

DERBY HOMES LIMITED OPERATIONAL BOARD

**Thursday 22 September 2022 at 6.00 pm
Microsoft Teams**

AGENDA

Page No

1. Apologies
2. Admission of late items (if any)
3. Declarations of Interest – *please refer to advice at the end of this agenda*
4. Chair's Announcements
5. Minutes of the meeting held on 9 June 2022.
6. Matters arising
7. Questions from members of the public (maximum time 15 minutes)

To receive and respond to any question from members of the public as submitted in accordance with Standing Order 14.

**Questions must be submitted at least 2 days in advance of the meeting to
Governance.Services@derbyhomes.org**

8. Performance Management Q1

PART A – FOR DECISION

- A1 Part B Supplementary Questions
- A2 Operational Board Forward Plan
- A3 Value for Money Annual Report
- A4 Grounds Maintenance Service Update – *to follow*
- A5 Home Release Policy
- A6 Customer First Strategy

A7 Leasehold Policy

A8 Multi Faith Centre – Grant Proposal

PART B – FOR NOTING/DISCUSSION – CMIS ONLY

B1 Service Update

B2 Homelessness Q1

B3 Complaints & Compliments Q1

B4 Localised Customer Priorities Q1

B5 Customer Survey Q1

B6 Anti Social Behaviour Q1

B7 Home Finder Q1

B8 Annual Equalities Report

B9 Youth Alliance Update

B10 Derby Homes Board Draft Minutes 28 July 2022

B11 Operational Board Members Attendance

B12 Date and Time of Next Meeting – Thursday 8 December 2022 at 6.00 pm

PART C – CONFIDENTIAL

C1 Operational Board Constitution

DECLARATIONS OF INTEREST

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

Derby Homes' Governance Arrangements requires Board Members to declare any interest 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.

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.

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 and 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 direct.

FOR INFORMATION

Fire Evacuation Procedure – London Road

No fire drills are scheduled.

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 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 undue delay.
3. Escort any visitors and leave by the nearest available exit and go to the assembly point on the grass next to the 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 Thursday 9 June 2022

The meeting started at 6.00 pm

Operational Board Members present:

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

Officers present:

Steve Bayliss, Head of Repairs
Ian Yeomans, Head of Capital Works
Michael Kirk, Finance Director and Company Secretary
James Joyce, Interim Head of Housing Options and Homelessness
Clare Mehrbani, Director of Housing Services
Jenny Watson, Social Housing Options Manager
Bobby Howe, Safeguarding & Compliance Manager/ Complex Needs Manager
Louise Paget, Governance Officer

Others present:

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

22/24 Apologies

Apologies were received from Mike Ainsley, Chair of Derby Homes and Lorraine Testro, Head of Housing Management.

22/25 Admission of late items

There were no late items submitted.

22/26 Declarations of interests

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

Councillor Lucy Care declared she has stopped being a trustee for Derby Museums and will become a Board Member for Derbyshire Environmental Trust. Lucy will also be joining the Board of the Derby and Burton Hospital Trusts (which is yet to be confirmed formally).

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

22/27 Chair's Announcements

The Chair reminded all those that are invited to attend the Operational Board have courtesy to confirm or decline attendance with the Governance Officer.

The Chair suggested to the Operational Board to devise a system of time slots for agenda items to prevent future meetings from running over. There were no objections from the Operational Board.

22/28 Minutes of the previous meeting

The minutes of the meeting held on 10 March were accepted as a correct record with the following amendment:

Page 9 – The Operational Board would like comments regarding Nationwide Windows noting on the minutes.

22/29 Matters Arising

The Operational Board raised reports were expected for the following items:

Minute 28/89

Derby Homes confirmed the Head of Housing Management is leading on car sharing and this is a long-term project. Derby Homes agreed to report back the Operational Board when further details and timescales are identified.

Derby Homes are working on providing communal charging facilities into future plans for new builds but will need to take into consideration the capacity of power grids in certain areas. This is not expected to be exclusive to residents as this would not be a viable option.

The Operational Board raised that the Council has funds for supporting the installation of communal electric charge points. The Operational Board also suggested to add significant battery storage into the area to solve the issue with grid capacity.

Minute 22/11

Derby Homes confirmed clarification is being sought and The Head of Repairs agreed to respond directly to the Operational Board member.

Minute 22/14

Derby Homes confirmed the pets policy was discussed at the last leaseholder forum and it was agreed to apply the pets policy to new lease holders

however, Derby Homes would not be able to enforce this to existing lease holders as the policy was not incorporated into the lease agreement at that stage.

22/30 Questions from members of the public

There were no questions from members of the public.

22/31 Performance Management 2021/22 Quarter 4

The Operational Board received a presentation on the highlights and exceptions of key performance information for quarter four 2021/22.

Derby Homes clarified that although the number of rough sleepers on a single night was 11, half of those had accommodation and one individual was traveling through the city which would significantly reduce this figure.

The Operational Board applauded the rent arrears figure given the current cost of living crisis. The Housemark medium is 3.35% for landlords over 10,000 properties, Derby Homes are meeting this target which is as a result of engagement with tenants.

The Ops Board queried if there have been any trends identified in terms of sickness absences. Derby Homes clarified the figures exclude covid related absences. The majority of long-term absences are due to mental Health, anxiety and stress, the most of these being non-work related. Derby Homes have good processes in place to support employees back to work.

The Operational Board queried if staff being isolated by working from home contributed to stress related absences. Derby Homes are operating on a hybrid basis. Derby Homes staff who are feeling isolated are encouraged to work from the office if they wish to, there are no set numbers of days to work from home or the office.

The Ops Board queried the increased number of homelessness approaches due to end of private tenancies and the reasons behind this. Derby Homes have known for sometime that small landlords have been cashing out of the rental market as a result of cost of living. Derby Homes have not completed whole scale analysis but found private rented sector rent arrears were accumulating over the pandemic. Derby Homes are working with private landlords to prevent evictions and converting to homeless approaches.

Agreed

The Operational Board noted the Quarter 4 Highlights and exceptions of key performance.

22/32 Operational Board Forward Plan

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

Agreed

The Operational Board the Forward Plan of agenda items.

22/33 Part B Questions

The Operational Board raised concerns around the Ground Maintenance service which has been an ongoing issue, tenants are paying a service charge for this and asked what Derby Homes are doing to address this issue.

Derby Homes advised the Operational Board that during the next 6 months, the structure and organisation of the Grounds Maintenance Teams are going to be reviewed with the aim to improve the mowing cycle and quality of the service moving forward and will report back to the Operational Board.

The Operational Board Report requested for a report sooner than 6 months' time and that concerns should be fed back to the main board as a priority due to being an issue for a number of years.

Derby Homes recognise this has been a problem for a number of years for different reasons staffing of which has been a continuous issue. Derby Homes assured the Operational Board that all options are being discussed to resolve this issue.

The Operational Board suggested given the difficulty with recruitment there may be an opportunity for the homeless to get back into work by doing a grass cutting job. Derby Homes have previously and are continuing to explore these options, conversations have been held with Street Pride and Kedleston Road training Centre regarding facilitating training sessions to operate machinery. The REST team and Milestone House have these conversations on a regular basis with customers regarding engaging in training with a long term plan of employment. Derby Homes are keen to peruse this and are also proposing to have lived experienced individuals to work with Derby Homes.

The Ops Board requested for this issue to be referred to the next main Board meeting.

Agreed

Derby Homes to submit a report to the next main board meeting regarding the issues with the Grounds Maintenance Service.

22/34 Safeguarding Policy Update

The Operational Board considered the Safeguarding policy which has been updated following a recent audit carried out by Central Midlands Audit Partnership.

Agreed

The Operational Board approve the minor amendments which have been put forward to the policy.

22/35 Crowding and Space Hazards Policy

The Operational Board considered the Crowding and Space Hazards which policy has been reviewed and updated in line with Derby Homes key policy review schedule.

The Operational Board queried where the defined number of overcrowding per room comes from. Derby Homes confirmed there is legislation in place to measure overcrowding in properties and this is included within the policy and the accompanying procedure.

The Operational Board queried overcrowding due to disability equipment which can contribute to overcrowding which does not appear to be covered in the policy. Derby Homes confirmed this is covered within the Allocations Policy. The Operational Board raised if customers become disabled and how this will be assessed in terms of overcrowding. Derby Homes agreed that this should be included within the Crowding and Space Hazards policy.

The Operational Board raised that this should have been picked up in the Equalities Impact Assessments and this may need to be looked at. The chair of Equalities and Diversity forum raised this will be looked at during the forum.

The Operational Board raised if this policy applies to sublet leaseholds. Derby Homes confirmed it is unlikely the policy would not apply to any other than Council housing but will check this and report back to the Operational Board.

Agreed

The Operational Board approved the suggested amendments to the policy as outlined in the report and appendices subject to the disability issue raised being included within the policy.

22/36 Workplace Domestic Abuse Policy

Derby Homes are currently working to achieve Domestic Abuse Housing Alliance Accreditation (DAHA). DAHA is the UK benchmark for how housing providers should respond to Domestic Abuse in the UK. As part of the accreditation, it is advised that DH should have two separate policies – Customer Domestic Abuse Policy and Employee and Workplace Domestic Abuse Policy. The Operational Board considered the new Employee and Workplace Domestic Abuse Policy.

The Ops Board queried that relationships between colleagues in the workplace is not covered within this policy. Derby Homes confirmed that following consultation with HR this is outlined in the Employees Code of Conduct.

The Operational Board raised that Paragraph 3 of the policy, the definition is repeated.

“Domestic Abuse perpetrated by employees will not be tolerated under any circumstances nor will it be treated as a purely private matter.” The Operational Board suggested for a line to be inserted “as soon as Derby Homes are made aware action will be taken”.

Agreed

The Operational Board to approved the new Employee and Workplace Domestic Abuse Policy subject to suggested amendments.

22/37 Customer Domestic abuse Policy

The Operational Board considered the Domestic Abuse policy which has been reviewed as part of Derby Homes 3 year policy review cycle. Several changes have been made to the policy which include the deletion of all references to employees.

“Hold perpetrators of abuse to account for their actions”. The Operational Board suggested reworded regarding how perpetrators will be held to account for their actions.

The Operational Board raised there is no specific advice in the policy for staff about reporting domestic abuse concerns which they may witness when visiting tenants and customers. Derby Homes advised there are procedures which are available to staff on the intranet and that there are domestic abuse champions across organisation for staff to contact with their concerns.

The Operational Board suggested for a line to be inserted into the policy detailing “detailed training is in place and Derby Homes would expect staff to

follow procedures if they witness domestic abuse”.

The Operational Board raised that report states Derby does not have a budget for security work which is required and that the Police may have funding available for this. Derby Homes confirmed that they have an internal crime prevention employee and Derby Homes work closely with the Police.

Derby Homes reported that a consultation was carried out with the virtual panel and there were a number of Inclusions to the policy as a result of this consultation.

The Operational Board queried if this policy includes children within the domestic abuse policy. Derby Homes confirmed that the definition of domestic abuse includes if a child sees, hears and is present within the household. All members of staff are aware if they identify a property where domestic abuse is taking place and there is a child within the household, a children's referral will be made to Social Care.

The Operational Board raised Derby Homes should be doing what they can for perpetrators and potential perpetrators in terms of domestic abuse prevention. The Operational Board asked if there is any training available for tenants or awareness raising. Derby Homes reported that they are part of domestic abuse boards and forums in which information is cascaded down to teams who work with victims and perpetrators.

The Operational Board queried if there is information for tenants on the Derby Homes website. Derby Homes confirmed there is no information at the moment but Derby Homes are reviewing their website with an aim to strengthen domestic abuse awareness elements.

Agreed

The Operational Board approved the Customer Domestic Abuse policy subject to suggested amendments.

The Operational Board suggested it may be useful for Board Members to also attend domestic abuse training.

22/38 DACP Funding

The Operational Boards considered the DACP Funding report which sought approval to conditionally grant fund the Derby Association of Community Partners (DACP) at the annual level of £7,400 for the financial year April 2022 to March 2023.

The Chair raised that he is a member of the DACP but is not in a director position.

The Operational Board suggested to fund up to a further 10,000 rather than a full £10,000, subject to the DACP Identifying spends.

Further information about the DACP can be found on their website:

<https://www.communitydirectoryderbyshire.org.uk/view/2990/derby-bosnia-herzegovina-community-association>

Agreed

The Operational Board approved:

1. (Subject to consent from Derby City Council and based on the conditions outlined in the Terms of Reference) for Derby Homes to award a grant in the sum £7,400 to the DACP for the financial year 2022/23.
2. (Subject to consent from Derby City Council), Derby Homes provisionally earmarks the up to £10,000, with the further £10,000 funding in 2022/23 to the DACP.
3. A total of £27,400 funding request.

The following items were noted by the Operational Board:

22/39 Customer Engagement, Community Development and Communications Team Update

The Operational Board noted the report which gave an update the on the last 6 months of progress for the Customer Engagement Programme and the Customer Communications Programme. This covered the period of Quarter four 2021/22 and Quarter one 2022/23.

22/40 Service Update

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

22/41 Homelessness Report Quarter 4

The Operational Board noted Homelessness Report which gave details on:

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

22/42 Compliments and Complaints Quarter 4

The Operational Board noted the Compliments and Complaints reported which provided a detailed analysis of complaints received between 1 January and 31 March 2021 (Q4) and for the year 2021/22

22/43 Localised Customer Priorities Quarter 4

The Operational Board noted the Localised Customer Priorities Report which gave an update on the progress being made in our new approach to Derby Homes Customer Priorities, embracing the values and principles of Better Together.

22/44 Customer Survey Report Quarter 4

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

22/45 ASB Quarter 4 Report

The Operational Board noted the ASB report which outlined key statistics for Derby Homes ASB service for the fourth Quarter of 2021/22.

22/46 Estate and Flat Inspections

The Operational Board noted the Estate and Flat Inspections report which detailed the number of cases by type commonly arising from flat and estate inspections for the period 1 October 2021 – 31 March 2022.

22/47 Derwent Café Update

The Operational Board noted the update following approval of a £20,000 Grant to the Derwent Café Project in September 2021.

22/48 Home Finder Report Quarter 3

The Operational Board noted the six-month progress review against the agreed recommendations, as requested at the last Operational Board.

22/49 Derby Homes Board Minutes 19 May 2022

The Operational Board noted the draft minutes from the Derby Homes Board meeting held on 19 May 2022.

22/50 Operational Board Members Attendance



The Operational Board noted Operational Board Members attendance.

Date of next meeting 8 September 2022

The meeting ended at 19:45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 9 June 2022.

PERFORMANCE MANAGEMENT–QUARTER ONE REPORT 2022/23

Report of the Finance Director and Company Secretary

1. SUMMARY

- 1.1 This report presents a summary of performance for quarter one 2022/23, from key performance measures reported to Derby City Council. Overall performance is positive with a few areas to be addressed where possible.
- 1.2 Results are usually assessed using traffic light criteria, according to their performance against improvement targets. Accountable Officers have provided commentary to put performance into context, identifying improvement actions that they are taking and to update year end forecasts, as shown at Appendix 1.

2. RECOMMENDATION

- 2.1 To discuss and note the 2022/23 quarter one performance trends.

3. REASON FOR RECOMMENDATION

- 3.1 The Board of Derby Homes has delegated responsibility to the Operational Board for the in-year oversight of Derby Homes' performance measures. This report provides information to enable the Operational Board to carry out this responsibility.

4. MATTER FOR CONSIDERATION

- 4.1 Performance monitoring underpins Derby Homes' performance framework in terms of reviewing progress regularly in achieving our priorities and delivering value for money. Early investigation of variances enables remedial action to be taken where appropriate.
- 4.2 The contents of this performance report and supporting appendices is based on priority measures as approved by the Board and contained in the Delivery Plan 2022/23. This incorporates 33 priority measures reported on a monthly/quarterly basis and 43 in total. At Quarter One **81%** of measures either met or exceeded target, with the forecast that **87.5%** of measures will meet or exceed year end targets.

4.3 Performance Monitoring 2022/23 Quarter One

4.3.1 Level 1 and 2 performance measures within Derby Homes' Delivery Plan are monitored through DORIS, the Council's performance management system for monitoring and reporting on performance. The traffic light criteria used by DORIS is as follows:

- **Blue** – performance above target by more than 10%
- **Green** – performance between 2% below target and 10% better than target
- **Amber** – performance between 2% and 10% below target
- **Red** – performance more than 10% adverse of target

4.3.2 Summary performance results (where data is available) as approved by the Board and contained in the Delivery Plan are as follows:

| March 2022 | Target Status Q1 performance | Forecast Status Q1 performance |
|----------------------|---------------------------------|-----------------------------------|
| Blue | 8% (2) | 3.5% (1) |
| Green | 73% (19) | 84% (26) |
| Amber | 4% (1) | 3.5% (1) |
| Red | 15% (4) | 9% (3) |
| No target / data | 9 | 11 |
| Annual Collection/NA | 9 | 2 |

Percentages may not add up to 100% due to rounding up

The performance measures highlighted as red are:

- DH SAT PM04 Satisfaction with new home (new build and re-let) actual 83.3% against a target of 93% but forecasted to be on target for year end.
- DH NH PM01 Number of new homes started in year (HRA & DH) forecast 40 but target is 60 for year-end
- DH NH PM02 Number of new homes delivered in year (HRA & DH) forecast 40 but target is 60 for year-end
- DH R&RA PM01 Rent Arrears of current tenants as a percentage of rent roll, actual 3.6% against a target of 3.2% but forecast to be on target at 3.7%
- DH R&RA PM01 Rent Arrears of current tenants, actual £2.13m against a target of £1.9m but forecast to be on target at £2.2m at year end.
- DH AM PM01 Percentage of non-decent council homes, actual and forecast 0.6% against target of 0%
- DH HR PM01 Average working days lost due to sickness absence - actual 11.6 against target of 8.75

The performance measures highlighted as amber are:

- DH NH PM03 Number of new affordable homes delivered since 2008, forecast 680 but target is 709 for year-end.
- DH R&RA PM01 Total arrears as a percentage of rent due, actual 5.4% against a target of 5.1 % but forecast to be on target at 5.4%

4.4 Key areas to note

4.4.1 Satisfaction

At quarter one; **seven out of eight satisfaction measures**; including *overall satisfaction with the landlord, repairs, handling of ASB cases, neighbourhood, Derby Advice and major improvements* are meeting quarter one targets and forecast to meet year-end targets.

Satisfaction with;

- The new measure 'Tenant satisfaction with listened to my feedback', replacing 'Views taken into account,' has exceeded quarter one target and forecast to exceed year-end target (86.3% against 75%)
- Satisfaction with new home is off target for this quarter (83.3% against 93% target) but is forecast to meet the year-end target of 93%.

4.4.2 Customer Services

- Both new percentage of closed stage 1 and stage 2 complaints responded to within timescale measures are on target for this quarter
- The new measure for escalation of closed stage 1 complaints to stage 2 is also on target at 5% (3 complaints from a total of 60)
- Three complaints were escalated to the ombudsman this quarter and we received 1 determination back from them. The determination found no mal-administration from Derby Homes. No complaints were upheld. On target for this quarter and forecast to remain so at year end.
- The number of tenants registered to My Account on-line this quarter is 8,030 up from 7,901 last quarter. The forecast for year-end is 9,000.

4.4.3 New Homes

- DH NH PM01 Number of new homes started in year (HRA & DH)
- DH NH PM02 Number of new homes delivered in year (HRA & DH)

There were 5 on site starts through the acquisition programme this quarter. Market prices are very high, and we are frequently outbid. Two 4 bed new build starts at Whittaker Street were delayed by engineering issues but expected in Q2. DCC pulled out of the 10 property RSAP Round 2 bid, due to low Homes England grant rates on offer. Funding via Right to Buy is a better route for these.

ACTIONS: Expected start at Monyash Close on completion of Berwick Close scheme in October 2022 (Q3). We have a healthy pipeline of schemes being made ready through external contractors.

- DH NH PM03 Number of new affordable homes delivered since 2008

This year looks more promising for new build with the delayed Whittaker Street scheme hopefully starting in Q3 of 22/23, followed by Barlow Street (12 units) and Crompton and Oaklands Avenue (6 units each) packaged up as a 24-unit package with a builder/project manager contract.

ACTIONS: As well as Monyash Close we also have schemes in the pipeline at Paterson Avenue (6), Cricklewood Road (5), Elm Tree (2) all with planning permission and eligible to be contracted out to SoS in 2022/23. The 36-unit site at Grange Avenue has had planning permission granted subject to pre-start conditions which we are now working through.

4.4.4 Rent and Rent Arrears

DH R&RA PM01 Rent arrears of current tenants as percentage of rent roll

- For quarter one rent arrears as a percentage of rent roll is 3.6%, short of the target of 3.2% and red but forecast to meet year-end target of 3.7%

A recent House Mark report has highlighted the increase we are experiencing in current tenant's arrears (CTA) is also happening nationally, with steady increases in arrears month by month compared to last year. Cost of living difficulties impacting on CTA.

Even with the promise of Government help in the form of various support packages for low-income families, the pressure on household finances is not likely to ease during this financial year. The Income Teams will continue to try and maximise tenant's income with support for benefit claims, money advice and funds available.

DH R&RA PM02 Rent arrears of current tenants

- The current rent arrears figure for quarter one is £2.13m against a target of £1.9m and has risen by over £141,000 in the last month but we are forecasting the year-end target of £2.2m will be met.

This has been expected as monthly direct debit levels are set to levels that include rent free weeks that fall at the end of the year. However, arrears are increasing due to the rising cost of living, the team are encouraging tenants to claim all available support including the housing support fund.

DH R&RA PM 01a Total arrears as a % of rent due

This measure is at 5.4% against a quarter one target of 5.1% and amber. Both current and former tenant arrears are up over the last month but our switch to a new debt collection agency for former tenant arrears should put us back on target for year end. Write offs are done monthly to keep on top with this measure.

- Rent collection rates for arrears excluding arrears brought forward is good at 99%

DH R&RA PM05 No. of tenants evicted as a result of rent arrears

- There were only 3 evictions carried out in the year- (Blue) against our target of 9.

Although the introduction of APA's has helped reduce the number of warrants being requested, it is expected that the number of evictions will start to increase as the year progresses.

4.4.5 Building Safety (Property Compliance measures)

- All our safety compliance measures are on target at quarter one and forecast to meet year-end targets

4.4.6 Empty Homes

DH EH PM 01 Average time taken to relet local authority housing (days)

- The re-let figure for this quarter is 19.2 days and on target also for year end. We are maintaining good performance from last quarter.

DH EH PM02 Percentage of rent lost through dwellings becoming vacant

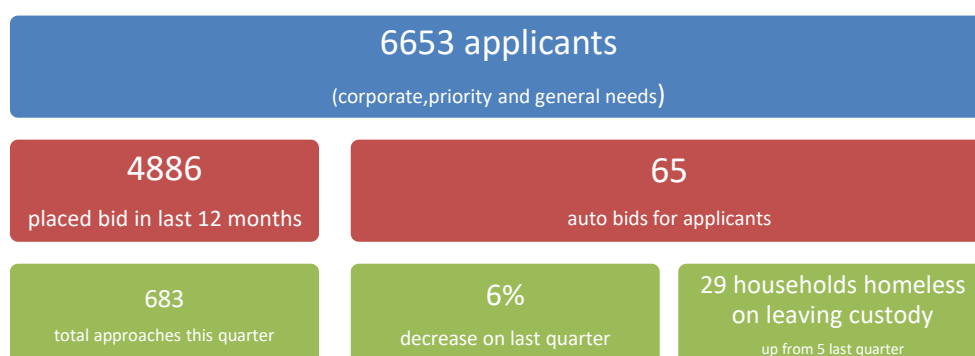
Q1 performance is at 0.83% and on target of 0.9%, continuing to improve on last year and forecast to exceed target at 0.83% against 0.9% target.

4.4.7 Housing and Advice

Applications and approaches

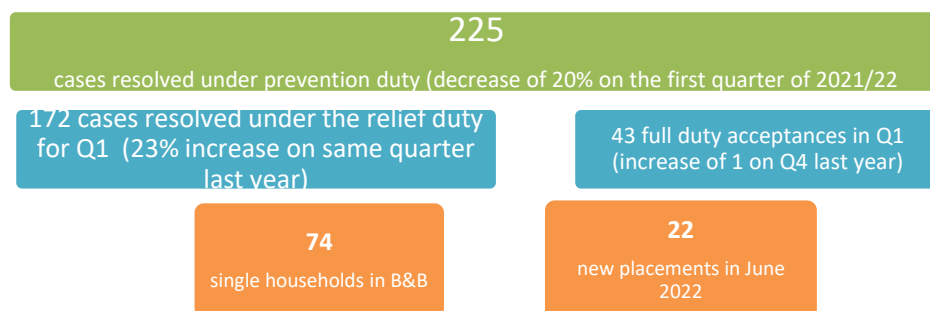
- As of 30 June, 2022 there were 6653 active applications across the housing register in the Corporate Needs, Priority Needs and General Needs band.
- 4886 of these have placed a bid in the last 12 months, this includes 65 auto-bids for applicants.
- There are also 1823 'open to all' applications registered with 284 of these bidding in the last 12 months. This equates to 73% of active applicants who have placed a bid in the last 3 months.

The total number of approaches for quarter one is 683, this is a 6% decrease since last quarter but still second highest quarterly figure since the Homelessness Reduction Act in April 2018. There has been a steady increase in the reported numbers of those being homeless on leaving custody with 29 households this month in comparison with only 5 in the same quarter last year. Reporting on these cases has become more accurate with the increased usage and recording of statutory Duty to Refer referrals from probation.



Preventions and acceptances

- There have been 225 cases resolved under prevention duty in Q1. This is a decrease of 20% on the first quarter of 2021/22 and indicates the difficulties being experienced in preventing homelessness particularly in the case of the end of privately rented housing. This is a national problem with landlords leaving the market or being able to command higher rents which are beyond the majority of homeless households.
- There were 172 cases resolved under the relief duty this year- This is a 23% increase on the figure for the first quarter of 2021/22 and is in part due to the successful move on of households with no dependent children



within the supported housing sector.

