

DERBY HOMES LIMITED OPERATIONAL BOARD MEETING

**THURSDAY 7 MARCH 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	BM	Verbal
Admission of late items	BM	Verbal
Declarations of interests	BM	Verbal
Chair's announcements	BM	Verbal
Public Minutes of the meeting held on 12 December 2023	BM	Enc. 1
Matters Arising	BM	Verbal
Action Monitoring Status	BM	Enc. 2
Forward Plan	BM	Enc. 3
Questions from members of the public	BM	Verbal
Performance Management Q3	SO	Enc. 4
PART A – ITEMS FOR APPROVAL		
Part B Supplementary Questions	BM	Verbal
Estates Pride 2024-25	RS	Enc.5
Value for Money Report	MK	Enc.6
Youth Alliance Grant	CTW	Enc.7
DACP Grant	CTW	Enc.8
Unacceptable Customer Behaviour Policy	CTW	Enc.9
Complaints and Financial Redress Policy	HJ	Enc.10
Corporate Engagement Strategy	LC	Enc.11
Resident Engagement Strategy – Rivermead House	CTW	Enc.12
Community Spaces Update	CTW	Enc.13
PART B – ITEMS FOR NOTING/DISCUSSION		
Heads of Service Updates	BM	Enc.14
Homelessness Q3	JJ	Enc.15
Compliments and Complaints Q3	HJ	Enc.16
Customer Survey Report	HJ	Enc.17
Anti-Social Behaviour Report	CTW	Enc.18
Any other business	BM	Verbal
Escalations to Board	BM	Verbal

Date and time of the next Operational Board Meeting:

Thursday 6 June 2024 at 6pm

Held in Derby Homes Boardroom and MS Teams

Leads –

BM – Bob MacDonald (Chair)

SO – Sarah Oliffe

RS – Rachel Shardlow

MK – Michael Kirk

CTW – Carl Tring-Willis

HJ – Holly Johnson

LC – Laurie Coombs

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 OPERATIONAL BOARD MEETING

Held on Tuesday 12 December 2023

The meeting started at 6.00 pm

Operational Board Members present:

Bob MacDonald, Chair (BM)
Ruth Collie (RC)
Councillor John Evans (JE)
Tony Holme (TH)
Stephen Humphries (SH)

Officers present:

Steve Bayliss, Head of Repairs (SBa)
Chloe Gaskell, Governance Officer (CG)
Holly Johnson, Head of Quality and Consumer Regulation (HJ)
James Joyce, Head of Housing Options and Homelessness (JJ)
Paul Cole, Customer Communications Manager (PC)
Carl Tring-Willis, Head of Housing Management (CTW)

Others Present

No others present.

Apologies

Mike Ainsley, Board Member
Councillor Lucy Care, Board Member
Michael Dzumbira, Tenant Member
Jane Haywood, Governance Manager
Alan Martin, DACP representative.
Sarah Oliffe, Corporate Performance Leader, Derby City Council
Helen Samuel, Head of Finance and Income
Rachel Shardlow, Head of Capital Works

23/81 Election of Operational Board Chair and Vice Chair

The Operational Board is required to appoint a Chair and Vice Chair, at the first meeting following the Company's Annual General Meeting.

It was formerly agreed on 28 September at the Annual General Meeting that Bob MacDonald could continue as Chair and Councillor Lucy Care could be

appointed Vice Chair. It was also formerly agreed that Mike Ainsley would be the third Main Board Member to sit on the Operational Board.

Agreed

The Operational Board agreed with the former agreement made at the Annual General Meeting.

23/82 Admission of late items

The Operational Board Chair confirmed that there was one late item to be discussed at the end of part A.

23/83 Declarations of interests

The Tenant and Leasehold Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of Association) of Derby City Council.

One Operational Board Member declared interests as members of the DACP (Derby Association of Community Partners).

23/84 Chair's Announcements

BM thanked the Operational Board for voting for himself to continue as Chair.

BM reminded the Operational Board of the importance of communication with the Governance Team, asking that requests regarding attendance and dietary requirements are responded to.

BM wished the Operational Board a happy Christmas.

BM commended the work done by Derby Homes and associated members during recent storm weathers.

23/85 Minutes of the previous meeting

The minutes of the meeting held on 7 September 2023 were accepted as a true and accurate record.

23/86 Matters Arising

There were no matters arising.

23/87 Action Monitoring Status

The Operational Board noted the Action Monitoring Status.

TH queried the staff organisation chart. CG confirmed that this had been emailed directly to him. HJ confirmed that contact details for each team are available on the website.

23/88 Questions from the Public

There were no questions from the public.

23/89 Performance Management 2023/24 Quarter Two

The Operational Board considered the report of the Finance Director and Company Secretary, which presented a summary of the performance for quarter two 2023/24, from key performance measures (Level 2 KPIs), reported to Derby City Council.

Stephen Humphries joined the meeting at 6:22pm.

Agreed

The Operational Board discussed and noted the performance for quarter two 2023/24.

23/90 Part B Supplementary Questions

The Operational Board noted the answers provided to the Part B Questions.

23/91 Forward Plan

The Operational Board noted the Forward Plan.

23/92 Safeguarding Policy

The Operational Board considered the report of the Head of Housing Management, which reviewed the existing Safeguarding Policy, and made changes in order to reduce the size of the policy.

TH queried from a leaseholder point of view and noted that there isn't anything regarding sublet landlords and their responsibilities. CTW confirmed that if any concerns were reported, Derby Homes would convene whether it was regarding a Derby Homes tenant or not, and make referrals where necessary.

Agreed

The Operational Board recommended the revised Safeguarding policy to the Derby Homes Board for approval.

23/93 Customer Communications Strategy

The Operational Board considered the report of the Head of Quality and Consumer Regulation, which presented the refreshed 2024-27 Customer Communication Strategy to replace the 2021-24 strategy.

Agreed

The Operational Board approved the new Customer Communications Strategy 2024-27.

23/94 Late Item – Community Action Derby grant review 2023-24

The Operational Board considered the report of the Head of Housing Management, which requested approval for a continued grant commitment of £20,000 for the period November 2023-December 2024.

Lucy Care joined the meeting at 6:40pm.

TH queried the amount of grants being issued by Derby Homes despite the current financial struggles within the organisation. CTW confirmed that there are constant reviews of these grants, and that these grants also cover assets such as community rooms and staff.

Agreed

The Operational Board approved a continued grant commitment of £20,000 for the same period November 2023 – December 2024, in line with the previous 12 months focus of supporting volunteering and responding to the Cost-of-Living Crisis.

The grant is subject to the approval of Derby City Council.

The Operational Board noted the impact and significant outcomes achieved by Community Action Derby with the support of the grant from Derby Homes.

The Operational Board accepted the Community Action Derby Annual General Meeting Report – ‘our year in brief’ 2023 for reporting and monitoring purposes for the Grant 2022/2023.

23/95 Head of Service Update

The Operational Board discussed a joint report prepared by Heads of Service to give a general overview and update on current issues within service areas.

23/96 Estate and Flat Inspections

The Operational Board noted the report of the Head of Housing Management, which gave details of the number of cases by type commonly arising from flat and estate inspections for the period 1 April 2023-30 September 2023.

23/97 Customer Survey Quarter Two

The Operational Board noted the report of the Head of Quality and Consumer Regulation, which provided the results from the first six months of the updated customer survey for 2023/24.

23/98 Customer Engagement, Community Development and Communications

The Operational Board noted the report of the Head of Quality and Consumer Regulation, which gave an update on the last six months of progress for the Customer Engagement Programme and the Customer Communications Programme.

23/99 Homelessness Quarter Two

The Operational Board noted the report of the Director of Housing Services, that gave details on:

- Homelessness approaches
- Homelessness cases resolved under Prevention and Relief Duty
- Homelessness acceptances

23/100 Complaints and Compliments Quarter Two

The Operational Board noted the report of the Head of Quality and Consumer Regulation, which provided detailed analysis of compliments and complaints received between 01 July and 30 September 2023 (Q2), in addition to an overview of current performance year to date.

23/101 Anti-Social Behaviour (ASB) Quarter Two

The Operational Board noted the report of the Head of Housing Management which gave key statistics and other information for Derby Homes ASB service for the second quarter of 2023/24.

23/102 Homefinder

The Operational Board noted the report of the Head of Housing Options and Homelessness, which provided information on Derby Homefinder for the period April-September 2023.

23/103 Operational Board Members Attendance

The Operational Board noted Operational Board Members Attendance.

23/104 Escalations to Main Board

There were no escalations to Main Board

23/105 AOB

There was no other business.

Date of next meeting – 7 March 2024 6:00pm

The meeting ended at 6:56pm

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CHAIR

Action Monitoring Status

Enc. 2

Operational Board – 7 March 2024

Date of action	Minute reference	Action	Lead	Due	Status
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Operational Board Forward Plan								
DATE OF MEETING	09.03.23	08.06.23	07.09.23	07.12.23	07.03.24	06.06.24	05.09.24	
PACKS AVAILABLE	27.02.23	29.05.23	28.08.23	30.11.23	29.02.24	28.05.24	29.08.24	
REPORTS REQUIRED	10.02.23	12.05.23	11.08.23	24.11.23	23.02.24	17.05.24	23.08.24	Frequency
PART A								
Supplementary Questions	JH	JH	JH	JH	JH	JH	JH	All
Forward Plan	JH	JH	JH	JH	JH	JH	JH	All
Performance Management	MK/SO(Q3)	MK/SO(Q4)	MK/SO(Q1)	MK/SO(Q2)	MK/SO(Q3)	MK/SO(Q4)	MK/SO(Q1)	All
Youth Alliance Grant	CTW/HJ				CTW/HJ			Annual
Adapt Policy								Policy
DACP Grant	CTW				CTW			Annual
Compensation Policy				Deferred	TBC			Policy
Former tenants sundry debts							MK	Policy
Proposals for Grounds Maintenance Service					RS			Annual
Restricted Contact Policy				Deferred	TBC			Policy
Estates Pride			CTW/RH					?
Safeguarding Policy				CTW/BH				Policy
Customer Communication Strategy				PC/HJ				Policy
Safeguarding Annual Report				CTW				Annual
HRA Business Plans and Rent			MK					Annual
Derby Youth Alliance Evaluation Report			CTW					Annual
Corporate Engagement Strategy				Deferred	HJ			?
Community Action Grant Annual Review				CTW				Annual
Complaints Policy				Deferred	TBC			Policy
Vulnerable Persons Policy (New)					TBC			Policy
Service Charges Report								Annual
Violence and Aggression Policy						CTW		Policy
Anti-Social Behaviour Policy						CTW		Policy
Housemark Report					MK			Annual
PART B								
Service Delivery Report	HoS	HoS	HoS	HoS	HoS	HoS	HoS	All

Head of Finance and Income – HS Head of Repairs Update – SBa Head of HO and Homelessness – JJ Head of Housing Management (to incl FIT) – CTW Head of Capital Works – SB/RS Head of Quality and Consumer Regulation - HJ								
Homelessness	JJ/DH(Q3)	JJ/DH(Q4)	JJ/DH(Q1)	JJ/DH(Q2)	JJ/DH(Q3)	JJ/DH(Q4)	JJ/DH(Q1)	All
Complaints and Compliments Report	CTW/AB(Q3)	CTW/AB(Q4)	CTW/AB(Q1)	CTW/AB(Q2)	CTW/AB(Q3)	CTW/AB(Q4)	CTW/AB(Q1)	All
Customer Survey Report	CTW/HJ(Q3)	CTW/HJ(Q4)	CTW/HJ(Q1)	CTW/HJ(Q2)	CTW/HJ(Q3)	CTW/HJ(Q4)	CTW/HJ(Q1)	All
Anti-social Behaviour	CTW/NB(Q3)	CTW/NB(Q4)	CTW/NB(Q1)	CTW/NB(Q2)	CTW/NB(Q3)	CTW/NB(Q4)	CTW/NB(Q1)	All
Homefinder		NT/JJ		NT/JJ		NT/JJ		6 monthly
Estate and Flat inspections		TBC						?
Value for money Annual Report				MK				Annual
Election of OB Chair and Vice-Chair				All				Annual
Equalities Report			TL				TL	Annual
Grounds Maintenance Update			SBa/RH					?
New Build Update			SBa					?
Action Monitoring Schedule - Actions	All	All	All	All	All	All	All	All

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

**PERFORMANCE MANAGEMENT – QUARTER THREE
2023/24**



Report of: Finance Director and Company Secretary

Email: Michael.kirk@derbyhomes.org

Telephone number: 01332 888703

ITEM NO. Enc. 4

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PRESENTED BY:

Sarah Oliffe

1.	SUMMARY
1.1	This report presents a summary of the performance for quarter three 2023/24, from key measures (Level 2 KPIs), reported to Derby City Council.
1.2	At the end of 2023/24, all performance measures were reviewed by Derby Homes' Senior Management Team to ensure they aligned to the new consumer standards. As a result, a range of new measures, including Tenant Satisfaction Measures, were introduced for 2023/24 and several measures from 2022/23 were archived.
1.3	The performance for quarter 3, covering the period of October 2023 to December 2023, can be found in paragraphs 4.4 and 4.5. Accountable Officers have provided commentary to put the performance into context, identifying improvement actions that they are taking to address known challenges, as shown at Appendix 1.

2.	RECOMMENDATION(S)
2.1	To discuss and note the performance for quarter three, 2023/24.
2.2	<p>Effective from April 2023, all social housing providers in England must collect data on a new set of measures to assess how well social housing landlords are doing at providing good quality homes and services.</p> <p>There are 22 TSMs in total, covering five themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.</p> <p>12 measures (TP01 – TP12) are measured by a tenant perception survey and the remaining 10 are measured by landlords directly. For reporting</p>

	<p>purposes, each TSM is split out into Derby City Council (DCC) and Derby Homes (DH) housing stock because separate statutory returns are required for the different housing stock.</p> <p>As the methodology for TSMs is different to previous performance measures, there is no comparable data to support analysis. Reports are being developed and definitions are being confirmed, to ensure that we have a full set of automated reports ahead of the statutory return deadlines.</p>
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3.	REASON(S) FOR RECOMMENDATION(S)
3.1	<p>Performance reporting enables us to monitor our progress against plans. The Board of Derby Homes has delegated responsibility to the Operational Board for the management of Derby Homes' performance measures. This report provides information to enable the Operational Board to carry out this responsibility.</p>

4.	MATTERS FOR CONSIDERATION
4.1	<p>Performance monitoring underpins Derby Homes' performance framework in terms of reviewing progress regularly to achieve our priorities and deliver value for money. Early investigation of variances enables remedial action to be taken where appropriate.</p>
4.2	<p>In November 2023, the Board of Derby Homes approved a refreshed Derby Homes Delivery Plan for 2023/24, which aligns with the refreshed Derby City Council Delivery Plan for 2023/24. In December 2023, the Derby City Council and Derby Homes Strategic Partnership Board also approved the 2023/24, refreshed Derby Homes Delivery Plan.</p> <p>The contents of this performance report and supporting appendix are based on priority measures as approved by the Board of Derby Homes and those contained in the Delivery Plan 2023/24.</p>
4.3	<p>Performance monitoring quarter three, 2023/24</p> <p>Level 2 performance measures within Derby Homes' Delivery Plan are monitored through DORIS, which is the Council's performance management system for performance monitoring and reporting.</p> <p>2023/24 targets have been approved and this report provides quarter three's performance against expectations. The traffic light criteria used by DORIS is as follows:</p> <p>Blue performance above target by more than 10%</p> <p>Green performance between 2% below target and 10% better than target</p> <p>Amber performance between 2% and 10% below target</p> <p>Red performance more than 10% adverse of target</p>

4.4

As a the end of December 2023, where forecasts are available, 77.8% (7 out of 9) of level 2 performance measures with a target are expected to meet or exceed them.

Status	Forecast against year-end target, as at quarter 3 2023/24	
	2023/24	2022/23
Blue	33.4%	11%
Green	44.4%	70%
Amber	22.2%	4%
Red	0%	15%
No target set	15	11
Annual Collection	4	6
Total measures	28	44

4.5

Key areas to note (performance against Q3 target)

As at the end of December 2023, of the updates available, 86% (6 out of 7) of level 2 performance measures, with a quarterly target has met / exceeded them.

	Blue	Green	Amber	Red	No target	Annual measure	Total
Customer service	0	2	0	0	2	1	5
New Homes	0	1	0	0	0	4	5
Income	0	1	0	0	0	0	1
Repairs and maintenance	0	1	0	0	1	0	2
Housing demand	1	0	0	1	11	2	15
Total	1	5	0	1	14	7	28

4.5.1

Customer Service

There is one new customer service measure for 2023/24, and four measures that were monitored in 2022/23.

-Average working days lost due to sickness absence (DORIS reference – DH CS04) - During December 2023 0.61 days were lost per employee for medical absences, down from 0.80 for the same period 22/23. During December 2023, 2782.88 hours were lost down from 3748.82 December 2022. Over the last 12 months, 42123.04 hours were lost due to sickness. The last 12-month Days lost figure for medical absences is now 9.18 days, which is on target for quarter 3.

- Number of Complaints upheld by the Ombudsman (DORIS reference - DH CS01) – In quarter 3 2023/24, there were no complaint determinations received from the Housing Ombudsman, which corresponds with zero in quarter 2 2023/24.
A draft joint decision from the Housing Ombudsman and LGO has been received.

	<p>An appeal has been submitted against this decision along with further evidence. No further decision has been received to date. This will be recorded in the month the final determination is made.</p> <p>-Cases upheld by Local Government and Social Care Ombudsman (DORIS reference DH CS05) – There were no cases upheld in quarter 3 and 1 case year to date (quarter 2 23/24). This is a new measure for 2023/24 and baseline data will be built-up over the year to help ascertain performance and targets.</p> <p>-Percentage of closed stage 1 complaints responded to within timescales (DORIS reference – DH CS02) – In quarter 3 2023/24, 96.2% were responded to within timescale, compared to 91% quarter 2 2023/24. In quarter 3, we received 158 stage 1 complaints. 149 were responded to on time in the quarter and we are on target for quarter 3.</p> <p>-Number of tenants registered for My Account online (DORIS reference – DH CS03) – During quarter 3, 39 new customers signed up to My Account. The cumulative total now stands at 8496, which is up from 8457 last quarter, and up from 8237 at the same time last year.</p>
4.5.2	<p>Income</p> <p>-Rent arrears of current tenants as a percentage of the rent roll (DORIS reference DH IN03 L2) – At quarter 3 2023/24, the outturn was 3.64%, compared to 3.78 % in quarter 3, 2022/23. This measure is on track for this quarter and forecast to meet year-end target.</p>
4.5.3	<p>New Homes</p> <p>-Number of new homes started in year (DORIS reference DH NH01) – In quarter 3 2023/24, there were 9 new homes started, which were all acquisitions rather than new builds. The year-to-date figure is 24, compared to 15 in quarter 2 23/24. However, this is fewer than in quarter 3 2022/23 (33), We are forecast to achieve 80 at year end, again a year-end target of 28.</p> <p>-Number of new homes delivered in year (DORIS reference DHNH02) –18 new homes were delivered in quarter 3 23/24, compared to 16 last quarter and 4 in quarter 3 2022/23. Forecast is 106 against a year-end target of 86.</p> <p>-Number of new affordable homes delivered since 2008 (DORIS reference – DH NH03) – At the end of quarter 3 2023/24, the outturn was 712 homes compared to 694 at the end of the last quarter, and 663 at quarter 3 2022/23. Forecast for 2023/24 is 784 against a target of 756.</p>

	<p>-Satisfaction with new home (DORIS reference DH NH04) – Customer satisfaction remains on target this month at 80.6 %, against the 81% target.</p> <p>-Energy Efficiency – average SAP rating of dwellings (DORIS reference – DH NH05) - Over the last 12 months energy efficiency has improved from 75.85% in quarter 3 2022/23, to 76.5 % in quarter 3, 2023/24. The year end forecast is currently 76% on target for 2023/24</p>
4.5.4	<p>Repairs and Maintenance</p> <p>-Total number of outstanding responsive repairs (DORIS reference DH RM02) – This is a new measure for 2023/24 and baseline data will be established over the year to inform targets and future performance. In quarter 3 2023/24, there were 5,862 outstanding responsive repairs, down from 5,940 last quarter.</p> <p>-Percentage of properties with completed Electrical Safety Testing (DORIS reference DH RM03) – The quarter 3 2023/24 outturn was 99.81%, which was the same as last quarter (99.82%) and 0.1% higher than the same quarter in 2022/23. There are 25 properties that do not hold an electrical safety report within the last 5 years. 22 properties have an open tenancy breach case, and 3 properties are void.</p>
4.5.5	<p>Housing Demand</p> <p>-Percentage of rent lost through dwellings becoming vacant (DORIS reference DH HD01b) – At quarter 3 2023/24, the outturn was 0.77%, better than the Q3 target of 0.89% and forecast at 0.70%, which is better than the year-end target (0.89%).</p> <p>-Number of active home finder applicants (DORIS reference DH HD02) – There are currently a total of 10,022 live applications across the Corporate Needs, Priority Needs and General Needs bands. A total of 5830 applicants across all 3 bands have placed a bid in the last 12 months, including auto bids. The quarter 3 2023/24 outturn is a 14.6% increase compared to quarter 3 2022/23 (5085)</p> <p>-Households for whom an initial assessment is completed under S184 of the Housing Act 1996 as believed to be homeless or threatened with homelessness (DORIS reference DH HD03) –1894 households have had an initial homelessness assessment completed since the beginning of April 2023. 173 assessments were completed in December 2023, which is a 29% decrease on the figure for November 2023.</p> <p>-Households whose prevention duty ended before they became homeless (DORIS reference DH HD04) – 453 households have had their prevention duty ended before they became homeless, with 143 of these being in this quarter. This includes 122 for the last quarter, which is a</p>

	<p>15% reduction on quarter 2 figures. This is reflective of the difficulties there are to prevent homelessness, particularly within the private rented sector, both in maintaining tenancies and securing alternative new tenancies. Traditionally, there is also a reduction due to the holidays in December.</p> <p>-Households assessed, following relief duty end, as unintentionally homeless and priority need (owed main duty) (DORIS reference DH HD05) - 411 cases whose relief duty ended before 56 days elapsed since the beginning of the year at quarter 3 of 2023/24. There were 134 households in this quarter, which is a reduction of 17% compared to the previous quarter.</p> <p>- Households assessed, following relief duty end, as unintentionally homeless and priority need (owed main duty) (DORIS reference DH HD06) - 166 full homeless duty acceptances were recorded up to the end of quarter 3 2023/24. There were 43 in this quarter which is a reduction of 6 (12%) compared to quarter 2. The Christmas holidays at the end of the quarter may mean that administratively decisions are delayed to the following quarter.</p> <p>-Number of new households placed in bed and breakfast (singles) (DORIS reference HD07 – 300 single households have been placed in bed and breakfast since the beginning of April 2023. There were 25 placements this month, the lowest monthly figure for this year, which is a reduction of 46% (21) when compared to November 2023, the highest figure this year. The weather was mild and therefore there were no periods of Severe Weather Emergency Provision, which would have led to increased bed and breakfast placements for those at risk of rough sleeping.</p> <p>-Number of Families living in bed and breakfast at the end of the month where the stay exceeds 42 days (DORIS reference DH HD11) – linked to the measure above. There were 4 families living in bed and breakfast accommodation at the end of the month, where the stay exceeds 42 days. This is a reduction of 2 when compared to last month and has been achieved mainly by the use of self-contained nightly paid accommodation for move on.</p> <p>Number of new positive private sector placements (accommodation with a reasonable prospect of being available for 6 months or more) (DORIS reference DH HD12) - Year to date there have been 149 placements, with a year-end forecast of 220. Market Rents in Derby are still a barrier for many of our customers in receipt of DWP benefits. The demand for PRS properties from competing prospective tenants and organisation's looking to provide other housing solutions (Home Office/Ukrainian/Afghan cohorts/SEA providers) also impacts the availability of PRS accommodation.</p>
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	<p>The Vulnerable Renters Fund is being delivered again from October 2023. To date, take-up has been less than previous years. The PRS Team will be promoting this fund across partners and our organisation. The new DH PRS sustainment team is now up and running and referrals for support for PRS tenants are being made.</p> <p>-Number of people sleeping rough on a single night - official annual estimate (DCC Delivery Plan 2023/24) – The current estimate is 12 people, with the year-end forecast being the same. This figure is from our 2023 annual estimate. The 2023 annual estimate has taken place during quarter 3 but the figure cannot be published until Feb in quarter 4, due to a government embargo.</p> <p>- Average length of stay (days) in nightly paid accommodation from the beginning of the year - The average length of stay in nightly paid accommodation is 53 days. This data is from the beginning August 2023, rather than the beginning for April 2023, when this indicator was implemented. This is a reduction of 1 day compared to last month but is comparable to the previous 3 months. Some move on has occurred due to direct lets to households, to create move on through temporary accommodation.</p> <p>- Number of new households placed in bed and breakfast (families) There have been 238 new family households placed in bed and breakfast since the beginning of April 2023. There were 10 new family placements in December 2023, which is the lowest figure this year and a 63% reduction on the November 2023 figure of 27. Traditionally the figure is lower in this month due to suspension of court and Home Office activity during the festive week, fewer family, or friend evictions and also service holidays.</p> <p>- Average length of stay (days) in bed & breakfast from the beginning of the year – As at the end of December 2023, the average length of stay in bed and breakfast accommodation since the beginning of the year is 42 days, which an increase of 1 day on the previous month. December's figure was particularly affected by some longer than average stays for single households, 2 of which were in excess of 36 weeks.</p>
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5.	OTHER OPTIONS CONSIDERED
5.1	None

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	None
6.2	Consultation
	None
6.3	Equalities impact assessment

	<p>Creating a resilient city, with a focus on reducing inequalities and providing decent, sufficient, and affordable housing healthcare priority ambitions within the Derby Homes Delivery Plan 2022/23, and appropriate actions have been included within the report to address these.</p> <p>Many of the priority performance measures are particularly important for people who share protected characteristics under the Equality Act 2010, and who would face further barriers to equality without effective public services. Understanding the effectiveness of Derby Homes as an ALMO and how it impacts people's lives is important for advancing equality of opportunity.</p>
6.4	Financial and business plan
	<p>Regular monitoring of performance measures, projects and strategic risks embeds understanding of how economically, efficiently, and effectively the Council is performing.</p> <p>Many of our priority performance measures relate to areas of demand or risk that are major cost drivers and understanding these provides valuable insight for planning.</p>
6.5	Council
	This is a matter which will be reviewed by the Derby City Council and Derby Homes Strategic Partnership Board.
6.6	Environmental
	'Green' is a priority theme for the city, the Council and Derby Homes. This is reflected in the City Plan, Council Delivery Plan and Derby Homes Delivery Plan, which align where appropriate.
6.7	Risk
	<p>A Strategic and Operational Risk Register is reported to The Board on a quarterly basis.</p> <p>Risk management should be an integral part of the business planning process as well as embedded within our day-to-day operations. Without the implementation and development of a risk management culture, there is a possibility of Derby Homes not delivering its strategic objectives</p>
6.8	Policy Review
	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.

