

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 3 December 2020

The meeting started at 6.00pm

Operational Board Members present:

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

Officers present:

Steve Bayliss, Jodie Howard, Michael Kirk, Jackie Mitchell, Matt Palmer, Sam Taylor, Lorraine Testro, Ian Yeomans

Others in attendance:

Mike Ainsley, Kas Sahota, Kristine Valaine, Kevin Ellaway, Win Buchan and Cindy Carter-Foster

20/80 Appointment of Operational Board Chair and Vice Chair

The Operational Board considered the appointment of a Chair and Vice Chair for 2020/21.

Agreed

The Operational Board appointed:

Bob MacDonald as Chair of the Operational Board for 2020/21
Jsan Shepherd as Vice Chair for 2020/21.

20/81 Apologies

There were no apologies for absence.

20/82 Admission of late items

There were no late items.

20/83 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.

20/84 Chair's Announcements

The Operational Board Chair advised that papers for Part B of the agenda (items for noting) will no longer be provided and Board Members will be able to read them on CMIS.

20/85 Minutes of the previous meeting

The minutes of the meeting held on Thursday 3 September 2020 were accepted as a correct record.

20/86 Matters Arising

Minute 20/67 Estates Pride 2020/21 Update

Consideration of planting appropriate trees in tenants' gardens has not been progressed yet, but a more detailed response will be provided at a future meeting.

20/87 Questions from members of the public

There were no questions from members of the public.

20/88 Performance Management 2021/21 Quarter 2

The Operational Board considered a report providing a summary of performance for quarter two 2020/21 from key performance measures reported to Derby City Council. Overall performance remains positive with a few issues to be addressed where possible.

At the end of quarter two (up to 30 September 2020), 76% of measures, where data was available, achieved or exceeded their target and 73% are forecast to meet or exceed their year-end target.

The report also presented proposed changes to the scorecard following a mid-year review. The changes are subject to approval by Derby City Council.

Agreed

The Operational Board

1. noted the 2020/21 Quarter 2 performance results
2. approved the proposed changes to the performance targets, made as part of the mid-year target review, set out in Appendix 2.

20/89 Part B Supplementary Questions.

The Operational Board did not raise any supplementary questions.

20/90 Operational Board Forward Plan

The Operational Board considered the Forward Plan of agenda items for the period February – December 2021.

Agreed

The Operational Board noted the Forward Plan and requested an update on the DACP when applying for the grant in February.

20/91 Customer Voice – Quality of Repairs Report and Recommendations

The Operational Board considered a report by the Customer Voice on a review of the quality of Repairs and which included a number of recommendations for improvement. The Head of Repairs responses to the recommendations were also included in the report.

Agreed

The Operational Board

1. noted the Quality of Repairs review carried out by the Customer Voice
2. noted and approved the recommendations jointly agreed by the Customer Voice and Head of Repairs
3. noted the continued dialogue regarding outstanding recommendations
4. requested a review of progress against the agreed recommendations in 6 months' time

20/92 Customer Engagement & Community Development Strategy 2021-2024

The Operational Board considered the Customer Engagement & Community Development Strategy for 2021-24.

The strategy outlines Derby Homes vision in the way it will engage and involve customers. It builds upon the current methods of engagement, provides customers with strengthened opportunities to provide feedback about the services they receive, enables them to challenge decisions and influence meaningful change.

The strategy also builds on the recent work carried out in partnership with Derby City Council and the community and voluntary sector to deliver an integrated approach to supporting the most vulnerable during the lockdown period. Derby Homes is continuing to work with partners to develop a community recovery plan that brings resources together with a focus on better problem solving and building stronger more resilient communities

The following amendments were suggested by Lucy Care:

Paragraph 7 'Influence their opinion' needs rewording to reflect the fact we won't 'change customers' minds but maybe encourage them to share opinions

Page 5, 2nd paragraph is all one sentence and may need tweaking.

