

## **DERBY HOMES LIMITED**

### **MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING**

**Held on Friday 26 June 2009**

The meeting started at 12 noon

#### **Board Members Present:**

Margaret Redfern, Dennis Rees, Bob Osler (Chair), and Ken Whitehead

#### **Officers Present:**

Susan Hill, Jackie Mitchell, Lorraine Watson

#### **09/39 Apologies**

Apologies for absence were received from Paul Bayliss.

#### **09/40 Admission of Late Items**

A copy of the Board Development Agency's briefing document on 'The National Federation of Housing Associations new Code of Governance' was tabled for information.

#### **09/41 Declarations of Interests**

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

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

#### **09/42 Minutes of Previous Meeting on 29 May 2009**

The minutes of the meeting held on 29 May 2009 were accepted as a true and accurate record.

**09/43      Matters Arising**

**Minute 09/35 HQN Good Practice in Governance**

The Chair emphasised that the Committee should review every two years the terms of reference of the Board and Committees. The Governance Manager replied that this will be looked at in the Excellence in Governance Code for members.

**Agreed**

The Committee agreed to look at the Committees Terms of References at the next two meetings.

**09/44      HQN Governance Toolkit**

The Committee received an updated report on the current status of the HQN Governance Toolkit and to consider a proposal for its use at a Board Governance training day.

The Director and Company Secretary informed Committee that Alistair McIntosh, Chief Executive of HQN, had offered to provide a complimentary session on the Toolkit with the Board. This opportunity could be used at a Governance Training session later in the year – possibly in early October, depending on Alistair's availability. The session could be a half or whole day, depending how much time Alistair could provide.

The Chair suggested the Board looks at the Toolkit before Alistair's training. The Director and Company Secretary agreed to arrange a workshop for Board Members and send them the material to complete the toolkit beforehand.

**Agreed**

The Committee agreed to accept Alistair McIntosh's offer to provide a complimentary session on the Governance Toolkit with the Board later in the year and hold a workshop for Board Members beforehand.

## **09/45      NHF Excellence in Governance Code for Members**

The Committee received a report on Sections A – C of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members. See attached Appendix A which has been amended to reflect Committee's comments (*shown in italic*).

The Committee

1. considered the issues raised in Sections A – C of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members
2. agreed to consider Sections D, E and F at the next meeting and that the Chair of the Board be invited to attend.

## **09/46      Future Agenda Items**

The Committee will discuss the following sections from the Excellence in Governance Code for members at the next meeting on 28 August 2009.

- D - Essential functions of the board
- E - Responsibilities of the chair
- F - Conduct of the board's business

The meeting on 31 July 2009 was cancelled.

## **Date of next meeting**

**The next meeting will be held on Friday 28 August 2009 at 12 noon at Cardinal Square.**

The meeting ended at 1.30 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 26 June 2009.

## **NHF EXCELLENCE IN GOVERNANCE**

**The following are examples of evidence that Derby Homes upholds the principles of good governance**

### **Standards:**

- Derby Homes Code of conduct for board members
- Protocol for the relationship between board members and staff
- Derby Homes' values (integrity, excellence, learning organisation, stewardship, embracing equalities and diversity, innovation)

### **Accountability and Openness:**

- Open meetings and agendas, reports and minutes available to the public
- Non-public reports only where it is likely that it would involve the disclosure of confidential information (as defined in Standing Order 20.2)
- Published accounts and annual report
- Public annual general meeting
- Questions from members of the public at meetings
- Board minutes open to scrutiny by Local Housing Boards (LHBs)
- Performance reports

### **Customer first:**

- We have equal tenant representation on our Board
- Majority of tenant representation on our LHBs
- LHBs have been delegated greater responsibility from the Board
- Housing Focus Groups (HFGs)
- Consultation with tenants on proposals for new or amended services and rent increases
- Tenants agree performance targets and standards
- HFGs and LHBs responsible for approving small scale Estates Pride bids

### **Equalities & Diversity (E&D)**

- Board member and staff Equalities Champions
- E&D Implications in every report
- Compulsory training for board members and staff
- E&D policies, DH Equalities Scheme
- Equalities Impact Assessments for all
- Positive about Disabled People (recognition given by Jobcentre Plus to employers who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees)

### **Review and renewal**

- Annual performance appraisals of the board and board members
- Quarterly board satisfaction surveys
- Board recruitment policy

### **Clarity**

- Board member job description
- Governance Arrangements including delegation of responsibilities for board, committees and officers

### **Control**

- Delegation of responsibilities
- Audit Committee
- Internal audit
- External audit

### **Information**

- Standing Order 9 requires the agenda and any reports available to be posted to every board member at least 5 clear days before a meeting.
- The board quarterly satisfaction survey asks board members 'Did you receive the agenda in good time?', 'did the reports give you the information you needed to make a decision?'
- Author contact details on every report so that board members can discuss any questions prior to meetings
- Briefing sessions held for complex matters
- Background information provided on hidden page on website
- Chairs are briefed before meetings

### **Structures**

- 4 committees and 2 LHBs support the work of the main board and have been delegated responsibility to make some decisions without referring back to board
- The board and committees are supported by the Executive Team and other senior staff
- Team of staff provide admin support

### **Audit**

- Internal and external auditors attend every Audit Committee meeting and are accessible to members outside of the meeting
- Audit members meet with auditors at beginning of every meeting without officers present to raise any issues of concern
- *The Chair of Audit Committee speaks at the Annual General Meeting*

**A – Preamble**

Paragraph	Does Derby Homes comply?
<b>A1</b>	Yes - Governance Services Committee is considering the code in full.  Does the committee wish to consider providing a public statement of compliance to the code in the annual report?
<b>A2</b>	Yes - contained in the Governance Arrangements.

**B – Constitution and composition of the Board**

Paragraph	Does Derby Homes comply?
<b>B1</b>	Yes
<b>B2</b>	<i>Part compliance – board members sign up to code of conduct, declarations of interest and acceptance of responsibilities.</i>
	<i>We do not comply with the first part as all members of the board, executive and non-executive do not share the same legal status and have equal responsibility for decisions taken that affect the success of the organisation as this is more related to stock transfer and the Chief Executive and senior staff, ie non executive, at the meetings do not vote. However, our Board Members do comply by acting only in the interests of the organisation and not on behalf of any constituency or interest group.</i>
<b>B3</b>	Yes – skills audit carried out every 2 years. Person specification for tenants/leaseholders and independents reviewed for each vacancy.
<b>B4</b>	<i>No - GSC has considered size of the board and executive directors' membership of the board. However, the code states that good practice suggests that a board should have at least 5 members and no more than twelve, including co-optees.</i>
<b>B5</b>	N/A
<b>B6</b>	Yes – this has been considered by GSC.
<b>B7</b>	<i>Yes - the roles of chair and vice chair of the main board cannot be held by an executive.</i>
<b>B8</b>	N/A
<b>B9</b>	N/A as paid staff are not eligible to be on the Board. There are no rules prohibiting board members of other housing providers.

<b>B10</b>	Board members do not have a specific role profile. They sign acceptance of responsibility and code of conduct, receive information packs on application and at induction which includes information. <i>Items (1) – (10) are included in the Board Member's Code of Conduct.</i>
<b>B11</b>	<i>Not applicable – Derby Homes does not pay.</i>

### **C – Board recruitment, renewal and review**

<b>Paragraph</b>	<b>Does Derby Homes comply?</b>
<b>C1</b>	Yes – contained in M&As and Governance Arrangements
<b>C2</b>	Yes - Independent board members fulfil this criteria and we regularly review our techniques for recruitment for this sector. Selection is conducted by an appointments panel of board members, supported by members of the Executive Team.
<b>C3</b>	Yes - all new board members undergo an induction process. All board members are required to participate in annual performance reviews and attend certain compulsory training courses.
<b>C4</b>	Yes – individual and collective board appraisals are carried out annually, including that of Chair and Vice Chairs. An independent consultant was used in 2007 and will be again in 2009.  The majority of items in 1-12 are included in the appraisal. These can be discussed with the consultant prior to the commencement of the appraisal process.
<b>C5</b>	Yes – Derby Homes pays a contribution towards the loss of earnings only. Items 1- 4 are complied with.

