

DERBY HOMES LIMITED

MINUTES OF THE BOARD MEETING

Held on Thursday 27 May 2010

The meeting started at 6.00 pm

Board Members Present:

Paul Bayliss, John Bloxsom, Alison Brown, Tony Holme, Iain MacDonald, Tabani Ndlovu, Bob Osler (Chair), Brian Perry, Margaret Redfern, Mary Rowland (arrived at 6.30 pm), Roy Webb.

Officers Present:

Shaun Bennett, Phil Davies, Susan Hill, Jackie Mitchell, Lorraine Watson

Others Present:

Cath Roff, Strategic Director for Adults, Health & Housing, Derby City Council
Vicky Whittaker Stokes, Customer Excellence Manager, Derwent Living for Item A5 Short Notice Inspection Final Report only.

10/60 Apologies

Apologies for absence were received from David Batey, Saadia Davis, Dennis Rees, Ken Whitehead, Maria Murphy and Bob Troup.

The Chair introduced Cath Roff, Strategic Director for Adults, Health & Housing, Derby City Council.

10/61 Admission of Late Items

The Chair admitted a revised Appendix B to the Chief Executive's Update report, Item A2. The order of paragraphs in the appendix had been amended.

10/62 Declarations of Interests

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

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

10/63 Minutes of Previous Meeting on 25 March 2010

The minutes of the meeting held on 25 March 2010 were accepted as a true and accurate record.

10/64 Matters Arising

Minute 10/34 Derby Homes' Support for Derbyshire Children's Holiday Centre

Margaret Redfern informed the Board that she had recently visited the holiday centre in Skegness and commented how lovely the children rooms were. She also mentioned that the entrance displayed the Derby Homes' logo. The Chair added that his company had donated socks to the centre.

Minute 10/36 Matters Arising

Minute 10/12 Chief Executive's Update

The Chief Executive updated the Board on discussion with the Council relating to the future of Derby Homes.

Minute 10/36 Matters Arising

Minute 10/17 Derby Homes' Draft Operating Budget 2010/11 and Reduction in Management Fee from 2010

The Director and Company Secretary updated the Board on the reduction in the management fee. Derby Homes has subsequently lost £240,000 and not £190,000 as originally believed, which was due to the change in inflation rate.

Minute 10/37 Announcements from the Chair

The Chief Executive informed the Board that the ALMO New Build Ceremony would not happen in June. The Director of Investment and Regeneration explained that the event will take place at the end of July or beginning of August. The building of the houses had been delayed due to the cold weather and in achieving Code 4, which required water tanks being placed underground at Penalton Close.

Minute 10/44 Late Item Transfer of Part of Environmental Services Department (ESD) to Derby Homes

The Director of Investment and Regeneration updated the Board on the transfer of part of ESD.

Minute 10/49 Health and Safety Update

The Chair asked if the areas of work identified by the Fire and Rescue Service at Rivermead House had been completed. The Director of Investment and Regeneration replied that all works had been completed.

10/65 Announcements from the Chair

The Chair thanked Saadia Davis and David Batey, Councillor Board Members, for their hard work for Derby Homes and he wished them well. He welcomed Bob Troup and Mick Barker, new Councillor Board Members, who will attend the next Board meeting. The Chair was pleased that Roy Webb would now be staying on the Board.

He informed the Board that the new Cabinet Member for Housing is Councillor Phil Ingall. The Chief Executive and he will shortly be meeting Councillor Ingall and Councillor Harvey Jennings, the Leader of the Conservative Party.

10/66 Announcements from Members of the Board

There were no announcements from Members of the Board.

10/67 Questions to Derby Homes Board From Members of the Public

There were no questions from members of the public.

10/68 Questions from Derby City Council

There were no questions from Derby City Council.

10/69 Committee Chairs' Feedback

Chairs of Derby Homes' Committees provided highlights from previous meetings.

John Bloxsom, Chair of Audit Committee:

- An extra Audit Committee meeting has been arranged for 9 August 2010 to consider risks on audit matters relating to the transferred Environmental Services housing repairs section and its audit plan.
- Completed an Audit Committee self assessment of 38 questions where 7 of these questions require a development plan to improve the scoring.
- Some actions from internal audit recommendations were still outstanding and Committee had requested that the officers responsible attend the next meeting in July to provide an explanation of the delay, unless these have been completed beforehand.

Tabani Ndlovu, Chair of Performance Management Committee:

- All but two areas exceeded targets in Responsive Maintenance. The two red areas were urgent repairs, below target, and voids and relet

times were below expectations closing the year-end at 29.2 days against a target of 24 days.

