

## **DERBY HOMES LIMITED**

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

**Held on Thursday 10 March 2022**

The meeting started at 6.00 pm

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

Bob MacDonald (Chair), Jsan Shepherd (Vice Chair), Mike Ainsley, Councillor Lucy Care, Kevin Ellaway, Tony Holme and Dennis Rees.

#### **Officers present:**

Steve Bayliss, Head of Repairs  
Ian Yeomans, Head of Capital Works  
Michael Kirk, Interim Finance Director  
Lorraine Testro, Head of Housing Management  
Jenny Watson, Social Housing Options Manager  
James Joyce, Interim Head of Housing Options and Homelessness  
Louise Paget, Governance Officer  
Paul Cole, Customer Communications Manager  
Joshua Knapman, Customer Communications Officer

#### **Others present:**

Chloe Gilman, Improvement Support Officer, Derby City Council  
Kas Sahota, Improvement Support Officer, Derby City Council

#### **22/01 Apologies**

There were no apologies received.

#### **22/02 Admission of late items**

There were no late items submitted.

#### **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.

## **22/03 Chair's Announcements**

The Chair requested for attendees to give Introductions.

The Chair announced it was agreed to summarise the highlights and exceptions only in the performance reports for future meetings. The Chair asked the Operational Board for comments at the end of the meeting.

The Chair has visited various departments at Derby Homes and was heartened to learn that staff are happy to be back present in the office and are in high spirits.

## **22/04 Minutes of the previous meeting**

There were some amendments required to the minutes of the meeting held on Thursday 9 December 2022:

- Tony Holme was present at the last Operational Board Meeting.
- 21/85 paragraph 5 wording to be amended to "opposed".
- The minutes should not have been signed prior to this meeting.

## **22/05 Matters Arising**

### **21/85 (Paragraph 12)**

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

The Operational Board queried if it would be possible for tenants to find out what their current EPC rating is. Derby Homes confirmed that information is freely available on a national website and will consider updating the Derby Homes website with a link to this information. The chair suggested incorporating this information when annual gas safety checks have been completed. Derby Homes agreed to establish a way of providing this information to tenants.

### **28/89 (Paragraph 2)**

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

The Board queried if Derby Homes plan to install charging points for existing properties.

Derby Homes confirmed that there are no plans for this at present due to the

scale of provision Derby Homes need to consider in order to carry this out. Derby Homes confirmed they are continuously developing their green strategy.

The Operational Board raised that Western Power distribution may have capacity issues if every household had charging points therefore, there have been proposals for community charging points. Derby Homes clarified there is intention to install charging points wherever possible and raised that new build developers are not putting in charging points as standard.

Derby Homes confirmed that a meeting has been held with the Council regarding car sharing facilities and the use of communal charging points at community rooms however, Derby Homes have not received any further feedback on this. The Operational Board requested for Derby Homes to follow this up.

#### **21/95 (Paragraph 5)**

*It was confirmed Derby Homes would query what the Council is doing in terms of recruiting to the grounds maintenance service.*

The Operational Board asked for an update as the year is about to commence on ground maintenance. Derby Homes confirmed the grounds maintenance team is up to full establishment.

#### **Agreed**

Derby Homes will consider updating the Derby Homes website with a link to EPC rating information for tenants to access.

Derby Homes agreed to establish a way of providing EPC rating information to tenants following the annual gas safety checks.

The Operational Board requested for community charging points to be followed up and referred back to the Board to consider.

#### **22/06 Questions from members of the public**

There were no questions from members of the public.

#### **22/07 Performance Management 2021/22 Quarter Q3**

The Operational Board received a presentation on the highlights and exceptions of key performance information for quarter three 2021/22. The information was taken from the report produced by Derby City Council. Overall performance remains positive.

The Operational Board queried if Derby Homes have any further proposals to address the trend of sickness absence due mental health. Derby Homes do not currently have any new proposals but do have provisions such as workplace wellness and occupational health referrals in place to support employees back into the workforce. Derby Homes also carry out workplace stress risk assessments for staff to complete prior to re-joining the workforce.

