

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 9 December 2021

The meeting started at 6.00 pm

Operational Board Members present: Mike Ainsley, Lucy Care, Kevin Ellaway, Bob MacDonald (Chair), Dennis Rees.

Officers present: Steve Bayliss, Helen Brown, Laurie Coombs, Charlotte Eley, Ashton Garner, James Joyce, Michael Kirk, Taranjit Lalria, Joshua Knapman, Kas Sahota, Ian Yeomans.

Others present: Cindy Carter-Foster, Chloe Gilman, Shirley Green

21/77 Election of Operational Board Chair and Vice Chair

The Operational Board considered the appointment of the Chair and Vice Chair at the first meeting following the Company's Annual General Meeting.

Agreed

The Operational Board agreed the appointment of the Operational Board Chair as Bob MacDonald and Operational Board Vice Chair as Jsan Shepherd for 2021-22, in accordance with the Operational Board Constitution (Section 7).

21/78 Apologies

Apologies were received from Natasha Cover, Holly Johnson, Sarah Mason, Jackie Mitchell, Jsan Shepherd, Lorraine Testro and Kristine Valaine.

21/79 Admission of late items

There were no late items.

21/80 Declarations of interests

The Council Board Member was noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leasehold Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of

Association) of Derby City Council.

21/81 Chair's Announcements

The chair announced that Jackie Mitchell is due to retire next week after 40 years' service at Derby Homes. The Operational Board thanked Jackie for her help and assistance over the years.

The Chair raised that he would like to see the Operational Board members bring more questions to challenge what is proposed in the reports in future meetings.

21/82 Minutes of the previous meeting

The minutes of the meeting held on Thursday 2 September 2021 were accepted as a correct record.

21/83 Matters Arising

Minute 21/64 Derwent Café Project

The Operational Board requested a report on progress in June 2022 of the Derwent Café project.

Derby Homes confirmed that Derby City Council approved the grant for the Derwent Café project on 18th October 2021.

21/84 Questions from members of the public

There were no questions from members of the public.

21/85 Performance Management 2021/22 Quarter Q2

The Operational Board received a report which presented a summary of performance for quarter two 2021/22, from key performance measures reported to Derby City Council. Overall performance remains positive with a few to be addressed where possible.

Derby Homes confirmed that Covid has had an impact on sickness levels and some performance levels over the last quarter.

Derby Homes agreed to include the sample size number of the percentages provided in the report in the commentary section of the presentation.

The Operational Board gave praise to the team for marked improvements within Anti-Social Behavior.

Derby Homes confirmed that the target for purchasing properties has remained the same and more analysis is being done in Housing Options and Housing Management to fit the needs of the tenants. Derby Homes advised that it has been difficult to purchase properties in the current market due to the impact of Covid and there has been a change in the use of right to buy receipts which allows more flexibility with time encouraging Derby City Council towards new build properties as opposed to purchasing acquisitions.

Derby Homes confirmed there doesn't seem to be a trend with the properties that have not allowed access for gas and electrical safety checks and it is unlikely that it is the same properties that are not allowing access. It was confirmed Derby Homes remain compliant and are continuing to work with these tenants.

Derby Homes confirmed that all fire and asbestos risk assessments are available to tenants and agreed to look into providing confirmation to tenants when an inspection has taken place.

The Operational Board suggested providing confirmation to tenants when a lift inspection has been completed.

Derby Homes confirmed that the void time has now improved but there is now a focus on ensuring the quality of voids is up to the lettable standard. Derby Homes confirmed the average time on passive voids is higher than active voids due to the poor condition of properties being returned which is projected within the target.

Derby Homes confirmed they would clarify the numbers for domestic abuse approaches.

Derby Homes informed the Operational Board that move on officers have been appointed to try and ensure efficient move on for people in B&B placements, but it is difficult to create natural flow in the current market. The Operational Board requested to see further figures on the flow of individuals coming in and out of B&B placements.

Derby Homes confirmed that the long-term plan is to get all Derby Homes properties to an EPC band C rating by 2030.

Derby Homes advised that a mid-year review has taken place with any changes highlighted in appendix 2.

The Operational Board queried a reduction in the satisfaction target for ASB cases at point 4.3.2 in the report as this is a significant issue for tenants. Derby Homes confirmed the proposed target of 92% has been changed to align with the top quartile and agreed to provide further details on this.

Agreed

The Operational Board noted the 2021/22 quarter two performance trends and approved the proposed changes to the performance targets, made as part of the mid-year target review, set out in Appendix 2.

21/86 Part B Supplementary Questions

There were no Questions raised.

21/87 Operational Board Forward Plan

The Operational Board considered the Forward Plan of agenda items for the period February 2022 – September 2022

Agreed

The Operational Board noted the Forward Plan.

