

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 30 August 2018

The meeting started at 6.00 pm

Operational Board Members present:

Rob Cooper, Jim Elks, Tony Holme, Samantha Hudson (left at 8.00 pm) Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd, Anna Skrobisz, Ian Veitch (left at 8.20 pm).

Officers present:

Steve Bayliss, Paul Cole, David Enticott, Errol Harriott, Holly Johnson, Jackie Mitchell, Maria Murphy, Holly Osborn, Tricia Trice

Others in attendance:

Mike Ainsley, Chair of Derby Homes
Winn Buchan, Heather White – Tenant Panel
Heather Greenan, Valerie Watson, Carl Willis – Derby City Council

18/69 Apologies

Apologies for absence were received from Clare Mehrbani, Jackie Westwood.

18/70 Admission of late items

The Chair admitted a late item on St Martin's Church & Community Centre and this item was taken as A11. The item on the Tenant Panel Review (A11) was brought forward to follow A2.

18/71 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.

18/72 Chair's Announcements

Ian Veitch has resigned from the main Derby Homes Board. The DACP has appointed Ian as its representative on the Operational Board.

Dennis Rees has been nominated by the DACP to fill the vacancy left by Ian Veitch on the main Board on a casual basis until the AGM in November 2018. Dennis will also continue as an Operational Board member.

Bob MacDonald has been approved by the Derby Homes Main Board to become the Customer Service Champion.

18/73 Minutes of the previous meeting

The minutes of the meeting held on the 28 June 2018 were accepted as a true and accurate record.

18/74 Matters Arising

18/54 Performance Management – End of Year Report

The Chair of the Operational Board provided an update and reassured the Operational Board that Derby City Council does review the land held by various departments to ensure it is considered for release for building new homes.

18/57 Putting Our Customers First

The Managing Director informed the Operational Board that a management decision has taken place to bring forward the relocation of the Customer Service Team from the Council House to London Road to Monday 3 September 2018.

This is in order to maintain performance due to members of the Customer Service Team gaining further employment within different areas at Derby Homes.

The Operational Board was informed that the customer service booths at the Council House will remain open until 1 October 2018 and used by Housing Options staff.

18/75 Questions from members of the public

There were no questions from members of the public.

18/76 Presentation: Social Housing Green Paper

The Managing Director provided a presentation on the recently published

Social Housing Green Paper.

A link to the Green Paper will be circulated to Operational Board Members.

Agreed

The Operational Board

1. Noted the content of the presentation.
2. Noted that two sessions will take place for the Operational Board, DACP, Tenants Panel and other tenants in early October 2018 to enable consultation with tenants on the Green Paper.

18/77 Performance Management Quarter 1

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

At the end of quarter one (up to 30 June 2018), 70% of measures, where data was available, achieved or exceeded their year-end target and 86% are currently forecast to meet or exceed their year-end target.

Derby Homes is beginning to see an increase in arrears and at the end of quarter one this was the highest it had been for a number of years due to the implementation of Universal Credit which came into place on 11 July 2018. Derby Homes has revised targets to take this into consideration.

It was confirmed that Derby Homes is currently working on collecting figures for target "Percentage of Appointments Kept".

The Operational Board questioned how Derby Homes will ensure that a diverse number of people are responding to surveys around satisfaction.

It was explained to the Board that this is something the Customer Engagement and Community Development Team is working on to understand profiling of respondents.

The target for Satisfaction with New Homes is now being investigated further. When negative comments are received by tenants, the feedback is to be looked into to ensure they feel they are being listened to. The Repairs Team is currently in the process of contacting tenants who gave negative feedback following repairs.

The Managing Director expressed her satisfaction with the repairs team for

their excellent performance.

The Operational Board discussed the issue of how Derby Homes' responds to emergency repairs during bank holidays and was given reassurances as to how such repairs are usually dealt with.

The Operational Board was informed that the performance indicators can be reviewed and the Operational Board has the opportunity to add in or change performance indicators to ensure all important performance is captured.

The Operational Board asked if there are any key performance indicators which Derby Homes would regard as critical which could be presented within the document.

It was explained that a number of performance indicators are retained for Derby City Council's scorecard and a number of headline measures which are featured by Housemark. It was noted that the issue of performance indicators is highlighted in the Green Paper.

