collated. The submission this year will be avoidable contacts within the Allocations service area. The information required is currently being completed ready to send to Derby City Council.

Date of next meeting

The next meeting will be held on Monday 17 May at 6.00 pm at Cardinal Square.

The meeting ended at 7.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 9 March 2010.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 8 April 2010

The meeting started at 6.00 pm

Board Members Present:

Donald Beard, Alison Brown, Saadia Davis, Gary Featherstone, Bob Osler, Brian Perry, Dennis Rees (Chair), Terry Rogerson, Roy Webb

Observer:

Pat Holme, Leaseholder

Officers Present:

Paul Cole, Phil Davies, Maureen Davis, Susan Hill, Pete Matthews, Andrew McNeil

10/20 Apologies

Apologies for absence were received from Margaret Redfern and Shaun Bennett

10/21 Admission of Late Items

The Chair admitted one late verbal item on the Community Watch Patrol.

10/22 Late Item - Community Watch Patrol

The Housing Operations Manager briefed the Local Housing Board on a review of the role of the Community Watch Patrol. The working arrangements of the patrol are being reviewed and looking to refocus activities into the core areas of housing management, particularly around providing support to manage complaints of noise and anti-social behaviour. Resources had been reduced and the patrol service is now operating between 4.30 pm and 11.30 pm, four evenings a week. However, the service is still covering anti-social behaviour hot spots.

Proposals for the longer term provision of the service will be brought to the next Local Housing Boards in June 2010. Any savings identified

out of the review will be redirected into providing services which tackle community safety, wellbeing and estate sustainability.

Agreed

The Local Housing Board noted the briefing.

10/23 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

Introductions were made by the Local Housing Board to Donald Beard, the leaseholder representative for the North of the City.

10/24 Minutes of Previous Meeting on 11 February 2010

The minutes of the meeting held on 11 February 2010 were accepted as a true and accurate record.

10/25 Matters Arising

Minute 10/05 Matters Arising

The Regeneration and New Business Manager informed the Local Housing Board that extra work had been approved and ordered to remove a brick wall and soil bed and replace the gates at Bangor Street.

Minute 10/11 Estates Pride Quick Fix Bids

Terry Rogerson had been consulted by the Regeneration Team regarding Fenchurch Walk and he was content with the proposal to the fencing, paths and drying area.

Minute 10/18 Draft Capital Programme 2010/11

Terry Rogerson raised a point that there were old storage heaters at 8 Fenchurch Walk. The Regeneration and New Business Manager will look into this.

10/26 Questions from members of the public

There were no questions to the Local Housing Board.

10/27 Items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss items B2, B6 and B7. All other reports on Part B of the agenda were noted but not discussed.

10/28 Items from Contractor Partners

There were no items from Contractor Partners.

Terry Rogerson queried if Connaught was now the new service provider for gas servicing. The Chair replied that Connaught is now the new contractor. The Chief Executive added that Connaught's staff have been transferred from Vinshire so they have the knowledge of Derby Homes properties. He suggested inviting Connaught to the next meeting. He asked the Local Housing Board to let Derby Homes know if the standard of work is not acceptable.

Brian Perry asked how long the contract was for. The Regeneration and New Business Manager replied that the contract was for five years.

Agreed

The Local Housing Board agreed to invite Connaught to the next meeting in June.

10/29 Housing Focus and Leaseholder Groups Items

The Local Housing Board received an update of unresolved cases discussed at Housing Focus Groups and Derby Leaseholder Association in the North of the City. The Tenant Involvement Officer informed the Local Housing Board there was one case remained open. However, new cases from last night's Housing Focus Group meeting will be reported at the next Local Housing Board meeting. Since the last Leaseholder meeting on 3 February, there have been no issues.

The Chair asked what the issues to be resolved were. The Resident Involvement Officer replied that he would provide a brief summary of the categories and types of cases raised in the North for the next report.

Agreed

The Local Housing Board noted the report.

10/30 Estates Pride Quick Fix Bids

The Local Housing Board considered bids for funding from the quick fix fund within Estates Pride and an update on large scale improvements in 2009/10.

The bid for funding was for an additional 1.8m high black metal bow top fencing adjacent to St Anne's Church.

Roy Webb expressed concern that not all Councillors were being consulted on Estates Pride proposals. The Regeneration and New Business Manager will look at the process and ensure Councillors are consulted with the proposals.

Agreed

The Local Housing Board

1. approved bid for funding for fencing adjacent to St Anne's Church
2. noted the customer satisfaction survey results for the quick fix projects
3. noted the update on works outlined in paragraph 3.5.