- There were 43 full duty acceptances in this quarter. This is an increase of 1 on the figure for Q4 last year and is an indicator of the difficulties being faced in preventing and relieving homelessness before this stage. There is a shortage of both social and private rented housing with the latter being particularly difficult to source as a long- term housing solution because of the prohibitive cost of the rents

Bed and Breakfast and Temporary Accommodation

- There have been 66 new family placements in bed and breakfast since April, with 21 placements in June. This is 7 fewer than in May which saw a higher-than-normal number of placements.
- We are still experiencing a high number of placements due to the shortage of longer-term housing solutions in both the social and private rented sectors.
- There have been 43 new households placed in temporary accommodation other than bed and breakfast since the beginning of April with 16 of those placements occurring in June.
- We are still seeing the positive effect of the direct let allocation policy of 35 units to move households on from the non-secure tenancies. This has created some vacancies to move households out of unsuitable bed and breakfast

Housing Options Service

The demand for the Housing Options Service continues to increase and with a cost-of-living crisis and fuel bills expected to rise again in October, it is likely we will see further evictions from the private rented sector (PRS). Many of our customers cannot afford to meet the shortfall between Local Housing Allowance rates and the increasing market rents.

Despite this, PRS Case workers continue to canvass landlords and secure new tenancies in the PRS, however it is proving far more time consuming and costly than pre-pandemic. Our offer (incentives) to landlords has had to increase.

ACTIONS: We have re-aligned PRS case workers within the wider service, one with a focus on targeting customers in all Temporary Accommodation in an effort to help them move-on and manage their expectations about what housing options are available. Two of the 6 PRS Case workers have now been tasked with sitting alongside the first point of contact/Access Team in Housing Options.

Families with dependent children placed in bed and breakfast for over 42 days

- There was one family with dependent children who had been in bed and breakfast for over 42 days at the end of the quarter.
- This is a new indicator for the authority but has been collected by central government for many years.
- We have been struggling to move families onto more suitable temporary housing because of the lack of through flow into more permanent housing.
- We are exploring alternative sources of temporary accommodation to alleviate the pressure on the increasingly limited social housing options.

4.8

AM PM01 Percentage of non-decent council homes

We have 70 properties at Bretton Avenue identified with structural defect on the roof structure. These properties are now classed as non-Decent and fail the Decent Homes Standards on this single element. - This represents just over half a percent of our stock, with around 99.5% of properties meeting the Decent Homes Standard.

DH AM PM02 Energy Efficiency-average SAP rating of dwellings

- The Average SAP for the stock is currently at 75.6 and forecast to meet year-end target.

4.4.9 **HR**

DH HR PM01 Average working days lost due to sickness absence

The overall figure for the above measure is 11.6 days lost, this is up slightly from 10.7 days in Q4 2021/22.

This is split:

- Short term absence – 5.4 days
- Long term absence – 6.2 days

One of the key factors behind the high levels of medical absences was the increase in stress and anxiety in mental health category. We will monitor these trends closely in 2022/23 to draw historical trends and comparisons.

5. OTHER OPTIONS CONSIDERED

5.1 Not applicable

IMPLICATIONS

6. EQUALITIES IMPLICATIONS

- 6.1 The performance measures and wider performance framework provide information regarding outcomes for vulnerable and equality groups.

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

If Board Members or others would like to discuss this report ahead of the meeting please contact:




Kas Sahota/ Improvement Support Officer / 01332 643481 / kas.sahota@derby.gov.uk





Background Information: Quarter 1 Performance report level 1 and 2 measures (appendix 1)

Supporting Information: none

This report has been approved by the following officers:

| | | |
|--|--------------|----------|
| Director of Finance and Company Secretary Head of Service (Operational Board reports) Head of Housing Management Other(s) | Michael Kirk | 25/08/22 |
|--|--------------|----------|

| 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 |
|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|---|---|-------------|-----------|---------------------|
| Satisfaction | | | | | | | | | | | | | | | |
| DH SAT PM01 Tenant satisfaction with Landlord | High | | 96.5% | 96.5% | 97.5% | 94.0% | Green | 97.5% | 94.0% | Green |  | Out of the 565 customers who answered the question in Q1 (2022/2023 Financial Year) 97.50% (551) were satisfied, 0.40% (2) responded that they were undecided, and 2.12% (12) were dissatisfied. We are pleased that the satisfaction figure in Q1 is above target. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM02a (new) - Tenant satisfaction with listened to my feedback | High | | | | 86.3% | 75.0% | Blue | 86.3% | 75.0% | Blue | N/A | Out of the 80 customers who said they had given feedback and subsequently answered this question in Q1 (2022/2023 Financial Year) 86.25% (69) were satisfied, 7.50% (6) responded that they were neither satisfied nor dissatisfied and 6.25% (5) said that they were dissatisfied. This is an altered question in line with Housemark's recommended questions. It replaces a similarly worded question, which, in Q4 (Financial Year 2021/2022) received a very low response rate - attributed to the question not being clear enough to understand. We are pleased to see that more customers have answered this altered question than the original question in Q4 and that we are above target by more than 10%. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM03 Tenant satisfaction with repairs (last completed repair) | High | | 98.8% | 98.3% | 98.3% | 99.0% | Green | 99.0% | 99.0% | Green |  | Satisfaction this month is slightly below target. During the month out of 3152 surveys sent out 51 were dissatisfied, 35 was dissatisfied with D2D, 10 where we have rang twice and left voicemail, 1 for electric testing, 4 for gas repairs and 1 for gas servicing. We have made 9811 texts in the first quarter to monitor customer satisfactions, 165 customers were unhappy with the service they have received | Derby Homes | Monthly | Steve Bayliss |
| DH SAT PM04 Satisfaction with new home (new build and re-let) | High | | 94.3% | 94.3% | 83.3% | 93.0% | Red | 93.0% | 93.0% | Green |  | Out of the 96 responses, we are disappointed to see we are below target with satisfaction for the quarter. The comments from the surveys will be passed on to the relevant teams and we hope to increase satisfaction by the end of the year. Overall, there was 1 survey result for a new build property and 95 surveys for re-let or acquisitions. In total, 80 people were satisfied, 7 people were neither satisfied or dissatisfied and 10 people were dissatisfied. | Derby Homes | Quarterly | Holly Johnson |

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|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|---|--|-------------|-----------|---------------------|
| DH SAT PM05 Percentage satisfied with the way ASB case was handled | High | | 95.6% | 95.6% | 98.2% | 92.0% | Green | 92.0% | 92.0% | Green |  | Of the 55 respondents, 46 agreed strongly with the question regards case handling , 8 agreed and 1 neither agreed or disagreed with the question . -Satisfaction levels remain high and have been maintained throughout the pandemic and despite the altered working arrangements and higher than average number of cases. | Derby Homes | Quarterly | Lorraine Testro |
| DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live | High | | 86.4% | 86.4% | 85.5% | 86.0% | Green | 86.0% | 86.0% | Green |  | Out of the 565 customers who answered the question in Q1 (2022/2023 Financial Year) 85.50% (483) were satisfied, 8.50% (48) responded that they were undecided and 6.00% (34) said they were dissatisfied. Dissatisfaction trends are discussed and analysed as part of the Customer Survey Report and service improvements identified. We are slightly under target for the quarter but are confident that we will be on target by the end of the financial year. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM07 Client satisfaction with Derby Advice service | High | | 98.3% | 98.3% | 100.0% | 95.0% | Green | 98.0% | 95.0% | Green |  | Derby Advice received 79 completed customer surveys this quarter. All of them were satisfied with the service they received from Derby Advice Staff | Derby Homes | Quarterly | Michael Kirk |
| DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms) | High | | 100.0% | 100.0% | 97.4% | 95.0% | Green | 95.0% | 95.0% | Green |  | Performance is on target for Quarter 1. Kitchens - 24 customers surveyed, 23 customers satisfied - 95.83%. Bathrooms - 15 customers surveyed, 15 customers satisfied - 100%. Overall - 97.44%. | Derby Homes | Quarterly | Ian Yeomans |
| Customer Services | | | | | | | | | | | | | | | |
| DH CS PM03a (new) - Percentage of closed stage 1 complaints responded to within timescale | High | | | | 96.7% | 95.0% | Green | 95.0% | 95.0% | Green | N/A | We received 67 stage one complaints in Q1. We closed 60 complaints in Q1 and 2 complaints were closed outside the 10 working day timescale. | Derby Homes | Quarterly | Annabelle Barwick |
| DH CS PM05 Number of complaints upheld by the Ombudsman | Low | | | | 0.0 | 0.0 | Green | 0.0 | 0.0 | Green | N/A | 3 complaints were escalated to the ombudsman this quarter and we received 1 determination back from them. The determination found no maladministration from Derby Homes. ACTIONS: This is a provisional figure as customers can contact the Housing Ombudsman up to 6 months after the Stage 2 complaint has been closed. | Derby Homes | Quarterly | Annabelle Barwick |

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| 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 CS PM06 Number of tenants registered for My Account on line | High | | 7,901.0 | 7,901.0 | 8,030.0 | | Annual Collection | 9,000.0 | | No Target | | This is a cumulative figure rather than year to date. -In Q1 129 customers signed up to "My Account" 8030 total. | Derby Homes | Annual | Annabelle Barwick |
| DH CS PM10 (new) - Percentage of closed stage 2 complaints responded to within timescale | High | | | | 100.0% | 95.0% | Green | 100.0% | 95.0% | Green | N/A | 3 stage 2 complaints were closed in Q1, all within timescale. 1 stage 2 complaint deadline runs into Q2 | Derby Homes | Quarterly | Annabelle Barwick |
| DH CS PM11 (new) - Percentage of closed stage 1 complaints escalated to stage 2 during the quarter | Low | | | | 5.0% | 5.0% | Green | 5.0% | 5.0% | Green | N/A | We closed 60 stage 1 complaints and 3 were escalated to stage 2 giving a percentage of 5% | Derby Homes | Quarterly | Annabelle Barwick |
| New Homes | | | | | | | | | | | | | | | |
| DH NH PM01 Number of new homes started in year (HRA & DH) | High | | 57.0 | 57.0 | 5.0 | | Annual Collection | 40.0 | 60.0 | Red | | We have achieved 5 on site starts through the acquisition programme this quarter. Market prices are very high and we are frequently outbid. The two 4 bed new build starts at Whittaker Street have ben delayed by engineering issues but are expected to SoS in Q2. DCC pulled out of the 10 property RSAP Round 2 bid when Homes England asked us to accept less grant per property. This made the project unfeasible so we withdrew. ACTIONS: We expect to SoS at Monyash Close (a fully adapted bungalow) when we complete the scheme at Berwick Close in October 2022 (Q3). We have a healthy pipeline of schemes being made ready through external contractors. | Derby Homes | Annual | Ian Yeomans |
| DH NH PM02 Number of new homes delivered in year (HRA & DH) | High | | 59.0 | 59.0 | 5.0 | | Annual Collection | 40.0 | 60.0 | Red | | The 5 completions are acquisitions only for this quarter. ACTIONS: We expect to complete the adapted bungalow at Berwick Close in Q3. | Derby Homes | Annual | Ian Yeomans |

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| 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 NH PM03 Number of new affordable homes delivered since 2008 | High | | 649.0 | 649.0 | 654.0 | | Annual Collection | 680.0 | 709.0 | Amber | | <p>-The 22/23 year looks to be more promising in terms of new build with the delayed Whittaker Street scheme hopefully starting in Q3 of 22/23, followed by Barlow Street (12 units) and Crompton and Oaklands Avenue (6 units each) packaged up as a 24 unit package with a builder/project manager contract.</p> <p>ACTIONS: -As noted in elsewhere, we have a strong pipeline of projects coming through, with schemes at Monyash Close (1), Paterson Avenue (6), Cricklewood Road (5), Elm Tree (2) all with Planning Permission and eligible to be contracted out to SoS in 2022/23.</p> <p>The 36 unit site at Grange Avenue has had planning permission granted subject to pre-start conditions which we are now working through.</p> | Derby Homes | Annual | Ian Yeomans |
| Rent and Rent Arrears | | | | | | | | | | | | | | | |
| DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll | Low | | 3.3% | 3.4% | 3.6% | 3.2% | Red | 3.7% | 3.7% | Green | | A recent HouseMark report has highlighted the increase we are experiencing in current tenants arrears (CTA) is also happening nationally, with steady increases in arrears month by month compared to last year. Cost of living difficulties impacting on CTA. Even with the promise of Government help in the form of various support packages for low income families, the pressure on household finances is not likely to ease during this financial year. The Income Teams will continue to try and maximise tenants income which support for benefit claims, Money Advice and funds available | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM01a Total arrears as a % of rent due | Low | | 5.2% | 5.2% | 5.4% | 5.1% | Amber | 5.4% | 5.5% | Green | | Both current tenant and Former Tenant Arrears have risen over the month as we would expect. We have now switched to a new debt collection agency for former tenant arrears collection meaning income should start to flow from their efforts to collect former arrears. We are ensuring that write off's are being done monthly to keep on top of these. | Derby Homes | Monthly | Michael Kirk |

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|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|------------|--|-------------|-----------|---------------------|
| DH R&RA PM02 Rent arrears of current tenants | Low | | 1,891,881 | 1,993,731 | 2,134,872 | 1,916,593 | Red | 2,200,000 | 2,200,000 | Green | | Current arrears risen by £141,141 over the month. A rise was expected as monthly direct debit levels are set at levels to include rent free weeks, which are towards the end of the year, meaning there are some technical arrears in these figures. However arrears are increasing, linked to cost of living issues. The team are recommending that tenants claim all available support - such as the Household Support Fund. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due | High | | 99.2% | 99.4% | 99.3% | 99.0% | Green | 99.0% | 99.0% | Green | | The collection rate continues to be good as we try and encourage as many tenants as possible to pay in advance. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM05 No. of tenants evicted as a result of rent arrears | Low | | 4.0 | 3.0 | 3.0 | 9.0 | Blue | 35.0 | 35.0 | Green | | There were 3 evictions carried out during Q1. Although the introduction of APA's has helped reduce the number of warrants being requested, it is expected that the number of evictions will start to increase as the year progresses. | Derby Homes | Monthly | Michael Kirk |
| Building Safety | | | | | | | | | | | | | | | |
| DH RR&V PM13 Percentage of properties with a valid Landlords gas safety certificate | High | | 100.0% | 100.0% | 99.8% | 100.0% | Green | 99.8% | 100.0% | Green | | <p>The Gas Team carried a Landlord's Gas Safety Inspection on 3120 properties from 1st April – 30th June 2022. We currently have 12,536 properties with a valid gas safety certificate giving us a valid completion currently of 99.84%.</p> <p>We currently have 19 properties out of target without a valid certificate, however all of the no access procedures were followed and not gained access due to the customer's shielding or refusing due to Covid related illnesses. All these properties have new appointments booked back into the system. We are 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations for the last quarter</p> <p>ACTIONS: We currently have 19 properties out of target without a valid certificate, however all of the no access procedures were followed and not gained access due to the customer's shielding or refusing due to sickness or Covid.</p> <p>-All these properties have new appointments booked back into the system.</p> <p>We are also liaising with the Housing Managers</p> | Derby Homes | Quarterly | Steve Bayliss |

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| 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 RR&V PM15 Percentage of properties with completed Electrical Safety Testing | High | | 99.9% | 99.9% | 99.9% | 100.0% | Green | 99.9% | 100.0% | Green | | <p>There are 11 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 these properties and evidence has been generated which confirms that Derby Homes have met their legal obligations.</p> <p>All 11 properties have an open tenancy breach case, and we are collaboratively working with housing offices in finding solutions to gain access. All of these properties apart from 1 are below 12 months overdue and are all complex cases.</p> <p>We are consulting legal advice from Rhys Morgan on the continued no access cases.</p> | Derby Homes | Quarterly | Steve Bayliss |
| DH RR&V PM21 - % of Passenger Lifts subject to a completed service and an independent LOLER Inspection within the past 6 months | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | All services and LOLER up to date | Derby Homes | Quarterly | Ian Yeomans |
| DH RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | 100% compliance is a legal requirement | Derby Homes | Quarterly | Ian Yeomans |
| DH RR&V PM23 - % of Communal Areas with a Valid Fire Risk Assessment in accordance with our fire safety policy and the Fire Regulatory Reform Act 2005 | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | 100% compliance is a legal requirement | Derby Homes | Quarterly | Taranjit Lalria |
| DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | all risk assessments to be reviewed when new contractor in place | Derby Homes | Quarterly | Steve Bayliss |
| Empty Homes | | | | | | | | | | | | | | | |
| DH EH PM01 Average time taken to relet local authority housing (days) | Low | | 20.5 | 18.8 | 19.2 | 21.0 | Green | 19.2 | 21.0 | Green | | The average re let figure has risen slightly although still comparable to last month and we remain below target. | Derby Homes | Monthly | Jenny Watson |

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|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|------------|--|-------------|-----------|---------------------|
| DH EH PM02 Percentage of rent lost through dwellings becoming vacant | Low | | 0.86% | 0.84% | 0.83% | 0.90% | Green | 0.83% | 0.90% | Green | | The rent loss percentage remains below target with no significant change from last month. | Derby Homes | Monthly | Jenny Watson |
| Housing and Advice | | | | | | | | | | | | | | | |
| DH H&A PM01 Number of active homefinder applicants | High | | 4,722.0 | 4,743.0 | 4,886.0 | | No Target | | | No Target | N/A | There are currently a total of 6653 active applications across the Corporate Needs, Priority Needs and General Needs bands. -Of those, 4886 have placed a bid in the last 12 months, including 65 autobids for applicants. -Additionally, there are 1823 applicants in the OTA category, 284 of which have placed a bid in the last 12 months This equates to 73% of active applicants who have placed a bid in the last 12 months. | Derby Homes | Monthly | Jenny Watson |
| DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (Recovery Plan 2021/22) | Low | | 2,634.0 | 2,634.0 | 683.0 | | No Target | | | No Target | N/A | There have been 683 homeless approaches since the beginning of April 2022. This is a 6% decrease on the last quarter for 2021/22 but is still the second highest quarterly figure since the introduction of the Homelessness Reduction Act in 2018. There has been a steady increase in the reported numbers of those being homeless on leaving custody with 29 households this month in comparison with only 5 in the same quarter last year. Reporting on these cases has become more accurate with the increased usage and recording of statutory Duty to Refer referrals from probation. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM03 Total number of cases resolved under 'prevention duty' (Recovery Plan 2021/22) | High | | 1,183.0 | 1,183.0 | 225.0 | | No Target | | | No Target | N/A | There have been 225 cases resolved under the prevention duty since the beginning of April. This is a decrease of 20% on the first quarter of 2021/22 and indicates the difficulties being experienced in preventing homelessness particularly in the case of the end of privately rented housing. This is a national problem with landlords leaving the market or being able to command higher rents which are beyond the majority of homeless households | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM04 Total number of cases resolved under 'relief duty' | High | | 575.0 | 575.0 | 172.0 | | No Target | | | No Target | N/A | There have been 172 cases resolved under the relief duty since the beginning of April 2022. This is a 23% increase on the figure for the first quarter of 2021/22 and is in part due to the successful move on of households with no dependent children within the supported housing sector. | Derby Homes | Quarterly | Jim Joyce |

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|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|------------|--|-------------|-----------|---------------------|
| DH H&A PM05 Total number of full homeless duty acceptances | Low | | 146.0 | 146.0 | 43.0 | | No Target | | | No Target | N/A | 43 additional households were owed the full homelessness duty during this first quarter of 2022/23. This is an increase of 1 on the figure for Q4 last year and is an indicator of the difficulties beg faced in preventing and relieving homelessness before this stage. There is a shortage of both social and private rented housing with the latter being particularly difficult to source as a long term housing solution because of the prohibitive cost of the rents. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM06a Number of new households placed in bed and breakfast - singles | Low | | 287.0 | 52.0 | 74.0 | | No Target | | | No Target | N/A | The total number of new single household placements in bed and breakfast since April 2022 is 74. There were 22 placements in June which was 6 fewer than in the previous month. There has been more move on within the hostels meaning fewer placements have been necessary. | Derby Homes | Monthly | Jim Joyce |
| DH H&A PM06b Number of new households placed in bed and breakfast - families | Low | | 171.0 | 45.0 | 66.0 | | No Target | | | No Target | N/A | There have been 66 new family placements since the beginning of April 2022 with 21 new placements in June. This is 7 fewer than in May which saw a higher than normal number of placements. We are still experiencing a high number of placements due to the shortage of longer term housing solutions in both the social and private rented sectors. | Derby Homes | Monthly | Jim Joyce |
| DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast | Low | | 134.0 | 27.0 | 43.0 | | No Target | | | No Target | N/A | There have been 43 new households placed in temporary accommodation other than bed and breakfast since the beginning of April with 16 of those placements occurring in June. We are still seeing the positive effect of the direct let allocation policy of 35 units to move households on from the non secure tenancies. This has created some vacancies to move households out of unsuitable bed and breakfast. | Derby Homes | Monthly | Jim Joyce |

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|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|------------|--|-------------|-----------|---------------------|
| DH H&A PM12 - Number of new positive private sector placements (accommodation with a reasonable prospect of being available for 6 months or more) | High | | 276.0 | 276.0 | 53.0 | | Annual Collection | 215.0 | | No Target | | The demand for the Housing Options Service continues to increase and with a cost of living crisis and fuel bills expected to rise again in October, it is likely we will see further evictions from the PRS. Many of our customers cannot afford to meet the shortfall between Local Housing Allowance rates and the increasing market rents. Despite this, PRS Caseworkers continue to canvass landlords and secure new tenancies in the PRS, however it is proving far more time consuming and costly than pre-pandemic. Our offer to landlords has had to increase financially. ACTIONS: We have re-aligned PRS caseworkers within the wider service, one with a focus on targeting customers in all Temporary Accommodation in an effort to help them move-on and manage their expectations about what housing options are available. Two of the 6 PRS Caseworkers have now been tasked with sitting alongside the first point of contact/Access Team in Housing Options. They have a focus on all evictions from the PRS and are | Derby Homes | Annual | Jim Joyce |
| DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate (Recovery Plan 2021/22) | Low | | 11.0 | 11.0 | | | Annual Collection | | 6.0 | N/A | N/A | -Annual information calculated once per year. Will be reported in Q4. | Derby Homes | Annual | Jim Joyce |
| DH H&A PM22 (new) - Number of Families living in bed and breakfast at the end of the month where the stay exceeds 42 days | Low | | | | 1.0 | | No Target | | | No Target | N/A | There was one family with dependent children who had been in bed and breakfast for over 42 days at the end of the quarter. This is a new indicator for the authority but has been collected by central government for many years. We have been struggling to move families onto more suitable temporary housing because of the lack of through flow into more permanent housing. We are exploring alternative sources of temporary accommodation to alleviate the pressure on the increasingly limited social housing options. | Derby Homes | Monthly | Jim Joyce |
| Asset Management | | | | | | | | | | | | | | | |

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| DH AM PM01 Percentage of non-decent council homes | Low | | 0.6% | 0.6% | 0.6% | | Annual Collection | 0.6% | 0.0% | Red | | -We have 70nr properties at Bretton Avenue identified with structural defect on the roof structure. -These properties are now classed as Non Decent and will fail Decent Homes Standards on this single element. -This represents just over half a percent, around 95% of our properties in total are decent. | Derby Homes | Annual | Shaun Bennett |
| DH AM PM02 Energy Efficiency - average SAP rating of dwellings | High | | 75.6 | 75.6 | 75.6 | | Annual Collection | 75.6 | 75.8 | Green | | Average SAP rating for the housing stock stand at 75.66 | Derby Homes | Annual | Shaun Bennett |
| Corporate Services | | | | | | | | | | | | | | | |
| DH COR PM01 Percentage of apprentices who retain or move on to employment or further training | High | | 89.0% | 89.0% | | | Annual Collection | 100.0% | 95.0% | Green | | There have been no completions this quarter so unable to provide any data. | Derby Homes | Annual | Taranjit Lalia |
| HR | | | | | | | | | | | | | | | |
| DH HR PM01 Average working days lost due to sickness absence | Low | | 10.7 | 10.8 | 11.6 | 8.8 | Red | | 8.8 | N/A | N/A | During June the number of days lost per employee for medical absences was 0.81 compared to 0.94 for the same period last year. During June a total of 3738.12 hours were lost compared to 4447.68 for the same period last year. In total over the last 12 months, 54396.75 hours have been lost due to sickness. Last 12-month Days lost figure for medical absences = 11.55 days. In the last 12 months 541.03 hours have been lost due to non-medical absences relating to Coronavirus /Covid 19 pandemic (self-isolation / care of a dependant etc). | Derby Homes | Monthly | Maria Murphy |



Derby Homes Performance Exception Report 2022/23

(Quarter 1)

Quarter One highlights

On Track (Green) :

- Seven out of eight satisfaction measures on target for Q1 and Q4
- Both new % of closed stage 1 and 2 complaints meeting timescales and those escalated to the Ombudsman all on target at Q1
- Average time to re-let LA homes (Actual 19.2 days for Q1 and Q4 against target of 21 days)
- Property compliance – maintenance measures on track for Q1 and Q4
- Rent loss through properties being vacant (Q4 forecast 0.83% target 0.9%)

Performing better than target (Blue)

- No. of tenant evicted due to rent arrears (actual 3, target 9)
- New tenant satisfaction with listened to my feedback (Actual 86.3%, target 75%)



Quarter One highlights:

Exceptions - Off Track for Q1/Year End

(Red):

- Satisfaction with new home Actual 83.3% Target 93% but forecast on target for Q4 (93%)
- New home starts and delivered forecasting 40 but Q4 target is 60
- Rent arrears of current tenants as % of rent roll. Actual 3.6% v Target 3.2% but forecast on target for year end (3.7%)
- Rent arrears of current tenants Actual £2.13m v Target £1.9m but forecast on target for year end (£2.2m)
- Percentage of non-decent council homes Actual 0.6% v Target of 0%
- Average days lost to sickness absence – Actual 11.6 v Target of 8.75

(Amber):

- Affordable homes forecast short of target (680/709)
- Total arrears as % of rent due Actual 5.4% v Target 5.1% but forecast on target for year end (5.4%)





Satisfaction & Decent Homes

Exceptions – (Red)

- Satisfaction with new home (new build and re-let) actual 83.3% against a target of 93% but forecast to be on target for year end.
- 70 properties at Bretton Avenue identified with structural defects at roof level. Therefore just over half a percent of our homes are non-decent but about 99.5% meet the decent homes standard



New Homes

Exceptions – (Red)

- No. of new homes started/delivered at 5 in Q1, Q4 forecast (40) below target (60)

Market prices high, DH often outbid, Whittaker St scheme delay due to engineering issues- now due Q2. Pull out of RSAP Round 2 bid, less grants per home, not feasible.

