

## **DERBY HOMES LIMITED**

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

**Held on Thursday 11 June 2020**

Due to the restrictions required by the Government arising from the Coronavirus pandemic, this meeting was not able to take place. Instead Board Members were asked to comment and make decisions by email on those agenda items requiring approval.

#### **Operational Board Members Responded:**

Charlene Bhurton, Tony Holme, Laraine Hurt, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd

#### **20/26 Board Members who did not respond:**

Jerry Pearce, Ian Veitch, Jim Elks

#### **20/27 Admission of late items**

The Chair admitted a late item on the Youth Alliance Grant.

#### **20/28 Declarations of interests**

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

#### **20/29 Chair's Announcements**

The Chair made the following announcement:

As a board I think we should acknowledge the hard work being done by all teams across the board and the interdepartmental work being done by our teams. I believe ranging from Refuse Collection to assisting at the Crematorium. They go about their day without shouting about it and just get the job done under difficult times for one and all. Grass cutting and estates maintenance has still taken place, safety checks are still being carried out safely etc.

Whilst many of the teams can work from home, that can bring added pressures eg try telling a member of your family you are working and cannot play hungry hippos or play with Lego etc.

Every member of staff I have spoken to etc has been in high spirits and just want the job done, with many who can't wait to get back to the office environment and have real face to face interactions.

**20/30 Minutes of the previous meeting**

The minutes of the meeting held on Thursday 28 February 2020 were accepted as a true and accurate record.

**20/31 Matters Arising from Thursday February 2020**

There were no matters arising.

**20/32 Questions from members of the public**

There were no questions from members of the public.

**20/33 Part B Supplementary Questions.**

The Operational Board raised a number of questions and comments. These are attached to these minutes and include officers' responses.

**20/34 Operational Board Forward Plan**

The Operational Board considered the Forward Plan of agenda items for the period September to December 2020.

**Agreed**

The Operational Board noted the Forward Plan.

**20/35 Outstanding Actions**

The Operational Board noted the Outstanding Actions.

**20/36 Customer Engagement Strategy Consultation Action Plan**

The Operational Board considered a report which explained a review of the Customer Engagement and Community Development Strategy 2016-19 was overdue. Derby Homes had hoped to begin shaping a new strategy with customers by now, but unfortunately this has been further delayed due to the coronavirus pandemic, which has necessitated the diversion of resources to

other areas.

Recent circumstances surrounding Covid-19 has forced Derby Homes to 'pause' traditional engagement methods and look at other ways to engage with customers. Over previous weeks and for the foreseeable future, social distancing and government guidelines will be a priority to ensure employee and customer safety.

This report outlined the scope to develop the strategy together with a proposal for moving it forward during these exceptional times and proposed to delay submitting the strategy for approval until December 2020.

### **Agreed**

The Operational Board approved the Customer Engagement Strategy Consultation Action Plan.

## **20/37 Common Rooms and Community Space Policy**

The Operational Board considered a report which explained the Common Rooms and Community Space Policy has been updated in accordance with Derby Homes three year review schedule. Since the last Policy update in 2018, there has been a full review of the policy to ensure it is in line with the Customer First Strategy as well as considering other factors such as Health and Safety and Safeguarding implications. This has resulted in making considerable changes to the policy.

### **Agreed**

The Operational Board approve the updated policy.

## **20/38 Welfare Adaptations Policy**

The Operational Board considered a report reviewing the Welfare Adaptations Policy.

The policy shows a commitment to provide the support required to assist the most vulnerable and disabled Derby Homes' tenants to live independently in their homes.

The previous review in 2017 saw an increase in the cost threshold to allow works up to £10,000 to be approved which in turn sped up delivery times. This has benefitted the most vulnerable. Above the £10,000 check point an assessment by Senior Management considers the validity of the works requested. Questioning such as, is it the best use of the asset and does the recommendation fully meet the needs of the end user.

### **Agreed**

The Operational Board agreed to retain the Welfare Adaptations Policy and approved the amendments following a review of the service.