Agreed

The Operational Board noted the quarter 1 performance results.

18/78 Part B Supplementary Questions.

Questions raised in advance of this meeting are attached to these minutes.

The Operational Board did not raise any supplementary questions.

18/79 Operational Board Forward Plan

The Operational Board received the Forward Plan of agenda items for the six months September 2018 – February 2019.

It was suggested that some of the policies earmarked for discussion in October are moved to December to allow for consultation with Derby Homes tenants.

Agreed

The Operational Board noted the Forward Plan and the proposed changes to move some of the policies to the December meeting to ensure appropriate consultation with Derby Homes tenants takes place:

18/80 Tenant Panel Review

The Operational Board received a report setting out the findings of the Tenant Panel's Review.

The Panel had met with other ALMO scrutiny groups, Derby Homes' Managing Director, Head of Operations and the Customer Engagement and Community Development Manager to discuss their vision for the Tenant Panel. They also completed a telephone survey and talked to customers about the proposed changes to get their feedback.

The Operational Board asked how the Tenant Panel is going to decide what topics are reviewed.

The Operational Board was advised that the Tenant Panel would discuss topics for review amongst its members at the meetings.

The Operational Board raised point 9 from the report: access to laptops and internet and whether this will be rolled out to Operational Board Members.

It was noted that this matter would be taken to the Governance Committee for consideration.

The Operational Board asked what the allocated budget would be for the Tenant Panel.

It was confirmed by Derby Homes that the budget would be established following approval of the report.

Agreed

The Operational Board approved the Tenant Panel's recommendations

1. Change of name to: Customer Voice with the strapline: Listening, Scrutinising and Improving
2. Working with the Customer Engagement Team for a process to be implemented where Operational Board approved recommendations can be tracked and acted upon within a timescale
3. More direct access to senior management
4. A defined process for where their reports go before they go to Operational Board
5. More direct access to tenants
6. Increase promotion at events, online and in the community to help increase membership and awareness of what the panel does
7. Allocated budget

8. Training for new members and existing members
9. Access to laptops and internet
10. A refreshed and defined induction process, updated terms and conditions, as well as more involvement in the recruitment and induction of new members
11. Increased networking with other Tenant Panels
12. Relaunch of the Customer Voice.

18/81 Value for Money Annual Report 2018

The Operational Board considered Derby Homes Value for Money Annual Report for 2018.

The Operational Board monitors Derby Homes' performance as part of its functions. Value for Money is the balance of performance/outcomes with costs, and the report brought these issues to the Board's attention.

The report included Derby Homes' Value for Money Statement and also Housemark reports for information.

The Operational Board was reminded of the Finance Training Day taking place 1 October 2018 to which members are invited.

The Managing Director of Derby Homes referred to the performance for Days Lost Due to Sickness and informed the Operational Board that there had been an increase in mental health related absences which could be due to the promotion of mental wellbeing within the workplace which has made it easier for staff to discuss and be open about mental health issues.

Agreed

The Operational Board noted the report.

18/82 Standing Order 12

The Operational Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

18/83 Social Value Strategy

The Operational Board considered a report advising of a decision taken by the Derby Homes Board in July 2018 to introduce a consistent process of considering social value within the procurement of goods and services and sought the approval of the Operational Board on the updated strategy and proposed future approvals and evaluation process for social value work and projects.

The Operational Board asked how Derby Homes would maintain equality and fairness across the city when allocating funds.

It was explained that work would be taking place to look at how much money is being spent in each ward and monitoring information produced to ensure that this is being done fairly.

Agreed

The Operational Board:

1. noted Board's decision to introduce a consistent approach to social value within our procurement processes.
2. approved a new process of approvals whereby bids against the Social Value budget will be considered by the Operational Board. Bids below £5K will be delegated to the Chair of the Operational Board and Managing Director/Finance Director of Derby Homes and subsequently reported to the Operational Board for information.
3. agreed to receive regular updates on the outcomes achieved through social value investments, this to be in the form of feedback and real-time views and to provide six monthly updates to the Derby Homes Board on bids approved and spend against the budget.
4. approved implementation of the strategy from October 2018.