ACTIONS; Expected starts at Monyash Close following Berwick House, healthy pipeline of schemes made ready through external contractors.

Exceptions – (Amber)

- 680 affordable homes forecasted for year end and short of target (709)

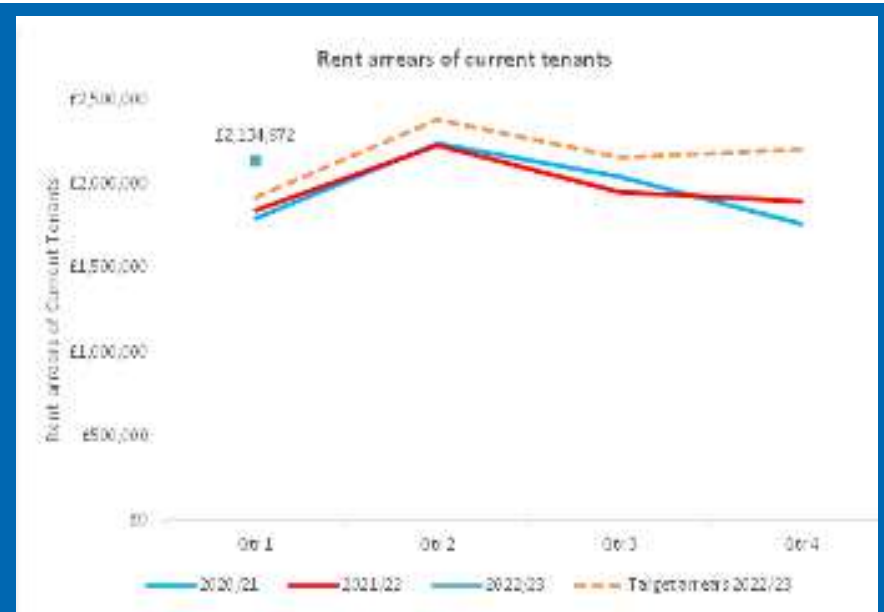
ACTIONS; this year looks more promising with units due including delayed Whittaker St scheme (2), Barlow St (12) , Crompton and Oaklands Ave (6 units each). In addition a pipeline of schemes at Monyash Close, Paterson Ave, Cricklewood Rd and Elm Tree (14 in total). The 36-unit site at Grange Avenue has had planning permission granted subject to pre-start conditions which we are now working through.

Rent arrears

Rent arrears of current tenants' and as % of rent roll both – (**Red**)

- Q1 figure 3.6%, against target of 3.2% but forecast to meet Q4 target of 3.7%.

House Mark reports a national trend with a steady monthly rise in arrears this year. Cost of living impact is on going despite various support packages. Our teams are providing support with benefits, money advice and other support funds available.



Rent arrears of current tenants' - (**Red**)

Q1 figure of £2.13m compared to £1.9m target but forecast to meet Q4 target of £2.2m.

This is expected as monthly direct debits are set to levels that include rent free weeks at the end of the year but as mentioned above the cost of living is a key factor and our teams are providing support and advice

Total arrears as a % of rent due – (**Amber**)

At 5.4% against target of 5.1%-forecast on target of 5.4% at Q4. Former and current tenant arrears are up over last month, switch to new debt collection agency will help, write offs are done monthly, collection rates without arrears brought forward are good at 99%



Empty Homes

Performing better than target – (Green)

- Average time to re-let local authority housing – 19.2 days against a target of 21 days, forecast to meet year target and continues to perform well over 2 years
- Percentage of rent lost through dwellings becoming vacant - on target at Q1 (0.83%) . Forecast to be at 0.83% against a year end target of 0.90%. Improving performance over the last two years

Corporate Services and HR

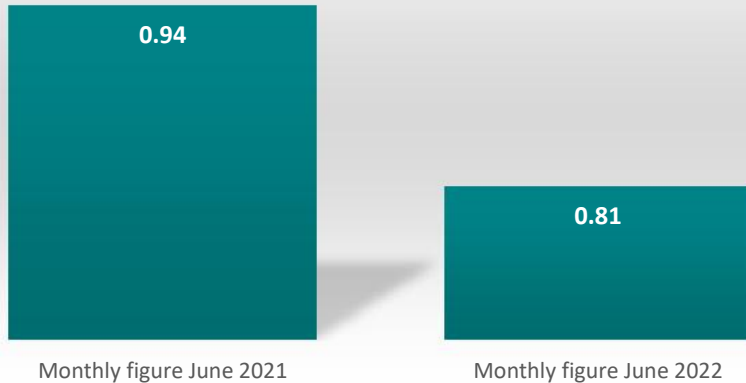
Exceptions – (Red)

- Overall average working days lost to sickness absence – 11.6, higher than Q4 last year (10.7). Target is amended to 8.75 days which is the average for the last 4 years.
- The June figure for days lost to medical absence 0.81 compared to 0.94 in June 21.
- The short term and long term split is 5.39 days and 6.16 days respectively

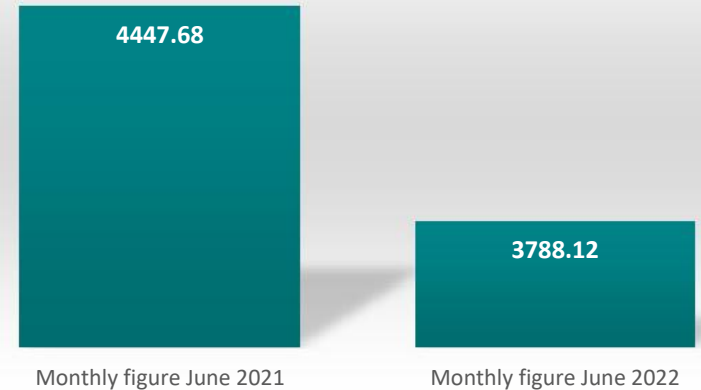


Corporate Services and HR; data trends

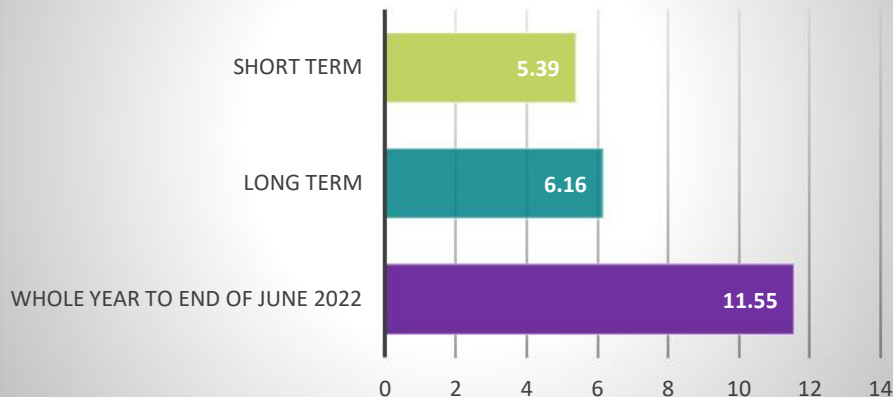
Average number of days lost per employee due to medical absence



Total hours lost to medical absence



Average number of days lost per employee due to medical absence



Average number of days lost per employee (11.55) long and short term split



OPERATIONAL BOARD
22 September 2022

ITEM A2

OPERATIONAL BOARD FORWARD PLAN
DECEMBER 2022 – June 2023

*dates to be confirmed

| 08/12/2022 | Report Title | HOS Lead | Author | Frequency |
|--------------------|--|------------------------|---------------|------------------|
| | Part B Supplementary Questions | T Lallia | T Lallia | Every |
| | Forward Plan | T Lallia | T Lallia | Every |
| | Service Delivery Update | HoS | HoS | Every |
| | Void Management Policy | L Testro | L Testro | Policy |
| | Tenancy Policy (first Item) | L Testro | L Testro | Policy |
| | Succession Policy | L Testro | L Testro | |
| | Customer Service Standards | M Murphy | M Murphy | Policy |
| | Performance Management Q2 | M Kirk | K Sahota | Quarterly |
| | Community Action Derby Grant | L Testro | H Johnson | Annual |
| | Estates Pride 2023/24 Budget | I Yeomans | I Yeomans | Annual |
| | Homelessness Q2 | J Joyce | D Herrod | Quarterly |
| | Complaints & Compliments Q2 | L Testro | A Barwick | Quarterly |
| | Localised Customer Priorities Q2 | L Testro | G Walton | Quarterly |
| | Customer Survey Q2 | L Testro | H Johnson | Quarterly |
| | Anti Social Behaviour Q2 | L Testro | N Bale | Quarterly |
| | Customer Engagement & Community Development Update | L Testro | H Johnson | Bi-annually |
| | Estate & Flat Inspections Q1 & 2 | L Testro | T O'Connor | Bi-annually |
| | Homefinder Q2 | J Joyce | N Tuckwell | Quarterly |
| | Confidential – Rent Arrears | M Kirk | J Sanghera | Other |
| 09/03/2023* | Part B Supplementary Questions | T Lallia | T Lallia | Every |
| | Forward Plan | T Lallia | T Lallia | Every |
| | Service Delivery Update | HoS | HoS | Every |
| | Homelessness Q3 | J Joyce | D Herrod | Quarterly |
| | Complaints & Compliments Q3 | Housing Management HOS | A Barwick | Quarterly |
| | Localised Customer Priorities Q3 | Housing Management HOS | G Walton | Quarterly |
| | Customer Survey Q3 | Housing Management HOS | H Johnson | Quarterly |
| | Anti Social Behaviour Q3 | Housing Management HOS | N Bale | Quarterly |
| | Performance Management Q3 | M Kirk | K Sahota | Quarterly |

| | | | | |
|-------------|--|------------------------|------------------------|-------------|
| | Youth Alliance Grant | Housing Management HOS | H Johnson | Annual |
| | Financial Inclusion Strategy | M Kirk | M Kirk | Policy |
| 08/06/2023* | Part B Supplementary Questions Forward Plan | T Lalria | T Lalria | Every |
| | Service Delivery Update | T Lalria | T Lalria | Every |
| | Homelessness Q4 | HoS | HoS | Every |
| | | J Joyce | D Herrod | Quarterly |
| | Complaints & Compliments Q4 | Housing Management HOS | A Barwick | Quarterly |
| | Localised Customer Priorities Q4 | Housing Management HOS | G Walton | Quarterly |
| | Customer Survey Q4 | Housing Management HOS | H Johnson | Quarterly |
| | Anti Social Behaviour Q4 | Housing Management HOS | N Bale | Quarterly |
| | Performance Management Q4 | M Kirk | K Sahota | Quarterly |
| | Homefinder Q4 | J Joyce | N Tuckwell | Bi-annually |
| | Customer Engagement & Community Development Update | Housing Management HOS | H Johnson | Bi-annually |
| | Estate & Flat Inspections | Housing Management HOS | T O'Connor | Bi-annually |
| | | Housing Management HOS | | |
| | DACP Grant 2022/23 | Housing Management HOS | H Johnson | Annual |
| | Common Rooms and Community Space Policy | Housing Management HOS | Holly Johnson | Policy |
| | Partnership Framework | Housing Management HOS | Holly Johnson | Policy |
| | | Housing Management HOS | | |
| | Decant Policy | Housing Management HOS | Housing Management HOS | Policy |

VALUE FOR MONEY – ANNUAL REPORT 2021-22

Report of the Finance Director & Company Secretary

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 considerations must be balanced between cost and performance. This is an annual report to update this Board on that balance and to seek views of the Board.

2. RECOMMENDATION

- 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 The Operational Board for a number of years (since 2016) have been commenting on the annual report presented on Value for Money.

The report this year focuses on two areas:

- 1. The 2021/22 financial outturn compared to the latest RSH benchmarked figures
- 2. The Housemark report for the 2020/21 figures (the 2021/22 Housemark report will be available in late 2022).

4.2 RSH Benchmarking

The Regulator of Social Housing (RSH) has a requirement that all Registered Providers (Derby Homes is one), must comply with their Value for Money Standard and the supporting Code of Practice.

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.

While Derby Homes performs these functions, they are largely on behalf of the Council (just over 12,500 homes) rather than in our own name (116 homes). This means that several of the standard 'metrics are not directly relevant for Derby Homes' situation.

- 4.3 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.

These are quite technical accountancy measures and not the easiest to interpret, especially as the Derby Homes key role is management of the Council's 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.

The next sections explain each metric in more detail.

- 4.4 Metric 1 & 2 – spend on new properties, and the number (10) of properties acquired against the total owned at March 2022 (111). An increase of 9% against our target of 5%. The new properties were linked to:
- "move on accommodation" project with a local charity – Padley
 - projects with the Council for introductory tenancies for children leaving care and unaccompanied asylum seekers.

- 4.5 Metric 3 – Gearing – this looks at the levels of cash held less loans outstanding and compares this figure against the accounting value of the properties owned. With Derby Homes currently having significant levels of cash, this ratio is very strong.

- 4.6 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 £0.154m), benefiting from delaying taking out loans on new properties whilst cash reserves remain healthy. However, because Derby Homes made a loss in 2021/22, (£0.5m excluding the pension adjustments) this ratio did not look healthy this year.

Interest costs are budgeted for annually and the underlying budgets are at a breakeven. With cash holdings in excess of £10m, there is no concern about the company's ability to pay the interest on its loans to the Council.

- 4.7 Metric 5 – Headline social housing cost per unit.

This is a key metric.

The figure of £3,503 is below the 2019/20 RP average figure of £3,830 (latest figure available).

Our overall costs are £3,503 per property (or £67 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).

The £3,503 figure is inflated because the annual pension scheme adjustment required in the financial statements. The Housemark calculated figure, which excludes the pension adjustment shows a cost of £1,998 as described in section 4.11.

4.8 Metric 6 & 7 – this looks at operating margins (profit margins) and returns (profit) on capital employed (finance invested into the company).

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 breakeven).

On the overall figures, because of the operating loss of £0.5m, it shows that the loss was 1% of turnover in the year (excluding pension scheme adjustments) and a -1.8% return on capital employed.

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.

4.9 The Board continues to have two VfM targets:

1. to deliver an additional 5% of affordable homes – in order to use our resources for one of our core purposes
2. to keep costs per property under the average for Registered Providers – in order to demonstrate cost control

These can be evidenced as being delivered as explained in sections 4.4 and 4.7.

4.10 Housemark

The annual report from Housemark on our costs is set out in Appendix 2. This was reported to the Board at their 31 March 2022 meeting. This year's report compared Derby Homes with 39 other landlords who manage between 10,000 and 15,000 homes.

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 is:

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 | £381 | £494 | (113) | (23%) | 1 |
| Responsive repairs & voids | £725 | £933 | (208) | (22%) | 1 |
| Major works & cyclical maintenance | £892 | £1,480 | (588) | (40%) | 1 |
| TOTAL | £1,998 | £2,958 | (909) | (31%) | |

This shows that actual costs (excluding pension adjustments) on a per property basis are in the top quartile in all service areas.

The £909 lower cost per property against median costs, is around a £17 a week saving on rents for tenants. Translated into service provision, it shows that costs are £11.3m below median a year.

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

Good value for money figures are also supplemented with tenant satisfaction levels remaining high, with the majority of areas being top quartile.

| KPI | 2020/21 | | | | | 2019/20 | | 2018/19 | |
|--------------------------|---------|--------|-------|--------|----------------|---------|----------------|---------|----------------|
| | Upper | Median | Lower | Result | Quartile Group | Result | Quartile Group | Result | Quartile Group |
| Overall service provided | 86% | 81% | 75% | 95% | 1 | 95% | 1 | 94% | 1 |
| Quality of home | 83% | 80% | 76% | 90% | 1 | 91% | 1 | 90% | 1 |
| Views listened to | 76% | 64% | 61% | 85% | 1 | 79% | 1 | 83% | 1 |
| Neighbourhood | 87% | 82% | 76% | 86% | 2 | 87% | 1 | 85% | 2 |
| Value for money | 89% | 85% | 82% | 93% | 1 | 93% | 1 | 90% | 1 |
| ASB complaint handling | 90% | 74% | 49% | 95% | 1 | 94% | 2 | 91% | 2 |
| ASB complaint outcome | 88% | 75% | 43% | 89% | 2 | 90% | 2 | 86% | 3 |

The full report is attached at Appendix 2 – CMIS only.

IMPLICATIONS

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 5.1 Benchmarking helps us to understand, assess and challenge costs and performance in order to improve services and value for money, which features as one of the strategic objectives within the Delivery Plan. The benchmarking data supports the annual business planning process by helping us assess whether we have achieved optimum balance between inputs, outputs and outcomes and helps to inform intelligent target setting.
- 5.2 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

For more information please contact:

Michael Kirk / Finance Director & Company Secretary / 01332 888703 / michael.kirk@derbyhomes.org

Background information: RSH – Value for Money Standard - [Value for Money Standard and Code of Practice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/value-for-money-standard-and-code-of-practice)

List of appendices Appendix 1 – Extract from 2021/22 financial statements - RSH metrics
Appendix 2 – Housemark benchmarking report 2020/21

This report has been approved by the following

| | | |
|-------------------|-----------------|------------|
| Managing Director | Maria Murphy | 09.09.2022 |
| Finance Director | Michael Kirk | 26.08.2022 |
| | Taranjit Lalria | 13/09/2022 |

Appendix 1 – Extract from 2021/22 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 | 0.661 |
| + Newly built properties acquired | - |
| + Works to existing properties | - |
| + Capitalised interest | - |
| + Schemes completed | - |
| Total | 0.661 |
| Divided by | |
| +Tangible fixed assets: Housing properties at cost | 7.776 |
| +Tangible fixed assets: Housing properties at valuation | - |
| Total | 7.776 |
| Result | 8.5% |

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 10, to 117 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 | 10 |
| + Social leasehold units acquired in year | 0 |
| Total | 10 |
| Divided by | |
| + Total social housing units owned | 111 |
| + Social leasehold units owned | 0 |
| Total | 111 |
| Result | 9% |

This year, Derby City Council has continued to have a need to invest its Right to Buy receipts quickly in order to retain them under the time period on their use. As a result, Derby Homes has not been investing in 'standard' social housing directly but has bought eleven properties and disposed of one (back to the Council). The acquisitions are linked to a "move on accommodation" project with a local charity - Padley and projects 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 | 111 |
| + Total non-social rental housing units owned | 5 |
| + Social leasehold units owned | 0 |
| + Non-social leasehold units owned | 0 |
| Total | 116 |
| Result | 0% |

Metric 3 – Gearing % Good = lower

| | £m |
|--|----------------|
| + Short term loans | 0.061 |
| + Long term loans | 2.797 |
| - Cash & cash equivalents | (10.593) |
| + Amounts owed to group undertakings | 1.326 |
| + Finance lease obligations | - |
| Total | (6.409) |
| Divided by | |
| + Tangible fixed assets: Housing properties at cost | 8.218 |
| + Tangible fixed assets: Housing properties at valuation | - |
| Total | 8.218 |
| Result | -78% |

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 of 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) | (5.784) | (0.490) |
| -Gain / (loss) on disposal of fixed assets | (0.010) | (0.010) |
| -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 | 0.356 | 0.356 |
| Total | (5.406) | (0.112) |
| Divided by | | |
| + Interest capitalised | - | - |
| + Interest payable and financing costs | 0.154 | 0.154 |
| Total | 0.154 | 0.154 |
| Result | -3,510% | -73% |

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 £6.148m and depreciation of £0.356m from total Operating Costs of £53.684m = £47.180m.

Divided by

Total social housing units owned or managed= 13,465

Result = £3,503 (RP median £3,830 2019/20)

It indicates that our overall costs are £3,503 per property (or £67 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

| | |
|---|-----|
| | £m |
| + Operating surplus (social housing lettings) | 144 |
| Divided by | |
| + Turnover from social housing lettings | 538 |
| Result | 27% |

Metric 6b: Operating Margin (Overall) %

| | £m | Exc LGPS £m |
|---|---------|----------------|
| + Operating (deficit) | (5.784) | (0.490) |
| - Gain / (loss) on disposal of fixed assets (housing) | (0.010) | (0.010) |
| Total | (5.794) | (0.500) |
| Divided by | | |
| Turnover (overall) | 47.900 | 47.900 |
| Result | -12.1% | -1.0% |

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. If that is included the position is a breakeven as expected and planned.

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) | (5.784) | (0.490) |
| Share of operating surplus / (deficit) in joint ventures or associates | - | - |
| Total | (5.784) | (0.490) |
| Divided by | | |
| Total assets less current liabilities | 26.999 | 26.999 |
| Result | -21.4% | -1.81% |

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.

HouseMark Benchmarking Cost & Performance Analysis Report 2020/21

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Introduction

This report summarises results from the HouseMark annual benchmarking exercise. Benchmarking is primarily used as a tool for internal performance management and self-assessment, and can be used to understand our performance compared to other organisations. This helps us to understand where we need to improve and how we can learn from other organisations, and supports the delivery planning process for 2022/23, including target setting.

As in previous years, for the purpose of this analysis report we have compared ourselves against organisations with between 10,000 and 15,000 stock. In total we have been benchmarked against 39 organisations, although not all providers submitted data for all of the measures.

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

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

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

Executive Summary

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

- Satisfaction KPI's are excellent, all in either the top Q1 quartile, or Q2.
- Overhead cost per property were comparatively lower than the peer group in 2020/21
- Housing management performance was slightly below that of the peer group, however, our costs are also lower based on front-line housing management cost per property and overheads cost per property.
- The overall housing maintenance performance slightly below that of the peer group, however our front-line costs were also lower.

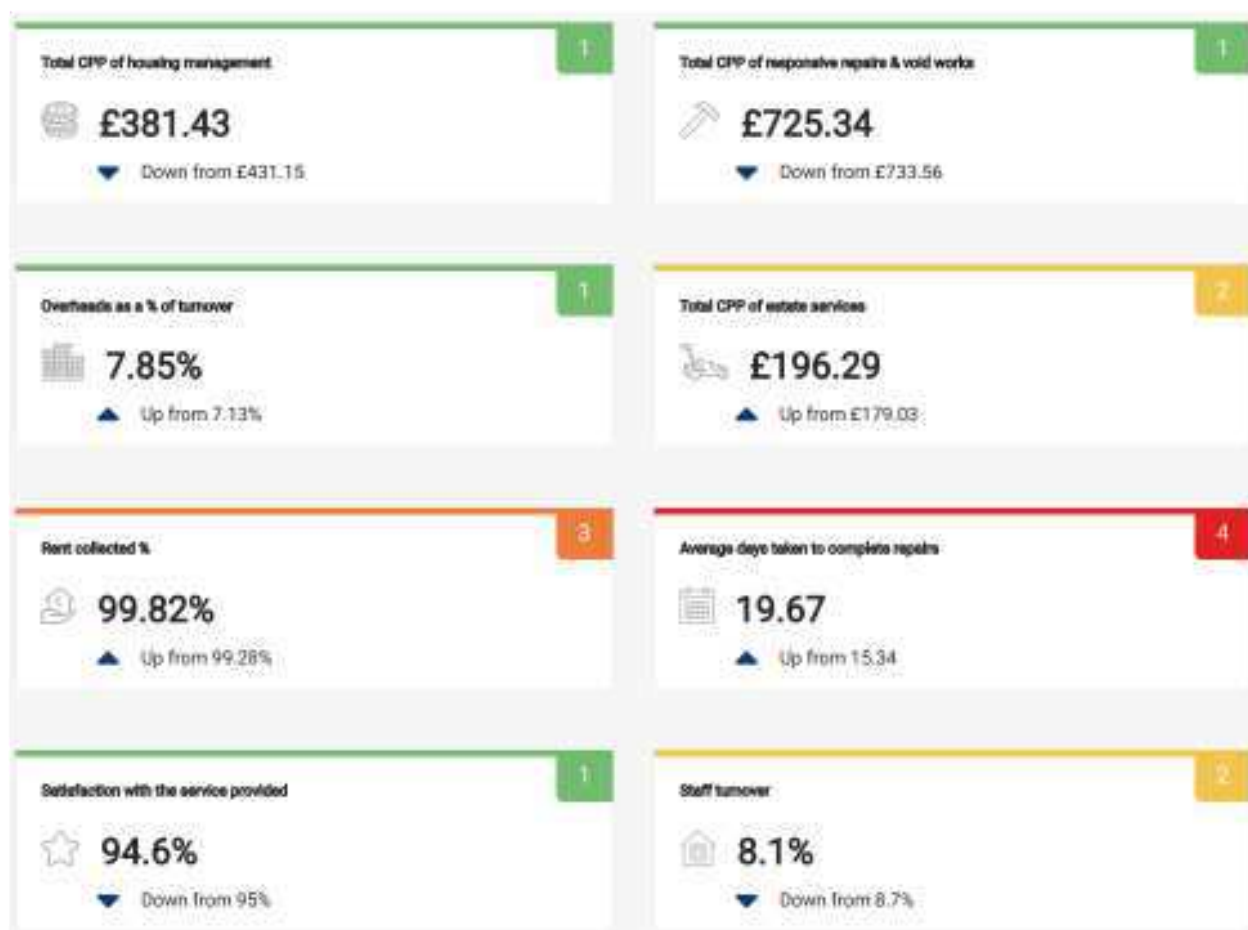
Year-end performance figures (when compared to previous year) have inevitably been impacted by the disruption caused by COVID making financial & satisfaction comparisons with the previous year overly beneficial. Hence the report this year focuses on the general themes that the financial figures tell us rather than explaining movements from one year to the other.

