

## **DERBY HOMES LIMITED**

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

**Held on Thursday 25 February 2021**

The meeting started at 6.00 pm

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

Lucy Care, Natasha Cover, Kevin Ellaway, Tony Holme, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd,

#### **Officers present:**

Michael Kirk, Jackie Mitchell, Maria Murphy, Matt Palmer, Sam Taylor, Lorraine Testro, Ian Yeomans

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

Kas Sahota, Derby City Council  
Kristine Valaine, Derby Association of Community Partners

#### **21/01 Apologies**

Mike Ainsley, Steve Bayliss

#### **21/02 Admission of late items**

The Chair admitted an addendum item to be presented under Item 8 – Performance Management.

#### **21/03 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.

## **21/04 Chair's Announcements**

The Chair welcomed new Tenant Operational Board Members Kevin Ellaway and Natasha Cover to the meeting and completed formal introductions.

The Vice Chair announced that Charlene Burton has been successfully appointed as a main Board Member.

## **21/05 Minutes of the previous meeting**

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

## **21/06 Matters Arising**

### **Minute 20/94 Home Decoration Scheme**

Derby Homes confirmed there are approximately 1200 homes planned for refurbishment through the home decoration scheme every year and this work is scheduled in advance to ensure there is sufficient resources and time for work to be completed. It was added that the team do try to accommodate date changes if requested by tenants.

## **21/07 Questions from members of the public**

There were no questions from members of the public.

## **21/08 Performance Management 2021/21 Quarter Q3**

The Operational Board considered a report providing a summary of performance for quarter three 2020/21, on key performance measures reported to Derby City Council. Overall performance remains positive with a few issues to be noted. .

The Operational Board was advised that the 92% figure on lift inspections is reflective of one lift that was not serviced due to it being damaged and not in use at the time the service was planned.

The Operational Board confirmed it would be useful to have a presentation with graphs for the future meeting.

The Operational Board raised two queries regarding the numbers of domestic abuse approaches and queried if Derby Homes would be prepared for a potential influx of referrals. It was confirmed there is dedicated domestic abuse support in the complex needs and housing options teams. Lorraine Testro added there has been an increase in referrals to the complex needs

service and that Derby Homes will be working on a domestic abuse campaign this year to support both tenants and staff.

It was confirmed that a Domestic Abuse Manager is being appointed by the Council and Derby Homes will be working in partnership with other organisations across the City on this.

Jsan Shepherd queried the commentary in relation to gas safety. It was confirmed this is covered in the service update report and the omission in the performance report was due to the timing of preparing the reports.

**21/08      Agreed**

The Operational Board discussed and noted the 2020/21 quarter three performance trends.

**21/09      Part B Supplementary Questions.**

The Chair of the Operational Board queried if disrepair should be covered in the Head of Service report rather than the Complaints and Compliments report.

Michael Kirk confirmed Derby Homes will take direction from the Operational Board on this but it was included in the Complaints and Compliments report so it could sit alongside the information on compensation payments.

It was agreed that Michael Kirk would take this away and look at how disrepair is presented and if it can be added as a stand alone item in the Complaints and Compliments report.

**21/10      Operational Board Forward Plan**

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

**Agreed**

The Operational Board noted the Forward Plan.

**21/11      DACP Grant 2021/22**

The Operational Board considered a report proposing continued grant funding to the Derby Association of Community Partners (DACP) at the annual level of £7,400 for the financial year 2021/22 and to support the continuation of £20,000 a year from the Customer Engagement and Community Development budget for additional projects. It was also

proposed to delegate the approval of these to the Managing Director of Derby Homes and the Chair of the Operational Board instead of the Vice Chair. Previously the Operational Chair had a conflict of interest with being the Chair of the DACP.

Kristine Valaine provided an update on the DACP and advised that a meeting (on 4<sup>th</sup> March 2021) had been arranged to review the DACP M&A's and company objectives. Once finalised these are to be reviewed by Derby Homes to ensure that the actions within the DH drafted DACP grant agreement can be delivered within the framework of the revised DACP governance arrangements. Separately, 20 customers have come forward to express an interest in being part of the DACP.

It was suggested that paragraph 4.3 of the report be amended to state that the DACP has *historically* had excellent, national recognition.

### **Agreed**

#### **The Operational Board**

- Subject to consent from Derby City Council and based on the conditions outlined in 4.7, approved for Derby Homes to award a grant in the sum £7,400 to the DACP for the financial year 2021/22.
- Subject to consent from Derby City Council, Derby Homes provisionally allocates a further £20,000 funding in 2020/21 to the DACP, subject to the Managing Director of Derby Homes and Chair of the Operational Board's approval.

### **21/12 Crowding Space and Hazards Policy**

The Operational Board considered a report to approve a minor amendment to the Crowding and Space Hazards policy to bring it in line with the updated Allocations policy.

It was confirmed that financial assessments are carried out by Derby Homes before tenants are moved.

It was confirmed that families who have children of different sexes, over the age of 10 should have separate bedrooms and in these situations mutual exchanges, housing needs and private rented sector accommodation can be explored. However, the fundamental problem is that nationally the demand for housing is greater than the supply.

It was proposed to bring a report on demand for larger homes to the next Operational Board meeting.

## **Agreed**

The Operational Board

1. approved an amendment to the policy that Derby Homes will make two rather than three offers of accommodation to families affected by the Crowding and Space Hazards policy.
2. agreed to receive a report on demand for larger homes at the next Operational Board meeting

## **21/13 Operational Board Constitution**

The Operational Board considered a report which set out proposed changes to the Operational Board's Constitution.

The Operational Board agreed the below amendments:

### **1.5 Other Matters**

1.5.7 ii – paragraph to be reworded.

### **3 Membership**

3.2 – clarify whether the DACP nominee needs to be a tenant.

### **4 Terms of Office**

4.2 (first sentence) include the word 'Tenant' before Operational Board Members.

### **7 Voting**

Delete the words 'on a show of hands'.

### **8 Disqualification**

(d) – remove the word 'permission' and replace it with 'without good reason'.

(f) – clarify definition of 'family member'

(e) change absences from 3 meetings to 2 meetings.

### **9 Procedural Guidance**

14 - It was agreed this paragraph would be reviewed and neutralised to reflect virtual meetings.

## **Agreed**

The Operational Board noted the proposed changes to the Operational Board Constitution and identified the above further changes for recommendation to the Governance Committee.

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

**21/15 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.

**21/16 Homelessness Q3**

The Operational Board noted that gives details of

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

**21/17 Complaints and Compliments Q3**

The Operational Board noted a report providing detailed analysis of complaints and compliments received between 1 October and 31 December 2020 (Q3).

**21/18 Localised Customer Priorities Q3**

The Operational Board noted a report providing an update on the Local Customer Priorities from October 2020 to December 2020.

**21/19 Customer Survey Q3**

The Operational Board noted a report that detailed analysis of the satisfaction results from the third quarter of the Customer Survey 2020 – 2021.

**21/20 Anti Social Behaviour Quarter 3**

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

**21/21 Minutes of Derby Homes Board 26 November 2020 and 28 January 2021(draft)**

The Operational Board noted the Minutes of Derby Homes Board meetings held on 26 November 2020 and 28 January 2021

**21/22     A.O.B**

It was confirmed Derby Homes would look at moving the Operational Board meetings to Microsoft Teams.

**Date of next meeting**

**The next meeting will be held on Thursday 13 May 2021 at 6.00 pm**

The meeting ended at 8:00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 25 February 2021.