

PUBLIC PACK

Company Number 4380984
A Company Limited by Guarantee
Registered in England



DERBY HOMES LIMITED DERBY HOMES BOARD MEETING

25 JANUARY 2024
DERBY HOMES BOARDROOM/MICROSOFT TEAMS

AGENDA

Chair's Notice

After reading through the reports, can members discuss any concerns/clarifications, in advance of the meeting, with The Chair and/or the author/owner of the report.

TITLE	LEAD	ENC
Welcome and apologies for absence	JS	Verbal
Admission of late items	JS	Verbal
Declarations of interests	JS	Verbal
Chair's announcements	JS	Verbal
Statements from members of the Board	JS	Verbal
Questions from members of the public	JS	Enc.1
Committee Chairs' feedback: Operational Board	BM	Verbal
Agree any items from Part C to be discussed	JS	Verbal
PART A – ITEMS FOR APPROVAL		
Public Minutes of the previous meeting held on 23 November 2023	JS	Enc.2
Matters arising	JS	Verbal
Action Monitoring Schedule	JS	Enc.3
Urgent Actions taken since the last Board Meeting (<i>to be discussed during part B</i>)	JS	Verbal
Managing Director's Report	MM	Enc.4
Finance Report	MK	Enc.5
Draft Operational Budget – to follow	MK	Enc.6
Compliance Report	SB	Enc.7
Health and Safety Report	MM	Enc.8
Clean Shaven Policy	MM	Enc.9
Apprenticeship Strategy	TL	Enc.10
Housemark Report	MK	Enc.11
Consumer Standards Self-Assessment	MM	Enc.12
Board Member Appraisals	JS	Enc.13
Forward Plan	JS	Enc.14
Disclosures under the Insurance Act 2015	MK	Enc.15
PART B CONFIDENTIAL ITEMS		

Confidential Minutes of the previous meeting held on 23 November 2023	JS	Enc.16
Matters Arising	JS	Verbal
Action Monitoring Schedule	JS	Enc.17
Procurement Exemptions Report	AG	Enc.18
Procurement Annual Compliance Report	AG	Enc.19
Property Acquisitions	MK	Enc.20
Urgent Decision – Manor Kingsway	MK	Enc.21
Urgent Decision – Asphalt Walkways	MK	Enc.22
Approval of Contract – Replacement Kitchens	SB	Enc.23
Operational Budget Confidential Appendix – to follow	MK	Enc.24
PART C ITEMS FOR NOTING		
Performance Management	MK	Enc.25
Board Members Attendance at Meetings	JS	Verbal

Date and time of the next Derby Homes Board Meeting:

Thursday 28 March 2024 at 6pm

Held in Derby Homes Boardroom and MS Teams

Leads –

JS – Jsan Shepherd (Chair)

BM – Bob MacDonald

MM – Maria Murphy

MK – Michael Kirk

SB – Shaun Bennett

TL – Taran Lalria

JH – Jane Haywood

AG – Andrew Grover

NOTICES

DECLARATIONS OF INTEREST

All Board Members have a duty to act in the best interests of Derby Homes, when they make decisions at Board or Board Committee meetings. Board Members must not generally put themselves in a position whereby there is a conflict between their personal interests and their duty to Derby Homes Limited.

Derby Homes' Governance Arrangements requires Board Members to declare any interest(s) they may have in a matter before it is discussed.

The declaration of 'the usual' interests covers the interests of councillors, on matters relating to Derby City Council and the interests of tenants and leaseholders, on matters relating to their interests, as tenants and leaseholders, of Derby City Council and customers of Derby Homes Limited.

If at the beginning, or during the meeting, you realise that an item you are discussing directly affects you, your family, or persons known to you, then you should declare your interest straight away.

The general rule is that you should not remain present during the discussion of the matter in which you have a business or personal interest unless the other Board Members agree otherwise. You are not allowed to vote on the matter within which you declare an interest.

Any question arising at a meeting as to the eligibility of a member to vote, may be referred to the Chair before the conclusion of the meeting; the Chair's decision, (other than in relation to him/herself), shall be final and conclusive.

You are welcome to raise and discuss any doubts you may have about a declaration of interest, at any time, by contacting the Company Secretary directly.

FIRE EVACUATION PROCEDURE

No fire drills are scheduled, unless advised at the start of the meeting by the Chair.

Action on discovering a fire

1. Raise the alarm by operating one of the manual call points.
2. Leave by the nearest available exit to the assembly point on the grass next to the hub/staff canteen.

Action on hearing the alarm

1. Do not stop to collect personal belongings.
2. Close windows and doors if it does not cause delay.
3. Escort any visitors and leave by the nearest available exit to go to the assembly point, on the grass next to the hub/staff canteen.
3. Check that someone has called the fire service by dialing 999.
4. Do not return to the building until given the all-clear by the fire service.

DERBY HOMES LIMITED

MINUTES OF THE PUBLIC BOARD MEETING

Held on Thursday 23 November 2023

Enc. 2

The meeting started at 6.00 pm

Board Members Present:

Mike Ainsley
Councillor Lucy Care
Councillor John Evans
Bob MacDonald
Iain MacDonald
Councillor Jamie Mulhall
Jsan Shepherd (Chair)

Officers Present:

Shaun Bennett, Director of Property
Chloe Gaskell, Governance Officer
Jane Haywood, Governance Manager
Michael Kirk, Finance Director and Company Secretary
Taranjit Lalria, Company Solicitor
Clare Mehrbani, Director of Housing Services
Maria Murphy, Managing Director

Others Present:

Councillor Shiraz Khan, Derby City Council
Ruth Collie, Public attendee (via Teams)

23/158 Apologies

Jenn Layton-Annable, Board Member
Charlene Bhurton, Board Member
Samantha Dennis, Director of Public Protection and Streetpride

Shiraz Khan joined the meeting at 6:05pm

23/159 Admission of Late Items

There was one late item to be discussed at the end of the Confidential section

of the meeting.

23/160 Declarations of Interests

The Council Board Members were noted as declaring their 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.

23/161 Announcements from the Chair

There were no announcements from the Chair.

23/162 Statements from Members of the Board

Mike Ainsley advised that he had an article published in Inside Housing, on the importance of building social housing. Also, a response he had made to an article published in Municipal Journal concerning the current status and potential decline of ALMO's is due to be published, this was also signed by Bob MacDonald.

23/163 Questions from members of the public

There were no questions from members of the public.

23/164 Committee Feedback

Audit Committee – 23 October 2023

The Audit Committee Chair confirmed the reports that the Committee considered and approved during the October meeting.

23/165 Part C items for noting.

The Board noted the Part C items.

23/166 Minutes of Previous Meeting

The minutes of the meeting held on 28 September 2023 6:00pm were accepted as a correct record, subject to the following amendments:

23/136 – nitrous oxide should be replaced with nitrous dioxide.

23/133 – Iain MacDonalds name spelt incorrectly.

23/137 – there are two minute references labelled 23/137

23/167 Matters Arising

Page 5 – The Managing Director confirmed that the Consumer Standards response had been submitted.

The Managing Director updated on recent success at the Derbyshire & Nottinghamshire Apprentice Awards and Here for Derby Awards.

Page 4 – 23/136 – The Director of Property confirmed the appendix has been uploaded detailing all new build schemes.

Page 8 – 23/141 – The Director of Property confirmed that he is working on an overarching Equalities Impact Assessment for the Big Six Compliance Policies.

23/168 Action Monitoring

The Board noted the Action Monitoring Status.

23/169 Managing Director's Report

The Board considered the report of the Managing Director, which provided the Board with information on strategic matters and updates on progress made against the proposed requirements of the consumer standards.

The Board queried if the system told callers of their place in a queue. The Managing Director confirmed that the automated line picks up calls immediately and will advise if there is a queue to speak to an operator.

The Board queried what the process is for it to learn from feedback. The Managing Director confirmed that there is input from staff, and also that Derby City Council are setting up a customer group to assist with feedback.

The Managing Director confirmed that she will bring a report back on telephony in 6 months.

Agreed

The Board supported the Managing Directors response to the negative comments regarding the introduction of automated phones and website services and noted the ongoing actions to ensure compliance with the proposed consumer standards.

23/170 Managing Complex Customers

The Board received the report of the Director of Housing Services which provided an update on available pathways and current/planned workstreams for managing customers with complex needs who are owed duties under the Homeless Reduction Act 2017.

The Board queried the Council Tax situation for a single household with sofa surfers, and whether those households may be causing homelessness due to not wanting to lose the 25% discount. The Director of Housing Services confirmed that there is no data to support this as a reason for homelessness, although family and friends no longer being able to accommodate is a reason. The Board queried if there is anything that can be done in these circumstances. The Director of Housing Services confirmed there is nothing specifically regarding the Council Tax discount that Derby Homes can do, however, they can, and do discuss support with families where homelessness is occurring due to financial issues.

Clare Mehrbani left the meeting at 6:34pm.

Agreed

The Board noted the contents of this report.

The Board noted the increased rent charges at Milestone House.

The Board noted a bid to the Department of Levelling Up, Housing and Communities, (DLUHC), Single Homeless Accommodation Programme, (SHAP), to increase the available pathways for customers with complex needs.

23/171 Day-to-Day Pressures Update

The Board considered the report of the Director of Property, which provided a further insight into the changing the demands on the service which need to be managed and the associated cost pressures.

The Board queried if Derby Homes could support the community with actioning some smaller jobs themselves. The Managing Director confirmed that referrals are made to Community Action Derby where small jobs are required and these are the tenant's responsibility.

Agreed

The Board noted the trends in types of repairs over time and the proposed actions being put in place to address overall performance.

The Board acknowledged the increasing financial pressures in delivering the existing service standards.

The Board gave consideration to reviewing existing service standards in order to manage cost pressures within the service.

The Board will receive further updates on the progress made.

23/172 HRA Business Plan and Rents 2024/25

The Board considered the report of the Finance Director and Company Secretary, which outlined the potential plans for the HRA Business Plan and Rents for the 2024/25 period.

The Board queried if Derby Homes follow the Council's decision on rent increases. The Finance Director and Company Secretary confirmed that Derby Homes approve their own 2024/25 rents, but proposals are generally in line with the Council.

The Board queried the £1 cap per week on service charge increases and noted that there could potentially be a loss where tenants are paying more than £10 a week for service charges. The Finance Director and Company Secretary confirmed that the 10% increase is being recommended, due to not wanting the cash increase to seem unreasonable, and that Derby Homes are striving for a fair balance, however, agreed that the cost is still in excess of the income on some services.

The Board queried if capping the increase could cause potential litigation due to the difference in charges for every tenant. The Finance Director and Company Secretary confirmed that the differing costs are due to the works done and the area in which they are conducted.

Agreed

The Board will recommend to the Council that the maximum rent increase allowed by Government is applied in 2024/25 of 7.7%.

The Board will recommend to the Council, that for 2024/25 service charges increase in line with inflation at 6.7% bar those noted in recommendations 2.3, 2.4, and 2.5.

The Board will recommend to the Council, that for 2024/25 grounds maintenance service charges have a capped 10% increase applied, subject to no one individual service charge increasing by more than £1 per week.

The Board will recommend to the Council, that for 2024/25 the communal cleaning charge is set at:

- Where a site service charge matches current costs – an inflation charge of 6.7% is applied.
- Where a site service charge is below costs, then a capped 10% increase is applied, subject to no one individual service charge increasing by more than £1 per week.

The Board will recommend to the Council, that for 2024/25, furniture pack service charges are frozen as costs can be contained within existing charges.

The Board approves a 2024/25 rent increase for Derby Homes owned properties of 7.7% and for service charges to increase in line with inflation at 6.7%.

23/173 Finance Update

The Board considered the report of the Finance Director and Company Secretary, which gave updates on two financial issues:

- The 2023/24 financial outturn (based on the October 2023 management accounts) is forecasting for a deficit of £1m.
- To review the changes made to the staffing establishment by the Senior Management Team during 2023 and seeking approval to agree these in advance of the 2024/25 budget setting process.

Agreed

The Board noted the 2023/24 October 2023 forecast of a £1m deficit for 2023/24, and the main reasons for this as noted in section 4.1.

The Board approved the Scheme of Delegation changes to the staffing establishment made during 2023, as detailed in Appendix 1.

23/174 Compliance Update

The Board considered the report of the Director of Property which provided an update on the top six areas of compliance, with additional information on our performance on dealing with damp, mould, and condensation.

Agreed

The Board discussed and noted the contents of the report.

23/175 Health and Safety Update

The Board considered the report of the Managing Director which gave details of recent health and safety performance and current issues.

The Board were advised of a bedbug infestation at Parklands View, Officers confirmed that actions were in hand. Additionally, the board were advised of additional checks being made on turnover of homes

Agreed

The Board considered the report and are aware of relevant health and safety matters.

23/176 Annual Delivery Plan

The Board considered the report of the Finance Director and Company Secretary, which presented the reviewed Delivery Plan for 2023/24 for approval, prior to agreement by Derby City Council.

The Board asked for assurance that smaller local firms were engaged by Derby Homes, the Finance Director and Company Secretary confirmed this was the case.

Agreed

The Board approved the continuation of the 2022/25 Delivery Plan and delegated any further minor amendments to the Managing Director for submission to the Council (appendix 1).

The Board noted the progress of the 2023/24 Delivery Plan, and a proposed 2024/25 Delivery Plan will be presented to the Board in March 2024.

23/177 Delivery Plan – Quarter Two Update

The Board considered the report of the Finance Director and Company Secretary, which provided an update on actions as at quarter two 2023/24 (end of September 2023).

The Board queried if over performance was highlighted, the Finance Director and Company Secretary confirmed that this is included in Performance reports.

Agreed

The Board received assurance on the achievements made against the key priorities at quarter two.

23/178 Risk Management Strategy

The Board considered the report of the Finance Director and Company Secretary, which sought approval of the updated Risk Management Strategy and Risk Management Handbook.

Agreed

The Board considered and approved the updated Risk Management Strategy as per Appendix 1.

The Board considered and approved the updated Risk Management Handbook as per Appendix 2.

23/179 Freedom of Information Policy

The Board considered the report of the Head of Governance and Corporate Services, which provided the updated policy which now includes the Environmental Information Regulations 2004 and reference to the publication scheme.

Agreed

The Board approved the Freedom of Information Policy as per Appendix 1.

23/180 Corporate Health and Safety Policy

The Board considered the report of the Managing Director, which confirmed that the policy required no changed at this time.

Agreed

The Board approved the Derby Homes Health and Safety Policy as drafted in Appendix 1.

23/181 Records Management and Retention Policy

The Board considered the report of the Head of Governance and Corporate Services, It was confirmed that it applies to all Board Members and employees, including temporary staff, who handle information on behalf of Derby Homes.

Agreed

The Board approved the Records Management and Document Retention Policy as per Appendix 1.

23/182 Joint Complaint Handling Code

The Board considered the report of the Head of Quality and Consumer Regulation, which provided details of the proposed Joint Code and Derby Homes' response to the statutory consultation in Appendix 1.

Agreed

The Board noted the requirements of the new Joint Complaint Handling Code.

The Board noted the consultation response attached as Appendix 1 and gave delegated approval to the Head of Quality and Consumer Regulation, to make minor amendments as necessary before submission.

23/183 Disclosure under the Insurance Act 2015

Under the Insurance Act 2015, Derby Homes is obliged to disclose to insurers "relevant information", at both the insurance tender/renewal time (April) and within the year if relevant issues occur.

Agreed

The Board agreed there is no new relevant information that should be disclosed to our insurers, as required under the Insurance Act 2015.

23/184 Forward Plan of Agenda Items

The Board noted the forward plan of agenda items.

The Finance Director and Company Secretary confirmed there is currently a review of the approvals process for policies.

23/185 AOB

There was no other business.

Date of next meeting

The next meeting will be held on Thursday 25 January 2024 at 6pm

The meeting ended at 7:55pm

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CHAIR

Signed as true and accurate record of the meeting held on 23 November 2023.

PUBLIC



Derby Homes Board

25 JANUARY 2024

ENC. 3

Action Monitoring Status

Date of action	Minute reference	Action	Lead	Due	Status
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PUBLIC

DERBY HOMES BOARD MEETING

THURSDAY 25 JANUARY 2024

MANAGING DIRECTORS REPORT – FREQUENCY OF BOARD MEETINGS

ITEM NO. Enc. 4

Report of: Managing Director

Email address: maria.murphy@derbyhomes.org

Telephone number: 01332 888522

Author: As Above

Email address:

Telephone number:

PRESENTED BY:

Managing Director

1	SUMMARY
1.1	The report proposes considerations for changes, to ensure that the internal governance arrangements within Derby Homes comply with the requirements of the Regulator of Social Housing (RSH) and align better with the constitutional year.

2	RECOMMENDATION(S)
2.1	To approve a reduction in board meetings from six to four a year and delegate the necessary amendments to the governance arrangements to the Finance Director & Company Secretary. Changes to take effect from April 2024 as outlined in paragraph 4.13.
2.2	To approve the continuation of board 'workshops' three times a year.

3	REASON(S) FOR RECOMMENDATION(S)
3.1	To enable the board to focus on core strategic governance functions and receive timely data to meet their obligations.
3.2	To align better with the constitutional year and provide assurance to the Council.

4	MATTERS FOR CONSIDERATION										
4.1	The Regulator has a well-established relationship with Registered Providers (RPs), regulating them against the Governance and Finance Standards. There is much to be learnt from this as Local Authorities (LA) move into this new arrangement.										
4.2	The Arm's Length Management Organisation (ALMO) option, should be viewed as an advantage in that an effective, independent board is an additional layer of assurance for LA's.										
4.3	The relationship between the board and board chair, executive team and Council officers is crucial, and will continue to be so in the new regulatory regime. Clarity about roles and responsibilities is essential, particularly on how decisions are made and where accountability lies.										
4.4	Derby Homes has already adopted the National Housing Federation (NHF) Code of Governance (2020), which is recognised by the RSH as best practice. Derby Homes also regularly reviews board member recruitment, training, and appraisal processes. Oversight of individual skills and the boards combined performance is maintained, to provide assurance to the LA of the board's competency. Our board members regularly attend seminars, briefings, and online group forums hosted by the NFA.										
4.5	This report puts forward several proposals on how the board can ensure that they are provided with the right information, in the right format, at the right time. If these three objectives can be achieved, the board will deliver strong governance and oversight of the organisation and through this, provide support and assurance to the Council.										
4.6	At the present time the board meets six times a year, supported by Operational Board, Audit Committee and Governance Committee. There are advantages and disadvantages to meeting bi-monthly. Whilst it does provide regular contact and discussion, this is often outweighed by insufficient time to progress matters between meetings and/or provide timely and up to date information. The Board also needs to consider if time is always spent on the 'right' issues, as opposed to matters of interest.										
4.7	Recent discussions have been held with the Chair and Chair of Governance to consider the benefits of moving to quarterly meetings, which can then focus on performance, compliance, risk, and financial matters in more detail. The changes will also provide for better alignment with the constitutional year.										
4.8	<p>Analysis of other ALMO's and the frequency of their board meetings shows a mixed picture.</p> <table border="1"> <tr> <td>6 or more meetings per year</td><td>7</td></tr> <tr> <td>5 meetings per year</td><td>4</td></tr> <tr> <td>4 meetings per year</td><td>7</td></tr> <tr> <td>Not clear</td><td>1</td></tr> <tr> <td>TOTAL ALMO'S</td><td>19</td></tr> </table> <p>If Derby Homes supports the proposal to move to 4 meetings a year this will move the balance to 8 ALMO's on 4 meetings and 6, on 6 or more meetings a year.</p>	6 or more meetings per year	7	5 meetings per year	4	4 meetings per year	7	Not clear	1	TOTAL ALMO'S	19
6 or more meetings per year	7										
5 meetings per year	4										
4 meetings per year	7										
Not clear	1										
TOTAL ALMO'S	19										

4.9	<p>Over the course of 2023 the Board and Senior Management Team have met outside of board meetings in workshop sessions. This has provided opportunity for board members to be involved in more in-depth discussion around risk and key service challenges, and to input into cultural change programs within the organisation. The most recent workshop covered financial planning and budget setting discussions for 2023/24, where risks and options were discussed in detail.</p> <p>Feedback from these sessions has been positive, and board members and officers alike, have experienced more opportunity to be actively involved in influencing the direction of strategic issues.</p>
4.10	<p>Administration of six board meetings a year is challenging, and often it can be difficult to provide timely performance and financial reporting (which is formally reported on a quarterly basis). Derby Homes reports all performance measures to the Council on a quarterly basis, bringing the Board into line will ensure clarity and consistency. The 'big six' compliance measures are internally reported, on a monthly basis, and this insight enables any negative trends to be flagged in a timely manner.</p> <p>There is also work currently being undertaken to introduce performance information dashboards, and we can explore options for board members to access this data. This will allow access to data outside of board meetings.</p>
4.11	<p>Alongside the board and committee meetings, monthly meetings are held with the Chair and Vice-Chairs, where the Executive Team provide updates. Recent changes have been made to include the Chair of Governance and Chair of Audit at these meetings, where there are items of relevance. This provides an additional level of scrutiny in between meetings and allows for the escalation of matters of importance. The Managing Director also meets monthly with the Chair.</p>
4.12	<p>It is recommended that the Board moves to quarterly board meetings from April 2024, which focus on core governance functions, to ensure that the organisation is delivering services of the right quality in accordance with all regulatory requirements. The Board should receive a clear, concise overview of performance through reliable data which enables analysis of trends and early warning of any emerging challenges.</p>
4.13	<p>The meeting scheduled for March 2024 would still be required but proposed dates following this are:</p> <p>July 2024 – to approve financial statements,</p> <p>November 2024 – to allow for quarter two performance reports, plus rent consultation,</p> <p>January 2025 – budget setting timetable,</p> <p>March 2025 – approval of Delivery Plan, Risk Registers etc.</p>

4.14	The quarterly board meetings would be supplemented by continuing the 'workshop' arrangements, which provide more opportunity for in-depth discussion and debate around areas identified through strategic risk management processes. Workshops should not be subject to 'attendance requirements', but more focused on skills and areas of interest of individual board members.
4.15	It would be proposed that 'workshop' sessions are held in person, but board meetings continue to have a hybrid option for board members to attend remotely.
4.16	The duration of board meetings should be maintained at two hours, and distribution of electronic papers at least one week in advance of the meeting, with late reports being kept to a minimum.
4.17	From time to time it is necessary to obtain an 'urgent approval' from the Chair/Vice-Chairs, this happens where timescales fall in between board meetings, and there is an urgent need to proceed. Any 'urgent approvals' would be electronically circulated for the information to all board members and formally reported at the next board meeting for noting.