The overall balance of this report shows that there are no areas of real concern with regard to performance, and that there are areas of excellent outcomes and value for money. While there are no real surprises in this report, as many of these patterns have been noted before, it is always welcome to review the position and have independent verification of our performance and value for money

Business Overview

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

The following dashboard provides a quick at-a-glance overview of our position focusing on the key areas of total costs, performance and satisfaction data. The numbers in colours show which quartile we are placed in for that measure. High costs do not necessarily represent a 'negative interpretation' if this is in line with our current objectives.



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

| Work area | Derby Homes | Median of peer group | Diff £ | Diff % | Quartile Group |
|------------------------------------|---------------|----------------------|--------------|--------------|----------------|
| Housing management | £381 | £494 | (113) | (23%) | 1 |
| Responsive repairs & voids | £725 | £933 | (208) | (22%) | 1 |
| Major works & cyclical maintenance | £892 | £1,480 | (588) | (40%) | 1 |
| TOTAL | £1,998 | £2,958 | (909) | (31%) | |

In summary across all areas there is a decrease in the cost per property. But this will be heavily influenced from reduced activity because of COVID. What is useful from this overarching KPI, is that the Derby Homes costs are all Quartile 1 and below the median.

Satisfaction

There have been significant fluctuations in resident perception scores over the past year nationally. Derby Homes has followed a similar trend although the Customer Survey was postponed during quarter one due to the Covid-19 pandemic. However, we have seen a recovery at year end and satisfaction levels continue to be very positive, with performance for all but one of the following measures in quartile 1 when compared to our peers.



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

| | 2020/21 | | | | | 2019/20 | | 2018/19 | |
|--------------------------|---------|--------|-------|--------|----------------|---------|----------------|---------|----------------|
| KPI | Upper | Median | Lower | Result | Quartile Group | Result | Quartile Group | Result | Quartile Group |
| Overall service provided | 86% | 81% | 75% | 95% | 1 | 95% | 1 | 94% | 1 |
| Quality of home | 83% | 80% | 76% | 90% | 1 | 91% | 1 | 90% | 1 |
| Views listened to | 76% | 64% | 61% | 85% | 1 | 79% | 1 | 83% | 1 |
| Neighbourhood | 87% | 82% | 76% | 86% | 2 | 87% | 1 | 85% | 2 |
| Value for money | 89% | 85% | 82% | 93% | 1 | 93% | 1 | 90% | 1 |
| ASB complaint handling | 90% | 74% | 49% | 95% | 1 | 94% | 2 | 91% | 2 |
| ASB complaint outcome | 88% | 75% | 43% | 89% | 2 | 90% | 2 | 86% | 3 |

Cost and Performance – Key Measures in detail

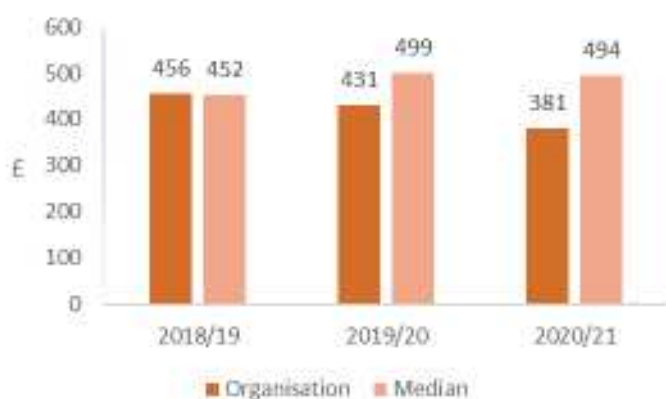
Housing Management

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

The CPP figure excludes Supported Housing functions such as Tenancy Sustainment and Intensive Housing Management.

The total cost per property (CPP) for housing management has decreased from £431 to £381, a 11.6% decrease placing us in quartile 1 for this indicator. The main reason for this change is technical, we have reviewed the classification of which staff should be included within the measure and removed several staff whose role is more focused on offering financial advice rather than Income Collection. The Rent Arrears and Collection KPI shows this change in more detail.

Total Cost £ per Property of Housing Management

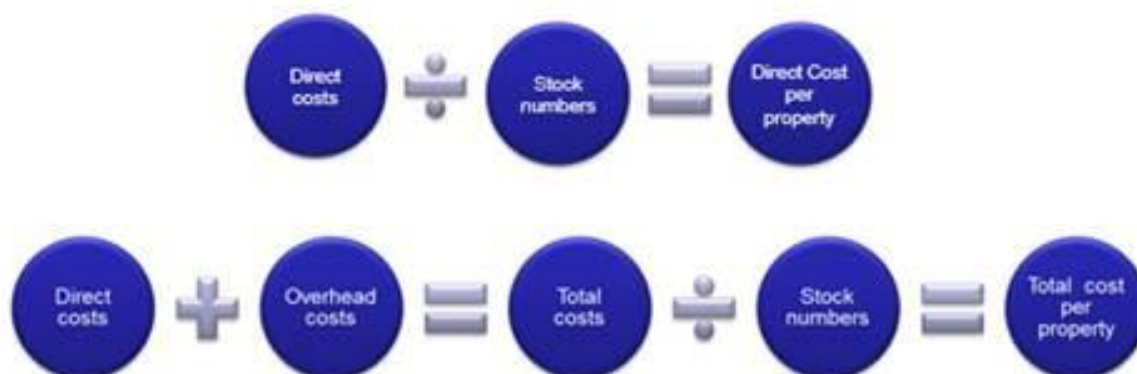


Overhead costs remain low for Derby Homes and we remain in the top quartile. Other organisations may have lower housing management direct CPP than Derby Homes but with higher overheads which are included in total CPP. This makes their total CPP higher than Derby Homes.

- 1) Derby Homes has one of the highest employee resource in the peer group (at 8.07 employees per 1,000 properties, compared to a median of 6.85) which drives the direct costs in this service area.
- 2) While we employ more people (linked with the increasing needs of our tenants), the average pay cost is lower (£32k including on-costs and pension compared to median of £35k).
- 3) Our employer pension costs, at 20.9%, will be higher than most of the comparators, particularly housing associations who may not have Local Government Pension Scheme (LGPS) deficits to fund. Housing Associations contribute to the Social Housing Pension Fund which is requiring increased contributions in future, so their costs may increase.

Housing Management – Service Areas

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



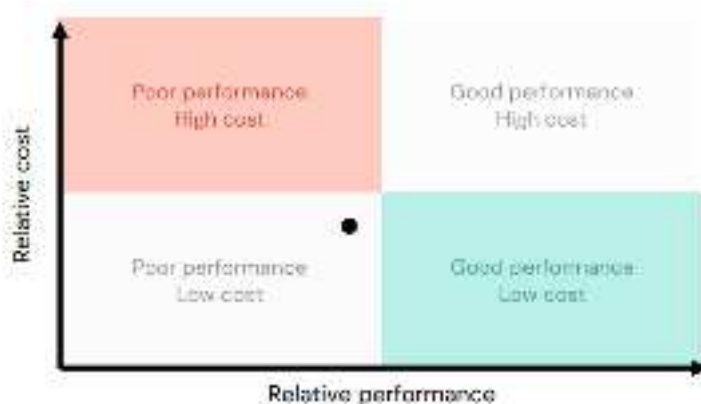
The numerator includes:

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

and is analysed over the following functions:

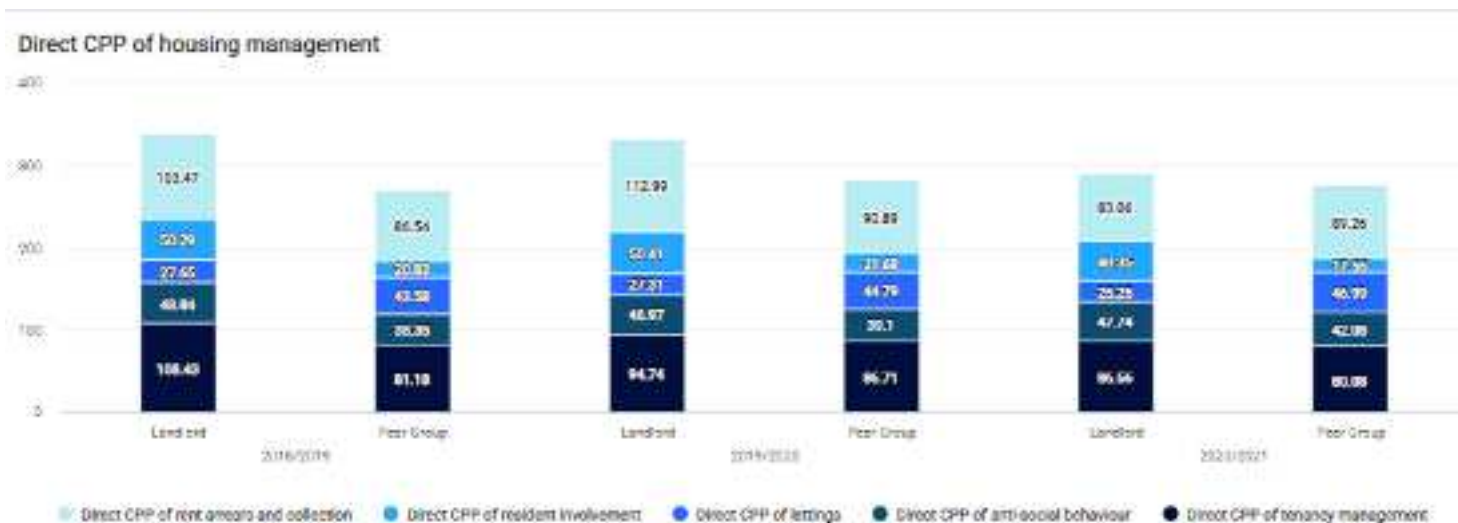
- Rent Arrears and Collection
- Resident Involvement
- Lettings
- Anti-Social Behaviour
- Tenancy Management

Operational Productivity



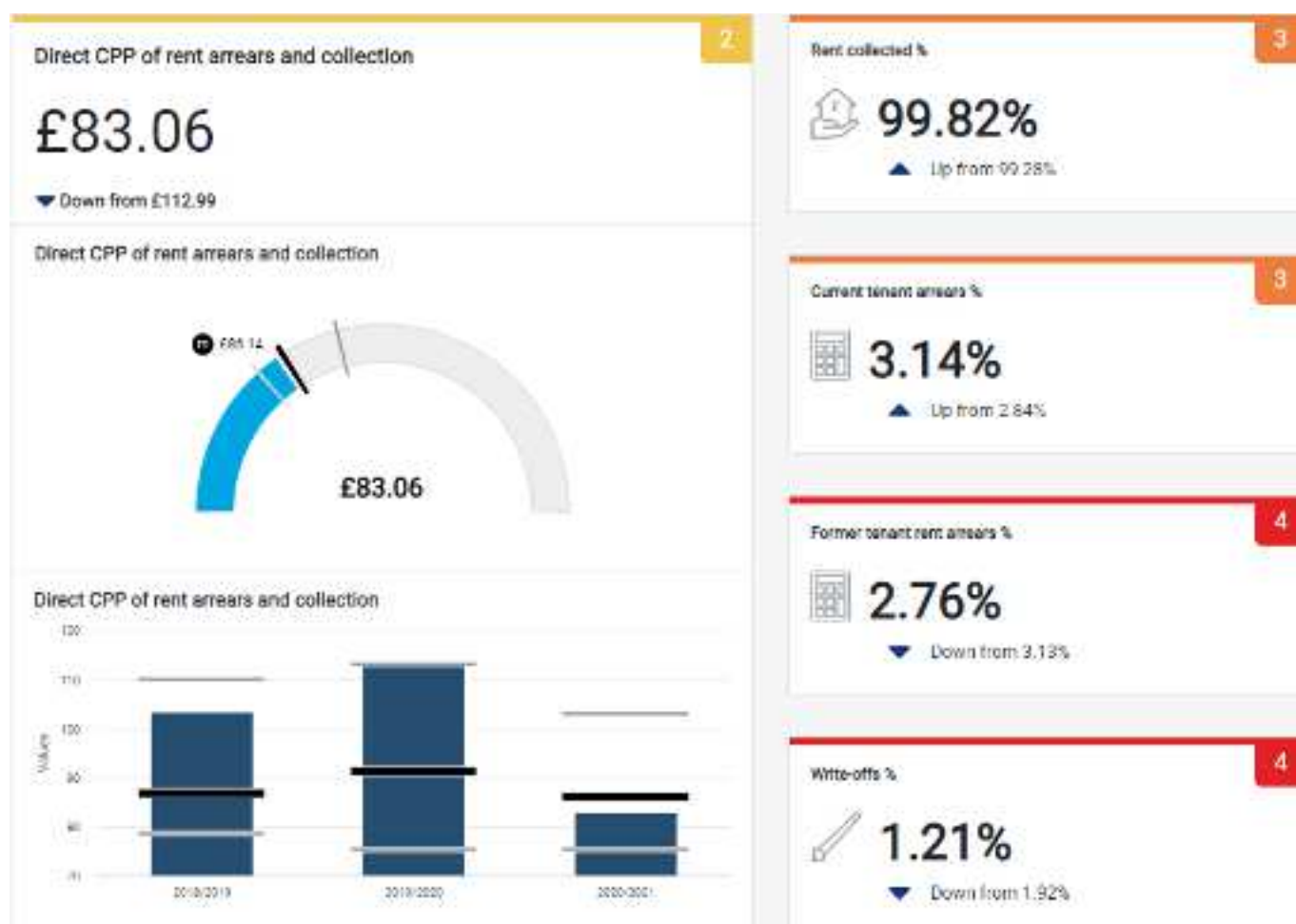
The overall operational performance was slightly below that of our peers; however, our costs are also lower. This is based on front-line housing management cost per property (£291), overheads cost per property (£395) and the average performance across four key operational performance indicators.

Direct Housing Management Costs Breakdown (£ per property)



Each of these expense headings are considered below:

Rent Arrears and Collection



The direct cost per property of rent arrears and collection has decreased from £113 to £83 and we are now placed in quartile 2 when compared to our peers. Derby Homes employs 2.6 fte per 1,000

properties in the service, compared to a sector median of 2.0. The Income Team in Derby Homes is adequately resourced and has been able to cover increased workloads arising from the pandemic and increasing numbers of tenants switching to Universal Credit.

The overall cost per property of rent arrears and collection has reduced from £152 to £112 placing us in quartile one when compared to our peers. This is as a result of reviewing which staffing should be included in this KPI, and in 2020/21 we removed staff within the Welfare Reform Team and some Money Advice Officers from the figures. This accounts for the headline drop between 2019/20 and 2020/21.

Year-end current tenant arrears were around £0.16m higher than 2020/21, mainly as a result of the of COVID pandemic and restriction on full enforcement action for cases that would normally go through to eviction.

The following table summarises our 2020/21 performance against the median.

| Type of arrears | Derby Homes 2020/21 % | Median 2020/21 % | Quartile Group | Derby Homes 2019/20 % | Median 2019/20 % |
|-------------------------------------|-----------------------|------------------|----------------|-----------------------|------------------|
| Current arrears | 3.14 | 3.0 | 3 | 2.84 | 2.91 |
| Former arrears | 2.76 | 1.27 | 4 | 3.13 | 1.49 |
| Current & Former arrears | 5.9 | 4.07 | 3 | 5.98 | 4.26 |

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

After an initial spike in arrears in Spring 2020, on average the sector position remained broadly stable until July 2021. Since then, average arrears have started to increase again. Restrictions on issuing standard collection enforcement actions and the removal of the £20 uplift to Universal Credit, rising energy prices, the end of furlough further added to the difficulties tenants face in paying their rent.

Current tenant arrears as a percentage of the annual rent debit increased by 0.3% compared to 2019/20, placing us in quartile 3, but still very close to the median. After a challenging year due to the impact of the Covid 19 pandemic the arrears figure was at £1.76m compared to £1.6m in 2019/20. Although a 10% increase it should be noted that due to the Covid pandemic 2020/21 was a year of almost no enforcement action due to the ban on evictions. There were only two evictions under the exceptional circumstances category since April as the Government has mainly suspended most of the court and eviction proceedings. The two evictions that were carried out were found to be abandoned by the tenants.

Housemark's budget forecasting tool notes that overall arrears increased by 17% in 2020/21, with significant variances between landlords. Housemark are forecasting continued, albeit smaller, increases at sector-wide level over the medium-term as economic restructuring, benefit changes and cost of living increases result in lower disposable incomes for tenants. They have also analysed the impact of staffing numbers on arrears and factored this into their forecast modelling.



Although former tenant arrears (FTA) have decreased from 3.13% to 2.76% we remain in quartile 4. This relatively high percentage is because of the cumulative position on these arrears (built up over a number of years) being included in the figures each year. The approach in Derby is for an FTA to stay "on the books" until they become "statutorily time barred" after 6 years. Recovery action is attempted on FTA's during this time. Write off's during the 6 years occur for reasons such as notification of death, debt relief orders etc. Other providers do write off earlier than 6 years and hence are reporting a lower FTA % figure.

We also plan a large write off of debts which are over 6 years old in 2021/22. This will take approx. 1% off the headline FTA figure.

Resident Involvement

At £48 the direct cost per property in this area has remained consistent with previous years, though we remain higher than the median, and remain in quartile 4. This reflects the positive support we have given to this area of work and a need to continually support tenants' ability to influence our priorities.

Performance remains positive, with the percentage of tenants who are satisfied that their views are listened to and acted upon remaining in the upper quartile at 85%. This is an area of work that we value, and the cost figures reflect the investment we are making and the kind of organisation we want to be.

Satisfaction that views are listened to



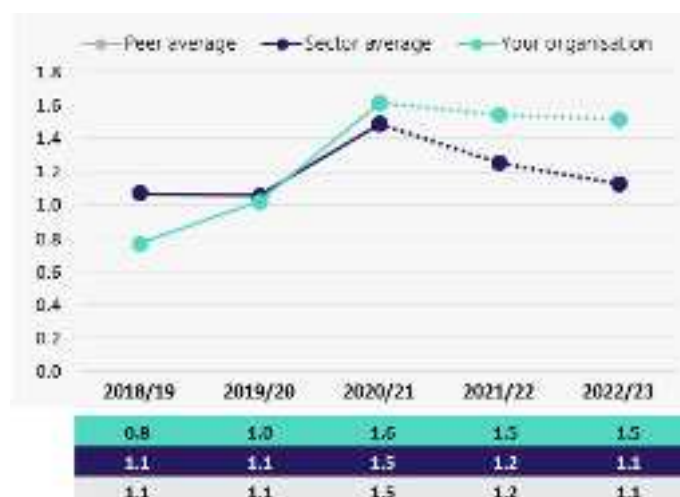
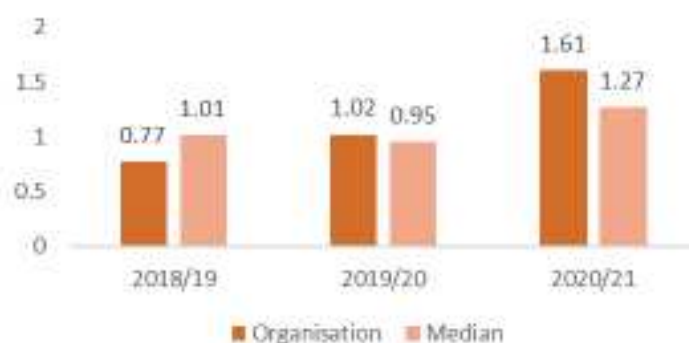
Lettings

The pandemic caused unprecedented disruption to lettings during 2020-21 and in-year void loss was on average 60% higher than in previous years. Disruptions to lettings earlier in the year led to a backlog of voids that many landlords are still working to clear in 2021-22.

Derby Homes void loss was up by 0.59% to 1.61% at the end of 2020-21 placing us in quartile three when compared to our peer group.

Based on the monthly data by housing organisations, Housemark are forecasting a modest increase in void loss for this financial year, followed by a recovery to near normal levels by March 2023. In reality, the Derby Homes performance in 2021/22 has seen a much quicker return to near normal levels.

Rent loss due to voids



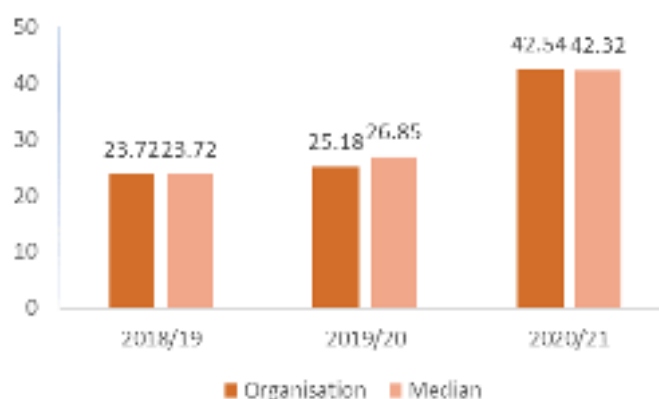
This chart compares our performance for void loss against the sector average (mean), charting our annual performance for the last three years and forecasts our likely performance for 2021/22 and 2022/23 based on a combination of assumptions and projections.

During the lockdowns of 2020/21, average re-let times effectively doubled giving a national increase of around 80%. Derby Homes average re-let time in days (standard re-let) increased by 69% by year-end from 25.2 in 2019/20 to 42.5 in 2020/21, placing us in quartile 3 for this indicator compared to our peers.

The average re-let time for all relets (standard and major works) increased from 56 days to 67, the median for this indicator was 57 placing us in in quartile 3.

However, Lettings management is rated as a low-cost service, with a direct cost per property of £25 compared to a median of £47, placing us in quartile one of the peer group.

Average re-let time in days (standard re-lets)



It is important to look at these measures alongside tenancy turnover to assess the sustainability of new tenancies. Tenancy turnover decreased from 5.71% in 2019/20 to 5.23% in 2020/21 compared to an average of 5.56% for the peer group, and we continued to be placed in quartile 2 for this indicator. This was obviously affected by COVID as for periods of the year there was a ban on new tenancies.

Anti-Social Behaviour

Anti-Social Behaviour (ASB) remains an area of relatively high cost compared to our peer. Direct cost per property has remained relatively constant, increasing slightly from £47 in 2019/20 to £47.74 in 2020/21, and we are placed in quartile 3.

ASB at Derby Homes is better resourced than most peers (1.41 employees per 1,000 properties compared to an average of 0.97 per 1,000 properties for our peer group). Direct cost per case (£608 compared to a median of £703) is below that of our peers, however ASB caseload is high, which may have contributed to the lower cost per case.

Performance in this area remains relatively positive with 86% of respondents saying that they are satisfied with their neighbourhood as a place to live, compared to 87% the previous year, placing us in quartile two of the peer group. Care should be taken when evaluating the satisfaction with neighbourhood, as there are several factors that impact on this indicator, several which we have no influence upon, and this specific service is only one element of the satisfaction level.

Satisfaction with the way the ASB complaint was handled has increased marginally to 94.9% and satisfaction with outcome has reduced marginally to 89%. We are placed in quartile one for both indicators.



Tenancy Management

The direct CPP for tenancy management has reduced from £95 in 2019/20 to £87 in 2020/21 which is 12% lower than the previous year and is lower than that of the median and we are placed in quartile two.

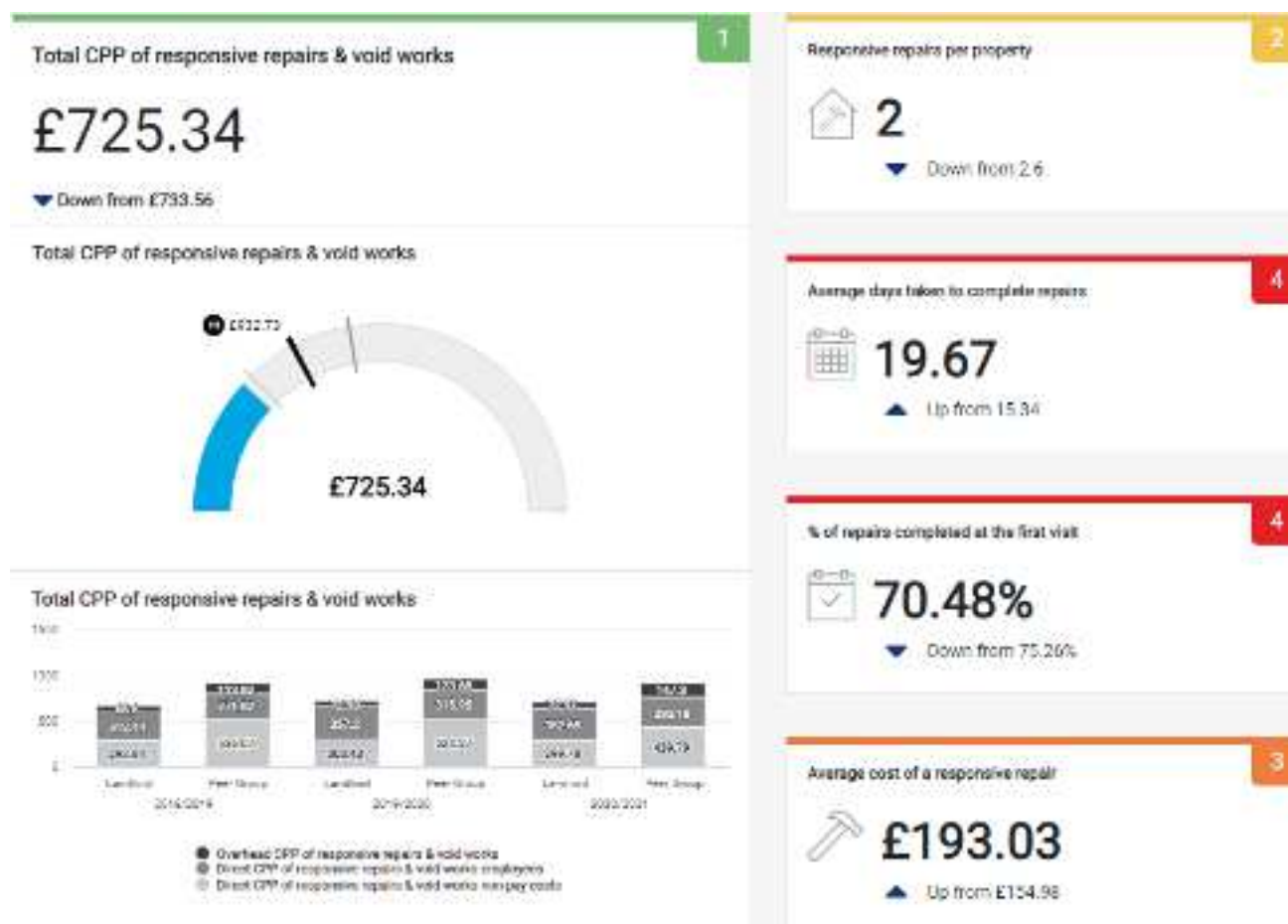
We have a relatively high number of fte's per 1,000 properties of 2.35 compared to an average of 1.97 for our peers but have lower direct employee costs per property for this service area than the median of the peer group for which we are placed in quartile two.