7.	Background information
7.1	Performance Management Quarter 3 report - level 2 measures

8.	Appendices
8.1	Appendix 1 – performance report quarter 3 2023-24

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	24.02.2024
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Governance Services (checked)	Chloe Gaskell	29.02.2024
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Latest Performance Report

Reporting -> Derby Homes

31-Dec-2023



Derby City Council

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
Customer Service															
DH CS01 - Number of complaints upheld by the Ombudsman	Low		2.0	0.0	0.0		No Target			No Target	N/A	-A draft joint decision from the Housing Ombudsman and LGO has been received. -An appeal has been submitted against this decision along with further evidence. -No further decision has been received to date. -This will be recorded in the month the final determination is made.	Derby Homes	Quarterly	Annabelle Barwick
DH CS02 - Percentage of closed stage 1 complaints responded to within timescale	High		96.4%	91.0%	96.2%	95.0%	Green		95.0%	N/A	N/A	-In Quarter 3 we received 158 stage 1 complaints. -149 stage 1 complaints were responded to on time in the quarter.	Derby Homes	Quarterly	Annabelle Barwick
DH CS03 - Number of tenants registered for My Account on line	High		8,331.0	8,457.0	8,496.0		Annual Collection			No Target	N/A	During Q3 39 new customers signed up to My Account. The cumulative total now stands at 8496.	Derby Homes	Annual	Annabelle Barwick
DH CS04 - Average working days lost due to sickness absence	Low		10.2	9.4	9.2	10.0	Green		10.0	N/A	N/A	During December 23/24; 0.61 days were lost per employee for medical absences, down from 0.80 for the same period 22/23. During December 23/24, 2782.88 hours were lost down from 3748.82 December 22/23. Over the last 12 months, 42123.04 hours were lost due to sickness. The last 12-month Days lost figure for medical absences is now 9.18 days.	Derby Homes	Monthly	Maria Murphy
DH CS05 - Cases upheld by Local Government & Social Care Ombudsman	Low			1	1		No Target			No Target	N/A	We received a draft joint determination from the HO/LGSCO in November. The Customer has submitted an appeal and we have been advised to await their joint decision.	Derby Homes	Monthly	Annabelle Barwick
New Homes															
DH NH01 - Number of new homes started in year (HRA & DH) (DCC Delivery Plan 2023-24)	High		39.0	15.0	24.0		Annual Collection	80.0	28.0	Blue		There have been 9 SoS units this quarter which are acquisitions only - no newbuild units. We have also agreed to include the 2 Children and Young Person's properties in the 9. This is less than the previous quarter. We expect to see newbuild SoS at Monyash Close, Cricklewood Road, Falcon Way and Oaktree Avenue in Q4 of 23/24 (12 units). ACTIONS: -Only to note that Monyash Close SoS date has now been pushed back to Q4 due to some delays in contractor appointment.	Derby Homes	Annual	Rachel Shardlow

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2023



Derby City Council

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH NH02 - Number of new homes delivered in year (HRA & DH)	High		23.0	24.0	42.0		Annual Collection	106.0	86.0	Blue		Completions are dominated by acquisitions, including 2 CYP properties but less than the previous quarter which included new build completions. The purchase of 9 flats at Leytonstone Drive has also boosted completions in Q3. No newbuild units are scheduled to complete until the New Year 2024, with the phased completion of 8 x 2 beds at our Chesapeake Rd scheme and 2 four bed properties expected in Q4 23/24.	Derby Homes	Annual	Rachel Shardlow
DH NH03 - Number of new affordable homes delivered since 2008	High		670.0	694.0	712.0		Annual Collection	784.0	756.0	Green		Overall delivery is now 712 units against the previous quarter's 694. The slowing down of single off-market acquisitions probably to do with the Christmas break has still made a positive impact on numbers, but the slippage of Chesapeake, Monyash and Whittaker Street (potentially 11 unit completions) should be noted. In January we expect to handover an additional 10 s.106 units at Snellsmoor. Nine flats at Leytonstone Drive came in on 19th December boosting numbers to 18 completions at the end of Q3, 2 more than Q2.	Derby Homes	Annual	Rachel Shardlow
DH NH04 - Satisfaction with new home (new build and re-let)	High		81.3%	92.1%	80.6%	81.0%	Green		81.0%	N/A	N/A	Its disappointing that we are below target for the first time this year. the Empty Homes Coordinator will use Decembers feedback and bring key individuals together to review customers comments and dissatisfaction.	Derby Homes	Monthly	Holly Johnson
DH NH05 - Energy Efficiency - average SAP rating of dwellings	High		75.9	76.0	76.5		Annual Collection	76.0	75.9	Green		Average SAP rating for the housing stock currently stands at 76.47. This has increased since the last quarter due to the inputting of the energy efficiency of existing gas boilers. Further improvements still might be possible with the updating of completed works to the cast irons. The year end forecast is currently 76.50 by end of March 2024.	Derby Homes	Annual	Shaun Bennett
Income Level 2															
DH IN03 L2 - Rent arrears of current tenants as a percentage of rent roll	Low		3.69%	4.97%	3.64%	4.01%	Green	3.95%	4.05%	Green		Following the rent free weeks we are now on track to achieve or be in a better position than the end of March target figure. During December this measure came down from 4.97% to 3.64% Currently the measure is 0.14% better than this time last year.	Derby Homes	Monthly	Helen Samuel

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2023




Derby City Council

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
Repairs and Maintenance															
DH RM02 - Total number of outstanding responsive repairs	Low			6,027.0	5,862.0		No Target			No Target	N/A	Provisional commentary; Outstanding RR are down from last month and last quarter.	Derby Homes	Monthly	Steve Bayliss
DH RM03 - Percentage of properties with completed Electrical Safety Testing	High		99.82%	99.81%	99.81%	100.00%	Green	99.81%	100.00%	Green		<p>There are 25 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 22 of these properties and evidence has been generated which confirms that Derby Homes have met their legal obligations. The remaining 3 properties are Void.</p> <p>22 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 are also working closely with the Gas team to utilise injunctions where we are both experiencing difficult access.</p> <p>All 22 properties are now being closely monitored with the LHO and will be progressed to the solicitor if necessary.</p>	Derby Homes	Monthly	Steve Bayliss
Housing Demand															
DH HD01b - Percentage of rent lost through dwellings becoming vacant	Low		0.80%	0.77%	0.77%	0.89%	Blue	0.70%	0.89%	Blue		0.77 is December's figure which has remained the same from November's and is still under target of 0.89	Derby Homes	Monthly	Jenny Watson

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2023

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH HD02 - Number of active homefinder applicants	High		5,448.0	5,639.0	5,830.0		No Target	5,830.0		No Target		Currently there's 10,022 live applications across the Corporate Needs, Priority Needs and General Needs bands (NB). Corporate NB – 1857 live applications of which 1083 have placed a bid within the last 12 months. Priority NB – 7765 live applications of which 3784 have placed a bid within the last 12 months General NB – 400 live applications of which 99 have placed a bid within the last 12 months Altogether 5830 applicants across all 3 bands have placed a bid in the last 12 months, including 527 autobids. In addition, there are 3487 live applications in the OTA category, 310 of which have placed a bid in the last 12 months That's 58% of all active applicants having placed a bid in the last 12 months across the 3 housing bands. 9% of active applicants in the OTA category have placed a bid within the last 12 months. In December 2023 we received 408 new housing applications, the breakdown per band is as follows: OTA – 147 CNB – 55 PNB – 194 GNB – 12	Derby Homes	Monthly	Jenny Watson
DH HD03 - Households for whom an initial assessment is completed under S184 of the Housing Act 1996 as believed to be homeless or threatened with homelessness (DCC Delivery Plan 2023-24)	Low		2,537.0	1,721.0	1,894.0		No Target			No Target	N/A	There have been 1,894 households for whom an initial assessment has been completed since the beginning of the year. 173 of these were completed in December 2023 which is a 29% decrease on the number for November. December's figure is traditionally lower due to the closing of the full homelessness service for over a week, the suspension of court proceedings/eviction warrants, the suspension of discontinuation notices for Home Office and the 'goodwill' of friends and friends in continuing to house potentially homeless households.	Derby Homes	Monthly	Jim Joyce

Latest Performance Report

Reporting -> Derby Homes



31-Dec-2023



Derby City Council

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH HD04 - Households whose prevention duty ended before they became homeless (DCC Delivery Plan 2023/24)	High		957.0	331.0	453.0		No Target			No Target	N/A	Since the beginning of the year there have been 453 households whose prevention duty ended before they became homeless. This includes 122 for the last quarter which is a 15% reduction on Q2's figure. -This is reflective of the difficulties there are to prevent homelessness, particularly within the private rented sector, both in maintaining tenancies and securing alternative new tenancies. Traditionally, there is also a reduction due to the holidays in December.	Derby Homes	Quarterly	Jim Joyce
DH HD05 - Households whose relief duty ended before 56 days elapsed (DCC Delivery Plan 2023-24)	High		631.0	277.0	411.0		No Target			No Target	N/A	There have been 411 households whose relief duty ended before 56 days elapsed since the beginning of the year. There were 134 households in this quarter which is a reduction of 17% compared to the previous quarter.	Derby Homes	Quarterly	Jim Joyce
DH HD06 - Households assessed, following relief duty end, as unintentionally homeless and priority need (owed main duty)	Low		169.0	123.0	166.0		No Target			No Target	N/A	There have been 166 households assessed as owed a main homelessness duty since the beginning of April 2023. There were 43 in this quarter which is a reduction of 6 (12%) compared to quarter 2. The holidays at the end of the quarter may mean that administratively decisions are delayed to the following quarter.	Derby Homes	Quarterly	Jim Joyce
DH HD07 - Number of new households placed in bed and breakfast - singles	Low		345.0	275.0	300.0		No Target			No Target	N/A	300 new single households have been placed in bed and breakfast since the beginning of the year. There were 25 placements this month, the lowest monthly figure for this year, which is a reduction of 46% (21) when compared to November, the highest figure this year. The weather was mild and therefore no periods of Severe Weather Emergency Provision which would have led to increased bed and breakfast placements for those at risk of rough sleeping.	Derby Homes	Monthly	Jim Joyce
DH HD10 - Number of new households placed in temporary accommodation other than bed & breakfast	Low		166.0	253.0	283.0		No Target			No Target	N/A	283 households have been placed in temporary accommodation other than bed and breakfast since the beginning of the year with 30 new placements in December. The majority of these, 24, were into nightly paid, self-contained with only 6 moves into DCC owned temporary units. The stock of temporary accommodation units is limited by the storm damage caused in October with 8 units being uninhabitable.	Derby Homes	Monthly	Jim Joyce

Latest Performance Report
Reporting -> Derby Homes
31-Dec-2023

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH HD11 - Number of Families living in bed and breakfast at the end of the month where the stay exceeds 42 days	Low		11.0	6.0	4.0	0.0	Red		0.0	N/A	N/A	There were 4 families living in bed and breakfast at the end of the month where the stay exceeds 42 days. This is a reduction of 2 when compared to last month and has been achieved mainly by the use of self contained nightly paid accommodation for move on.	Derby Homes	Monthly	Jim Joyce
DH HD12 - Number of new positive private sector placements (accommodation with a reasonable prospect of being available for 6 months or more)	High		232.0	115.0	149.0		Annual Collection	220.0	240.0	Amber		Market Rents in Derby are still a barrier for many of our customers in receipt of DWP benefits. The demand for PRS properties from competing prospective tenants and organisation's looking to provide other housing solutions (Home Office/Ukrainian/Afghan cohorts/SEA providers) also impacts the availability of PRS accommodation. ACTIONS: The Vulnerable Renters Fund is being delivered again from October 2023, take-up has so far been less than previous years. The PRS Team will be promoting this fund across partners and our organisation. The new DH PRS sustainment team is now up and running and referrals for support for PRS tenants are being made.	Derby Homes	Annual	Jim Joyce
DH HD13 - Number of people sleeping rough on a single night - official annual estimate (DCC Delivery Plan 2023/24)	Low		12.0	12.0	12.0		Annual Collection	12.0	11.0	Amber		This figure is from our 2023 annual estimate. The 2023 annual estimate has taken place during Q3 but figure cannot be published until Feb in Q4 due to government embargo.	Derby Homes	Annual	Jim Joyce
DH HD14 - Number of new households placed in nightly paid accommodation (families)	Low			120	144		No Target			No Target	N/A	There have been 144 new households placed in nightly paid accommodation since the beginning of August 2023 when this indicator was introduced. Of these, 24 were placed in December, a reduction of 9 (27%) when compared to November's figure. There have been fewer new nightly paid properties available and limited vacancies in existing units due to demand for alternative temporary and more stable accommodation	Derby Homes	Monthly	Jim Joyce

Latest Performance Report
Reporting -> Derby Homes
31-Dec-2023

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
DH HD15 - Average length of stay (days) in nightly paid accommodation from the beginning of the year	Low			54	53		No Target			No Target	N/A	The average length of stay in nightly paid accommodation is 53 days from the beginning August 2023 when this indicator was implemented. This is a reduction of 1 day compared to last month but is comparable to the previous 3 months. Some move on has been occurred due to direct lets to households to create move on through temporary accommodation.	Derby Homes	Monthly	Jim Joyce
DH HD16 - Number of new households placed in bed and breakfast (families)	Low			228	238		No Target			No Target	N/A	There have been 238 new family households placed in bed and breakfast since the beginning of April 2023. There were 10 new family placements in December which is the lowest figure for this year and a 63% reduction on November's figure of 27. Traditionally the figure is lower in this month due to suspension of court and Home Office activity during the festive week, fewer family or friend evictions and also service holidays.	Derby Homes	Monthly	Jim Joyce
DH HD17 - Average length of stay (days) in bed & breakfast from the beginning of the year	Low			41	42		No Target			No Target	N/A	The average length of stay in bed and breakfast since the beginning of the year is 42 days which an increase of 1 day on the previous month. The figure this month was particularly affected by some longer than average stays for single households, 2 of which were in excess of 36 weeks.	Derby Homes	Monthly	Jim Joyce

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

ESTATES PRIDE PROGRAMME 2024-25



ITEM NO. Enc. 5

Report of: Head of Capital Works

Email: Rachel.shardlow@derbyhomes.org

Telephone number: 01332 647957

Author: Rachel Shardlow

Email: Rachel.shardlow@derbyhomes.org

Telephone number: 01332 647957

PRESENTED BY:

Rachel Shardlow

1.	SUMMARY
1.1	Every year, Derby Homes allocates budget to deliver improvement works that are identified by tenants, local Councillors, local housing colleagues, and other partners. Typical works are landscaping, fencing, lighting, parking and access improvements.
1.2	In 2024/25, the initial budgets will be £500,000 for capital works and £450,000 for revenue works.
1.3	Proposed schemes are made before the start of the financial year, this allows any necessary planning and procurement activities to be undertaken.

2.	RECOMMENDATION(S)
2.1	That the Operational Board prioritise and approve the funding and delivery of capital and revenue schemes for 2024/25.

3.	REASON(S) FOR RECOMMENDATION(S)
3.1	Works undertaken in 2024-25 will focus upon: <ul style="list-style-type: none">- Strengthening communities and encouraging people to be proud of where they live.- Delivering environmental and safety improvements.- Including local residents and partners in decision making, and the use of budgets.

4.	MATTERS FOR CONSIDERATION
4.1	Area Managers collect and prioritise requests for potential schemes on an ongoing basis, which are shared with the Estate Pride Team.
4.2	Proposed work must demonstrate, that it will directly benefit or improve an estate, community, or environment. This should be evidenced to support the proposal.
4.3	All bids will be evaluated by the Senior Maintenance Surveyor and Head of Capital Works for viability, alignment with the ethos of the Estates Pride

	<p>budget, as detailed in 3.1, cost, value for money and potential links with other planned works.</p> <p>It will also be considered, if the proposed works will benefit Derby Homes and our communities, with the aim of:</p> <ul style="list-style-type: none"> - Increasing the amount of customers who report satisfaction with their neighbourhoods. - Creating areas where people choose to live. - Achieving cleaner, greener, and safer public spaces - Increases the long-term sustainability of estates. 										
4.4	<p>Capital Works</p> <p>The focus for the capital budget, (£500,000), in 2024/25 will be improvements to paths and resurfacing works, with a small amount set aside for the delivery of hard standings. Hard standings identified for delivery will be prioritised according to accessibility needs.</p> <p>Confirmed locations and estimated costs will be shared at a future Operational Board meeting, as will progress against delivery.</p>										
4.5	<p>Revenue Works</p> <p>The initial budget for 2024/25 will be £475,000. As in previous years, £150,000 will continue to support the Estate Response Officer service, operated by Derby Homes.</p> <p>Similarly, £50,000 has been allocated as a contribution towards neighbourhood management schemes delivered by Derby City Council. This includes the provision of Public Protection Officers and Councillor ward initiatives funding.</p> <p>The residential amount of £275,000 is available, and is proposed to be allocated as shown below:</p> <table border="1"> <thead> <tr> <th>Scheme</th><th>Estimated cost</th></tr> </thead> <tbody> <tr> <td>Small scale works (including environmental initiatives)</td><td>£145,000</td></tr> <tr> <td>Well Managed Highways – inspections and maintenance works</td><td>£130,000</td></tr> <tr> <td></td><td></td></tr> <tr> <td>Total</td><td>£275,000</td></tr> </tbody> </table> <p>Continuing the ethos of capital works, the intention of small-scale works is to improve Derby Homes estates, via landscaping or other minor works. Whilst these works typically benefit fewer tenants, they are generally complimented more quickly so benefits are enjoyed sooner.</p> <p>The Well Managed Highways programme of inspections and maintenance works is undertaken in partnership with the city council’s Streetpride team. Cyclical inspections undertaken, identify where maintenance is required and informs the priority for works to be undertaken, to intervene at the most</p>	Scheme	Estimated cost	Small scale works (including environmental initiatives)	£145,000	Well Managed Highways – inspections and maintenance works	£130,000			Total	£275,000
Scheme	Estimated cost										
Small scale works (including environmental initiatives)	£145,000										
Well Managed Highways – inspections and maintenance works	£130,000										
Total	£275,000										

	appropriate time. This ensures that condition does not deteriorate to a point where necessary works are extensive and complex.
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5.	OTHER OPTIONS CONSIDERED
5.1	None. It is important to continue to improve our estates for the reasons outlined at 4.3. Equally, the Well Managed Highways programme, as well as delivering improvements to footpaths and other areas, also reduces the risk of slips, trips and falls occurring, which may result in insurance claims and costs for Derby Homes.

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	None
6.2	Consultation
	The Customer Engagement Team will assist with all consultation required by the Estates Pride Programme in 2024/25.
6.3	Equalities impact assessment
	None
6.4	Financial and business plan
	As previously stated, the total Estates Pride budget for 2024/25 is £950,000 comprised of £500,00 capital and £450,000 revenue. As demand for works exceeds the budgets available, the expectation is that the budget will be spent in full.
6.5	Council
	None. It is important to continue to improve our estates for the reasons outlined at 4.3. Equally, the Well Managed Highways programme, as well as delivering improvements to footpaths and other areas, reduces the risk of slips, trips and falls occurring which may result in insurance claims and costs for Derby Homes.
6.6	Environmental
	None
6.7	Risk
	None

7.	Background information
7.1	None.

8.	Appendices
8.1	None.

This report has been approved by:

Head of Service Governance Manager (checked)	Rachel Shardlow Jane Haywood	26.02.2024 29.02.2024
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PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

VALUE FOR MONEY – ANNUAL REPORT 2022/23



ITEM NO. Enc. 6

Report of: Finance Director & Company Secretary

Email address: michael.kirk@derbyhomes.org

Telephone number: 01332 888703

Author: Michael Kirk

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Telephone number: 01332 888703

PRESENTED BY:

Michael Kirk/Helen Samuel

1	SUMMARY
1.1	The Operational Board monitors Derby Homes' performance as part of its functions. Reports are prepared for this Board on performance on a regular basis.
1.2	Value for Money (VfM) considerations must be balanced between cost and performance. This is an annual report to update the Operational Board on that balance and to seek views of the Board.
1.3	This report demonstrates that in 2022/23 the performance and value for money of Derby Homes tenants can be deemed as excellent, as assessed through the Housemark benchmarking review.
1.4	Likewise, the VfM when assessing relevant financial ratios from 2022/23 financial statements that the Regulator of Social Housing (RSH) requires to be published, is also very strong.
2	RECOMMENDATIONS
2.1	The Operational Board considers the attached Value for Money reports and offers any comments that it feels appropriate.
3	REASON FOR RECOMMENDATION
3.1	The Operational Board are well placed to comment on operational performance, and the value for money of services provided by Derby Homes. Feedback is to be welcomed and can be considered by Officers and/or the main Board within future plans.

4	MATTERS FOR CONSIDERATION
4.1	<p>The Operational Board has, for a number of years, been commenting on the annual report presented on Value for Money.</p> <p>The report this year focuses on two areas:</p> <ol style="list-style-type: none"> 1. The 2022/23 financial outturn compared to the latest RSH benchmarked figures 2. The Housemark benchmarking report for the 2022/23.
4.2	<p><u>RSH Benchmarking</u></p> <p>The RSH has a requirement that all Registered Providers, of which Derby Homes is one, must comply with their Value for Money Standard and the supporting Code of Practice.</p> <p>The RSH approach to VfM concentrates on seven key metrics, which indicate overall relative efficiency of a 'standard' Housing Association, where rent is collected from tenants and spent on services or on debt.</p> <p>While Derby Homes performs these functions, they are largely on behalf of the Council (12,364 Council homes as of March 2023), rather than in our own name (124 homes at March 2023). This means that several of the standard metrics are not directly relevant for Derby Homes situation.</p>
4.3	<p>The metrics are required to be disclosed in the annual financial statements of Derby Homes and the Value for Money section of the financial statements is shown in Appendix 1.</p> <p>These are quite technical accountancy measures and not the easiest to interpret, especially as the Derby Homes key role is management of the Councils stock, rather than being a standard Housing Association, but in summary, the key conclusions are that Derby Homes compares well against sector norms, in particular, on the key indicator of cost per property.</p> <p>The next sections explain each metric in more detail.</p>
4.4	<p>Metric 1 and 2 – spend on new properties, and the number (8) of properties acquired against the total owned at March 2022 (116). An increase of 7%. The new properties were linked to:</p> <ul style="list-style-type: none"> • “Move on accommodation” project with a local charity – Padley. • projects with the Council for introductory tenancies for children leaving care and unaccompanied asylum seekers. • S106 acquisitions
4.5	<p>Metric 3 – Gearing – this looks at the levels of cash held less loans outstanding and compares this figure against the accounting book value of the properties owned by Derby Homes. With Derby Homes currently having significant levels of cash, this ratio is very strong. The main Board have approved a significant programme of acquiring properties. These acquisitions, plus the acquisitions of new vans will necessitate Derby Homes to borrow substantial sums (£4m planned for 2026/27) in the future. At that stage, the gearing ratio will show a reasonably high level of borrowing compared against the book value of the property stock.</p>

4.6	<p>Metric 4 – Interest cover – this ratio is used to assess if an organisation is generating sufficient profits to meet its interest obligations on its loans. The underlying position, is that the annual interest costs are relatively low (at £0.151m), benefiting from delaying taking out loans on new properties whilst cash reserves remain healthy. Excluding the pension scheme adjustments, Derby Homes made a £0.484 “profit before tax and interest” a 320% ratio (£0.484m / £0.151m) is very strong.</p> <p>Interest costs are budgeted for annually, and the underlying budgets are at a breakeven. With cash holdings in excess of £10m, there is no immediate concern about the company’s ability to pay the interest on its loans to the Council.</p>
4.7	<p>Metric 5 – Headline social housing cost per unit.</p> <p>This is a key metric.</p> <p>The figure of £4,131 is higher than the 2019/20 RP average figure of £3,830 (latest figure available). Adjusting the 2019/20 RP figure for 19% CPIH inflation, this would equate to £4,557, meaning that the Derby Homes figure of £4,131 is circa 9% below the average.</p> <p>Under this metric, our overall costs are £4,131 per property (or £79 a week). It should be noted that some costs are excluded from our costs (e.g., some major works on Council housing where costs are directly incurred by the Council and not through Derby Homes).</p> <p>The £4,131 figure is inflated because the annual pension scheme adjustment required in the financial statements. A truer figure per the Housemark calculated figure, which excludes the pension adjustment shows a cost of £3,222 as described in section 4.11.</p>
4.8	<p>Metric 6 & 7 – this looks at operating margins (profit margins) and returns (profit) on capital employed (finance invested into the company).</p> <p>It shows that on the Derby Homes owned properties there are normal levels of profits before loan interest being made (which once loan interest is deducted this area shows a small profit, because of the delayed loan financing).</p> <p>On the overall figures, because of the small operating surplus of £0.177m, it shows that the surplus was 0.3% of turnover in the year (excluding pension scheme adjustments), with return on capital employed at 0.6%.</p> <p>It should be noted that the long-term financial plan is to operate at an underlying breakeven position, investing the current cash reserves on areas such as new vans, depot improvements, and subsidising new homes. The financial results in 2022/23 are consistent with that breakeven plan.</p>

4.9	<p><u>Housemark</u></p> <p>The annual report from Housemark on our costs is set out in Appendix 2. This was reported to the Board at the 25 January 2024 meeting. This year's report compared Derby Homes with 40 other landlords who manage between 10,000 and 15,000 homes.</p>
4.10	<p>Key Points to note in 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>. Also see Section 4.12 below. • 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>.