#### **20/39 Grant to Derby County Community Trust 2020 – 2021**

The Operational Board considered a report which sought approval to grant fund Derby County Community Trust (DCCT) £8,090 over a 12 month period. This grant includes:

- £5,000 pa towards the weekly KICKS Project in Derwent, which includes five activities per week.
- £3,090 to fund a weekly sport session at Rocket Park, Sinfin

The Operational Board queried how many how many of the 487 retained participants are Derby Homes customers. It was confirmed this figure may be slightly misleading but of 808 engaged participants, 487 remained. The quarterly breakdown shows the approximately 65-81% of the retained sessions are Derby Homes Customers which varies weekly.

### **Agreed**

The Operational Board approved (subject to Derby City Council approval) grant funding of £8,090 to Derby County in the Community to provide the KICKS project in Derwent and weekly sports delivery in Sinfin, over 2020-2021 financial year.

#### **20/40 Youth Endowment Fund Application – Match Funding**

The Operational Board considered a report requesting support to the Youth Alliance by match funding £10,000 towards their Youth Endowment Fund application and contributing £10,000 if the application is successful.

The Youth Alliance is a group of partners that has formed as a co-operative cohort. The purpose of the group is to align interests of parties whose aim is to reduce risk and improve wellbeing and services for young people in Derby.

### **Agreed**

Subject to the Council's approval, the Operational Board agreed to support an application to the Youth Endowment Fund achieved through pledging match funding of £10,000, to the Youth Alliance application, and grant funding of the £10,000 on successful application.

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

**20/41 Service Update**

The Operational Board noted a joint report prepared by Heads of Service, providing a general overview and update on current issues.

**20/42 Customer Engagement and Community Development Update**

The Operational Board noted a report that updated the Operational Board on the progress of the Customer Engagement Programme through the Customer Engagement and Community Development team for quarter 4.

**20/43 Partnership Framework**

The Operational Board noted a report that updated the Operational Board on the Derby Homes Partnership Register.

**20/44 Cancellation of Public Events**

The Operational Board noted a report that explained that In light of the continuing restrictions on large social gatherings, on 30th April the council's cabinet approved a recommendation to cancel all planned public events through to the end of August 2020. Following this decision, Derby Homes have also taken the difficult decision to cancel all planned public events during this period.

**20/45 Estate and Flat Inspections**

The Operational Board noted a report that gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2019 – 31 March 2020.

**20/46 Homelessness Q4**

The Operational Board noted a report which gives details on:

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

**20/47 Homefinder Q3**

The Operational Board noted a report that provided information on Derby Homefinder for the period April 2019 – December 2019.

**20/48 Complaints and Compliments**

The Operational Board noted a report that provided detailed analysis of complaints received between 1 January and 31 March 2020 (Q4) and for the year 2019/20.

**20/49 Localised Customer Priorities**

The Operational Board noted a report that provided the Operational Board with an update on the Local Customer Priorities from January 2020 – March 2020.

**20/50 Customer Survey**

The Operational Board noted a report that provided detailed analysis of the satisfaction results from the fourth quarter of the Customer Survey 2019 – 2020. Full details can be found in Appendix 1.

**20/51 Anti Social Behaviour Q4**

The Operational Board noted a report that gave some key statistics for Derby Homes ASB service for the fourth quarter of 2019/20.

**20/52 Draft Minutes of Derby Homes Board Meeting held on 26 March 2019**

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on 26 March 2020.

Date of next meeting

**The next meeting will be held on Thursday 3 September 2020 at 6.00 pm.**

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CHAIR

Signed as true and accurate record of the meeting held on 11 June 2020.