95% of respondents said that they were either very or fairly satisfied with the overall service provided, placing us in the top four of the 27 organisations that submitted data for this indicator within the peer group.

Housing Maintenance

Responsive Repairs and Void Works

All services provided as a social landlord are important, but tenants put particular emphasis on receiving a high-quality repairs and maintenance service. The total cost per property (CPP) of responsive repairs and void works is £725 and we continue to be placed in quartile one.



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

- Overhead CPP has remained constant at £73 (quartile 1)
- Direct employees CPP has decreased from £357 in 2019/20 to £353 in 2020/21 (quartile 3)
- Direct non-pay CPP has decreased from £303 in 2019/20 to £300 in 2020/21 (quartile 1)

In summary our overall maintenance performance was slightly below that of our peers, however front-line costs are also lower. This is based on our responsive repairs and void works direct cost per property of £652, our cyclical maintenance and major works direct cost per property of £853 and our average performance across four repairs and maintenance KPIs. It should be noted when viewing the square cost vs performance graph



that Housemark essentially rank performance on each KPI within our peer group to build the graph. We do not submit data for 'satisfaction with the repairs service received' as we do not use the methodology for data collection that Housemark requires. As there is no data for this measure it has brought the average of the 4 performance KPI's down bringing us under the median.

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

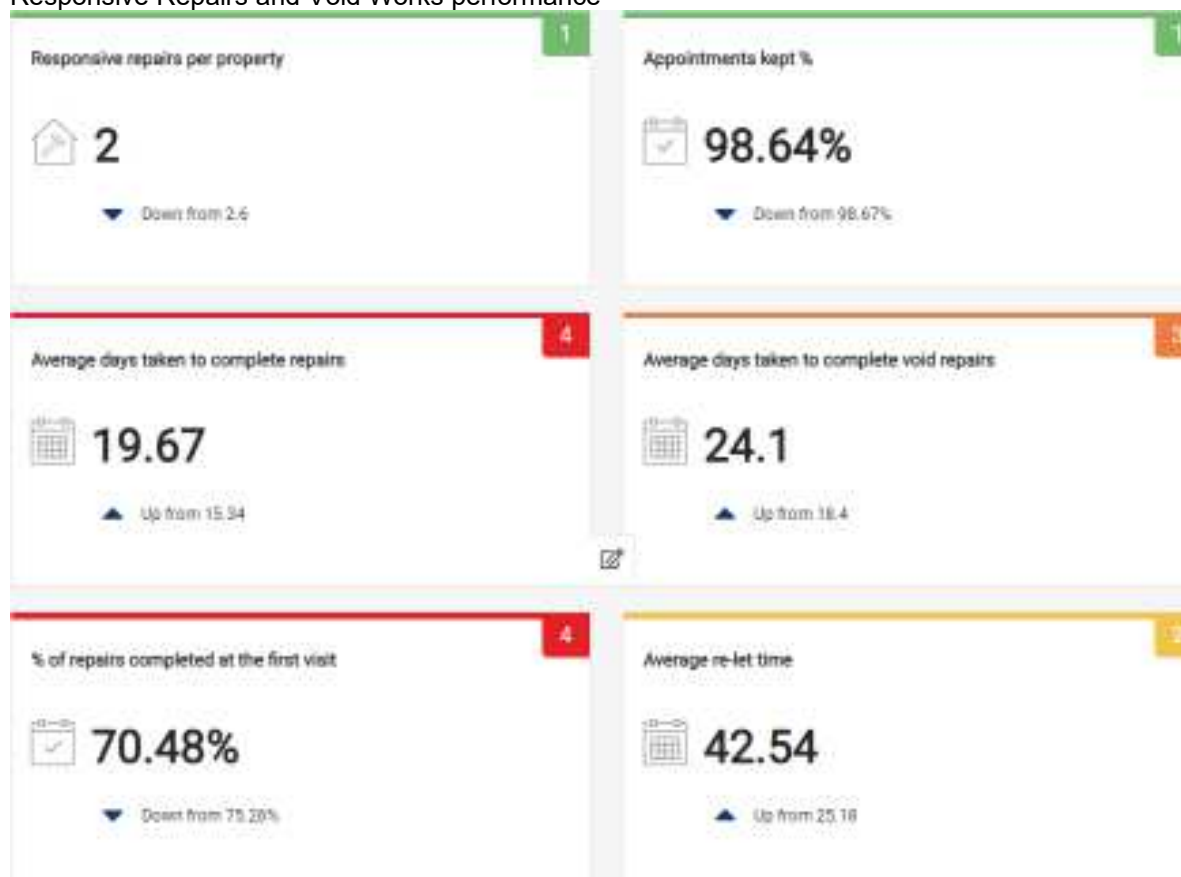
Cost breakdown: responsive repairs and void works



It identifies those direct costs have remained fairly constant for repairs and voids for service provision and management:

- Responsive repairs (service provision) CPP has decreased from £380 in 2019/20 to £363 in 2020/21 (Q1) and responsive repairs (management) costs has remained constant at £92. (Q2).
- The direct CPP of void works (service provision) has increased from £153 in 2019/20 to £166 (Q2), whilst total void works (management) costs have reduced from £35 to £31. (Q2).

Responsive Repairs and Void Works performance



As with most landlords, Derby Homes restricted repairs services during the lockdown periods and as a result repairs volumes carried out last financial year were around 25% lower than in normal times. The number of responsive repairs per property for 2020/21 was 2.0 which was down by 0.60 on 2019/20 (Q1). Peer median for this indicator was 2.3.

The average number of days to complete a repair increased from 15.34 in 2019/20 to 19.67 in 2020/21, which is quartile 4. This 4-day increase is consistent with the median increase which has increased from an average of 10 to 13 days.

The area we are most concerned about is the 70% repairs completed at first visit figure. Whilst in 2020/21 this is artificially low because of the higher proportion of emergency jobs (where the aim is to make safe and repair later as necessary), it is an area where plans are in place to improve this figure. New software will be procured which should provide a better diagnosis of the repair being reported by the tenant.

Whilst we are confident that the performance of the team is good generally across the service provision, virtually all repairs are completed within target times and satisfaction levels remain high.

Major Works and Cyclical Maintenance

The low major works and cyclical spend per property is because the HRA capital programme is still at a relatively low spend stage of the 30-year cycle, following the completion of the Decent Homes programme.

Figures for 2020/21 are particularly low because non-essential improvement works were put on hold for much of the year.

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

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

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

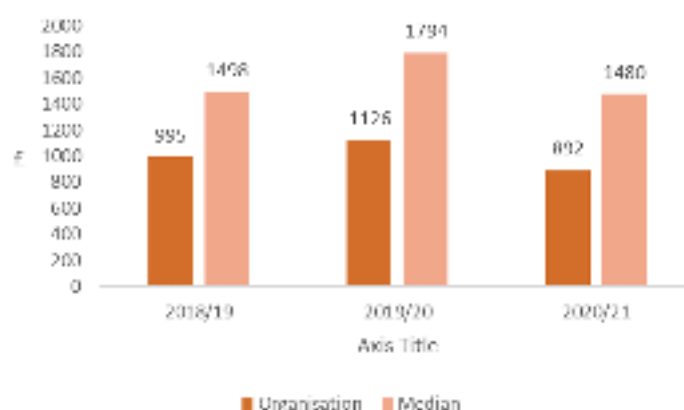
Direct CPP of major works & cyclical maintenance



As with other areas there has been a reduction in costs when compared to the previous years major works and cyclical maintenance service provision. Management costs remain largely the same.

Major works management spend as a % of service provision spend has increased from 10% to 13% as a result of the fixed cost of the team and the lower direct spend on works because of the COVID disruption.

Total cost per property: major works and cyclical maintenance



Major works management spend as a % of service provision spend



Cyclical maintenance management spend as a % of service provision



Cyclical maintenance management spend as a % of service provision spend has increased from 26% in 2019/20 to 32% in 2020/21 and we continue to be placed in quartile three. Same reason as above on the relatively high ratio of management costs to direct spend.

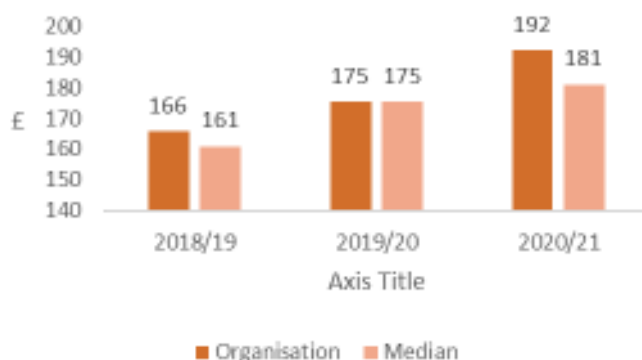
100% of our dwellings meet the decent homes standard placing us in the upper quartile. 99.84% of our properties had a valid gas safety certificate at the end of March, putting us in quartile 3 for the peer group

The average SAP rating was 75.5 and we remain in the upper quartile for this indicator.

Estate Services

Spending has again increased slightly in this area placing us in quartile 3 of the peer group. Estates Pride capital works are mainly hard landscaping improvements to HRA land, both in the curtilage of the property and surrounding HRA land. Increases are because of a programme of both car parking and path resurfacing which has started following inspections. There is also a long-term plan to introduce more off-road parking facilities by introducing “hardstanding” driveways to suitable properties.

Direct CPP of Estate Services



Overheads

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

Overheads are generally a combination of employee costs and non-pay costs. Allocation of overheads are based according to staff time allocated to this indicator and reflects whether staff are office based and have access to IT facilities. Although it is usually preferable to have low overheads, the right level of investment is fundamental to supporting front line activities effectively.

Overheads as % of direct revenue costs



Overhead costs as a percentage of direct revenue costs increased from 17.9% in 2019/20 to 19.6% in 2020/21 and we continue to be placed in quartile one of the peer group.

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

| KPI | Costs Per Employee £ | | Overheads Cost per Property £ | |
|------------------------|----------------------|--------|-------------------------------|--------|
| | Result | Median | Result | Median |
| IT | 4,063 | 7,480 | 36.30 | 59.90 |
| Finance | 1,411 | 2,840 | 12.30 | 19.90 |
| Office Premises | 1,299 | 2,702 | 11.60 | 26.30 |
| HR | 594 | 1,793 | 5.20 | 13.00 |
| Central (excluding HR) | 2,864 | 6,337 | 25.00 | 52.00 |

Across the sector, 2020-21 saw a reduction in overheads costs driven by falls in premises expenditure, consultancy and recruitment fees. Increased IT spend was typically capitalised.

In all overhead areas, Derby Homes' overhead costs per employee are significantly less than the median of the peer group. Overall number of fte's per 1,000 properties has increased from 2.8 in 2019/20 to 3.13 in 2020/21, compared to a median of 3.2. Average pay levels (inc 30% on costs) at £38k are around 15% lower than the median of £44k.

As in previous years our overhead cost per property was comparatively lower than our peers in 2020/21.

- IT CPP – are comparable to the previous year. These are lower than the median levels and we are placed in quartile one of the peer group.
- Finance CPP (inclusive of Rental Control, Accounts Payable team and Accountancy) decreased again in 2020/21 and we are placed in quartile one.
- Office premises CPP – has decreased from £13.02 in 2019/20 to £11.61. This reduction will be one off as planned maintenance works to the depot and local housing offices were put on hold during COVID.
- HR CPP – down from £7.42 in 2019/20, this reflects the relatively low-cost service from the Council in support of Derby Homes' HR support rather than employing our own teams.
- Central CPP (inclusive of Derby City Council support services) – down from £27.97 placing us in quartile one of the peer group.

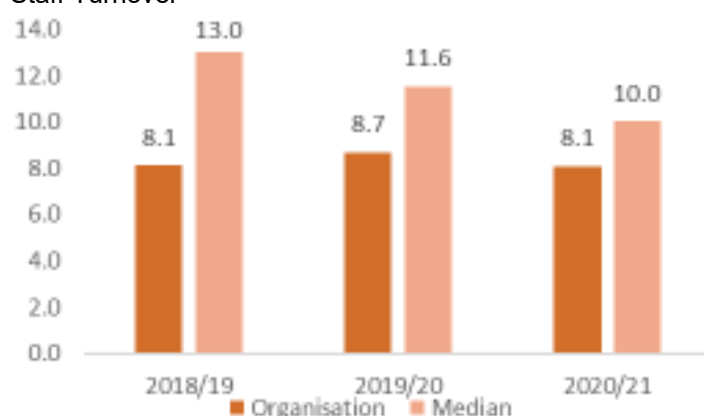
Corporate Health

Housemark calculated an annual figure of 7.7 average working days lost during 2020/21 for Derby Homes which placed us in quartile 2 of the peer group. However, it should be noted that Housemark calculates the data using a specific formula which results in a figure that differs from the data we report at year-end. This figure is provided directly from our Absence Management reporting system.

Nationally, despite peaks in sickness throughout the year, particularly amongst customer-facing staff, across the sector as a whole sickness absence was lower in 2020-21 as many staff worked from home.

From the beginning of the Covid pandemic employees have been able to record non-medical absences relating to Coronavirus /Covid 19 pandemic (self-isolation / care of a dependant etc). During 2020/21 the average 'Days lost' figure for medical absences was 6.27 (Absence Management system) days (3.89 long term, 2.38 short term). When non-medical Covid related absences are included this overall average goes up to 8.43 days. This means that the overall sickness level is slightly better than the previous year but the impact of Covid-19 in requiring isolation – itself not sickness – means that the overall absence rate is slightly higher than last year.

Staff Turnover



Staff turnover, which includes both voluntary and involuntary turnover, has remained fairly constant over the last few years. Our performance in this area remains consistent and we are placed in quartile two of the peer group. We believe that this reflects a settled and positive workforce that recognises that Derby Homes is a reasonable employer in their own circumstances.

OPERATIONAL BOARD

22 September 2022

ITEM A5

HOME RELEASE POLICY

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detail on the review of the Home Release Policy and includes feedback from the recent consultation exercise. Prior to consultation, research was carried out by colleagues in Housing Strategy to identify which of the incentives used by other housing providers in their home release schemes are proving effective. The evidence from the research informed some of the questions posed during the consultation.

2. RECOMMENDATION

- 2.1 For the Operational Board to recommend to Derby City Council - to approve the proposed changes to the Home Release Scheme policy – per Appendix 1, for a 3-year trial period.

3. REASON(S) FOR RECOMMENDATION

- 3.1 Consultation with tenants suggests that the policy remains fit for purpose, however there is a good business case to suggest that including additional incentives may improve take-up. By encouraging more tenants to move, we will free up much needed larger homes.

4. MATTER FOR CONSIDERATION

- 4.1 Derby Homes' Home Release scheme was established by a report to Derby Homes Board in January 2007. This followed a piece of joint research carried out by Derby Homes and Derby City Council into the levels of under occupation within the City Council's housing stock. The report established the Home Release Scheme which aims to free up under occupied properties and therefore make the best use of stock.
- 4.2 Prior to 2018 Derby Homes staff worked to a procedure which was periodically reviewed. This was refreshed in 2018 when a policy document was created and approved by the Operational Board.

4.3 During 2020/21, 28 people took advantage of the Home Release scheme which paid out a total of £21,512. In the current climate where there is a general shortage of family homes and the running costs of homes is increasing, we want to be able to support and encourage more tenants to give up much needed larger accommodation and to move to smaller, cheaper, and more easily manageable homes. This will benefit both our current tenants and the customers on the waiting list.

4.4 A questionnaire was sent to the Virtual Panel as well as existing tenants who are currently under occupying their properties asking a few questions relating to the existing Home Release Policy and the newly proposed incentives. The results revealed that 50% of respondents were unaware of the Home Release scheme. This suggests that we need to do more to publicise the scheme in the future.

4.5 The other findings are as follows:

81.3% think that the scheme is easy to understand which is very positive.

We then asked tenants about each of the current incentives listed in the policy and whether they would influence the tenant's decision to move.

- One off payment of £608 – 71% felt this would or could influence their decision.
- A Home Decoration scheme - 71% felt this would or could influence their decision.
- Paid removals - 91% felt this would or could influence their decision.
- Disconnection of cooker and washing machine - 86% felt this would or could influence their decision.
- Reconnection of cooker and washing machine - 86% felt this would or could influence their decision

These results show that the incentives in the current scheme are popular, fit for purpose and worth retaining.

4.6 We then asked tenants for their thoughts on our proposed incentives and whether they would influence their decision to move.

- A sliding scale of incentives - 86% felt this would or could influence their decision. Although our current financial incentive already proves popular, there is more support for a sliding scale of incentives. This would benefit tenants under occupying by 2 bedrooms or more and if successful could free up larger much

needed family accommodation. It would be more costly to the HRA; however, the benefits would outweigh the costs.

- A handyman service - 94% felt this would or could influence their decision
- Removal and disposal of items - 94% felt this would or could influence their decision.
- One off help with decorating - 83% felt this would or could influence their decision.
- Assistance with the applications process- 80% felt this would or could influence their decision.
- Support to find a suitable property- 74% felt this would or could influence their decision. A few comments suggested that we could encourage more tenants to move if we could offer a more tailored service.

The results, together with some of the general comments show that there would be merit in exploring the possibility of introducing additional incentives.

4.7 Following the consultation, work was carried out to understand the feasibility of introducing each of the proposed incentives. The conclusions are as follows:

- A sliding scale of incentives – We would like to implement the new financial incentive scheme subject to approval from Derby City Council (DCC).
- A handyman service – We are not currently able to offer an inhouse service. However, we have identified that DCC do have a scheme available to older residents who meet the criteria. Whilst this would not be available to all the customers who are downsizing, it is worth promoting as it would assist some of them.
- Removal and disposal of items – We would like to offer customers the opportunity to discuss any items that they are struggling to dispose of prior to the move. Where the request is reasonable, we will arrange to dispose of the items free of charge using our Estate Response Officers and the Street Pride service.
- One off help with decorating – We would like to offer all customers that are eligible for the scheme the opportunity to have their new home fully painted throughout. The aim would be to complete the works prior to the customer moving into the property. However, where this is not possible, arrangements will be made to complete the works once the move has taken place. The service would be provided by an existing contractor.

- Where customers express the desire to carry out their own decoration, we would propose offering them homes decoration vouchers up to the value of £500.
- Assistance with the applications process - We want to introduce this additional service within the scheme. One to one support can be provided by the Homefinder Registration team.
- Support to find a suitable property – We would like to introduce a more bespoke service to customers who need it through the expertise of the allocations team. We believe this will improve the service to tenants that express an interest to downsize as well as freeing up larger properties.

5. OTHER OPTIONS CONSIDERED

5.1 None

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 The consultation was sent to the Virtual panel as well as to Derby Homes Customers who are currently under occupying their properties. 225 customers received an e-mail inviting them to tell us what they thought of the current policy. We also asked them for their thoughts on new incentives and whether they had any other ideas about how we could encourage tenants to downsize. 158 people (70.85%) opened the email, we received a total of 36 responses to the survey.
- 6.2 From the people who responded we had demographic information relating to 19 of them. Of those, 63% were female and 37% were male. 37% were over the age of 60, 47% were between 40 and 60 and 16% were under the age of 40.
- 6.3 The results of the survey can be found in appendix 2. They have been analysed in the report.

7. FINANCIAL AND BUSINESS PLAN

- 7.1 Based on the 2020/21 number of 28 tenants using the scheme, changing the Home Release rate to between £500 and £2,000 depending on the numbers of bedrooms released would add approximately £4,500 to the current annual cost of around £21,500 per year, taking the costs to £26,000 a year. However, we would hope that the additional incentives would release more properties and would therefore estimate the increased costs to be in the region of £35,000. This would be a budget pressure on the HRA.

- 7.2 Assuming that with the additional incentives, around 60 tenants a year may opt for the scheme, there will also be an additional cost of £30,000 a year to provide home decoration vouchers to the 60. There will also be a small cost attached to the disposal of items in circumstances where we must enlist the help of Street Pride. This would only be in connection to a small number of properties. Costs are estimated at £5,000 annually. These costs would also fall on the HRA.
- 7.3 Therefore, the total costs to the HRA will be in the region of £75,000 which is an additional £48,500 a year. There would be no additional income to the HRA, as the properties are currently already rented.

However, the purpose of the scheme is aimed at housing people in appropriately sized accommodation and freeing up much needed family homes in Derby. Enabling “move on” to appropriate accommodation will have an indirect benefit ultimately for those customers in temporary accommodation and / or bed and breakfast. In comparison to the cost of building / acquiring properties for these customers, the cost of the Home Release incentive is deemed to be good value in comparison.

Additionally, given demand of properties currently outweigh supply and there is a major shortage of larger properties and available land in the city, this adds to the reason to provide suitable incentives to release under occupied properties.

To fully establish whether this scheme would prove cost effective, we propose running the scheme with the additional incentives over a 3-year trial period. The impact would then be assessed in line with the next policy review.

8. COUNCIL IMPLICATIONS

- 8.1 The cost of the Home Release incentive is a Derby City Council – HRA cost. So, any variation to the current incentives, resulting in additional costs, will need to be discussed and approved with the City Council.

9. POLICY REVIEW IMPLICATIONS

- 9.1 This is a key policy of Derby Homes and is/will be 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.

10. EQUALITIES IMPACT ASSESSMENT

- 10.1 An Equalities Impact Assessment has been completed (appendix 3).

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

Legal and Confidentiality
Personnel
Environmental
Health & Safety
Risk

If Board Members or others would like to discuss this report ahead of the meeting, please contact:

Lorraine Testro / Head of housing Management / 01332 888675 / Email Lorraine.testro@derbyhomes.org

Background Information: Insert details of any unpublished documents used to prepare your report OR
None

Supporting Information: Insert details of any previous reports to Board or Committee OR None

This report has been approved by the following officers:

| | | |
|--|----------------|------------|
| Managing Director | Maria Murphy | 09.09.22 |
| Finance Director | Michael Kirk | 26.8.22 |
| Company Solicitor | Taran Lalria | 13/09/2022 |
| Head of Service (Operational Board reports) | Clare Mehrbani | |

HOME RELEASE POLICY

Document Control

| | |
|---------------------------------|-----------------|
| Implementation date | September 2022 |
| Author | Lorraine Testro |
| Equality impact assessment date | |
| Revised/updated | September 2022 |
| Version control | 15.0 |
| Review required | September 2025 |

Home Release Policy



Introduction

The Home Release scheme is an initiative aimed at housing people in appropriately sized accommodation and freeing up much needed family homes in Derby.

Where tenants want to move to smaller accommodation, we aim to offer an incentive to help with the expense of moving home.

The incentive payments will be publicised, but tenants will be expected to apply. It is not restricted to moves within Derby Homes stock. A Derby Homes tenant can still apply for home release if they are moving to another Local Authority property, an RSL property, or into a smaller property in the private rented sector.

The incentive

For the incentive we will:

- Award a payment based on a sliding scale of incentives which align with the number of bedrooms the tenant is currently under occupying by. The payments are as follows: 1 bedroom - £500, 2 bedrooms - £1000, 3 bedrooms £1500, 4 bedrooms -£2000.
- Uplift payments every April in line with rent increases..
- Provide support through the Homefinder Registration Team for tenants who need help with the registration process
- Provide support from the Homefinder Registration team for tenants who require help to find a suitable property to move in to
- Arrange and pay for removals Disconnect the cooker and washing machine
- Reconnect the cooker and washing machine at Derby Homes' properties only. (If the tenant has moved to a RSL or privately rented property we are not able to reconnect the cooker and washing machine at the RSL or privately rented property)
- Consider reasonable requests for the removal and disposal of unwanted items
- Signpost tenants who would qualify to the DCC Handyman service which helps older people to deal with those small jobs around the house which are often too small for a contractor to complete - [The Handyperson Service - Derby City Council](#)
- Arrange to fully paint the new property.
- Offer home decoration vouchers to the value of £500 to tenants that wish to carry out their own decoration.
- Offer the Home Decoration Scheme to eligible tenants who so that they are able to maintain the decoration in their property on an ongoing basis.

Guidelines and eligibility

- The scheme applies to Derby Homes Introductory and Secure tenants.