4.11 The report looks at a number of KPI's and costs, but a really useful summary of the overall cost per property table on page 4 of Appendix 2.

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

Work area	Derby Homes	Median of peer group	Diff £	Diff %	Quartile Group
Housing management	£473	£475	(2)	(0%)	2
Responsive repairs & voids	£937	£1,209	(272)	(22%)	1
Major works & cyclical maintenance	£1,812	£1,899	(87)	(5%)	2
TOTAL	£3,222	£3,583	(361)	(10%)	

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 – see 4.12.

The overall £361 lower cost per property against median costs, is around a £7 a week saving on rents for tenants. Translated into service provision, it shows that costs are (12,364 properties x £361 lower cost per property than median) £4.5m below median a year.

This represents excellent value for money for tenants on Derby Homes spend.

4.12 Tenant satisfaction levels have remained very strong. Being in quartile 1 for all services measured, bar the neighbourhoods one, 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. The full report is attached at Appendix 2 – CMIS only.

5	OTHER OPTIONS CONSIDERED
5.1	None

6	IMPLICATIONS
6.1	Financial & Business Plan
6.1.1	Benchmarking helps us 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 setting.
6.1.2	The low costs of both Derby Homes and the Council mean that the average rent charged is good value at less than 60% of market rents.

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	Appendices
7.1	Appendix 1 - RSH Financial Analysis
7.2	Appendix 2 – Housemark Cost Performance Analysis Report 2022/23

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	09.02.2024
Governance Manager (checked)	Jane Haywood	29.02.2024

Appendix 1 – Extract from the March 2023 Derby Homes Financial Statements - Value for money (VfM)

The Regulator of Social Housing (RSH) required that as a Registered Provider we include seven key financial metrics in this report. These are set out below. Derby Homes as an ALMO RP will look a little different in terms of results against 'standard' RPs as our business model is fundamentally different as we are mostly a manager (of Council housing) and therefore do not operate a standard RP landlord business model.

Metric 1 – Reinvestment %

Good = higher

	£m
+ Development of new properties	2.290
+ Newly built properties acquired	-
+ Works to existing properties	-
+ Capitalised interest	-
+ Schemes completed	-
Total	2.290
Divided by	
+Tangible fixed assets: Housing properties at cost	9.904
+Tangible fixed assets: Housing properties at valuation	-
Total	9.904
Result	23.1%

This is a measure of capital investment in existing and new homes against the existing asset base value. During the year the housing stock increased by 8, to 124 reflecting investments in properties linked to specific initiatives.

Metric 2a: New Supply (Social Housing Units) %

Good = higher

	Units
+ Total social units developed or acquired in year	8
+ Social leasehold units acquired in year	0
Total	8
Divided by	
+ Total social housing units owned	119
+ Social leasehold units owned	0
Total	119
Result	6.7%

The 8 properties acquired in 2022/23 were used on joint initiatives with the Council relating to a project with a local charity - Padley and with the Council for introductory tenancies for children leaving care and unaccompanied asylum seekers.

Value for money (VfM) cont.

Metric 2b: New Supply (Non - Social Housing Units) %

	Units
+ Total non - social units owned (acquired in year)	0
+ Non – social leasehold units owned (acquired in year)	0
+ New outright sale units developed or acquired	0
Total	0
Divided by	
+ Total social housing units owned	119
+ Total non-social rental housing units owned	5
+ Social leasehold units owned	0
+ Non-social leasehold units owned	0
Total	124
Result	0%

Metric 3 – Gearing % Good = lower

	£m
+ Short term loans	0.064
+ Long term loans	2.733
- Cash & cash equivalents	(11.135)
+ Amounts owed to group undertakings	1.139
+ Finance lease obligations	-
Total	(7.199)
Divided by	
+ Tangible fixed assets: Housing properties at cost	8.879
+ Tangible fixed assets: Housing properties at valuation	-
Total	8.879
Result	-81%

This is a measure that looks odd as the company is currently at a stage of its General Reserve plans, where cash holdings are high. The General Reserve (and consequently cash) will reduce as General Reserve investment plans are realised. There will remain capacity for further borrowing if the need arises, but in the short-term new properties will initially be financed through cash, saving on loan interest costs.

Value for money (VfM) cont.

Metric 4 – Earnings before interest, tax, depreciation, amortisation, major repairs (EBITDA) Interest Cover % Good = higher

	£m	£m exc LGPS
+ Operating (deficit) / surplus	(4.453)	0.177
-Amortised grants	0.032	0.032
-Government grants taken to income	-	-
+ Interest receivable	-	-
-Capitalised major repairs expenditure for the period	-	-
+ Total depreciation charge for period	0.339	0.339
Total	(4.082)	0.484
Divided by		
+ Interest capitalised	-	-
+ Interest payable and financing costs	0.151	0.151
Total	0.151	0.151
Result	-2,703%	320%

This result is another that looks strange as it includes all the operating deficit (derived mainly from management and maintenance of Council housing), plus pension adjustments against the interest payable on loans on a small number of homes. Excluding the volatile pension fund adjustments strengthens the ratio and is more representative of the underlying position. The annual level of loan interest in budgeted for in the company's underlying balance budget plans.

Metric 5 – headline social housing cost per unit

Good = lower

Management costs

+service charge costs

+planned maintenance costs

+capitalised major repairs expenditure

+development services

+ other social housing activities

+routine maintenance costs

+major repairs expenditure

+other costs of social housing letting

+community /neighbourhood services

+ other charges for support services

= all housing costs

For Derby Homes, this is calculated by deducting the "Activities other than Social Housing" costs of £6.620m and depreciation of £0.339m from total Operating Costs of £61.935m = £54.976m.

Divided by

Total social housing units owned or managed = 13,307

Result = £4,131

It indicates that our overall costs are £4,131 per property (or £79 a week). It should be noted that some costs are excluded from our costs (e.g., some major works on Council housing where costs are directly incurred by the Council and not through Derby Homes).

Value for money (VfM) cont.

Metric 6a – Operating Margin (social housing lettings) %

Good = higher

	£'000
+ Operating surplus (social housing lettings)	216
Divided by	
+ Turnover from social housing lettings	614
Result	35%

Metric 6b: Operating Margin (Overall) %

	£m	Exc LGPS £m
+ Operating (deficit) / surplus	(4.453)	0.177
- Gain / (loss) on disposal of fixed assets (housing)	0	0
Total	(4.453)	0.177
Divided by		
Turnover (overall)	57.470	57.459
Result	-7.7%	0.3%

Measure A shows that the Board is now making a significant but normal level of operational surplus on its own properties – this is partly due to the nature of low repair costs in the early years but also because this measure excludes the cost of borrowing. The position is a small surplus once interest charges are deducted.

Measure B shows the overall formal operational deficit inclusive of additional pension fund charges for the year – an alternative measure excluding those is also shown and indicates a more reasonable assessment of the current position. The comparator here does not work as Derby Homes is mainly a managing agent for the Council stock and works at a very low margin on that work rather than at a 'standard' 25% or so for 'normal' RP lettings.

Metric 7: Return on Capital Employed (ROCE)

	£m	Exc LGPS £m
Operating (deficit) / surplus	(4.453)	0.177
Share of operating surplus / (deficit) in joint ventures or associates	-	-
Total	(4.453)	0.177
Divided by		
Total assets less current liabilities	27.259	27.259
Result	-16.4%	0.6%

ROCE also makes little sense for our business model where our income stems mainly from management of the Council's properties rather than our own.

PUBLIC
OPERATIONAL BOARD
THURSDAY 7 MARCH 2024
YOUTH ALLIANCE GRANT 2024/2025

ITEM NO. Enc. 7

Report of: Head of Housing Management
Email: carl.tring-willis@derbyhomes.org
Telephone number: 01332 888504

Author: Carl Tring-Willis
Email: carl.tring-willis@derbyhomes.org
Telephone number: 01332 888504

PRESENTED BY:

Carl Tring-Willis

1.	SUMMARY
1.1	The Operational Board approved a £100,000 grant to the Youth Alliance for the financial year 2023/24. This report seeks approval to grant fund £50,000 to support the work of the Alliance for 2024/25.
1.2	The work of the Youth Alliance supports the ambitions of Derby Homes' Children and Young People's Strategy, in addition to supporting the aims of a number of other strategies and policies.
1.3	The Youth Alliance is a collaborative approach between the voluntary community and social enterprise sector, (VCSE), Derby Homes (DH) and Derby City Council (DCC), to co-design and deliver youth provision within the city. The lead organisation for the Youth Alliance is Community Action Derby.
2.	RECOMMENDATION(S)
2.1	To approve a grant of £50,000 to Community Action Derby to be used for the Youth Alliance 2024/2025.
2.2	The grant is subject to the approval of Derby City Council.
3.	REASON(S) FOR RECOMMENDATION(S)
3.1	To enable the Youth Alliance to deliver preventative and diversionary activities across the city to reduce risk and to improve wellbeing and services for young people living in Derby city.
3.2	To support and enable the Youth Alliance transition to a more sustainable financial model.
3.3	To support the ambitions of Derby Homes' Children and Young People's Strategy, in addition to supporting the aims of a number of other strategies and policies.

4.	MATTERS FOR CONSIDERATION
4.1	Derby Homes is committed to supporting Derby's children and young people, by identifying the right services and providing opportunities which can help make a positive impact. Derby Homes recognises that young people living in the homes we manage may face more adversities, due to current economic and social divisions; these challenges can be supported more effectively when working in partnership across the city.
4.2	The Youth Alliance (YA) is a collaboration of partner agencies working across the city with a purpose of reducing risks and improving the opportunities and the wellbeing of young people. They do this through regular consultations with the youth of Derby city, alongside seamless reflection of city-wide strategies and initiatives.
4.3	Derby Homes is committed to supporting the Youth Alliance become a sustainable model of collaborative working across existing specialist and grass-roots organisations, to deliver interventions across a multitude of intersections, of individual young people, families and 'hot-spot' areas in the community.
4.4	Derby Homes initially 'seed funded' the Youth Alliance £20,000 in its first year, to enable it to form roots within the city, and this figure was subsequently increased to £100,000 to enable it to fully flourish and become established.
4.5	The Youth Alliance is now in a position to explore alternative funding streams, and so a reduction in the level of proposed funding provided by Derby Homes has been accepted and agreed with Community Action Derby.

5.	OTHER OPTIONS CONSIDERED
5.1	None

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	Grant allocations will be recorded with the necessary procurement waivers obtained. There will be a grant agreement between the Youth Alliance and Derby Homes and will include an Information Sharing Agreement (ISA). Many of the referrals are made with consent after conversations with the families involved.
6.2	Consultation
	Derby Homes have consulted with Community Action Derby in relation to this report and request, who accept and agree the proposed reduced level of funding for 2024/2025.
	Consultation has taken place with council colleagues, to ensure that the proposed projects fit within the Council's wider corporate objectives. The Youth Alliance continues to work collaboratively with city wide partnerships and boards, which helps shape the project delivery such as the Serious Youth Violence Board.
	The Youth Alliance Governance includes an Equalities subgroup and an Insight and Intelligence subgroup. The Alliance frequently consult with the City Council's panel Voices in Action when deciding on projects as

	part of the Alliance. Part of their next steps are to create their own Youth Voice working within their network.
6.3	Equalities impact assessment
	The Youth Alliance are committed to eliminating unlawful discrimination, promoting equality of opportunity, and promoting good relationships across all agencies providing Young People's services across the city. This is reflected in the YA strapline, mission, and vision of the group.
	The Alliance recognises its obligations in respect of equality impact assessments, and acknowledges that discrimination and disadvantage may emerge from how it operates, and that the Alliance has a responsibility to identify what changes and improvements are needed.
	<p>The Youth Alliance model states, that the partnership has a moral duty to conduct its operation with morality and ethical reasoning, therefore, all members pledge to:</p> <ul style="list-style-type: none"> • Treat all with equality and dignity • Conduct all its business within a framework that is not detrimental to the lives of others or the environment. • Act within law and not encourage, assist, or collude, with others engaged in conduct, which is dishonest, unprofessional, or discriminatory.
	The Youth Alliance work with Approved Alliance Providers (AAP); local youth partners, who meet the Youth Alliance Quality Assessment (QA) criteria, which includes having an Equality and Diversity Policy and Safeguarding Policy.
	The Youth Alliance are committed to completing equality impact assessments at the beginning of any new project. There is also an emerging equality alliance within the City, led by Community Action Derby. The YA are fundamentally linked to this and will consult this body on any equalities issues which arise from the Youth Alliance.
6.4	Environmental
	Not Applicable
6.5	Risk
	<p>Derby Homes is committed to supporting the Youth Alliance become a sustainable model of collaborative working across existing specialist and grass-roots organisations in the city.</p> <p>Although the Youth Alliance are now positioned to explore alternative funding streams, there is a risk that not approving this grant will impede their capacity to secure longer term sustainability.</p> <p>Community Action Derby have confirmed they accept and agree to the proposed reduced level of funding for 2024/2025 to support the transition to a more sustainable financial model.</p>
	A decision not to support the application will also result in reduction of targeted and preventative work on our estates.
7.	Background information
7.1	None.

8.	Appendices
8.1	Appendix 1 - Derby Youth Alliance Evaluation 2022/2023

This report has been approved by:

Head of Service	Carl Tring-Willis	25.02.2024
Governance Manager (checked)	Jane Haywood	29.02.2024

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

DERBY ASSOCIATION OF COMMUNITY PARTNERS

ANNUAL GRANT 2024/2025



Report of: Head of Housing Management
Email: carl.tring-willis@derbyhomes.org
Telephone number: 01332 888504

ITEM NO. Enc. 8

Author: Carl Tring-Willis
Email: carl.tring-willis@derbyhomes.org
Telephone number: 01332 888504

PRESENTED BY:

Carl Tring-Willis

1.	SUMMARY
1.1	This report seeks approval for the annual grant to fund the Derby Association of Community Partners (DACP) for year 2024/25.
2.2	The Derby Association of Community Partners will be celebrating their 30 th Anniversary as a constituted tenants federation, having originally been known as the Derby Association of Customer Panels.
2.3	To mark this momentous milestone, the DACP are planning to award 30 grants representing 30 years, to voluntary, community, and social enterprise (VCSE) groups who work with and support our customers and communities.
2.4	The 30 th anniversary grant scheme is designed to support one-off projects and initiatives that create legacy and reflect the roots of the DACP in tenant activism.

2.	RECOMMENDATION(S)
2.1	To approve the annual award of £7,400 towards the operational costs of the DACP.
2.2	To approve the annual award of £20,000 towards the Community Fund discharged to VCSE groups by the DACP.
2.3	To approve an additional award of £10,000 to uplift the Community Fund discharged to VCSE groups by the DACP as part of the 30 th anniversary grant scheme.
2.4	To note all grant decisions are subject to approval by Derby City Council.
2.5	To note all DACP grant awards are subject to approval by the Managing Director of Derby Homes and Operational Board approval.

3.	REASON(S) FOR RECOMMENDATION(S)
3.1	To enable the DACP to fulfil their role as a constituted tenants federation, supporting the interests of customers and communities within Derby.

3.2	To enable the DACP and Derby Homes to jointly celebrate 30 years of the tenant movement in the city, through supporting projects and initiatives that create legacy and reflect the roots of the DACP in tenant activism.
3.3	To support Derby Homes to meet its social value ambitions and discharge social value receipts.

4.	MATTERS FOR CONSIDERATION																																																								
4.1	The DACP have had a positive and productive year and continue to develop, recruit members, and elevate their profile within the city.																																																								
4.2	The DACP recognise the opportunities the 30 th anniversary presents, in further increasing their membership and elevating their profile, whilst reflecting and resetting priorities as a tenant movement.																																																								
4.3	<p>The table in 4.4 shows the DACP’s financial activity in 2023/2024.</p> <ol style="list-style-type: none">1. Grants applications awarded by the DACP.2. Total Value awarded.3. Grant applications withdrawn or declined by the DACP.4. Total Value withdrawn or declined.																																																								
4.4	<table><tr><th colspan="3">Funding Applications</th></tr><tr><th>Name of Group</th><th>Amount applied for</th><th>Amount Agreed</th></tr><tr><td>Rykneld Bowling Club</td><td>£450</td><td>£450</td></tr><tr><td>Watermeadow Road Community Group</td><td>£720</td><td>£720</td></tr><tr><td>Toggs Baby Equipment</td><td>£1052</td><td>£1052</td></tr><tr><td>Sinfin Community Childcare Outing</td><td>£600</td><td>£600</td></tr><tr><td>FC Sunny Hill</td><td>£1592</td><td>£1592</td></tr><tr><td>ACT Debt Clinic</td><td>£2600</td><td>£2600</td></tr><tr><td>Project Derby</td><td>£2240</td><td>£2240</td></tr><tr><td>Pride Park FC</td><td>£1725</td><td>£1725</td></tr><tr><td>Womens Voice</td><td>£2760</td><td>£2000</td></tr><tr><td>New Zealand Community Action Food bank</td><td>£2400</td><td>£2400</td></tr><tr><td>Children First Garden Project</td><td>£2500</td><td>£2000</td></tr><tr><td>Engineered Learning</td><td>£1800</td><td>£1500</td></tr><tr><td>St Peters Church</td><td>£2500</td><td>£1500</td></tr><tr><td>Total amount requested. (Approved, or part approved)</td><td>£22939</td><td>£20379</td></tr><tr><td colspan="3">Applications declined/withdrawn</td></tr><tr><td>Youth Empowered for service CIC</td><td colspan="2">£2500</td></tr></table>			Funding Applications			Name of Group	Amount applied for	Amount Agreed	Rykneld Bowling Club	£450	£450	Watermeadow Road Community Group	£720	£720	Toggs Baby Equipment	£1052	£1052	Sinfin Community Childcare Outing	£600	£600	FC Sunny Hill	£1592	£1592	ACT Debt Clinic	£2600	£2600	Project Derby	£2240	£2240	Pride Park FC	£1725	£1725	Womens Voice	£2760	£2000	New Zealand Community Action Food bank	£2400	£2400	Children First Garden Project	£2500	£2000	Engineered Learning	£1800	£1500	St Peters Church	£2500	£1500	Total amount requested. (Approved, or part approved)	£22939	£20379	Applications declined/withdrawn			Youth Empowered for service CIC	£2500	
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	Youth Empowered for service CIC (Second Application)	£2500
	St Peters Church – Christmas lunch on Jesus	£2500
	Annisa Events	£2300
	Safe and Sound	£2500
	Baby People	£2500
	4 th Derwent Scout Group	£1680
	Total applications declined	£16480
	Total amount of applications received in the year	£39419
4.5	The Cost-of-Living Crisis is clearly reflected in the traffic of funding applications received by the DACP. During 2023/2024 there has been an increase in applications for the provision of hot food, warm spaces, and debt advice.	
4.6	To respond to this, the DACP are building more positive working relationships with partner organisations such as Food 4 Thought and Community Action, Derby, to ensure funding is not duplicated.	
4.7	The DACP aim to use their 30 th anniversary to reflect and reset their priorities, focussing on supporting projects that create capacity and legacy that remain true to the values of tenant activism, and move away from regular repeat applications seeking ongoing revenue costs.	
4.8	This is a momentous milestone for the DACP, and whilst many other tenant federations up and down the country have been lost over the last decade, the DACP's resilience enables a solid foundation on which to grow the tenant movement in Derby, at a crucial time for tenant's rights and social housing.	

5.	OTHER OPTIONS CONSIDERED
5.1	Not Applicable

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	Derby Homes Memorandum states: “(18) Subject to the prior written consent of the City Council to make donations, grants or loans or provide services or assistance to such persons and organisations and on such terms as the Board shall think fit to further the objects of the Organisation.”
6.2	Consultation
	<ul style="list-style-type: none"> The DACP has been consulted on this application. The “Celebrating 30 years of Tenant Activism in Derby” proposal has been codesigned between the Derby Association of Community Partners and Derby Homes. Attached as Appendix 1.
6.3	Equalities impact assessment
	<ul style="list-style-type: none"> As an independent group, the DACP are responsible for their own equality impact assessment.

	<ul style="list-style-type: none"> • The DACP perform an assessment through their due diligence checks on their application form. This is to promote equal opportunities and the applicant's duty of care to their service users. • The application form asks for certain criteria to ensure that the group are supportive of the values and objectives of both the DACP and Derby Homes. • This includes high level information about the group, and any policies or procedures they have in place to ensure safeguarding, equality and fairness.
6.4	Financial and business plan
	<ul style="list-style-type: none"> • Specific funding is available from the Customer Engagement budget to approve the annual award of £7,400 towards the operational costs of the DACP. • Specific funding is available from Social Value Receipts to approve the annual award of £20,000 towards the Community Fund. • Specific funding is available from the Customer Engagement budget to approve an additional award of £10,000 to uplift the Community Fund discharged to VCSE groups by the DACP as part of the 30th anniversary grant scheme.
6.6	Environmental
	Not Applicable
6.7	Risk
	<ul style="list-style-type: none"> • The DACP is Derby Homes' Tenant Federation, as such, Derby Homes are the sole funder of the DACP. There is a risk to the ongoing viability of the DACP by Derby Homes not approving this grant. • A viable Tenants Federation provides a collective voice and a platform for tenant and leaseholder activism. • This is a crucial time for social housing and consumer rights and the loss of the DACP would have a detrimental impact on Derby Homes, not just reputationally, but from the loss of a genuine and authentic relationship with its customers through the DACP. • It would also create a void within the tenant movement, and wider VCSE sector, having a detrimental impact on representing and advancing tenants' rights.
7.	Background information
7.1	The Derby Association of Community Partners (DACP) is a voluntary organisation for tenants, community groups and other partner agencies.

7.2	They are an established group of tenants who volunteer their time to make sure Derby Homes are providing tenants with an excellent service. They have a good, in-depth knowledge of housing issues and how Derby Homes operates as a company.
7.3	The DACP manage their own fund to support community groups, voluntary, or not-for-profit organisations, who deliver projects or services in Derby that benefit the local community, and tenants of Derby City Council and Derby Homes.

8.	Appendices
8.1	Appendix 1 – DACP 30-year proposal

This report has been approved by:

Head of Service	Carl Tring-Willis	25.02.2024
Governance Manager (checked)	Jane Haywood	29.02.2024



Celebrating 30 years of Tenant Activism in Derby!

The Derby Association of Community Partners (DACP) is an established voluntary organisation for tenants, community groups and other partner agencies.

The DACP has continuously and generously funded core community groups, projects and various organisations which are a foundation for the community. Providing support to those who need it the most.

In the previous years, the DACP has funded these crucial groups via their annual grant of £27,400. Groups and organisations applied for varying amounts of money, ranging from a few hundred pounds to thousands. This has functioned fantastically in the past. However, this has made the funding seem disproportionate, as groups received such vastly different financial contributions.

In the 2024/2025 financial year, the DACP will be celebrating their 30th Anniversary as a constituted tenants federation.

To mark this momentous milestone, the DACP are planning to award £30,000 to various groups across Derby. Quite a fitting number, celebrating their 30th Anniversary. This will cement the DACP's lasting legacy within the community.

Ensuring that the DACP's outreach is as far and as wide as possible, while continuing to have a lasting effect on the local communities, the proposal is to package the £30,000 grant into 30 individual £1,000 grants. Not a penny less, not a penny more. This will provide foundation, stability, and consistency throughout. The impact of helping as many as possible will be great and not only seen but also felt in the city.

When the DACP was built, their passion was supporting activism in any form possible. Whether this was individuals, groups, or organisations, striving to make a change in society and our community. In an effort to return to their roots, the purpose of this grant would be to commit to assist and support activism groups throughout the city. Which at a time as crucial as now, would have a massive impact as saddeningly hate crime and division is increasing.

To summarise, the DACP's proposal for 2024/2025 includes:

- Granting £30,000 to community groups, organisations, and other partner agencies.
- Packaging the £30,000 into 30 separate £1,000 grants.
- Target activism groups in the city. Returning to the DACP's original passion, supporting activism groups.