10/31 Rechargeable Repairs

The Local Housing Board received a report explaining current procedures for raising rechargeable repairs and collecting the money owed from tenants. The report proposed changes to the procedures, including taking on responsibility, for the collection of debts, from the City Council. The report also explained current policy on rechargeable repairs and how it needs to change in the light of legislation and case law around the Disability Discrimination Act (DDA).

Roy Webb queried to what happens when the tenant leaves the property in an unsuitable condition and the property is vandalised thereafter. The Operations Manager replied that photographs are taken of the property to keep records of its condition. If appropriate, Derby Homes uses these photographs as evidence in court when seeking recharges for repairs.

Agreed

The Local Housing Board

1. approved the proposed changes within the report and
2. requested the Board makes the appropriate recommendations to the City Council.

10/32 Mobility Scooters

The Local Housing Board received an update report on the safe storage of mobility scooters within accommodation managed by Derby Homes.

Brian Perry suggested providing training for tenants who use mobility scooters so they use the vehicle in the correct way. There are a lot of people who now use mobility scooters. The Chief Executive replied that the training could be looked into and link it with the Safe to School Route.

Roy Webb expressed concern about the damage caused and liability of storing mobility scooters. He suggested having a mobility scooter policy which includes a requirement for the tenant to have an insurance policy for damage and liability. The Chief Executive replied that at last night's Leaseholders' meeting they were looking at Tenants Insurance Scheme across the City. The mobility scooters insurance could be a part of the scheme.

Bob Osler added that a policy needs to be introduced and that if the need for cover includes insurance and the possibility of charging tenants for providing space to store scooters.

Agreed

The Local Housing Board noted the current position in relation to the safe storage of mobility scooters and approved that any requests from Housing Focus Groups to provide storage facilities through Estates Pride Quick Fix funding are deferred until the matter is given full consideration in June 2010.

10/33 Directors' Update

The Local Housing Board received a report providing a general overview and update on current issues.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/34 Service Plan 2010-2011

The Local Housing Board received a report detailing the Service Improvement Targets for offices located and delivering services within the North of the City as contained within the Service Plan 2010/11.

Terry Rogerson queried SIT6 (2009/10) Supporting Older People in the Mackworth Area. Pete Matthews explained that it was a target to organise events for older people in the Brook Street area, what services and support might be needed and that all of these had been achieved. The Chief Executive added that the targets were the teams' aims to achieve something realistic. More teams are achieving 100% of their targets.

The Chair queried if SIT23 - Complete an annual audit check on 100 ready to let voids to identify trends/issues with standards and to ensure consistency – had been achieved because there had been one or two properties not up to standard. The Operations Manager will look into this.

The Chair asked if the annual audit check of ready to let voids could be done City wide and to invite Local Board Members to be mystery shoppers again. The Chief Executive replied that the contractor who does the void works and staff could look at it again as one approach across the City. He also added that Local Board Members could be asked to be mystery shoppers.

Agreed

The Local Housing Board noted the Service Improvement Targets outlined in the report.

10/35 Anti Social Behaviour Statistics

The Local Housing Board received a report which provided performance management information on Anti-Social Behaviour (ASB) for Quarter 4, 2010. The report also provided information on the areas of the ASB service that was of most interest to tenants. Comparative analysis between the previous quarter and this quarter was provided to identify ASB hotspots.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/36 Board Annual Training Programme 2010/11

The Local Housing Board received a report setting out the arrangements for the annual Board training programme for 2010/11.

Agreed

The Local Housing Board noted the annual Board training programme 2010/11 and that attendance at essential training courses is now extended to Local Housing Board members elected from 2010 onwards, but did not discuss the report.

10/37 Mediation Service

The Local Housing Board received a report explaining the role of mediation in helping resolve neighbour nuisance and anti-social behaviour (ASB) in the North area. It also gave information on the performance of the service since April 2009.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/38 Home Decoration Scheme Update

The Local Housing Board received a report reviewing the one room decoration scheme which allows elderly and disabled tenants in sheltered schemes to pay weekly for internal decoration services.

The Chair said the cost of the home decoration scheme is £230 per room but Derby Homes could not carry out one room decoration for all members of the scheme as the budget of £200,000 only allows for £133 to be spent on each member of the scheme. The Regeneration and New Business Manager replied the Council had now released £160,000 to the repair account to support the decoration scheme. If there is an increase in the take-up of decorations it can be contained in the budget.

Agreed

Local Housing Board noted the increase in the budget available for the work and noted the recommendations contained in section 3.11 of the report.

10/39 Update on Flats Inspection

The Local Housing Board received an update on flat inspections which was carried out between 1 March to 31 March 2010.

