

## **DERBY HOMES LIMITED**

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

**Held on Thursday 28 April 2016**

The meeting started at 6.00 pm

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

Andrew Beresford, Richard Bruford, Jim Elks, Tony Holme, Samantha Hudson, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd, Anna Skrobisz, Mick Whitehead

#### **Officers present:**

Steve Bayliss, Murray Chapman, Paul Cole, Mark Crown, Sue Featherstone, Chris Forrester, Andrew McNeil, Clare Mehrbani, Jackie Mitchell, Sophie Reynolds, Jackie Westwood

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

Mike Ainsley, Chair of Derby Homes  
Ian Veitch, Tenant Board Member

#### **16/24 Apologies**

There were no apologies for absence.

#### **16/25 Admission of late items**

There were no late items.

The Chair of Derby Homes reminded Operational Board Members of the training session on 4 July by the Youth Board and encouraged all Members to attend.

He also advised that the peer review of Derby Homes' governance by Rykneld Homes has now been completed and although the formal results have not been issued, the initial feedback he has received from the Chair of Rykneld Homes has been very positive.

## **16/26 Declarations of interests**

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.

## **16/27 Minutes of the previous meeting**

The minutes of the meeting held on the 25 February 2016 were accepted as a true and accurate record.

## **16/28 Matters Arising**

### **Minute 16/07 Items for Partner Organisations – StreetPride**

The Chair of the Operational Board said he was very pleased to advise that the area in which he lived had received its third grass cut of the year.

### **Minute 16/09 Estates Pride Large Scale Programme 2016/17**

Feedback was requested on whether match funding had been obtained from other social housing landlords who have housing stock in New Sinfyn for improvement works & parking in the area. An update wasn't available and will therefore be provided at the next meeting.

### **Minute 16/18 Estate & Flat Inspections Quarter 3**

The Operational Board was informed that the Area Housing Manager, Tracy O'Connor had contacted Tony Holme regarding his queries about how Derby Homes deals with untidy gardens. Tracy had explained how it was difficult to control the problem; Tony was reasonably happy with the response.

With regard to the issue about notice boards in flats, the Operational Board was advised that officers were looking at the issue of communication more widely and were seeking the views of others, prior to implementing any changes. An update will be brought to the next meeting.

### **Minute 15/133 Eaton Court Lift Replacement**

The DACP has raised concerns about the lift replacement and elderly residents not being able to use stairs. The work is likely to last around 10 weeks. Andrew McNeil will look into this and speak to staff to identify some solutions.

## **16/29 Questions from members of the public**

There were no questions from members of the public.

### **16/30 New Build Satisfaction**

The Operational Board received a presentation on the outcome of a satisfaction survey carried out with tenants of Derby Homes new build properties.

It was noted that soundproofing tests in flats had been carried out and the results were good, the most common issues were with central heating controls, storage space, but the survey results were overall very positive.

The Operational Board was advised that officers were looking at ways to improve tenant choice on kitchen options. An update would be brought back to a future meeting.

There was discussion on ideas to help tenants to understand instructions for using their central heating boilers, although it was noted that staff do explain more than once if necessary, it was suggested including a guide to using boilers leaflet, including photos.

#### **Agreed**

The Operational Board noted the content of the presentation.

### **16/31 Income Team Structure**

The Head of Income Management and Advice provided the Operational Board with details of the new Income and Advice team structure and roles.

#### **Agreed**

The operational board noted the new Income and Advice team structure.

### **16/32 Any Part B Supplementary Questions.**

Questions raised ahead of the meeting and responses are attached to these minutes. There were no supplementary questions raised.

### **16/33 Rivermead House Communal Laundry**

The Operational Board considered a report outlining the outcome of a review of the usage of the communal laundry at Rivermead House and suggested ways in which the service can be improved.

Ten residents didn't want to see the laundry facility removed, it was not known what their reasons were. The Operational Board was advised it was not cost effective for a member of staff who is based at the location to

issue tokens for the machines, collect money etc and it makes commercial sense to install plumbing for those who do not have their own washing machines. Derby Homes could provide those tenants with white goods package and pay a service charge. Leaseholders affected will need to have their leases altered.

It was noted that the flats at Exeter House has a similar situation and will need to be looked.

### **Agreed**

The Operational Board considered the three options within the report, including the outcome of consultation with residents and agreed to remove the laundry facility and install plumbing in the remaining flats. This now to be communicated to affected residents and leaseholders, including any relevant leaseholder consultation and variation.

### **16/34 Format of Operational Board Meetings**

The Operational Board was asked to consider and contribute proposals for the future format of meetings.

The Chair explained that the Operational Board is responsible for making decisions based on papers presented at the meeting and he wants to ensure that board member have the knowledge to make such decisions. He suggested that one way to assist in improving members' knowledge would be to have a short workshop prior to the meeting based around a particular future meeting topic so that all avenues can be explored.

He proposed that a forward plan of agenda items be brought to each meeting so that members know in advance what items they will be considering in the future.

The Chair felt that the changes already made concerning Part B items was working well and he advised that in future Heads of Service would only be expected to attend meetings when they have Part A items on the agenda or where the board has asked for them to attend for a particular reason.

The Operational Board Chair advised of the outcome of a review by the Governance Committee concerning the Operational Board's request for consideration of IT equipment. The Governance Committee had resolved not to provide Operational Board Members with equipment at this time, but this would be reviewed in 12 months' time. In the meantime members should contact the Governance Services Manager if they want to claim for out of pocket expenses relating to IT.

**Agreed**

The Operational Board agreed to receive a report at the next meeting on proposals for the future format of meetings, as discussed.

**16/35 Service Delivery Update**

The Operational Board received a joint report from Derby Homes Heads of Service. The report provided a general overview and update on current issues.

**Agreed**

The Operational Board noted the report.

**16/36 Review of Key Performance Indicators & Targets 2016/17**

The Operational Board received a report presenting the key performance indicators and targets for 2016/17.

**Agreed**

The Operational Board noted the performance indicators and targets for 2016/17, subject to approval by Derby City Council.

**16/37 Rent Arrears and Welfare Reform Update**

The Operational Board received a report providing details on:

- End of Year position on rent arrears.
- Detail of Discretionary Housing Payments.
- Welfare Reforms and how we are mitigating the impacts.

**Agreed**

The Operational Board noted the report.

**16/38 Homelessness Report Quarter 3**

The Operational Board received a report giving details on:

- Homelessness Preventions
- Homelessness Approaches
- Homelessness Acceptances

**Agreed**

The Operational Board noted the report.

**16/39 Estate & Flat Inspections Quarter 4**

The Operational Board received a report giving details on the numbers of cases by type arising from monthly flat and estate inspections carried out by area for the last quarter

**Agreed**

The Operational Board noted the report.

**16/40 Draft Minutes of Derby Homes Board meeting held on 31 March 2016**

The Operational Board received the draft minutes of Derby Homes Board meeting on 31 March 2016.

**Agreed**

The Operational Board noted the draft minutes of Derby Homes Board meeting on 31 March 20156.

**Date of next meeting**

**The next meeting will be held on Thursday 30 June 2016 at 6.00 pm in the Large Training Room at London Road.**

The meeting ended at 7.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 April 2016.