Classification: OFFICIAL

Home Release Policy



Applies to anyone who is moving out of a property which is larger than they need and is moving to a smaller property. For applicants moving from Derby Homes tenancies into the private sector they must be moving from either a two bed roomed house or a 3 bed roomed or larger family home to a smaller property

- Is not dependant on age, how rent is paid or if they are subject to an Under Occupation Charge.
- The issue of under occupation should be resolved as a result of the move. There is one exception to this within the Allocations Policy as follows:
 - Derby Homefinder Landlords may offer two-bedroom flats, maisonettes and houses to their existing tenants (single and couples who would normally only qualify for one bedroom properties), who are currently under-occupying their social housing tenancy to release family houses for other families on the Housing Register. In these instances, the home release incentive payment will be adjusted to reflect the number of bedrooms being released. E.g. A single person moving from a 3 bed property into a two bed property will qualify for the one bedroom incentive rate.
- If the incoming tenant will be affected by Under Occupation Charge as a result of the Mutual Exchange, then the outgoing tenant must be notified that they will not be eligible for the Home Release Scheme.
- If a tenant downsizes and receives a home release payment, it is possible that they may subsequently have another change of circumstances which requires them to downsize again. They can apply for home release again at any time in the future, providing that the change of circumstances is considered to be genuine.
- The tenant must either be registered on Derby Homefinder and have an active application or have an active mutual exchange application and is moving to avoid under occupancy.
- . If the tenant has existing or former tenancy related debts, the home release payment will be offset against the debt. If there remains a balance on arrears, then the tenant must make a payment arrangement on this remaining debt, to be eligible for support from the scheme.
-

Home Release Scheme 2022

SURVEY RESPONSE REPORT

06 December 2021 - 27 June 2022

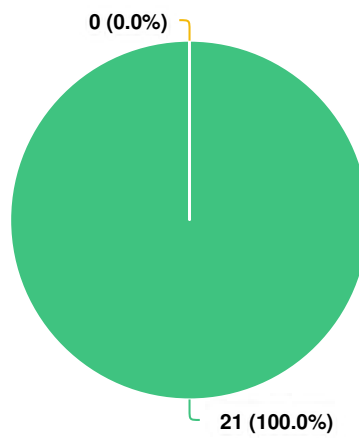
PROJECT NAME:

Home Release Scheme 2022



SURVEY QUESTIONS

Q1 Do you consent to take part in this survey, and for Derby Homes to contact you based on the feedback that you have provided?*

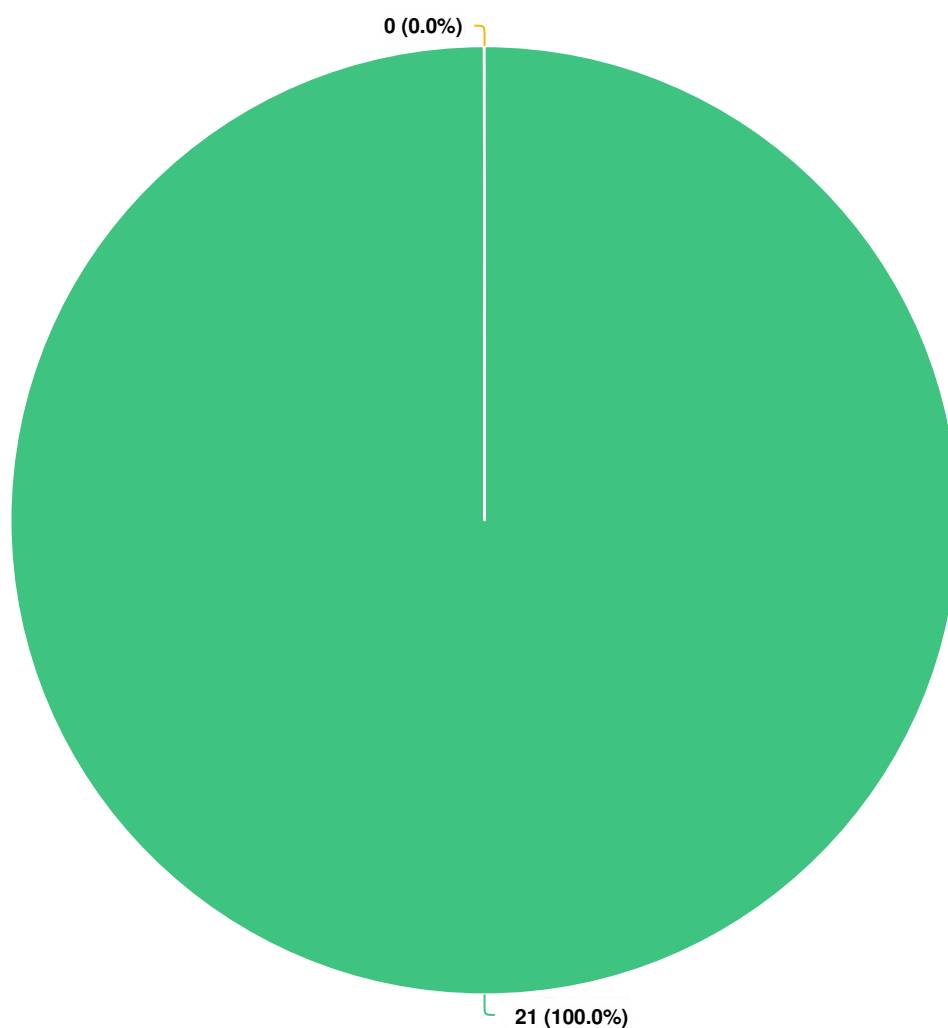


Question options

☒ Yes ☐ No

Mandatory Question (21 response(s))
Question type: Radio Button Question

Q2 | Derby Homes is the data controller, and you have the right to withdraw your consent to be contacted for the purposes of this survey. For more information on our fair processing notice, please visit the website or request a hard copy from hub@derbyh...

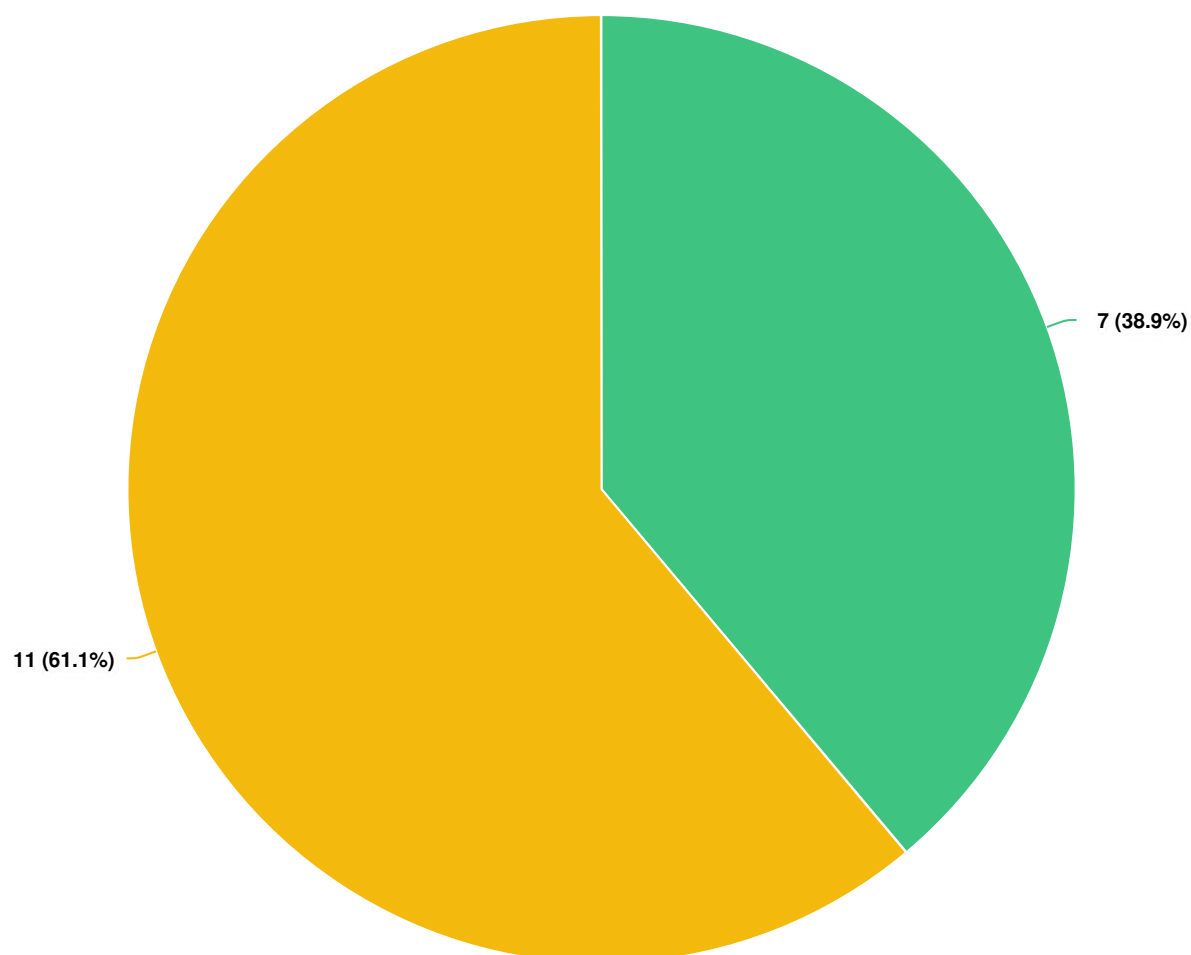


Question options

☒ Yes ☐ No

Mandatory Question (21 response(s))
Question type: Radio Button Question

Q3 Were you aware Derby Homes has a Home Release Scheme?



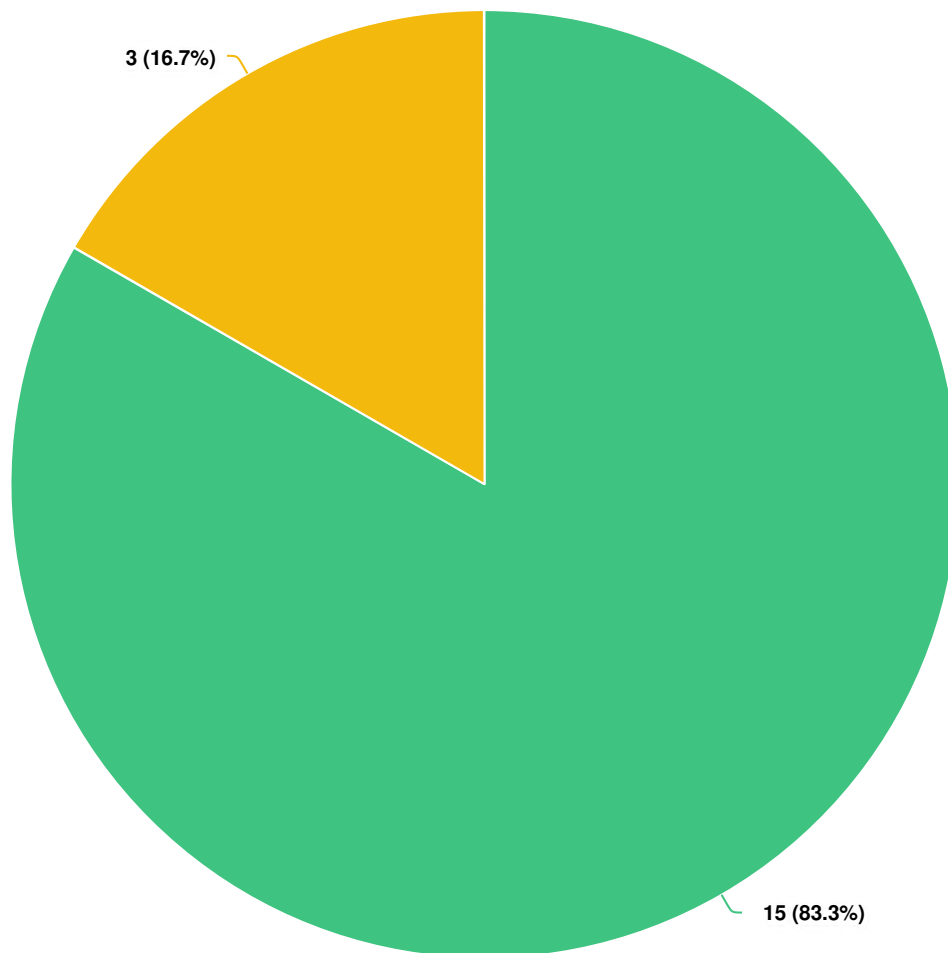
Question options

☒ Yes ☐ No

Optional question (18 response(s), 3 skipped)

Question type: Radio Button Question

Q4 Do you think the scheme is easy to understand?

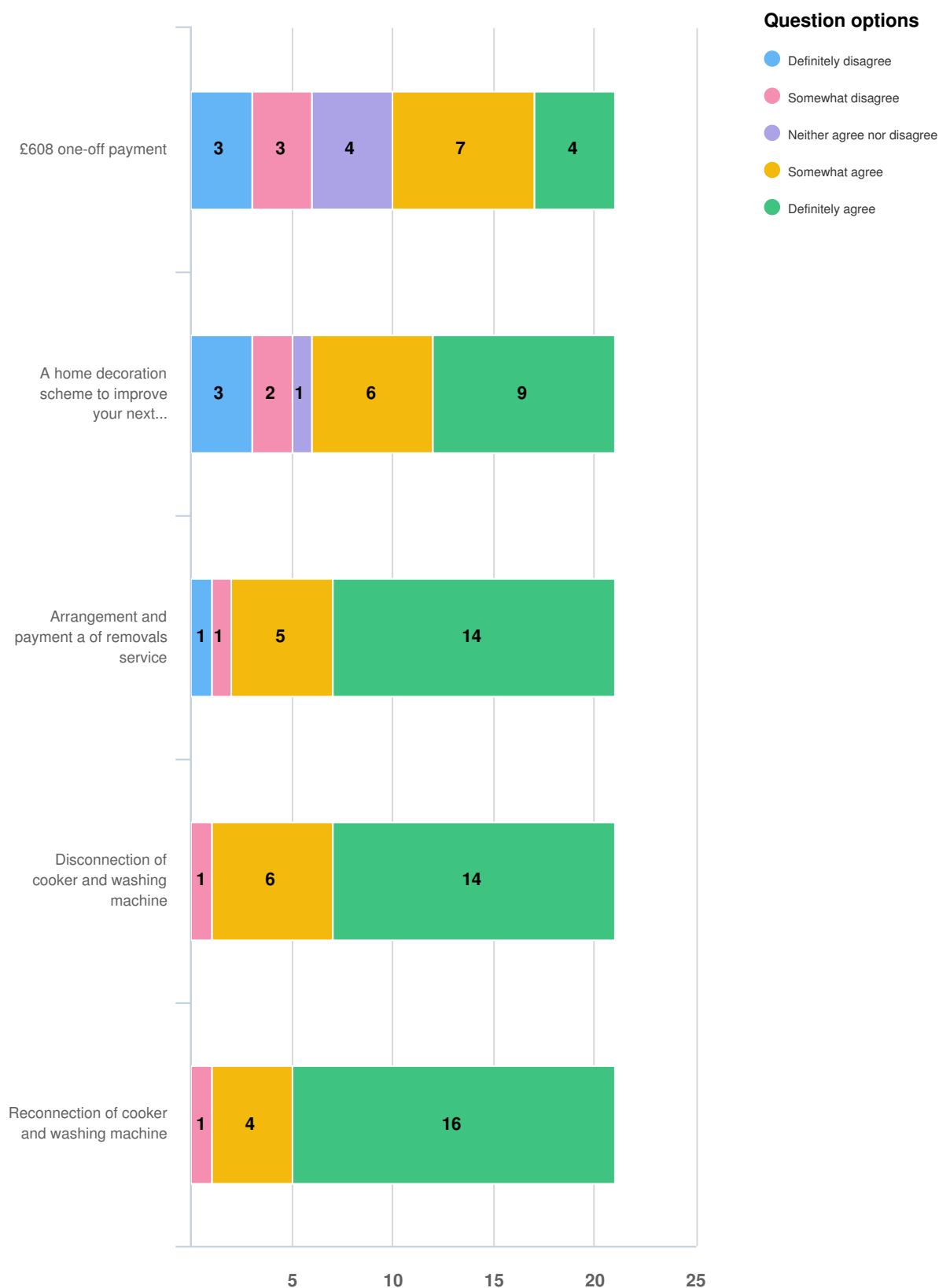


Question options

☒ Yes ☐ No

*Optional question (18 response(s), 3 skipped)
Question type: Radio Button Question*

Q5 The main incentives in the policy are listed below. Please use the scale to show how much you agree if the incentive would influence your choice of whether you would downsize and move from your property.

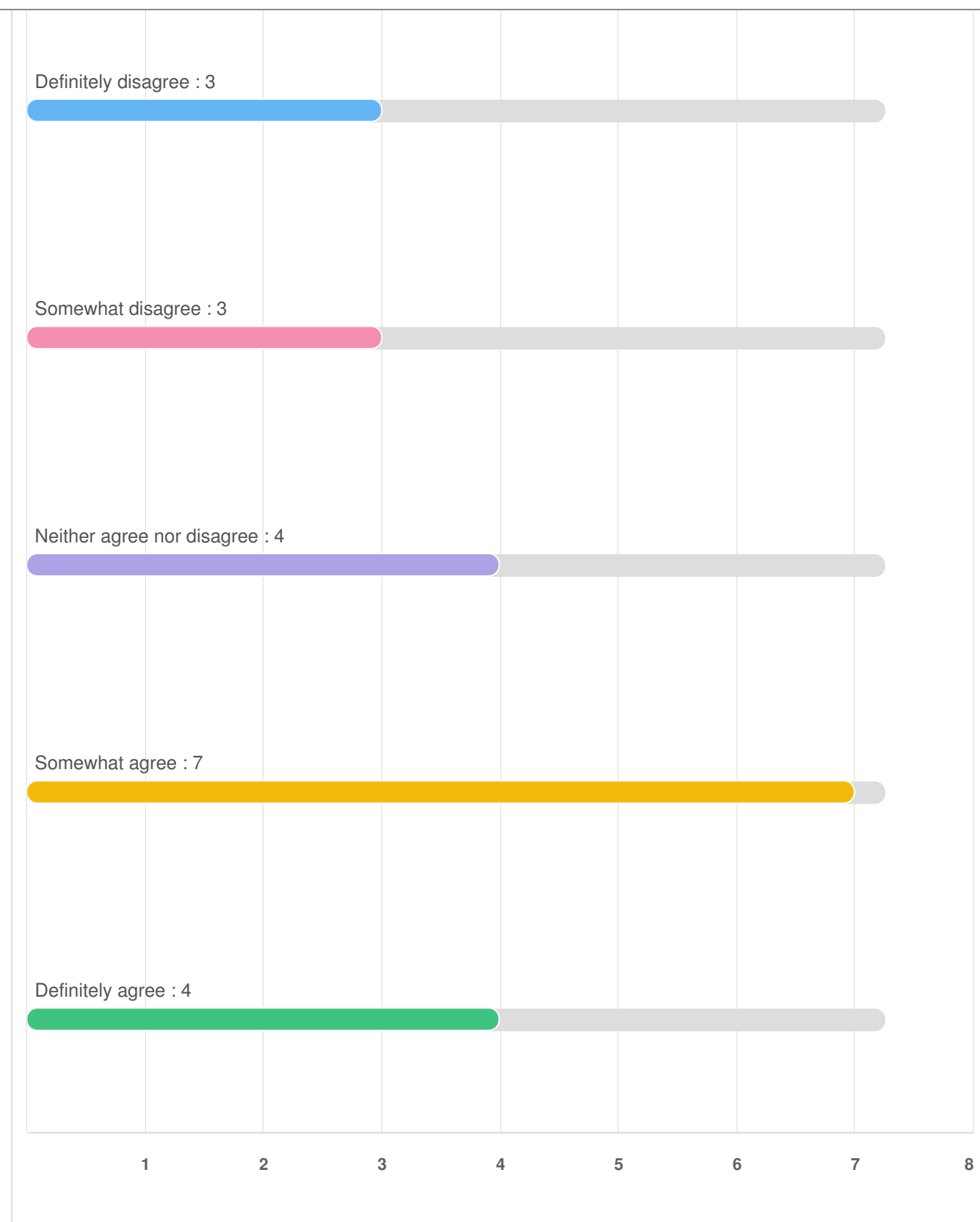


Optional question (21 response(s), 0 skipped)

Question type: Likert Question

Q5 | The main incentives in the policy are listed below. Please use the scale to show how much you agree if the incentive would influence your choice of whether you would downsize and move from your property.

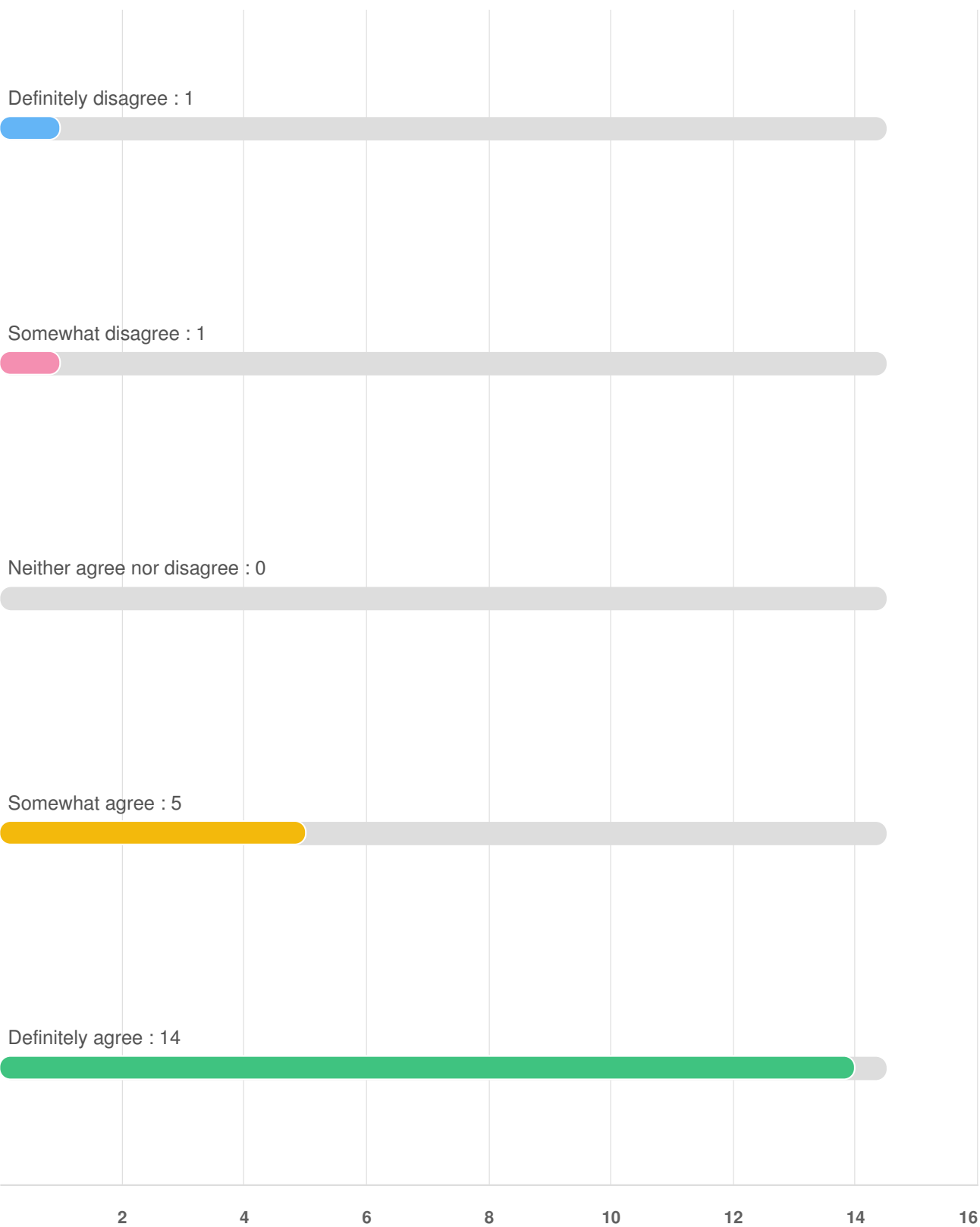
£608 one-off payment



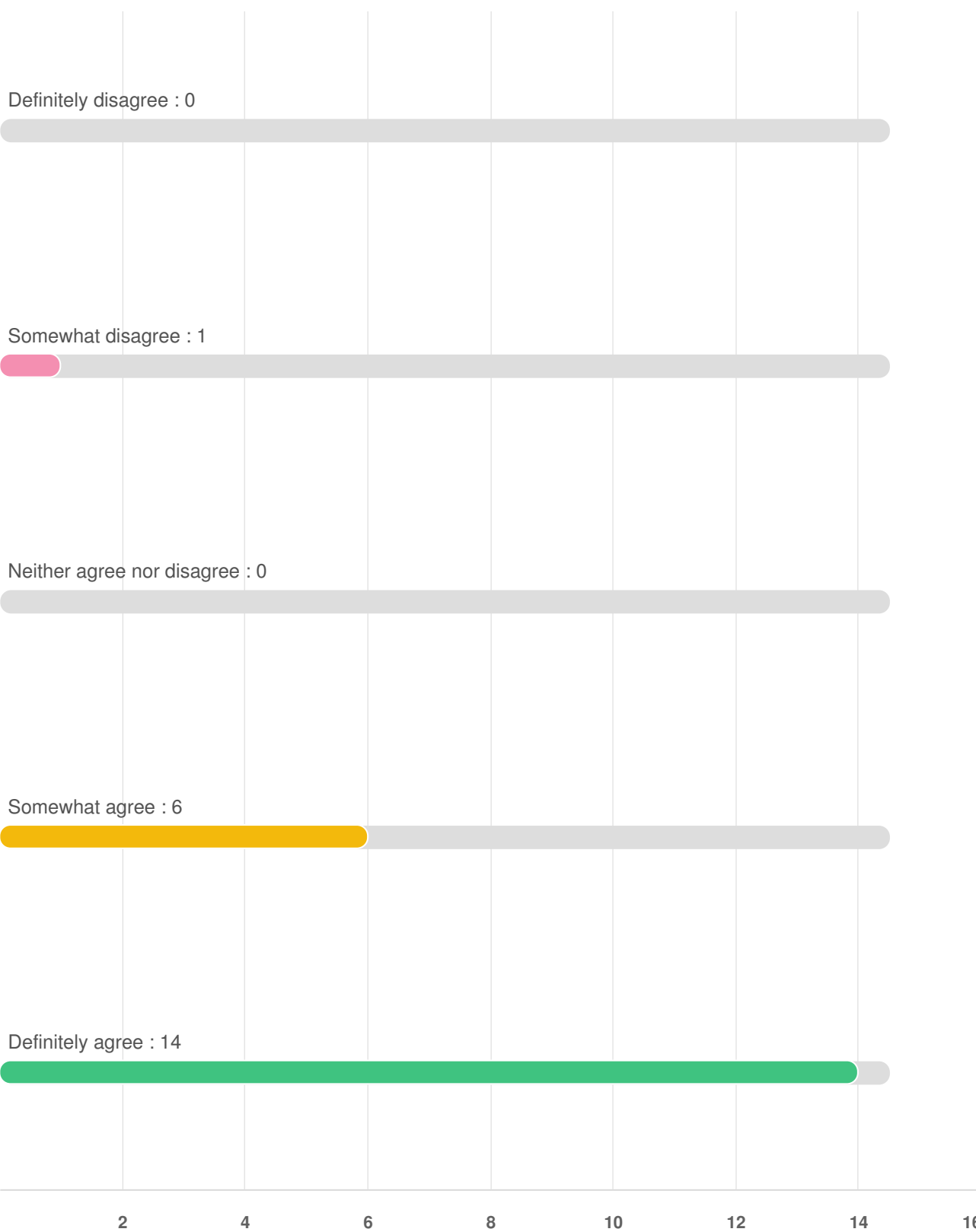
A home decoration scheme to improve your next property (if you are elderly or disabled)