The Chair commented that the report was excellent. However, he queried whether Derby Homes was monitoring the cleaning service enough. He asked for a report on all the amber audit areas with a short paragraph how to bring the flats to green. The Housing Operations Manager replied that this type of report would be lengthy for the whole of the City.

Roy Webb and the Chair highlighted the cost of the average weekly service charge of £3.50 to cover the costs of contract cleaning. The Chief Executive suggested inviting the cleaning contractor to the next meeting to be accountable. Bob Osler suggested sending the report to the contractor first.

Agreed

The Local Housing Board noted the report.

10/40 Mini STATUS Comments

The Local Housing Board received a report on action taken to address the comments made from the North East and North West areas.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/41 Minutes of Derby Homes Board 28 January 2010

The Local Housing Board received the minutes of the Derby Homes Board held on 28 January 2010.

Agreed

The Local Housing Board noted, but did not discuss this report.

Date of next meeting

The next meeting will be held on Thursday 10 June 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 7.17 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 8 April 2010.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

Held on Thursday 15 April 2010

The meeting started at 6.00 pm

Board Members Present:

Stuart Boon, Susan Boon, Alice Buckle, Lyn Gilbey, Tony Holme, Trevor Lamb, Tabani Ndlovu, Jane Todd, Ian Veitch, Ken Whitehead (Chair), Jack Wray

Officers Present:

Shaun Bennett, Murray Chapman, Andrew McNeil, Maria Murphy, Tracy O'Connor, Paula Solowij, Carl Willis, Sophie Wood

Partner Organisations Present:

Maria Christine Schmidt, Groundwork

10/25 Apologies

Apologies for absence were received from David Batey, Paul Bayliss, Win Buchan and Harry Margett.

10/26 Admission of Late Items

There were no late items.

10/27 Declarations of Any Other Business

The Director of Housing and Customer Service will provide a verbal update on the Community Watch Patrol.

10/28 Declarations of Interests

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

10/29 Harvey Road Improvements

The Local Housing Board received a report detailing the progress of

the masterplan for environmental works to Harvey Road. There are a number of proposals for works in the masterplan which tenants have been consulted upon and, following further consultation with the Neighbourhood Board, a proposal will be brought to a future Local Housing Board South.

Maria Christine Schmidt of Groundwork gave a presentation on the work that had taken place around the consultation involving all parts of the community, including the elderly, families, local businesses, schools, residents of Alvaston, Boulton and Allenton, Arriva, Police, Highways and Planning Department, local councillors, youth clubs, community centres, emergency services and Derby Homes.

Alice Buckle asked whether benches would be installed. Maria Christine Schmidt said that benches in that area seemed to attract anti-social behaviour but that they have looked into the possibility of having lean to's, whereby if people need a rest from walking they can lean against it before they set off walking again.

Trevor Lamb asked what the road improvements had to do with Derby Homes. The Director of Investment and Regeneration said that the road is made up of mainly Council homes and that it is a part of the Estates Pride scheme.

Tracy O'Connor asked about the hard standings for residents that haven't got them, could they be a part of the improvements. Maria Christine Schmidt said that it could be a possibility.

Murray Chapman asked about the grass that was there at the moment and what will happen to it. Maria Christine Schmidt said that grass would be laid and that it would be strengthened.

Jack Wray said that it is a lot of money to be spent on one area. The Director of Investment and Regeneration said that this report and presentation is for information at present and that the matter would come back to a future Local Housing Board for the Board to approve.

10/30 Minutes of Previous Meeting

The minutes of the meeting held on the 18 February 2010 were accepted as a true and accurate record with the exception a spelling mistake regarding EBICO at minute 10/11.

10/31 Matters Arising

10/06 Car Parking at Donington Close

All residents have been notified of the Local Board's decision to keep

the current arrangements in place as recommended by the majority of the residents.

09/172 Tenant Sustainment Service

The Tenant Sustainment Service went live on 6 April 2010 and 24 tenants have signed up.

10/12 Allocations

The Director of Housing and Customer Service said that 99% of properties are dealt with through the Derby Homefinder Register. It is only community safety issues where homes are let without going through the system. Tabani Ndlovu asked about the other 1%. The Director of Housing and Customer Service said it is usually when the Police get in touch and need a tenant re-housing due to domestic violence.

10/14 Mini Status Survey – South Areas

Tony Holme had raised concern at the last meeting on 'Keeping Tenants Informed'. He asked whether anything had been done on this. The Director of Housing and Customer Service said that this will be an item for the next Local Housing Board South meeting.