21/88 Customer Voice Homefinder Review

The Operational Board considered the review of Derby's Homefinder Service since January 2021 as their next scrutiny project. The Customer Voice's Homefinder report (attached as Appendix 1) outlines the findings from the scrutiny panel and makes several recommendations for service improvement. The recommendations have been reviewed by the Social Housing Options Manager who has provided their response as part of the report.

Derby Homes supported the recommendations from the Operational Board to provide adverts for properties to help with avoidable contact and deliver a better service allowing customers to make more informed choices on the information provided to help improve refusal rates.

Derby Homes confirmed that providing a live chat for customers has been discussed and considered and it was agreed to improve the current access issue with a view to work towards providing this facility in the future.

Agreed

The Operational Board noted the Homefinder Review carried out by the Customer Voice.

The Operational Board noted and approved the recommendations jointly agreed by the Customer Voice and Social Housing Options Manager.

The Operational Board noted the continued dialogue regarding outstanding recommendations.

The Operational Board agreed to review of progress against the agreed recommendations in 6 months' time.

21/89 Estates Pride 2022/23

The Operational Board considered the funds allocated by Derby Homes to deliver improvement works that are identified by tenants, Councillors, Local Housing staff and other local partners. These include works such as fencing, lighting, landscaping and improving parking and access.

Derby Homes confirmed that new builds will include charging points for electric cars.

The Operational Board suggested the use of a shared car scheme outside Rivermead House rather than the proposed parking changes to provide a more fixed term solution.

The Operational Board suggested under environmental initiatives looking into how much of Derby Homes lighting is LED and making improvements to gardens to ensure they are more wildlife friendly.

Derby Homes confirmed that the Estate Response Officers will be city wide.

Derby Homes confirmed that there is a service charge associated with hard standings.

Agreed

The Operational Board approved the Capital and Revenue schemes for 2022/23.

21/90 Rechargeable Repairs Policy

The Operational Board considered a report giving details of the changes made to the existing Rechargeable Repairs Policy.

Derby Homes confirmed that an employee from Derby Homes will go out to check repairs that have been completed by the tenant to make sure they are completed to an acceptable standard.

Derby Homes confirmed pre vacancy inspections can be reinstated but it can be difficult to identify issues with properties if they are fully furnished. Derby Homes reported that not completing pre vacancy inspections has not affected the number of rechargeable repairs.

The Operational Board queried if it was clear how to recharge tenants with household insurance. Derby Homes confirmed tenants could utilize insurance to fix damages providing Derby Homes are confident the work carried out is safe.

Agreed

The Operational Board approved the changes to the Rechargeable Repairs Policy.

21/91 Children & Young People Strategy

The Operational Board considered the Derby Homes Children & Young People (CYP) strategy which sets out our vision for CYP engagement within Derby Homes (appendix one). The strategy aims to ensure children and young people can take part in a variety of opportunities and engagement to suit them, whilst addressing key Derby Homes and Derby City Council priorities around supporting young people.

The Operational Board recommended the following date alterations to the report to ensure this remains current and up to date:

- Appendix 1 (page 7) 'Looked After Children' – To include from 2021.
- Appendix 1 (page 8) 'Unaccompanied Asylum Seekers' – State to be valid until 2024.
- Appendix 1 (page 11) paragraph 3 – To be changed to 'Since 2013'

Derby Homes agreed to arrange for the Youth Panel to attend to present at one of the future Operational Board Meetings.

Agreed

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

21/92 Discretionary Allocations Policy

The Operational Board considered the discretionary allocation report outlining the review of the existing Discretionary Allocations Policy which sits alongside of the Derby Allocations Policy.

The Discretionary Allocations Policy is aligned to Derby City Council's Allocations Policy and allows Derby Homes the discretion to make offers of accommodation out of turn in certain circumstances. The Allocations Policy states that this is to '*support sustainable communities and other Council initiatives*'.

Derby Homes agreed to remove the abbreviations of RSL.

Agreed

The operational board approved the updated/reviewed Discretionary Allocations Policy ensuring that it is aligned to the existing Derby Allocations Policy 2020/25.

21/93 Income Management Strategy

The Operational Board considered a report on the Income Management Strategy 2019-2021 due for review. It has been reviewed and updated to meet the challenges and requirements for the next two years.

Derby Homes agreed to align the dates and percentages on the first paragraph on page 4 of Appendix 1.

Agreed

The Operational Board approved the revised Income Management Strategy as drafted in Appendix 1.

21/94 Community Action Derby Grant

The Operational Board considered an update on the grant awarded to Community Action Derby covering December 2020 to November 2021. This was approved at Operational Board in December 2020 to support volunteering opportunities for customers living on in our communities.

This report also seeks approval to continue to support Community Action Derby through grant funding £20,000 for December 2021- November 2022.

The Operational Board agreed that the figures provided in this report are very useful to reflect on spend and outcomes.

Agreed

The Operational Board noted the grant funding outcomes through working in partnership with Community Action Derby from December 2020 to November 2021.