5	OTHER OPTIONS CONSIDERED
5.1	<p>To continue with the current schedule of bi-monthly meetings. This is of course an option for board members to consider, but Officers believe that resetting the strategic focus of the board agenda to concentrate on the core business and responsibilities of the organisation, will provide the Council with stronger assurance. It is also felt that the benefits of the board 'workshop' sessions should be developed, to maximise the effectiveness of the board.</p> <p>The Board may of course wish to put forward other options.</p>

6	IMPLICATIONS
6.1	Equalities Impact Assessment
6.1.1	<p>There are no adverse customer facing equalities issues arising from this proposal. Equalities data will continue to be reported to the Board on an annual basis.</p> <p>It is not deemed necessary to complete an Equalities Impact Assessment.</p>
6.1.2	There are potentially beneficial implications, in that changes to the way in which our governance arrangements are structured may assist board members to either come forward, or remain based on the levels of required commitment and engagement. The Board may wish to consider further changes which encourage inclusion, to avoid direct or indirect discrimination at our governance level.
6.2	Financial and Business Plan
6.2.1	There are no adverse implications, quarterly reporting will continue on all matters relating to the finance and business plan matters.

6.3	Council
6.3.1	If supported, the proposal will align meetings of the board with the Council's constitutional calendar.
6.3.2	A workshop is planned with Council Officers to discuss the regulatory requirements and ensure clarity of roles and responsibilities.
6.4	Health and Safety
6.4.1	Health and Safety matters will continue to be reported on a regular basis, all compliance indicators are recorded monthly, and managed by the Executive Team and will be included for noting at Chairs/Vice-Chairs monthly meetings. The Managing Director has the responsibility to alert the Council and Chair of any matters of concern.
6.5	Risk
6.5.1	The board will adopt a more risk-based approach to better use the time at board meetings, focusing on the areas of strategic importance, and ensuring greater assurance for the Council.
6.6	Legal and Confidentiality
6.6.1	Board members have ultimate responsibility for directing the activity of Derby Homes, ensuring that it is a well-run organisation, delivering the outcomes for which it has been set up. Effective control, decision making, and business planning are reliant on the availability of robust data and advice, and effective risk management and mitigation strategies. The proposal for quarterly meetings will support the board to focus on the core strategic functions.

The areas listed below have no implications directly arising from this report: (delete as applicable)

Consultation
Personnel
Environmental
Policy Review

7	Background information
7.1	https://www.almos.org.uk/wp-content/uploads/2023/02/NFA_CWAG_Report_72pp12.22_V4.pdf

This report has been approved by:

Managing Director	Maria Murphy	08.01.2024
Governance Manager (checked)	Jane Haywood	12.01.2024

PUBLIC

DERBY HOMES BOARD

THURSDAY 25 JANUARY 2024

FINANCE UPDATE



ITEM NO. Enc. 5

Report of: Finance Director & Company Secretary

Email address: Michael.kirk@derbyhomes.org

Telephone number: 01332 888703

Author: Michael Kirk

Email address: Michael.kirk@derbyhomes.org

Telephone number: 01332 888703

PRESENTED BY:

Michael Kirk

1	SUMMARY
1.1	This report updates the Board on the 2023/24 financial outturn, based upon the December 2023 management accounts. The forecast remains for a deficit of £1m, consistent with that reported at the November 2023 Board meeting.
1.2	<p>The only significant changes in budget variances from the November 2023 update (based upon the October 2023 management accounts) are:</p> <ul style="list-style-type: none">• £200k – Additional income (overhead recovery) being generated from increased works on the Councils HRA Capital Programme• £165k - Increased savings on staffing budgets, through higher levels of staff vacancies and delays to recruitment.• (£365k) – Reduced income expectation - the planned revision to the recharge calculation for Derby Homes staff time working on the Councils Housing Revenue Account (HRA) Capital Major Works Programme was not agreed by the Council.

2	RECOMMENDATION
2.1	To note the 2023/24 December 2023 (Quarter 3) forecast of a £1m deficit for 2023/24, and the main reasons for this as noted in section 4.1.

3	REASON FOR RECOMMENDATION
3.1	To keep the Board informed of the financial performance of Derby Homes.

4	MATTERS FOR CONSIDERATION																		
4.1	<p>Management Accounts 2023/24</p> <p>The December 2023 (Quarter 3) management accounts are forecasting a management account deficit of circa £1m for the 2023/24 year.</p> <p>This excludes unbudgeted costs associated with stock condition surveys, which will add to the deficit once the level of spend in 2023/24 on these is known. It is possible that around £0.1m will be spent this year and a further £0.25m next year on surveys to 6,500 properties.</p> <p>Major variances against budget, above £100,000 are noted in the table below.</p> <table border="1"> <thead> <tr> <th></th><th>£m</th></tr> </thead> <tbody> <tr> <td>Budgeted loss for the year approved at 26 January 2023 Board</td><td>(0.050)</td></tr> <tr> <td>Day to Day Repairs – additional agency and contractors taken on to clear backlog of works £475k, increased work arising from damp/ disrepair surveys £260k, scaffold budget not aligned with underlying costs and extra catch-up works £200k, additional groundworks jobs and higher contractor prices £140k, materials inflation above that budgeted £125k.</td><td>(1.199)</td></tr> <tr> <td>Insurance – increase in renewal premiums, linked to sector wide changes in the housing insurance market</td><td>(0.181)</td></tr> <tr> <td>Capital works – with the increased amount of works being undertaken on the recharged HRA capital area, the associated overhead recovery element is higher than budgeted.</td><td>0.500</td></tr> <tr> <td>Capital works – the planned revision on the recharge basis on how Derby Homes staff who manage the Councils HRA Major Works Capital Programme has not been agreed by the Council. See 4.2 for more details.</td><td>(0.365)</td></tr> <tr> <td>Staffing budgets – higher number of staff vacancies and delays to recruitment to posts, generating an in year saving against base staffing budgets.</td><td>0.165</td></tr> <tr> <td>Net impact of other variances below £100k</td><td>0.130</td></tr> <tr> <td>December 2023 (Quarter 3) forecasted loss for 2023/24</td><td>(1.000)</td></tr> </tbody> </table> <p>The overall turnover is circa £50m, so a 1% variance in forecasts is £0.5m, so this context is required to be noted when forecasting the year end position.</p>		£m	Budgeted loss for the year approved at 26 January 2023 Board	(0.050)	Day to Day Repairs – additional agency and contractors taken on to clear backlog of works £475k, increased work arising from damp/ disrepair surveys £260k, scaffold budget not aligned with underlying costs and extra catch-up works £200k, additional groundworks jobs and higher contractor prices £140k, materials inflation above that budgeted £125k.	(1.199)	Insurance – increase in renewal premiums, linked to sector wide changes in the housing insurance market	(0.181)	Capital works – with the increased amount of works being undertaken on the recharged HRA capital area, the associated overhead recovery element is higher than budgeted.	0.500	Capital works – the planned revision on the recharge basis on how Derby Homes staff who manage the Councils HRA Major Works Capital Programme has not been agreed by the Council. See 4.2 for more details.	(0.365)	Staffing budgets – higher number of staff vacancies and delays to recruitment to posts, generating an in year saving against base staffing budgets.	0.165	Net impact of other variances below £100k	0.130	December 2023 (Quarter 3) forecasted loss for 2023/24	(1.000)
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4.2	<p>The 2023/24 Derby Homes budget was approved in January 2023 by the Board, to account for a £0.365m reduction in the 2023/24 management fee as part of the Councils £1.1m plan to balance the HRA Business Plan.</p> <p>The balance of the HRA Business Plan savings were notionally allocated against the management fee in future years, if alternative savings/ income generation options were not incorporated into the 2024/25 HRA Business Plan.</p> <p>To plan for the £0.365m pressure on the 2023/24 Derby Homes budget, the Board approved a saving proposal of £0.365m for “Capitalised salaries recharge – review of recharge basis for staff working on HRA Capital Major Works”.</p> <p>A proposal to revise the recharge basis (and increased income to Derby Homes and increase costs to the HRA Capital Programme) was proposed by Derby Homes and agreed by the Council at the HRA Capital Board on 6 October 2023, subject to the Councils Finance team reviewing the proposal.</p> <p>The proposal would have generated around an additional £0.3m a year in income for Derby Homes, (the bulk of the planned £0.365m saving) and recharge (hourly) rates would be below commercial rates (per the Fusion 21 procurement portal).</p> <p>However, the proposal was rejected by the Council’s Finance team on the basis that the priority is to focus on cost reduction options for the HRA Business Plan, which includes not adding further costs to the HRA Major Works Capital Programme.</p> <p>Consequently, the 2023/24 saving proposal has not been delivered and will add to any deficit in Derby Homes this year, effectively being funded through reserves. It will carry forward as a pressure onto the 2024/25 budget.</p>
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5	OTHER OPTIONS CONSIDERED
5.1	<p>The only option to materially reduce the projected £1m deficit in 2023/24 would be to reduce planned maintenance spend where there is some element of discretion available. At this stage, this has not been progressed due to:</p> <ul style="list-style-type: none"> Planned areas of works are programmed in and to cancel/reduce now would cause problems for contractors and inconsistent messaging to tenants. The areas of works considered for reduction have not yet gone through any formal notification to tenants, or approval by the Board. Such options are, therefore, included as savings proposals for the 2024/25 budget.

6	IMPLICATIONS
6.1	Finance & Business Plan Implications
6.1.1	The 2023/24 management accounts are discussed on a quarterly basis at Senior Management Team, in depth, and updates provided to the Board throughout the year.
6.1.2	Any deficit in 2023/24 will be covered by existing Derby Homes reserves, with a revision to how remaining reserves are to be allocated to be agreed by the Board as part of the budget setting for 2024/25.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	04.01.2024
Governance Manager (checked)	Jane Haywood	12.01.2024

PUBLIC
DERBY HOMES BOARD
THURSDAY 25 JANUARY 2024
COMPLIANCE REPORT



ITEM NO. Enc. 7

Report of: Director of Property
Email: shaun.bennett@derbyhomes.org
Telephone number: 01332 888524

Author: As above.
Email:
Telephone number:

PRESENTED BY:

Shaun Bennett

1.	SUMMARY
1.1	This report provides an update on the top six areas of compliance with additional information on our performance on dealing with damp, mould, and condensation.
1.2	Compliance on the Big Six compliance areas – As at the end of November 2023, all areas are fully compliant, any homes that have inspection certificates over the prescribed timescale are within our access process and have all been visited a number of times. A verbal update on the position at the end of December 2023 will be given in the meeting.
1.3	On damp and mould, there has been an understandable increase in the number of reported jobs since October. Extra resources are planned to tackle these.

2.	RECOMMENDATION
2.1	That the Board discusses and notes the content of this report.

3.	REASON FOR RECOMMENDATION
3.1	To ensure that Board Members are fully briefed and updated on current levels of compliance in areas that have a significant impact on health and safety.

4.	MATTERS FOR CONSIDERATION
4.1	<p>Compliance</p> <p>Please find attached Appendix 1, the 30 November 2023 update on the six areas of compliance.</p> <p>All areas are fully compliant, any homes that have inspection certificates over the prescribed timescale are within our access process and have all been visited several times.</p>
4.2	<p>Damp, Mould, and Condensation</p> <p>Appendix 2 contains performance data in relation to reported cases of damp, mould, and condensation. The report format has changed as we continue to develop the data on this area of day-to-day repairs. It will be noted that during the last three months of the year, the total numbers of reported concerns increased significantly, which is not surprising at this time of year.</p> <p>Out of 953 jobs in the 9 months to December, 489 have been in the last three months.</p>
4.3	<p>A recruitment process is underway to employ a further technician to carry out initial visits to complete remedial work/assessments and we continue to use additional support from our sub-contractor.</p>
4.4	<p>The performance data shows that relatively low numbers of reported incidents are property related (a cumulative total of 140 out of 953 jobs originally raised).</p> <p>The majority of issues being due to condensation, thus requiring remedial treatment and the provision of advice for tenants on managing the situation on an ongoing basis.</p>
5.	OTHER OPTIONS CONSIDERED
5.1	<p>None. The matters within this report are statutory duties and require landlord actions.</p>

6.	IMPLICATIONS
6.1	Health and Safety
6.1.1	There are matters within this report that have a direct impact on the health and safety of the buildings that we manage. Keeping our customers safe in their homes is our top priority and something that we take very seriously.
6.2	Legal/Confidentiality
6.2.1	There are significant legal requirements across many of the areas of compliance covered by this report. Gas Servicing, Fire Safety, Water and the control of legionella, Lift Safety and Asbestos Management are all legal requirements. The five yearly inspection of our electrical installations is best practice, but we expect this to become statutory very soon. All this work gives us the opportunity to not just comply with regulation but to also upgrade our systems and collect data to help inform our component replacement strategy.
6.3	Environmental
6.3.1	Regular servicing of our heating systems helps keep them in optimum working order, our gas boiler service will include a clean of the Magna flow system to remove any particulates and we also top up the inhibitors to maintain the efficiency and prolong the life of the system.

The areas listed below have no implications directly arising from this report:

Consultation

Financial and Business Plan

Council

Personnel

Equalities Impact Assessment

Risk

Policy Review

7.	Background information
7.1	Not Applicable

8.	Appendices
8.1	Appendix 1 – Compliance data
8.2	Appendix 2 – Damp, mould, and condensation data

This report has been approved by:

Managing Director	Maria Murphy	15.01.2024
Finance Director and Company Secretary	Michael Kirk	17.01.2024

	Measure	Statutory/ Best Practice	Frequency	Number of Sites	Number of Live Certs Compliant	Overall % Compliance	% Live Certs Compliant	Definition	Comments
1	Gas Safety	Statutory	12 months	Domestic Properties 12,395	12,381	100%	99.88%	<i>Annual Gas Safety Check, % of properties with a current (less than 1 years old) Landlord Gas Safety Record.</i>	<p>12,381 have a certificate less than a year old, 14 have certificates over a year, every effort that is reasonably practicable has been made to access these properties which makes Derby Homes 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations.</p> <p>We continue with our efforts to gain access. Of the 14 outstanding 2 are over 3 months passed the anniversary date. The other 12 are less than 1 month passed the anniversary date. These are in discussion with the Area Managers & 2 are in the processes of the courts.</p>
2 *	Electrical Safety	Best Practice	5 Years	Domestic Properties 12,516	12,492	100%	99.81%	<i>5 yearly Electrical Safety Test Certificate.</i> <i>% Of properties with a current (less than 5 years old) NICEIC Electrical Test Certificate.</i>	<p>There are 24 properties that do not hold an Electrical Safety Report dated within the last 5 years.</p> <p>Every effort that is reasonably practicable at this stage has been made to access 24 of these properties and evidence has been generated which confirms that Derby Homes have met their legal obligations.</p> <p>24 properties have an open tenancy breach case, we are collaboratively working with housing offices in finding solutions to gain access. This includes offering out of hours options during the week and weekends for tenants who struggle with Derby Homes working hours. We have also been working closely with the Gas team to utilise injunctions to properties where we are both experiencing difficult access.</p> <p>All 24 properties are now being closely monitored with the Local Housing Office and will be progressed to the solicitor if necessary.</p>
3	Lift Safety	Statutory	6 months	Passenger/Pla tform Lifts 14	14	100%		<i>% of Passenger Lifts subject to a completed service (within the prescribed period) and an independent LOLER Inspection within the past 6 months.</i>	<p>The LOLER or Thorough Examination is mandatory requirement under the Health & Safety legislation. LOLER stands for Lifting Operations and Lifting Equipment Regulations. Simply put, a Thorough Examination or LOLER is a bit like a car's MOT however these inspections are carried out every six months and not annually."</p> <p>All 14 lifts have had a completed service (within the prescribed period) and an independent LOLER Inspection within the past 6 months. Domestic Stairlifts are subject to a service regime specified by the installer only. A regime of servicing and inspection is in place for all sites.</p>
4 *	Asbestos	Statutory	12 months	240 Sites	240	100%		<i>Managing and working with asbestos Control of Asbestos Regulations 2012.</i> <i>Regulation 4, Duty to manage, applies to common parts of domestic premises.</i> <i>Maintain a written record of asbestos locations.</i> <i>The condition of asbestos containing materials should be inspected at least every 12 months.</i>	<p>100% compliant on asbestos surveys, all communal areas have an asbestos survey.</p> <p>Regular checks on condition are being carried out on an annual basis.</p> <p>The number of common areas identified is lower than that for Fire as buildings constructed post 2000 are deemed to have no asbestos containing materials and do not require surveys.</p> <p><i>The common areas for asbestos compliance have now been uploaded with UPRNs to Open Housing and verified at 240.</i> Current compliance status monitored on the SHE Assure Safety Management System and current compliance checked and verified.</p>