The Operational Board raised the impact that an anticipated rise in energy prices which will have on tenants. Derby Homes confirmed that this is being considered and are working on better sign posting to the Money Advice service. Derby Homes advised the Derby Poverty Commission have collated a directory of grant funding to support to tenants. This information is on the Derby Homes website and funding is available to all organisations that are part of the Derby Poverty Commission.

The Operational Board raised the private sector housing standards are due to come into force within the next two years which may result in more affordable housing coming onto the market. The Operational Board felt that Derby Homes need to plan this into the work programme to address this situation if and when it arises.

The Operational Board queried if Derby Homes have considered the use of mobile homes as an alternative to B&B placements. Derby Homes confirmed that this has not been considered and noted the Board's suggestion. Derby Homes are currently working on a project to monitor the use of B & B placements and will attempt to reduce family temporary accommodation numbers through maximising family homelessness prevention and reduce the use of unsuitable B&Bs for families.

### **Agreed**

The Operational Board noted the 2021/22 quarter three performance trends.

The Operational Board requested for the Governance Officer to check that presentations are displaying sufficiently for the end user on the CMIS app.

The Operational Board agreed with the approach to only discuss exceptions and highlights at future meetings.

The Operational Board thanked the teams involved with collating the performance information.

## **22/08 Part B Supplementary Questions**

The Operational Board asked for further clarification on an answer given to a question raised around customer complaints.

Derby Homes do address the lessons learnt from complaints and use these complaints as training sessions for improvement. Derby Homes confirmed that extensive work is being carried out around improving services using surveys and customer feedback.

Derby Homes accepted the Operational Board's suggestion for a tree planting for the Queen's platinum jubilee but advised it may not be possible at the exact time of the jubilee.

The Operational Board asked for further clarification around the answer given to a question around the reason for the variation in the number of void properties. Derby Homes clarified that the variation is due to a number of voids coming through at the beginning of the year and this may be due to tenants not wishing to move during the height of the Covid-19 pandemic.

### **Agreed**

The Operational Board requested that examples of lessons learnt from complaints were listed in future Complaints & Compliments reports. This is to evidence to the Operational Board how Derby Homes are learning from customer complaints and listening to their views.

## **22/09 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the period June 2022 and September 2022.

### **Agreed**

The Operational Board noted the Forward Plan.

## **22/10 Youth Alliance Grant 2022/23**

The Operational Board considered the report to seek approval to further support the work of the Youth Alliance and recommends a continued grant commitment of £100,000 for 2022/23.

The Operational Board were pleased with the equalities implications within the report.

### **Agreed**

The Operational Board approved to grant fund the Youth Alliance £100,000 to deliver preventative and diversionary activities across the city.

## **22/11 Voids Lettable Standard**

The Operational Board considered the review of the voids lettable standard report.

The Operational Board requested for percentage and figures in Appendix A item 2 (Virtual Panel consultation) to be separated, i.e. figures in brackets for clarity in future reports.

The Operational Board raised the report required amendments to ensure consistency in language.

The Operational Board suggested for a policy to include hedgehog holes to be included when Derby Homes install new fencing. Derby Homes confirmed this being considered and will be introduced in the near future.

The Operational Board queried the reasoning for removing burglar alarms. Derby Homes confirmed they no longer install burglar alarms, they are very expensive to maintain.

Derby Homes informed the Operational Board that Derby Homes are working on installing a carbon monoxide monitor in every property in line with the new government regulations. Installations commenced three weeks ago, the project should be completed within 12 months.

The Operational Board queried if the sprinklers systems being fitted in all new properties will be checked at the void stage to ensure they are working. Derby Homes confirmed that the systems will be checked under an annual service plan however, would check what happens at the voids stage and report back to the board.