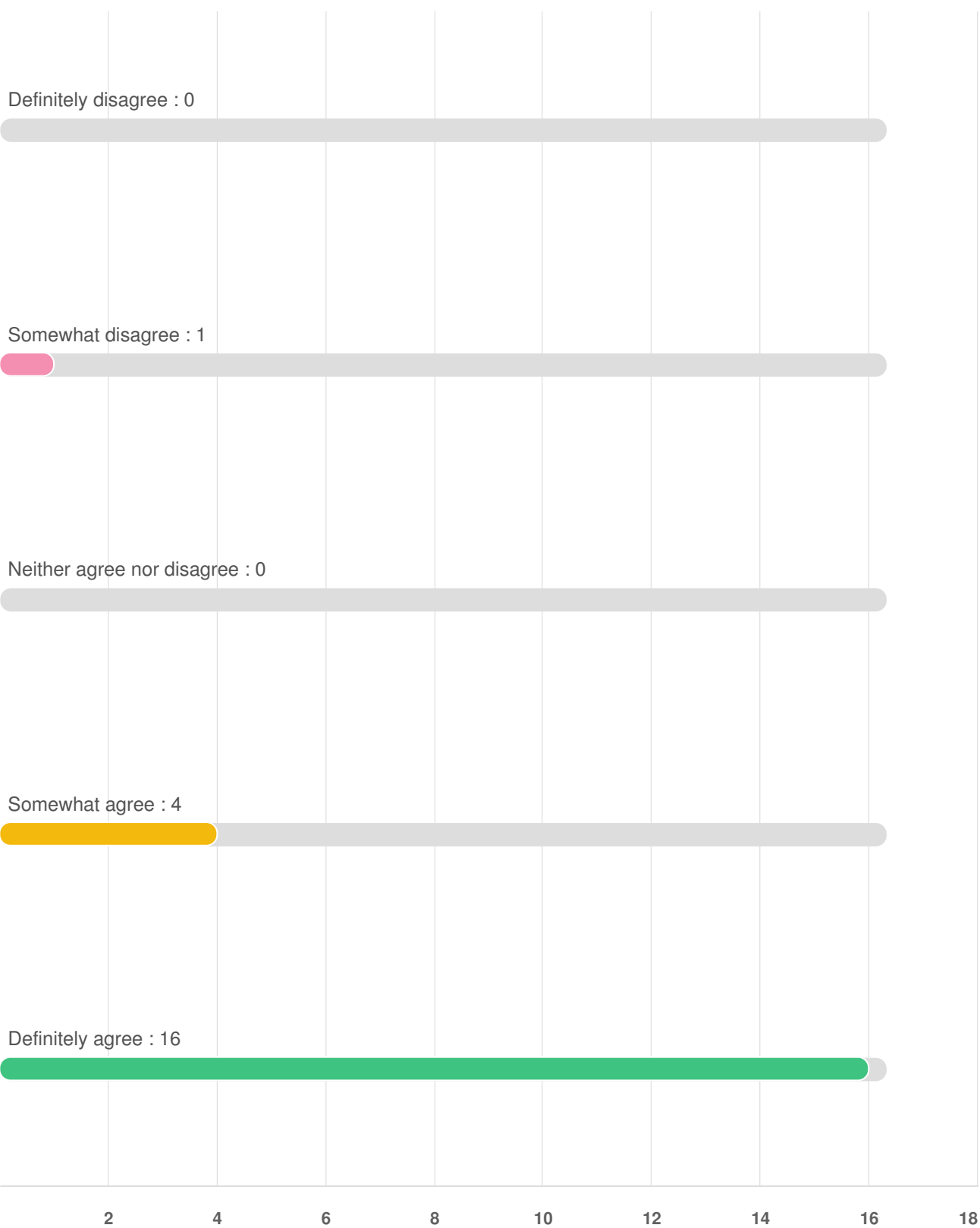
Arrangement and payment a of removals service



Disconnection of cooker and washing machine



Reconnection of cooker and washing machine



Q6 Below is a proposed list of incentives which we would like to change or add to the policy. Please use the scale below to show how much you agree that the incentive would influence your choice of whether you would downsize and move from your property

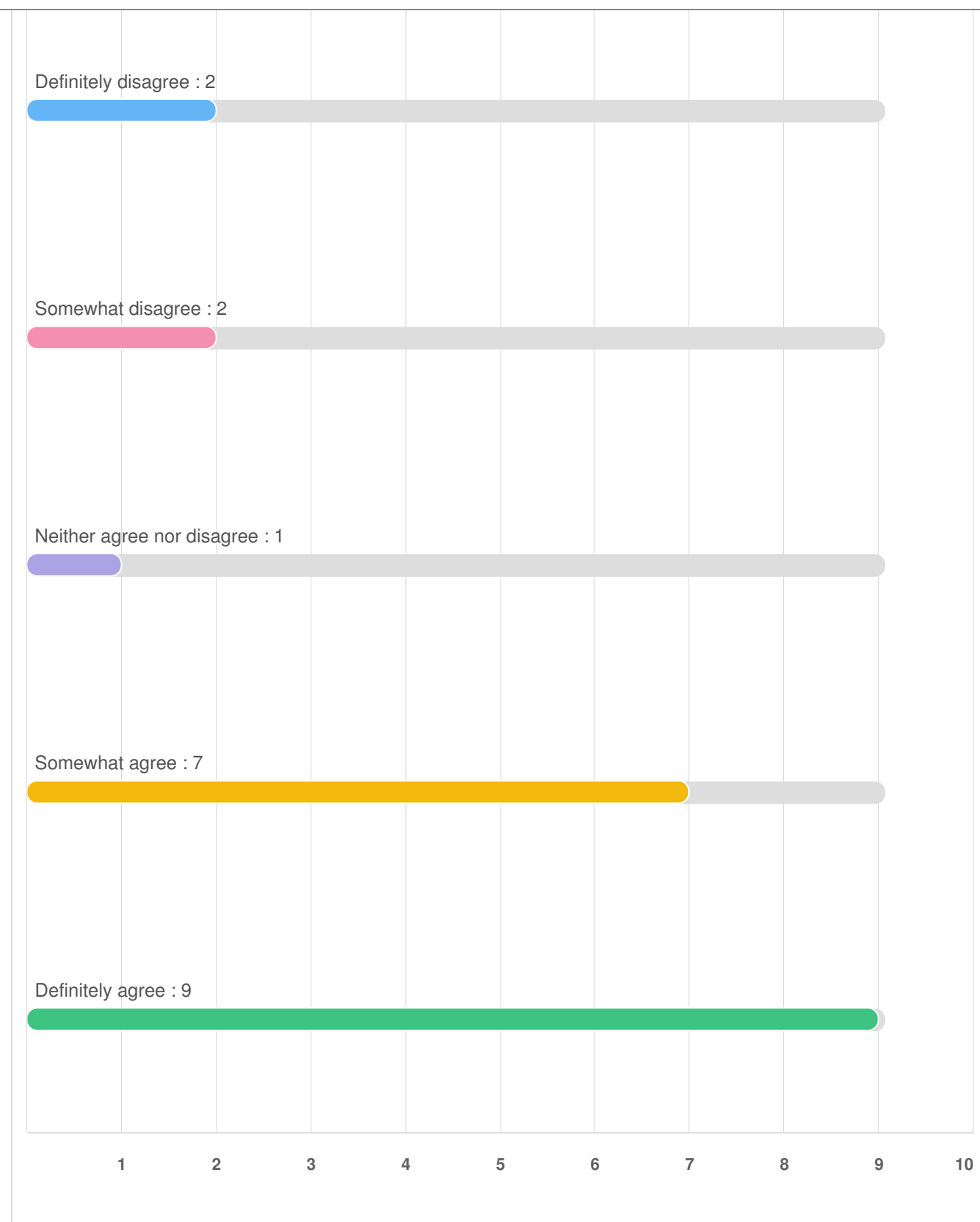


Optional question (21 response(s), 0 skipped)

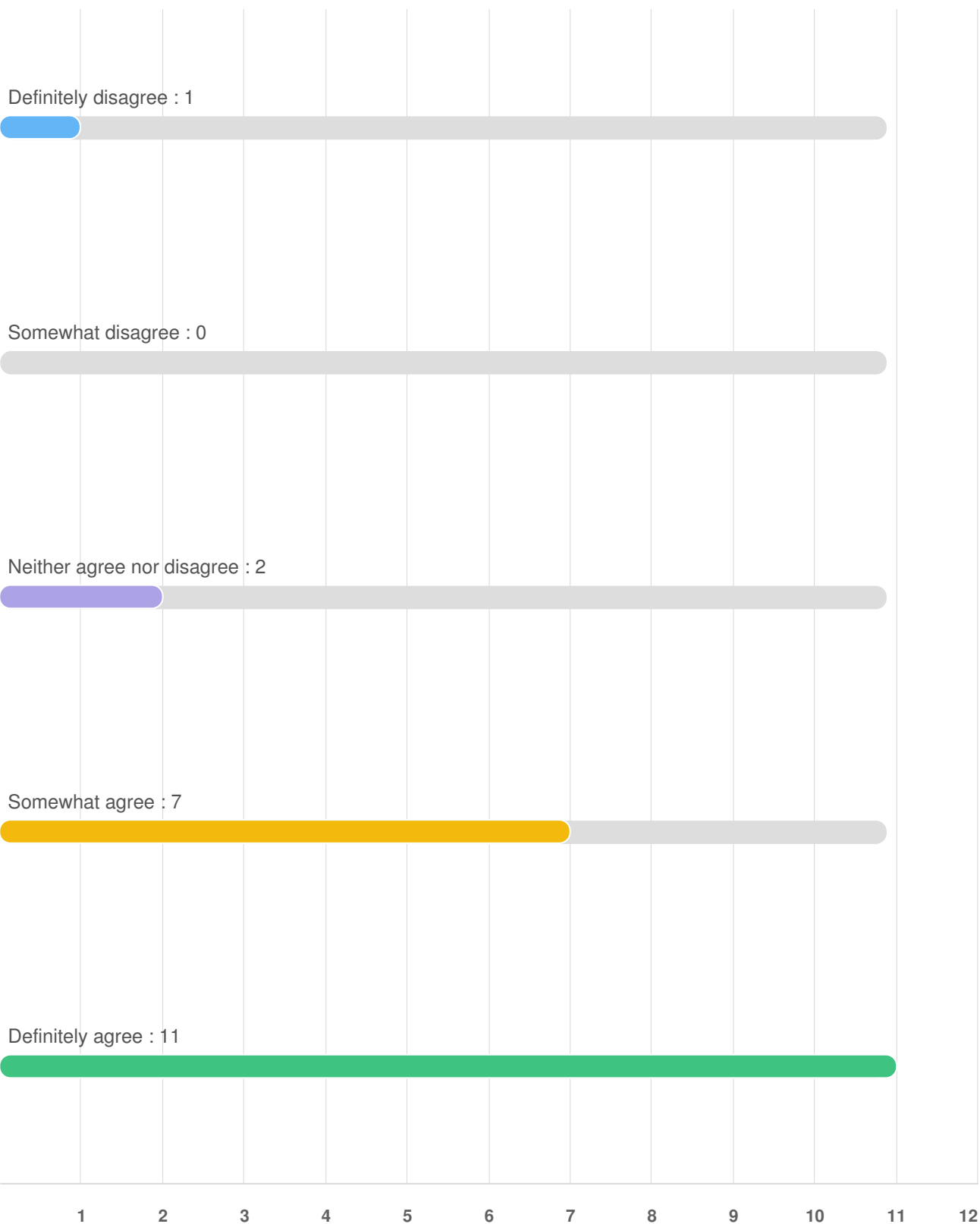
Question type: Likert Question

Q6 | Below is a proposed list of incentives which we would like to change or add to the policy. Please use the scale below to show how much you agree that the incentive would influence your choice of whether you would downsize and move from your property

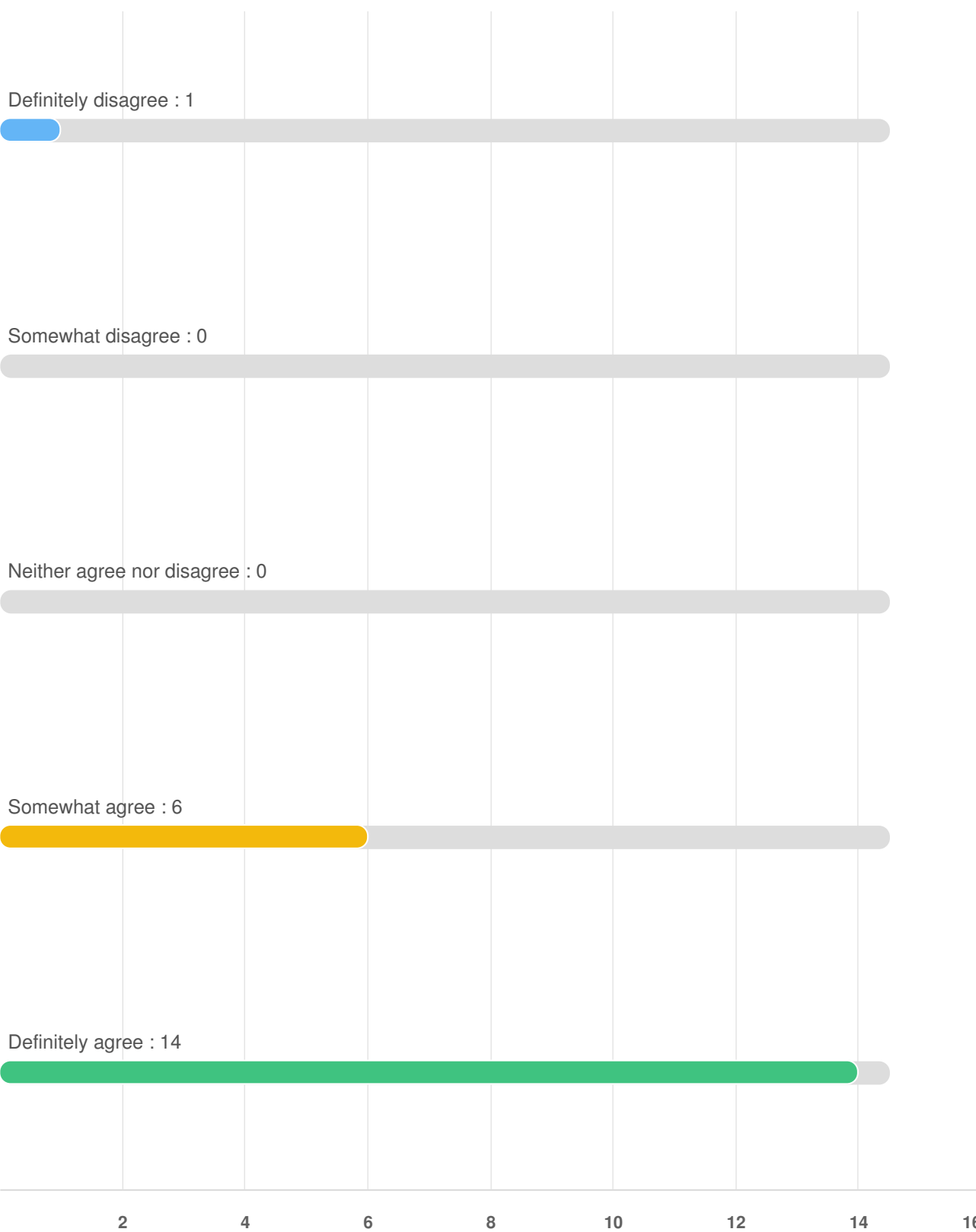
A sliding scale of incentive monies – for example, £500 per bedroom released with a maximum amount of £2000.



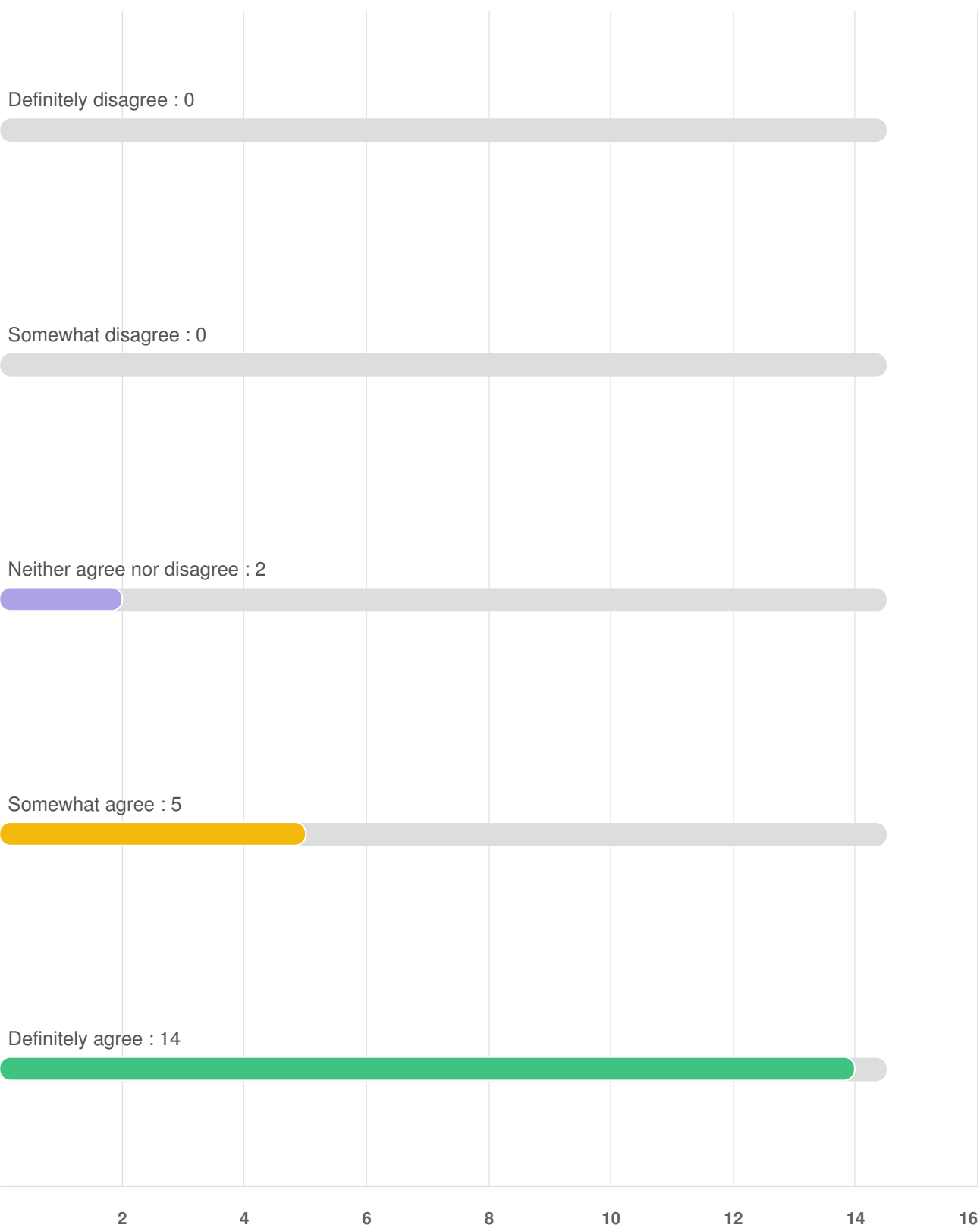
A handyman service to help with small jobs such as erecting of furniture, fitting of curtain poles etc.



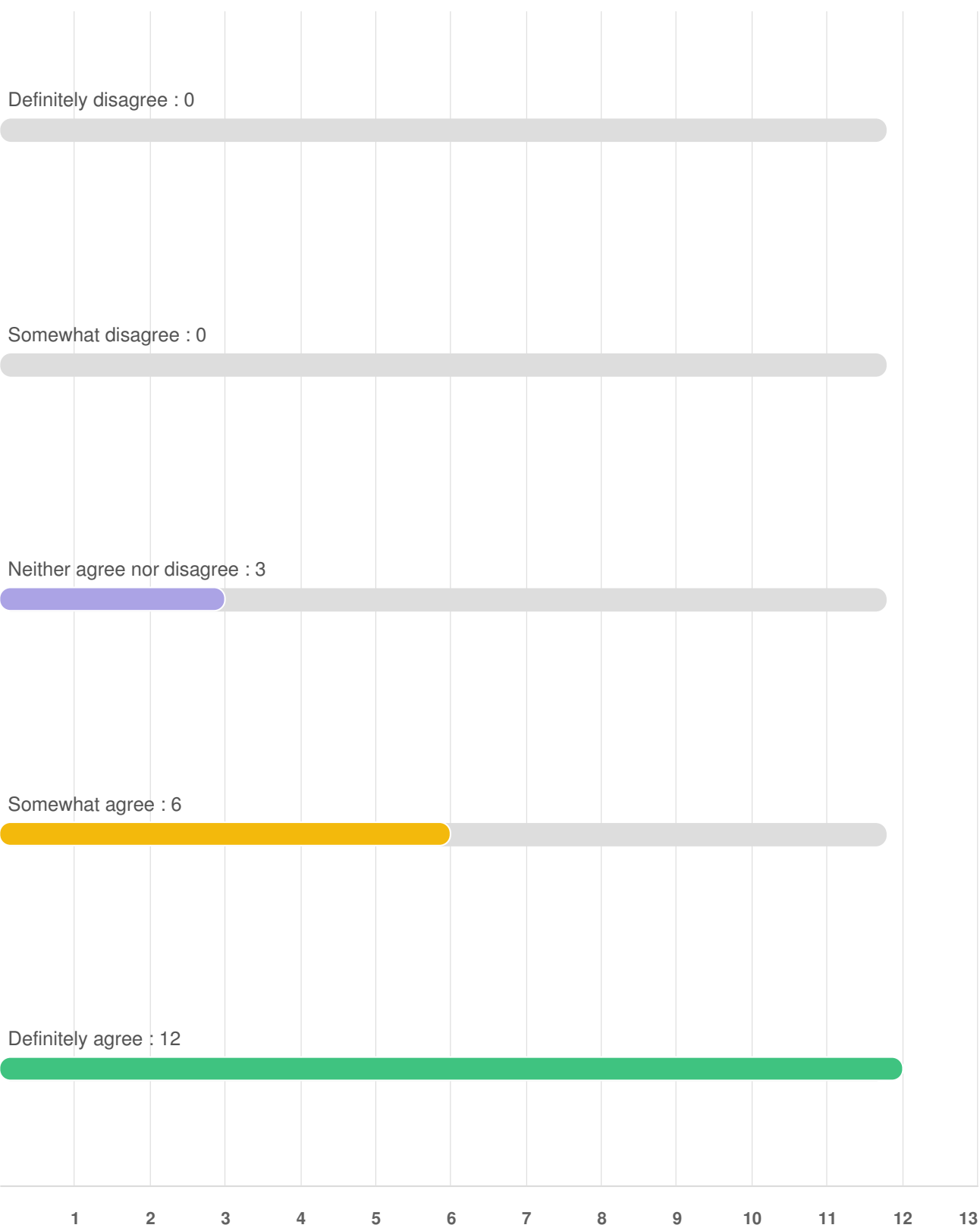
Removal and disposal of items such as unwanted furniture



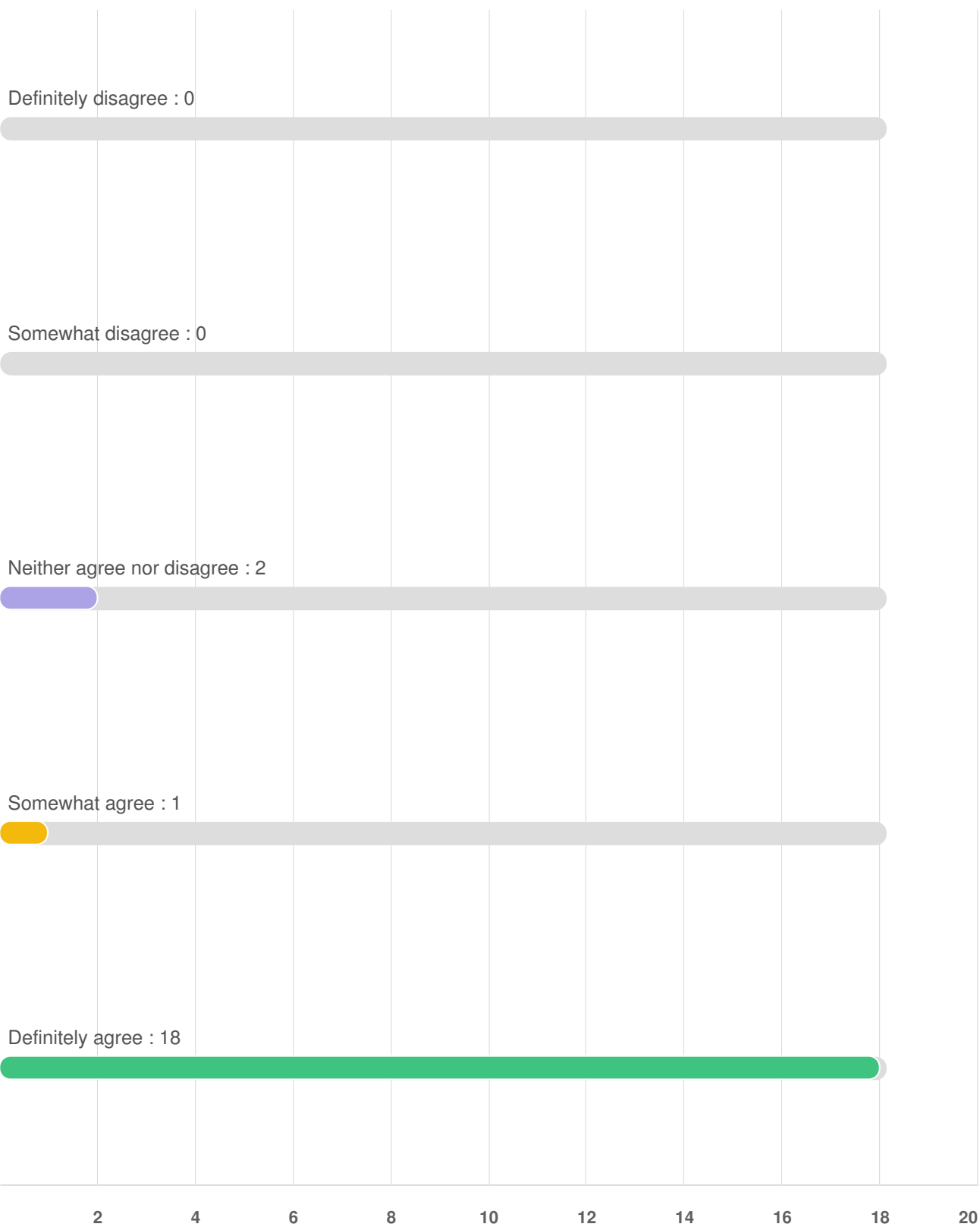
One off help with decorating the property



Assistance with the applications process



Support to find a suitable property



Q7 We are always looking for new and improved ways to offer an incentive for our customers to downsize from their property if they are in a position to do so. Is there anything that you think that we have missed that would encourage you to downsize your property? If so, please give more details below:

Anonymous

6/23/2022 10:40 AM

My grief. Three of my family have passed from the start of lockdown until now. My memories are here. For now, but possibly in the future.