The Operational Board noted that the coronavirus pandemic has impacted the delivery of elements of the grant, but Community Action Derby's work has been pivotal to Derby's response to the pandemic.

The Operational Board approved a further grant of £20,000 to Community Action Derby for the period December 2021 to November 2022. The grant is subject to the approval of Derby City Council.

21/95 Grounds Maintenance Update

The Operational Board meeting held on 12 December 2019 considered a report which outlined the arrangements for the delivery of the maintenance of Derby Homes managed land through an agreement with Derby City Council Streetpride Department. The Operational Board approved a series of recommendations with the purpose of improving performance in 2020/21. The Operational Board called for the receipt of regular updates on the performance of the Grounds Maintenance Service during 2020/21.

The Operational Board noted updates on the performance of the Grounds Maintenance Service included in the Head of Capital Works – Head of Service Update in September 2020, with a specific report to the Operational Board in December 2020. It was agreed that judgements on the performance of the Service was difficult, consequent to the impact of Covid19 pandemic. As such the performance of Streetpride in delivering the service was to be further assessed during the 2021 season and reported to the Operational Board at its meeting on 9 December 2021.

Derby Homes agreed to include an update on communal cleaning and tree inspections on the head of service update at the next Operational Board.

The Operational Board raised that the 10% price increase was discussed at the leaseholders meeting and concerns were raised over the rise in cost without improvements to the service delivery. Derby Homes confirmed that the service charge income generated is currently below the full cost of the service, and that the 10% increase is to provide an alignment of charges with costs over a number of years. The service charge is fairly levied, it is accepted though that the service around grass cutting frequency is below that targeted. The 2021 season has again been impacted by COVID restrictions and difficulties in recruiting and retaining staff.

Derby Homes confirmed that there has been an impact on recruitment since the pandemic and Derby City Council and Derby Homes are expanding to advertising platforms such as social media and email notifications to encourage people to apply. It was confirmed Derby Homes would query what the Council is doing in terms of recruiting to the grounds maintenance service.

Derby Homes confirmed that conversations are being had with Streetpride and Kedleston Road Training Centre to look at organising bespoke training and work experience for the rough sleeper and homeless cohort.

Agreed

The Operational Board noted the update on the delivery of the Grounds Maintenance Service in 2021 and agreed to the receipt of a further update report at the meeting in December 2022. Further, that any additional posts to the current establishment should be postponed until 2023/24 (at the earliest), awaiting the productivity output of a full staffing establishment and understanding the benefits gained from the improved equipment, during 2022.

21/96 Common Rooms and Community Space Policy

The Operational Board considered a report requesting to add an update to the Common Rooms and Community Space policy and procedure, which was approved at Operational Board in June 2020.

Derby Homes confirmed residents who pay service charges take priority when it comes to bookings and risk assessments have been completed for each room to ensure they are compliant with government guidelines.

Agreed

The Operational Board approved an addition to the Common Room and Community Space Procedure 2020-2023 as outlined in paragraph 4.4.

The following items were noted by the Operational Board

21/97 Service Update

The Operational Board noted a report that provided a general overview and update on current issues.

21/98 Homelessness Q2

The Operational Board noted a report on:

- Homelessness Approaches
- Homelessness cases resolved under Prevention and Relief Duty
- Homelessness Acceptances

21/99 Complaints & Compliments Q2

The Operational Board noted the report providing detailed analysis of complaints received between 1 July and 30 September 2021 (Q2).

21/100 Localised Customer Priorities Q2

The Operational Board noted the update on the Local Customer Priorities from July 2021 to September 2021 and an update on work to identify our future local customer priorities.

21/101 Customer Survey Q2

The Operational Board noted the report providing detailed analysis of the satisfaction results from the second quarter of the Customer Survey 2021 – 2022. Full details can be found in Appendix 1.

21/102 Anti Social Behaviour Q2

The Operational Board noted the report providing some key statistics for Derby Homes ASB service for the second Quarter of 2021/22.

21/103 Customer Engagement & Community Development Update

The Operational Board noted the report on the progress of the Customer Engagement Programme and the Customer Communications Programme for Q1 and Q2.

21/104 Estate & Flat Inspections Q1 & 2

The Operational Board noted the report providing detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 April 2021 – 30 September 2021.

21/105 Homefinder Report Q1 & 2

The Operational Board noted the report providing information on Derby Homefinder for the period April 2021 - September 2021.

21/106 Disrepair Update

The Operational Board noted the report providing information and analysis of disrepair cases received and actioned between 1 July – 30 September 2021(Q2).

21/107 Derby Homes Board Minutes 30 September 2021

The Operational Board noted the Minutes of the Derby Homes Board meeting held on 30 September 2021.

Date of next meeting

Potential date for the next meeting to be held on 10th March 2022

The meeting ended at 8:50 pm.



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CHAIR

Signed as true and accurate record of the meeting held on 9 December 2021.