## DERBY HOMES LIMITED

### MINUTES OF THE GOVERNANCE SERVICES COMMITTEE MEETING

Held on Friday 28 August 2009

The meeting started at 12.15 pm

#### Board Members Present:

Paul Bayliss (Chair) and Bob Osler

#### Officers Present:

Susan Hill, Jackie Mitchell, Lorraine Watson

#### 09/47 Apologies

Apologies for absence were received from Margaret Redfern, Dennis Rees, Ken Whitehead

#### 09/48 Admission of Late Items

There were no late items.

#### 09/49 Declarations of Interests

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

#### 09/50 Minutes of Previous Meeting on 26 June 2009

The minutes of the meeting held on 26 June 2009 were accepted as a true and accurate record.

#### 09/51 Matters Arising

##### Minute No 09/44 HQN Governance Toolkit

The Chair informed Committee that he will complete the self assessment toolkit and return it next Tuesday to the Board and Committee Support Officer as requested.

The Governance Services Manager advised that to date there had been a poor response from Board Members confirming their attendance to the workshop on Wednesday 2 September and the feedback session on 6 October 2009.



The Chair requested an email be drafted in his name to Board Members asking for a response to confirm whether or not they can attend the workshop on 2 September. He suggested that Board Members are requested to copy him in to any response to the email.

#### **09/52 NHF Excellence in Governance Code For Members**

The Committee received a report on Sections D – F of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members. See attached Appendix A which has been amended to reflect Committee's comments (*shown in italic*).

##### **Agreed**

That Committee

1. considered the issues raised in Sections D – F of the National Housing Federation (NHF) publication Excellence in Governance a Code for Board Members
2. considers Sections G, H and I at the next meeting and that the Chief Executive and the Chair of each Committee be invited to attend as outlined in paragraph 3.5 of the report.

#### **09/53 Register of Interests**

The Committee received a report to consider changes to the Board Members' Register of Interests.

Tabani Ndlovu had contacted the Director and Company Secretary suggesting that Board Members' Register of Interests is published. The company he works with publishes their register of Directors' Interests and he thinks the comprehensive nature of the coverage is good from a governance viewpoint. He also suggested considering extending the scheme to include Board Members' family members' interests on the Derby Homes Register.

Committee members were happy to publish the Register of Interests on the website but not to include family members. The Director and Company Secretary said that the Register of Interests could also be published on CMIS at a later stage.

## **Agreed**

The Committee agreed

1. to recommend to the Board that the Register of Interests is published
2. the Board Members' Register of Interests should not be extended to include family members' interests

## **09/54 TSA Discussion Paper On Proposals For Governance Standard**

The Committee received a report setting out the Tenant Services Authority (TSA) proposals on a standard for governance.

The Governance Services Manager informed Committee that it appears the TSA does not propose to regulate ALMOs. This is because ALMOs are public sector organizations with other rules on governance and financial matters.

The Director and Company Secretary informed Committee that TSA will have a direct operational relationship with the Council. The Audit Commission will still maintain their current role as a regulator.

## **Agreed**

The Committee agreed not to send comment on the paper to the TSA and the National Federation of ALMOs.

## **Date of next meeting**

**The next meeting will be held on Friday 25 September 2009 at 12 noon at Cardinal Square.**

The meeting ended at 1.20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 August 2009.

## NHF EXCELLENCE IN GOVERNANCE

### Sections D, E and F

#### D – Essential functions of the Board

Para-graph	Do we comply?	Comments
D1.1	X	Derby Homes' values, vision, mission and strategic objectives are not included in the Governance Arrangements. They are recorded in the Delivery & Business Plan
D1.2	✓	The Board has reserved the responsibility for approving strategies and policies. Delivery & Business Plan is annually reviewed and agreed by the Board. The Board has delegated responsibility to the Performance Management Committee to monitor the organisation's achievement of the Delivery Business Plan.
D1.3	✓	The Board approves annually the end of year accounts, budget and business plan. Prior to approval, scrutiny of the accounts and operating budget is delegated to Audit and Resources & Remuneration Committees.
D1.4	✓	A framework for the delegation of responsibility is contained in the Governance Arrangements. The Audit Committee is delegated responsibility for reviewing internal controls. Delegation of responsibility is not reviewed annually at present.
D1.5	✓	A framework for identification, management and reporting of risk is in place. The Performance Committee and Senior Management Team have been delegated responsibility for managing and reporting risk. The Audit Committee is responsible for reviewing the framework. A non-statutory statement of internal control is included in the financial accounts.
D1.6	✓	The Board has retained responsibility for agreeing policies (other than those relating to HR, which are approved by the R&R Committee), and any matter that results in incurring expenditure or savings in excess of £200,000 or has a significant impact on both North and South LHB areas.
D1.7	✓	The Board has delegated responsibility for these matters to the Resources & Remuneration and Performance Management Committees.
D1.8	✓	There are several mechanisms for communicating and receiving customer feedback. These include the DACP, Housing Focus Groups, Local Housing Boards, Questions to the Board, Satisfaction Surveys. Feedback is provided through the website, Derby Homes News and the annual report.

Para-graph	Do we comply?	Comments
D1.9	✓	This has been established through a variety of ways including fortnightly Chair's meetings, interaction at meetings, briefings and training sessions, performance reviews as well as day to day contact.
D1.10	✓	This is covered in the Delegation of Responsibilities (Appointments Panel, Disciplinary Panel and Remuneration Committee).
D1.11	✓	The Board depends on the advice of the Company Secretary for governance and business law matters and Chief Executive for housing law. It also obtains advice from Council and external solicitors, accountants and other professionals as necessary.
D1.12	✓	The Governance Services Committee undertakes this role. To ensure full compliance, Committee could consider the inclusion of a compliance statement in the annual report and accounts and ask the Board and Audit Committee for approval.
D1.13	✓	The appointment process for the Chair of the Board is laid down in the Governance Arrangements (Article 38, Standing Order 1(e)).
D1.14	✓	The Board has established a Code of Conduct which includes expected behaviour for the Board.
D2		<p><b>*As a company owned by the Council, Derby Homes only has the power to approve certain significant matters. In order to obtain approval for any matter outside of its remit, the Board would need to seek approval from the Council.</b></p> <p><b>Matters reserved to the Board are attached at Appendix 2 and are referenced below in brackets.</b></p>
D2.1	✓	<p>The Board has reserved the responsibility to approve proposals for providing new/additional Housing, Maintenance &amp; Financial management Services. 1(h)</p> <p>See * above regarding expanding the organisation's geographical areas.</p>
D2.2	NA	See* above.
D2.3	NA	See* above.
D2.4	✓	1(j)
D2.5		See* above.
D2.6	✓	We do not have a nominations committee. 1(e)
D2.7	✓	We do not have subsidiaries or nomination committee. 1(l)
D2.8	X	
<p><b>(D2.8) Committee comments:</b>  <i>The Director and Company Secretary commented that the Board does not have the right to remove any officer of the board except the Director and Company Secretary. There was discussion as to what the 'officer of the board' was as Board Members</i></p>		

were querying it to be the Directors of the Board which was themselves, or the Director and Company Secretary. She will need to speak to Anthony Collins solicitors to check the legal responsibility of this and to distinguish the officer in 'any officer of the board' which will be included in the minutes.