	Measure	Statutory/ Best Practice	Frequency	Number of Sites	Number of Live Certs Compliant	Overall % Compliance	% Live Certs Compliant	Definition	Comments
5	Fire Safety	Statutory	Various *	251 Sites	251	100%		<p>% Of Communal Areas with a Valid Fire Risk Assessment (FRA).</p> <p><u>Sites are checked on either a 1,2- or 3-year interval</u></p>	<p>Regular checks on buildings are carried out monthly by housing officers and 6 monthly checks by the estates surveyor who checks the communal fire doors as well as the general repairs for the building.</p> <p>The emergency lighting is tested on a monthly basis by the estates team.</p> <p>Premises with communal fire alarms are tested weekly again by the estates team or occupiers of the premises.</p> <p>All the FRAs completed and written up on the Evotix software management system.</p> <p>Remedial work required has been allocated via the Evotix system.</p> <p>Parklands View have a new care provider in place. Derby Homes and the Council are working with the care provider and will be providing site specific fire safety training and adapting a new emergency fire plan.</p> <p>A new fire emergency plan has also been produced for Milestone House and is now in operation.</p> <p>The post fire audit for Rivermead House has now been completed by Derbyshire Fire & Rescue (DFRS) and the report has been sent to Derby Homes.</p> <p>Derby Homes is working with our contractors and staff to meet the new regulations; however, the last outstanding item is a report on the external wall construction has now been completed and sent to DFRS.</p> <p>The online home office fire risk assessment prioritisation tool has been used to assess the risk posed by the building the outcome is recorded on the FRAs.</p> <p>All communal fire doors should be checked from 23rd January 2023 on a quarterly basis and flat front doors in buildings over 11 meters (Rivermead House, Parkland View) annually.</p> <p>All FRAs are up to date.</p> <p>Current compliance status monitored on the SHE Assure Safety Management System and current compliance checked and verified.</p>
6 *	Water Safety	Statutory	Various*	Communal- 28 Sheltered 20 Cat 2 -6	56	100%		contractor is now STWA	<p>All risk assessments complete, 99% monthly visits on DH properties.</p> <p>1 property that was no access due to health of tenant has now become vacant and will be assessed when access can be granted.</p>

Damp, Mould and Condensation Report 2023/2024

(reported 1st of following month)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Cumulative Jobs Raised	45	103	194	277	370	464	607	813	953

Cumulative Jobs Completed Per Month (stg90)	13	37	135	197	275	380	457	553	615
Cumulative Jobs Cancelled Per Month (stg92)	12	19	29	40	42	53	60	78	91

Percentage of Jobs Completed within Target

% Total Emergency Jobs Completed Within Target (Attend within 24hrs)		0.00%	100.00%	100.00%	100.00%		0.00%	75.00%	75.00%
% Total Non-Emergency Jobs Completed Within Target (Attend within 25 working days)	61.54%	54.17%	74.49%	69.35%	53.85%	60.00%	67.53%	71.88%	69.35%

Jobs Raised Per Month	45	58	91	83	93	94	143	206	140
Total Emergency Jobs Raised (Attend within 24hrs)	0	1	1	1	2	0	1	4	4
Total Non-Emergency Jobs Raised (Attend within 25 working days)	45	57	90	82	91	94	142	202	136

Total Jobs Completed Per Month	13	24	98	62	78	105	77	96	62
Total Emergency Jobs Completed - Target Met (Attend within 24hrs)	0	0	1	1	2	0	0	3	3
Total Non-Emergency Jobs Completed - Target Met (attend within 25 working days)	8	13	73	43	42	63	52	69	43

Total Jobs Cancelled Per Month	12	7	10	11	2	11	7	18	13
Jobs Outstanding (minus Completed or Cancelled)	20	47	30	40	53	31	90	182	247

Cumulative Property Related Issues Per Month	No data	2	21	45	78	103	119	138	140
Property Related Issues Per Month	No data	2	19	24	33	25	16	19	2

PUBLIC
DERBY HOMES BOARD MEETING
THURSDAY 25 JANUARY 2024
HEALTH AND SAFETY UPDATE



ITEM NO. Enc. 8

Report of: Managing Director

Email address: maria.murphy@derbyhomes.org

Telephone number: 01332 88 8522

Author: Stuart Hufton

Email address: stuart.hufton@derbyhomes.org

Telephone number: 01332 888487

PRESENTED BY:

Maria Murphy

1	SUMMARY
1.1	Details of recent health and safety performance and current issues.
2	RECOMMENDATION
2.1	To consider the report.
3	REASON FOR RECOMMENDATION
3.1	To ensure that Board Members are fully aware of relevant health and safety matters.
4	MATTERS FOR CONSIDERATION
4.1	ACCIDENT AND INCIDENT REPORTS
4.1.1	Accidents and incidents involving Derby Homes' staff are recorded using a formal reporting system. In November and December there were 3 reported accidents; none of these were classed as a Lost Time Accidents.

4.1.2	For the calendar year 2023 there were a total of 38 reported accidents. Six of these were classed as a Lost Time Accidents resulting in a total of 65 working days lost.
4.2	VIOLENCE AND AGGRESSION REPORTS
4.2.1	Violent, aggressive, or abusive incidents towards staff are reported by staff, using a formal reporting system. Appropriate action is always taken against the perpetrator. In November and December there were 28 reported cases of violence, aggression, or abuse towards staff. All violence and aggression reports are discussed in more detail at the Health & Safety Forum.
4.2.2	For the calendar year 2023, there were a total of 138 reported cases of violence, aggression, or abuse towards staff.

5	OTHER OPTIONS CONSIDERED
5.1	Not Applicable

6	IMPLICATIONS
6.1	HEALTH & SAFETY IMPLICATIONS
6.1.1	It is a legal responsibility of the Board to ensure effective health and safety management is maintained within the Company. This report provides the relevant information to enable the Board Members to monitor this.

The areas listed below have no implications directly arising from this report:

Consultation

Financial and Business Plan

Legal and Confidentiality

Council

Personnel

Environmental

Equalities Impact Assessment

Risk

Policy Review

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	12.01.2024
Governance Manager (checked)	Jane Haywood	12.01.2024

PUBLIC



DERBY HOMES BOARD MEETING
THURSDAY 25 JANUARY 2024
HEALTH & SAFETY REPORT (2) -
CLEAN SHAVEN POLICY

ITEM NO. Enc. 9

Report of: Managing Director

Email address: maria.murphy@derbyhomes.org

Telephone number: 01332 888522

Author: As above

Email address:

Telephone number:

PRESENTED BY:

Maria Murphy

1	SUMMARY
1.1	This report presents the outcomes of a review undertaken on the Clean-Shaven Policy, which is contained within the Respiratory Protective Equipment Policy.
1.2	The decision to make changes which will apply from 1 February 2024 is delegated to the Managing Director and this report, retrospectively, advises the Board of the review process, considerations and outcome adopted.
2	RECOMMENDATION
2.1	To note the decision taken by the Managing Director.
3	REASONS FOR RECOMMENDATION
3.1	The decision is a reflection that Derby Homes honours the values within the Delivery Plan, specifically as a Good Employer, and one that prioritises Health and Safety for customers and staff.
3.2	The changes allow for clarity for both employees and managers in enforcing the RPE Policy. Trade unions fully support a zero-tolerance approach to any breach.

4	MATTERS FOR CONSIDERATION
4.1	In October 2016, the Health and Safety Executive issued an Improvement Notice on Derby Homes, regarding the control of construction dusts and the control of Respiratory Protective Equipment (RPE).
4.2	Derby Homes subsequently carried out reviews and improvements to working practices, dust extraction, training, and use of RPE. To support this a Respiratory Protective Equipment Policy was produced, to ensure appropriate RPE is provided to all relevant employees and provide clear guidance on its correct use. A copy of the existing policy is attached at Appendix 1. Like many employers, Derby Homes introduced a 'clean shaven' policy as an answer to controlling the risks associated with the creation of dust in the construction industry.
4.3	It is important to acknowledge that RPE is not the solution, and should be used as a last resort, prevention of excessive dust in the first instance is more important. Derby Homes has comprehensive training and risk assessments for staff engaged in working practices likely to create construction dust.
4.4	Over time, several employees raised objections to the 'rigid' clean shaven policy, which was introduced, with limited exceptions on religious and medical grounds along with protected rights for long-term beard wearers.
4.5	There have been some instances where beard/stubble wearers have been found to not be meeting face fit requirements/using correct RPE whilst working in dusty conditions. These cases have been dealt with under our disciplinary processes, resulting in significant management time and loss of productivity. Alongside this, the matter has been detrimental to staff morale.
4.6	Exercising our leadership principles, we listened to our staff and formed a working group, comprising Senior Management, Health and Safety and HR along with employees and trade union representatives.
4.7	Our staff demonstrated their feelings about their personal choice being respected in relation to beards/stubble. Employees were not disregarding the need for safe working practices, they asked to be provided with equipment that allows them to retain their personal choices on facial hair.
4.8	Whilst clean shaven policies are a legal and acceptable means of achieving improved respiratory protection, we need to recognise that any comprehensive Health and Safety strategy will consider the wider impact of their policy on morale, motivation, wearer acceptance and behaviour. Above all else, wearers need to be engaged and on-board with safety initiatives, empowered to behave safely and have confidence that the employer is taking responsible, fair steps to build a safety culture.

4.9	After listening to the feedback from the working group I concluded that on reflection, the 'clean shaven' policy is not helping Derby Homes to manage and maintain morale within our workforce. Given the challenges around trades recruitment, we are likely to be restricting our ability to attract applicants who are put off by the policy, and at the same time risking some employees leaving the organisation to work for more flexible companies.
4.10	On 29 November Joint Consultative Committee (JCC) received feedback from the review and supported the decision of the Managing Director to remove the clean-shaven requirements from 1 February 2024. Both Trade Unions supported a zero-tolerance approach to any employees failing to comply with the requirements for the correct use of RPE.
4.11	The deferred implementation date allows for employees to be provided with suitable alternative equipment. I believe that the benefits of an engaged workforce will outweigh the cost of additional equipment. A copy of the proposed, revised policy is attached at Appendix 2.
4.12	The changes do not override risk assessments, which detail working practices to minimise the creation of dust at source and use of the appropriate equipment and methods whilst working.
4.13	Managers and supervisors have been asked to communicate the changes to staff, and in doing so ensure clarity on the implications of failing to follow safe working practices. Any employee found in breach of this will face disciplinary proceedings. Failure to comply with Health and Safety instructions is grounds for gross misconduct and can result in dismissal.

5	OTHER OPTIONS CONSIDERED
5.1	Although considered, retention of the current clean-shaven requirements was not felt to be the right thing to do. Experience and feedback show that the policy is unpopular with a small number of employees and has affected morale and productivity. We are also aware of the difficulties experienced by managers and supervisors implementing the policy and with hindsight, feel that the inflexibility is a risk to maintaining a safe working culture.

6	IMPLICATIONS
6.1	FINANCIAL & BUSINESS PLAN IMPLICATIONS
6.1.1	<p>This report has direct relevance to our values contained in the Delivery Plan:</p> <ul style="list-style-type: none"> • Good employer • Working safely <p>The cost of any additional RPE will be contained within service budgets.</p>
6.2	LEGAL & CONFIDENTIALITY IMPLICATIONS
6.2.1	The Health and Safety at Work Act 1974 lays down wide-ranging duties on employers. Employers must protect the 'health, safety and welfare' at work of all their employees, as well as on their premises, including temporary staff, casual workers, self-employed, clients, visitors, and the general public.
6.3	COUNCIL IMPLICATIONS
6.3.1	Failure to manage Health and Safety at work is paramount. The Council are ultimately responsible for the actions of Derby Homes.
7.0	CONSULTATION
7.1	Consultation has been carried out with employees and trade unions.
8.0	HEALTH AND SAFETY
8.1	The changes approved within the policy revisions comply with the requirements of the Health & Safety at Work Act 1974 and contribute to maintaining a safe working culture within the organisation.
9.0	RISK
9.1	The risk of failing to adequately enforce the RPE policy has been reduced by the changes. Employees are responsible for ensuring they are following the appropriate working methods and using and maintaining the correct RPE. A zero-tolerance approach has been agreed with the Trade Unions in respect of employees failing to follow Health and Safety requirements.
9.0	POLICY REVIEW
9.1	The clean-shaven element of the RPE policy is amended to take effect from 1 February 2024.

The areas listed below have no implications directly arising from this report: (

Personnel
Environmental
Equalities Impact Assessment

7	Background information
7.1	None.

8	Appendices
1.	Appendix 1 - Existing RPE Policy.
2.	Appendix 2 – RPE Policy approved from 1 February 2024.

This report has been approved by:

Managing Director	Maria Murphy	08.01.2024
Finance Director & Company Secretary	Michael Kirk	12.01.2024
Governance Manager (checked)	Jane Haywood	12.01.2024

POLICY PURPOSE

This policy details Derby Homes' requirements for the provision and use of Respiratory Protective Equipment (RPE).

Document Control

Implementation date	
Author	
Equality impact assessment date	
Revised/updated	
Version control	
Review required	

Introduction

This policy details Derby Homes' approach to the provision and use of Respiratory Protective Equipment (RPE)

Respiratory Protective Equipment (RPE) is required to protect individuals from breathing in potentially harmful or hazardous substances. These may be dusts, fumes, gasses or biological hazards. Within Derby Homes, the main areas of potential risk are:

- Dusts created during general building and maintenance activities
- Non-licensed asbestos work

The Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 require Derby Homes to provide and maintain a safe working environment, so far as is reasonably practicable. The Personal Protective Equipment at Work Regulations 1992 require Derby Homes to ensure suitable personal protective equipment is provided to his employees who may be exposed to a risk to their health or safety while at work. This Policy assists compliance of the legislation.

Control of Respiratory Hazards

When dealing with workplace dusts and other respiratory hazards, Derby Homes will explore all reasonable steps to eliminate, reduce, isolate or control the hazard before considering the use of RPE. This will include:

- Reviewing and where possible, changing working practice to avoid activities that may create dust.
- Ordering materials to site pre-cut or using alternative materials.
- Controlling dusts at source with the use of dust extraction and/or suppression equipment on power tools

Provision of Respiratory Protective Equipment

For general protection against dusts, Derby Homes will provide an appropriate reusable Half Mask type respirator incorporating a high efficiency P3 particulate filter providing a minimum Assigned Protection Factor of 20 (UK APF 20). The appropriate size and fit for the respirator will be established with the aid of a qualitative face-fit test.

Standardising on this style of RPE ensures the appropriate protection for all general work activities up to and including work with non-licensed asbestos containing materials is available at all times. The advantages of this type of RPE include:

- When fitted provides the required APF
- Low maintenance
- No power requirements
- Easy storage

- Less restrictive during use.
- Easy self-checking and inspection

Special Requirements

Where risk assessment identifies a task that that may have respiratory hazards other than dust (solvents, fumes, biological, etc.) it may be necessary to identify and provide specific RPE suited to that task. An individual assessment will be carried out in these cases.

Facial Hair

To provide effective protection from RPE, users must ensure they comply with the manufacturer's instructions for use. To meet these requirements, employees who are required to wear RPE at work must ensure that the area of the face in contact with the sealing surface of the respirator is free from any facial hair that would prevent an effective seal when required to wear the equipment.

Facial Hair Exemption

There are certain very limited circumstances where it may not be appropriate for an individual to remove facial hair to achieve a face fit test. In these circumstances, alternative arrangements may be considered. The two foreseeable scenarios where this may occur are:

- an employees' faith or religious beliefs require the individual to have facial hair or prevent shaving. The employee will be required to provide evidence that their practicing faith imposes these requirements. A letter from an appropriate recognised faith leader or group would be required to support this.
- an employee has a skin condition or other medical reason why they cannot shave, this must be supported by a letter from a GP or other medical practitioner.

Powered Hood Respirators

Where an individual is unable to meet the requirements for the use of a half-mask, the provision of a powered hood type respirator will be considered. These have the advantage of suitability for most face types including facial hair and in more arduous conditions, may be more suited to extended wear. However, there are significant disadvantages including:

- High maintenance
- Need to be maintained fully charged
- Rigorous inspection and record keeping
- Cumbersome to wear
- Requires significant storage when not in use

- High cost
- Appearance may suggest disproportionate risks for tenants
- Can cause “dry eye” irritation to some users

Face Fit Testing

As with most Personal Protective Equipment (PPE) “one size does not fit all” and any PPE has to fit the individual. Prior to being issued with a personal half-mask respirator a qualitative face fit test must be successfully completed.

Qualitative face fit tests will be conducted by the Health and Safety Team or an external provider as appropriate.

A face-fit record will be completed and signed by the tester and the employee. This will include details of the specific test conducted and the size, make and model of RPE issued. The employee will be required to sign and confirm they have been informed of, and understand:

- The correct use of the equipment.
- How to inspect, clean and maintain the equipment.
- How to carry out a self-check.
- The requirements for ensuring that the area of the face in contact with the sealing surface of the respirator is free from any facial hair

A copy of the record will be provided to the employee for their personal reference.

Transitional Arrangements and dispensation

At the point of introduction of this policy, existing employees who are “committed and long term” beard wearers may request consideration for the provision of a powered hood with their manager and/or Supervisor. These requests will then be evaluated, costed and discussed jointly as to whether exemptions is appropriate. Employees considering this option must confirm that they are prepared to accept the more onerous conditions associated with use, maintenance and inspection.

Enforcement

The Health and Safety at Work etc Act 1974 and The Personal Protective Equipment at Work Regulations 1992 require that:

“Every employee shall use any personal protective equipment provided to him by virtue of these Regulations in accordance both with any training in the use of the personal protective equipment concerned which has been received by him and the instructions respecting that use which have been provided to him”.

Disciplinary action may be taken against staff who fail to comply with the correct use of PPE.



RESPIRATORY PROTECTIVE EQUIPMENT POLICY

Policy Control

Policy reference	HS006
Department	Health and Safety
Author	Maria Murphy
Owner	Maria Murphy
Version	2
Reason for revision	Amendment
Status	Final
Intended recipients	Target employees
Training and dissemination	As defined within the Policy.
To be read in conjunction with (other policies)	As defined within the Policy.
Has equalities impact assessment been considered? Please include within policy.	Not applicable
Policy approved by Designation Date	Maria Murphy Managing Director 25 January 2024
Meeting approved Date	Derby Homes Board Meeting 25 January 2024
Implementation Date	1 February 2024
Review period	Triennial
Next review date	January 2027

Introduction

This policy details Derby Homes' approach to the provision and use of Respiratory Protective Equipment (RPE)

Respiratory Protective Equipment (RPE) is required to protect individuals from breathing in potentially harmful or hazardous substances. These may be dusts, fumes, gasses or biological hazards. Within Derby Homes, the main areas of potential risk are:

- Dusts created during general building and maintenance activities
- Non-licensed asbestos work

The Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 require Derby Homes to provide and maintain a safe working environment, so far as is reasonably practicable. The Personal Protective Equipment at Work Regulations 1992 require Derby Homes to ensure suitable personal protective equipment is provided to his employees who may be exposed to a risk to their health or safety while at work. This Policy assists compliance of the legislation.

Control of Respiratory Hazards

When dealing with workplace dusts and other respiratory hazards, Derby Homes will explore all reasonable steps to eliminate, reduce, isolate or control the hazard before considering the use of RPE. This will include:

- Reviewing and where possible, changing working practice to avoid activities that may create dust.
- Ordering materials to site pre-cut or using alternative materials.
- Controlling dusts at source with the use of dust extraction and/or suppression equipment on power tools

Provision of Respiratory Protective Equipment

For general protection against dust, Derby Homes will provide an appropriate reusable Half Mask type respirator incorporating a high efficiency P3 particulate filter providing a minimum Assigned Protection Factor of 20 (UK APF 20). The appropriate size and fit for the respirator will be established with the aid of a qualitative face-fit test.

To provide effective protection from RPE, users must ensure they comply with the manufacturer's instructions for use. To meet these requirements, employees who are required to wear RPE at work must ensure that the area of the face in contact with the sealing surface of the respirator is free from any facial hair, that would prevent an effective seal when required to wear the equipment.

Standardising on this style of RPE ensures the appropriate protection for all general work activities, up to and including work with non-licensed asbestos containing materials is available at all times. The advantages of this type of RPE include:

- When fitted provides the required APF
- Low maintenance
- No power requirements
- Easy storage
- Less restrictive during use.
- Easy self-checking and inspection

Special Requirements

Where risk assessment identifies a task that may have respiratory hazards other than dust (solvents, fumes, biological, etc.) it may be necessary to identify and provide specific RPE suited to that task. An individual assessment will be carried out in these cases.