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

UNACCEPTABLE CUSTOMER BEHAVIOUR POLICY

Report of: Head of Housing Management

Email: carl.tring-willis@derbyhomes.org

Telephone number: 01332 888504

ITEM NO. Enc. 9

Author: Carl Tring-Willis

Email: carl.tring-willis@derbyhomes.org

Telephone number: 01332 888504

PRESENTED BY:

Carl Tring-Willis

1.	SUMMARY
1.1	This policy is included in the key policy review schedule and should now be considered for review.

2.	RECOMMENDATION(S)
2.1	To approve the renamed Unacceptable Customer Behaviour Policy which explains how we will approach unacceptable customer behaviour towards staff and contractors.
2.2	The current Restricted Contact Policy is attached at Appendix 1 and the revised Unacceptable Customer Behaviour Policy is attached at Appendix 2.

3.	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure we have a consistent approach to dealing with unacceptable customer behaviour towards staff and contractors.
3.2	To ensure we align with position and expectations of the Housing Ombudsman in respect of unacceptable customer behaviour.
3.3	To ensure we take account of the diverse needs of our customers and make reasonable adjustments to enable and maintain positive communication arrangements, so far as is possible, between Derby Homes and those small number of individuals subject to this policy.

4.	MATTERS FOR CONSIDERATION
4.1	We believe that customers of our service have a right to be heard, understood, and respected. We work hard to be open and accessible to everyone.
4.2	Occasionally, the behaviour, or actions of individuals using our service, makes it very difficult for us to deal with their enquiry, complaint or service issue. In a small number of cases the actions of individuals

	become unacceptable because they involve abuse of our staff/contractors or our processes.
4.3	When this happens, we have to take action to protect the health and wellbeing of our staff and contractors who have a right to do their jobs without fear of being abused, or harassed. We consider the impact of the behaviour on our ability to do our work and provide a service to others.
4.4	This policy explains how we will approach these situations. The policy applies to all areas of our work and to all methods of contact including telephone, face-to-face, letters, e-mails, social media, and other digital channels.

5.	OTHER OPTIONS CONSIDERED
5.1	Not Applicable

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	This policy ensures we take account of the diverse needs of our customers and make reasonable adjustments to enable and maintain positive communication arrangements, so far as is possible, between Derby Homes and those small number of individuals subject to this policy.
6.2	Consultation
	In revising this policy, we have consulted with the Customer Experience Team, Housing Management Team and the Derby Homes Diversity Network.
6.3	Equalities impact assessment
	This policy has been reviewed by the Derby Homes Diversity Forum.
6.4	Financial and business plan
	Not Applicable
6.5	Council
	Not Applicable
6.6	Environmental
	Not Applicable
6.7	Risk
	This policy is designed to protect the health and wellbeing of our staff and contractors, who have a right to do their jobs without fear of being abused or harassed.

7.	Background information
7.1	Not Applicable

8.	Appendices
8.1	Appendix 1 - Restricted Contact Policy
8.2	Appendix 2 - Unacceptable Customer Behaviour Policy

This report has been approved by:

Head of Service	Carl Tring-Willis	25.02.2024
Governance Manager (checked)	Jane Haywood	29.02.2024

POLICY PURPOSE

Our policy is to endeavour to provide a robust complaints procedure for tenants, but should this process be abused in a vexatious or persistent manner, we need to manage the impact on resources at Derby Homes.

The Policy provides guidance to deal with excessive contact from customers which is taking up a disproportionate amount of time or where customers are exhibiting unreasonable behaviours.

Document Control

Implementation date	November 2020
Author	Annabelle Barwick
Equality impact assessment date	
Revised/updated	
Version control	
Review required	

1. Aims

The policy aims to deal with excessive or unacceptable contact from customers which is taking up a disproportionate amount of time or exhibiting unreasonable behaviours.

It will look at the circumstances which may lead to the customer's contact and behaviour to be considered as unreasonable.

The policy is set out to support Derby Homes Staff members and, continue to deal with complaints/requests /disputes in a consistent fair and reasonable way.

2. Definition

We define unreasonable contact and behaviour as abusive, excessive, persistent and/or intimidating contact from customers which is taking up a disproportionate and unjustified amount of time or exhibiting unreasonable behaviours.

It is important to distinguish if the person's behaviour is deliberate and intentional or is a result of a person's emotional or behavioural difficulty, possibly relating to a disability or learning difficulty.

Derby Homes will treat as abusive, any behaviour that seeks to harass, verbally abuse or otherwise intimidate our employees.

Excessive means that in the course of addressing an issue, an excessive number of contacts with Derby Homes and/or placing unreasonable demands on staff time or resources. (A contact may be in person, or by telephone, letter or e-mail.) Judgement will be used in determining what an "excessive number" of contacts are and this will be based on the specific circumstances of each individual case.

Derby Homes will treat as intimidating contact forcing someone into or deterring someone from taking a particular course of action by inducing fear.

Customers do not need to have made an official complaint for their contact or behaviour to be considered persistent and or unreasonable.

3. Examples could include:

(This list is not exhaustive and one single feature on its own does not imply the person will be considered as being in this category).

- Repeatedly using threatening, offensive and or foul language on the telephone or face to face
- Sending multiple threatening, offensive or excessive amounts of emails
- Leaving multiple threatening or offensive voicemails
- The use of offensive or threatening post on social media networks

- Repeated contact with insufficient or no grounds and be making contact only to annoy
- Taking up excessive resources after the decision has already been made in line with Derby Homes policies and procedures
- Refusing to accept that issues are not within the power of Derby Homes to change or influence
- Electronically recording meetings and conversations without prior knowledge and consent of the other person involved unless considered to be a reasonable adjustment.
- Adopting an excessively 'scattergun' approach for instance repeatedly pursuing an approach to Derby Homes through different routes about the same issue
- Persistently contacting us or challenging an issue based on a historic and or irreversible decision or incident
- To keep making contact without grounds about the officers dealing with the issue and seek to have them dismissed or replaced

For customers who have made an official complaint the above and or the below criteria may apply

- Make the same complaint(s) repeatedly perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make them a new complaint which should be put through the complaints procedure
- Reporting issues/complaints then refusing to engage in order to bring to resolution
- Denying statements, he or she made at an earlier stage in the complaints process
- Refusing to accept the outcome of the complaint process after this has been concluded, continuously arguing the point, complaining about the outcome, and or denying that an adequate response has been given
- Introducing trivial or irrelevant new information whilst the complaint is investigated and expect this to be considered and commented on
- Raising subsidiary or new issues whilst the complaint is being addresses that were not part of the original complaint at the start of the complaints process

4. Dealing with unacceptable behaviour and or persistent contact from customers.

We accept that people who are feeling upset, angry and under stress may react in an abusive or aggressive way to those who they are dealing with. A balance must be drawn between ability and desire to assist a customer and what can reasonably be achieved in the circumstances.

We accept that in some cases the behaviour may be related to a disability or impairment, this must be taken into consideration in order to support to this customer. It may not be appropriate in such cases to follow the restricted contact process.

We may know or identify that the person has specific needs that cause them to behave in socially unacceptable ways or behave in a challenging manner. In these circumstances it is important that we act accordingly so as not to prevent them from accessing services.

There are a small number of cases where the nature and or the behaviour of the complainant is abusive, persistent, excessive and or intimidating and even after making allowances for the cause of their behaviour it is deemed inappropriate and unacceptable. These may be the cases where the customers contact, or behaviour is considered unacceptable.

Step 1

Initially the relevant Service Manager will record the details on the Housing Management System and then contact the customer in writing or email to explain to the customer why their behaviour is causing concern and offer them an opportunity to change their behaviour. The manager will explain the actions Derby Homes may take if the behaviour is not altered.

Step 2

If the initial letter/email does not result in a positive change the case will be submitted to the relevant Head of Service and restrictions may be imposed on the customer's contact with us.

Any restrictions will apply for 12 Months. The case will then be reviewed with the option to extend the length of time the restrictions apply or close the case.

We will tailor the restrictions to deal with the individual circumstances of the customer and take into account any disability or impairment when action is necessary, this may include the following: (not exhaustive)

- Refusing to take further contact by telephone except through a third party such as solicitor/councillor/friend/ family member acting in their behalf.
- Refusing to accept emails or telephone contact and correspond by letter only
- Appointment only visits at a specific office
- Allocating a single point of contact to the customer and offering specific times and dates of contact
- Requiring any personal contact to take place in the presence of an appropriate witness
- Restricting or denying access to our Social Media Sites

When the Head of Service has applied restrictions, they should ensure that the customer is written to highlighting the restrictions.

Where the behaviour is so extreme or threatens the immediate safety and welfare of the staff, we may consider other options for example contacting the police or taking legal action. In these cases, prior warning may not be given.

5. Right of Appeal

A customer will have a right to request an independent review of the decision made above. The request for appeal must be made within 20 working days and addressed to the Customer Experience Team.

Arrangements will then be made for an independent review to be conducted by a member of Derby Homes Executive Team within 20 working days and the response communicated to the customer and saved the detail in the Housing Management System. The restrictions will apply while the appeal is being heard.

Customers will also be advised that they have access to the review services of the Housing Ombudsman.

In most cases the Ombudsman will encourage local resolution so may not take any formal action to resolve a dispute until it has completed Derby Homes' internal complaints procedure. The Ombudsman can provide advice and guidance to support the early and local resolution of a case at any point in proceedings and you can contact the Ombudsman at any time during the process.

6. Review period

There will be a review of persistent contact and unreasonable behaviour cases on a 12-monthly basis.

The Head of Service will appoint a departmental manager to review the case, assess volume and nature of contact received through the last 12 months and make a decision whether the customer is still considered to be using unreasonable behaviour and / or persistent contact.

The decision must be recorded via the Housing Management System and a letter or email sent to the customer detailing the outcome. The letter will be saved into electronic file. The customer will also have the right to appeal after the 12-month review.



UNACCEPTABLE CUSTOMER BEHAVIOUR POLICY

The behaviour or actions of customers can occasionally, make it difficult for us to deal with their requests or complaints. In some cases, the actions of individuals may become unacceptable because they involve the abuse of our staff/contractors, attempts to circumvent our processes, or make excessive demands on resources.

We will take action to protect the health and wellbeing of our staff/contractors who have a right to do their jobs without fear of being abused or harassed. We will also consider the impact of behaviours on our ability to carry out our work and provide a service to others when these behaviours take up a disproportionate amount of time or where customers are exhibiting unreasonable behaviours.

This policy explains how we will approach these situations. It applies to all areas of our work and to all methods of contact including telephone, face-to-face, letters, e-mail, social media, and other digital channels.

Our aim is to provide high-quality services and have a robust complaints procedure for if things go wrong.

Where we determine staff/contractors are at risk, our customer service processes are not being adhered to or where excessive or unreasonable demands are being place on our services, we will manage the impact on our resources.

The policy is also designed to ensure we take account of the diverse needs of our customers and make reasonable adjustments to enable and maintain positive communication arrangements, so far as is possible, between Derby Homes and those small number of individuals subject to this policy.

Document Control

Implementation date	March 2024
Author	Carl Tring-Willis
Equality impact assessment date	
Revised/updated	
Version control	

1.0 Introduction

- 1.1 This policy explains how we deal with cases where the actions of individuals become unacceptable because they involve abuse of our staff/contractors or our processes.

2.0 Purpose

- 2.1 We believe that customers of our service have a right to be heard, understood, and respected. We work hard to be open and accessible to everyone.
- 2.2 Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their enquiry, complaint or service issue. In a small number of cases the actions of individuals become unacceptable because they involve abuse of our staff/contractors or our processes.
- 2.3 When this happens, we have to take action to protect the health and wellbeing of our staff/contractors who have a right to do their jobs without fear of being abused or harassed. We also consider the impact of the behaviour on our ability to do our work and provide a service to others.
- 2.4 This policy explains how we will approach these situations. The policy applies to all areas of our work and to all methods of contact including telephone, face-to-face, letters, e-mails, social media, and other digital channels.

3.0 Actions Derby Homes considers as unacceptable.

- 3.1 People may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a customer contacting Derby Homes.
- 3.2 However, Derby Homes will not tolerate unacceptable behaviour nor actions that result in unacceptable or excessive demands on our service that prevents staff/contractors from carrying out their duties effectively. It is these behaviours and actions that we aim to manage under this Policy.

4.0 Aggressive or abusive behaviour

- 4.1 We understand that many customers are often upset and angry about issues they have raised in their enquiry, complaint or service issue. If that anger escalates into aggression towards Derby Homes staff/contractors, we consider that unacceptable. Any violence or abuse towards staff/contractors or contractors will not be tolerated.
- 4.2 Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether verbal or written) that may cause staff/contractors to feel offended, afraid, threatened or abused.

- 4.3 We will judge each situation individually and appreciate individuals who come to us may be upset. While we accept that those who contact us may feel angry, it is not acceptable to shout or swear at staff/contractors.
- 4.4 Unacceptable language is that which:
- is offensive, derogatory, or patronising,
 - is discriminatory in any way, including racist, sexist, homophobic or transphobic comments; or
 - makes serious allegations that individuals have committed criminal, corrupt, or perverse conduct without any evidence.
- 4.5 We may decide that comments aimed not at us but at third parties are unacceptable because of the effect that listening or reading them may have on our staff/contractors. Examples include rudeness, offensive comments, derogatory remarks, making inflammatory statements, or raising unsubstantiated allegations made towards these third parties.
- 4.6 Threats against staff/contractors or contractors will be taken very seriously and if staff/contractors feel scared or threatened at any point during a conversation with a customer, the interaction may be ended at any time.

5.0 Unacceptable demands

- 5.1 A demand becomes unacceptable when it starts to (or when complying with the demand would) impact substantially on the work of Derby Homes. Examples of this behaviour include:
- Repeatedly demanding a response within an unreasonable timescale,
 - Insisting on or refusing to speak to a particular member of staff/contractors, when that is not possible.
 - Making repeated and unnecessary contact whilst we are already in the course of dealing with an enquiry, complaint or carrying out a service request.
 - Refusing to accept a decision where explanations for the decision have been provided.
 - Repeatedly changing the substance of an enquiry or complaint or raising unrelated concerns.
- 5.2 An example of such impact would be that the demand takes up an excessive amount of staff/contractor's time and in doing so disadvantages other customers and prevents their own enquiries, complaints or service issues from being dealt with quickly.

6.0 Unacceptable levels of contact

- 6.1 Sometimes the volume and duration of contact made to our service by an individual creates problems. This can occur over a short period, for example, a number of calls in one day or hour.

- 6.2 It may also occur over the lifespan of an enquiry, complaint or service issue when a customer repeatedly makes long telephone calls to us or inundates us with copies of information that have been sent already or that is irrelevant to the enquiry, complaint or service issue, this includes unnecessarily or excessively copying us into emails to other parties.
- 6.3 We consider that the level of contact has become unacceptable when the amount of time spent talking to a customer on the telephone, or responding to, reviewing, and filing emails, written correspondence or social media comments impacts on our ability to deal with that enquiry, complaint or service issue, or with other customers' enquiries, complaints or service issues.

7.0 Harassment

- 7.1 Staff/contractors have the right to carry out their duties free from harassment or threats of harassment. We ask all customers to respect that staff/contractors are delivering services and communicating decisions on behalf of Derby Homes and therefore this may not reflect their own views or preferences.
- 7.2 Examples of behaviours we consider to be harassment against our staff/contractors include:
- recording telephone discussions and publishing or sharing the information online or through social media
 - recording, storing and sharing video footage recorded by any means
 - contacting staff/contractors using their personal details, through social media accounts or any other messaging platforms
 - publishing or sharing personal, sensitive, or private information about staff or contractors online or other public domains such as noticeboards or newsletters.

8.0 Refusal to co-operate.

- 8.1 When we are looking at any interaction, comment, enquiry, complaint, or service issue, we will need to ask the customer who has initiated contact to work with us. This can include:
- Providing us with the necessary personal information and contact details to allow us to identify them as a customer and take any follow-up actions
 - Agreeing with us the detail of the enquiry, complaint, or service issue we will look at
 - Providing us with further information, evidence, or comments on request, or
 - Helping us by summarising their concerns.

- 8.2 Sometimes, an individual repeatedly refuses to co-operate and this makes it difficult for us to proceed. We will always seek to assist someone if they have a specific, genuine difficulty complying with a request.
- 8.3 However, we consider it is unacceptable to bring an enquiry, complaint, or service issue to us and then not respond to reasonable, clear and appropriate requests by staff/contractors.

9.0 Reasonable adjustments

- 9.1 We understand that some customers may find it difficult for them to express themselves or communicate clearly, especially when they are anxious or upset. In order to do this, we ask that customers explain what adjustments they are looking for and how this will ensure they can access Derby Homes' services.
- 9.2 We will always consider making reasonable adjustments for a customer if we are asked to do so. Examples of adjustments we can consider are:
- using different methods of communication.
 - providing written communication in large print, bold text, or in translation.
 - giving clear warnings if conversations become unproductive and allowing customers opportunity to modify their behaviour before ending a call.
- 9.3 However, we do not expect our staff/contractors to accept being subjected to aggressive, offensive, threatening, or abusive actions, language, or behaviour.
- 9.4 We may still use the policy if there are actions or behaviours which are having a negative effect on our staff/contractors or our work even where a reasonable adjustment has been made.

10.0 Actions we may take.

- 10.1 When we experience behaviour or demands which are unacceptable, we may consider taking more formal action. The actions we will consider can include the following:
- Warning the customer about their behaviour and requesting that the customer modifies their behaviour in future contact with us.
 - Appointing a Single Point of Contact (SPOC) for the customer at Derby Homes
 - Communicating only in writing
 - Deciding not to respond/engage in a communication/issue on the basis that it has been pursued in a way that is unacceptable.
 - Restricting or limiting contact with Derby Homes
 - Stop all communication with a customer and communicate only via a nominated representative.

- In exceptional circumstances, notify relevant public authorities.
- 10.2 Where it is decided that formal action must be taken to manage someone's behaviour (for example, appointing a Single Point of Contact), we will inform them of the decision in writing. A note will be placed on our records to this effect.
- 10.3 Customers have the right to appeal the decision and they will be informed how to do this in the formal letter.
- 10.4 Any actions taken will be reviewed after 12 months, or earlier if the need arises.

11.0 Social media platforms and new technologies

The terminology in this policy is not intended to be comprehensive nor exhaustive. We recognise that technology can emerge and adapt more rapidly than we could hope to capture in this document.

- 11.1 Social media platforms and new technologies, such as AI, also present unique ways for people to interact with us. Many of these do not conform to traditional definitions of contact. For example: reactions, tagging, hashtags and public reviews or ratings.
- 11.2 We reserve the right to apply this policy to methods of contact or interactions that are unique to specific social media platforms, websites or emerging technologies if they meet our definitions of unreasonable behaviour.
- 11.3 Some platforms may allow users to create anonymous, unverified or multiple accounts through which they can interact with us. This can limit the options we have to manage unacceptable behaviour, especially if we are unable to verify them with a tenancy or other customer record.
- 11.4 Where we cannot identify someone or an individual refuses to cooperate, formal action may not be possible.
- 11.5 These platforms sometimes limit the actions we can take or offer alternative actions for us to manage unacceptable behaviour. In some cases, automated content moderation tools are available that allow specific words or phrases to be hidden and for profanity filters to be applied.
- 11.6 We will follow the actions detailed in section 10.0 as closely as possible. Where this is not possible or where we are unable to verify who an individual is, we will take the actions available to us. These may include:
- Responding with a warning (publicly or privately)
 - Hiding the relevant public comments
 - Blocking a person from interacting with our page altogether
 - Reporting the behaviour or comments to the relevant site

PUBLIC
OPERATIONAL BOARD
7 MARCH 2024
COMPLAINTS AND FINANCIAL REDRESS
POLICY



ITEM NO. Enc. 10

Report of: Head of Quality and Consumer Regulation

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PRESENTED BY:

Holly Johnson

1	SUMMARY
1.1	This is a new Complaints Policy for 2024-27, which replaces the existing Complaints, Comments and Compliments Policy 2022.
1.2	This policy outlines how complaints are handled at Derby Homes, which is aligned with the following statutory bodies: <ul style="list-style-type: none">• the Housing Ombudsman (HO),• Local Government and Social Care Ombudsman (LGSCO),• Building Safety Regulator (BSR).
1.3	This policy contains information for how Derby Homes handles remedies and financial redress, in-line with guidance from the Housing Ombudsman.

2	RECOMMENDATION(S)
2.1	To approve the Complaints and Financial Redress Policy 2024-27.

3	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure compliance with the statutory bodies listed in 1.2.
3.2	To ensure the best use of customer feedback in the organisation.

4	MATTERS FOR CONSIDERATION
4.1	The Social Housing Regulation Act 2023 (the Act) places the Complaints Handling Code (the Code) onto a statutory footing. It puts a duty on The Housing Ombudsman Service (HOS) to monitor compliance with the Code.
4.2	During Q3 2023-24, the HOS and the LGSCO consulted on a Joint Handling Code to increase consistency with how complaint handling was delivered.
4.3	The outcome of the consultation has been released, and on the 8 February 2024 the Housing Ombudsman and the Local Government and Social Care Ombudsman launched their aligned Complaint Handling Codes.
4.4	Following the Social Housing Regulation Act, the Housing Ombudsman's Code will become statutory from 1 April 2024, providing a single, robust set of standards for complaints procedures to be accessible, fair, and efficient.
4.5	There will be a legal duty placed on the Ombudsman to monitor compliance with the Code, regardless of whether it receives individual complaints from residents about a landlord. For the first time, this means landlords will need to submit their self-assessment annually to the Ombudsman at the same time as their Tenant Satisfaction Measures (TSMs).
4.6	Derby Homes has reviewed its existing Complaints, Comments and Compliments Policy, in addition to its Compensation Policy, and created a Complaints and Financial Redress Policy 2024-27 to ensure compliance with new legislative changes. The new policy has been aligned with all guidance on the Housing Ombudsman's website.
4.7	The following has been reviewed and considered based on the changes: <ul style="list-style-type: none"> • Appendix 1 – Complaints and Financial Redress Policy 2024-27 • Appendix 2 – Consultation on the Complaints Policy • Appendix 3 – Equality Impact Assessment • Appendix 4 – The Code Self-assessment 2024
4.8	On approval of this policy, the action plan will be updated to ensure the aims of the policy and feedback from customers will be taken into account. The Policy will be aligned with any new changes from the Housing Ombudsman, and a revised self-assessment will be issued to the Board every year. The team will also be developing a new quarterly template to ensure monitoring of the code will be consistent with the guidance of the code and accessible to customers.

5	OTHER OPTIONS CONSIDERED
5.1	No other options have been considered as this is a necessary document to be compliant with the Social Housing (Regulation) Act 2023.

6	IMPLICATIONS
6.1	Equalities
6.1.1	An equalities impact assessment has been undertaken and there are no adverse equalities issues arising from this policy. A copy of the Equalities Impact Assessment (EIA) is attached to this report as Appendix 3.
6.2	Consultation
6.2.1	<p>A Consultation was undertaken through a 'Getting Involved and Keeping Informed' survey. The outcome of this survey is attached as Appendix 2.</p> <p>The survey was emailed to all the customers for whom we hold email addresses for (around 9,700) and included in the summer edition of our printed newsletter. We have anticipated reached of over 13,000 people over a period of 3 months before analysing responses. Unfortunately, the number of responses to the survey was low at only 39 responses. As such, the sample is not likely to be representative, so we have reflected this in the changes we have made to the strategy.</p> <p>The results told us that:</p> <ul style="list-style-type: none"> • 22 people responded that they know how to make a complaint • 16 people responded they knew how their complaint would be dealt with (complaint process) • 15 people found it easy to make a complaint • 19 people knew how to make a compliment or give feedback • 16 people feel their feedback was valued • 13 people feel that Derby Homes take action on the feedback they give. <p>Based on these results, it is acknowledged that more information needs to be given to customers so that they understand how they can access the complaints process. As part of the Complaints process moving forwards, more work will be delivered with the Communications team to make sure information is shared about the process, in addition to training employees on the new Code.</p>

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

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

7	Background information
7.1	None

8	Appendices
1.	Appendix 1 – Complaints and Financial Redress Policy 2024-27
2.	Appendix 2 – Consultation on the Complaints Policy
3.	Appendix 3 – Equality Impact Assessment
4.	Appendix 4 – The Code Self-assessment 2024

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	23.02.2024
Head of Service	Holly Johnson	12.02.2024
Governance Manager (checked)	Jane Haywood	28.02.2024

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

CORPORATE ENGAGEMENT STRATEGY 2024-27



ITEM NO. Enc. 11

Report of the Head of Quality and Consumer Regulation

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PRESENTED BY:

Laurie Coombs

1	SUMMARY
1.1	This is a new Corporate Customer Engagement Strategy 2024-27 that replaces the Customer Engagement and Community Development Strategy 2020-23.
1.2	It considers the new regulatory requirements, in particular the key areas of the Tenant Satisfaction Measures and the proposed new Consumer Standards that will apply from April 2024.

2	RECOMMENDATION(S)
2.1	To approve the new Corporate Customer Engagement Strategy 2024-2027.
2.2	To note the structural changes of moving Community Development to the Head of Housing Management, to create a Corporate Engagement Strategy under the Head of Quality and Consumer Regulation.

3	REASON(S) FOR RECOMMENDATION(S)
3.1	This strategy has been updated to ensure it is focused on key outcomes and expectations covered in the proposed Consumer Standards from the Regulator of Social Housing.
3.2	To ensure that Operational Board are aware of changes to service delivery on corporate engagement based on new regulation.