- All indicators in arrears exceeded their targets and congratulated the arrears team.
- He referred to Item C2 Performance Monitoring Information Quarter 4 2009/10 report. The summary in Appendix 1 showed 13 out of 28 indicators as either amber or red. Out of the 13, four were showing an upward trend. Teams need to further focus on indicators with a downward trend to curb further slippages.
- Focus is required on voids and ensuring the Repairs Team tackles the red/amber maintenance indicators.
- Twelve strategic risks out of 15 had no changes. Five strategic risks had their descriptions amended. Strategic risk 13 'Current Economic Climate and Impact on tenants' score had reduced from high likelihood, critical impact to significant likelihood, critical impact. There was one new strategic risk for 2010/11 which was 'Failure to deliver an excellent repair service following the transfer of ESD to Derby Homes.'
- Seven operational risks had no changes and five risks had their descriptions amended. There were three new risks on 'Failure to successfully implement the Safeguarding Vulnerable Adults Strategies', 'Failure to successfully implement the Tenancy Sustainment Team' and 'Failure to Implement the recommendation of Internal Audit'.

Tony Holme asked why the achievement of Business and Delivery Plan Targets were poor. The Chief Executive replied that sometimes the service improvement targets (SITs) were a struggle to achieve because they are over ambitious or are affected by unforeseen circumstances. However, lessons are being learnt. The Chair asked Tabani to look at this area and feedback to the next Board meeting.

Iain MacDonald, Chair of Resources and Remuneration Committee:

- Approved the implementation of Delivering Efficiencies in Corporate and Transactional Services (DECATS) recommendations and that a report on staff reductions be brought to the next Committee meeting. This item was also on the Board agenda.
- Approved the proposal to collect declarations of interest from Derby Homes' employees involved in contracts and procurement.
- Noted the timetable for the year end accounts for 2009/10.
- Agreed the Chief Executive's job description.
- Approved the Value for Money (VFM) Strategy including inclusion of additional information regarding quality and the terms of reference. Tony Holme had been nominated to join the VFM Steering Group.
- Results of the latest Times Top 100 Companies survey completed by Derby Homes staff showed an improvement in most areas of performance and Derby Homes had been recognised as 'one to watch.'

- The two Committees, Resources and Remuneration and Development and Regeneration, be combined, including their terms of reference. The proposed new Committee will be called Resources, Remuneration and Regeneration. This item was also on the Board agenda for approval.

Iain MacDonald, Chair of Development and Regeneration Committee:

- The ALMO New Build Ceremony scheduled to take place on Wednesday 16 June will now be late July or early August.
- Development and Regeneration Update
- Britannia Court – discussions with the Environment Agency had been delayed which has hampered the progression of the new build option.

Bob Osler, Chair of Governance Services Committee:

- As already mentioned by Iain MacDonald, the Committee considered the proposal to combine Resources and Remuneration and Development and Regeneration Committees, including their terms of reference.

There was no feedback provided from the April Local Housing Boards, North and South, because Dennis Rees and Ken Whitehead, who chaired both meetings, were not present at the Board meeting.

10/70 Confidential Business

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

10/71 Chief Executive's Update

The Board received a report which included an update on

- HRA Self Financing Proposal
- Conservative/Liberal Democrat Coalition
- Local Political Control
- The Future of Derby Homes
- Environmental Services Department (ESD) Update

Agreed

The Board noted the report and formally supported the Council's response to the HRA self financing proposals.

10/72 Draft Financial Strategy for Derby Homes

The Board received a report which was submitted to Resources and Remuneration Committee on 29 April 2010. The draft Financial Strategy set out the current and future financial process facing Derby Homes.

Agreed

The Board

1. approved the financial strategy and the report recommendations as set out in paragraph 11 (page 17) of Appendix A
2. delegated to the Chief Executive the implementation of the strategy, in consultation with the Chair and Vice Chairs of Derby Homes, and Chair of Resources and Remuneration Committee.

10/73 Short Notice Inspection Final Report

Vicky Whittaker Stokes introduced a report on Derwent Living's Peer Review inspection of Derby Homes' services.

Agreed

The Board noted the Peer Review report and Derby Homes action plan to address the areas of weaknesses.

10/74 Delivering Efficiencies in Corporate and Transactional Services (DECATS) – Next Steps

The Board received a report approved by Resources and Remuneration Committee on 29 April 2010. The report had been slightly amended to correct the number of Senior Managers in post as shown in paragraph 3.4.

Agreed

The Board noted

1. the Resources and Remuneration Committee's approval of the implementation of DECATS recommendations
2. that a report will be brought to the next Resources and Remuneration Committee on staff reductions and a review of the Senior Managers and Principal Officers posts in Derby Homes.