### **Agreed**

The Operational Board approved the changes recommended in Appendix B to meet the changes in standards and demands.

The Operational Board agreed for Derby Homes to make the suggested changes without bringing the policy back for approval by the board.

## **22/12 Local Lettings Policies Review**

The Operational Board considered the report reviewing the use of Local Lettings Plans (LLP) which will enable Derby Homes to prioritise allocations to make best use of available stock.

The Operational Board queried if the pet policy also applies to leaseholders. Derby Homes will seek clarification and report back to the board.

The Operational Board requested for the equalities impact assessment to be included in future reports.

**Agreed**

The Operational Board approved:

- Recommendations of the review for the current LLP
- New LLP procedure

## **22/13 Derby Homes Tenancy Policy Review**

The Operational Board discussed the refreshed Derby Homes Policy following the Council's refreshing its Tenancy Strategy. The strategy sets out the Council's position on tenancy use, providing the basis for action for the council's housing stock and also a steer to other registered providers. The Tenancy Strategy will relate to:

- The kind of tenancies they grant
- The circumstances under which they will be granted
- The granting of flexible tenancies
- The circumstances under which further tenancies are granted upon the termination of an existing tenancy.

The Operational Board raised that the policy does not include community inclusion and building good neighbour relationships. Derby Homes confirmed there is ongoing work with localities and better together projects which will involve building capacity in communities.

The Operational Board queried flexible tenancies on four bedroomed houses policies if Derby Homes agree a term for the family to vacate once the children have grown up. Derby Homes confirmed they would monitor this regularly.

**Agreed**

The Operational Board recommended an additional point about building community links should be included in the policy. (5.2)

The Operational Board agreed for the policy to be presented for approval by the Main Board in March 2022.

## **22/14 Pets Policy**

The Operational Board considered the review of the Pets Policy which sets out what Derby Homes expects in terms of pet ownership from tenants.

The Operational Board felt that there should be an appeal process for refusals to pet applications.

The Operational Board queried who implements monitors and how often checks will be done for unusual pets. Derby Homes confirmed that when somebody requests a permit, a check will be done of the property at the time of application however, there is no annual check. Derby Homes would inspect if it was brought to their attention that a pet is not being kept in the correct conditions and would work in partnership with the RSCPA.

### **Agreed**

Derby Homes agreed to consider including an appeals process and report back to the Operational Board.

The Operational Board recommended for Derby Homes to consider lease holder properties and sublet properties within this policy.

The Operational Board approved the reviewed Pets Policy with discussed amendments.

## **22/15 Garage Policy**

The Operational Board considered the review of the Derby Homes Garages and store policy.

The Operational Board asked who is responsible for maintenance and repairs for garages. Derby Homes confirmed that they would be responsible for repairs and maintenance.

### **Agreed**

The Operational Board approved the revised policy for Derby Homes Garages and store.

**The following items were noted by the Operational Board:**

## **22/16 Service Update**

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

## **22/17 Homelessness Q3**

The Operational Board noted a report that provided an overview of:

- Homelessness Approaches



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

**22/18      Complaints & Compliments Q3**

The Operational Board noted a report which provided a detailed analysis of complaints received between 1 October and 31 January 2021 (Q3).

**22/19      Localised Customer Priorities Q3**

The Operational Board noted a report which gave an update on the Local Customer Priorities from October 2021 to December 2021 and an update on work to identify our future local customer priorities.

**22/20      Customer Survey Q3**

The Operational Board noted a report which provided a detailed analysis of the satisfaction results from the third quarter of the Customer Survey 2021 – 2022.

**22/21      Anti Social Behaviour Q3**

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

**22/22      Derby Homes Board Draft Minutes 27 January 2022**

The Operational Board noted the Minutes of the Derby Homes Board meeting held on 27 January 2022.

**22/23      Operational Board Members Attendance**

The Operational Board noted the members Attendance.

**Date of next meeting**

The meeting ended at 8:07 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 10 March 2022.