10/21 Update on Flat Inspections

Tony Holme has met with the Director of Housing and Customer Service and the Maintenance Manager to discuss the services charges in flats.

10/32 Questions from members of the public

The Local Housing Board noted the questions.

10/33 Items from Part B to be discussed

The Local Housing Board agreed to discuss items B1, B3, B5 and B6. All other reports on Part B of the agenda were noted but not discussed.

10/34 Housing Focus and Leaseholder Groups Items

The Local Housing Board received an update of unresolved cases discussed at Housing Focus Groups in the South of the City. Five cases remain open and action is being taken on all cases.

Agreed

The Local Housing Board noted the report.

10/35 Estates Pride Quick Fix Bids

The Local Housing Board considered bids for funding from the quick fix fund within Estates Pride. The bids were in response to known problems, in particular to reduce crime, nuisance and vandalism.

The bids for funding were

1. Lord Street Play area – Supply and fit 1.8m high black metal bow top fencing to boundary.
2. 43-57 Finsley Walk – Supply and fit 1.8m high black metal bow top fencing and 2 lockable single gates to the drying area.
3. 43-57 Finsley Walk & Block 59-69 Finsley Walk – Supply and fit 1m high black metal bow top fencing and double lockable gates to the perimeter of the car park.
4. 241 – 251 Caxton Street - Supply and fit 1.8m high black metal bow top fencing and 1 lockable single and 1 lockable double gate to the drying area.
5. 48 – 54 Finsley Walk - Supply and fit 1.8m high black metal bow top fencing and 2 lockable single gates to the drying area.
6. Leonard Walk car park – Remove brick wall around the garages, make good the area and supply and fit 1m high black metal bow top fencing.
7. 10 Stevenage Place – Remove hedge and replace with 1.8m high black metal bow top fencing.
8. Gerard Street car park – Remove drying area and reinstate car park.

The report also contained an update on other works agreed and customer satisfaction survey results for the quick fix projects.

Tony Holme said that the Local Housing Board approved numerous works for Finsley Walk at the last meeting, so why has that area come up again. Paula Solowij, the Local Housing Office manager for that area said that there was not enough budget available last financial year for that area so has been carried forward to the new financial year.

Agreed

The Local Housing Board

1. approved bids for funding at
 - Lord Street Play area
 - 43-57 Finsley Walk
 - 43-57 Finsley Walk & Block 59-69 Finsley Walk
 - 241-251 Caxton Street
 - 48-54 Finsley Walk
 - Leonard Walk car park
 - 10 Stevenage Place
 - Gerard St car park
2. noted the update on the works outlined in paragraph 3.10.

10/36 Rechargeable Repairs

The Local Housing Board received a report explaining the current procedures for raising rechargeable repairs and collecting the money owed from tenants. It proposed changes to these procedures, including taking over the collection of this money from the City Council. The report also explained the current policy on rechargeable repairs and how this needs to change in the light of legislation and case law around the Disability Discrimination Act (DDA).

Tabani Ndlovu asked if Derby Homes takes over the collection of this money from the City Council, will there be a need for additional staff/resources. Murray Chapman, Housing Services Manager said that it can be completed by existing Income Management team and there will be no additional costs.

Tony Holme asked if Derby Homes takes into account people's ability to pay. The Housing Services Manager confirmed and said that the advice given is that, Derby Homes needs to carry out a brief Disability Discrimination Act (DDA) assessment before applying any recharge. Derby Homes already does this before taking other formal action under the terms of the tenancy conditions, such as for rent arrears. Tony Holme then asked if this procedure will also be applied to Leaseholders. The Director of Housing and Customer Service confirmed it would.

Agreed

The Local Housing Board recommended to the City Council

1. the proposed changes to collection methods.
2. the proposed alteration in policy required under the Disability Discrimination Act (DDA).

10/37 Fairdene Court Community Room

The Local Housing Board received a report outlining a proposal for a joint initiative between Derby Homes and the Street Circle Community Champions to allow the use of Fairdene Court Community Room as a venue for the group to operate and conduct a number of community based activities.

Jack Wray said that any initiative to use the community rooms is a good idea and asked if Derby Homes could charge for the room hire. The Director of Housing and Customer Service said that there are insurance implications for charging room hire and that the Director and Company Secretary is looking into it with the City Council.

Agreed

The Local Housing Board agreed to a pilot of 6 months and to then evaluate the project against the objectives and service level agreement.

10/38 Mobile Scooters

The Local Housing Board received a report providing an update on the current position in relation to safe storage of mobility scooters within accommodation managed by Derby Homes.

