

## **DERBY HOMES LIMITED**

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

**Held on Thursday 28 February 2019**

The meeting started at 6.00 pm

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

Rob Cooper, Tony Holme, Samantha Hudson, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd, Ian Veitch.

#### **Officers present:**

Annabelle Barwick, Steve Bayliss, Murray Chapman, Paul Cole, Heather Greenan, Richard Holman, Holly Johnson, James Joyce, Maria Murphy, Holly Osborn, Samantha Taylor, Valerie Watson.

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

Mike Ainsley, Chair of Derby Homes

#### **19/1 Apologies**

Apologies for absence were received from Jim Elks, Clare Mehrbani and Jackie Mitchell

#### **19/2 Admission of late items**

The Chair admitted a late item on Grant to Derby County Community Trust. The item was taken as item A8.

#### **19/3 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.

The Managing Director of Derby Homes declared an interest, as a Trustee of Enthusiasm Trust, in Item A6 Enthusiasm Grant Extension Proposal. It was agreed that she would leave the meeting whilst this item was discussed.

**19/4 CONFIDENTIAL ITEM**

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

**19/5 Chair's Announcements**

The Operational Board considered a confidential matter in private.

**Agreed**

The Operational Board approved the matter.

**End of Confidential Business**

**19/6 Minutes of the previous meeting**

The minutes of the meeting held on Thursday 13 December 2019 were accepted as a true and accurate record.

**19/7 Matters Arising**

**Minute 18/135 - Petition from Freehold Residents of Finsley Walk, Woodroffe Walk and Caxton Street**

Richard Holman has met with Mr Kapetanovic and advised the petitioners were satisfied with the explanations he provided.

**Minute 18/137 - Proactive Gutter Cleaning**

Due to procurement issues, there has been a delay with the purchase of the gutter cleaning equipment. However, it was anticipated the service would be up and running in the next few months.

**Minute 18/141 - Petition – Oriel Court**

Derby Homes has taken action against one individual through the court process, which should resolve the petitioners concerns.

**Minute 18/149 Grounds Maintenance Service**

The Grounds Maintenance specification had been circulated to Board Members. The specification is now out of date and the current standards will be reviewed and a working group set up to look at performance measures. Grass cutting has now started on some sites.

**19/8 Questions from members of the public**

There were no questions from members of the public.

**19/9 Performance Management Quarter 3**

The Operational Board considered a summary report of Derby Homes performance for quarter three 2018/19 from key performance measures reported to Derby City Council.

The Operational Board queried the figure DH Local 11 No. of tenants evicted as a result of rent arrears and whether this number was positive or negative. This result is negative however Derby Homes would not evict any tenant unless the process has been correctly followed.

The Managing Director provided an update on DH Local 52. Satisfaction with New Homes (new build and re-let). This is a topic which the Customer Voice is currently looking at. Derby Homes' aim is to ensure a high number of people are happy with their new homes when moving in.

The Operational Board raised a query on DH Local 136. Number of Data Protection Breaches and the risk this poses to Derby Homes and asked for reassurance that this issue is being correctly managed. The Managing Director provided an update and assured the Operational Board that the Senior Management Team is actively looking into this issue. All employees have been trained on GDPR.

**Agreed**

The Operational Board noted quarter three performance figures.

**19/10 Estate Maintenance Large Scale Programme 2019/20**

The Operational Board considered the Estates Pride Programme 2019/20.

Derby Homes allocates funds each year to deliver improvement works that are identified by Tenants, Councillors, Local Housing Office staff and other local partners. The works can potentially include fencing, lighting, landscaping and improving parking and access.

For 2019/20 the initial budgets are set at £250,000 for capital and £500,000 for revenue works.

## **Agreed**

The Operational Board

1. approved the following Capital works to take place in 2019/20:

- Rivermead House Car Park – £90,000  
*(spaces will be created at the rear of the property)*
- Hard standings (City Wide – approx. 20 no) – £60,000
- Osmaston Park Road – £50,000 – as many spaces as available in the budget that will benefit predominantly Derby Homes residents
- Matlock Road additional parking (6 spaces) will be carried forward to 2020/21

2. approved future revenue spend of £100,000 for small scale works and as much of the Resurfacing/maintenance works as possible up to the value of £250,000.

3. any slippage in the programme will be brought back to the Operational Board for a decision.

### **19/11 Part B Supplementary Questions**

The Operational Board confirmed that the Part B question submitted prior to the meeting would be circulated after the meeting.

### **19/12 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the following 5 months from April 2019 to August 2019.

## **Agreed**

The Operational Board noted the Forward Plan.

### **19/13 Customer Service Standards**

The Operational Board considered a report to approve the new Customer Service Standards in line with the Customer First Strategy.

The Customer Standards were last reviewed and presented to Operational Board in September 2015. The Customer First Strategy provided a commitment to being clear on service standards. Reviewing the existing Customer Standards was incorporated into the Customer First action plan.

Derby Homes is continually working on developments to increase the ways in which customers can contact us. A number of developments are being reviewed, such as 'My Account' to increase the functionality of the on line portal, so customers can access more services on line.

### **Agreed**

The Operational Board approved the new Derby Homes Customer Service Standards.

## **19/14 Garage and Stores Policy**

The Operational Board received a proposed Garage and Store Policy which sets out current practice.