Facial Hair

There are certain very limited circumstances where it may not be appropriate for an individual to remove facial hair to achieve a face fit test. We recognise that an employee's faith or religious beliefs require them to have facial hair or prevent shaving. Likewise, employees may have skin conditions or other medical reasons why they cannot shave. Equally some employees may choose to be beard/stubble wearing.

Powered Hood Respirators

Where an individual is unable to meet the requirements for the use of a half-mask (be clean shaven), the provision of a powered hood type respirator will be considered. These have the advantage of suitability for most face types including facial hair and in more arduous conditions, may be more suited to extended wear. However, there are significant disadvantages including:

- High maintenance
- Need to be maintained fully charged
- Rigorous inspection and record keeping
- Cumbersome to wear
- Requires significant storage when not in use
- Appearance may suggest disproportionate risks for tenants
- Can cause "dry eye" irritation to some users

Employees considering this option must confirm that they are prepared to accept the more onerous conditions associated with use, maintenance and inspection.

Face Fit Testing

As with most Personal Protective Equipment (PPE) “one size does not fit all” and any PPE has to fit the individual. Prior to being issued with a personal half-mask respirator a qualitative face fit test must be successfully completed.

Qualitative face fit tests will be conducted by the Health and Safety Team or an external provider as appropriate.

A face-fit record will be completed and signed by the tester and the employee. This will include details of the specific test conducted and the size, make and model of RPE issued. The employee will be required to sign and confirm they have been informed of, and understand:

- The correct use of the equipment.
- How to inspect, clean and maintain the equipment.
- How to carry out a self-check.
- The requirements for ensuring that the area of the face in contact with the sealing surface of the respirator is free from any facial hair

A copy of the record will be provided to the employee for their personal reference.

Enforcement

The Health and Safety at Work etc Act 1974 and The Personal Protective Equipment at Work Regulations 1992 require that:

“Every employee shall use any personal protective equipment provided to him by virtue of these Regulations in accordance both with any training in the use of the personal protective equipment concerned which has been received by him and the instructions respecting that use which have been provided to him”.

Disciplinary action may be taken against staff who fail to comply with the correct use of PPE.

PUBLIC

DERBY HOMES BOARD MEETING

THURSDAY 25 JANUARY 2024

APPRENTICESHIP STRATEGY 2024/27



ITEM NO. Enc. 10

Report of: Head of Governance and Corporate Services

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PRESENTED BY:

Taran Lalria

1	SUMMARY
1.1	Derby Homes' Apprenticeship Strategy, currently in use, was approved in November 2021. The existing strategy has been reviewed in accordance with Derby Homes' three-year review schedule and has been re-written to reflect the development of our work in this area.
2	RECOMMENDATION
2.1	The Board is requested to approve the Apprenticeship Strategy.
3	REASON FOR RECOMMENDATION
3.1	Derby Homes' current Apprenticeship Strategy has been reviewed in accordance with the Board's policy, to review key policies at least every three years.
4	MATTERS FOR CONSIDERATION
4.1	The Apprenticeship Strategy 2024/2027, see appendix 1, ensures Derby Homes continues to develop apprenticeships.
4.2	The aim of the Apprenticeship Strategy is to provide high quality learning opportunities for our apprentices and employees, and optimise use of Derby Homes' levy contributions.
5	OTHER OPTIONS CONSIDERED
5.1	None.

6	IMPLICATIONS
6.1	Consultation
6.1.1	We will continue to work alongside our employees, apprentices, and trade unions, as we look to develop the Apprenticeship Scheme.
6.2	Financial and Business Plan
6.2.1	The provision of training and employment opportunities is embedded within Derby Homes Delivery Plan. Our strategy is to develop opportunities which are targeted at our tenants, or members of their families, to increase employment and sustainability of our estates.
6.2.2	The financial provision for the Apprenticeship Strategy has been built into the annual budgetary process.
6.2.3	Apprenticeship levy funds will expire 24 months after they enter a digital account if they are not spent.
6.3	Legal and Confidentiality
6.3.1	Any UK employer, in any sector, with a pay bill of more than £3 million per year is liable to pay the apprenticeship levy.
6.4	Council
6.4.1	Derby Homes Apprenticeship Strategy assists Derby City Council's commitment to children in care, by providing apprenticeships and work experience.
6.5	Equality Impact Assessment
6.5.1	An Equality Impact Assessment has been carried out and is attached to this report.
6.6	Risk
6.6.1	If the strategy is not adopted, it would not support succession planning; particularly in areas of key skills, or professions, and managers of the future.
6.7	Policy Review
6.7.1	This is a key policy of Derby Homes and is included in the key policy review schedule. In accordance with Derby Homes Board minute 10/51, this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report: (delete as applicable)

Personnel
Environmental
Health & Safety

7	Background information
7.1	Not applicable.

8	Appendices
8.1	Appendix 1 - Apprenticeship Strategy 2024 to 2027
8.2	Appendix 2 – Equality Impact Assessment

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	12.01.2024
Governance Manager (checked)	Jane Haywood	10.01.2024



APPRENTICESHIP STRATEGY 202~~14~~/2~~7~~4

Policy Control

Policy reference	GO008
Department	Governance and Corporate Services
Author	Sophie Bancroft
Owner	Taranjit Lalria
Version	3 4
Reason for revision	Periodic
Status	Final
Intended recipients	All Derby Homes Employees
Training and dissemination	Derby Homes Management (Leaders Network and Controlled Documents)
To be read in conjunction with (other policies)	Derby Homes' Qualification Training Scheme
Policy approved by	Maria Murphy
Designation	Managing Director
Date	28 January 2021
Meeting approved	Derby Homes Board
Date	28 January 2021
Implementation Date	28 January 2021
Review period	Triennial
Next review date	January 202 7 4

Strategy Aim

The aim of the Apprenticeship Strategy is to optimise use of Derby Homes' levy contributions whilst providing a high quality Apprenticeship Scheme.

The Apprenticeship Strategy will provide an increased opportunity for our employees to further develop their skills and experience as well as provide opportunities for new apprentices to start their careers at Derby Homes.

Derby Homes will:

1. plan a rolling programme of apprenticeships whilst optimising our levy contributions, ensuring that monthly levy contributions are, wherever possible, used within 24 months before they expire.
2. deliver a high quality apprenticeship scheme.
3. provide existing staff with opportunities to develop skills and progress.
- ~~4. meet Government public sector apprenticeship targets.~~
- ~~5-4.~~ develop work experience and traineeship opportunities as a pathway into apprenticeships and to ensure our workforce is more representative of the communities we serve by providing opportunities for people from diverse groups.

1. Introduction

1.1 An apprenticeship is a work based training programme designed around the needs of the employer, which leads to a nationally accredited qualification. Apprenticeships can be used to train new employees and existing employees through further career development training opportunities. Apprenticeships are open to all ages. In recent years, the variety of apprenticeships has developed, they are now designed by employers so they reflect the relevant knowledge, skills and behaviours that businesses need. There are apprenticeships available from level 2 to level 7 (equivalent to degree).

~~Derby Homes Limited is an arm's length management organisation (ALMO) created by Derby City Council in 2002 to manage, maintain and improve its council houses and estates. Derby Homes' mission statement is "High quality services for people, homes and communities".~~

1.2 The value of promoting strong communities is embedded within Derby Homes Delivery Plan, the Strategic Objectives are:

- Objective 1 - **Service that puts our customers first**
- Objective 2 - **Quality homes and contributing to sustainable communities**
- Objective 3 - **Reducing homelessness and enabling access to affordable housing**
- Objective 4 - **Value for money is a consideration in everything we do**

1.3 Providing training and employment opportunities is a priority within our delivery plan and our current target is to support up to 40 positions for apprentices across the organisation in a range of service areas. This links directly to Derby City Council's key outcome areas particularly "City of growth". We will continue to support individuals through our successful apprenticeship scheme, working with schools and colleges to promote this as an opportunity of choice. Working with partners we will encourage opportunities for our tenants to enter employment and training.

~~1.4 An apprenticeship is a work based training programme designed around the needs of the employer, which leads to a nationally accredited qualification. Apprenticeships can be used to train new employees and existing employees through further career development training opportunities. Apprenticeships are open to all ages. In recent years, the variety of apprenticeships has developed, they are now designed by employers so they reflect the relevant knowledge, skills and behaviours that businesses need. There are apprenticeships available from level 2 to level 7 (equivalent to degree).~~

~~1.5 We have successfully employed apprentices for several years and have seen many individuals flourish through our apprentice opportunities and career paths.~~

~~1.46 We are particularly proud of our Apprenticeship Programme, for many years Derby Homes offered apprenticeships in administration and customer service but in 2013 we expanded to provide apprenticeships in our repairs and maintenance teams. We are currently celebrating 10 years of providing our full range of apprenticeships. Across all service areas, we employ apprentices in a variety of occupations; such as plumbing, joinery, electrical, plastering, business administration, housing and surveying and on various apprenticeship levels.~~

~~For many years Derby Homes has offered opportunities in the areas of customer service and business administration but in 2013 expanded to provide apprenticeships in our repairs and maintenance teams. Our current Apprenticeship Scheme is broad ranging across all our service areas and we now employ apprentices in a variety of occupational routes; such as plumbing, joinery, electrical, business administration, housing and surveying and on various apprenticeship levels.~~

~~1.5 Over the last 10 years, we have seen many individuals flourish through our apprenticeship programme, in total we have recruited 125 apprentices and with 50 finding full-time employment with Derby Homes, in various roles following successful completion of their apprenticeship. We see apprentices as a key part of our workforce. Our apprentices have proved to be very productive and are valued team members.~~

~~1.6 Recently, individuals from our Apprenticeship Scheme have been recognised locally and nationally at awards ceremonies. The awards received are Advanced Apprentice of the Year at the Derbyshire and Nottinghamshire Apprenticeship Awards 2022, Apprentice of the Year at the Building Communities Awards 2023, Highly Commended in the Outstanding achievement by apprentices category at~~

the Housing Heroes Awards 2023, Construction Apprentice of the Year and Degree Apprentice of the Year at the Derbyshire and Nottinghamshire Apprenticeship Awards 2023 and Apprentice of the Year at the Here for Derby Awards 2023.

2. ~~Changes to Apprenticeships~~ Levy

2.1 ~~In 2017, the Government changed the way in which apprenticeships were funded.~~ All employers operating in the UK with annual pay bills of more than £3 million ~~were~~ required to make a 0.5% contribution of their total salary cost into the apprenticeship levy.

~~2.2 The apprenticeship levy formed part of the Government's wider commitment to increase funding and raise the quality of apprenticeships.~~

2.32 Employers ~~now~~ make monthly levy contributions to HMRC which appear in an individual employer digital apprenticeship account, hosted on a platform known as the Digital Apprenticeship Service.

~~2.43~~ Government guidance states that apprenticeship levy contributions may only be used to purchase apprenticeship training and assessment from Government approved training providers. Funds can be used to purchase apprenticeship training for existing members of staff as well as newly recruited apprentices.

2.4 Funds will expire 24 months after they enter an employer's digital account unless they are spent on apprenticeship training. This means that the full digital balance is not required to be spent within a financial year as each monthly payment will last for 24 months. To date Derby Homes have not had any funds expire.

2.5 If there are not enough funds in the digital account to buy the required training and assessment, employers pay 5% of the outstanding balance and the government will pay the rest; this is called Co-Investment. Derby Homes entered into Co-Investment in 2019 and make the 5% payments to ensure that apprenticeship training continues to be available for employees at Derby Homes. In effect, the financial incentive to operate more apprenticeship levy funded training is significant as we only have to contribute a maximum of 5% of the cost of that training.

2.6 We will continue engaging with other levy payers and in receiving apprenticeship levy transfers to support our apprenticeships. This ensures that employers are transferring their levy rather than have their funds expire.

2.7 In 2017, the Government ~~also~~ set a statutory ~~n~~-apprenticeship target for public sector bodies, whereby 2.3% of an organisations workforce must be undertaking an apprenticeship. Based on this, we were ~~will be~~ required to have an average of 14 apprentices in training at Derby Homes (this includes new apprentices and existing members of staff). To date Derby Homes have met this target each year. From 1 April 2022, the Government no longer have this statutory target in place but have asked public sector employers to continue to gather the information and

will publish the data annually to support transparency and external accountability to help maintain the momentum public sector employers have built up.

3. Our Apprenticeship Scheme

- 3.1 We see apprentices as a key part of a balanced workforce. Our current cohorts have proved to be very productive and are valued team members.
- 3.2 ~~Our current Apprenticeship Scheme has been in operation for a number of years. We recognise that the scheme offers a valuable opportunity for young people to enter the world of work.~~ We aim to develop our apprenticeship scheme with a view to achieving an apprenticeship workforce that is reflective of the community we serve.
- 3.3 We pay apprentices at the National Minimum Wage for their age and they have access to our normal terms and conditions of employment. Trade apprentices in years three and four progress to the locally agreed craft apprentice rate. ~~Additionally, following a review in 2019, h~~Higher level apprentices are paid a relevant salary as they progress to the later stage of their professional qualification. This is to reflect our view that alongside the learning, our apprentices contribute to the organisation and do a real job for which a real salary should be paid. We provide all of our apprentices with access to recognised trade unions for representation and consultation.
- 3.4 We work in partnership with accredited training providers to deliver our apprenticeships and we provide our apprentices with a national recognised qualification that is transportable and along with work experience this enables them to achieve a future career with us or with another employer.
- 3.5 Apprentices are given time off to attend college training days (if required as part of the programme). Apprentices work full time during college academic holidays.
- 3.6 We have established in-house mentors to support our apprentices. These mentors work alongside the Employee Development Manager and the training provider assessors to ensure our apprentices receive support at all times and get a real understanding of the world of work in order to complete the apprenticeship.
- 3.7 Derby Homes train all apprentices to at least level 3. During their level 3 apprentices are encouraged and supported to secure employment beyond their apprenticeship. Extending an apprenticeship to at least level 3 helps increase the apprentices' skill levels, assisting them to become the best candidate at interview.
- 3.8 We give apprentices the opportunity to apply for jobs within Derby Homes and/or partner organisations, by engaging with local employers such as Derby City Council. We support apprentices with job applications and interview skills. When vacancies arise our Senior Management Team look at whether the vacancy is an opportunity for an apprentice to apply for. ~~We have been able to have confidence in their skillset, attitude and commitment and our existing apprentices have already started to become part of Derby Homes' future by gaining~~

~~permanent roles. Those that secure employment, including those that are successful prior to the end of their apprenticeship, will continue to receive training support to complete their qualification. We have also seen these individuals become mentors to newly recruited apprentices.~~

~~3.83.9~~ We continue committed to work ~~more~~ closely with colleagues at Derby City Council to identify how we ~~can~~ould raise awareness of our opportunities with children in care and care leavers. ~~We attended open days at which interest was generated and resulted in a traineeship and two subsequent apprenticeships both of which are doing very well, in different career paths. One individual has completed their level 2 and 3 qualification and has gone onto gain a permanent role at Derby Homes. We offer work experience, traineeships and apprenticeships. To assist this we offer a guaranteed interview for an apprenticeship to any young person in care that applies. We ensure that our care leaver apprentices receive support throughout their journey with Derby Homes. Our Employee Development Manager meets with them regularly and we ensure that they have day to day support from their mentors. We currently do not have any children in care in a position at Derby Homes but continue to promote our opportunities. To date we have found that young people on this path face a number of challenging experiences such as moving out of care into independent accommodation, managing their own time and budgets, respecting time required for interaction with Personal Advisors/Social Workers. To best enable our young people to succeed we ensure that we provide appropriate levels of support.~~

~~3.93.10~~ _____ In addition, to identifying apprenticeship opportunities for new employees, a 'grow our own' approach is also applied to our existing workforce to ensure we have the capacity and capabilities that we need to run a successful organisation. Derby Homes is committed to train and develop employees to improve their knowledge and skills in line with agreed objectives.

~~3.103.11~~ _____ We encourage employees to study approved educational training courses leading to recognised vocational qualifications, usually identified through employees yearly Performance Reviews. Derby Homes has a scheme called the Qualification Training Scheme (QTS), whereby employees submit an application to study and will support employees if the qualification is relevant to their current or near future duties, or where it allows for realistic career development within the organisation.

4. Developing our Apprenticeship Scheme

4.1 We want some of our apprenticeship opportunities to be prioritised for our tenants and members of their families. ~~Over the years Derby Homes has funded and supported voluntary groups who work with many young people from our estates. We believe that this work can be extended to help some of these young people achieve apprenticeship placement with us or with our partners.~~

4.2 In addition to identifying apprenticeship opportunities for new employees, a 'grow our own' approach will also need to apply to our existing workforce if we are to ensure we have the capacity and capabilities we need.

4.3 Consequently our Apprentice Strategy aims to:

1. Plan a rolling programme of apprenticeships whilst optimising our levy contributions, ensuring that, wherever possible, monthly levy contributions are used within 24 months before they expire.

Maximising the use of apprenticeships is critical in helping to build the capabilities we require. Consequently, we will work to map apprenticeships to critical skills needs. Identifying apprenticeship opportunities as part of workforce planning will enable managers to take action in mitigating potential skills shortages and develop the skills needed for future service delivery. We want our apprentices to help develop our Apprenticeship Scheme and we will also seek their ideas and learn from their experiences in this process.

2. Deliver a high quality apprenticeship scheme

Providing training and employment opportunities is a priority for Derby Homes and we will work in partnership with accredited and registered apprenticeship training providers to ensure that a quality apprenticeship is delivered. The Employee Development Manager will regularly check progress of apprentices with colleagues and training providers to ensure learning and development is taking place.

3. Provide existing staff with opportunities to develop skills and progress.

Providing opportunities for existing staff to utilise apprenticeships to gain skills and progress their career will help to develop talent pipelines within the organisation. Apprentice qualifications have traditionally been perceived as only relevant for school leavers and for junior entry level roles. Developing a greater awareness of the types of apprenticeships available, particularly higher level apprenticeships, and the benefits they offer for both new and existing employees. This will support our emerging and future leadership talent by enabling them to undertake the operational management/leadership apprenticeship at level 3, 5, 6 or 7, depending on individual development needs. There are no alterations to existing employees terms and conditions or salary when they are undertaking an apprenticeship qualification. This objective runs in conjunction with Derby Homes' Qualification Training Scheme.

~~**4. Meet Government public sector apprenticeship targets**~~

~~Continuing to plan a rolling programme of apprenticeships and providing existing staff with opportunities to utilise apprenticeships, we will ensure that we will have a minimum of 2.3% of our workforce undertaking an apprenticeship, this will be an average of 12 apprentices (new and existing members of staff) undertaking an apprenticeship qualification.~~

5.4. Develop work experience and traineeship opportunities as a pathway into apprenticeships and to ensure our workforce is more representative of the communities we serve by providing opportunities for people from diverse groups

Those leaving care have been identified as a group who find it hard to enter and sustain employment. It is especially difficult for those that have not had

the opportunity, or developed the ability to navigate the complexities of finding and sustaining work. ~~Whilst apprenticeships can provide an opportunity, research evidence has shown that without the right support mechanisms and basic employability skills in place, many care leavers find it difficult to sustain and complete an apprenticeship. Consequently developing pre-apprenticeship work experience opportunities or traineeships which help prepare them for the world of work and enable the right wrap around support services to be identified and put in place should enable greater success. To assist in this w~~We will continue to work towards Derby City Council's Commitment to Children in Care Pledge by working with Derby City Council colleagues to identify how we can better engage with children in care and care leavers and raise their interest in undertaking work experience, traineeships and apprenticeships. To assist their transition ~~to an apprenticeship~~, for those that ~~successfully complete the traineeship and wish to continue~~apply for an apprenticeship vacancy, Derby Homes ~~will~~ould offer a guaranteed interview ~~for an apprenticeship~~. We will deliver strategies to promote inclusion in learning and employment by running a programme of school and college visits.



Equality Impact Assessment form

1) Name the Strategy, Policy, and Procedure or Function being assessed.

Apprenticeship Strategy 2024/27

2) What are the aims of the strategy, policy, procedure or function being assessed?