Para-graph	Do we comply?	Comments
D2.9	X	
<b>(D2.9) Committee comments:</b> <i>The Board can oversee major capital projects subject to D2.2.</i>		
D2.10	X	
D2.11	✓	1(a) and (b)
D2.12	X	Rules set out in Articles 27-30 and Code of Conduct.
<b>(D2.12) Committee comments:</b> <i>The Director and Company Secretary commented that we do comply by recording any conflicts of interests arising for individual board members at meetings.</i>		
D2.13	✓	2.1(a)
D3	NA	
D4	NA	
D5	NA	

## E – Responsibilities of the Chair

Responsibilities of the Chair are attached at Appendix 3 and are referenced below in brackets.

Para-graph	Do we comply?	Comments
E1.1	✓	(2)
E1.2	X	
<b>(E1.2) Committee comments:</b> <i>The Committee agreed to include in the Chair's job description that the organisation provides appropriate role profiles and competency frameworks for all board members, for example, the Board Members appraisals.</i>		
E1.3	✓	First part (3)
	X	Second part
<b>(E1.3) Committee comments:</b> <i>The Committee agreed to include in the Chair's job description that appropriate standards of conduct and behaviour are maintained in accordance with the code of conduct approved by the board.</i>		
E1.4	✓	(4)
E1.5	✓	(5)
E1.6	✓	(7)
E1.7	X	
E1.8	✓	(9)
E1.9	✓	(11)

Para-graph	Do we comply?	Comments
E1.10	X	
<b>(E1.10) Committee comments:</b> <i>The Committee agreed to include in the Chair's job description that the chair of the main board works in consultation with the Vice Chairs to ensure that the main board makes proper arrangements to appraise the performance of the chief executive.</i>		
E1.11	NA	
E1.12	✓	(12)
E1.13	X	The Chair does this but it is not included in the list of responsibilities
<b>(E1.13) Committee comments:</b> <i>The Director and Company Secretary commented that this was a continuation of E1.2 and to include in the Chair's responsibilities to lead on the appraisal process to ensure proper and appropriate arrangements for the overall board appraisal and that of individual board members.</i>		
E1.14	X	
E1.15	X	
E1.16	X	
<b>(E1.16) The Committee agreed to include in the Chair's responsibilities to ensure the board agrees the role of the vice chair.</b>		

## F – Conduct of the Board's business

Para-graph	Do we comply?	Comments
F1	✓	
F2	✓	
F3	✓	Board effectiveness is discussed as part of the Board appraisal process. The organisation's future has discussed regularly at Board meetings.
F4	✓	Yes
F5	✓	Yes
F6	✓	Yes
F7	✓	Equalities, Health & Safety Champions
F8	✓	This is ensured by having tenants on the Board.
F9	✓	
F10	✓	Contained in the Code of Conduct
F11	✓	
F12	✓	Contained in the Code of Conduct and Board Members Job Description

## **DERBY HOMES LIMITED**

### **MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING**

**Held on Tuesday 4 August 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

David Batey, Alison Brown, Tabani Ndlovu (Chair), Dennis Rees

#### **Officers Present:**

Annabelle Barwick, Steve Bayliss, Phil Davies, Julie Eyre, Susan Hill,  
Steve Humenko, Margaret Wardle, Lorraine Watson, Val Watson

#### **Others Present:**

Sharon Hancock, Housing Performance Manager, Derby City Council

#### **09/46 Apologies**

Apologies for absence were received from Ken Whitehead.

The Chair changed the order of the agenda to allow the confidential reports to be discussed first because Alison Brown had to leave the meeting early.

#### **09/47 Admission of Late Items**

There were no late items.

#### **09/48 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 tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### **09/49 Minutes of Previous Meeting on 19 May 2009**

The minutes of the meeting held on 19 May 2009 were accepted as a true and accurate record.

## **09/50 Matters Arising**

### **Minute 09/45 Maintenance Performance Sub Group Progress**

Alison Brown had met the Director of Investment and Regeneration and the Maintenance Manager regarding the Responsive Repair Action Plan and she has accepted an invitation to become a member of the Maintenance Partnering Contract Core Group.

### **Minute 09/30 Equality Impact Assessment**

The Change Manager agreed to resend to the Chair the Equality Impact Assessment action plan. .

### **Minute 09/31 Performance Monitoring Information Year End 2008/09**

Voids and Lettings – *Relets*

The Performance Manager provided feedback from the Void Process Improvement Team (PIT). Applicants were asked why they had refused the void properties. Some of the reasons given were the areas were not their chosen location and the condition of the properties. There were a lot of issues to be addressed and there were mixed messages on Void visits from Housing Officers. There will be a report at the next PIT meeting.

### **Minute 09/32 Review of Repair Priorities**

The Maintenance Manager (Repairs) informed Committee that the Review of Repair Priorities report, providing the definition of the repairs, will be presented at the Local Housing Boards North and South meetings in September. The Tenant Services Authority (TSA) is reviewing standards so Derby Homes will wait for their report prior to introducing the new priorities. The report is expected around December so it is intended to introduce the new priorities at the start of the new financial year.

## **09/51 Confidential Business**

The Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (h & j) of Part IV of Derby Homes Governance Arrangements.



## **09/52 Maintenance Performance Sub Group Progress**

The Committee received a report relating to the process of managing and monitoring the new Responsive Maintenance contract. The Maintenance Manager (Repairs) gave an outline of the minutes of the Responsive Maintenance Partnering Contract Core Group meetings dated 14 May and 9 July 2009, and the Working Group meeting dated 30 June 2009, attached to the report.

Alison Brown requested that the matrix work, as shown in the Working Group meeting minutes on 30 June 2009, is presented on a six monthly basis. The minutes of the Responsive Maintenance Partnering Contract Core Group and Working Group will continue to be presented at the meeting on a quarterly basis.

### **Agreed**

The Committee noted the minutes of the Responsive Maintenance Partnering Contract Core Group meetings dated 14 May and 9 July 2009, and the Working Group meeting dated 30 June 2009.

## **09/53 External Management Report**

The Committee received a report detailing performance against Management Agreements and Service Level Agreements of Derby Homes management of external properties.

Alison Brown expressed her concern about the legal costs for Derby Homes to do the work for Leytonstone Drive flats. She suggested an overall summary sheet of the financial costs to be included in the main report.

### **Agreed**

The Committee noted and commented on the information as detailed in Appendix 1 of the report.

## **End of Confidential Business**

## **09/54 Items from Part B to be discussed**

### **Agreed**

The Committee agreed to discuss Items B1, B2, B3 and B5.

All other items in part B were noted but not discussed.

## **09/55 Performance Monitoring Information Quarter 1 2009/10**

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 1, 2009/10.

The Committee agreed to discuss red and amber traffic lights.

### **Service & Process Perspective**

#### **Day to Day Repairs**

##### *% of Appointments Made (Amber)*

The Performance Officer informed Committee that this new indicator measures the percentage of appointments made only. The 2009/10 target is 92% and the percentage had increased over the first three months and was only just below target at 91.85%. The target for appointments made and kept is 90% and is at present 91.09%.

##### *Expenditure – Planned v Responsive (Amber)*

The Performance Officer informed Committee that the 2009/10 target is 71% and it was the first time to see the local indicator over 71% at 72% which is a result of the extra capital funding made available for energy efficiency work.

##### *Gas Servicing*

Alison Brown had requested further information on waiting time for a witness statement on properties that have outstanding gas services due to no access. The Performance Officer will provide feedback on this.