'Hard to reach customers' section – 3 lines from the bottom it says 'increase the number of customers' 'change to range of customers'

Agreed

The Operational Board approved the Customer Engagement and Community Development Strategy for 2021-24, subject to the amendments above.

20/93 Customer Communications Strategy 2021-2024

The Operational Board considered the Customer Communications Strategy for 2021-24.

The new strategy looks at the context of the ALMO's journey and where it is now. It has clear aims and identifies priority areas that will inform annual service plans. It also features a specific section on a 'Customer First' approach.

Lucy Care suggested the strategy could include providing services to other housing providers and the private housing sector and something on environmental and climate change within 'National context' in the Chair's Foreword.

It was also suggested that a definition of DORIS (section 7) is provided.

Agreed

The Operational Board approved the Customer Communications Strategy 2021-24, subject to the amendments above.

20/94 Home Decoration Scheme

The Operational Board considered a report proposing new criteria for the Home Decoration Scheme.

There was discussion regarding tenants' ability to leave the scheme

The scheme is currently eligible for housing benefit because it is classed as a property related charge. Tenants cannot opt out of the service, as the service remains a tenancy condition for the duration of the tenancy.

A query was raised about why decoration always has to take place at a property the same time every year and why there wasn't more choice in dates. Ian Yeomans agreed to look into this.

Agreed

The Operational Board approved the new criteria from January 2021 for entrants onto the scheme to be limited to tenants who are living in SLA who are of:

- State Retirement Age **or**
- in receipt of Personal Independence Payment (or legacy Disability Living Allowance) payments
- and**
- do not have an able-bodied working age person living with them unless that person is claiming carers allowance for looking after the tenant.

20/95 Localised Customer Priorities

The Operational Board considered an update on the Local Customer Priorities from July 2020 to September 2020 and a proposed way of working moving forwards to approve for October 2020 to September 2021.

It was clarified that the car park at Bretton Ave is not now being extended due to the introduction of parking permits.

Agreed

The Operational Board

1. noted the Local Customer Priorities update
2. approved the Local Customer Priorities proposal for moving forwards for October 2020 – September 2021.

20/96 Compensation Policy Limit

The Operational Board considered a request to update the compensation values for Contract Managers and Senior Management Team approvals to ensure prompt resolution and payment of relatively minor compensation awards. The changes were summarized as:

- At the initial complaint investigation stage, the Investigating Officer may authorise a payment of up to £500. This is unchanged.
- If a payment is required over £500, the Manager or member of Senior Management team, to which the complaint relates, may authorise up to £5,000 (previously £1,000), although definitive reasons must be recorded for the payment amount.
- Derby Homes will not normally award a compensation figure beyond £5,000 (previously £1,000), but rather refer the matter to the Derby Homes Board, Derby Homes Insurance provider or to the Ombudsman for a final decision.

Agreed

The Operational Board approved the changes to the Compensation Policy.

20/97 Youth Alliance Pilot Project

The Operational Board considered a request to support the Youth Alliance by contributing £20,000 towards a pilot project for 6 months.

The Youth Alliance is an innovative collaborative approach between the Voluntary Community and Social Enterprise sector (VCSE) and Derby City Council (DCC) to co-designing and delivering youth provision within the City. The purpose of the group is to align interests of parties whose aim is to reduce risk and improve wellbeing and services for young people in Derby.

An update was provided [after the meeting and in **bold** and *italics*] to questions raised:

What is the total cost of the pilot project? **£100,000**

Which other agencies are contributing and by how much?

- a. DCC Youth Offending Team - £65,000**
- b. Metropolitan, Thames Valley Housing - £7000**
- c. Derby Homes - £20,000**
- d. Police - £8,000 (TBC)**

Why are only 4 areas of the city being targeted? Is this part of the pilot and will the support be extended across the city if the pilot is extended.

The project is citywide and referrals are being accepted from all areas of the city. The four areas highlighted in the proposal were identified through intelligence gathered through the development of the Serious Youth Violence Strategy.