It is recommended that the Local Housing Board approves the proposal that any requests from Housing Focus Groups to provide storage facilities through Estates Pride Quick Fix funding are deferred until the matter is given full consideration in June 2010.

Further consultation is also required with tenants and leaseholders on this matter. The special interest group Tenants Reviewing Access and Quality (TRAQ) will be involved and invited to comment on proposals.

Trevor Lamb said that storage space would need to have charging facilities. Tabani Ndlovu asked what other authorities are doing. The Director of Housing and Customer Service said that Sheffield have implemented a policy. Tony Holme suggested speaking to mobility organisations.

Agreed

The Local Housing Board noted the current position in relation to the safe storage of mobility scooters and agreed to defer any requests, from Housing Focus Groups to provide storage facilities through Estates Pride Quick Fix funding until the matter is given full consideration at the main Board and the Local Housing Boards.

10/39 Directors' Update

The Local Housing Board received a report providing a general overview and update on current issues.

Tony Holme said that the missed appointments figure has increased compared to this time last year. The Director of Investment and Regeneration said that a project group has been set up to tackle the issues and an issue that may have affected the figures was that mobile handhels were introduced during this time which affected appointments.

Agreed

The Local Housing Board noted the report.

10/40 Service Plan 2010-11

The Local Housing Board received a report detailing the Service Improvement Targets (SIT's) for offices located and delivering services within the South of the City as contained within the Service Plan 2009/10.

Agreed

The Local Housing Board noted, but did not discuss this report.

10/41 Anti Social Behaviour

The Local Housing Board received a report outlining the performance management information on Anti-Social Behaviour for Quarter 4 2009/10.

Tony Holme said that most of the ASB cases across the City are noise, relating to loud music or parties and asked if the detail could be broken down in the report. The Director of Housing and Customer Service explained that the categories used to define types of cases were set by national benchmarking groups and Tony Holme was correct, most of

the ASB cases were noise related. The Director of Housing and Customer Service said that Derby Homes is hoping to second an Environmental Health Officer post from the City Council to deal with noise issues and to improve them.

Agreed

The Local Housing Board noted the report.

10/42 Board Annual Training Programme 2010/11

The Local Housing Board received a report setting out the arrangements for the annual Board training programme for 2010/11.

Agreed

The Local Housing Board noted that attendance at essential training courses is now extended to Local Housing Board members elected from 2010 onwards, but did not discuss the report.

10/43 Mediation Service

The Local Housing Board received a report explaining the role of mediation in helping resolve neighbour nuisance and anti-social behaviour (ASB) in the South area. It also gave information on the performance of the service since April 2009.

Tony Holme asked if the Mediation Service is used for noise nuisance relating to ASB cases. The Housing Services Manager confirmed that the Mediation Service is used for noise nuisance ASB cases. Lyn Gilbey asked what the noise monitors are used for. The Director of Housing and Customer Service said it is used for loud music, playing of instruments and parties but they are not able to pick up door banging or heavy footsteps, as that is not a constant noise.

Agreed

The Local Housing Board noted the report.

10/44 Update on Flat Inspections

The Local Housing Board received an update on the flat evaluations carried out in March 2010.

Tony Holme asked if the communal cleaning is happening. The Director of Housing and Customer Service said that arrangements are

in place.

Agreed

The Local Housing Board noted the report.

10/45 Minutes of Derby Homes Board 28 January 2010

The Local Housing Board received the minutes of the Derby Homes Board held on 28 January 2010.

Agreed

The Local Housing Board noted, but did not discuss the minutes.

10/46 Any Other Business

Community Watch Patrol

Derby Homes has recently undertaken a review of the role of the Community Watch Patrol, following an investigation into the conduct of some employees. Four employees have subsequently resigned.

An opportunity is now being taken to review the working arrangements of the patrol and looking to refocus activities into the core areas of housing management, particularly around providing support to manage complaints of noise and anti social behaviour.

At the present time there is a reduced number of staff and the service provided has been reduced to between the hours of 4.30 pm and 11.30 pm on four evenings a week. The service is still covering anti-social behaviour hot spots and visiting vulnerable families during the evening.

Proposals will be brought to the Local Housing Boards in June for the longer term provision of the service. Any savings identified out of the review will be redirected into providing services which tackle community safety/wellbeing and estate sustainability.

Trevor Lamb said that he did not know that the Community Watch Patrol visited vulnerable families and asked if these visits are still able to be carried out at the same level as before with the reduced service in place. The Director of Housing and Customer Service said that the service is still being carried out at the same level and able to visit vulnerable families.

Date of next meeting

The next meeting will be held on Thursday 17 June 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 7.46pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 15 April 2010.