Item	Comment
<b>To agree the Minutes of the meeting held on 28 February 2020</b>	<p>1. Minute 20/14 – DACP founded before 2002? (TH)  <b>The DACP was incorporated at Companies House on 7 March 2002.</b></p>
<b>Operational Board Forward Plan Outstanding Actions</b>	<p>1. No doubt Lockdown has had an impact on Forward Plan, any update on this one. (BM)  <b>The Forward Plan is reviewed by Heads of Service prior to each meeting and any changes are reflected in each Forward Plan report.</b></p> <p>2. Can we have an update on Item 1 in relation to meeting that took place in late Feb 20 (BM)  <b>The meeting was initially postponed due to difficulties in finalising the updated specification for the new Kitchen range with the manufacturer, Rixonway, which was then compounded by the Covid 19 Lockdown. Rixonway closedown and any Consultation Meeting Postponed. It is hoped to reconvene the consultation exercise during July 2020.</b></p> <p>3. Outcome of meeting on 2 Feb with Mr Molson, was it a positive outcome (BM)  <b>Meeting with Mr Molson was positive in that after our discussions he did appreciate our difficulties in accommodating all the demands for parking on Bretton Avenue and that there is initial scoping underway to remodel the properties in this area to alleviate structural and energy efficiency issues with the bungalows and improve parking. However the Head of Capital Works did undertake to investigate the possibility of providing an additional parking space to the existing parking area at the head of the cul de sac where Mr Molson resides, in an attempt to resolve current parking congestion.</b></p>
<b>Customer Engagement Strategy Consultation Action Plan</b>	<p>1. The phone calls to more vulnerable tenants were very much appreciated and made them feel less isolated. (LH)  <b>Noted, thank you</b></p> <p>2. Don't see much about Tenant participation a lot about consultation When are we going to get back to real tenant participation we had in the past? (DR)  <b>We have several different engagement methods to encourage both consultation and tenant participation, the consultation exercise is an opportunity for tenants to express their views around what they feel should be included in the new strategy. Communication methods are evolving constantly, our strategy will need to reflect this. The consultation will allow customers of all ages and backgrounds to express their views around how they would like to be informed, consulted and involved in our work. Evolution of customer priorities and the current pandemic have forced us to trial different options. The final document will no doubt contain a number of engagement options based on what the customers are telling us they would want to see.</b></p> <p>3. What is the criteria percentage wise for what is classed as 'good'? 78% of tenant satisfaction seems to be low. (CB)  <b>All our surveys are measured on a 5-point scale as recommended by Housemark. When tenants reply on the top quartile of either 'very</b></p>

Item	Comment
	<p>satisfied' or 'satisfied' this is counted as a positive result. Results which are answered as either 'neutral, dissatisfied or very dissatisfied' are classed as negative results.</p> <p>The other difficulty with this measure is understanding from the tenant when they think they have given their opinion to Derby Homes which has not been considered. This can cause some confusion with the question. Not all our tenants have given their feedback within the 12 months the survey has been taken and are thinking of previous examples. Alternatively, the feedback from the customer could have been given as a comment to an operative and not logged as feedback. Therefore, we find this question is the best way to try and understand a general 'feeling' of whether views are being taken into account but appreciate it can be difficult to quantify and provide evidence for.</p> <p>4. 87% of satisfaction for neighbourhood leaves room for improvement. (CB) We agree, however we are pleased with the result as it is improving and has increased from 84% previously. It is a very difficult measure to influence as it relates to the whole neighbourhood therefore will take into account factors that Derby Homes has no control over. These could include services offered by the council's Neighbourhoods and Streetpride services, as well as local schools and problems caused by private tenants. All of these different areas may impact an overall view of a neighbourhood.</p> <p>5. It is a shame that we have to delay this item, however I know that it makes sense. I believe that Customer Engagement is still at the forefront of what Derby Homes want to achieve, in gaining views ideas etc. (BM) I agree, it is something we take pride in, however we are committed to making this a very meaningful consultation by including as many customer views as possible.</p> <p>6. Interesting that the recent telephone support exercise was very successful and may be a way forward (JS) Agreed, it was successful for a lot of reasons and may well prove a successful engagement tool for the business going forwards.</p>
<b>Common Rooms and Community Space Policy</b>	<p>1. The users of the community rooms parking is an issue as they are completely blocking the streets. Also the time that the rooms are being used is an issue, as some are still in use at 11pm. (LH) Charlotte Eley, the Customer Engagement Officer has called and discussed this comment. There is an agreement going forward to monitor activity in the area.</p> <p>2. Does this policy need to reflect potential restrictions, current and possibly on-going, with respect to COVID-19? (TH) At the moment, I think it would be best to look at this as the main 'suite' of documentation and then we can add other appendices based on the 'new normal' when we understand more about how it may look moving forwards. We have completed a risk assessment for</p>