Agreed

The Operational Board approved a contribution of £20,000 towards the Youth Alliance pilot project, subject to approval by Derby City Council.

20/98 Community Action Derby Grant

The Operational Board considered an update on the grant awarded to Community Action Derby for the year 2019/2020. This was approved at Operational Board in August 2019 to support volunteering opportunities for residents living on estates managed by Derby Homes.

The report also sought approval to support Community Action Derby for the same amount of £20,000 for 2020/2021. The grant is subject to the approval of Derby City Council.

Agreed

The Operational Board

1. noted grant funding outcomes of the partnership with Community Action Derby from September 2019 - August 2020
2. approved a further grant of £20,000 to Community Action Derby from Derby Homes for the period December 2020 – November 2021, subject to approval by Derby City Council.

20/99 Standing Order 12

Agreed

The Operational Board agreed to waive Standing Order 8 to allow the meeting to continue after 8.00 pm.

20/100 Estates Pride Programme 2021-22

The Operational Board considered the Estates Pride Programme for 2021-22.

The report advised that for 2021/22 the initial budgets are set at £250,000 for Capital and £500,000 for Revenue works.

Approval had already been given for £100K of the revenue budget to be used to contribute to the expanded Estates Response Officer service and £50K had been earmarked as a contribution towards Derby City Council's expanded Neighbourhood Management schemes in 2021/22, leaving £350K available for 2021/22 schemes.

Agreed

The Operational Board approved

Capital:

Scheme	Estimated cost £'000
Hardstandings (city wide), installing individual drives (60)	160
Aviemore Way, additional parking (10 spaces)	30
Kensal Rise, additional parking (spaces tbc)	35
Total	225

Revenue:

Scheme	Estimated cost £'000
Small Scale works – city wide improvements	100
Resurfacing / maintenance works (see below)	250
Total	350

The following items were noted by the Operational Board

20/101 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.

20/102 Grounds Maintenance Update

The Operational Board noted a report on the status of the Grounds Maintenance Service and the initial progress made in improving levels of performance during 2020.

20/103 Fire Safety in Flats

The Operational Board noted a report on Derby Homes approval to managing Fire Safety in flats, in anticipation of the upcoming Building Safety Bill.

20/104 Estate & Flat Inspections Quarters 1 & 2

The Operational Board noted a report detailing the number of cases by type arising from monthly flat and estate inspections for the period 1 April – 30 September 2020.

20/105 Customer Survey Quarter 2

The Operational Board noted a report detailing analysis of the satisfaction results from the second quarter of the Customer Survey 2020-21.

20/106 Complaints & Compliments Quarter 2

The Operational Board noted detailed analysis of complaints received between 1 July and 30 September 2020.

20/107 Anti Social Behaviour Quarter 2

The Operational Board noted key statistics for Derby Homes Anti Social Behaviour service for the second quarter of 2020-21.

20/108 Homelessness Quarter 2

The Operational Board noted details on

- Homelessness approaches
- Homelessness cases resolved under Prevention and Relief Duty

- Homelessness acceptances.

20/109 Derby Homefinder Mid Year Report - Qtrs 1 & 2

The Operational Board noted information on Derby Homefinder for the period April – September 2020.

20/110 Equalities Monitoring 2019/20

The Operational Board noted a report presenting a demographic picture of Derby City and equalities performance as at April 2020.

20/111 Complaints Policy Review

The Operational Board noted the Ombudsman's Complaint Handling Code and proposed changes to Derby Homes Complaints Policy and the Restricted Contact Policy, previously known as the Vexatious Policy.

20/112 Minutes of Derby Homes Board 24 September and 27 October 2020 (draft)

The Operational Board noted the Minutes of Derby Homes Board meetings held on 24 September and 27 October 2020 (draft).

Date of next meeting

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

The meeting ended at 8.10 pm.

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CHAIR

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