Whose need is it designed to meet?

Are there any measurable elements such as time limits or age limits?

The aim of the Apprenticeship Strategy is to optimise use of Derby Homes' levy contributions whilst providing a high-quality Apprenticeship Scheme.

The Apprenticeship Strategy will provide an increased opportunity for our employees to further develop their skills and experience as well as provide opportunities for new apprentices to start their careers at Derby Homes.

3) Who has been consulted?

Previous versions of the Apprenticeship Strategy have been coordinated through consultations with Board members and the Senior Management Team and this is only slight amendments to ensure the strategy is up to date.

4) Identify potential impact on each of the of the diversity 'groups' by considering the following questions. There may be other questions you need to think about which are specific

to the strategy, policy, procedure or function you are assessing.

- Might some groups find it harder to access the service?
- Do some groups have particular needs that are not well met by the current service, policy, procedure or function?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation / research / feedback)?
- Have staff / residents raised concerns and or complaints?
- Is there any local or national research to suggest there could be a problem?

Please use the table below to record your findings / answers

Strand	No Impact	Negative Impact	Positive Impact	Comments / Evidence
Age	✓			Any age can apply for apprenticeships at Derby Homes and we pay national minimum wage for age from the start of the apprenticeship and not the standard apprentice rate.
Disability	✓			This strategy allows all disability groups to engage in apprenticeships.
Gender	✓			This strategy allows all genders to engage in apprenticeships.
Race	✓			This strategy allows all ethnic minority groups to engage in apprenticeships.
Religion & Belief	✓			This strategy allows for religious groups to

				engage in apprenticeships.
Sexual Orientation	✓			This strategy allows any sexual orientation to engage in apprenticeships.
Transgender	✓			There is no impact on transgender people.
Marital Status	✓			There is no impact for people depending on their marital status.

5) Does the strategy, policy, practice or function promote equality of opportunity?

- Does it link to Derby Homes Core objectives
- Can any positive impacts be promoted as best practice

Yes. The most direct link is to the Delivery Plan under City of Growth, whereby we say “*We will continue to support individuals through our successful apprenticeship scheme, working with schools and colleges to promote this as an opportunity of choice. Working with partners we will encourage opportunities for our tenants to enter employment and training.*”

6) If ‘adverse Impacts’ are identified is it?

- Legal (i.e. not discriminatory)
- What is the level of impact?

7) Are there any changes you could introduce which make this strategy, policy, procedure or function, work better for this group of people? Detail the actions planned and any further research or consultation required and how the actions will be monitored.

The strategy itself increases development opportunities for all.

8) If actions / suggestions for improvement have been identified, what should the positive outcome be for Derby Homes customers?

Not applicable

9) Do you consider a full Equality Impact Assessment is required or do the actions identified and planned meet the adverse impacts identified?

Not required.

Monitoring

Review / New EIA (date or Timeframe)	
Name of person/s completing this form	Sophie Bancroft
Date assessment completed	07/12/2023
Name (and signature) of manager approving EIA	

PUBLIC



DERBY HOMES BOARD

THURSDAY 25 JANUARY 2024

HOUSEMARK COST & PERFORMANCE REPORT 2022/23

ITEM NO. Enc. 11

Report of: Finance Director & Company Secretary

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PRESENTED BY:

Michael Kirk

1	SUMMARY
1.1	This report reviews and comments on Derby Homes' cost and performance information, as detailed in the Housemark cost and performance benchmarking report 2022/23.
1.2	The overall balance of this report shows that there are no areas of real concern with regards to performance, and that there are areas of excellent outcomes, in particular tenant satisfaction, and value for money (cost per property is below the median in the three main areas; housing management, responsive repairs, and planned/capital works).
1.3	Whilst there are no real surprises in this report, as many of these patterns have been noted before, it is always welcome to review the position and have independent verification of our performance and value for money.
2	RECOMMENDATION
2.1	That the Board notes the findings of the report.
3	REASON FOR RECOMMENDATION
3.1	Benchmarking information can be used as a self-assessment tool to understand, assess, and challenge performance and costs, in order to improve quality and value for money in service review and delivery; it can provide essential business insight to help provide assurance and drive improvement.

4	MATTERS FOR CONSIDERATION
4.1	For context, Housemark's benchmarking service collects costs of service delivery, resources used, and key performance indicators, for social housing landlords, who subscribe to their service. Housemark is the largest benchmarking and good practice group within the housing sector.
4.2	An analysis of the 2022/23 benchmarking report is shown in Appendix 1, for the main business activities of the organisation. Housing providers are able to choose which peer group to benchmark against. To maintain consistency, Derby Homes decided to benchmark 2022/23 data against the same peer group criteria used in previous reports; this year, we have compared ourselves against 40 organisations with between 10,000 and 15,000 stock.
4.3	Year-end performance figures, when compared to previous year, have inevitably been impacted by the disruption caused in the previous year, by COVID making financial and satisfaction comparisons with the previous year overly beneficial; hence the report, this year, focuses upon the general themes that the financial figures tell us and the comparison against peers, rather than explaining movements from one year to the other.
4.4	<p>Key Points to note within the Housemark 2022/23 report are:</p> <ul style="list-style-type: none"> • Satisfaction KPI's are excellent, with six out of seven in the top quartile. <i>(Page 5)</i> • Overall operational housing management performance was rated "Good Performance – High Cost". <i>(Page 7)</i>. Costs are higher because of the investment in staffing numbers across a range of more specialist housing management areas, such as ASB, rent arrears, resident involvement etc. Derby Homes has the highest employee resources in the peer group (at 8.46 employees per 1,000 properties, compared to a median of 6.71). • The overall maintenance performance was rated "Good Performance – Low Cost." <i>(Page 13)</i>. This includes responsive repairs and voids cost per property and cyclical maintenance and major works cost per property. • Overall costs per property for housing management, responsive repairs and voids, and major works and cyclical maintenance are all below the median, and within the top two quartiles for the peer group. <i>(Page 4)</i>. • Overhead costs per property, overall, are comparative with the median, the breakdown shows that finance, HR, and central overhead costs per property are lower than the median. <i>(Page 17)</i>.
5	OTHER OPTIONS CONSIDERED
5.1	None.

6	IMPLICATIONS
6.1	Financial & Business Plan
6.1.1	Housemark core benchmarking helps us to understand, assess, and challenge costs and performance, in order to improve services and value for money, which features as one of the strategic objectives within the Delivery Plan. The benchmarking data supports the annual business planning process by helping us assess whether we have achieved optimum balance between inputs, outputs, and outcomes, and helps to inform intelligent target and budget setting.

The areas listed below have no implications directly arising from this report:

Consultation

Legal and Confidentiality

Council

Personnel

Environmental

Equalities Impact Assessment

Health & Safety

Risk

Policy Review

7	Background information
7.1	Housemark Cost & Performance Report 2021/22 – March 2023 Board

8	Appendices
1.	Appendix 1 - Housemark Cost & Performance Report 2022/23

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	02.01.2024
Governance Manager (checked)	Jane Haywood	11.01.2024

HouseMark Benchmarking Cost & Performance Analysis Report 2022/23

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Introduction

This report summarises results from the HouseMark annual benchmarking exercise. Benchmarking is primarily used as a tool for internal performance management and self-assessment and can be used to understand our performance compared to other organisations. This helps us to understand where we need to improve and how we can learn from other organisations, and supports the delivery planning process for 2024/25, including target setting.

As in previous years, for the purpose of this analysis report we have compared ourselves against organisations with between 10,000 and 15,000 stock. In total we have been benchmarked against 40 organisations, although not all providers submitted data for all of the measures. This report only compares with those organisations which have submitted data for this year (data extract dated 11 December 2023).

The peer group is made up of the following organisation types:

- ALMOs (Arm's Length Management Organisation)
- London Boroughs
- Metropolitans / Unitaries
- Districts
- Housing Associations (Large Scale Voluntary Transfer (LSVT))
- Housing Associations (Traditional)

The data behind this report, compiled by Derby Homes, has been subjected to validation and quality assurance processes by HouseMark, to ensure data integrity and improved comparability across areas. Despite this, as in previous years, there should be some caution when interpreting the results, as performance information is un-audited, and organisations do not necessarily always record costs and information in the same way. However, the results act as a valuable “can-opener”, highlighting areas where more detailed investigation and analysis may be useful.

Executive Summary

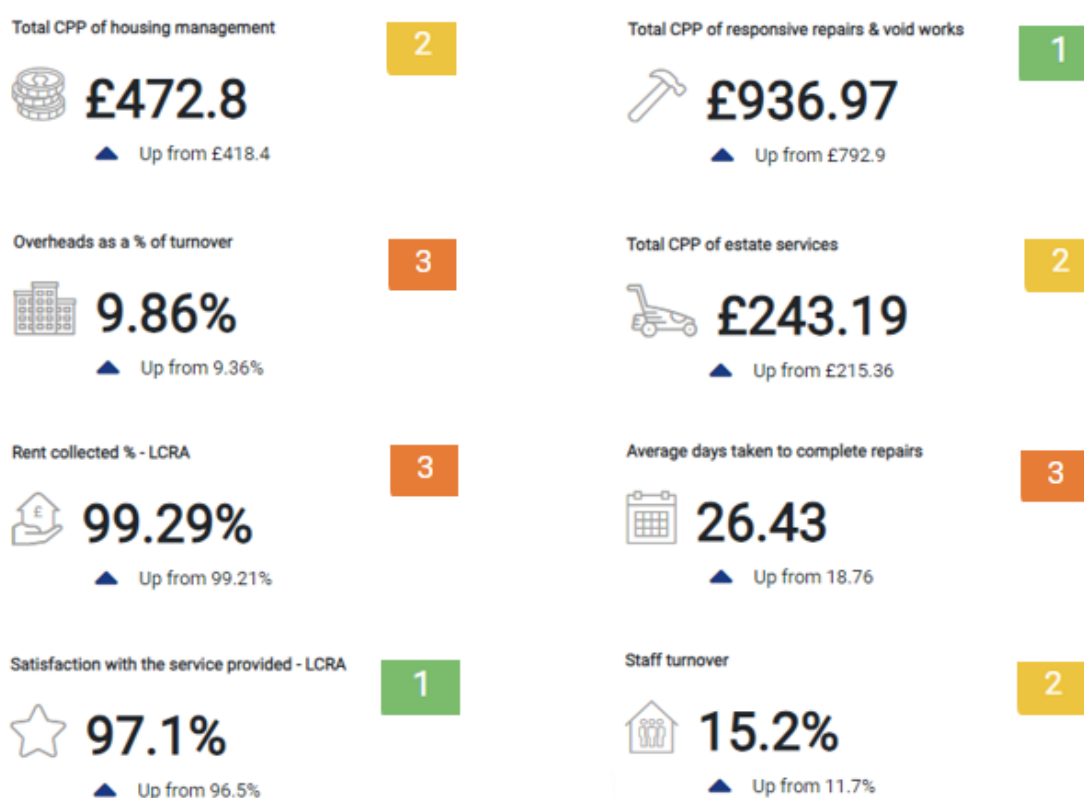
This report demonstrates that Derby Homes continues to compare well amongst its peers and the HouseMark Benchmarking data ensures that service leads have an informed understanding of value for money (VfM).

- Satisfaction KPI's are excellent, with six out of seven in the top quartile.
- Overall operational housing management performance was rated "Good Performance – High Cost". Costs are higher because of the investment in staffing numbers across a range of more specialist housing management areas (such as ASB, rent arrears, resident involvement etc). Derby Homes has the highest employee resources in the peer group (at 8.46 employees per 1,000 properties, compared to a median of 6.71) which drives the direct costs in this service area
- The overall maintenance performance was rated "Good Performance – Low Cost" . This includes responsive repairs and voids cost per property and cyclical maintenance and major works cost per property.
- Total costs per property for housing management, responsive repairs and voids, and major works and cyclical maintenance are all within the top two quartiles for the peer group.
- Overhead costs per property overall are comparative with the median, the breakdown shows that finance, HR and central overhead costs per property are lower than the median.

Business Overview

Total cost per property are costs for service areas such as housing management, responsive repairs etc to be delivered, so are more than just employee and non-pay costs. These service areas need IT kit, an office base, support from HR, marketing, finance etc otherwise cannot be delivered.

The following dashboard provides a quick at-a-glance overview of our position focusing on the key areas of total costs, performance and satisfaction data. The 2022/23 year included a £1,925 pay rise for staff (circa 6.5%) and that will account for a lot of the increases from the previous year. The numbers in colours show which quartile we are placed in for that measure. High costs do not necessarily represent a 'negative interpretation' if this is in line with our current objectives.



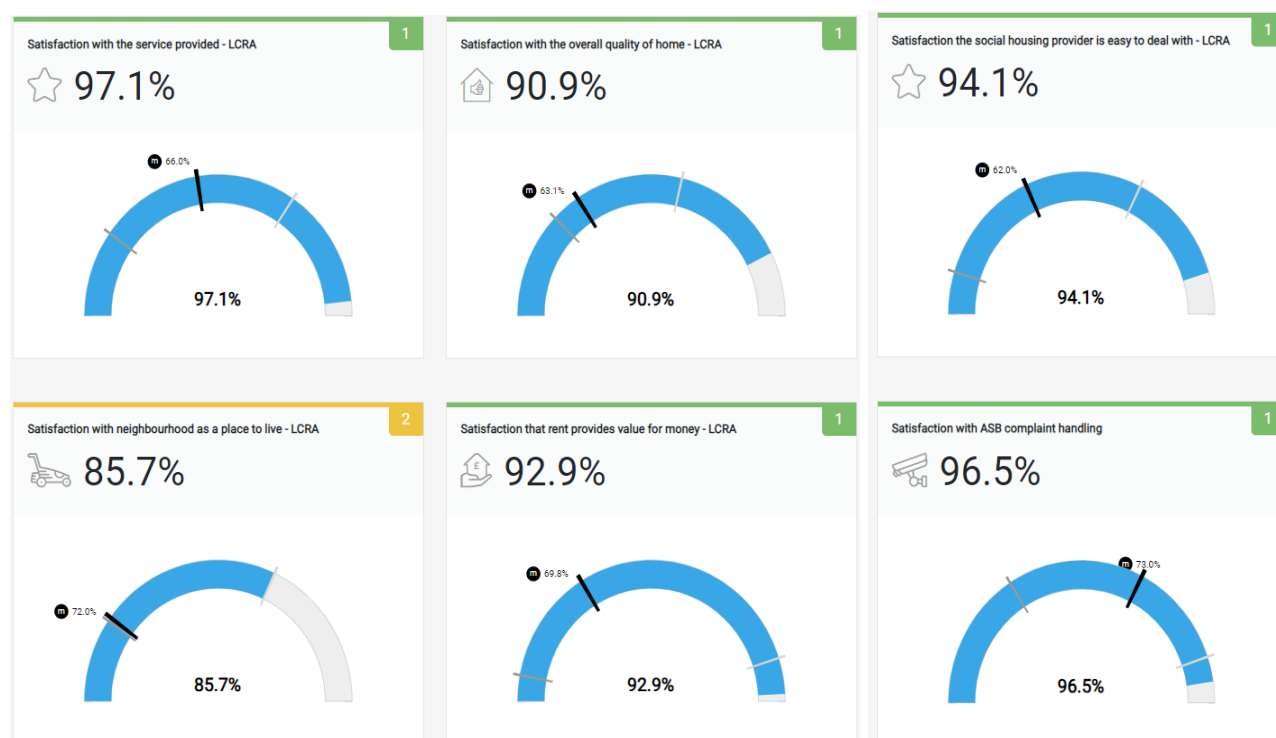
The table below looks at the total cost per property (CPP) including overheads:

Work area	Derby Homes	Median of peer group	Diff £	Quartile Group
Housing management	£473	£475	(2)	2
Responsive repairs & voids	£937	£1,209	(272)	1
Major works & cyclical maintenance	£1,812	£1,899	(87)	2
TOTAL	£3,222	£3,583	(361)	-

In summary costs are below the median in all areas, with responsive maintenance costs, around 80% of the median cost. What is particularly pleasing is that good cost control is not at the expense of tenant satisfaction.

Satisfaction

Performance across the following satisfaction measures are all in quartile 1 or 2 when compared to our peers.



Being in quartile 1 for services provided, quality of home and value for money is something that Derby Homes is particularly proud of.

	2022/23					2021/22		2020/21	
KPI	Upper	Median	Lower	Result	Quartile Group	Result	Quartile Group	Result	Quartile Group
Overall service provided	80%	66%	51%	97.1%	1	96.5%	1	95%	1
Quality of home	76.5%	63%	60%	91%	1	91%	1	90%	1
Easy to deal with	79%	62%	46%	94%	1	93%	1	93%	1
Neighbourhood	86%	72%	72%	86%	2	86%	1	86%	2
Value for money	90%	70%	60.5%	93%	1	93.5%	1	93%	1
ASB complaint handling	92%	73%	47%	96.5%	1	96%	1	95%	1
ASB complaint outcome	91%	71%	50%	91%	1	86%	2	89%	2

The majority of the satisfaction measures in the table above have improved compared to the previous year, with all except one being above 90% for satisfaction.

Cost and Performance – Key Measures in detail

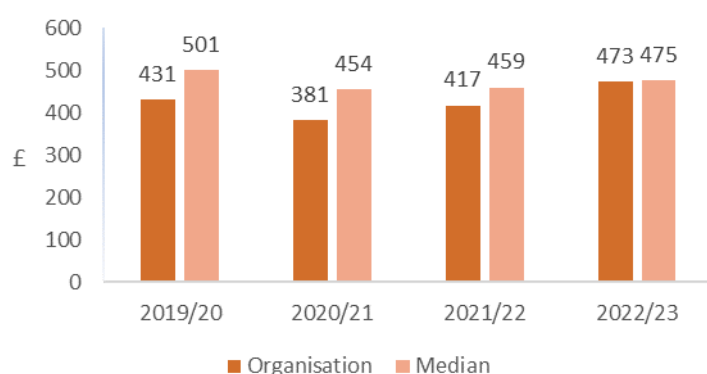
Housing Management

The total cost per property (CPP) of housing management includes direct employee costs, direct non-pay costs and allocated overheads. It also includes services such as rent arrears and collection, resident involvement and consultation, anti-social behaviour, tenancy management and lettings.

The CPP figure excludes Supported Housing functions such as Tenancy Sustainment and Intensive Housing Management, which Derby Homes does invest significantly in.

The total cost per property (CPP) for housing management has increased from £417 to £473, a 13.4% increase, remaining in quartile 2 for this indicator.

Total Cost £ per Property of Housing Management

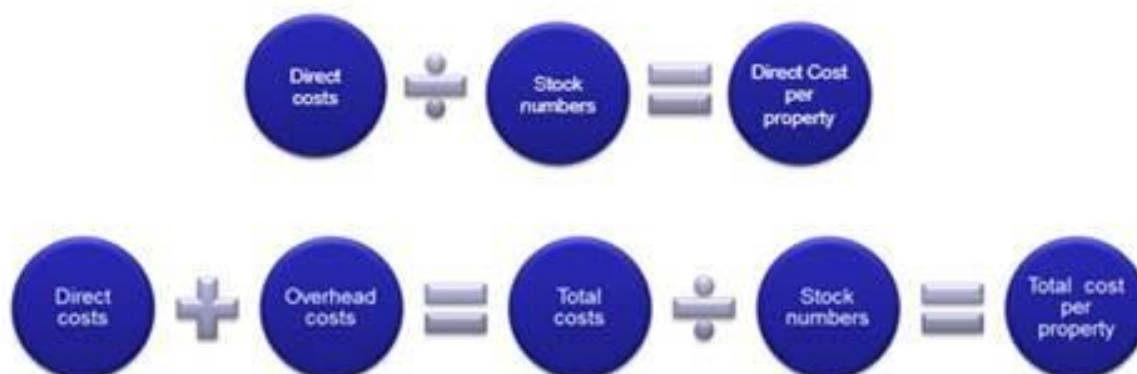


Overhead costs of housing management have increased but remain low for Derby Homes, and we remain in the top quartile. Other organisations may have lower housing management direct CPP than Derby Homes but with higher overheads which are included in total CPP. This makes their total CPP higher than Derby Homes.