### **Voids and Lettings**

##### *Relets (Red)*

The Performance Officer informed Committee that he is working with the Allocations Manager to set challenging targets to advertise void properties so as to avoid the current system of losing a week when advertising a property. The Allocations Manager will also be working with the Housing Options Centre (HOC) to address the other issues including refusals which are still preventing Derby Homes achieving

the target level of performance which is 24% for 2009/10. The Director and Company Secretary requested the Allocations Manager be invited to the next meeting.

The Chair asked if applicants have expressed an interest in their areas of choice, then why was the figure still high for 'unsuitable area'. The Performance Officer replied that applicants are given a choice of 6 areas of the City to live in. Applicants often make 6 choices even though they do not really want some of the areas and this is an issue. The Chair asked if applicants could just choose 3 properties. The Chief Executive replied that they are allowed to have 6 bids so as to get one property. Dennis Rees added that perhaps the TSA or even the Derby Association of Community Partner (DACP) could bring proposals at its meeting in late August to see if the number of bids of properties could be reduced. The Chief Executive asked Dennis to pass these proposals to Derby City Council to show Derby Homes' concerns. The Performance Manager added that the policy is under review and the Derby City Council (DCC) Housing Performance Manager replied that that was correct.

#### *Total Voids (Red)*

The Performance Officer replied that Derby Homes is heading in the right direction with 1.28% of the stock being empty at the year end and during quarter one this had reduced to 1.22% moving closer to the target figure of 1%.

#### *Total Passive Voids (Red)*

The Performance Officer informed Committee that the figures were showing a significant increase during quarter one. Significant progress will be made to reduce the total of 99% for the next quarter. This may be in part due to reporting irregularities that had been discovered in preparing the report. The other related indicators such as rent loss and total voids were not affected as these were prepared by separate reports. The passive voids are being scrutinised at the present time by the Allocations Manager and the Director of Housing and Customer Service. The Chair asked for an update for the next meeting.

### **Financial Perspective**

#### **Rent Arrears**

##### *Rent arrears of current tenants as a % of rent roll (Red)*

The Performance Officer informed Committee that the target is 2.31%

and the levels were more or less as expected. The position was always going to be higher as the starting point was higher.

#### *Rent arrears of current tenants (Red)*

The Committee was satisfied with the local indicator. It showed further progress as the increase was nearly £100,000 less than the increase for the same period last year.

### **Customer Perspective**

#### **Customer Service Standards – Tenants Top Ten Targets**

##### *Complete emergency repairs within 24 hours (Amber)*

The Performance Officer informed Committee that due to meeting the target last year, the target for this year had been increased from 98% to 99%. In quarter one, performance had remained consistent and had subsequently just failed to meet the target at a figure of 98.1%. The figure was calculated on a monthly basis and not cumulatively as the maintenance repairs targets.

##### *Jobs completed in first visit (repairs satisfaction survey) (Amber)*

The Performance Officer informed Committee that this was the second of the two new targets set by the tenants this year. During the first quarter the target had not been achieved. The Performance Team will continue to monitor the target and will inform Committee of any trends that arise during the year. The Maintenance Manager (Repairs) and the Performance Team will get further information from the tenants when they complete their surveys.

##### *Letters acknowledged within 3 working days*

The Performance Officer informed Committee of the changes in the way staff record acknowledging letters on the Academy Customer Service Module (CSM). This should improve performance in the coming months.

### **Agreed**

#### **The Board**

1. approved actions to improve specific areas of performance as proposed and outlined in Appendix 1
2. noted all performance information as contained in the report.

## 09/56 Derby Homes Risk Register

The Committee received a report providing information on the first quarter updates for strategic and operational risks for 2009/10.

The Performance Officer showed on screen and explained the new risk register database. Each tab for each risk shows the actions in place. The hard copy of the risk register listed the Lead Officer updates.

The Performance Officer informed Committee that there had been one change to Strategic Risk 1 'Supported housing stock is inadequate for modern day use. Funding from Supporting People Grant continues to reduce' where the current risk score had been reduced from high likelihood, critical impact to significant likelihood, critical impact. Also, there are three new risks which are:

Strategic Risk 11 The Board does not provide a strong strategic lead.

Strategic Risk 13 Current economic climate and impact on tenants.

Strategic Risk 14 Options appraisal/HRA review fails to deliver on time.

The Performance Officer informed Committee that there had been one change to Operational Risk 3 'Failure to achieve continuous improvements in tenants and leaseholder satisfaction with services provided by Derby Homes' where the current risk score had been reduced from significant likelihood, critical impact to very high likelihood, marginal impact. The following operational risks are at target:

Operational Risk 2 Failure to successfully implement the Youth Crime Action Plans and associated initiatives.

Operational Risk 7 Failure for the organization to fully own the performance framework.

Operational Risk 9 Failure of our employees and managers to act in accordance with our Equalities scheme, policies and procedures.

There is one new risk, Operational Risk 11 'Failure to prepare for the new regulator TSA 2010.'

The Chair referred to Operational Risk 9 to see if this complies with Derby Homes' contractors. The Change Manager replied that she will need to speak to the Personnel Manager and Maintenance Manager in relation to an integrated training service for Derby Homes' contractors. The Chair asked if she could obtain the contractors' workforce statistics. She will provide an update on the statistics at the next meeting.

### **Agreed**

The Committee

1. approved the strategic risk register update for quarter 1, 2009/10
2. noted the operational risk register update for quarter 1, 2009/10.

#### **09/57 Delivering Our Plans Quarter 1 Update Delivery and Business Plan Targets and Service Improvement Targets (SITs)**

The Committee received a report detailing the performance against targets contained in the Delivery and Business Plan and Service Plans at the end of quarter 1, 2009/10.

The Chair pointed out that Estates Pride 08 'Continue the expansion of the Family Intervention Project (FIP) to deliver additional services as defined with the Youth Crime Action Plan ...' and Estates Pride 16 'Agree revised SLA with Money Advice by June 2009' had no requests for extension deadlines. The Performance Manager replied that these two targets will be extended to August 2009.

### **Agreed**

The Committee

1. noted and commented on the slippage against Delivery and Business Plan and Service Improvement Targets during the first quarter of the year
2. approved extensions of deadlines as requested by the responsible officer as detailed in Appendices 1 and 2 of the report.

#### **09/58 Equalities Performance Monitoring Information**

The Committee received a report providing detail of equalities monitoring during quarter 1, 2009/10 against a range of key services.

The Change Manager referred to Language Line where the highest use was from Polish tenants and suggested Derby Homes should translate documents to Polish. She will contact Derby City Council to see what languages they translate key documents into. The Chief Executive suggested including a helpline on the back of Derby Homes' letters. The Change Manager will check and confirm that Derby Homes has interpreters listed on the intranet.

### **Agreed**

The Committee noted the detail contained and actions taken to date.

## **09/59 Supported Living Team Management Information Report**

The Committee received a report detailing management information for the Supported Living Team, Tenancy Support and Family Intervention Project (FIP) for quarter 1. The report provided information on the performance of these teams for the period from 6 April to 5 July 2009.

Dennis Rees commented how good the report was and there were only two amber performance indicators.

The Chief Executive informed Committee the social activities were low for the Category 2 common rooms. A couple of staff are trying to encourage tenants to attend events including an introduction to gentle exercise classes. There is a need to promote Derby Homes' community rooms. The Chair asked if there was anything from the tenants' perspective, for example, SHOUT and the DACP to be the driving force to promote the community rooms. Dennis Rees replied that this could be an option for SHOUT.

### **Agreed**

The Committee noted the report.

## **09/60 Anti Social Behaviour Statistics**

The Committee received a report on quarterly results for the Respect Performance Toolkit, with commentary on results for quarter one and any apparent trends, and quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

Dennis Rees commented that a tenant at the DACP had experienced ASB for 5 years, the case had been closed but no one had told her and the ASB was still carrying on. The Training and Customer

Feedback Officer replied that she will contact the tenant to find out what is happening.