18/84 Voids Lettable Standard

The Operational Board considered a report regarding a review of the Voids Lettable Standard.

The Standard was reviewed in line with the ongoing changes and demands to the service. A panel consisting of Housing Management, DACP, Tenants Panel and Voids Supervisors were present to ensure a wide range of views were considered. The review also included the decoration voucher allowance.

It was confirmed that garden sheds would only be removed if unsafe, this will be clarified within the Standard.

The Operational Board asked how Derby Homes would evidence the increase of post voids checks from 8% to 20%. It was explained that Derby Homes is not able to check every void property, but moving forward, each void supervisor will check one void property each week which should bring the post void inspections figure to 20%.

The Operational Board asked if any checks are done to ensure that aerials and satellite dishes are secure.

It was explained that visual checks take place to ensure that everything looks secure and safe.

Agreed

The Operational Board approved

1. the changes to the lettable standard to meet the changes in standards and demands, subject to amendment/clarification regarding sheds (paragraph 17.2) and fences (paragraph 17.12).
2. the increase in payment in decoration vouchers (per room) from £25 to £30 as recommended by the Lettable Standards Review Panel
3. improvements to voids processes to give customers an increased level of service subject to changes.

18/85 Children & Young People Strategy

The Operational Board considered the revised Children & Young People (CYP) Strategy which sets out Derby Homes vision for engagement with children and young people.

The strategy aims to ensure children and young people can take part in a variety of opportunities and engagement to suit them, whilst addressing key Derby Homes and Derby City Council priorities around supporting young people.

The changes to the strategy from 2015-2018 include:

- The alteration from the Junior Wardens Scheme to the Youth Citizenship Programme, which has been awarded to Mash Up Ltd for the next 5 years.
- An increase to the key aims and objectives in line with the Council's CYP Strategy
- The removal of direct consultation with Community Nurseries. This is now supported through Community Engagement Initiatives. In removing community nurseries it means that this strategy now reflects the age group 11 to 18 and not 0 - 18.
- The acknowledgement of the Community Engagement Initiatives which support the strategy but are delivered through partnership working.

The Operational Board asked how much this would cost over the 5 years and how much Derby Homes spends already in other areas.

It was confirmed that the Mash Up Ltd contract has been awarded £116,000 for 5 years with 20% built in to ensure that this includes National Living Wage. Derby Homes also funds Enthusiasm £100,000 per annum and has made a contribution to the Participation Officer post, which is part of Derby City Council, of £16,000.

Agreed

The Operational Board approved the refreshed Derby Homes Children & Young People Strategy.

18/86 Volunteering Strategy 2018-21

The Operational Board considered a report providing an update on Derby Homes Volunteer Strategy and a proposal for Derby Homes to increase their Volunteering offer through working in partnership with Community Action Derby, the lead infrastructure organisation in the City for Volunteers, through a £20,000 grant over a 12 month period.

The report also contained an outline of the development of the Employer Supported Volunteer Scheme (ESVS) as part of the approval of the Volunteer Strategy and an update on Derby City Council's Support for Volunteering.

Agreed

The Operational Board

1. approved the Volunteer Strategy 2018-2021 which celebrates volunteering through investing in and supporting Derby's Volunteer Centre, hosted by Community Action Derby.
2. subject to the approval of Derby City Council, approved the grant of £20,000 to Community Action Derby for Derby Homes to achieve its volunteering aims and objectives.
3. noted the intention to develop an Employee Supported Volunteer Scheme
4. noted Derby City Council's Strategic Support for Volunteering, which is in conversation with Derby City Council's Community Development Manager and Community Action Derby.

18/87 Customer Consultation Groups: Your Service, Your Say

The Operational Board considered a report proposing the creation of customer consultation groups to further strengthen customer engagement in designing and developing the services Derby Homes delivers. These groups will strengthen the consultation process for Operational Board reports which directly affect tenants.

Agreed

The Operational Board approved the implementation of Customer Consultation Groups as soon as practicable, delivered by the Customer Engagement and Community Development team.

18/88 Petition – John Lombe Drive

The Operational Board considered details of a petition received on 11 June 2018 from 13 residents of John Lombe Drive, Mansfield Street and City Road. The petition was about the number of parking permits which were in circulation and the distribution of them to residents living in neighbouring streets.