Item	Comment
	<p>our community rooms and will update this in line with the changes in Government guidelines around Covid 19.</p> <p>3. Consultations with everybody but the Tenants if the letting benefit the Tenants all well and good. (DR)</p> <p>We only consult with residents where they have an opportunity to influence a policy, otherwise it is tokenistic. The changes to this policy were very much health and safety related and were added to make sure we were in line with Council regulations, policies and procedures. We haven't however made any changes that would have an adverse impact on residents. The increased checks and health and safety measures are in place to protect all users of the rooms and in particular the surrounding community.</p> <p>4. This can only be seen as a positive move, there should be no ambiguity and it falls in line with Derby City Council and Derby Homes Policies and Procedures. (BM)</p> <p>Thank you. We consulted with legal teams and other policy teams in the Council to make sure we were aligned to their overall aims and objectives.</p>
<b>Welfare Adaptations Policy</b>	<p>1. A considerable amount could be saved if tenants needs were matched more sympathetically to properties. I.e. stairlifts, wet rooms. (LH)</p> <p>When properties are at Void stage (between tenancies) consideration is given to the adaptations previously made to the property and whether the adapted property would be suitable for existing or applying tenants.</p> <p>2. I assume this policy does not apply to any Leaseholders requiring adaptations to their properties. (TH)</p> <p>Derby Homes Workforce does carry out adaptations work to the homes Leaseholders on behalf of the City Council, although the funding and approval process would be through the City Council.</p> <p>3. For me paragraph 4.1 sums this policy up. I know from experience this works well for our customers and things certainly get achieved quicker under this policy. (BM)</p> <p>No Comment - Agreed</p>
<b>Grant to Derby County Community Trust 2020 – 2021</b>	<p>1. A good project. (DR)</p> <p>2. (4.6) of the 457 retained participants, how many are Derby Homes customers? (CB)</p> <p>The order may be misleading on the page, but of 808 engaged participants, 487 remained. The quarterly breakdown shows the approximately 65-81% of the retained sessions are Derby Homes Customers which varies weekly.</p> <p>3. For me if we can achieve the aims of para 4.4 in the document it is a job well done. Engaging though sport is paramount for our young people and I am sure has long term wider benefits, particularly in the current political climate. (BM)</p>

Item	Comment
<b>Youth Endowment Fund Application – Match Funding</b>	<p>1. Fully support this but would like a report back say in 6 months. (DR)</p> <p>We will work with the Alliance to see how we are reporting on the statistics once the grant has been confirmed.</p> <p>2. (4.9) Interested to know what type of activities are to be delivered face to face and the target number of young people to be engaged in the programme? (CB)</p> <p>As the funding application is awaiting approval, there is no formalised plan of activities or amount of agreed participants. If the funding is formally approved, the amount of funding released will impact the types of activities deliverable and to what number of young people. This is something that will be reported on as part of the key performance indicators.</p>

PART B FOR NOTING		
Item	Report & Recommendation	Comment
B1	Service Delivery Update	<p>Good to read about positive actions being taken by DH in current situation (TH)</p> <p>Is Street Pride back to full capacity of workers? (CB)</p> <p>At the date of the Operation Board Meeting – Streetpride is operating with a team of 26 against an establishment of 32. Of those 32, 4 are in Covid isolation and 4 on secondment to the refuse service. To achieve 26 on site, the numbers are made up with agency staff. The Team were on the 5<sup>th</sup> cut of the year at the date of the meeting.</p> <p>I suspect that things like arrears etc are going to be going up due to lockdown and its implications. Lockdown will have adversely affected many normally good service delivery. (BM)</p> <p>Well done to all the teams for continuing operating and adapting working practices in these challenging times. (JS)</p>
B2	Customer Engagement & Community Development Update	<p>Up until lockdown things were moving along with Customer Engagement &amp; Community Development. I thought the work being done by the Youth Panel was encouraging and congratulations to Stevie Wild on being appointed into post. (BM)</p>
B3	Partnership Framework	<p>I think the register is good and it also reflects on the excellent partnership working being done by Derby Homes and the City of Derby. (BM)</p> <p>Good to see involvement in so many great partnerships (JS)</p>
B4	Cancellation of Public Events	<p>1. I feel that at this time a more regular newsletter for tenants would be beneficial (LH)</p> <p>We try to update our customers as much as possible on Social media and have posted out information on our services. We are currently collating information for a summer newsletter in order to keep them updated.</p> <p>2. Understandable in current situation (TH)</p>