**Agreed**

The Committee noted the report.

**09/61 Family Intervention Project (FIP) 3 Year Development Plan**

The Committee received a report providing details of the progress made by the Family Intervention Project (FIP) since its commencement. The report highlighted development plans for the future, which included project costs and a potential shortfall in funding.

**Agreed**

The report was noted but not discussed.

**09/62 Customer Feedback**

The Committee received a report providing detailed analysis of customer feedback received between 1 April 2009 and 30 June 2009. The report also detailed complaints received during the period 1 April 2009 and 30 June 2009, Quarter 1, 2009/10.

Dennis Rees referred to the Complaints by Type Quarter 1 chart and asked what the issues within the categories were. The Performance Officer / Customer Feedback will provide more detailed information in the next report.

The Chief Executive asked what is being done for the young and older tenants' complaints by age which was also identified in the 2008 STATUS survey. He asked if there will be any workshops for these age groups to see what the complaints were. The Performance Officer / Customer Feedback explained one workshop was held during 2008/09 and planned to hold a yearly workshop.

**Agreed**

The Committee noted and commented on the information as detailed in Appendix 1 of the report.

**09/63 Enquiry Centre Update**

The Committee received a report providing an update on progress made during the last year on the extension of Enquiry Centre services



and the promotion of the Enquiry Centre as the main contact point for Derby Homes' services.

**Agreed**

The report was noted but not discussed.

**Date of next meeting**

**The next meeting will be agreed at the October Board meeting.**

The meeting ended at 7.55 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 4 August 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

**Held on Thursday 3 September 2009**

The meeting started at 6.00 pm

**Local Housing Board Members Present:**

Alison Brown (Chair), Bett Cooney, Jim Elks, Gary Featherstone, Dennis Rees, Terry Rogerson, Brian Perry (left at 7.30 pm), Roy Webb (arrived at 6.55 pm)

**Officers Present:**

Steve Bayliss, Mark Crown, Maureen Davis, Matt Hands, Lorraine Howe, Jackie Mitchell

**Partners Present:**

Norman Francis, Environmental Services Department  
Errol Harriott, Environmental Services Department  
Paul Whitworth, Kickz Project

**Observers Present:**

Pat Holme, Derby Leaseholder Association  
Pat Hulland, Tenant

**09/176 Apologies**

Apologies for absence were received from Lyn Gadsby, Philip Hickson, Bob Osler, Margaret Redfern

**09/177 Admission of Late Items**

There were none.

**09/178 Declarations of any other business**

Gary Featherstone requested an item on Derby Homes Furniture Pack and White Goods Policy.

**09/179 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.

## **09/180 Minutes of Previous Meeting**

The minutes of the meeting held on the 4 June 2009 were accepted as a true and accurate record.

## **09/181 Matters Arising**

### **Minute 09/139 Housing Focus Groups & Derby Leaseholder Association issues**

Dennis Rees advised he and Bett Cooney had still not received a breakdown of costs for the work carried out at Church Street. Shaun Bennett had discussed the issue during a visit to Church Street as part of the Board Bus Tour of Estates Pride Work but the breakdown had not been provided as requested. Matt Hands agreed to ask Shaun Bennett to provide a written response within the next two weeks.

In response to Brian Perry's concerns about staff attendance at Neighbourhood Forum meetings, Maureen Davis has spoken to Pete Matthews. She advised that it is always staffs' intention to attend the meetings. Of the two meetings not attended by staff, one was due to staff error and staff had not been informed of the date of the other.

### **Minute 09/142 Calendar of Events**

The date for the launch of the Climbing Wall is the 5 September, to which all Local Housing Board Members had been invited.

### **Minute 09/161 Items from Contractor Partners**

Alison Brown reported that she had met with Derby Homes and Environmental Services Department and has accepted an invitation to sit on the Maintenance Partnering Contract Core Group. She gave a commitment to provide updates to the Local Board.

Terry Rogerson advised that Chubb Alarms had also checked his care link alarm system at the same time as the smoke detector.

### **Minute 09/164 Review of Housing Focus Groups 2008/09**

Terry Rogerson advised that at the previous meeting it had been agreed that Maria Murphy would look into the issue of dates with Dennis Rees, and not himself.

## **Minute 09/168 Directors' Update – June 2009**

Terry Rogerson advised that he had requested a report on the solar panels at the property at Uttoxeter New Road and not Dennis Rees as minuted.

### **09/182 Questions from members of the public.**

There were no written questions received from members of the public.

The Chair invited Pat Hulland to raise her question to the Local Board.

Pat Hulland raised her concerns about the condition of the flats on Church Street. She said that a lot of work had been done to area such as slab paving replaced with tarmac, but contractors had left mud on the tarmac which had gone into the tarmac. Shaun Bennett had visited the area and said he would arrange for it to be cleaned, but this had not been done. The area between flats 9-11 had had pebbles laid inside the fence area but no membrane had been laid under the pebbles resulting in weeds growing up. Cement around fence panels had had to be removed and redone and seating had not been removed to allow work to be done; builders' rubble had not been removed.

Matt Hands agreed to look into the issues raised and report back to the next meeting.

### **09/183 Items from Part B to be discussed**

#### **Agreed**

The Local Board agreed to discuss Item B6 Service Charge Update.

### **09/184 Items from Contractor Partners**

Norman Francis of Environmental Services Department gave an update on work to improve performance on the day to day repair service. He informed the Local Board that the trade union had now 'rubber stamped' the consolidated pay proposals, salary figures are being discussed and he hoped to reach agreement at a meeting on 11 September. The timescale was January 2010 but Norman said this was not well ahead of schedule and he hoped it would be completed in October.

There had been a couple of problems encountered with the introduction of handheld technology around the interface between Derby Homes and Environmental Services main computer systems. These have now been resolved and he hoped to go 'live' with the handhelds in October.

He circulated performance figures for repairs jobs completed for the period August 2009 and advised performance was way above target with an average of 96% of jobs (all priorities) completed within timescales.

Training for sub contractors on Equalities & Diversity has commenced. The Department is linking with CSCS for recognition as a national DLO (Direct Labour Organisation) and they are linking with APSE for benchmarking against other local authorities.

Dennis Rees stated that leaseholders are being charged for work that has not been completed and Peter Matthews is looking into the matter.

Terry Rogerson queried delays in completing estates pride work at Mackworth.

Norman Francis admitted that the Environmental Service Department had let tenants down because they didn't have a fully dedicated surveyor for this work, but they do now and he assured the Local Board the work would be given top priority. He added that a system is now in place to ensure a surveyor is identified for particular works and as a result communication has improved. He will provide further information at the next meeting and in the meantime Errol Harriot will push the issue forward. In addition, planning permission issues have been resolved.

It was agreed that timescales for Year 1 Large Scale Estates Pride bids already approved –will be included in the next Estate Pride Quick Fix Bids report.

#### **09/185    Housing Focus Groups & Derby Leaseholder Association Issues**

The Local Board received a report identifying two unresolved cases discussed at Housing Focus Groups in the North of the City. The first in the NE area had been raised by Pat Hlland, earlier in the meeting. Matt Hands provided a response to the second issue in the NW area. He advised that the situation had improved slightly. Derby Homes has written to all contractors advising them of the problem being experienced specifically, but not exclusively, at Rebecca House and that when visiting elderly residents in sheltered schemes, they may need to return to the property after a short period if there is no response, or give them more time to answer the door. They may also need to use the door entry system.

Mark Crown advised the Performance Team will be looking at all the issues raised at Housing Focus Groups and identifying any patterns or trends to find out a bit more about what is happening.