4	MATTERS FOR CONSIDERATION
4.1	The Customer Engagement and Community Development Strategy was due to be reviewed in December 2023. There was a delay in the review as the Regulator of Social Housing released a proposal for changes in the Consumer Standards, which were due to be implemented from 1 April 2024. Derby Homes made the decision to adapt its resources to be aligned with new regulatory changes and reflect the implementation of the Tenant Satisfaction Measures.
4.2	This has led to a shift in how we aim to deliver services, taking into account how we will be scrutinised and monitored in relation to the Consumer Standards. It was decided to separate Customer Engagement to develop a Corporate Engagement Strategy under the Head of Quality and Consumer Regulation and move Community Development to the Head of Housing Management.
4.3	The community development element of the previous strategy has been removed to reflect the new requirements of the regulation, and how the organisation is gearing up for the new changes. Derby Homes will continue to support the delivery of Community Development, but this will be led through an assets-based approach of locality and partnership working with Derby City Council's Localities teams and the funding we give to partners.
4.4	Examples of the way we continue to support community development include a grant through Community Action Derby, the Food 4 Thought Alliance, the Youth Alliance, the Derby Association of Community Partners, and funding for two Neighbourhood Officers.
4.5	The delivery of community-based work will be covered as part of wider Housing Management initiatives, and specifically relates to the Neighbourhood and Community Standard in the new Consumer Standards.
4.6	The aim of this strategy therefore relates more explicitly to key outcomes and expectations of the Transparency, Influence and Accountability Standard, whilst also reflecting changes that have taken place with both Derby Homes and Derby City Council.
4.7	Our priority action areas are more clearly focused on ensuring our corporate engagement structure allows genuine and flexible tenant-led scrutiny, creating a culture that will bring about real changes in the services customers receive, while taking customers' diverse needs in to account.
4.8	Derby Homes has a 3-tier engagement structure with clearly defined and agreed roles for residents in our governance arrangements: <ul style="list-style-type: none"> • Scrutiny - Derby Homes' Operational Board and Customer Voice. • Consultation – through Let's Talk Derby Homes. • Surveys and feedback – Perception Survey (aligned to the Tenant Satisfaction Measures), service area transactional surveys, complaints and feedback and compliments opportunities on our website.

4.9	<p>Our Corporate Engagement Strategy has a specific team to deliver against this strategy, whilst working closely with other teams to be aligned to other best practice and consumer regulation such as:</p> <ul style="list-style-type: none"> • Knowledge and Information Management • Vulnerability Strategy • Customer Communication • Complaints Policy
4.10	Appendix 1 outlines the new strategy, which is aligned to the new consumer regulation set out in the Transparency, Influence and Accountability Standard.
4.11	As part of the review of the Corporate Engagement Strategy, a consultation was sent to all customers who have signed up to My Account. The overview of this consultation and feedback is documented in the consultation section below (6.2) and in Appendix 2.
4.12	Appendix 3 gives an overview of the Equality Impact Assessment for this strategy, which is also documented below in Section 6.1.
4.13	To ensure that wider consideration of this strategy is aligned with national best practice, a self-assessment has been carried out through our membership with TPAS (Tenant Participation Advisory Service). An overview of our success against the engagement self-assessment can be seen in Appendix 4.
4.14	On approval of this strategy, an action plan will be developed in relation to the aims and priority action areas, to clarify and define the steps that will help us to achieve them. This will be reviewed annually, taking into consideration feedback from our 3-tiered engagement approach on where improvements can be made.

5	OTHER OPTIONS CONSIDERED
5.1	<p>An option to consider is to keep a Customer Engagement and Community Development Strategy, and not create a corporate engagement strategy. This was seen as a risk to Derby Homes as the new Transparency, Influence and Accountability Standard has refreshed the meaning of customer engagement and creates specific expectations for organisations. The new focus on improving the quality of the landlord-tenant relationship has led Derby Homes to embed specific cultural recognition of its aims, which has been mirrored in the delivery of the services.</p>

6	IMPLICATIONS
6.1	Equalities
6.1.1	An Equalities Impact Assessment can be found in Appendix 3. For the relevant strands likely to be affected in terms of engagement, the impact of implementing this strategy is positive. This is because the aims of the strategy are to improve accessibility and the new Consumer Standards are largely focused on the themes of diversity and inclusion, respect and ensuring that we use customer information to be able to tailor our engagement to their needs.
6.2	Consultation
6.2.1	We undertook a joint consultation alongside the Customer Communications Strategy to collect tenant feedback based on how people get involved and how we keep them informed. A summary of the responses can be seen in Appendix 2.
6.3	The survey was emailed to all the customers for whom we hold email addresses for (around 9,700) and included in the summer edition of our printed newsletter. We have an anticipated reached of over 13,000 people over a period of 3 months before analysing the responses. Unfortunately, the number of responses to the survey was low. As such, the sample is not likely to be representative, so we have reflected this in the changes we have made to the strategy.
6.3.1	All respondents said they felt it was important that Derby Homes involves customers in service improvements.
6.4	When asked about the various opportunities to get involved in governance and scrutiny at Derby Homes, respondents said they were most aware of giving feedback through surveys after receiving a service, followed by becoming a tenant board member. They said they were less aware of the Customer Voice and the Mystery Shopping project.
6.4.1	In terms of satisfaction, completing surveys was rated as the most preferred method of engagement.
6.5	Most respondents said they did not know where to access Derby Homes' performance information or how to compare it to other landlords.
6.5.1	Receiving more information, being listened to more, getting a direct response from staff, being taken seriously when raising issues and seeing actual change were some of the comments cited as reasons that would encourage customers to engage in scrutinising our services.
6.6	Barriers to engagement included being elderly, disabled, having learning difficulties, being unaware of engagement opportunities, not being IT savvy, restrictions on meeting at certain times of the day, feeling unheard and not having enough opportunities to improve the local area.
6.6.1	Taking on board this feedback, along with the individual comments about barriers to engagement, it has reaffirmed that the strategy prioritises creating accessible and flexible engagement opportunities that considers customers' needs and is a mechanism for demonstrating how customer feedback has influenced and improved services. More work will be done with the Customer Communications Strategy as awareness of corporate engagement was highlighted as a business need.

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

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

7	Background information
7.1	This strategy will replace the Customer Engagement and Community Development Strategy 2020-2023.

8	Appendices
1.	Appendix 1 – Corporate Customer Engagement Strategy 2024-27
2.	Appendix 2 - Customer consultation comments
3.	Appendix 3 – Equality Impact Assessment
4.	Appendix 4 - Tpas National Engagement Self-Assessment

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	23.02.2024
Head of Service Holly Johnson	Holly Johnson	09.02.2024
Governance Manager (checked)	Jane Haywood	28.02.2024

Corporate Engagement Strategy **2024 - 2027**

Purpose

This document sets out our overall approach to Customer Engagement and defines our strategic objectives.

Document Control

Implementation date	April 2024
Author	Laurie Coombs
Updated & Replaced	Customer Engagement & Community Development Strategy
Version control	1
Review required	March 2027

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1. **Foreword | Jsan Shepherd**

- 1.1. Customers are at the heart of everything we do at Derby Homes, and we recognise the importance of working with them, and Derby City Council, to provide high-quality services for the city.
- 1.2. Over the last two decades, we have continued to maintain high levels of customer satisfaction and performance, winning numerous industry awards, gaining recognition areas such as public finance and health and safety, and being listed in the top ten social landlords in the UK.
- 1.3. We enjoy a healthy relationship with the council, with strong partnerships at strategic and operational levels delivering a coordinated plan for Derby and joined up services with many other partners in the city.

A new regulation

- 1.4. We are already being measured against the new Tenant Satisfaction Measures (TSMs) and from April 2024, we will be working to an updated set of Consumer Standards.
- 1.5. Key themes of the regulation quite rightly focus on how we engage with customers and empower them to scrutinise our performance and hold us to account. Many of the outcomes and expectations of the standards relate to things such as: listening to and acting upon customer feedback; keeping customers informed; accessibility and how we consider diverse needs in our approach to creating engagement opportunities.
- 1.6. This strategy is companywide and represents our overarching aims for the next few years. Through embedding transparency and accountability that is meaningful to customers we are cementing the importance of customer engagement in high-quality services. However, excellent customer engagement is everyone's responsibility, and what we will be measured against and scrutinised upon.

Handwritten signature in black ink, appearing to read "J. S. O." with a stylized flourish at the end.

Chair of Derby Homes

2. Purpose

- 2.1. Customer engagement is about listening to feedback from customers and using it to inform, influence and drive service delivery improvements.

Empowering customers to challenge our performance and hold us to account through a range of accessible and tailored engagement opportunities will result in better services and increased satisfaction.

- 2.2. This strategy sets out our overall approach to corporate customer engagement and defines our strategic aims for all areas of the business.

- 2.3. The purpose of this strategy is to combine the delivery of Derby Homes' strategic objectives to meet the required outcomes of the regulatory standards.

- 2.4. Other key documents that are aligned with this strategy include:

- Knowledge and Information management strategy
- Inclusion Strategy
- Local Priority areas
- Customer Communications Strategy
- Complaints Policy

3. Corporate engagement aims

For the corporate customer engagement strategy to be successful, the following regulation and best practise has been considered when reviewing the strategy:

- Regulator of Social Housing's Consumer Standards reports,
- Housing Ombudsman and Local Government and Social Care Ombudsman
- Tpas tenant engagement experts
- Housemark leading data and insight company for the housing sector

We will:

- 3.1. Meet all related regulatory outcomes and specific expectations in the Consumer Standards.
- 3.2. Ensure customers have access to clear and timely information about our services and performance, demonstrating a culture of fairness and respect, and supporting them to hold us to account.

- 3.3. Ensure our engagement opportunities are accessible, flexible and provide value, so customers can choose how and when they would like to get involved in ways that suit their needs.
- 3.4. Celebrate success and share how we are achieving our vision, values and objectives to build a culture and reputation of ambition and excellence in engagement.
- 3.5. Inspire and enable teams to improve the way they engage and consult with customers.
- 3.6. Advertise opportunities for engagement through all our channels of engagement
- 3.7. Engage with any organisational learning and best practice from national benchmarking groups such as Housemark and TPAS.

4. How we deliver engagement

There are a wide range of ways that customers can get involved with us. As a customer, we value your contribution to Derby Homes by shaping how we deliver services. Depending on how much time you have, we have a 3-tier approach for ways you can give us your views and get involved.

Scrutiny

- 4.1. At Operational Board level, there is opportunity to influence and scrutinise Derby Homes' strategies, policies and services. The Operational Board is a committee of the main board. It has a majority of six tenant members who meet with other members, making important decisions that ensure we deliver services of the highest possible standard to our tenants and leaseholders. This includes oversight of the Consumer Regulation, Tenant Satisfaction Measures performance, and approval of changes to strategies that effect customers.
- 4.2. Tenant scrutiny is a key part of ensuring we're delivering fair, tenant-focused services. Derby Homes have supported tenants to scrutinise our services since April 2012 when the Tenant Panel was formed. We try to ensure customers are able to be directly involved in evaluating how we work. Our tenant-led scrutiny group, the Customer Voice, is a group of volunteers, made up of tenants, who work with us by reviewing services. They report their findings to the Operational Board.

Consultations

- 4.3. Our consultations give you the opportunity to help shape our services. This helps to ensure they are fair, accessible, and put you first.
- 4.4. We publish all open consultations on our Let's Talk Derby Homes website. You can respond to any public consultations. We may sometimes need to target specific groups of people to ensure we include the voices of those groups or those who receive certain services.

Surveys and Feedback

- 4.5. Surveys are the easiest way you can give us feedback and your insight on our services and policies.

4.6. Customer survey

The Customer Survey is how we measure what you think about our services. From 1 April 2023 all registered providers of social housing must collect and publish a range of comparable information on areas such as repairs, safety checks and complaints. These are known as Tenant Satisfaction Measures (TSMs). The TSMs allow you to scrutinise our performance. They also give us insight about where we can improve. Because all landlords report them to the Regulator of Social Housing, they also provide a source of intelligence about whether we're meeting regulatory standards.

4.7. Your feedback

We also collect your feedback on specific services when you have received them. For example, this could be if you have reported anti-social behaviour, or received money advice. This feedback is often a mix of question that ask you to rate the service and give us any specific comments on it.

- 4.8. We have a page on the website dedicated to complaints and compliments, where our customers can easily get in touch about things that matter to them.

4.9. Improving your estate

You know more about the area you live in than we do. We welcome any feedback, ideas or reports of issues about your estate. We carry out estate inspections around all of our properties regularly to deal with any issues that arise. We also manage funding that is given to us annually from Derby City Council to improve areas.

4. Priority action areas

4.1. Regulation and Consumer Standards

We will assess our services in relation to the outcomes and specific expectations within the Transparency, Influence and Accountability Standard to ensure we know our strengths and weaknesses and have a plan for any areas of improvement.

We will review our self-assessment against the consumer standards annually to ensure we remain aligned to the specific expectations from the Regulator of Social Housing.

4.2. Accountability and transparency

It is important that our customers know how we are performing and what decisions we are making, so that they can challenge us and hold us to account when things are not working as they should.

We will regularly publish information on how we are performing against the Tenant Satisfaction Measures, complaints, and lessons that we have learned. This will be done through a variety of channels to ensure all customers have access to this information.

4.3. Easier and more accessible engagement

We recognise that one size does not fit all when it comes to engagement and will work with our customers to develop a wide range of meaningful opportunities to ensure their views are heard and that they can influence and help shape our strategies, policies and services.

We will empower individuals of all demographics to be involved in decisions that have a direct and positive impact on the services we provide by ensuring that our engagement activities are accessible and attractive and reflect the specific needs and interests of our customers. We will ensure our engagement is accessible for everyone who wants to get involved and make adjustments based on customers' needs.

We will work with customers to regularly consider ways to improve and tailor our approach to delivering our services, including engagement.

4.4. Service-level engagement with customers

All staff have individual responsibility for ensuring their direct communication and interaction with customers and partners adhere to our principles and regulatory standards. Service managers will aim to improve their engagement with customers by encouraging and

engaging with learning from customer feedback and best practice.

4.5.Engage with customers on issues that directly affect them

We will routinely collect and analyse feedback from our customers for all our services to identify areas for improvement through our overarching perception survey, transactional surveys, complaints, feedback and compliments, and through strategy and policy consultations.

We will collate information in a timely manner, using more than one method of feedback to gain better insights into customers' concerns. We will give customers more opportunities to tell us about their experiences. We will increase and improve the levels of feedback we give to our customers, using a 'you said, we did' approach.

4.6.Engage with 'hard to reach' customers

Hard to reach groups are generally defined as groups or communities that are difficult to engage through conventional methods.

Understanding what prevents customers from engaging with us, and having a clearer understanding of their needs, will help us to break down barriers, tailor our approach and provide accessible support.

By delivering engagement in new innovative ways, we will increase the range of customers that are engaging with us. This is also supplemented by our perception survey methodology of gaining insight from customers through random sampling. This will strengthen our understanding of our customer profile and the needs of these groups, so our engagement is more representative of the wider customer base.

4.7.Ensure customer engagement opportunities offer value for money

Both Derby Homes and our customers want value for money from all our services and corporate customer engagement is no exception. It is vital, in respect of our customer engagement activities, to be able to measure what is being achieved.

We will share the results with customers, allowing joint decisions to be made on the value for money of scrutiny and consultations. Through utilising customer feedback, service improvements can be made which result in efficient and effective services for our customers and our employees.

5. Principles of good customer engagement

We will embody the following principles in all our engagement to create meaningful and impactful outcomes for our customers:

- i. Provide value by keeping customers informed about things that matter to them.
- ii. Ensures accessibility.
- iii. Fair and respectful engagement.
- iv. Clear, responsive, and timely.
- v. Appropriate to and representative of diverse needs and groups.
- vi. Transparent with customer findings
- vii. Collaborative approach ensuring we listen and learn from what customers are telling us.

6. Outcomes

The Corporate Engagement Strategy will help us to deliver the following outcomes:

- 1.1. Informed and respected customers, who are aware of both Derby Homes' and their own responsibilities and how they can fairly access services, information, help and advice if they need it, to ensure their tenancy is successful and sustainable.
- 1.2. Stakeholders and staff who are aware of the services that Derby Homes provide, their roles, our aims and objectives, performance and the benefits the ALMO brings to the city.
- 1.3. Reduced demand on frontline services by enabling access to quality, digital information, and services for customers when it suits them.
- 1.4. Timely delivery of messages to people when needed.

7. Monitoring

To ensure we remain focused on achieving the aims of this strategy, we will track and measure our progress by:

- a. Developing a related action plan to identify key actions and monitor our progress against them.
- b. Recording and acting on qualitative feedback from customers, whether relating to services, collected from surveys and through other methods of engagement.
- c. Monitoring related figures from our perception survey, our transactional surveys and other performance data, where relevant.
- d. Monitoring will be taken to the Operational Board as part of our performance monitoring framework.
- e. We will also benchmark ourselves against TPAS and Housemark to ensure we are working towards national standards of engagement and learning from best practise.

8. Value for money

- f. With a clear focus on the customer, true value should be evident in relevant satisfaction scores and successful improvement outcomes.
- g. We will achieve financial value through reviewing the ways we currently work and utilising effective and efficient methods of

engagement where they offer improvements.

9. Ownership and responsibility

- h. The Corporate Engagement Strategy will be reviewed at least every three years to ensure it is meeting the needs of our customers.
- i. The related action plan and methods of engagement will be reviewed annually and reviewed at Operational Board.
- j. The Head of Quality and Consumer Regulation is responsible for the Corporate Engagement Strategy, including the dissemination and promotion of the strategy, monitoring compliance and coordinating regular review and revision.



Equalities Impact Assessment

Customer Communications Strategy

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

Corporate Engagement 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 strategy is a high-level document that describes our medium-term aims of how we engage with customers.

- 3) Who has been consulted?

A survey went out to all customers by email, social media and in the printed newsletter. At the time of writing, it had received a total of 43 responses.

The questions were based on communication channels relating to the tenant satisfaction measures: TP06 – Satisfaction that the landlord listens to tenant views and acts upon them, TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them and TP08 – Agreement that the landlord treats tenants fairly and with respect. Highlights of the results can be found in Appendix 2.

- 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 and answers.

Strand	No Impact	Negative Impact	Positive Impact	Comments and Evidence
Age			✓	<p>Historically, older customers are more likely to engage with their landlord, whereas it is harder to engage with younger customers.</p> <p>Reasons for this can include work and family commitments, financial constraints and time restrictions.</p> <p>Having a more accessible and flexible engagement framework is essential to ensuring we have a wider and more representative number of customers involved in scrutinising our</p>

				<p>services in a way that suits their needs.</p> <p>This strategy aims to ensure we consider the needs of those who have barriers to accessing engagement activities, and that we continue to provide a wide range of support which enables them to engage with us to challenge our performance and hold us to account. Using online methods of feedback, people can provide feedback when it suits them.</p>
Disability			✓	<p>This relates directly to the <i>Diverse Needs</i> outcome of the Consumer Standards and our <i>Knowledge and Information Management</i> strategy. We must consider accessibility first for all engagement.</p> <p>We have a range of ways people can communicate with us to get involved, such as telephone surveys, email surveys, in person meetings (Customer Voice and Operational Board). Engagement HQ meets web accessibility standards. The digitally-assisted and non-digital routes ensure that digitally-excluded people are assisted to set a preference online or are able to set a preference via the non-digital route. As part of the tenant Satisfaction methods, more</p>

				work is being done to ensure we are capturing a wider, random sample of the population. We ensure this is representative of the customer database so there is no discrimination based on this characteristic.
Gender	✓			On online methods of feedback there is no need to state your gender for us to consider feedback. Information on our services is not specific to gender to ensure everyone may take part.
Race			✓	As part of the tenant Satisfaction methods, more work is being done to ensure we are capturing a wider, random sample of the population. We ensure this is representative of the customer database so there is no discrimination based on this. Wider consideration of the communications strategy to target ethnic minorities is being considered, such as languages. Any customer who approaches us and needs translation services will be able to still access our services with a translator. Wider communication needs for this will be considered along with the inclusion strategy.
Religion & Belief	✓			We have a range of ways people can communicate with us to get involved, such as telephone surveys, email

				surveys, in person meetings (Customer Voice and Operational Board). For feedback to be considered, there is no mandate to state your religion or belief when giving feedback on services, although we try to capture this information to demonstrate how representative we are.
Sexual Orientation	✓			We have a range of ways people can communicate with us to get involved, such as telephone surveys, email surveys, in person meetings (Customer Voice and Operational Board). For feedback to be considered, there is no mandate to state your sexual orientation giving feedback on services, although we try to capture this information to demonstrate how representative we are.
Transgender	✓			We have a range of ways people can communicate with us to get involved, such as telephone surveys, email surveys, in person meetings (Customer Voice and Operational Board). For feedback to be considered, there is no mandate to state your circumstances when giving feedback on services, although we try to capture this information to demonstrate how representative we are.



Marital Status	✓			<p>We have a range of ways people can communicate with us to get involved, such as telephone surveys, email surveys, in person meetings (Customer Voice and Operational Board). For feedback to be considered, there is no mandate to state your marital status when giving feedback on services, although we try to capture this information to demonstrate how representative we are.</p>
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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 links are *Strategic Objective 1: Service that puts our customers first* and *Strategic Objective 4: Value for money is a consideration in everything we do*.

This strategy also relates to the consumer standards theme 'Transparency, Influence and accountability'.

6) If 'adverse Impacts' are identified, is it?

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

No adverse impacts identified.

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 is to improve accessibility. This strategy will be aligned to the Inclusion Strategy to ensure we are aligned with how customers with to be contacted based on their needs and providing equal opportunities.

In addition to this, the new tenant satisfaction measures highlight satisfaction against several customer demographics. We are reviewing if satisfaction is affected based on any specific demographics to target areas of weakness.



We are increasing the profile of corporate engagement based on the feedback we have received from the consultation to make sure people are aware how they can get involved.

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

To engage with a wider range of customers that are more representative of the diverse range of tenants, so that we can tailor our engagement opportunities in ways that suit their needs.

Better understand barriers to engagement and how we can overcome these, to enable as many customers as possible to access our services and increase their opportunities to scrutinise our performance and hold us to account.

Increased customer engagement that is more representative of our customer base will lead to greater understanding of their needs and increased satisfaction levels.

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

No full Equality Impact Assessment is required.

Monitoring

Review / New EIA (date or Timeframe)	
Name of person/s completing this form	Laurie Coombs
Date assessment completed	29 January 2024
Name (and signature) of manager approving EIA	Holly Johnson 09/02/2024

PUBLIC

OPERATIONAL BOARD

7 MARCH 2024

RESIDENT ENGAGEMENT STRATEGY – RIVERMEAD HOUSE



ITEM NO. Enc. 12

Report of: Head of Housing Management
Email: carl.tring-willis@derbyhomes.org
Telephone number: 01332 888504

Author: Graeme Walton
Email: Graeme.walton@derbyhomes.org
Telephone number: 01332 888630

PRESENTED BY:

Carl Tring-Willis

1.	SUMMARY
1.1	This report provides the Operational Board with the rationale for the Resident Engagement Strategy for Rivermead House. The Strategy is attached at Appendix 1.
2.	RECOMMENDATION(S)
2.1	To note the report.
3.	REASON(S) FOR RECOMMENDATION(S)
3.1	Recent changes in legislation, mean that some of the properties that Derby Homes manage are classed as 'within scope', from a building safety point of view.
3.2	The legislation places additional duties on owners and managers of these buildings to ensure they are compliant with the legislation.
4.	MATTERS FOR CONSIDERATION
4.1	The Building Safety Act 2022 made ground-breaking reforms to give residents and homeowners more rights, powers, and protections, so homes across the country are safer.
4.2	Under the Act, residents in high-rise buildings will have more say in how their building is kept safe and will be able to raise building safety concerns directly to the owners and managers of their buildings. These are known as accountable persons, who are responsible for repairing the common parts of a higher-risk building. The accountable person(s) will have a duty to listen to them.
4.3	Under Section 72 of the Act, Rivermead House, which is a 12-storey tower block, is categorised as a higher risk building.

4.4	From October 2023, the accountable person has a duty to produce a strategy to show how they will engage with, and communicate with residents, on matters of building safety.
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5.	OTHER OPTIONS CONSIDERED
5.1	None.

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	Under Section 72 of the Building Safety Act, Rivermead House, which is a 12-storey tower block, is categorised as a higher risk building and there is a legal requirement to have specific Residents Engagement Strategy.
6.2	Consultation
	<p>There is regular engagement and consultation with tenants and leaseholders of Rivermead House, as part of wider requirements of the Building Safety Act.</p> <p>This Strategy has been consulted on, and the Act requires that the strategy needs to be reviewed:</p> <ul style="list-style-type: none"> • at least every 2 years • after every consultation of the strategy • after a mandatory occurrence report • after the completion of significant material alterations to the building <p>This Strategy will form part of that ongoing engagement and consultation.</p>
6.3	Equalities impact assessment
	None
6.4	Financial and business plan
	This Strategy supports our health and safety, fire safety and compliance objectives, in relation to the Business Plan.
6.5	Council
	<p>Derby City Council, as accountable persons, have a legal duty to.</p> <ul style="list-style-type: none"> • have a resident engagement strategy. • act in accordance with the strategy • review and revise the strategy and keep a record of the reviews. • provide the latest version to each accountable person. • when necessary, consult residents, owners of residential units, and accountable persons about the strategy and take their opinions into account. <p>Derby Homes, acting on behalf of Derby City Council, for the parts of the building that they are responsible for, must:</p> <ul style="list-style-type: none"> • provide the latest version of the strategy to residents and owners of residential units. • tell residents about building safety work. • tell them about who will carry out the work.

	We have worked with other accountable persons for the building to help prepare and review this strategy.
6.6	Environmental
	Not applicable.
6.7	Risk
	There is a risk of non-compliance with the Building Safety Act, by not having a Resident Engagement Strategy for Rivermead House.