- 1) Derby Homes has the highest employee resources in the peer group (at 8.46 employees per 1,000 properties, compared to a median of 6.71) which drives the direct costs in this service area.
- 2) While we employ more people (linked with the increasing needs of our tenants), the average pay cost is lower (£36k including on-costs and pension compared to median of £42k).
- 3) Our employer pension costs, at 16%, will be higher than most of the comparators, particularly housing associations who may not have Local Government Pension Scheme (LGPS) deficits to fund. Housing Associations contribute to the Social Housing Pension Fund, which is requiring increased contributions in future, so their costs may increase.

Housing Management – Service Areas

The following sections refer to direct cost rather than total cost per property - direct costs include employee and non-pay costs allocated to a particular service area. The advantage of direct CPP is that it covers only costs incurred as part of the delivery of the particular service area.



The numerator includes:

- Total cost of all staff directly engaged in the delivery of housing management, including their national insurance, pensions and on-costs.
- All non-pay costs relating to housing management.

and is analysed over the following functions:

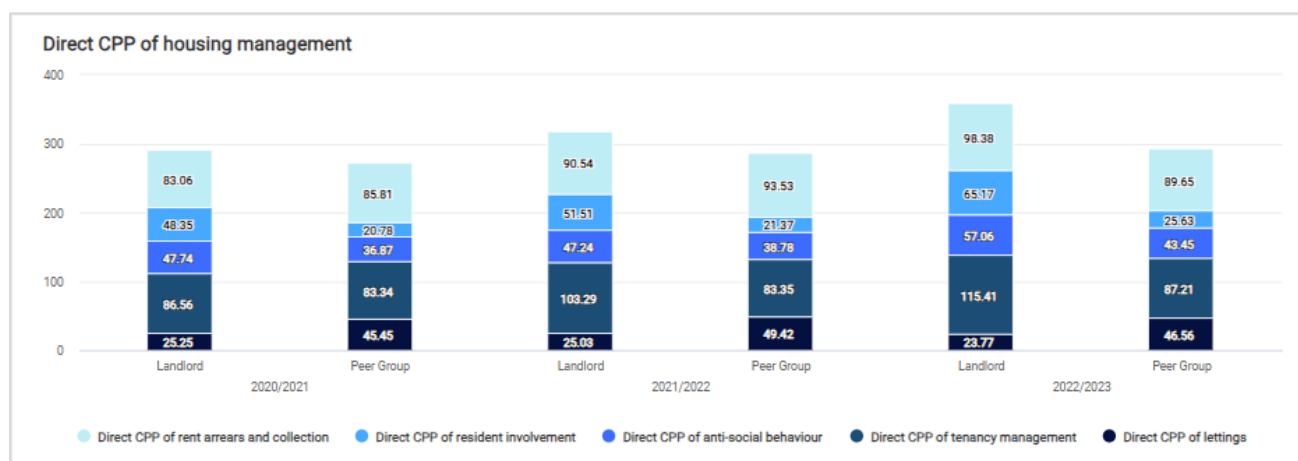
- Rent Arrears and Collection
- Resident Involvement
- Lettings
- Anti-Social Behaviour
- Tenancy Management

Operational Productivity



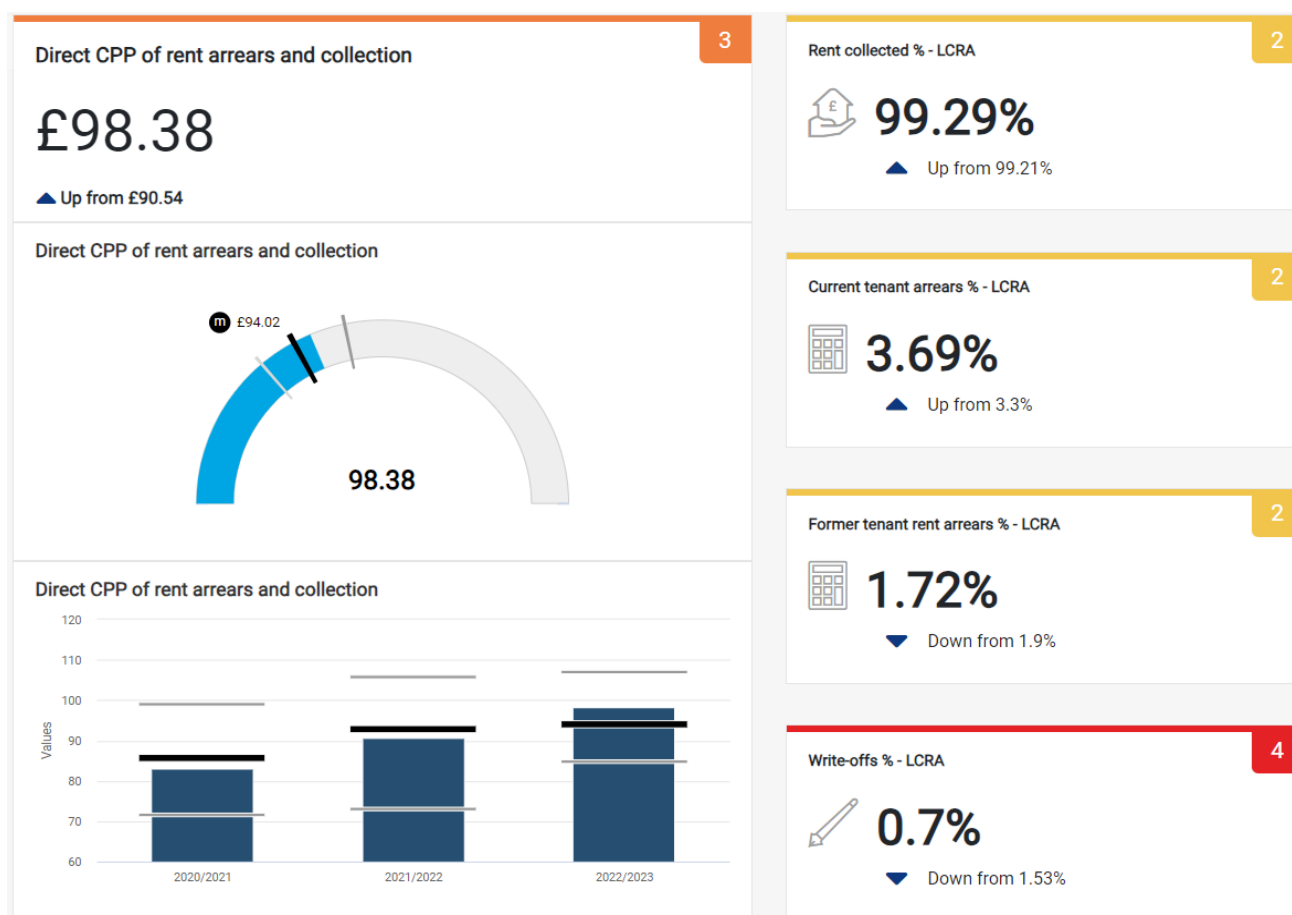
Housemark stated in their annual summary that overall operational performance was slightly above that of our peers, however, your costs are higher. This is based on your cost per property of £472 (inc overheads), front-line housing management cost per property of £360 (exc overheads) and your average performance across arrears, void loss, staff sickness and turnover.
(Housemark Annual Summary)

Direct Housing Management Costs Breakdown (£ per property)



Each of these expense headings are considered below:

Rent Arrears and Collection



The direct cost per property of rent arrears and collection has increased to £98 from £91 which remains in quartile 3 when compared to the peer group. Derby Homes employs 2.89 fte per 1,000 properties in the service, compared to a median of 1.82 in the peer group.

The overall cost per property of rent arrears and collection has increased from £123 to £137, this is in quartile 2 when compared to our peers (the median is £151).

The following table summarises our 2022/23 performance against the median.

Type of arrears	Derby Homes 2022/23 %	Median 2022/23 %	Quartile Group	Derby Homes 2021/22 %	Median 2021/22 %
Current tenant arrears	3.7	3.74	2	3.3	3.4
Former tenant arrears	1.7	1.74	2	1.9	1.5
Current & Former arrears	5.4	5.5	2	5.2	4.9

Please note - the sum of the component medians is not expected to match the total median. Each component's median is simply the mid-point of the data, and so it does not consider any outliers – as such each median is individual and so not expected to sum up to the total median.

The cost-of-living crisis has placed significant pressure on tenants who in many cases are having to make tough choices about what they can afford. At a national level Housemark have seen a slow and steady uptick in arrears over the past year, mostly driven by urban landlords who typically have a more challenging arrears profile (Housemark Annual Summary).

Current tenant arrears as a percentage of the annual rent debit increased by 0.39% compared to 2021/22, this remains in quartile 2 compared to the current peer group. The current tenant arrears figure at year end was £2.18m compared to £1.89m in 2021/22. Mainly due to increasing numbers of tenants on Universal Credit and the 4-week delay in the benefit being paid when tenants join Universal Credit. Derby City Council has around 40% of its tenants on Universal Credit

This is the third year where eviction numbers are below normal levels with only 6 evictions carried out during the year (4 in 2021/22, 2 in 2020/21). Pre COVID the average was 30 to 40 per year. This “new norm” in low numbers of eviction is due to a plan to maintain tenancies wherever possible (to mitigate temporary accommodation impacts and costs) and an increasing number of tenants with “Alternative Payment Arrangements” (APA's) in place on their Universal Credit. With an APA, this ensures that the current weekly rent is being paid, but any contribution to accumulated arrears is low, meaning that tenants who have accumulated arrears, continue living in the property but with a potentially high underlying level of arrears, that realistically may not ever be paid off. A landlord is very unlikely to succeed in an eviction warrant (for rent arrears) with the court where an APA is in place.

Roughly a half of (circa 5,000) tenants who are in receipt of Universal Credit, also have an APA, but only 10% include a “Direct Payment” for rent arrears.

Former tenant arrears (FTA) have decreased from 1.9% to 1.7% of the overall rent roll, in 2022/23 moving to quartile 2 within the peer group, compared with quartile 3 in 2021/22. The percentage of write-offs has decreased from 1.53% in 2021/22 to 0.7% in 2022/23. The previous year included a large catch up of statutory barred debts that were written off.

The approach in Derby is for an FTA to stay “on the books” until they become “statutorily time barred” after 6 years. Recovery action is attempted on FTA's during this time. Write off's during the 6 years occur for reasons such as notification of death, debt relief orders etc. Other providers do write off earlier than 6 years and hence are reporting a lower FTA % figure.

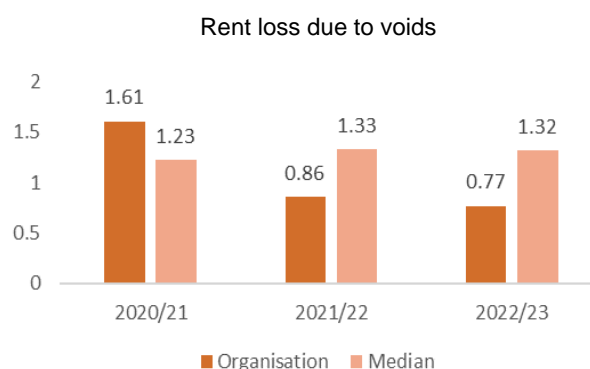
Resident Involvement

At £65 the direct cost per property in this area has increased compared to previous years (£52 in 2021/22), this remains higher than the median, and remains in quartile 4. This reflects the positive support we have given to this area of work and a need to continually support tenants' ability to influence our priorities.

Satisfaction with the opportunities to make views known remains high at 90% and consistent with previous years (91% in 2021/22 and 89% in 2020/21).

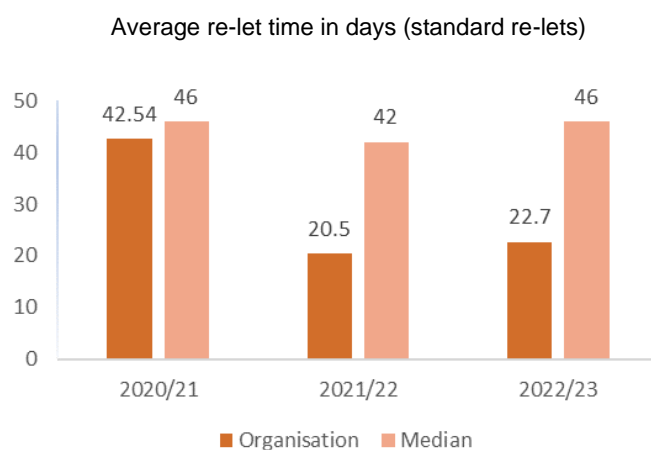
Lettings

Housemark have found that efforts to clear persistent voids backlogs have been hampered by the increased price of materials and volatility in the labour market. Whilst vacancy rates at the average landlord have now returned to normal, re-let times remain higher due to dwellings being empty for longer. Void loss across the sector is improving but is likely to remain higher than pre-pandemic levels until March 2024. (Housemark Annual Summary)



Derby Homes void loss was down to 0.77% at the end of 2022/23 this is in quartile 2 when compared to our peer group.

During the lockdowns of 2020/21, average re-let times effectively doubled giving a national increase of around 80%. Derby Homes average re-let time in days (standard re-let) is down from 42.5 days in 2020/21 to 20.5 days in 2021/22 and has remained fairly consistent in 2022/23 at 22.7 days remaining within the top quartile compared to the current peer group.



The average re-let time for all relets (standard and major works) also remains consistent with last year at 39 days (38 in 2021/22), and in the top quartile (median is 63 for the peer group).

However, Lettings management continues to be rated as a low-cost service, with a direct cost per property remaining consistent at £23 compared to a median of £42, keeping within quartile 1 of the peer group.

It is important to look at these measures alongside tenancy turnover to assess the sustainability of new tenancies. Tenancy turnover decreased to from 6.88% in 2020/21 to 5.28% in 2021/22 and has increased slightly to 5.4% in 2022/23 compared to an average of 5.6% for the peer group, this is placed in quartile 2.

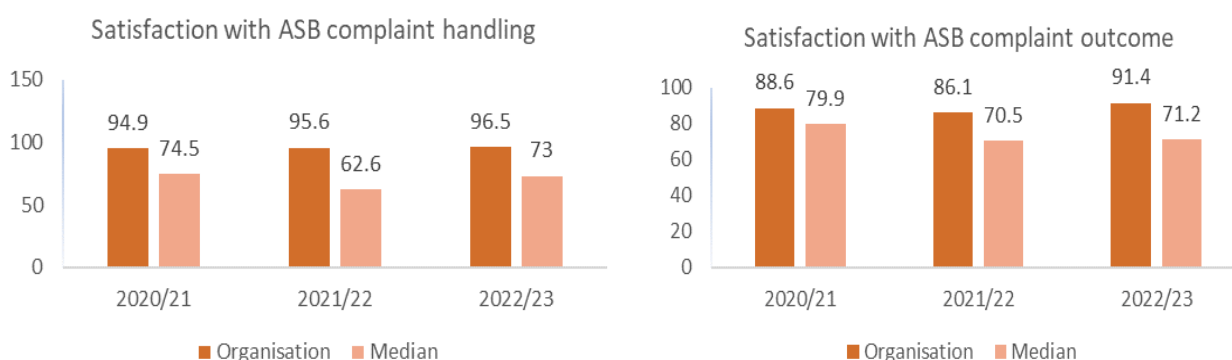
Anti-Social Behaviour

Anti-Social Behaviour (ASB) remains an area of relatively high cost compared to our peer group. Direct cost per property has increased compared to the previous year, £57 in 2022/23 compared to £47 in 2021/22, this is now in quartile 4 compared to the peer group.

ASB at Derby Homes is better resourced than most peers (1.32 employees per 1,000 properties compared to an average of 0.91 per 1,000 properties for our peer group). Direct cost per case (£653 compared to a median of £1,085) is below that of our peers, however ASB caseload remains high compared to our peer group, which may have contributed to the lower cost per case.

Performance in this area remains relatively positive with 86% of respondents saying that they are satisfied with their neighbourhood as a place to live, consistent with last year. Care should be taken when evaluating the satisfaction with neighbourhood, as there are several factors that impact on this indicator, several which we have no influence upon, and this specific service is only one element of the satisfaction level.

Satisfaction with the way the ASB complaints were handled has slightly increased again this year to 96.5% and satisfaction with the outcome has increased to 91%. These results are both placed in quartile 1 compared to our peer group.



Tenancy Management

The direct CPP for tenancy management has increased from £103 in 2021/22 to £115 in 2022/23, this is above the median for the peer group and placed in quartile 4.

We have a relatively high number of fte's per 1,000 properties, 2.6 compared to an average of 1.9 for our peers. Direct employee costs per property of £107 (increase from £95 last year) for this service area is also above the median and in quartile 4 within the peer group.

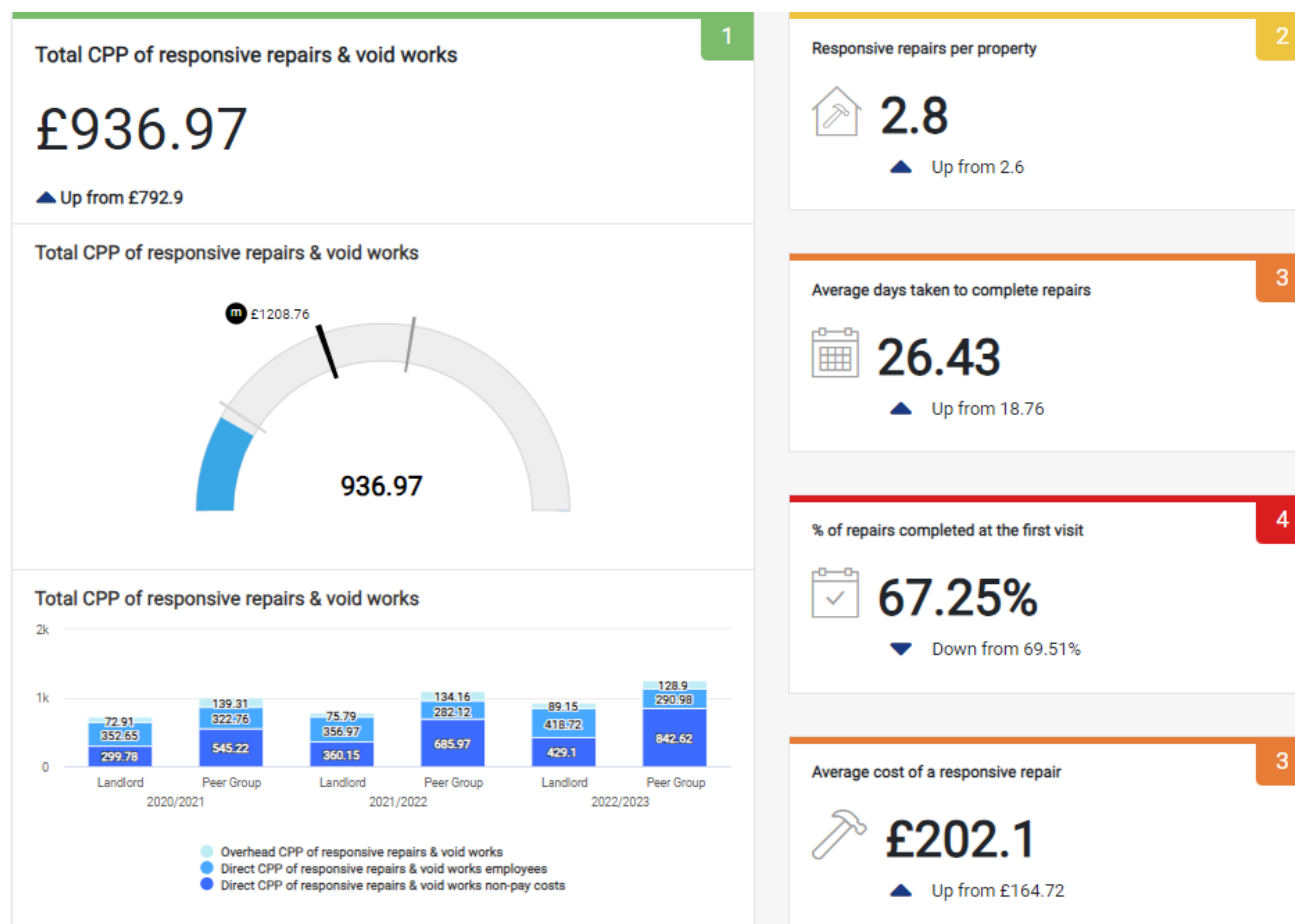
97% of respondents said that they were either very or fairly satisfied with the overall service provided, this was the second highest of the 15 organisations that submitted data for this indicator within the peer group.