Dennis Rees informed the Local Housing Board that several issues at been raised at the recent Leaseholder PIT meeting. These included:

- ASB diary sheets – residents are completing the diary sheets but not action is being taken.
- Stockbrook Street Housing Office – there were a lot of concerns and comments about the office.
- Flats Audit – what is happening?
- Communal Cleaning Survey – no feedback has been received

Maureen Davis advised that initial work on the flats audit had been done by Wendy Jessop, who has now retired. Local Office staff will now be carrying out the inspections.

As responses to the communal cleaning survey were anonymous, it is not possible to provide feedback direct. However, Maureen Davis agreed that feedback would be provided at the next Leaseholder meeting.

Pete Matthews, Neighbourhood Manager had attended the Leaseholder meeting and undertook to co-ordinate investigation of all the concerns raised.

#### **09/186 Estates Pride Quick Fix Bids**

The Local Board considered bids for funding from the Quick Fix Fund within Estates Pride in response to known problems, in particular to reduce crime, nuisance and vandalism.

1. **Kickz Project** - Paul Whitworth of the Kickz Project gave a presentation to support a request for funding to continue to deliver a 12 month football project to young people living the Derwent area. The Kickz project will run 3 sessions per week for the duration of 3 hours per session. Two of these sessions are football based and the third session is flexible and can take the form of various different sports/activities, or educational workshops such as substance misuse and the dangers of guns and weapons.

Other bids considered were:

2. **Roosevelt Ave** – remove 33 existing low level concrete bollards and replace with 33 metal bollards. Make good the surrounding area.
3. **28 & 30 Coniston Crescent** – supply and fit 1m high metal fencing to brick wall.

4. **Chancery Lane** – supply and fit 1m high fencing and gates around the perimeter of the bungalow gardens – the laying of a mowing strip was suggested but if the cost differs substantially the matter should be brought back to the next meeting.
5. **North West of the City** – Noise monitoring unit.
6. **Cobden Street** – supply and fit 1m high metal fencing adjacent to 57 Cobden Street.
7. **Neighbourhood Bus** – conversion and use of a double decker Arriva bus as a mobile community centre “ Neighbourhood Bus” for outreach work across the City of Derby.
8. **Kinross Ave** – To supply and fit 1.8m high metal fencing and single gate to the rear pathway of 20 Kinross Avenue.

### **Agreed**

The Local Housing Board approved the following bids as outlined above.

1. KICKZ project
2. Roosevelt Ave
3. 28 & 30 Coniston Crescent
4. Chancery Lane
5. North West of the City
6. Cobden Street
8. Kinross Ave

As consultation had only taken place with Boulton Neighbourhood Board members, the Local Housing Board agreed to defer a decision on the bid for the Neighbourhood Bus funding until the outcome of consultation with other Neighbourhood Boards was known.

### **09/187 Review of Repair Priorities**

The Local Housing Board received a report providing an update on the review of repair priorities. The review considered whether the priorities

- were clear and easy to understand
- met the current expectations of tenants
- provided a sensible balance to deliver a value for money service.

The report proposed 5 new priorities

- Priority 1 – Emergency (attended and make safe in 2 hours)
- Priority 2 – Very Urgent Repairs (complete within 24 hours)
- Priority 3 – Urgent Repairs (complete within 7 working days)
- Priority 4 – Non Urgent Repairs (complete within 30 working days)
- Priority 5 – Specialist Non Urgent Repairs (complete within 90 working days)

days)

### **Agreed**

The Local Board agreed the proposed new set of priorities, subject to consultation with tenants at Housing Focus Groups

#### **09/188 Local Housing Board Away Day Action Plan Update**

The Local Housing Board received a report advising that the proposals to address actions arising from their away day earlier this year has been deferred pending a review of how representatives are nominated onto the Local Housing Boards. The proposals arising from the away day will be considered within the review. The Local Housing Board will receive a report at their next meeting in December.

### **Agreed**

The Local Housing Board noted the report.

#### **09/189 Service Access Review – Housing Surgeries**

The Local Housing Board received an update report on levels of customer attendance at housing surgeries in the North of the City. The report informed that attendance housing surgeries at Spondon Library and Roosevelt Avenue Office has been less than 60 customers overall. The report identified other mechanisms that were available to tenants to talk to housing staff. Tenants at Housing Focus Groups will be consulted on the proposal to close the two housing surgeries; local ward councillors have already been consulted.

### **Agreed**

The Local Housing Board noted the levels of customer contact at the North East area surgeries and agreed to their closure, after consultation with residents and Ward Councillors.

#### **09/190 Walk & Talks**

The Local Housing Board received a report on the progress made on the Walk & Talk procedure since its implementation in April 2009.

Due to the low attendance of residents at the Walk & Talk events, it was not cost effective to continue with the process in its existing form. Two members of staff had submitted a 'Bright Idea' that Walk & Talk sessions could be held at Neighbourhood Forums and Housing Focus Groups to hopefully increase attendance of residents and also reduce the number



of meetings councillors and partners attend.

It was suggested that a condition of funding for the Neighbourhood Bus (outlined above in Minute 09/186 Estate Pride Quick Fix Bids) could be that the bus is used for Walk & Talks or to provide a mobile housing service.

### **Agreed**

The Local Housing Board noted the content of the report and agreed to adapt the procedure proposed in a Bright Idea submitted by two members of staff. It was also agreed that the outcomes of Walk & Talks will be fed back to Housing Focus Groups.

### **09/191 Service Charges Update**

The Local Housing Board received a report to inform and consult on a review of service charges and the implications for tenants and funding.

In many cases there is no specific charge for some services provided only to certain groups of tenants, for example grounds maintenance of communal areas around blocks of flats. The cost of these services is shared between all tenants regardless of whether or not they receive the service.

The government now requires councils to unpool the costs of additional services. This means that tenants who receive the service will have to pay a service charge to cover the cost, while other tenants will not have to pay towards a service they don't receive.

Where a new charge is introduced to unpool costs, the rent for that home is reduced, so when the charge is brought in the tenant should see little or no difference to the overall amount they pay. It is expected new unpooled charges will be eligible for Housing Benefit.

Local Housing Board representative expressed concern that tenants will be paying more rent. Dennis Rees explained that the proposal was to separate the rent from the service charge but that rents will not be increased because of this.

Matt Hands agreed to attend the next SHOUT meeting to explain the proposals to its members.

Roy Webb said that it is a condition of tenancy that tenants are required to have smoke alarms installed in their homes. He queried the legal position if a tenant refused to receive this service.

It was agreed that a report would be brought to the next meeting to confirm the position.

**09/192    Agreed**

The Local Housing Board noted the content of the report and that consultation with tenants will be taking place at Housing Focus Groups and the DACP. The matter will be considered by the Derby Homes Board in November.

**Standing Order 12**

During discussion of the above item, the Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

**09/193    Estate Inspections**

The Local Housing Board received a report outlining progress made on Estate Inspections since they commenced in April 2009.

**Agreed**

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

**09/194    Update on the development of the Tenant Services Authority**

The Local Housing Board received an update report on some of the key areas of development of the Tenant Services Authority. The report focused on:

1. a general overview of how the Tenant Services Authority is progressing in the development of its role.
2. an update on the Phase 1b Local Conversation (for which Derby Homes has been chosen as a 'Trailblazer') and our work with the TSA to develop the empowerment standard.

**Agreed**

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

**09/195    Performance Monitoring**

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from the discussion of quarter 1 2009/10.

**Agreed**

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

**09/196 Anti Social Behaviour Statistics**

The Local Housing Board received quarterly performance results on anti-social behavior for:

1. Respect Performance Toolkit with a commentary on results for quarter one and any apparent trends.
2. local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

**Agreed**

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

**09/197 Directors' Update**

The Local Housing Board received a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provided Local Housing Board Members with a general overview and update on current issues.