The Operational Board raised a query around appendix 1 which did not state what Derby Homes is responsible for in terms of repairing garages. It was agreed that a statement will be inserted into the garage tenancy agreement.

The Operational Board raised a need for anti-climb paint on garages to reduce anti-social behavior. Officers agreed to look at the implications and bring the matter back to a future meeting.

### **Agreed**

The Operational Board approved the new Garage and Store Policy subject to the change to the Garage Tenancy Agreement.

## **19/15 Petitions Procedure**

The Operational Board considered a revised Petitions Procedure.

The Operational Board queried the escalation route following the procedure if the petitioner is not happy with the outcome agreed by the Operational Board. It was suggested that the escalation route would be the Housing Ombudsman, however this will need to be confirmed.

### **Agreed**

The Operational Board approved the changes to Derby Homes' petitions procedure, subject to an escalation route being identified.

## **19/16 Enthusiasm Grant Extension Proposal**

The Managing Director declared an interest in this item and left the meeting during its discussion.

The Operational Board considered a proposal to extend the current Youth Mentoring Service for a 3 month period with an option for an additional 3 months, subject to satisfactory performance, approved by the main Board. The total 6 month period is subject to approval by the Council.

Derby Homes is in the process of procuring a youth mentoring service to help deliver a service in line with our Children and Young Person's Strategy, replacing the grant agreement. The current approved grant ends on 31 March 2019. The grant agreement stated a 3 month notice period is required to terminate the grant arrangement which would leave a gap in the service due to the timeframe for the procurement process from June – September 2019.

The Chair of Derby Homes provided further clarification for the Operational Board and explained that the service is vital to enable support for young people and to reduce anti-social behavior on estates.

The Operational Board was reassured that the Managing Director of Derby Homes, as a Trustee of Enthusiasm, would not be involved in the procurement process.

Rob Cooper asked for it to be noted that he did not support the decision due to not having sufficient information to be able to make a sound judgement.

### **Agreed**

Subject to the Council's approval, the Operational Board agreed

1. to extend the grant to Enthusiasm for a three month period from 1 April 2019, in line with the grant agreement
2. the option to extend for a further 3 months subject to the Board of Derby Homes being satisfied with the outcomes

## **19/17 Parking Permits – John Lombe Drive**

The Operational Board received an update on the parking permits to be issued at John Lombe Drive.

The previous report in August 2018 was in response to a petition and a number of recommendations were agreed. Following further representations and a survey, some changes to the previous agreement were now proposed.

### **Agreed**

1. The Operational Board agreed, subject to consultation with tenants, leaseholders and ward members

- Issuing parking permits to any residents who request one
  - Issuing up to 2 permits where residents can show they need a second permit
  - Continuing to provide a permit to 5 of the 6 non-residents who currently have one
  - Annually review the number of permits to be issued to non-residents.
2. It was also agreed that a review of parking permits will be done over a 6 month period to get an accurate representation of different times throughout the day to provide reassurance to tenants and leaseholders.

### **19/18 Grant to Derby County Community Trust**

The Operational Board considered a request to grant fund Derby County Community Trust for a 12 month period. The grant would provide valuable services to young people living on our estates and includes

- £5,000 pa towards the weekly KICKS Project in Derwent, which includes five activities per week.
- £3,090 towards a weekly sport sessions at Rocket Park, Sinfin.

#### **Agreed**

The Operational Board

1. noted the partnership with Derby County in the Community on numerous projects
2. approved, subject to the Council's approval, grant funding of £8,090 to Derby County Community Trust to provide KICKS project in Derwent and weekly sports delivery in Sinfin over 2019/20.

The following items were noted by the Operational Board

### **19/19 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

### **19/20 Rent Arrears and Welfare Reform Update**

The Operational Board received a report which provided details on:

- Week 42 (w/e 20.01.19) position on rent arrears.
- Detail of Discretionary Housing Payments.
- Welfare Reform and how we are mitigating the impacts.

**19/21 Homefinder Quarter 2**

The Operational Board received a report which provides information on Derby Homefinder for the period April 2018 – September 2018.

**19/22 Complaints & Compliments Quarter 3**

The Operational Board received a report which provides detailed analysis of compliments and complaints received between 1 October 2018 and 31 December 2018.

**19/23 Localised Customer Priorities**

The Operational Board received a report which updated the Operational Board on the Localised Customer Priorities progress since its implementation in September 2018 to December 2018.

**19/24 Customer Survey Quarter 3**

The Operational Board received a report providing the detailed analysis of the satisfaction results from the Customer Survey 2018-2019, carried out during October – December 2018. Full details can be found in Appendix 1.

**19/25 Anti-Social Behavior Quarter 3**

The Operational Board received a report which provides some key statistics for Derby Homes ASB service for the third quarter 2018/19.

**19/26 Customer Engagement and Community Development Update**

The Operational Board received a report which updates on the progress of the Customer Engagement Programme through the Customer Engagement and Community Development Team.

**19/27 Draft Minutes of Derby Homes Board Meeting held on Thursday 31 January 2019**

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on Thursday 31 January 2019.



**Date of next meeting**

**The next meeting will be held on Thursday 25 April 2019 at 6.00 pm in the Large Training Room at London Road.**

The meeting ended at 8.10pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 February 2019.