The report proposed that once the current contract has expired and the new contract is running, the allocation of permits to residents will be reviewed and the permits to non-residents, who pay a weekly charge, would be revoked; one permit will be issued each to the 26 Derby Homes' tenants and leaseholders; additional permits to these households would be considered.

The Operational Board asked how Derby Homes tenants who need carers or family, who regularly visit, can park nearby if they are only allocated one parking permit per house.

It was explained that tenants will be able to apply for an extra parking permit if it is needed and Derby Homes will consider these requests on an individual basis.

Agreed

The Operational Board noted the petition and approved the action to be taken.

18/89 Localised Customer Priorities

The Operational Board considered a report containing the Localised Customer Priorities Action Plan, created from the results of the 2017 Door Knock campaign, which will be launched by the end of Quarter 2.

The new priorities include a mixture of short term and longer term objectives. A work plan, appended to the report, has been created in order to establish a framework to review key milestones and monitor the progress of the priorities. Feedback will be given quarterly to the Head of Service and annually to the Operational Board.

The Operational Board asked if Derby Homes does anything to inform people how to dispose of their rubbish as fly tipping is becoming an increasing problem within Derby.

It was agreed that the issue around disposing rubbish would be discussed with Area Housing Managers to decide how this message can be got across.

Agreed

The Operational Board approved the Local Customer Priorities Action Plan.

18/90 St Martin's Church & Community Centre

The Operational Board considered a late report informing of the partnership project being delivered at St Martin's Church and Community Centre and requesting that the Operational Board considers a financial contribution to support the project.

Derby Homes has supported the project through project management and facilitation and its apprentices have provided support as part of their training and development.

This would be the only direct financial contribution from Derby Homes. Officers believe this is reasonable given the numbers of local people who are living in social housing in the area.

Agreed

Subject to the Council's approval, the Operational Board approved grant funding of up to £10,000 to support the project. This contribution will be for the installation of an external canopy at St Martins Church and Community Centre.

The following items were noted by the Operational Board but not discussed.

18/91 Service Update

The Operational Board received a joint report prepared by Heads of Service. The report provided a general overview and update on current issues.

18/92 Rent Arrears and Welfare Reform Update

The Operational Board received a report detailing

- Week 13 (w/e 30.06.18) positions on rent arrears.
- Detail of Discretionary Housing Payments.
- Welfare Reforms and how we are mitigating the impacts.

18/93 Homefinder Year End

The Operational Board received a report detailing headline information in relation to Derby Homefinder for the period April 2017 – March 2018.

18/94 Complaints & Compliments Q1

The Operational Board received a report providing detailed analysis of complaints received between 1 April and 31 July 2018 (Q1).

18/95 Homelessness Year End

The Operational Board received a report on homelessness statistics for Quarter 4 2017-18.

18/96 Customer Survey Q1

The Operational Board received a report providing detailed analysis of the satisfaction results from the Customer Survey 2018, carried out during April 2018 – June 2018.

18/97 Anti-Social Behavior Q1

The Operational Board received a report providing key statistics for Derby Homes ASB service for the 1st quarter of 2018/19.

18/98 Equalities Report

The Operational Board received a report presenting a demographic picture of Derby City and equalities performance information as at July 2018 with comparisons from previous years (where available).

18/99 Draft Minutes of Derby Homes Board meeting held on 26 July 2018

The Operational Board received the draft minutes of the Derby Homes Board meeting held on 26 July 2018.

18/100 Confidential Business

Under Part IV of Derby Homes Governance Arrangements, members of the public were 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 (e and f)”

18/101 Derby Pause Project

The Operational Board received a report providing background information on a project which has been running in Derby since April 2017. Pause works with women who have experienced – or are at risk of – repeated pregnancies that result in children needing to be removed from their care.

Due to time pressures and the need to inform the Council of a decision, a report was presented to the Derby Homes Board at its meeting on 26 July to approve grant funding. Grant funding was agreed, subject to the Council’s approval.

Agreed

The Operational Board noted the report.

Date of next meeting

The next meeting will be held on Thursday 18 October 2018 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 9:20pm.

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CHAIR

Signed as true and accurate record of the meeting held on 30 August 2018.