**Agreed**

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

**09/198 Draft Minutes of the Derby Homes Board meetings on 28 May 2009 and 30 July 2009**

The Local Housing Board received the draft minutes of the Derby Homes Board meetings held on 28 May 2009 and 30 July 2009.

**Agreed**

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

**Any other business**

There was no other business.

**Date of next meeting**

**The date of the next meeting will be confirmed at the Derby Homes AGM on 29 October 2009.**

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 3 September 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

Held on Thursday 10 September 2009

The meeting started at 6.00 pm

#### Board Members Present:

David Batey, Paul Bayliss (Chair), Carol Boon (arrived 6.50pm), Susan Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Tony Holme, Trevor Lamb, Mary Rowland, Iain Veitch, Ken Whitehead, Jack Wray.

#### Officers Present:

Shaun Bennett, Maria Murphy, Paula Solowij, Valerie Watson, Sophie Wood.

#### Partner Organisations Present:

Richard Kay, Julie Barker, Sporting Futures

#### 09/182 Apologies

Apologies for absence were received from Stuart Boon and Tabani Ndlovu.

#### 09/183 Admission of Late Items

There were no late items.

#### 09/184 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.

The Chair declared to the the Local Housing Board his personal relationship with Paula Solowij, Neighbourhood Manager at Stockbrook Street.

#### 09/185 Minutes of Previous Meeting

The minutes of the meeting held on the 11 June 2009 were accepted as a true and accurate record.

## **09/186 Matters Arising**

### **Minute 09/106 – Policy for Keeping Pets and Supported Living Accommodation**

Win Buchan said that she has not received a letter from Maureen Davis. The Director of Housing and Customer Service said that she thought that Maureen Davis had written to Win Buchan and will follow this up. All who live in flats have been consulted about the policy, the consultation period finished at the end of August and analysis is now being carried out.

### **Minute 09/136 – Car Parking Scheme – Stockbrook Street**

Paula Solowij, Neighbourhood Manager gave the Local Housing Board an update on the car parking scheme. Derby Homes has met with Vehicle Control Services and the cost for 10 areas to have parking permits will be discussed at the next Housing Focus Group.

### **Minute 09/163 – Items for representatives from Contractor Partners**

Ian Veitch has not had a reply from Peter Knight, Chubb following his query at the last Local Board meeting. The Director of Investment and Regeneration said that he would follow this up.

### **Minute 09/167 – Estates Pride Quick Fix Bids**

Tony Holme has not had a reply from Maureen Davis regarding action had taken with regard to anti social behaviour occurring at Athol Close. The Director of Housing and Customer Service said that she would e-mail Tony Holme next week and also report back to the next meeting.

### **Minute 09/172 – New Tenant Support Service**

The proposals have been sent to Derby City Council and unfortunately it didn't make the September Cabinet but will be presented to the October Cabinet. This may put the scheme schedule back a little as it was proposed to be in place by October.

## **09/187 Questions from members of the public**

There were no questions received from members of the public.

Trevor Lamb asked if Derby Homes/Derby City Council were part of the new local authority new build scheme that he recently saw in the Derby Evening Telegraph. The Director of Investment of Regeneration confirmed this.

## **09/188 Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B1, B2, B3 and B6.

## **09/189 Items for representatives from Contractor Partners**

There were no items for Representatives from Contractor Partners as none

was present. Shaun Bennett offered apologies from the Environmental Services Department.

#### **09/190 Housing Focus Groups and Derby Leaseholder Association Issues**

To date in 2009/10, a total of 74 issues have been raised at the Housing Focus Groups and Housing Focus Group Lites across the City. As at 27 August 2009, 8 cases remain open for the South. Susan Boon commented that work is being carried out on the electricity box on Victory Road which will bring one case to a close.

Tony Holme said there is no closing date on the cases. The Chair agreed and said that for the next report there should be a summary of action/closing date column.

Win Buchan recently attended a Leaseholders meeting and said that everyone should be contacted when they have raised issues or it should be fed back at the next meeting. This does not seem to be happening and the issues are also not included in the report. The Director of Housing and Customer Service said that the report was produced before the last Leaseholders meeting. Tony Holme asked who gets copies of the HFG/Leaseholder meeting minutes. Paula Solowij, Neighbourhood Manager confirmed that the officers responsible for the issues are given the minutes as are housing managers and senior managers. Paula also confirmed that she contacted everyone who had raised an issue the day after the meeting.

#### **Agreed**

The Local Housing Board noted the report and that unresolved cases will be tracked through meetings and delivery deadlines indicated on future reports.

#### **09/191 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 Local Housing Board received a presentation on the Sporting Futures bid and the work that they have been doing in Old and New Sinfen. Two sessions are held a week for the duration of 1.5 hours on Friday evening and 2 hours on Saturday lunchtime. Tony Holme asked if they had any statistics on reducing ASB, Richard Kay from Sporting Futures said they haven't today but could provide some. Win Buchan asked how many girls attend the sessions. Richard Kay said that about 5-10% are girls.

The Director of Housing and Customer Service will feedback at the next meeting about the noise monitoring unit.

Tony Holme asked how often the Neighbourhood Bus will be used. The Director of Housing and Customer Service said that it will be used at different events across the City. Mary Rowland asked what type of music it will be playing, as 'rap' music doesn't appeal to all teenagers and children. The Director of Housing and Customer Service said that she would take that comment back to the Neighbourhood Board. The Chair requested that a report about the Neighbourhood Bus should be brought back to the Local Housing Boards once the bus has been operational for six months.

Ian Veitch commented that a lot of work is being funded for young people and not older people. The Director of Housing and Customer Service said that three new members of staff will be located in common rooms to bring them back into use. Jack Wray commented that the SHOUT group is doing a lot of work for older people, especially since the Older Person's Strategy has been put in place. Mary Rowland said that a lot of work has been done in her area for older people, like replacement fencing, which gives people a better quality of life.

The report also contained an update on other work agreed in 2009/10.

## **Agreed**

The Local Housing Board

1. approved the bids for funding for:
  1. **Inveraray Close** – Replace wooden fencing around play area with 1.8m high black metal bow top fencing.
  2. **62-68 Ballater Close** – Supply and fit 1.8m high metal lockable gate and fencing to rear alleyway.
  3. **Nidderdale Court** – Remove small section of wooden fencing and replace perimeter communal area with 1m high metal bow top fencing.
  4. **Sporting Futures** – 18 months community sports delivery to the young people in Old and New Sinfen for two sessions per week for the duration of 1.5 hours for Friday evening and 2 hours for Saturday lunchtime.
  5. **200 Sinfen Ave** – Replace existing wooden fencing with 1.8m high black bow top fencing and gate. Remove existing concrete slabs and re-surface the ground with tarmac.
  6. **21 Stonesdale Court** – Remove rear wooden fencing around drying area and supply and fit 1.8m high black metal bow top fencing and lockable gate. Make good the ground.
  7. **16 Dentdale Court** – Remove grass verge and tarmac the area.
  8. **3-5 Richmond Road** – Replace existing fencing with 1m high black metal bow top fencing and gates.
  9. **Peterhouse Terrace** – Supply and fit 1.8m high lockable metal gate and fence to alleyway. Tarmac existing pathway to alleyway.