7.	Background information
7.1	Please refer to the Appendix 1

8.	Appendices
8.1	Appendix 1 – Resident Engagement Strategy – Rivermead House

This report has been approved by:

Governance Manager (checked)	Jane Haywood	29.02.2024
Head of Service	Carl Tring-Willis	25.02.2024

Rivermead House Resident Engagement Strategy

2024-2026



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1.0 Rivermead House Information

- 1.1 Rivermead House multi-storey flats on Bath Street was officially opened on 14 May 1965 by the MP for Derby North, Niall Macdermott. The occasion also provided an opportunity to commemorate the completion of 10,000 new post-war dwellings.



Civic dignitaries attending the official opening of Rivermead House flats, Bath Street, Derby.

- 1.3 Until the late 1950s, Bath Street was made up of 19th century housing. The street suffered air raid damage in 1941 and many of the houses had to be repaired by Derby Corporation. In 1959, the ageing properties were deemed unfit for occupation and were acquired for redevelopment by the council under a compulsory purchase order.
- 1.4 The contract for building Rivermead House was awarded in 1963 to the Building Works Department, which chose a new industrialised method of construction involving the use of large, precast concrete panel units. The concrete floor slabs, load bearing walls, staircases, lift wells and refuse chutes were all cast by the department, either at their London Road headquarters or on site. The finished twelve-storey block contained ninety-four flats, all with electrical underfloor heating, communal TV and radio aerial, and built-in drying cabinets. There was a store for thirty-five cycles on the ground floor.
- 1.5 The construction of Rivermead House had required a fresh approach to building, using new techniques. E E Armstrong, Chairperson of the Housing Committee said: "It is indeed a splendid thing to see in this modern age, with all its change and progress, that the building industry is alive to the challenge of new ideas and methods. I am particularly proud that our own Building Works Department should be among the leaders in the country in this field."
- 1.6 Fast forward to 2023 and the building now has ninety-three flats – seventeen are leasehold and seventy-six are social housing.

There are twelve floors and facilities include the concierge office, off street carparking to the front and rear, ground floor storage units, a bike store and two lifts.

2.0 Introduction

- 2.1 This strategy describes how we will include residents over the age of 16, and anyone who owns a residential unit at Rivermead House, in building safety decisions.
- 2.2 A building safety decision is any decision made by an accountable person about the management of the building, the management of building safety risks or any other decision connected to the duties of an accountable person.
- 2.3 If you have any concerns regarding building safety, you can raise these directly with Derby Homes' Housing Management Team. You can do this by telephoning 01332 888777 or emailing contactus@derbyhomes.org. Derby Homes also has a complaints procedure which you can access if you are not happy with how we are dealing with any concerns you have raised. You can do this by telephoning 01332 888777 or emailing housing.complaints@derbyhomes.org.

3.0 Legal Duties

- 3.1 Derby City Council, as accountable persons, have a legal duty to.
- have a resident engagement strategy.
 - act in accordance with the strategy
 - review and revise the strategy and keep a record of the reviews.
 - provide the latest version to each accountable person.
 - when necessary, consult residents, owners of residential units, and accountable persons about the strategy and take their opinions into account.
- 3.2 Derby Homes, acting on behalf of Derby City Council, for the parts of the building that they are responsible for, must:
- provide the latest version of the strategy to residents and owners of residential units.
 - tell residents about building safety work.
 - tell them about who will carry out the work.
- 3.3 We must work with other accountable persons for the building to help prepare and review the strategy.

4.0 The Resident Engagement Strategy

- 4.1 From 1 October 2023 Derby Homes have been responsible for developing a resident engagement strategy.
- 4.2 We have also registered the building under the Building Safety legislation, and that certificate is attached to this strategy.

5.0 What this Resident Engagement Strategy Includes

5.1 *The information we'll provide residents with...*

We will notify residents and owners of residential units about any planned building safety works which will be carried out to communal areas or individual flats.

5.2 *What we may ask residents about...*

We may ask residents about any planned building safety work where there is an element of choice in finish or design, or of products to be used.

5.3 *How we collect and use opinions...*

We will ask residents and owners of residential units about building safety decisions via the following methods:

- letters or surveys by post
- Engagement HQ
- quarterly resident's meetings
- housing management visits

5.4 If any resident or owner of a residential unit requires communications in a different language or in alternative formats such as large text, easy read, braille, or audio this can be provided. We will identify any individual needs through our 'Keeping in Touch' programme.

5.5 We will collect, review and act on any opinions given to us when consulting on building safety decisions.

5.6 We will give feedback to residents and owners of residential units through letters, emails, or residents meetings.

5.7 When consulting we will explain what the timescale for submitting your opinions will be.

5.8 We will collect and store information in line with General Data Protection Regulation (GDPR).

5.9 We will measure and review participation by recording the method of involvement and the number of residents who have engaged in the process.

5.10 We will use this information to determine which methods of involvement are most successful and most appropriate to the issue we are consulting on.

5.11 If the results show a lack of satisfaction or participation, we will consider making changes to this strategy.

6.0 Distribution of the Resident Engagement Strategy

- 6.1 We will provide a copy of the strategy to all accountable persons.
- 6.2 We will distribute the strategy to all residents over the age of 16 and owners of units in the parts of the building that they are responsible for.
- 6.3 We will provide copies of the strategy in a way that considers the needs of the residents, considering any requests we have received for information in different formats.
- 6.4 We will take all reasonable steps to know who lives in the building and understand their needs. We will do this through our annual fire safety inspections and Keeping in Touch programme.
- 6.5 We will use a range of methods to collect this information, such as sending out surveys by post or by email or making visits to individual residential units.
- 6.6 We will provide a new version of the strategy each time it is updated.
- 6.7 We will consult on this strategy following its introduction and following any future changes, and we will consult:
 - residents over the age of 16 and anyone who owns a residential unit.
 - accountable persons for the building

Any consultation period will last 3 weeks.

7.0 Review of the Resident Engagement Strategy

- 7.1 We will review this strategy:
 - at least every 2 years
 - after every consultation of the strategy
 - after a mandatory occurrence report
 - after the completion of significant material alterations to the building

8.0 Disputes

- 8.1 We will review and consider any opinions we receive from residents and owners of residential units about this strategy. We may, however, not change the strategy if we do not think it is appropriate to do so after receiving such opinions.
- 8.2 Residents and owners of residential units can make a complaint about this strategy to Derby Homes. If you are not satisfied with the outcome of the complaint, you can escalate your complaint to the Building Safety Regulator. You can contact the Building Safety Regulator at <https://www.gov.uk/guidance/contact-the-building-safety-regulator>.

9.0 Contact Details

Your Local Housing Office address is:

Sussex Circus Local Housing Office
St Andrew's View
Derby
DE21 6YF

Telephone: 01332 888777

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

COMMON ROOMS AND COMMUNITY SPACE POLICY – REQUEST FOR UPDATE



ITEM NO. Enc. 13

Report of the Head of Housing Management

Email address: carl.tringwillis@derbyhomes.org

Telephone number: 01332 888504

Author: Laurie Coombs

Email address: laurie.coombs@derbyhomes.org

Telephone number: 01332 643694

PRESENTED BY:

Carl Tring-Willis

1	SUMMARY
1.1	This report is to add an update to the Common Rooms and Community Space Policy and Procedure, which was approved at Operational Board in June 2023.
1.2	Replacement door entry fob charges for tenants who pay a service charge towards the rooms and leaseholders, are increasing from April 2024. The existing policy, which also applies to external room bookings, is not due to be reviewed until June 2026. Therefore, this report is to ask for an amendment to the policy to be considered.

2	RECOMMENDATION(S)
2.1	To approve an amendment to the Common Rooms and Community Space Policy 2023-2026.

3	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure that the level of charges for replacement common room door entry fobs are aligned, to allow fairness and transparency for Derby Homes' tenants, leaseholders, and other room users.
4	MATTERS FOR CONSIDERATION
4.1	Derby Homes has 22 community rooms located all over the city. These rooms are owned by Derby City Council and managed by Derby Homes. Demand to hire them for activities and events continues to increase at a fast rate, and they are currently busier than they have ever been.
4.2	We encourage maximum use of all our community spaces and fully support bookings which focus upon social inclusion. Derby Homes and other agencies can use the space to encourage customers to get involved with a variety of social events and activities, as well as deliver projects that have the potential to influence people's lives.
4.3	Derby Homes residents who pay the service charge for the upkeep of their local community room are given an access fob, and encouraged to organise and take part in events and activities which promote social inclusion, health and wellbeing, and community cohesion.
4.4	Non-residents, leaseholders, individuals and groups, our partners and external organisations, are also able to book the community rooms for their activities when available. They will be given a fob for the duration of their activity and are required to return it afterwards.
4.5	In December 2023 Derby Homes' Operational Board approved an increase in door entry fob charges for tenants paying a service charge towards their community rooms from £20 to £21, and leaseholders from £24 to £25, as part of the 2024-25 rent variation process.
4.6	An amendment to the Common Rooms and Community Spaces Policy is requested, to ensure that the fob replacement charges for non-residents and external room hirers is increased in-line with the above approved changes from April 1, 2024.

4.7	<p>The suggested amendment will be to remove reference to specific charges in Section 4, Returning a Fob, in the current policy, (see Appendix 1). This is because charges may change again before the policy is due for review in 2026.</p> <p>Customers will be redirected to the Derby Homes' webpage that sets out the specific charges, whom they apply to, and how to pay for a replacement fob.</p> <p>The suggested amendment is:</p> <p>All fobs should be returned to Derby Homes within 7 days after the booking is complete. Any unreturned fob, or if the fob is lost or damaged, will result in the hirer being charged a replacement fee. Fob damage or loss must be reported to Derby Homes immediately.</p> <p>Charging information and how to pay can be found on the Derby Homes website Replacement door entry fobs - Derby Homes</p> <p>More information is available by emailing hub@derbyhomes.org or telephoning 01332 956356.</p>
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5	OTHER OPTIONS CONSIDERED
5.1	None

6	IMPLICATIONS
6.1	Equalities
6.1.1	None
6.2	Consultation
6.2.1	None

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

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

7	Background information
7.1	Common Rooms and Community Space Policy 2023-2026

8	Appendices
8.1	Appendix 1 – Common Rooms and Community Space Policy

This report has been approved by:

Head of Service	Carl Tring-Willis	25.02.2024
Governance Manager (checked)	Jane Haywood	28.02.2024

PUBLIC
OPERATIONAL BOARD
THURSDAY 7 MARCH 2024
HEAD OF SERVICE UPDATES



ITEM NO. Enc. 14

Report of: Heads of Service
Email: via corporate.support@derbyhomes.org
Telephone number: 01332888528

Author: Heads of Service
Email: via corporate.support@derbyhomes.org
Telephone number: 01332888528

PRESENTED BY:

Heads of Service

1.	SUMMARY
1.1	This is a joint report prepared by the Heads of Service. The report provides Operational Board Members with a general overview and update regarding current issues.

2.	Head of Finance and Income – Helen Samuel
2.1	To follow

3.	Head of Repairs – Steve Bayliss										
3.1	<p>Day-to-Day</p> <p>At the end of the third quarter of 2023/24, performance in terms of repairs completed on-time is as follows:</p> <table border="1"> <tr> <td>Emergencies (2 hours)/very urgent</td><td>100%</td></tr> <tr> <td>Very Urgent works (24 hours)</td><td>99.57%</td></tr> <tr> <td>Urgent works (5 working days)</td><td>96.57%</td></tr> <tr> <td>Routine works (25 working days)</td><td>86.69%</td></tr> <tr> <td>Planned works (60 working days)</td><td>72.55%</td></tr> </table> <p>Performance up until the end of the third quarter on higher priority jobs is generally pleasing, with the emergency and very urgent works above/better than the 99% target.</p> <p>Performance on the urgent works targets continues to be below the 99% target. This is a slight decrease on the previous quarter.</p> <p>Overall performance on routine and planned works remains challenging, although there are continued signs of improvement on the figures from the last quarter.</p>	Emergencies (2 hours)/very urgent	100%	Very Urgent works (24 hours)	99.57%	Urgent works (5 working days)	96.57%	Routine works (25 working days)	86.69%	Planned works (60 working days)	72.55%
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	<p>Relatively, we are pleased with longer term performance improvements. This is particularly the case, because in October we received over 4,000 jobs for the first time and this continued into November. Despite the increased numbers performance is improving in most areas.</p> <p>Our new performance analyst continues to help us to understand issues and trends. A newly introduced report has confirmed improved performance in lead times, which tells us when the next available appointment can be booked. On the main trades of joinery, electrical and plumbing, these times have halved on the last quarter. There has been an improvement in the number of jobs completed in that more jobs are being completed in time.</p> <p>However, our current challenge in addition to demand, is an increase in the number of duplicate jobs. We are looking into our systems and have spent time with relevant teams to offer training and support to reduce this issue as far as possible.</p> <p>We are continuing to look at the size and length of jobs raised. For example, solar panels take up a considerable amount of time to service and repair, so we are currently looking at ways to better improve how this work is managed through accreditation.</p> <p>The team is reviewing how we can improve processes and working practices. Although we are pleased with the continuing improvements, we are mindful of the need to make progress.</p>
3.2	<p>Voids</p> <p>In the third quarter, the voids team completed 148 void properties, consisting of 113 active voids and 35 passive voids, with 21 temporary accommodation properties, compared to 146 properties, including temporary accommodation, in the same period last financial year.</p> <p>Due to the difficult start to the year, it has been a challenge; however, the voids team were able to carry out the void works with a turnaround time of 15.88 days. There has been significant improvement during the third quarter, with a turnaround time for active voids of 14.7 days. We are expecting the improvements to continue into the final quarter.</p> <p>We are continuing to post inspect all voids following the building works, to ensure the properties meet our lettable standard. In addition, we are continuing to work with the Customer Voice, as to look at ways we can improve the service to our customers.</p> <p>An additional key area of improvement is working closely with the empty homes co-ordinator, who has brought housing management, voids repairs and the allocation team working closer together, to provide the coordinated approach to empty homes across all service areas and to also improve the quality of our homes to our customers.</p>

<p>3.3</p>	<p>Gas Team</p> <p>Performance in the third quarter of the year has been consistent. We currently have 12,403 properties having a certificate of less than one year old. This means there are currently 15 properties with a certificate over 12 months old, so this gives us a third quarter end percentage of 99.87%. This is a very consistent result due to all the hard work from the team.</p> <p>It goes without saying, that we are continuing to make efforts to gain access to these remaining properties, working with colleagues and other departments where appropriate. This means we are currently 100% compliant in line with gas regulations.</p> <p>Furthermore, we are pleased with performance as the year has still had its challenges with remaining long-term absences, whereby, we have had to engage sub-contractors to maintain the level of service. We have ensured these challenges have not had any impact on the excellent results we have seen so far this year.</p> <p>We have successfully managed to maintain our targets required for the gas boiler installations being carried out, which is a great achievement.</p> <p>The team are now hopeful that our results achieved so far this year will continue for the remainder of this year.</p>
<p>3.4</p>	<p>Electrical Team</p> <p>The Electrical Team have continued the year in strong form, meaning at the end of the third quarter 99.83% of properties now have an in-date Electrical Inspection Condition Report.</p> <p>To translate, 12,499 homes have received a satisfactory electrical safety check, with only 21 properties unfortunately overdue. Of the 21 homes that are overdue, all have complex circumstances where we are working collaboratively with the relevant parties and colleagues to find a solution. As we have made reasonable efforts to access the properties, we are 100% compliant on our obligations.</p> <p>This quarter, the team have completed 389 electrical safety checks to-date, with 108 major repairs identified following the tests.</p> <p>The Electrical Team have also continued to invest in upgrading our electrical installations across the city, which includes completing 91 consumer unit upgrades, incorporating new non-combustible equipment to improve fire safety. We have completed 19 smoke alarm upgrades, expanding the fire detection in our customer's homes.</p> <p>Additionally, the team are 100% compliant in emergency lighting.</p> <p>Fire alarm servicing is 100% compliant on all communal systems.</p>

	Our in-house specialist works team are working collaboratively with Carelink, advising of essential upgrades to emergency call equipment to (S7) supported living properties. This digital equipment is essential for our customers.
3.5	<p>Disrepair</p> <p>We continue to face challenges from the number of disrepair cases we are receiving. During the second quarter we received 15 new disrepair cases. Interestingly, 20 cases were withdrawn in the third quarter.</p> <p>As the Board is aware, we continue to defend cases when appropriate and during the quarter, we settled 2 cases paying out £3,200 in compensation and £15,200 in legal fees.</p> <p>Our recently introduced Damp and Mould Technical Officer has, in this quarter, continued to make visits to our customers' homes helping clean any mould, giving advice to help combat issues of condensation and identifying damp repairs. The 3-month visits following up on our initial visits are so far very positive, with many customers not suffering from further issues of mould. Due to increased media coverage, we have had an increase in reports from our customers of mould. However, this has not given us a significant increase in associated repairs.</p>

4.	Head of Capital Works – Rachel Shardlow
4.1	<p>Estates Management</p> <p>We continue to meet regularly with Derby City Council Streetpride Team, to ensure the partnership arrangement is working well and delivering works to a good standard in Derby Homes areas.</p> <p>Works funded by the Estates Pride budget are concluding, as we approach the end of the 2023/24 financial year. Communal parking schemes have been completed at:</p> <ul style="list-style-type: none"> • Trusley Gardens • Swarkestone Drive • Donnington Drive • Oakleigh Avenue • Watermeadow Road <p>In addition, 20 hard standings have been completed across the city, with a further 8 on track to be completed in 2023/24.</p> <p>Examples of work delivered with the Estates Pride revenue budget include:</p> <ul style="list-style-type: none"> • Communal garden improvements at Slaney Close • Installation of patio areas and doors at Centurion Walk • Installation of fencing to front gardens at Border Crescent.
4.2	Planned Maintenance Team

The Planned Maintenance Team is project managing a wide variety of capital and revenue works, during the 2023/24 financial year programme. The headline items can be summarised as follows:

The team have shortlisted for 4 awards at Efficiency East Midlands (EEM)/Building Communities (BC) Awards. They are:

- Collaborative Working
- Carbon Reduction Project of the Year
- Best use of an EEM Charitable Donation
- Refurbishment Project of the Year

These all relate to the cast iron project in the Harvey Road area. I'm very proud that this fantastic project is being recognised within the housing community.

Phase 1 of this project, which is funded by the Social Housing Decarbonisation Fund (SHDF) has continued to progress well, all 75 properties are either complete or at final snag stage. There will now be a break due to the Swift nesting season but works will resume in August 2024. As previously reported, it is expected that 150 properties will be improved via this project.

Work continues to finalise the 2024/25 programme of works for roofing, the focus of which will be the replacement of finlock gutters.

Replacement External Doors & Windows, as previously reported, our contractor, Nationwide is upgrading external doors and frames across the city, including works to the cast iron properties at Allenton; referred to above. Nationwide are working consistently to meet demand and ensure budgets are fully utilised.

Internal Redecoration Works, this project is being delivered throughout the year by our contractor, Buxton Decorators. As reported in December, we are still experiencing a high number of last-minute cancellations, but these have decreased slightly, and we are now averaging 14 rooms a week rather than the usual 20.

Major Adaptations and Extensions – The team is delivering several projects using the services of external contractors and the in-house workforce. Currently, the majority of adaption referrals are being completed within target, however, some larger jobs are falling behind. We have held meetings with colleagues at Derby City Council's Property and Structures Teams, both were constructive with all parties committing to working collaboratively. It has been agreed to set up regular liaison meetings to improve communication and the progression of projects.

The Welfare Adaptions and Major Adaptations, New Builds and Extension (MANBE) policies both require review in 2024, I have convened a task and

finish group comprised of colleagues in my service area and Jim’s, to work on this together. The intention is, to identify process improvements and opportunities to streamline and strengthen the process, with the ultimate intention of delivering works in a more efficient and auditable manner, whilst also achieving value for money.

UK Gas have now been appointed for kitchen installations; they have just begun to undertake design surveys. From 1 April, kitchens will be supplied from Premier Kitchens rather than Magnet, this change has been managed by Huws Gray, with full support and involvement from Derby Homes.

NRA have been appointed to deliver works to asphalt workways, they are mobilising to start work at Prince Charles Avenue (walkway to maisonettes above the shops) in April.

4.3

Capital Works Team

New Build Programme Delivery – projects are being delivered through a mix of external local contractors constructing the substructure, external superstructures, (building shell), and the external works, with the in-house team generally completing the internal fit-out. The table below summarises the current programme of new build work on-site during 2023/24.

The focus of the in-house delivery team is on; smaller sites (typically less than ten units), structures two storeys or less and at sites that external contractors may find uneconomic due to their scale or location.

Address	Units	Project managed by	Actual/proposed completion date – status on site
Berwick Ave	1 x 3b Bungalows	Derby Homes Arcus	Project Complete
Cummings Street	4 x 2b Houses	Derby Homes DCC Architects	Project Complete
Chesapeake Road	6 x 2b Houses + 2 x 4b Houses (8 units)	Derby Homes DCC Architects	Plots 1-4 will complete Q4, 23/24 Plots 5-8 should complete Q1 24/25.
Whittaker Street	2 x 4 bed houses	Derby Homes DCC Architects	Roofing works have been impacted by recent weather. Should complete in Q1 24/25.
Monyash Close	1 x 4 bungalows M4(2)	Derby Homes Arcus	Work started in January and is progressing well. ECD is currently Q3 24/25.

	<p>Acquired Properties Work – The CWT continues to focus on turning around large-scale refurbishments of passive voids and newly acquired homes. We are currently working at 18 properties.</p> <p>Kitchen/Bathroom/Wet Rooms/Adaptations Works in Occupied Properties All work areas continue to progress well, delivering the 2023/24 programme. Works to deliver mini kitchen makeovers are now progressing at pace. We have surveyed 138 properties, of these 89 mini kitchen makeovers have been completed, with a further 16 referred for new kitchens and 18 passed back to the day-to-day team for more minor works. Of the remaining 15, 5 more surveys are scheduled with the final 10 being either to be programmed for works or no access achieved.</p>																
4.4	<p>Development Team</p> <p>The team continue to work with our consultants in preparing scheme feasibility reports, designs, and working drawings, seeking planning permission and discharging conditions attached to planning permissions, for future new build projects.</p> <p>The team are collaborating with colleagues at DH and Derby City Council, to identify and acquire 11 properties. 10 of these are funded following a successful bid to the Department for Levelling-Up and Housing and Communities’ Single Homeless Accommodation Programme. The 11th property will support the city council’s work with unaccompanied asylum-seeking children.</p> <p>The table below summarises the main projects currently in development with the team:</p> <table><tr><th>Address</th><th>Units</th><th>Project managed by</th><th>Notes</th></tr><tr><td>Barlow Street</td><td>12 3b/5p TA flats</td><td>DH ARCUS Consulting</td><td>The emerging Abbey Lodge proposal is influencing the progression of this scheme. Planning permission expires in 2024.</td></tr><tr><td>Crompton Street</td><td>6 x 1 bed flats</td><td>DH ARCUS Consulting</td><td>Ground investigations are underway and garden clearance will soon start. Once this has been completed it will be possible to remove the dangerous structure in the neighbouring property.</td></tr><tr><td>Oaklands Avenue</td><td>6 x 1 bed flats</td><td>DH ARCUS Consulting</td><td>Required works to demolish a store at a neighbouring property had been stalled by the death of a resident has now been resolved. Procurement to appoint a</td></tr></table>	Address	Units	Project managed by	Notes	Barlow Street	12 3b/5p TA flats	DH ARCUS Consulting	The emerging Abbey Lodge proposal is influencing the progression of this scheme. Planning permission expires in 2024.	Crompton Street	6 x 1 bed flats	DH ARCUS Consulting	Ground investigations are underway and garden clearance will soon start. Once this has been completed it will be possible to remove the dangerous structure in the neighbouring property.	Oaklands Avenue	6 x 1 bed flats	DH ARCUS Consulting	Required works to demolish a store at a neighbouring property had been stalled by the death of a resident has now been resolved. Procurement to appoint a
Address	Units	Project managed by	Notes														
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Oaklands Avenue	6 x 1 bed flats	DH ARCUS Consulting	Required works to demolish a store at a neighbouring property had been stalled by the death of a resident has now been resolved. Procurement to appoint a														

				demolition contractor can now progress.
	Paterson Avenue	6 x 1 bed flats	DH ARCUS Consulting	Planning permission expires in 2024. We are required to make a 'substantial' start on site to ensure it does not lapse.
	Oak Tree Avenue	2 x 4 bed houses M4(3)	DH ARCUS Consulting	The Capital Works team will be delivering this project and work is expected to start on site in early 2024/25.
	Falcon News Shop, Sinfin	2 x 4b/7 person houses 2 x 1b bungalows	DH ARCUS Consulting	The Capital Works Team will be delivering this project and work is expected to start in early 2024/25.
	Cricklewood Road	5 x 2 bed houses	DH ARCUS Consulting	The Capital Works Team will be delivering this project and work is expected to start in early 2024/25.
	Grange Avenue	36 bungalows	DH ARCUS Consulting	Derby City Council Cabinet approval secured in January. The project will be delivered via DCC's Project Management Platform.
	Address	Units	Project managed by	Notes/Procurement notes
	Bretton Avenue	Both Redevelopment & Refurbishment under consideration	DH ARCUS Consulting	A written update has been sent to all residents. We are talking to residents who are expressing a desire to move permanently and liaising with Housing Services colleagues. We are embarking on a process to map out
	Spring Street	4 x 4 bed /5x 2b houses	DH ARCUS Consulting	Ground investigations are underway and have identified the presence of contaminated materials.