Housemark state that overall satisfaction with the service provided by social landlords has been declining for a number of years and is now on average 10 percentage points lower than five years ago. However, latest results are providing encouraging signs of improvement, driven primarily by English landlords focussing on improving the customer experience in light of new regulation. (Housemark Annual Summary)

Housing Maintenance

Responsive Repairs and Void Works

All services provided as a social landlord are important, but tenants put particular emphasis on receiving a high-quality repairs and maintenance service. The total cost per property (CPP) of responsive repairs and void works is £937 which continues to be placed in quartile 1.



The chart above provides a breakdown of the responsive repairs and void work costs in comparison to our peers. It identifies that:

- Total CPP has increased from £793 to £937 in 2022/23.
- Overhead CPP has increased slightly to £89 (now in quartile 2 from quartile 1 last year)
- Direct employees CPP has increased to £419 from £357 in 2021/22 (remaining in quartile 3)
- Direct non-pay CPP has increased from £360 in 2021/22 to £429, however the median for the peer group has increased to £823 (remaining in quartile 1).

Housemark state that overall maintenance performance was slightly above that our peers and front-line costs are lower. This is based on responsive repairs and void works cost per property of £848, cyclical maintenance and major works cost per property of £1,766 and average performance across gas safety, repairs volumes, repairs completed within target and repairs satisfaction.

(Housemark Annual Summary)



Housemark note that the construction sector price inflation – an effect of labour and materials shortages – resulted in a challenging operating environment for repairs teams during 2022/23. In an industry known for tight margins they have seen many contractors going out of business with many landlords looking to bring services in-house. Their data shows that neither method of repairs delivery is intrinsically better value for money, with both relying on the capabilities and resources available to all parties to make the service a success.

(Housemark Annual Summary)

The following chart provides a cost breakdown of the responsive repairs and void works cost drivers in comparison to our peers.

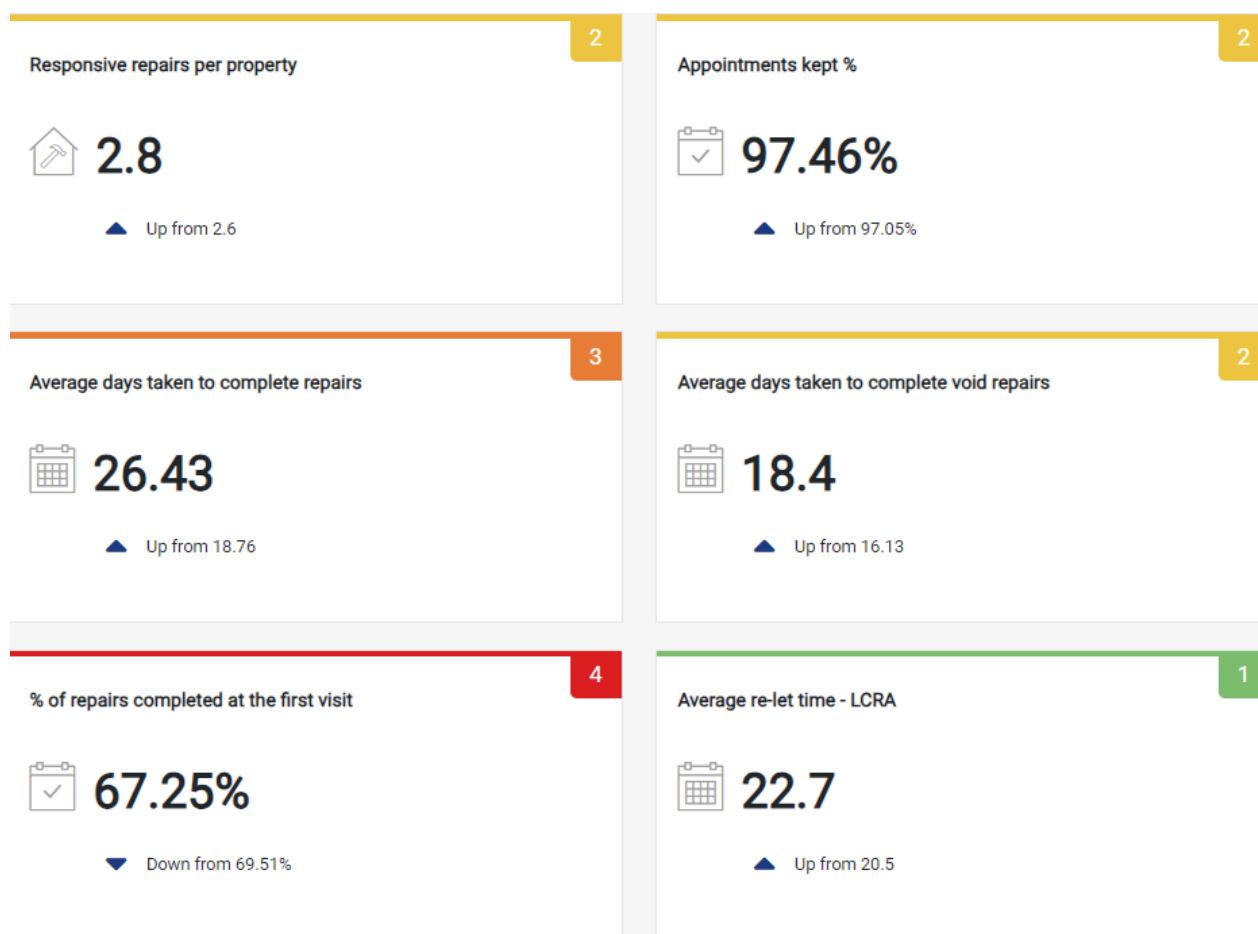
Cost breakdown: responsive repairs and void works



It identifies that direct costs have increased for responsive repairs service provision, reduced slightly for management and remained fairly constant for voids service provision and management:

- Responsive repairs (service provision) CPP has increased from £404 in 2021/22 to £538 in 2022/23 but remains within quartile 1 compared to the peer group. Responsive repairs (management) costs have reduced to £104 from £113 last year (remaining in quartile 2).
- The direct CPP of void works (service provision) has increased marginally from £167 in 2021/22 to £170 (moving to quartile 2), whilst total void works (management) costs have also increased slightly to £36 from £33 (remaining in quartile 3).

Responsive Repairs and Void Works performance



Housemark report that while repairs volumes have largely returned to pre-pandemic levels, repairs teams continue to struggle to provide a service that meets residents' expectations – with landlords struggling to meet the same level of performance as previous years, which often results in lower satisfaction rates.

(Housemark Annual Summary)

For Derby Homes the number of responsive repairs per property for 2022/23 increased to 2.8 compared to 2.6 in 2021/22 (moving from quartile 1 to quartile 2). Peer median for this indicator was 3.2.

The average number of days to complete a repair increased to 26.43 from 18.76 in 2021/22, remaining in quartile 3 this year. The median for the peer group is 17.01 days.

The percentage of repairs completed at the first visit has decreased slightly from 69.51% in 2021/22 to 67.25%, this remains in quartile 4 when compared to the peer group. The median for the peer group is 86.1%. This remains impacted by the higher proportion (36%) of emergency repairs (where the aim is to make safe and repair later as necessary) compared to peers within the group (Derby Homes has the fifth highest percentage for emergency repairs within the peer group of 34).

Satisfaction with the overall repairs service over the last 12 months is at 85.9% (consistent with 85.7% last year).

Major Works and Cyclical Maintenance

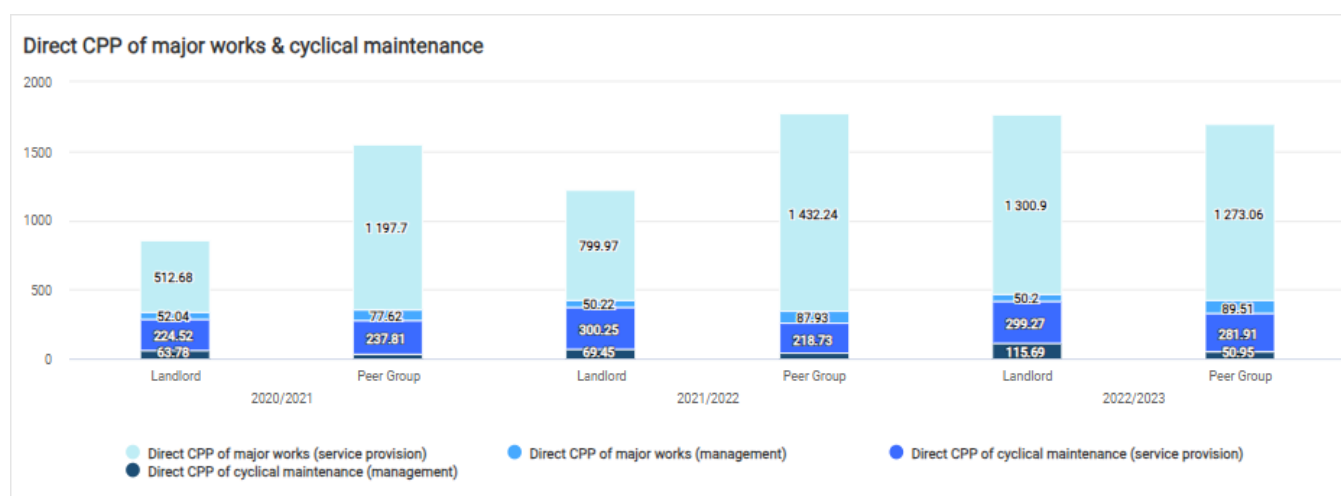
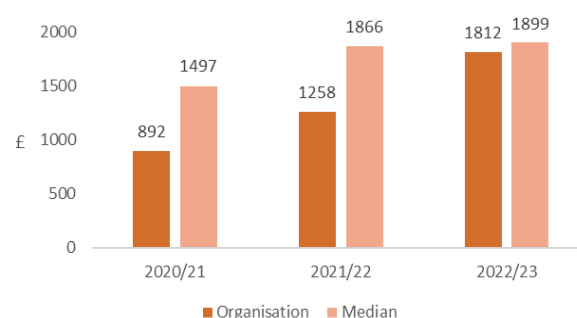
Total cost per property has increased in 2021/22 to £1,258 and then to £1,812 in 2022/23 (quartile 2). Mainly due to increasing spend on the HRA Capital Programme (21/22 £17m, 21.22 £11m) on areas such as windows, doors, kitchen & bathrooms, and the cast iron external wall insulation scheme. Figures for 2020/21 were particularly low because non-essential improvement works were put on hold for much of the year.

Generally, the mix between some works being delivered by specialist contractors (roofing, windows, doors) and other works by the in-house team (kitchens, bathrooms, boiler swaps, electrical upgrades) results in a good value for money output on this area.

A high or low result in this area is therefore a product of the value for money and underlying needs reducing costs and our investment increasing it, making it an indicator of spending but not of performance in itself.

Major works and cyclical maintenance (investment) is split between client-side costs (management) and contractor side costs (service provision):

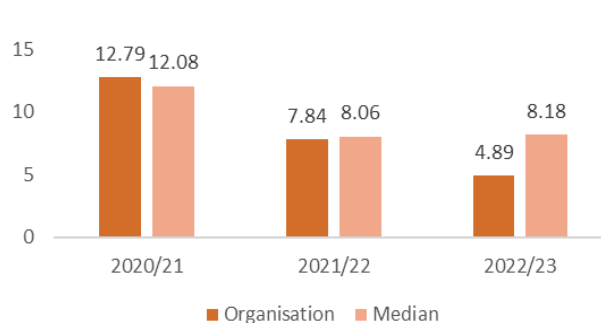
Total cost per property: major works and cyclical maintenance



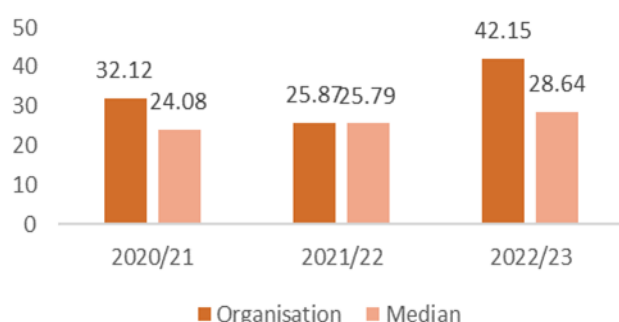
There has been a significant increase in costs when compared to the previous years major works service provision, increasing from £800 (cost per property) to £1,301 in 2022/23, due to the increase in capital spend noted above. Cyclical (planned) maintenance service provision (revenue costs incurred by Derby Homes) has remained consistent.

Major works management spend as a percentage of service provision spend has reduced from 8% to 5%. Due to the increased direct costs of major works service provision, with management costs remaining similar.

Total cost of major works management spend as a % of total major works service provision spend



Total cost of cyclical maintenance management spend as a % of service provision cost



Cyclical maintenance management spend as a % of service provision spend increased from 26% in 2021/22 (32% in 2020/21) to 42% in 2022/23. This moves from quartile 3 to quartile 4 when compared to the current peer group.

Direct cost per property for cyclical maintenance management spend has increased from £69 to £116 in 2022/23.

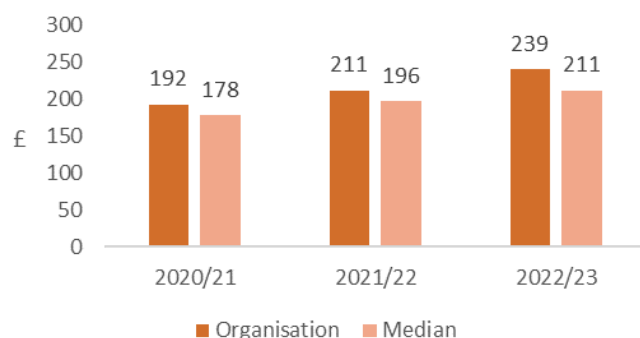
99.90% of our properties have had all required gas safety checks carried out, remaining in quartile 3 for the peer group (median is 99.98%).

The average SAP rating was 75.9 and we remain in quartile 1 for this indicator.

Estate Services

Spending has increased in this area, and it remains in quartile 3 of the peer group. Estates Pride capital works are mainly hard landscaping improvements to HRA land, both in the curtilage of the property and surrounding HRA land. Increases are because of a programme of both car parking and path resurfacing which has started following inspections. There is also an ongoing plan to introduce more off-road parking facilities by introducing “hardstanding” driveways to suitable properties – this is in response to Customer Surveys where on street parking is a regular issue raised.

Direct CPP of Estate Services

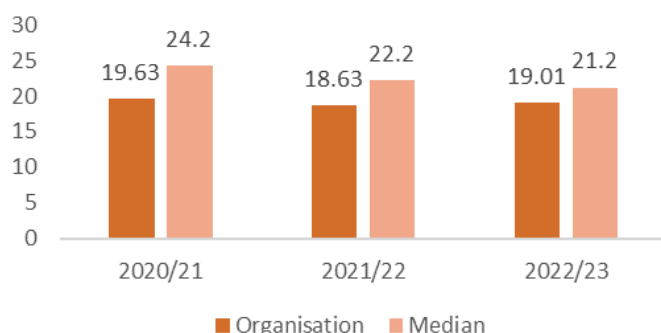


Overheads

Overhead costs should not be looked at in isolation – they need to be considered alongside the direct service performance.

Overheads are generally a combination of employee costs and non-pay costs. Housemark’s definition includes all spend on premises, IT, finance, HR and other central back-office costs. Allocation of overheads are based according to staff time allocated to this indicator and reflects whether staff are office based and have access to IT facilities. Although it is usually preferable to have low overheads, the right level of investment is fundamental to supporting front line activities effectively.

Overheads as % of direct revenue costs



Overhead costs as a percentage of direct revenue costs increased to 19% from 18.6% in 2021/22, this has moved to quartile 2 compared to the peer group, from quartile 1 last year.

The HouseMark system splits overheads into the following five categories as part of its overall overheads assessment:

KPI	Costs Per Employee £		Overheads Cost per Property £	
	Result	Median	Result	Median
IT	5,272	7,869	183.11	152.56
Finance	1,627	2,350	72.67	76.39
Office Premises	1,542	2,436	53.57	48.4
HR	731	1,691	32.66	40.66
Central (excluding HR)	2,914	7,153	130.15	184.76

Housemark report that larger housing associations can typically achieve some economies of scale in overheads, particularly in the finance and central functions. However, recent years have seen increases particularly relating to IT investment and central business improvement staffing. For local authorities, overheads are largely made up of recharges to the general fund.
(Housemark Annual Summary)

In all overhead areas, Derby Homes' overhead costs per employee remain significantly less than the median of the peer group. Overall number of fte's per 1,000 properties has increased slightly to 3.44 from 3.33 in 2021/22, compared to a median of 3.5. Average pay levels (inc 25% on costs) at £40k are significantly lower than the median of £51k for the peer group.

Our overhead cost per property was comparatively lower than the peer group average in 2022/23 for all areas except IT and office premises which were above the median for the peer group.

- IT CPP – this has increased significantly compared to last year, by 33% to £183.11. This is higher than the median for the peer group and moves to quartile 3 from 2. This includes some one-off costs relating to a new financial system.
- Finance CPP (inclusive of Rental Control, Accounts Payable team and Accountancy) increased slightly in 2022/23 and moves from quartile 1 to quartile 2 compared to the peer group.
- Office premises CPP – has increased by 8% in 2022/23 and remains in quartile 3.
- HR CPP – has decreased slightly compared to 2021/22, remaining in quartile 2 for the peer group.
- Central CPP – increased compared to 2021/22 but remains in quartile 1 within the peer group.

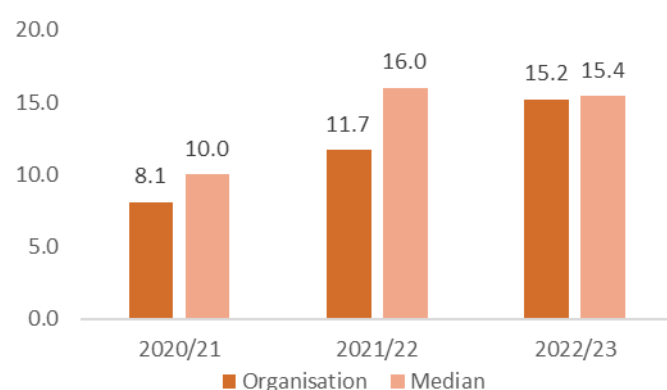
Corporate Health

Housemark calculated an annual figure of 11.6 average working days lost during 2022/23 for Derby Homes (the median for the peer group was 11 days) which placed us in quartile 3 of the peer group. For 2021/22 12.6 days was reported, so a 1 day per employee reduction.

However, it should be noted that Housemark calculates the data using a specific formula which results in a figure that differs from the data we report at year-end. This figure is provided directly from our Absence Management reporting system.

Housemark reported that sickness absence across the entire UK workforce remains higher than prior to the pandemic. Two-thirds of employers' report COVID is still a significant cause of absence. Social landlords historically report higher sickness absence than other sectors which remains true in 2023, particularly landlords with a high proportion of customer-facing staff.
(Housemark Annual Summary)

Staff Turnover



Staff turnover, which includes both voluntary and involuntary turnover, has increased to 15.2% in 2022/23 from 11.7% last year. The median within the peer group has remained similar (15.4%), which means that Derby Homes remains in quartile 2 in comparison to the peer group.