		3. This was inevitable in view of Covid-19 restrictions, having said that, I feel for teams normally involved in these, as I know a lot of hard work goes into these events (BM)
B5	Estate & Flat Inspections Q3 & 4	<p>I know that there is frustration amongst the housing office staff that they cannot carry out routine walkabouts etc and no doubt that will a sharp rise in most categories. I am intrigued by the number of Repairs ordered overall, are these being raised as a result of inspections or customers reporting them to their Housing Office? (BM)</p> <p>This report was for the period ending 30/03/2020 and is the number of repairs orders raised as a result of a request by officers in the local teams. Tenants generally report repairs themselves direct to our Customer Services Team and through our website. Some repairs are occasionally reported to a local office but these are a very small proportion of the total that are reported by local office staff. The Open Housing System does not enable us to distinguish these within the total raised by the local offices, but we are confident that the figure given is a fair reflection of the number raised on inspections.</p>
B6	Homelessness Q4	<p>Good work in current situation (TH)</p> <p>Accepted and read, staff do well. (BM)</p>
B7	Homefinder Q3	<p>Interesting report (TH)</p> <p>Since the Homeless Reduction Act there certainly has been a sharp increase in applications on Homefinder (BM)</p>
B8	Complaints & Compliments Q4	<ol style="list-style-type: none"> <li>1. Reading the facts there does not seem to a trend within the complaints themselves, it will be interesting to see these stats for Q1 this year (BM)</li> <li>2. Love the compliments, particularly around the care, empathy and respect shown by the staff (JS)</li> </ol>
B9	Localised Customer Priorities Q4	<p>Can the feedback from the surveys, door knocking etc be made available to the operational board when the information is available (BM)</p> <p>Yes, depending on the circumstances given the current situation, door knocking may have to be altered this year. The Operational Board will be kept informed.</p>
B10	Customer Survey Q4	<p>Whilst satisfaction overall is exceeding targets etc, perhaps a campaign to look a the small % who were not satisfied, similar to the kitchens &amp; bathrooms survey. (BM)</p> <p>We have a process in place to talk to customers about any comments they are dissatisfied with, which involves the service area replying to the customer. Some of these surveys are anonymous and so it is not always possible to do this.</p>
B11	Anti Social Behaviour Q4	<p>I applaud the satisfaction percentage of 91.5% is there any trend as to why 9.5% were not satisfied. (BM)</p> <p>We are not aware of any trend as such. Before any case is closed it is checked by the ASB manager to see if there was anything further we can do or should have done and if so further work is done on the case. There are however some cases where it is not possible to resolve it in such a way that the complainant is completely satisfied. Sometimes this is because there remains some level of nuisance in the perception of the complainant, but both ourselves and the perpetrator feel that what they are doing is reasonable.</p>

		<p>Were the compliments at 3.11 included in the compliment figures reported in item B8? (JS)</p> <p>No they were not and you make a good point. The reason they are not included is because these are compliments that we get as part of the ASB satisfaction survey. As such we feel that these are not 'unsolicited'. The compliments – and complaints – that we report are those that customers make that are unsolicited. We will look at whether it is reasonable to include those made during the course of other surveys such as this one as it seems that we are otherwise under reporting compliments.</p>
B12	Draft Minutes of Derby Homes Board meeting – 26 March 2020	-
Any further comments or questions	<p>I understand that it is difficult at the present time to involve tenants, however, questionnaires could be sent out to assess tenants thoughts on different topics. E.g. Community Rooms. (LH)</p> <p>We are sending surveys out electronically as well as calling customers for their responses. Our programme of surveys has carried on as usual, other than the Customer Survey which has been delayed by 1 quarter. We hope to have The Customer Survey operational from 1 July 2020.</p>	