5.	Head of Housing Management – Carl Tring-Willis
5.1	Tenancy Management Policy <p>Our services cover a broad and diverse range of activities and are underpinned by a library of policies to ensure quality, consistency, and compliance, in our service delivery. Our policies are customer facing and we understand that our customers can sometimes find it difficult to find information or to know where to go for it.</p>

	<p>In recognising this, and as reflected in the new consumer standards, we are now finalising a new Tenancy Management Policy to go live from 1 April, which brings together all the elements connected to tenancy management into one policy.</p> <p>This will outline our policy position in all matters related to tenancy management and make it simpler for our customers to access. This 'working policy', will be subject to our key policy review with the Operational Board and will also frame future updates on performance and satisfaction within those service areas that are integrated into this policy.</p> <p>The Tenancy Management Policy will be aligned with the flow of the new Tenancy Agreement, which is currently being reviewed and revised, making it far easier for our customers to reference our policy position against the Tenancy Agreement, and improving accountability and openness in the relationship we have with our customers.</p>
5.2	<p>Neighbourhood Management Policy</p> <p>Our neighbourhoods matter as much to us, as they matter to our customers. Derby Homes has long played a key role in managing, maintaining, and developing our neighbourhoods, through working in partnership with the Council and other stakeholders.</p> <p>To support this work, we have developed a range of policies and service level agreements, ranging from community safety to grounds maintenance, which have enabled us to understand each other's roles and work better together to achieve positive outcomes in our communities.</p> <p>The creation of 'Locality Plans', which embedded the approach Derby Homes developed through our Customer Priorities work, further frames local roles and responsibilities, promoting accountability and eliminating duplication.</p> <p>We are now finalising a new Neighbourhood Management Policy to go live from 1 April, which brings together all the elements we connect and collaborate on into one policy. This will outline the part we play in contributing to the upkeep and safety of our shared spaces, and how we work together with others to achieve better outcomes for the neighbourhoods in which our customers live.</p> <p>This 'working policy' will be subject to our key policy review with the Operational Board and will frame future updates on performance and satisfaction within those service areas that are integrated into this policy.</p>
5.3	<p>Pests and Infestations</p> <p>We understand that pests and infestations can have a damaging effect on our customers. Pests and infestations create unwanted odours, make</p>

	<p>people uncomfortable and even scared, and cause damage to property. Above all these, they can pose a direct threat to our customers health.</p> <p>Pests are known for contaminating surfaces and spreading disease, which can have grave consequences. People can also suffer serious allergic reactions to pests, or their pre-existing health conditions may be aggravated.</p> <p>Our customers health and safety are paramount to us, and so we are currently conducting a review into pests and infestations to strengthen our position and response. This will make it clearer for our customers around roles and responsibilities and improve information and advice in dealing with pests and infestations.</p> <p>Colleagues from across the organisation have been collaborating closely with the Councils Environmental Services team, and other stakeholders, to draft a new policy and procedure, learning from customer feedback, and benchmarking national best practise and guidance.</p> <p>The new policy will be brought to the next Operational Board for approval.</p>
5.4	<p>Health and Housing – Better Together</p> <p>Derby Homes have teamed up with Derby City Council and Public Health, to establish a working group to explore opportunities for Derby Homes to improve the health of our customers.</p> <p>The group have been mapping what Derby Homes already does to positively influence the health of our customers and is now scoping further ways to strengthen our position within the partnership and explore and identify opportunities, where we can capitalise on our unique position as a social landlord to support driving improvements in health.</p> <p>A Public Health Consultant has been seconded to Derby Homes, to jointly lead this work together with the Head of Housing Management to create a Health & Housing Strategy, outlining and embedding Derby Homes as a ‘health promotion organisation’. This will advance codesign and codelivery of targeted initiatives, aimed at improving health outcomes for our customers.</p> <p>The new Strategy will be brought to a future Operational Board for approval.</p>
6.	Head of Quality and Consumer Regulation – Holly Johnson
6.1	<p>Tenant Satisfaction Measures (TSM’s)</p> <p>The 6-month review of Derby Homes’ tenant satisfaction measures was compared through Housemark’s pilot review for the TSM’s. There were 160+ landlords that took part and the results were released in November 2023. Derby Homes was able to provide nearly all the information for</p>

	<p>comparison; however, some performance indicators were not submitted due to the production of automated reports.</p> <p>Derby Homes was pleased to see that based upon the 6-month pilot, all 12 of the perception measures were reported to be in the above, or matching the upper quartile for performance.</p> <p>For the 10 managed by landlords, for the performance measures we were able to submit, we were matching sector performance.</p> <p>In order to increase our reporting for the TSM's, there are only 2 measures that are not automated which sit in the Complaints Team (CH01 and CH02). The Complaints Team are working closely with the IT Projects Team, to look to move how they report complaints onto the Open Housing system, aiding easier and more timely reporting for the future. This is expected to be in place by the start of the new financial year.</p> <p>Upon reviewing the submission guidance for the TSM's perception survey, there is no requirement for shared ownership properties to carry out a survey. Therefore, the focus for the perception survey is to understand our representation and ensure reporting is accurate for submission in June 2024.</p>
6.2	<p>Consumer Standards</p> <p>A review of the consumer standards has taken place over Q3, with final amendments and evidence being located for Q4. 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.</p>
6.3	<p>Housing Ombudsman and Local Government and Social Care Ombudsman Joint Complaint Handling Code</p> <p>The Local Government, Social Care Ombudsman and the Housing Ombudsman, have launched a consultation on a joint Complaint Handling Code. We are waiting to have confirmation of any changes based upon the consultation, before confirming Derby Homes' Complaint Policy. A draft version is to be agreed at Operational Board, with recommendations for any changes to be approved by the Head of Quality and Consumer Regulation.</p>
6.4	<p>Mystery Shopping</p> <p>The latest cohort of mystery shoppers were asked to look at and test specific areas of the Derby Homes website, which are accessed most frequently by customers, including:</p> <ul style="list-style-type: none"> • How to report anti-social behaviour • How to contact us

	<ul style="list-style-type: none"> • How to make a complaint • How to rearrange or cancel an appointment <p>Participants were given a series of questions and tasks to work through, while navigating their section of the website. They were asked to record their findings on how easy it is to find the relevant information; if links took them to the right web pages; how easy the information is to understand and how helpful and relevant it is to customers. We also asked them to complete our on-line forms to report ASB and make a complaint. They were given the opportunity to suggest improvements.</p> <p>The feedback received was very positive. All mystery shoppers said they felt the website is easy to use, and the information is helpful and relevant to customers.</p> <p>The results will be shared with the Communications Team to review and consider suggested improvements. Customers will be able to access the full report on 'Let's Talk Derby Homes'.</p>
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7.	Head of Housing Options and Homelessness – James Joyce
7.1	<p>New Transition Hub – Starting March 2024</p> <p>The Rough Sleeper Senior Leadership team had identified that after rough sleepers are housed in one of our Rough Sleeper Initiative funded pathway projects such as RSAP/NSAP/Homes4me there are limitations to the existing floating support model. The support is vital but limited to revenue funding to provide this. Additional support options have been highlighted with aspects of the more emergency focused, wrap around models such as Safe Space and to an extent, Milestone House being missed by customers as these become inaccessible to them after they are housed.</p> <p>We have developed a solution, a Transition & Resilience Hub model, which initially will provide daytime positive activity through coordinating access to other funded projects such as Derby Adult Learning Service & THRIVING Futures which seek to help customers travel towards training and employment in a more bespoke, needs led way. We are contributing to the development of this solution to ensure customers housed in specific supported housing pathways can access additional positive interactive support. The service will start in March, initially held out of Derby City Mission café, two afternoons a week, and supplemented by two other accommodation-based transition hubs during 24/25. All three transition hubs will have one Coordinator.</p> <p>Customers having recently moved to RSAP/NSAP/Homes4me or our new 20 supported units (from 24/25) will be issued passes to attend which will be renewed if they use the pass and engage. The Transitional Hub will not to be an open access to all, but focused on those customers needing the additional intervention and support who are in a specific housing pathway.</p>
7.2	Proposed YMCA Resilience Hub

	<p>We have identified some Rough Sleeper Initiative 5 underspend and have worked with DLUHC to have this repurposed to deliver a new initiative to support our most complex and vulnerable customers who are at risk of sleeping out. This underspend will be used to support the initial development of a Resilience Hub at YMCA's new Community Hub, Abbey Ward. This Hub will work much as the Transition Hub model but is for those individuals who have yet to experience homelessness but who are at risk of losing their accommodation. It is not for rough sleepers or those of no fixed abode and contributes to our prevention of rough sleeping response across the city. It is anticipated that existing support services will be engaged to provide appropriate interventions and support to those at risk of losing their accommodation.</p>
7.3	<p>Single Homelessness Accommodation Programme (SHAP)</p> <p>Derby were invited by DLUHC as a local authority based on statistical returns which had identify need in the city for additional housing provision for young people and or those who are sleeping rough to bid for funding to deliver new initiatives. SHAP is described as: <i>"a Single Homeless Accommodation Programme through the Department of Levelling Up, Housing and Communities (DLUHC), encourages Local Authorities to bid for capital and revenue funding to deliver adequate housing pathways for vulnerable young people aged 18-25 who are experiencing or are at risk of homelessness or rough sleeping"</i>.</p> <p>10 Units</p> <p>In November 2023 Derby Homes along with Derby City Council jointly submitted a bid to the SHAP programme for capital and revenue to acquire 10 additional units to be owned by Derby Homes and used by Social Care to deliver young person pathways in particular the "staying close project".</p> <p>12 Units</p> <p>Additionally, another bid was jointly submitted for capital and revenue to purchase an existing social housing property from another Registered Provider and use the accommodation for rough sleepers some of whom may be disabled or have significant health issues. This bid will also provide an opportunity to commission an associated support service to meet the needs of this cohort.</p> <p>We have been successful in our bidding with an award on both bids/projects of £2,357,443.</p> <ul style="list-style-type: none"> • 10 new units of accommodation, capital and revenue - £1,106,113 • 12 new units of accommodation, capital and revenue - £1,251,330

This report has been approved by:

Governance Manager (checked)	Jane Haywood	29.02.2024
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PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

HOMELESSNESS REPORT QUARTER THREE 2023/24



ITEM NO. Enc. 15

Report of: Director of Housing Services

Email: clare.mehrbani@derbyhomes.org

Telephone number: 01332 888596

Author: David Herrod

Email: david.herrod@derby.gov.uk

Telephone number: 01332 643753

PRESENTED BY:

James Joyce

1.	SUMMARY
1.1	This report gives details on: <ul style="list-style-type: none">- Homelessness approaches- Homelessness cases resolved under Prevention and Relief Duty- Homelessness acceptances
2.	RECOMMENDATION(S)
2.1	To note the report.
3.	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure the Operational Board is able to monitor performance in key service areas, and request additional information where areas of concern/interest arise.
4.	MATTERS FOR CONSIDERATION
4.1	Appendix 1 details headline information in relation to homelessness preventions, homelessness approaches, and homelessness acceptances for quarter three 2023/24 and provides analysis and context to Operational Board members.
5.	OTHER OPTIONS CONSIDERED
5.1	Not applicable.
6.	IMPLICATIONS
6.1	Legal/Confidentiality
	None
6.2	Consultation
	None
6.3	Equalities impact assessment
	None

6.4	Financial and business plan
	None
6.5	Council
	None
6.6	Environmental
	None
6.7	Risk
	None

7.	Background information
7.1	None

8.	Appendices
8.1	Appendix 1 – Homelessness Q3 2023/24

This report has been approved by:

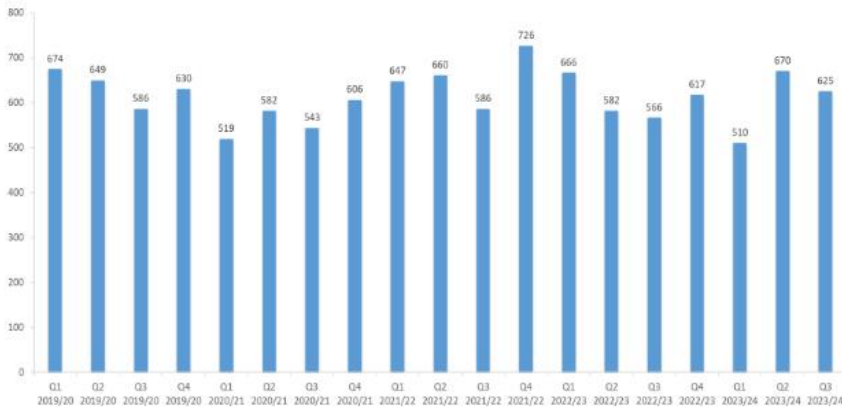
Head of Service	James Joyce	26.02.2024
Governance Manager (checked)	Jane Haywood	29.02.2024

Homelessness Q3 2023/24

Note: This report is the 20th published report since the introduction of the Homelessness Reduction Act (HRA) on 3 April 2018. The figures used in this report are not directly comparable to previous years due to changes in the definitions within the legislative framework.

Homelessness Approaches

Number of homelessness approaches



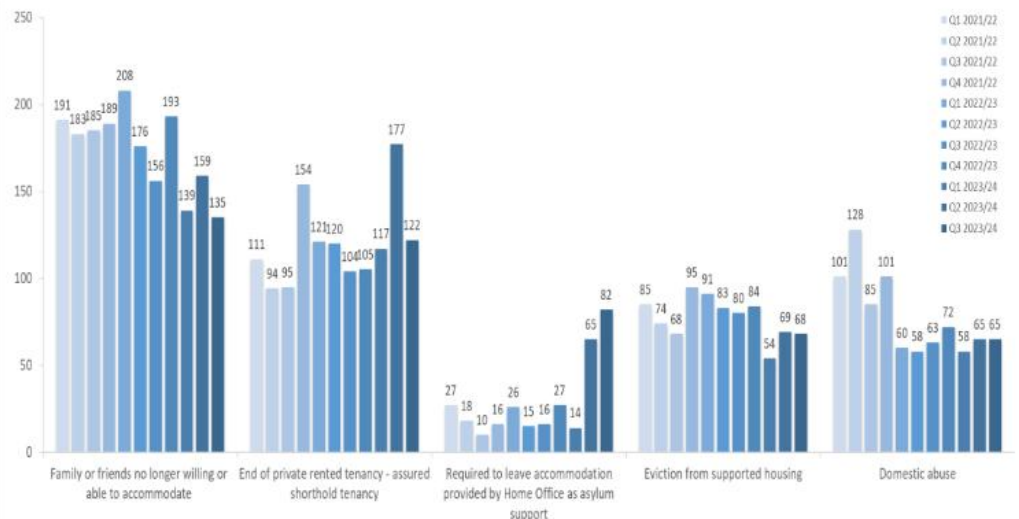
625 households approached the authority as homeless during Q3 2023/24, a reduction of **45 (7%)** from Q2.

The number of households approaching as homeless increased by **59 (10%)** from the same quarter last year.

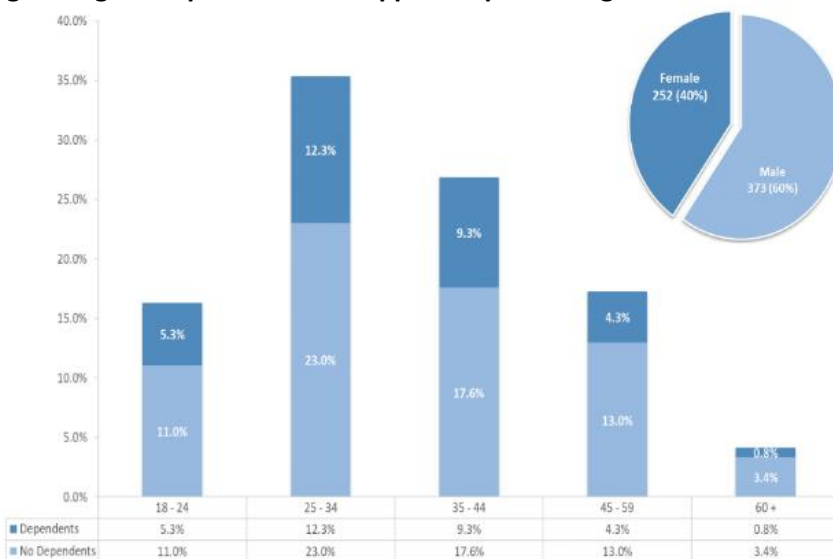
Loss of settled home – top 5 reasons

135 (22%) family or friends no longer willing or able to accommodate, a reduction of **24 (15%)** from Q2.

82 (13%) were required to leave accommodation provided by Home Office as asylum support, an increase of **17 (26%)** and an increase of **66 (413%)** from the same quarter last year.



Age and gender profile of lead applicant presenting as homeless during Q3 2023/24



373 (60%) lead applicants presenting as homeless during Q3 were male, **252 (40%)** were female.

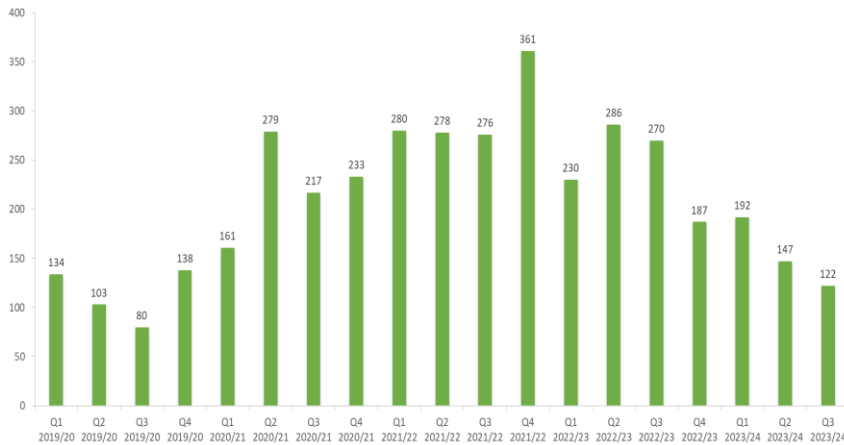
35% of lead applicants presenting as homeless during Q3 were aged between 25 and 34 years old.

68% of homeless approaches came from applicants without dependent children.

32% of homeless approaches came from applicants with dependent children.

Cases Resolved Under Prevention Duty

Number of homelessness cases resolved under prevention duty

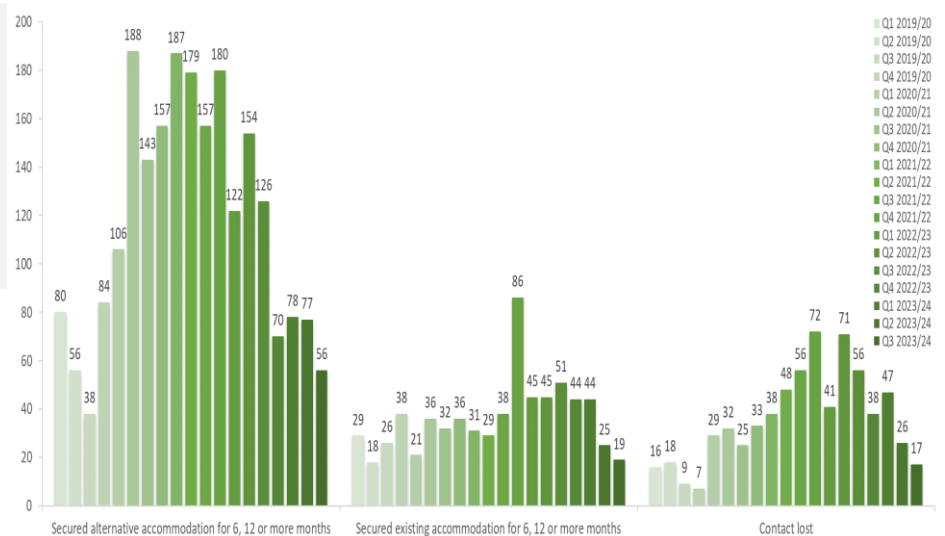


122 cases were resolved under prevention duty during Q3, a reduction of **25 (17%)** from **147** preventions during the previous quarter.

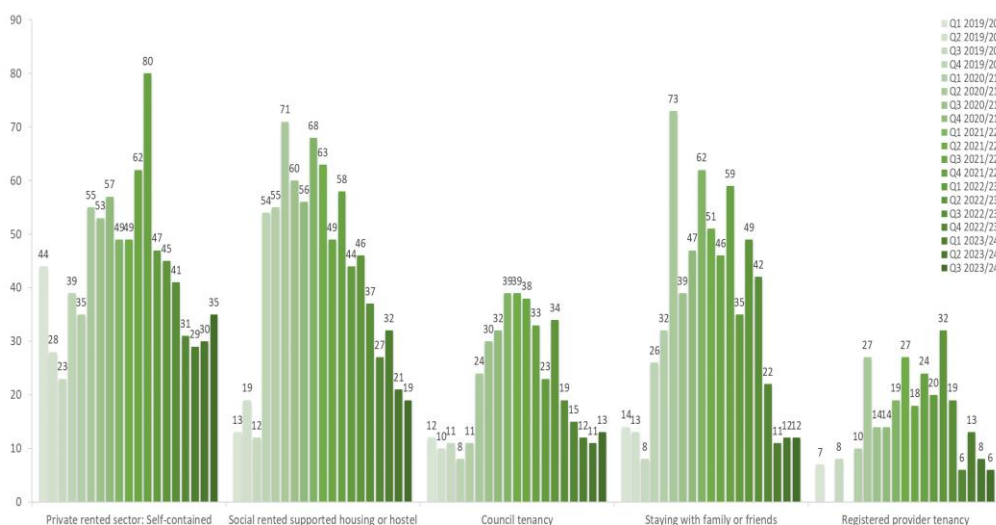
Cases resolved under prevention duty reduced by **148 (55%)** when compared to the same quarter last year.

Cases resolved under prevention duty reasons – top 3 reasons

56 (46%) cases resolved under prevention duty during Q3 were helped to secure alternative accommodation for 6, 12 or more months, a reduction of **21 (27%)** from Q2.



Cases resolved under prevention duty accommodation outcome – top 5 outcomes



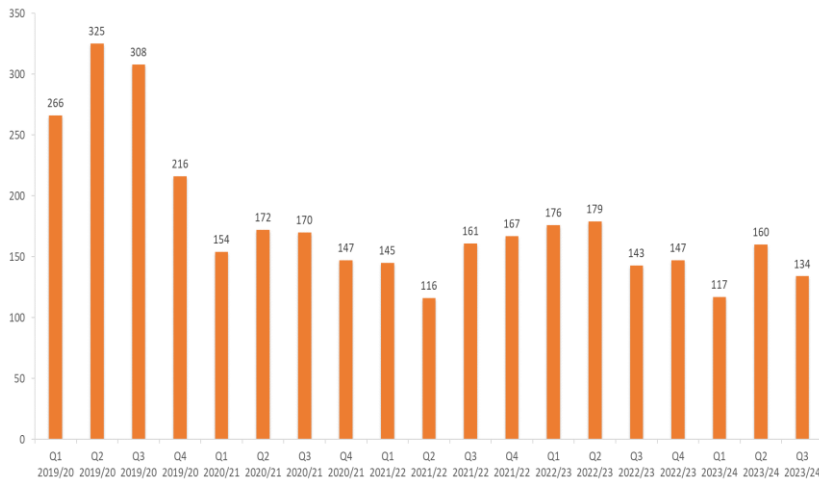
35 (29%) households resolved under prevention duty were helped to secure a property within the private sector, an increase of **5 (17%)** from **30** during Q2.

13 (11%) households were able to secure council tenancies, an increase of **2 (18%)** from Q2.

Note: Categories with low numbers have not been included on this chart.

Homelessness Cases Resolved Under Relief Duty

Cases resolved under relief duty



134 cases were resolved under relief duty, a reduction of **26 (16%)** from the Q2 relief figure of **160**.

Cases resolved under relief duty reduced by **9 (6%)** when compared to the same quarter last year.

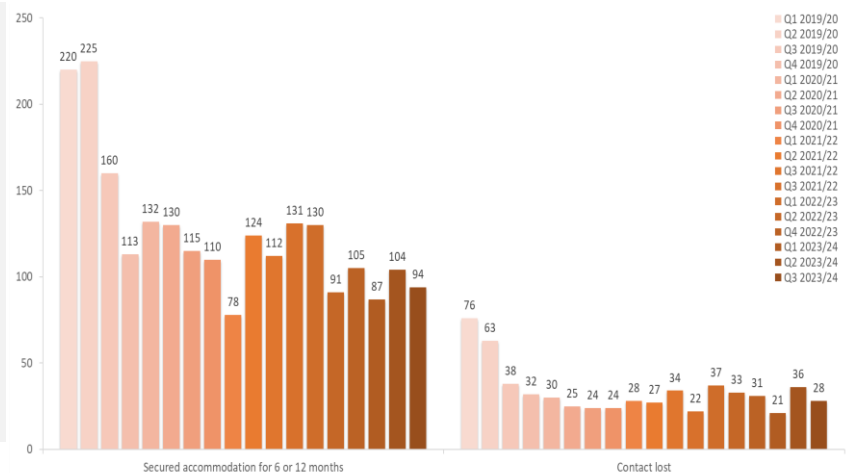
4,223 cases have been resolved under relief duty since the introduction of the HRA on 3 April 2018.