Housemark note that staff attrition remains stubbornly high for the average landlord. The average cost per employee has increased 6.6% over the past year, but Gallup Research suggests. pay and benefits are not the only thing that matters to employees. 41% of employees surveyed said that improving the workplace culture is the most important thing an employer can do to keep them engaged.
(Housemark Annual Summary)

PUBLIC

DERBY HOMES BOARD

THURSDAY 25 JANUARY 2024

CONSUMER STANDARDS SELF-ASSESSMENT

ITEM NO. Enc. 12

Report of: Managing Director

Email address: maria.murphy@derbyhomes.org

Telephone number: 01332 888522

Author: Holly Johnson

Email address: Holly.Johnson@derbyhomes.org

Telephone number: 01332 888418

PRESENTED BY:

Maria Murphy

1	SUMMARY
1.1	This report updates Board Members on Derby Homes' preparedness to comply with the proposed Consumer Standards. The Regulator of Social housing expects the standards to be achieved from April 2024, or for organisations to be able to evidence good progress towards achieving compliance.
1.2	This report includes an overall position of the four themes of the standards, highlighting areas of compliance and key areas which require further development.
1.3	Overall, Derby Homes is well placed to be in a position during 2024/25 where it can demonstrate compliance against the Consumer Standards. Whilst there are still areas for further development, these are currently being worked upon, and at this stage are forecasted to be completed by April 2025, in-line with the Regulator's timescales.

2	RECOMMENDATIONS
2.1	To note the report as an update to the Board.
2.2	To note the ongoing actions to ensure compliance with the proposed consumer standards.

3	REASONS FOR RECOMMENDATIONS
3.1	To ensure Board Members have sufficient understanding and oversight of the implementation of the proposed consumer standards.
3.2	To ensure that Derby Homes provides assurance to Derby City Council on continued compliance with statutory requirements.

4	MATTERS FOR CONSIDERATION
4.1	In July 2023, The Regulator of Social Housing issued a consultation document on revisions to the Consumer Standards, asking for feedback before October 2023. The Regulator was seeking views on four new consumer standards, that set out the specific expectations and outcomes registered providers will be expected to achieve from April 2024. The proposed consumer standards would replace existing consumer standards.
4.2	Derby Homes' response on the proposed consumer standards was presented to the Board in September 2023. During November/December 2023, Derby Homes officers have been reviewing the proposed consumer standards, to understand areas of compliance and identify improvement and development, to ensure the new specific expectations are met.
4.3	Previous recommendations from Savills independent review have been included where relevant.
4.4	Below is an outline of the four themes of the proposed standards, and a general overview of compliance and improvements to be made in each area.
4.5	<p><u>The Safety and Quality Standard: Including areas such as stock quality, decency, health and safety, repairs, maintenance, planned improvements, and adaptations.</u></p> <p>Key areas of compliance:</p> <p>The Decent Homes standard is reviewed, quarterly, at Board. The Housing Health and Safety Rating System, (HHSRS), will be reviewed as part of the stock condition surveys for category 1 and 2 hazards. Proposals for 70 homes failing decency are proceeding, and consultations with residents are on-going.</p> <p>Health and Safety compliance for the 'Big Six' continues to be excellent. Policies approved at Board in November 2023, and processes for legal action have been agreed for access issues.</p> <p>Repairs and maintenance issues are easy to report to Derby Homes through various channels; the satisfaction of this is reflected in our tenant perception survey, as part of the Tenant Satisfaction Measures. Information for customers on timescales and completion of repairs or planned improvements are outlined on our website, and customers receive communication before work is carried out. More work is underway to increase customer information on 'MyAccount'.</p> <p>The adaptations process is assessed based upon information from an occupational therapist in the Council and a Derby Homes surveyor, based upon each customer's individual needs.</p>

4.6	<p><u>The Safety and Quality Standard: Including areas such as Stock quality, Decency, Health and Safety, Repairs, maintenance and planned improvements, and adaptations.</u></p> <p>Key areas of development:</p> <p>Recent data on stock quality is something which we are aware is not fully compliant. Derby Homes have commenced the stock condition surveys to ensure 50% of the stock is reviewed this calendar year, and then 50% the next year. The data from the returns will inform future major works planning.</p>
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4.7	<p><u>The Transparency, Influence and Accountability Standard:</u> <u>Including areas such as fairness and respect, diverse needs,</u> <u>engagement with tenants, information about landlord services,</u> <u>performance information, complaints, and self-referral</u></p> <p>Key areas of compliance:</p> <p>Feedback from customers through the Tenant Satisfaction Measures tells us that high numbers (90%) of our customers feel they are treated fairly and with respect.</p> <p>Campaigns on leadership behaviors and Customer first strategies remain high on Derby Homes' agenda, to ensure we maintain the right culture within the organisation.</p> <p>Diverse needs cover a wide range of factors in the consumer standards, and many areas Derby Homes are already compliant with; this includes accessible services and moving towards supporting tenants to access services online.</p> <p>Engagement with tenants is a strength, there is a range of ways to get involved advertised on the website and regularly in the tenant newsletter. Customers can give feedback through the Customer Voice scrutiny panel, transactional surveys, consultations online and opportunity to be members of the Operational Board. A new framework for learning from complaints feedback is being developed and we are also engaging with the Tenant Participation Advisory Service (TPAS) to undertake an engagement self-assessment. There is dedicated resource at Derby Homes to ensure that tenants who wish to implement tenant led activities to influence and scrutinise services are supported.</p> <p>Information about landlord services is communicated through the website, Derby Homes' Committee Management Information System, (CMIS), and the newsletter, whilst also moving towards a monthly e-bulletin. Derby Homes will be working to ensure that all the information set out in the consumer regulation will be available on the website.</p> <p>Performance information is available on CMIS and all information from Board meetings is stored for customers to access on the website. Work is underway to ensure reporting on the Tenant Satisfaction Measures is transparent and has its own website section to contribute to greater transparency.</p>
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4.8	<p><u>The Transparency, Influence and Accountability Standard:</u> <u>Including areas such as fairness and respect, diverse needs, engagement with tenants, information about landlord services, performance information, complaints, and self-referral</u></p> <p>Key areas of development:</p> <p>Understanding who are customers are, has been acknowledged as an area to strengthen. Vulnerability and inclusion workshops have commenced, reviewing initial proposals of how we better understand our customers' needs and embed this into our service delivery; this is part of the review of the Quality and Consumer Regulation service area and will be prioritised in early 2024, though a planned service restructure.</p> <p>In addition to this, a Knowledge and Information Management Strategy will set a precedent on how we use, manage and capture data on the diverse needs of customers, as recommended, nationally, by the Housing Ombudsman.</p> <p>Housing Management are carrying out a proactive tenancy visit service, targeting those tenants who have not contacted us, alongside random sampling from respondents on the Tenant Perception Survey; this will enable us to better know our 'silent customers'.</p> <p>The Joint Complaint Handling Code from the Local Government and Social Care Ombudsman and the Housing Ombudsman, requires a review of our current complaints process. The aim is to review the Complaints Policy, self-assessment against the new code and resources by April 2024.</p>
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4.9	<p><u>The Neighbourhood and Community Standard:</u> <u>Including areas such as maintenance of shared spaces, local cooperation, safer neighbourhoods, and domestic abuse.</u></p> <p>Key areas of compliance:</p> <p>There is a strong relationship with the Council to work towards maintenance of shared spaces. Locality projects, such as fly tipping and development of common rooms and community spaces has been on-going with neighbourhood teams. The on-going estates pride programme from alongside Derby City Council, allows funding to be spent to improve estates based on customer feedback.</p> <p>A neighborhood policy is being developed with the Council, to refresh locality working and define locality plans; this includes working with partners on future projects under 'Estates Pride' and Councillors on Patrol.</p> <p>The anti-social behaviour, (ASB), team provide a strong offer to Derby Homes tenants, to encourage safer neighbourhoods. The ASB policy is due to be updated in May 2024 and will reflect the new guidelines.</p> <p>Derby Homes have been strengthening their offer for survivors of Domestic Abuse and have recently been accredited by the Domestic Abuse Housing Alliance.</p>
4.10	<p><u>The Neighbourhood and Community Standard:</u> <u>Including areas such as maintenance of shared spaces, local cooperation, safer neighbourhoods, and domestic abuse.</u></p> <p>Key areas of development:</p> <p>The website is being updated to provide more clarity on the Council's and Derby Homes' responsibilities towards safer neighbourhoods and domestic abuse, including more information on Derby Homes' Hate Policy and our approach.</p>

4.11	<p><u>The Tenancy Standard:</u> <u>Including areas such as allocations and lettings, tenancy sustainment and evictions, tenure, and mutual exchange.</u></p> <p>Key areas of compliance:</p> <p>For allocations and lettings, Derby Homes supports the Council's strategic housing functions to fulfil their statutory duties, including homelessness. Information on allocations is available on the website, but a summary is being prepared for the website to enhance clarity. Under occupancy and overcrowding is identified through the Crowding and Space Hazard Policy. Periodic reviews from the housing management tenancy visits will periodically review family's needs, to ensure the Home Release Policy is fully utilised.</p> <p>Tenancy sustainment is a service already provided by Derby Homes, to support tenants to maintain their tenancy; this service provides timely advice and assistance about housing options for tenants. Flexible tenancies have been introduced for family homes with 4 or more bedrooms, or significantly adapted properties to make the best use of stock.</p> <p>For mutual exchange services, Derby Homes offers a free online service through House Exchange, which is promoted on the website.</p>
4.12	<p><u>The Tenancy Standard:</u> <u>Including areas such as allocations and lettings, tenancy sustainment and evictions, tenure, and mutual exchange.</u></p> <p>Key areas of development:</p> <p>For tenure, information on our website will need to be published in an accessible format, to include the types of tenancies that can be granted, the circumstances around these, and circumstances by which they may not be granted.</p>
5	OTHER OPTIONS CONSIDERED
5.1	Not appropriate as this is a regulatory requirement.

6	IMPLICATIONS
6.1	Equalities Impact Assessment
6.1.1	There has not been an Equality Impact Assessment carried out as this report outlines how we will comply with new regulation, including the regulatory standards for diverse needs.
6.2	Financial and Business Plan
6.2.1	The new standards are to be reviewed from existing budgets. Work towards the standards is being captured in the Risk Register and Delivery Plan accordingly.
6.3	Council
6.3.1	We are working closely with the Council to understand the requirements of the new standards. Workshops are taking place with senior managers and executives to ensure high levels of assurance.

The areas listed below have no implications directly arising from this report: (delete as applicable)

Consultation

Legal and Confidentiality

Personnel

Environmental

Health & Safety

Risk

Policy Review

7	Background information
7.1	None

8	Appendices
1.	None

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	12.01.2024
Governance Manager (checked)	Jane Haywood	11.01.2024

PUBLIC

DERBY HOMES BOARD

THURSDAY 25 JANUARY 2024

BOARD MEMBER APPRAISALS 2023



ITEM NO. Enc. 13

Report of: The Chair of Derby Homes

Email: jsan.shepherd@derbyhomes.org

Telephone number: Contact by email

Author: Jane Haywood, Governance Manager

Email: jane.haywood2@derbyhomes.org

Telephone number: 01332 255348

PRESENTED BY:

Jsan Shepherd

1.	SUMMARY
1.1	This report provides an overview of the 2023 Board Member appraisal process.

2.	RECOMMENDATION
2.1	To discuss and note the content of the report.

3.	REASON FOR RECOMMENDATION
3.1	To provide an opportunity for members of the Board to discuss the 2023 appraisals.

4.	MATTERS FOR CONSIDERATION
4.1	The National Housing Federation's Code of Governance 2020 requires appraisals of individual board members to be carried out at least every two years. Board members completed the appraisal form for themselves and appraised the other board members. The executives also completed an appraisal form, for the first time, for the board members.
4.2	The two new Councillor Board members did not take part as appraisers, as they were only appointed in April 2023, and at the time the process commenced, would not have sufficient knowledge of the members to score or comment.
4.3	Feedback and scores were collated by the Governance Manager and shared, anonymously, with the appraisees and the Chair of the Board.
4.4	During the appraisal meetings, the following relevant comments to share with the Board are: <ul style="list-style-type: none">• A suggestion was made that the Board could come together occasionally, on an informal basis, maybe following a meeting, or at another convenient time.• For the Board to have more focus on 'digital' going forward.• Is there a training budget for board members?

	<ul style="list-style-type: none"> The Board could potentially review dates and times of meetings; trainings; workshops, to see if what we are currently offering works for attendees.
4.5	The appraisal process is currently being reviewed by the Chair of the Board with the support of the Governance Manager. Once this is in draft form it will be brought to the Board for due consideration.

5.	OTHER OPTIONS CONSIDERED
5.1	Not applicable.

6.	IMPLICATIONS
6.1	Legal/Confidentiality
6.2	Consultation
6.3	Equalities impact assessment
6.3.1	Equalities impact was considered during this process and any relevant adaptations, if necessary, were made.
6.4	Financial and business plan
6.5	Council
6.6	Environmental
6.7	Risk

7.	Background information
7.1	Not applicable.

8.	Appendices
8.1	None.

This report has been approved by:

Chair of the Board	Jsan Shepherd	10.01.2024
Finance Director & Company Secretary	Michael Kirk	12.01.2024
Governance Manager (checked)	Jane Haywood	10.01.2024

Derby Homes Board Forward Plan										
DATE OF MEETING	18.05.23	27.07.23	28.09.23	23.11.23	25.01.24	28.03.24	30.05.24	25.07.24	26.09.24	
PACKS AVAILABLE	09.05.23	18.07.23	19.09.23	14.11.23	16.01.24	19.03.24	21.05.24	16.07.24	17.09.24	
REPORTS REQUIRED	01.05.23	10.07.23	11.09.23	06.11.23	10.01.24	11.03.24	13.05.24	08.07.24	09.09.24	Frequency
Managing Director's Report	MM	MM	MM	MM	MM	MM	MM	MM	MM	All
Finance Report	MK	MK	MK	MK	MK	MK	MK	MK	MK	All
Property Report	SB	SB	Deferred	SB App	SB	SB	SB	SB	SB	All
Compliance Report	SB	SB	SB	SB	SB	SB	SB	SB	SB	All
Housing Services Report	-		-	-						N/A
Health and Safety Report	MM/SH	MM/SH	MM/SH	MM/SH	MM/SH	MM/SH	MM/SH	MM/SH	MM/SH	All
Forward Plan	MK/TL	MK/TL	MK/TL	MK/TL	MK/TL	MK/TL	MK/TL	MK/TL	MK/TL	All
Disclosure under the Insurance Act 2015	MK	MK	MK	MK	MK	MK	MK	MK	MK	All
Property Acquisitions	MK	MK	MK	MK	MK	MK	MK	MK	MK	All
Procurement Waivers Annual Report					MK/AG					Annual
Draft Operational Budget					MK					Annual
Performance Management	MK(Q4)		MK(Q1)	MK(Q2)	MK					Quarterly
HRA Business Plan and Rents				MK						Annual
Board Members Declarations of Interests			MK/TL						MK/TL	Annual
Derby Homes Meetings Calendar			MK/TL						MK/TL	Annual
Appointments to Committees			MK/TL						MK/TL	Annual
Strategic and Operational Risk Registers (B item)	MK(Q4)		MK(Q1)	MK(Q2)		MK Q3				Quarterly
Audit Committee Annual Report		MK						MK		Annual
Modern Slavery Act 2015 Statement		TL						TL		Annual
Annual Report and Financial Statements		MK						MK		Annual
Annual Report for Customers		MK						MK		Annual
Governance and Viability Statements		MK/TL						MK/TL		Annual
Gender Pay Gap		MK/TL						MK/TL		Annual
SMT Declarations of Interests	TL						TL			Annual
Procurement Annual Compliance Report					MK/AG					Annual
Recruitment and appointment of Board members						TL				Annual
Board Members Training and Appraisals						TL				Annual
Delivery Plan - Annual Report				MK					MK	Annual
Delivery Plan - 2023/24 Quarter One Update				MK Q1/2		MK Q3				
Delivery Plan Year End Report	MK									Annual
Proposed Delivery Plan for 2024/25						HJ/MK				HJ req
Delivery Plan Progress							HJ/MK			HJ req
Confirmation/Appointments of Chairs and Vice-Chairs			MK/TL						MK/TL	Annual
Annual Board Effectiveness Review			MK/TL						MK/TL	Annual
Health and Safety Annual Report	MM/SH						MM/SH			Annual
Housemark Report					MK					Annual
Internal Controls Annual Report of Audit Committee		MK						MK		Annual
Managing Challenging and Complex Customers			Deferred	CM						Adhoc
Diversity Forum update and annual workforce equality report			AB							Annual
Update on day-to-day repairs team pressures			Deferred		Deferred					Adhoc
Money Team Advice - Consumer Duty		MK						MK		Annual
Lifts Policy			Deferred	Deferred	Deferred	SB				Policy

Key:

MM - Maria Murphy

MK - Michael Kirk

SB - Shaun Bennett

CM - Clare Mehrbani

SH - Stuart Hufton

TL - Taran Lalria

PC - Paul Cole

HJ - Holly Johnson

AB - Annabelle Barwick

AG - Andrew Grover

Apprenticeship Strategy					SB/TL					Strategy
Housing Ombudsman - Landlord performance update			Deferred	HJ			HJ			6 monthly
Action Monitoring Schedule - Actions	All	All	All	All	All	All	All	All	All	All
Procurement Standing Orders					Deferred	MK/AG				Triennial
IV Standing orders for conduct of DHB and general meetings							TL			Triennial
IX Recruitment and appointment of Board members							TL			Triennial
V Operational Board Constitution							TL			Triennial
X Code of Conduct for Board members							TL			Triennial
Data Protection Policy						TL				Triennial
Managing employee performance							TL			Triennial
Equalities Policy						TL				Triennial

PUBLIC

DERBY HOMES BOARD

THURSDAY 25 JANUARY 2024

DISCLOSURES UNDER THE INSURANCE ACT 2015

ITEM NO. Enc.15

Report of: Finance Director & Company Secretary

Email address: Michael.kirk@derbyhomes.org

Telephone number: 01332 888703

Author: Michael Kirk

Email address: Michael.kirk@derbyhomes.org

Telephone number: 01332 888703

PRESENTED BY:

Michael Kirk

1	SUMMARY
1.1	Under the Insurance Act 2015, Derby Homes is obliged to disclose to insurers "relevant information" at both the insurance tender/renewal time (April) and within the year if relevant issues occur.
2	RECOMMENDATION
2.1	That the Board agrees there is no new relevant information that should be disclosed to our insurers, as required under the Insurance Act 2015.
3	REASON FOR RECOMMENDATION
3.1	To comply with the requirements of the Insurance Act 2015.
4	MATTERS FOR CONSIDERATION
4.1	Under the Insurance Act 2015, there is a duty to disclose to the insurers, relevant information known by 'senior management', defined as "those individuals who play significant roles in the making of decisions about how the insured's activities are to be managed or organised".
4.2	Relevant Information is described as information that Derby Homes "ought to know" and information what would have been revealed by "a reasonable search of information available" within Derby Homes.
4.3	Examples of potentially relevant items to be disclosed would include changes to the insured's business or organisational structure, response to any relevant regulatory changes, specific concerns which led to the insured deciding to take out new/extended insurance cover and previous claims history, especially with regards to historic, emerging, or unexpected risks.

4.4	At the time of writing this report, the Senior Management Team is not aware of any new relevant information that should be disclosed to our Insurers, as required under the Insurance Act 2015.
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5	OTHER OPTIONS CONSIDERED
5.1	None

6	IMPLICATIONS
6.1	Legal & Confidentiality
6.1.1	As outlined in the report.

The areas listed below have no implications directly arising from this report:

Consultation

Financial and Business Plan

Council

Personnel

Environmental

Equalities Impact Assessment

Health & Safety

Risk

Policy Review

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	03.01.2024
Governance Manager (checked)	Jane Haywood	11.01.2024