- Supply and fit 5 PIR lights to properties.
10. **28-30 Cambridge St** – Remove wooden fence and ivy, dig up and make good the ground.
  11. **32-42 Abbott's St** – Supply and fit 1m high black metal bow top fencing and gates to properties.
  12. **8-14 Abbott's Barn Close** - Supply and fit 1m high black metal bow top fencing and gates to properties and adjacent to side elevation of number 14.
  13. **165-167 Abbey St** – Replace existing fencing with 1.8m high black metal bow top fencing and one lockable gate.
  14. **25,27,33 and 39 Stonebroom Walk** - Supply and fit 1m high black metal bow top fencing and gates to properties.
  15. **South West of the city** - Noise monitoring unit.
  16. **132 Parliament Street** – Demolish brick wall to drying area and dig out tarmac and make good the ground.
  17. **206/208 Abbey St** – Remove soil bed and concrete over the area.
  18. **12-28 Yates St** - Supply and fit 1m high black metal bow top fencing and gates to properties.
  19. **201/203 Woods Lane** – Supply and fit two black metal bow top double gates and fencing to properties.
  20. **20.Neighbourhood Bus** – Conversion and use of a Double Decker Arriva bus as a mobile community centre “Neighbourhood bus” for outreach work across the city of Derby.
  21. **Marlbough Road, Buchan Street, Addison Road and Tower Street** – To clear all rubbish and all items of furniture and overgrown weeds, bushes etc.
  22. **201-215 Stockbrook Street** - Supply and fit 1m high black metal bow top fencing and gates to properties.
  23. **Drying area adjacent to 109 Churchside Walk** – Replace existing fencing with 1.8m high black metal fencing and two lockable gates.
  24. **Drying area adjacent to 88 Franchise Street** – Replace existing fencing with 1.8m high black metal fencing and a lockable gate.
  25. **Drying area adjacent to 84 Stockbrook Street** – Replace existing fencing with 1.8m high black metal fencing and lockable gate.

2. noted the update on the works outlined in paragraph 3.26.

## **09/192 Review of Repair Priorities**

The Local Housing Board received an update report on the review of repair priorities. The report proposed to reduce the number of priorities, as at present there are too many priorities and this can lead to confusion. If agreed it is proposed that the new priorities will be introduced by December 2009.

Trevor Lamb asked who decides the priority of the repair. The Director of

Investment and Regeneration said that there is a flowchart that the enquiry centre advisers work through to prioritise the repairs.

### **Agreed**

The Local Housing Board agreed

1. the new priorities subject to consultation with tenants in Housing Focus Groups
2. to change Priority 3 to complete within 5 working days and not 7 working days.

### **09/193 Local Housing Board Away Day Action Plan – Update**

The Local Housing Board received an update on recent discussions and proposals to review membership of the Local Housing Boards. It is a timely opportunity to carry out a review, in light of TSA proposals for the regulation of housing organisations. It is anticipated that proposals will be taken to the main Board in September and a further report will be brought to the Local Housing Boards in December.

Mary Rowland asked how main Board members get to be members of Local Housing Boards. The Chair asked that Members let us know if they have any Governance issues.

### **Agreed**

The Local Housing Board noted the report.

### **09/194 Use of Alvaston Library**

The Local Housing Board received a report proposing to revise the opening hours at Alvaston Library. The level of customer contact at Alvaston Library on a Wednesday is low and it is proposed to end the service on a Wednesday morning and any other dates throughout the year that the Library is closed.

Jack Wray commented that more privacy is needed at the Library. The Chair said that there is an interview room that all staff are trained to use when dealing tenants and that we have to think of the safety of staff and also the layout of the library. The Director of Housing and Customer Service said that she was not aware of any problems in the library and will speak to the Performance Officer for that area to get some feedback and will also reinforce the usage of the interview room with staff.

## **Agreed**

The Local Housing Board agreed to end the service on a Wednesday morning at the Library and any other dates throughout the year that the Library is closed.

### **09/195 Walk and Talks**

The Local Housing Board received a report proposing to adapt the procedure of Walk and Talks following a Bright Idea submitted by two members of staff. Since April 2009 there has been 60 Walk and Talks and only 55 residents have attended. The Bright Idea suggests that the Walk and Talks sessions could be held at the city wide Neighbourhood Forums and Housing Focus Groups and that this would hopefully increase the attendance of residents and reduce the number of meetings for councillors and partners.

Comments were made from Local Housing Board members that Derby Homes' staff do not attend Neighbourhood Forums. The Director of Housing and Customer Service said that if this new procedure is agreed it will be compulsory for staff to attend. Trevor Lamb asked if staff wear uniform. The Director of Housing and Customer Service confirmed that staff do wear uniforms and that she will speak to the Marketing Officer to see if there is any way of communicating this to customers.

Mary Rowland asked what happens to the issues brought up at the last Walk and Talk that she attended. The Director of Housing and Customer Service confirmed that all issues will still carry over with the new procedure.

## **Agreed**

The Local Housing Board accepted the recommendation to adapt the procedure of the Walk and Talks following a bright Idea submitted by two members of staff.

### **09/196 Standing Order 12**

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

### **09/197 Estate Inspections**

The Local Housing Board received a report outlining the progress made in Estate Inspections since they commenced in April 2009. Each street is evaluated using appropriate scoring against three criteria's, resulting in the streets being highlighted using a traffic light system. 239 streets are green, 167 streets are amber and 54 streets are red.

Win Buchan asked how do you value the street, is it just from Derby Homes properties or the street as a whole. The Director of Housing and Customer Service said that the street is evaluated only on Derby Homes' properties.

**Agreed**

The Local Housing Board noted the report and the actions taken.

**09/198 Update on the development of the Tenant Services Authority**

The Local Housing Board received a report updating them about some of the key areas of development of the Tenant Services Authority. Focusing on two areas:

1. A general overview of how the Tenant Services Authority is progressing in the development of its role.
2. An update on the Phase 1b Local Conversation (for which Derby Homes has been chosen as a 'Trailblazer') and our work with the TSA to develop the empowerment standard.

The Director of Housing and Customer Service said that Derby Homes is going to follow this procedure to form its own tenant involvement strategy, a draft is expected at the Local Board's in December 2009. Win Buchan asked if Leaseholders are involved in this process as the TSA say they will not. The Director of Housing and Customer Service said that Leaseholders will be included in Derby Homes' strategy.

**Agreed**

The Local Housing Board noted the report.

**09/199 Performance Monitoring**

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 1 in 2009/10.

Tony Holme asked for more information regarding paragraph 3.3, the Director of Housing and Customer Service clarified as the wording was not clear.

**Agreed**

The Local Housing Board noted the report.

**09/200 Anti Social Behaviour Statistics**

The Local Housing Board received a report outlining the performance

information on Anti-Social Behaviour, including:

- Quarterly results for the Respect Performance Toolkit with a commentary on results for quarter one and any apparent trends.
- Quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

**Agreed**

The report was noted but not discussed.

**09/201 Directors' Update – September 2009**

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

**Agreed**

The report was noted but not discussed.

**09/202 Service Charges Review**

The Local Housing Board received a report giving details about a review of service charges and the implications for tenants and funding. The service charges will be introduced in phases from April 2010 for implementation.

Jack Wray asked whether Vale had put up their charges. The Director of Investment and Regeneration said that they had not. Ian Veitch said do not do a breakdown of costs as more people will query items. Alice Buckle agreed.

**Agreed**

The Local Housing Board noted the report.

**09/203 Petition from the residents of Cockayne Street**

The Local Housing Board received a report outlining a petition that was received at the Bingham Street Housing Office on the 19 May 2009, signed by 22 residents, requesting the eviction of another tenant. The petition was acknowledged and the lead petitioner advised that the matter would be investigated.

**Agreed**

The report was noted but not discussed.

**09/204 Minutes of Derby Homes Board 28 May 2009 and 30 July 2009**

The Local Housing Board received the minutes of the Derby Homes Board meeting held on 28 May 2009 and 30 July 2009.

**Noted**

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

**Any Other Business**

There was no other business.

**Date of next meeting**

**The next meeting will be held agreed at the Annual General Meeting on Thursday 29 October 2009**

The meeting ended at 8.15 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 10 September 2009.