Cases resolved under relief duty end reason – top 2 reasons

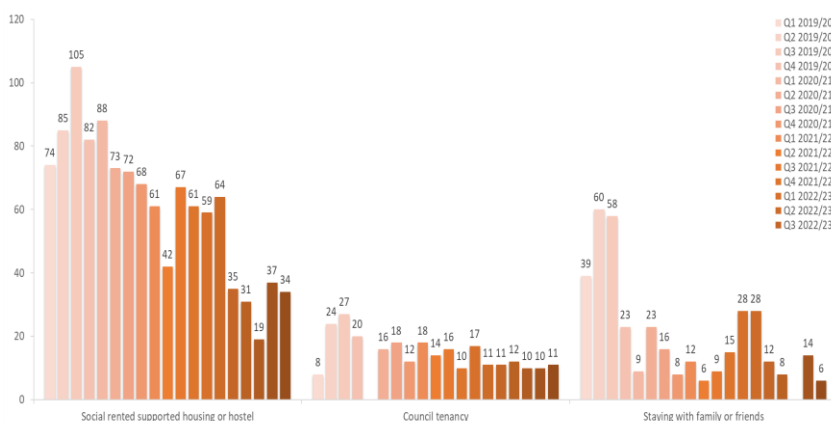
94 (70%) households were helped to secure accommodation for a period of 6 or 12 months during Q3, a reduction of **10 (10%)** from Q2.

Contact was lost with **28 (21%)** households during Q3, a reduction of **8 (22%)** from Q2.

Note: Categories with low numbers have not been included on the chart.



Relief accommodation – top 2 outcomes



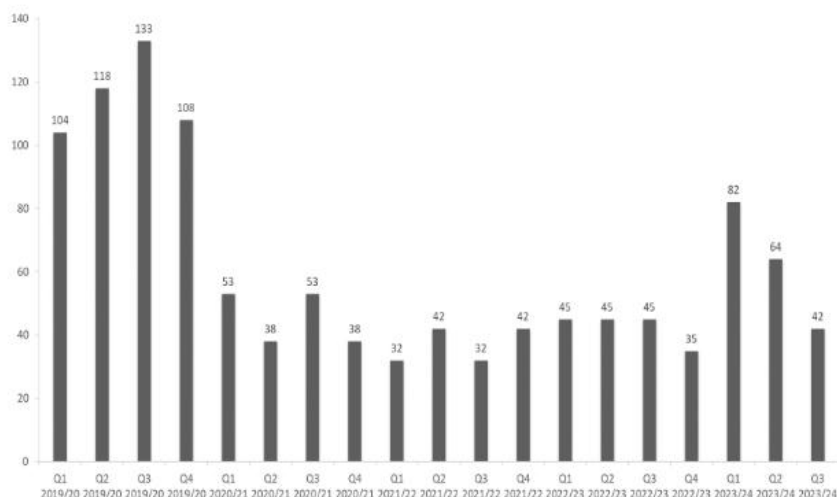
34 (25%) households were helped to secure social rented supported housing or hostel accommodation, a reduction of **3 (8%)** from **37** during Q2.

11 (8%) were able to secure a council tenancy, an increase of **1 (10%)** from Q2.

Note: Categories with low numbers have not been included on the chart.

Full Homeless Duty Acceptances

Number of homelessness cases owed a full homeless duty



42 households were accepted as being owed a full homeless duty, a reduction of **22 (34%)** from **64** acceptances during Q2.

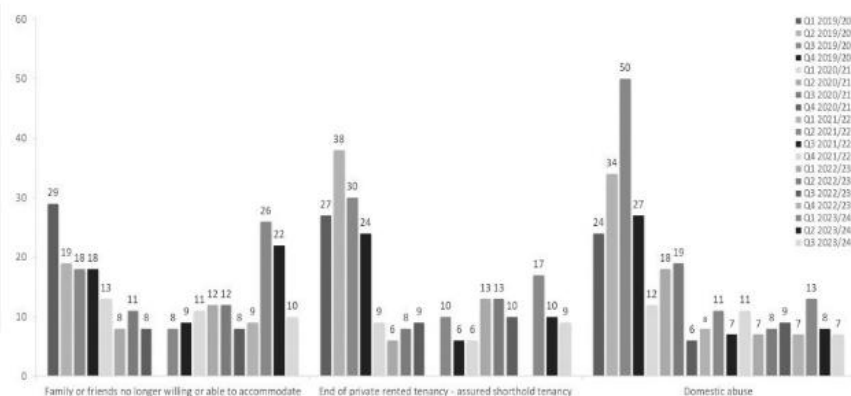
Households for whom a full homelessness duty was owed reduced by **3 (7%)** when compared to the same quarter last year.

1,421 households in total were owed a full homeless duty since the introduction of the HRA.

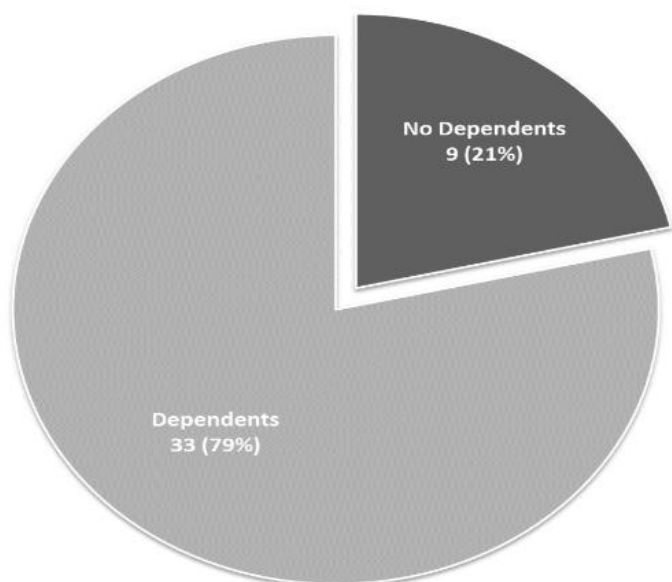
Reasons for homelessness – top 2 reasons

10 (24%) households owed a full homeless duty during Q3 were due to family or friends no longer willing or able to accommodate, a reduction of **12 (55%)** from **22** in Q2.

Note: Categories with low numbers have not been included on the chart.



Number of households owed a full homeless duty Q3 2023/24 - with or without dependent children



33 households with dependent children considered to have a priority need of which:

8 (24%) family or friends no longer willing or able to accommodate

8 (24%) End of private rented assured shorthold tenancy

7 (21%) Domestic Abuse

Note: Data is updated for previous months and quarters in the current financial year when the latest snapshot is run. This means that data may differ from that reported previously. This approach helps to ensure that any additional cases, query resolution and amendments are reflected within the reports.

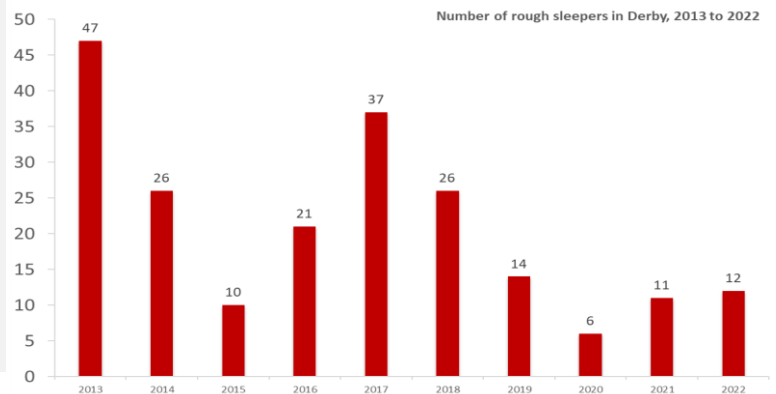
Rough Sleeping in Derby

Number of people sleeping rough in Derby, % increase and rough sleeping rate.

The official annual Rough Sleeper estimate for autumn 2022 recorded **12** people known to be sleeping rough in Derby, an increase of **1 (9%)** from the 2021 rough sleepers estimate of **11**.

The **9%** increase in Derby compares to a national increase of **26%** when compared to 2021.

The next official estimate will be completed in November 2023 and figures released around March 2024.



Source: MHCLG Rough Sleeping in England Statistics

PUBLIC
OPERATIONAL BOARD
THURSDAY 7 MARCH 2024
COMPLAINTS AND COMPLIMENTS
QUARTER 3 2023/24



ITEM NO. Enc. 16

Report of: Head of Quality and Consumer Regulation
Email address: Holly.Johnson@derbyhomes.org
Telephone number: 01332888418

Author: Annabelle Barwick
Email address: Annabelle.barwick@derbyhomes.org
Telephone number: 01332 888402

PRESENTED BY:

Holly Johnson

1	SUMMARY
1.1	This report provides detailed analysis of compliments and complaints received between 1 October and 31 December 2023, (Q3), in addition to an overview of current performance year-to-date.
2	RECOMMENDATION(S)
2.1	To note the information detailed in Appendix 1.
3	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure the Operational Board is updated on compliments and complaints received during the quarter.

4	MATTERS FOR CONSIDERATION
4.1	There were 25 compliments recorded during Q3. This is the same amount of compliments as the previous quarter, detailed in Appendix 1.
4.2	During Q3 a total of 177 complaints were received, all were acknowledged within the target time of 3 working days.
4.3	Full details of all complaints received are shown on in Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
4.4	During Q3, 96.2% of stage one complaints were responded to within the Complaint Handling Code timescales.
4.5	Out of the 155 stage one complaints closed: <ul style="list-style-type: none"> • 100 were upheld • 36 were not upheld • 19 were partially upheld
4.6	In Q3, the category with the highest number of complaints were received about the Day-to-Day Repairs service (71). The Head of Service is aware, and actions have been implemented within this service area.
4.7	During this quarter we closed 18 stage two complaints. <ul style="list-style-type: none"> • 5 complaints were upheld • 3 complaints were partially upheld • 10 complaints were not upheld
4.8	Where, because of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers. Learning from complaints is discussed at Senior Management Team meetings; examples are attached in Appendix 1. Where significant failings are identified, which require a change to policy or procedure, this will be reported to the Operational Board
4.9	Ombudsman During Q3, 1 complaint was escalated to the Housing Ombudsman. During Q3, we received 1 draft determination response from a complaint investigated jointly by the Housing Ombudsman and the Local Government and Social Care Ombudsman. This draft determination has been appealed by the customer, and we await the final determination in relation to this case.
4.10	Compensation During Q3 a total of £5,633.16 compensation was paid out following complaints being made. Details of compensation payments are shown in Appendix 1.
4.11	Learning from Complaints The Housing Ombudsman Complaint Handling Code focusses upon learning from complaints. Each quarter, we will provide a summary of a couple of cases where there is clear learning following a complaint. Details can be found on page 11 of Appendix 1.

4.12	<p>Complaint Handling Code-</p> <p>The new Complaint Handling Code was published on 8 February 2024.</p> <p>The Complaint Handling Code will become statutory from 1 April 2024, meaning that landlords will be obliged, by law, to follow its requirements. The Code aims to achieve best practice in complaint handling, and ultimately to provide a better service to residents.</p> <p>The Social Housing (Regulation) Act 2023 (the Act) places the Complaints Handling Code (the Code) onto a statutory footing. It also puts a duty on The Housing Ombudsman Service (HOS) to monitor compliance with the Code.</p> <p>01.-Complaint-Handling-Code-09.02.24.pdf (housing-ombudsman.org.uk)</p>
4.13	<p>The HOS, Local Government and Social Care Ombudsman, (LGSCO), have decided to not to adopt a joint code; however, their complaint handling principles are aligned. This will lead to a more consistent experience of complaint handling across housing and key local services.</p>
4.14	<p>This development does not result in major changes to the Complaint Handling Code.</p> <p>We have updated the Complaints and Financial Redress Policy 2024 - 2027 in-line with the new Complaints Handling Code. This will be attached as a separate report for Board in March 2024. This also includes a self-assessment against the new code.</p>
4.15	<p>Councillor and MP Enquiries</p> <p>There was a total of 107 Councillor enquiries and 38 MP enquires received during Q3.</p> <p>87 Councillor enquiries were responded to within timescale and 11 MP enquiries were responded to on time.</p> <p>A breakdown of enquiry reasons and ward detail has been included in the report. Details can be found on pages 12-13 of Appendix 1.</p>

5	OTHER OPTIONS CONSIDERED
5.1	None. This report is an update on service delivery.
6	IMPLICATIONS
	None

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
 Health & Safety
 Risk
 Policy Review

7	Background information
7.1	None

8	Appendices
1.	Appendix 1 – Compliments and Complaints quarterly report, Q3 2023/24

This report has been approved by:

Head of Service Governance Manager (checked)	Holly Johnson Jane Haywood	19.02.2024 29.02.2024
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PUBLIC
OPERATIONAL BOARD
THURSDAY 7 MARCH 2024
CUSTOMER SURVEY REPORT Q3
RESULTS



ITEM NO. Enc. 17

Report of: Head of Quality and Consumer Regulation

Email address: Holly.Johnson@derbyhomes.org

Telephone number: 01332 888418

Author: Holly Johnson

Email address: Holly.Johnson@derbyhomes.org

Telephone number: 01332888418

PRESENTED BY:

Holly Johnson

1	SUMMARY
1.1	This report provides the results from the first nine months of the updated customer survey for 2023/24. The report shows the perception data that is part of the new Tenant Satisfaction Measures.
1.2	The figures in this report outline cumulative results from quarter 1 to quarter 3 (year to date). The results relate to Derby City Council housing stock, not including shared ownership. Full results can be found in Appendix 1. Trends from comments reviewed from the survey can be found in Appendix 2.
1.3	The key changes and reporting requirements are summarised below in Section 4.

2	RECOMMENDATION(S)
2.1	To note the information detailed in the report, Appendix 1, and Appendix 2.

3	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure the Operational Board is aware of changes to the Customer Survey questions and how it fits in with the new Tenant Satisfaction Measures.
3.2	To ensure the Operational Board is aware of our performance against the perception questions (TP01-12) of the Tenant Satisfaction Measures.

4	MATTERS FOR CONSIDERATION
4.1	This year (2023/24) represents a change in how the Customer Survey has taken place and in what is measured from it. This is because we are now expected to report on the new Tenant Satisfaction Measures (TSM's) to the Regulator of Social Housing.
4.2	The Regulator of Social Housing (RSH) regulates registered providers of social housing in England. They have created a new system for assessing how well social housing landlords are doing at providing good quality homes and services. They have introduced revised consumer standards which involve a set of TSMs that social housing landlords must report to the RSH annually.
4.3	<p>These measures should:</p> <ul style="list-style-type: none"> • Let tenants see how well their landlord is doing. • Give the regulator an idea of which landlords might need to improve things for their tenants.
4.4	<p>The new measures</p> <p>There are 22 tenant satisfaction measures, covering five themes:</p> <ul style="list-style-type: none"> • Keeping properties in good repair • Maintaining building safety • Respectful and helpful engagement • Effective handling of complaints • Responsible neighbourhood management <p>10 of these are measured by Derby Homes directly, and 12 are measured by carrying out the Customer Survey (tenant perception survey).</p>
4.5	<p>Timelines</p> <p>Landlords need to start to measure from April 2023, and must submit their first measures to the RSH in Autumn 2024. The TSM's in this report started from 1 April 2023 and are collected weekly.</p>

4.6	<p>Key changes</p> <p>The Regulator has prescribed how social landlords must conduct the survey. The key changes and requirements are:</p> <ul style="list-style-type: none"> • To include the 12 tenant perception survey questions exactly as they have been written as well as the response options given. • The question to generate overall satisfaction (TP01) must appear first in any perception survey questionnaire. • To take reasonable action and care when undertaking or commissioning surveys to ensure that participants are not led toward a particular point of view. This includes avoiding using any additional wording or preceding questions that may have a significant impact on responses to the TSM questions. • Partial survey responses should be included within the count of responses. • An achieved sample where estimated overall satisfaction for LCRA (Low-Cost Rental Accommodation) tenants is accurate to a margin of no more than +/-3% at a 95% confidence level. With this level of accuracy, the provider can be 95% sure that – as long as the sample is representative – the estimated level of satisfaction is right (to within 3% above or below) for the whole population. • Landlords must ensure that, as far as possible, survey responses used to calculate perception TSMs are representative of the relevant tenant population.
4.7	<p>Sampling methodology</p> <p>The perception survey has been collected by Derby Homes teams over the telephone. The aim is to collect 500 surveys a quarter. By the end of Quarter 3 Derby Homes have collected 1285 surveys. We are slightly below our internal target of completing 500 surveys per quarter. However, we are on track to gather a representative amount of surveys expected by the RSH.</p>
4.8	<p>The TSM perception survey is being collected from customers living in Derby City Council Low-Cost Rental Accommodation (LCRA) stock.</p>
4.9	<p>Derby Homes properties will be surveyed during 2024/25 as they are only required to be surveyed every 2 years due to the low number of housing stock.</p>
4.10	<p>For the collection method of using telephone surveys, the sampling methodology is outlined below. This is a layered approach to ensure we have a representative sample aligned to the technical requirements of the TSMs.</p>

4.11	<p>Random – This is our primary approach. We are targeting surveys at 1 in 4 current tenants (roughly 3,000) to meet the requirements of the TSM's.</p> <p>To ensure the results are representative of our tenant base we will also be analysing responses against the regulators pre-determined targets for the following characteristics:</p> <ul style="list-style-type: none"> • stock type (e.g., general needs, housing for older people/sheltered housing, other supported housing, temporary social housing) • age of respondent • ethnicity • building type (e.g., high rise/flats) • property or household size
4.12	<p>Targeted – If the random sample does not produce a representative participant sample against the regulator's characteristics, we may establish targeted surveys across those characteristics. This may involve altering the collection method to improve targeted response rates.</p>
4.13	<p>Weighting – If, despite both random and targeted sampling methodology we are still not representative of the regulator's sample characteristics we may weight certain sample group data to ensure representative data.</p>
4.14	<p>Results and analysis Q1-Q3 cumulative TSM results can be found in Appendix 1. Appendix 1 outlines last year's results, using a different methodology, and Housemark's median scores.</p>
4.15	<p>Due to the change in methodology and the survey questions, Derby Homes, like other providers nationally, are seeing a decrease in overall satisfaction by approximately 10%. Although there is a decrease in satisfaction, early results show that Derby Homes are still benchmarking above the national average.</p>
4.16	<p>A score that has seen a decrease in satisfaction in particular is TP12 (Anti-social behaviour). This is because satisfaction for this figure previously was collected through transactional surveys after receiving the service. However, in-line with the new requirements, this is now asked to all customers in the perception survey whether they have received the service or not.</p>
4.17	<p>We are not able to directly match all questions in the TSM perception survey to previous years as the questions are different. However, where there are similarities with questions, we have included previous year's data.</p>
4.18	<p>Due to the nature of surveying, not all the questions are mandatory, and some questions have filter questions. Therefore, the response rate for each question varies.</p>
4.19	<p>Overall, Derby Homes are happy with performing well-above Housemark's median when compared with other providers.</p>
4.20	<p>Reporting to the Regulator The RSH only requires the figures to be reported annually. This report is to ensure the Board are aware of Derby Homes' current position against the TSM's.</p>

5	OTHER OPTIONS CONSIDERED
5.1	None. Derby Homes undertake the TSM's to ensure compliance with the Regulator of Social Housing.

6	IMPLICATIONS
6.1	Consultation This is a survey which is carried out in line with the Regulator of Social Housing's TSM guidance Annex 4 TSM Technical Requirements (publishing.service.gov.uk) .
6.2	Council Derby City Council have been consulted to ensure they approve of the methodology for collecting the perception survey. Updates are regularly shared with the Council on Derby Homes' performance and results are submitted to the Council using DORIS.
6.2.1	Equalities Impact Assessment On occasions when customers are not able to take the survey over the phone, other options are explored such as booking an interpreter, sending an online survey or a letter for completion. These results are then inputted with the other survey results to ensure no discrimination.

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

Financial and Business Plan
Legal and Confidentiality
Personnel
Environmental
Health & Safety
Risk
Policy Review

7	Background information
7.1	None

8	Appendices
1.	Appendix 1 – TSM perception Measures Q3 23-34
2.	Appendix 2 – Q1 to Q3 23-24 Customer Survey Comments

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	06.02.2024
Head of Service	Holly Johnson	06.02.2024
Governance Manager (checked)	Jane Haywood	29.02.2024

Quarter 3 Comments

During Quarter 3 a total of 451 surveys have been collected from customers. From those surveys, 91 comments have been received which show dissatisfaction with Derby Homes' services.

Dissatisfied Comments Received: Quarterly Question Breakdown

The table below shows a breakdown of how the comments have been received in the Customer Survey.

Customer Survey Question	Number of dissatisfied comments for Q3
Dissatisfied with Neighbourhood	4
Dissatisfied with Communication	2
Dissatisfied with Customer Engagement	0
Dissatisfied with Customer Service	21
Dissatisfied with Capital Works	3
Dissatisfied with Grounds Maintenance	10
Dissatisfied with Gas & Electric	4
Dissatisfied with Finance & Rent	2
Dissatisfied with Planned Maintenance	0
Dissatisfied with Asset Management	2
Dissatisfied with Voids	0
Dissatisfied with Repairs	23
Dissatisfied with Housing Management	18
Dissatisfied with Housing Options	2
Dissatisfied with Complex Needs & Tenancy Sustainment	0
Overall Totals	91

Feedback by service area:

ASB Team

From the feedback question on the survey, the below comments were raised relating to the neighbourhood.

In total, there were 7 comments raised for the ASB team in Quarter 3.

- **Nuisance neighbours** – There were 2 comments mentioning complaints of noise and drug use.
- **Neighbourhood issues** – There was 1 comment regarding the allocation of younger families in locations with predominantly elderly people.
- **Negative feedback** – There were 2 comments where tenants had said that the noise app was not effective, and nothing resulted from their reports.
- **General comments** – There was 1 comment where tenants made a passing comment regarding derby homes has overall been good.

PUBLIC

OPERATIONAL BOARD

THURSDAY 7 MARCH 2024

QUARTERLY ANTI SOCIAL BEHAVIOURAL STATISTICS



ITEM NO. Enc. 18

Report of: Head of Housing Management

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PRESENTED BY:

Carl Tring-Willis

1.	SUMMARY
1.1	This report gives key statistics and information in respect of the Derby Homes anti-social behaviour service, for the third quarter of 2023/24.
2.	RECOMMENDATION(S)
2.1	To note the report and work being undertaken by our Anti-Social Behaviour Team, and the high satisfaction levels reported by customers receiving this service.
3.	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure the Operational Board is updated on the performance of the Anti-Social Behaviour Team, and high levels of customer satisfaction.
4.	MATTERS FOR CONSIDERATION
4.1	<p>The performance indicators are provided in a graph/pie chart format in Appendix 1. This also shows comparisons from previous quarters of 2022/23 and 2023/24, in addition to previous years.</p> <p>The number of cases opened in the quarter:</p> <ul style="list-style-type: none">• Case numbers closed in the quarter which are resolved or unresolved.• Satisfaction levels for the quarter on ASB case closures. Satisfaction levels are now consistently good.• New satisfaction measures identified through the new TSM TP12 perception surveys.• Legal and non-legal interventions used within the quarter.• A new indicator which shows case types logged within the quarter.• Monthly and quarterly contacts on cases with customers on ASB cases.

4.2	<p>The Anti-Social Behaviour Team continue to work in close partnership with Environmental Services in-line with the Memorandum of Understanding, (MOU), we have with the council.</p> <p>We have several ongoing joint cases that we are managing, currently, that involves the use and sharing of the noise app, as part of ongoing investigations that both DCC and Derby Homes are working on.</p>
4.3	<p>The ASB Team continues to work closely with the other support teams within Derby Homes, to jointly work on cases and look to try to resolve more complex issues. It has become an integral way of working, combining both support and enforcement measures, where appropriate, including work with both complainants and perpetrators of ASB.</p>
4.4	<p>The ASB Service are still working with the Public Protection Officers/Service, (PPO's). There was a new service level agreement drawn up in December 2023 for all areas of Derby Homes business within Housing Management services.</p> <p>They are carrying out patrols on our behalf in identified ASB hotspots and we continue to share relevant intelligence and work together to resolve issues. We are hoping to bring a new type of PPO report to the board in due course, which will show more meaningful information about the types and numbers of referrals that are made to the PPO Service, and the outcome of those referrals across Derby Homes.</p>
4.5	<p>We are in the process of consulting on a new Hate Policy with customers, this has been written solely regarding Hate Crime/Incidents and is standalone from the main ASB Policy, where it was originally included. This is as a result of the new consumer regulations and seen as best practise.</p> <p>We will be consulting with other partners as well as Resolve ASB, the national ASB Professional Body, who links in with the Home Office on behalf of Social Landlords, Police and Local Authorities over ASB, Community Safety and Policing issues.</p>
4.6	<p>In addition to the Hate Policy, we are also carrying out a review of the current ASB Policy, which was due for renewal, this will take account of the consumer regulations and again, we will be consulting with relevant partners and customers.</p>
4.7	<p>Please see attached report that relates to compliments and observations, made from the ASB surveys carried out in this quarter at Appendix 2. You will see that this quarter, we have received 20 compliments on closed ASB cases, which is a good indicator of the quality of service provided.</p>

5.	OTHER OPTIONS CONSIDERED
5.1	None – Part B for noting.

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	No implications directly arising from this report.

6.2	Consultation
	no implications directly arising from this report.
6.3	Equalities impact assessment
	No implications directly arising from this report.
6.4	Financial and business plan
	No implications directly arising from this report.
6.5	Council
	No implications directly arising from this report.
6.6	Environmental
	No implications directly arising from this report.
6.7	Risk
	No implications directly arising from this report.

7.	Background information
7.1	Not Applicable

8.	Appendices
8.1	Appendix 1 - Anti-Social Behaviour Teams Statistics
8.2	Appendix 2 - Anti-Social Behaviour Team Customer Feedback

This report has been approved by:

Head of Housing Management	Carl Tring-Willis	26.02.2024
Governance Manager (checked)	Jane Haywood	28.02.2024