End of Confidential Business

10/75 To agree any items from Part C to be discussed

The Chief Executive requested C4 Derby Homes' Diary Planner. The rest of the items in Part C were noted but not discussed.

10/76 Health and Safety Update

The Board received details of recent health and safety performance and current issues.

Alison Brown referred to the incident that took place on 22 April 2010. She enquired if words had been missed in the third paragraph. The Chief Executive replied that the missing words were 'not been'; the sentence should read '...but warnings had not been transferred from previous property...'.

Agreed

The Board noted the report.

10/77 Changes to Derby Homes Committees

The Board received a report proposing the merger of the Development and Regeneration Committee with the Resources and Remuneration Committee.

The Director and Company Secretary informed the Board that Iain MacDonald, who Chairs both Committees, attended the Governance Services Committee to comment on the terms of reference. He had recommended that the two Committees, their membership and terms of reference, are combined and renamed Resources, Remuneration and Regeneration Committee. Mick Barker will replace Saadia Davis.

Agreed

The Board approved

1. the merger of the Development & Regeneration Committee with the Resources and Remuneration Committee
2. the membership of the Resources, Remuneration and Regeneration Committee
3. the terms of reference for the Resources, Remuneration and Regeneration Committee.

10/78 Draft Risk Strategy and Policy

The Board received a report detailing the draft Risk Policy, Strategy and Management Framework. These documents had derived from an Internal Audit of Risk Management in December 2009.

The Director and Company Secretary informed the Board that the Performance Management Committee considered the report and draft documents in May and the Committee recommended approval by the Board.

Roy Webb commented that on page 7, Appendix 1, paragraph 11 'Roles & Responsibilities' the word 'management' had been omitted. The sentence should read 'Direct Executive and SMT to ensure that risk management is embedded throughout Derby Homes.'

John Bloxsom and Paul Bayliss suggested including a table providing a definition of risk management strategy, framework and policy.

Agreed

The Board approved the draft Risk Policy, Strategy and Management Framework as contained in Appendices 1, 2 and 3.

10/79 Board Evening Tour

The Board received a report setting out the proposed itinerary for an evening tour on Tuesday 20 July 2010. The tour will start from Cardinal Square at 4.30 pm and returning at 8.30 pm.

The Chief Executive informed the Board that the emphasis of the tour will be on older persons housing and will include visits to refurbished sheltered housing schemes. The places that will be visited are Handyside Court, Alvaston, Rebecca House and the Leylands extra care home at The Broadway, where a hot buffet will be provided. He invited Cath Roff to attend.

He added that Derby Homes had submitted a bid to build extra care homes on Uttoxeter Road, Mickleover, comprising 100 self contained flats. However, there has been no news from the Council.

Agreed

The Board approved the report.

10/80 Rechargeable Repairs

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

Roy Webb asked why elderly and disabled tenants should be exempt from being recharged as shown on page 3 of the report. The Chief Executive explained that this has always happened. Roy Webb replied that if the act was deliberate, elderly or disabled tenants should be charged like everyone else.

Agreed

The Board supported the Local Housing Boards' decision and recommended to the City Council the proposed changes within the report including the proposal to recharge elderly and disabled tenants if there are deliberate acts of vandalism.

10/81 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.

10/82 Draft Minutes of Committees and Local Housing Boards

The Board received the draft minutes of recent meetings of its Committees:

- a. Audit – 12 April 2010
- b. Development & Regeneration – 25 March 2010
- c. Governance Services – 26 March 2010
- d. Resources & Remuneration – 29 April 2010
- e. Performance Management – 9 March 2010
- f. Local Housing Board North – 8 April 2010
- g. Local Housing Board South – 15 April 2010

Agreed

The Board noted but did not discuss the minutes.

10/83 Derby Homes Performance Monitoring Information Quarter 4 2009/10

The Board received a report on up to date performance information of Derby Homes, against key performance indicators for Quarter 4, 2009/10.

Tabani Ndlovu discussed this report within Committee Chair's Feedback on Performance Management Committee.

Agreed

The report was noted.

10/84 Derby Homes' Forward Plan of Agenda Items

The Board received a forward plan of agenda items for a six month period from June 2010.

Agreed

The report was noted but not discussed.

10/85 Derby Homes' Diary Planner

The Board received a diary planner of events taking place for the six months from June 2010.

The Chief Executive highlighted the DACP Conference on History of Council Housing in Derby 1920-2010. Board Members who wish to attend should contact Sophie Wood, PA to the Chief Executive.

Agreed

The Board noted the report.

Date of next meeting

The next meeting will be held on Thursday 29 July 2010 at 6.00 pm at Cardinal Square.

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 27 May 2010.