Anonymous

6/23/2022 10:40 AM

Moving with secure tenancy after being in secure tenancy wouldnt want to move to insecure tenancy

Anonymous

6/23/2022 11:07 AM

My dream home would be an en suite room in a shared house but where someone (a paid housekeeper?) did all the cooking and cleaning. If there was somewhere like that for people not elderly or particularly disabled I would move out of my one bedroom flat in a flash.

Anonymous

6/23/2022 11:19 AM

Tell people they need to move. Full stop. That's it. What on earth is going on in society that people are being such inconsiderate idiots.

Anonymous

6/23/2022 12:46 PM

Moving from a larger property to a smaller one, is a huge undertaking for the tenant. When we moved we had to get rid of all furniture due to size of property. The only thing thing we had was our bed. We've had to buy everything else. A payment of £608 will initially help, but the overall cost is far greater. You also need understanding housing officers, as it takes a huge amount of time to start getting straight.

Anonymous

6/23/2022 01:19 PM

I feel homes suitable should've removed from home finder and put on separate list as allowing bids on homwfindee defeats downsiZing policy iknow as friend just found this out

Anonymous

6/23/2022 02:48 PM

I am looking to downsize to a bungalow but have been told I have to be 60 or on esa or pip. I still work part time and am 55 so do not qualify for pip or esa even tho I have health conditions. This means I am under occupying a 3 bed house until I am 60 (5 years more!) I think more should be done to accept health conditions without the need for disability benefits.

Anonymous

6/23/2022 03:04 PM

Encouraging people to move to a smaller property would need to ensure the smaller property was cheaper, as this wouldn't be economical if it costs more.

Anonymous

6/23/2022 03:33 PM

I think that the proposals under para 6 above go beyond what I expected and I think that they are fair and hopefully help create a release of properties. I think in some cases there is a reluctance to move from their established home that they have lived in for many years. I know of a case where a 3 bed semi is being occupied by a couple who live and sleep downstairs, that property could be released, I think in these cases help from Social Services may help and try to ascertain what the barriers are to moving, in some cases to a very suitable bungalow. Does Derby Homes revisit the list of who could be eligible for home release benefits.

Anonymous

6/23/2022 05:31 PM

I've been on the scheme as I've a 3 bed house and need a 2 bedroom DHs said would help downsize me but keep me local or in areas I want. I was also told £1000 incentive, free removal too. DHs just seemed to have lost interest despite gladly wanting my home! I'd gladly give up my home for a 2 bedroom house because I have a dog so a garden is appreciated it also helps with my mental health. The 2nd bedroom is for my close friends/family to stay over.

Anonymous

6/24/2022 01:50 PM

I live in a four bedroomed house and I have reluctantly decided to move to a 3 bed I am disabled so need a flat garden and upstairs bathroom I have seen a house that I think maybe suitable but I need a lot of work apparently and it's been empty for about 2 years I have asked about it but have got nowhere

Anonymous

6/24/2022 04:39 PM

Would move to be near my daughters in Mickleover

Optional question (12 response(s), 9 skipped)

Question type: Essay Question

Appendix 3

Equality impact assessment form

| | |
|-------------------------------------|---------------------|
| Service area | Housing Management |
| Proposal | Home Release Policy |
| Reason for proposal | Policy review |
| Sign off (Director/Head of Service) | Lorraine Testro |
| Date of assessment | August 2022 |

The form

You need to attach the completed form to any report to help councillors and colleagues make their decisions by taking equality implications into account.

The assessment team or name of individual completing this form

Team leader's name and job title –

Other team members if appropriate

| Name | Job title | Organisation | Area of expertise |
|-------------------|---|--------------|---------------------------------|
| Lorraine Testro | Head of Housing Management | Derby Homes | Housing Management |
| Annabelle Barwick | Customer Service and Equalities Manager | Derby Homes | Customer Service and Equalities |
| Ewan Hannah | Customer Service Project Manager | Derby Homes | Customer Service and Equalities |
| Andy Higginbottom | Planned Maintenance Manager | Derby Homes | Planned Maintenance |
| Richard Holman | Estate Maintenance Manager | Derby Homes | Estate Maintenance |
| Jackie Siddons | Patch Manager | Derby Homes | Housing Management |
| | | | |

Step 1- setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side- tracked.

| | |
|---|---|
| 1. What are the main aims, objectives and purpose of the decision you want to make? | To review the changes to the Homes Release Policy which include greater incentives to move to a smaller property. |
|---|---|

The Home Release scheme is an initiative aimed at housing people in appropriately sized accommodation and freeing up much needed family homes in Derby.

Where tenants want to move to smaller accommodation, we aim to offer an incentive to help with the expense of moving home.

The incentive

- Award a payment based on a sliding scale of incentives which align with the number of bedrooms the tenant is currently under occupying by. The payments are as follows: 1 bedroom - £500, 2 bedrooms - £1000, 3 bedrooms £1500, 4 bedrooms -£2000.
- Uplift payments every April in line with rent increases (CPI plus 1%)..
- Provide support through the Homefinder Registration Team for tenants who need help with the registration process
- Provide support from the Homefinder Registration for tenants who require help to find a suitable property to move to
- Arrange and pay for removals disconnect the cooker and washing machine
- Reconnect the cooker and washing machine at Derby Homes' properties only. (If the tenant has moved to a RSL or privately rented property we are not able to reconnect the cooker and washing machine at the RSL or privately rented property)
- Arrange for the removal and disposal of any unwanted items, if required
- Signpost older tenants to the DCC Handyman service which helps older people to deal with those small jobs around the house which are often too small for a contractor to complete - [The Handyperson Service - Derby City Council](#)
- Offer the Home Decoration Scheme to tenants who are elderly/disabled. so that the whole property can be decorated during the void period or after the tenant has moved.

| | |
|--|---|
| 2. Why do you need to make this decision? | To maximise the best use of housing stock which is in great demand |
| 3. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements? | The Policy will be delivered by Derby Homes |
| 4. Who are the main customers, users, partners, colleagues or groups affected by this decision? | <p>Derby Homes tenants who live in a Derby Homes property which has more bedrooms that they require. By accessing the Home release scheme to move to a smaller property this should be easier to manage and maintain and be more affordable</p> <p>Customers who release properties which they are under occupying releases a bigger property and benefits other customers on the Housing list.</p> |

Step 2 – collecting information and assessing impact

| | |
|--|---|
| 5. Who have you consulted and engaged with so far about this change, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents. | The consultation was sent to the Virtual panel as well as to Derby Homes Customers who are currently under occupying their properties. 225 customers received an e-mail inviting them to tell us what they thought of the current policy. We also asked them for their thoughts on new incentives and whether they had any other ideas about how we could encourage tenants to downsize. 158 people (70.85%) opened the email, we received a total of 36 responses to the survey. |
|--|---|

6. Using the skills and knowledge in your assessment team or what you know yourself, and from any consultation you have done, what do you already know about the equality impact of the proposed change on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. Only fill in the mitigation box if you think the decision will have a negative impact and then you'll need to explain how you are going to lessen the impact.

| People with protected characteristics | What do you already know? | Positive impact | Negative impact | Mitigation - what actions will you take to lessen impact? |
|---------------------------------------|--|-----------------|-----------------|---|
| Age – older and younger people | Historically the scheme is accessed by all ages, for example middle aged Tnts where there has been a relationship break up of children have | x | | |

| People with protected characteristics | What do you already know? | Positive impact | Negative impact | Mitigation - what actions will you take to lessen impact? |
|--|---|-----------------|-----------------|---|
| | grown up and left home, resulting in empty bedrooms. | | | |
| Disability – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties, people living with autism and people with physical impairments | <p>Homefinder application would assess each applicants' individual needs. This is contained within the Allocations Policy. This would include if a customer required an additional room for a carer or for medical reason for example.</p> <p>In relation to Mutual Exchanges the Housing team will assess and follow this procedure.</p> | x | | Each customers individual needs are assessed accordingly |
| Gender identity - trans and those people who don't identify with a particular gender, for example, non-binary, genderfluid, genderqueer, polygender and those who are questioning their gender or non-gendered identity. | Information is collected as part of identity. The Scheme is open to anyone living in a property which they are under occupying | x | | This is collected as part of understanding demographic. It is not a barrier or has any impact on accessing the Home Release policy scheme. |
| Marriage and Civil Partnership | <p>Information is collected as part of identity. The Scheme is open to anyone living in a property which they are under occupying.</p> <p>Where a marriage / civil partnership breaks down and people move out of the property, this could result in underoccupancy.</p> | x | | The home release scheme is available to anyone who is under occupying and wants to move to a smaller property |
| Pregnancy and maternity - women who are pregnant or who have recently had a baby, including breast feeding mothers | Pregnant applicants are less likely to release properties due to imminently needing more bedrooms | x | | Pregnant applicants are less likely to access the Home Release scheme due to their family size increasing |
| Race - the effects on minority ethnic communities, including newer | Information is collected as part of identity The Scheme is open to anyone living in a property which they are under occupying | x | | We can translate and interpret for any customers who's first language is not English |

| People with protected characteristics | What do you already know? | Positive impact | Negative impact | Mitigation - what actions will you take to lessen impact? |
|---|--|-----------------|-----------------|---|
| communities, Gypsies and Travellers and the Roma community | | | | |
| Religion or belief or none - the effects on religious and cultural communities, customers and colleagues | Information is collected as part of identity The Scheme is open to anyone living in a property which they are under occupying | x | | This is collected as part of understanding demographic. It is not a barrier or has any impact on accessing the Home Release policy scheme. |
| Sex - the effects on both men and women and boys and girls | Information is collected as part of identity The Scheme is open to anyone living in a property which they are under occupying | x | | This is collected as part of understanding demographic. It is not a barrier or has any impact on accessing the Home Release policy scheme. |
| Sexual orientation - the effects on lesbians, gay men, bisexuals, pansexual, asexual and those questioning their sexuality | Information is collected as part of identity The Scheme is open to anyone living in a property which they are under occupying | x | | This is collected as part of understanding demographic. It is not a barrier or has any impact on accessing the Home Release policy scheme. |

Important - For any of the equality groups you don't have any information about, then please contact our Lead on Equality and Diversity for help. You can also get lots of information on reports completed from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

Step 3 – deciding on the outcome

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

| | | |
|------------------|---|---|
| Outcome 1 | x | No major change needed – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken |
| Outcome 2 | | Adjust the proposal to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified? |
| Outcome 3 | | Continue the proposal despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • sufficient plans to stop or minimise the negative impact • mitigating actions for any remaining negative impacts |

| | | |
|------------------|--|---|
| | | <ul style="list-style-type: none"> plans to monitor the actual impact. |
| Outcome 4 | | Stop and rethink the proposal when the EIA shows actual or potential unlawful discrimination |

Why did you come to this decision?

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the proposal. You also need to make sure that there are actions in the Mitigation Box to lessen the effect of the negative impact. This is so important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is so important that the equality impact assessment is done thoroughly, as this is what the Judge will consider

Appendix 1

Equality impact assessment form– please read this section first before you do the assessment

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact, you need to do an equality impact assessment whenever a decision is needed about our services and functions that affects people and **before** that decision is made. This also includes quick Covid 19 related decisions.

We use the term ‘policy’ as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures.
- Key decisions such as allocating funding to voluntary organisations, budget setting.
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grants, on street parking bays.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality**

Duty when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to complete them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't. The nine protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race religion and belief, sex and sexual orientation.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

CUSTOMER FIRST STRATEGY – 2022/25

Report of the Managing Director

1. SUMMARY

- 1.1 This report details the update to our existing Customer First Strategy (2018). The update reflects the expectations on social landlords within the Social Housing White Paper in respect of their relationship with customers and also incorporates updated legislator requirements.

2. RECOMMENDATION(S)

- 2.1 Approve the revised Customer First Strategy, as attached at Appendix 1, subject to feedback from the Virtual Tenants Voice Panel.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To comply with the Derby Homes Key Policy Review and ensure that all current requirements are included.

4. MATTER(S) FOR CONSIDERATION

- 4.1 The aim of our Customer First Strategy is simple, and that is to put our customers at the heart of everything that we do. This does not mean that we will always get things right, but when we don't we will work with the customer to put it right.
- 4.2 The revision takes account of the societal changes brought about by the COVID-19 pandemic, in particular the changes to how we are able to now communicate with customers. We will continue to prioritise digital services but also recognise that we need to retain traditional routes for those that need them.
- 4.3 We will continue to work with customers, through the collection of feedback, focus groups, a doorstep engagement programme, our youth panel and our established Customer Voice group to develop our clear commitments, and to develop our policies and procedures with this central focus.
- 4.4 We are working towards four key outcomes:
 1. Mutually agreed service standards and information on our performance against them– so that customers know what they can expect and how we are doing.
 2. Make it easy for customers to complain if something goes wrong, ensure that any complaints policy is in line with the Housing Ombudsman's Complaint Handling Code. Embed a culture where we learn from our mistakes.

3. To provide accessible services and relevant information for our customers.
4. Provide a range of opportunities for feedback and scrutiny, and learn from this feedback to improve services
- 4.5 The actions to deliver our Customer First Strategy are embedded in the Derby Homes Delivery Plan, Service Plans and the Consumer Standards Review Action Plan.

5. OTHER OPTIONS CONSIDERED

5.1 N/A

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 The Customer Voice Group are currently being consulted on the revised Customer First Strategy through a virtual panel, their comments will be fed back verbally at the meeting.

7. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 7.1 We need to ensure that our services are delivered in the most efficient way, in terms of both cost, quality and safety.

8. EQUALITY IMPACT IMPLICATIONS

- 8.1 Any changes to the way in which our customers access services will be examined by carrying out Equality Impact Assessments. We will ensure that all customers can continue to access our service through one means or another.

9. POLICY REVIEW

- 9.1 The Derby Homes Key Policy Review requires that all key Policies are reviewed every three years, or sooner if required.

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

Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk

For more information please contact:

Name / Title / 01332 888522 / maria.murphy@derbyhomes.org

Background information: None

List of appendices : Appendix 1 - Customer First Strategy

This report has been approved by the following

| | | |
|--|--------------|------------|
| Managing Director | Maria Murphy | 09.09.2022 |
| Finance Director and Company Secretary | Michael Kirk | 12.09.2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |



PURPOSE

This strategy embeds our commitment to put the customer at the heart of everything that we do.

We will 'walk the walk' with customers, alongside them, listening and learning from their experiences. We will challenge our service delivery, accessibility and transparency. We will be clear with customers what service standards they should expect, having worked with them to agree these standards. When we get it wrong, we will strive to understand the impact this causes, and be clear about how we are going to put it right.

Our vision is simple; we we will put customers at the heart of everything we do.

We strive to ensure that the culture within Derby Homes is one of openness, of transparency, a 'can do' attitude, with an expectation that our staff are helpful, knowledgeable and friendly.

Document Control

| | |
|---------------------------------|---------------|
| Implementation date | February 2018 |
| Author | Maria Murphy |
| Equality impact assessment date | |
| Revised/updated | August 2022 |
| Version control | 2.0 |
| Review required | August 2025 |

DERBY HOMES

PUTTING OUR CUSTOMERS FIRST 2022 - 2025

- 1 Our vision is simple; our customers are at the heart of everything we do.
- 2 This strategy reflects the expectations on social housing landlords within the Social Housing White Paper in respect of their relationship with customers and also incorporates updated regulatory requirements.
- 3 The strategy also takes account of the societal changes brought about by the COVID-19 pandemic, in particular the changes to how we are able to now communicate with customers.
- 4 Trends and evidence has demonstrated that customers would like:
 - ✓ *Us to make it easy for them to contact us, providing choice in how they make contact.*
 - ✓ *To be able to make contact with us when it's convenient for them,*
 - ✓ *Us to be clear on how and when they can expect services to be delivered.*
 - ✓ *Wherever possible, for us to get it right first time.*
 - ✓ *Us to tell them when we get it wrong, and work with them to put it right.*
 - ✓ *For us to retain a personal touch.*
 - ✓ *Us to be empathetic and not judgemental*
 - ✓ *Us to deliver more services online.*
- 5 We will continue to work with customers, through the collection of feedback, focus groups, a doorstep engagement programme, our youth panel and our established Customer Voice group to develop our clear commitments, and to develop our Policies and procedures with this central focus. Where appropriate focus groups and customer groups can be virtual.
- 6 We will continue to develop our online service offer, encouraging greater self-service for those who are able to, more flexibility to report issues at any time of the day or night, and still provide more traditional service access options for our more vulnerable customers or those that continue to prefer those options.
- 7 We are working towards four key outcomes to ensure that we truly put the 'customer first' and to provide cost effective services. These are:
 1. *To provide accessible services and clear and relevant information for our customers.*
 2. *Provide a range of opportunities for feedback and scrutiny, and learn from this feedback to improve services*

3. *Mutually agreed service standards and information on our performance against them – so that customers know what they can expect and how we are doing.*
4. *Make it easy for customers to complain if something goes wrong, ensure that any complaints policy is in line with the Housing Ombudsman's Complaint Handling Code. Embed a culture where we learn from our mistakes.*
- 8 We need to ensure that our services are delivered in the most efficient way, in terms of both cost, quality and safety.
- 9 We are committed to engaging and empowering our customers through a range of options so that they can influence and be involved in policy setting, agreeing service standards and local offers.
- 10 We are committed to measuring our performance against the Tenant Satisfaction Measures, using their feedback to improve our services where necessary.
- 11 Jointly with customers we will develop a set of values which describe how we expect our staff to interact with customers. This will be cascaded through staff briefings, team meetings, supervision and through individual challenge, support and additional training will be incorporated.
- 12 Whenever we make any changes to our services we will involve customers and always review the changes to make sure we are achieving the right outcomes.

LEASEHOLD POLICY 2022-2025

Report of the Finance Director and Company Secretary

1. SUMMARY

- 1.1 This report is to review to the existing Leasehold Policy for Derby Homes that was created in 2019. There are no changes to the existing policy other than to note the addition of reference to a new Major Works Repayment Policy, which will be a stand-alone Council policy supplementing this Derby Homes based Leasehold Policy.

2. RECOMMENDATION

- 2.1 The Operational Board approves the Leasehold Policy 2022 – 2025 as drafted in Appendix 1.

3. REASON FOR RECOMMENDATION

- 3.1 The Policy was created in 2019 for the leasehold service to provide a framework to both Derby Homes and Leaseholders and is reviewed every 3 years.

4. MATTERS FOR CONSIDERATION

- 4.1 The Leasehold Policy (Appendix 1) sets out a policy to cover a number of areas within the management of a Leaseholder agreement, covering areas such as:
- Our Aims and Obligations
 - Recovering Service Charge Arrears
 - Lease Transfers and Resales
 - Leaseholders' Obligations
 - Potential / New Leaseholders
 - Communication
 - Complaints
 - Independent Advice
 - Derby City Council
 - Discretionary Works to Leasehold Properties
 - Leasehold Repayment Policy

5. OTHER OPTIONS CONSIDERED

- 5.1 None

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 Tenants and Leaseholders have been consulted on the proposed Major Works Repayment Policy and this is due to end on 21 August 2022. A verbal update can be given at the meeting on the current progress of this separate policy.

7. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 7.1 None directly arising.

8. LEGAL AND CONFIDENTIALITY IMPLICATIONS

- 8.1 None directly arising but improved communication with Leaseholders may reduce confusion and issues arising around responsibilities.

9. POLICY REVIEW IMPLICATIONS

- 9 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.

10. EQUALITIES IMPACT ASSESSMENT

A separate EIA has been prepared and has concluded that the policy as drafted hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken.

11. COUNCIL

The Council has delegated the day-to-day management of the service to Leaseholders to Derby Homes.

The Major Works Repayment Policy will be a Derby City Council policy as the debts relate to contributions due to the Council (the Housing Revenue Account) from Leaseholders for major works to their block.

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

Personnel

Environmental

Health & Safety

Risk

For more information please contact:

Michael Kirk / Finance Director and Company Secretary / 01332 888703 / michael.kirk@derbyhomes.org

Background information: None

List of appendices Appendix 1 – Leaseholder Policy 2022 – 2025

This report has been approved by the following

| | | |
|-------------------|--------------|------------|
| Managing Director | Maria Murphy | 09.09.2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |



LEASEHOLD POLICY

2022 - 2025

Purpose

This policy sets out the aims and objectives of Derby Homes in regard to Leaseholders.

| | |
|---------------------------------|--------------------------------|
| Implementation date | Sept 2022 |
| Author | Pat Butler – Leasehold Manager |
| Equality impact assessment date | 22.8.22 |
| Revised/updated | N/A |
| Version control | 1.0 |
| Review required | Sept 2025 |

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| 3.0 | Recovering Service Charge Arrears |
| 4.0 | Lease Transfers and Resales |
| 5.0 | Leaseholders Obligations |
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| 11.0 | Discretionary Works to Leasehold Properties |
| 12.0 | Leasehold Repayment Policy – Major Works |

1.0 INTRODUCTION

Derby Homes is committed to meeting its responsibilities to Leaseholders under the terms of their leases, legislation and best practice and providing a high-quality service.

2.0 Aims and Obligations

Estimated Charges

We will provide leaseholder with their estimated annual charge by the 1st of April each year.

The leaseholder will have a statement detailing the service for their block and any insurance specific to their property.

Actual Charges

We will provide leaseholders with their actual annual charges by the 1st of October each year the statement will show the actual charge against estimated charge including any major works that have been carried out along with a list of all day-to-day repairs carried out to their block, plus any other eligible charges.

Major Works and Long-Term Agreements

We will consult with leaseholders on both planned work and long-term agreements as per the terms of their leases and current legislation.

Major /Planned Work – No Recharge

Approval must be sought and signed off by both the Head of Finance & Income and the Finance Director & Company Secretary for any planned or major work carried out to blocks with Leasehold properties where a decision has been taken not to recharge / apply a reduced charge to individual leaseholders for their proportion of the cost. This discretion is most likely to apply when works are of a health & safety and / or environmental benefit for the whole block.

Quarterly Repairs Statements

The statement will give details of any communal repair carried out within the block. The statement is not a request for payment but is aimed at reducing the number of queries for both leaseholders and Derby Home when the actual charges are issued.

3.0 Recovering Service Charge Arrears

We will pursue all debts and where there is no engagement or payment plan in place, we will pass the debt on to our Debt Collection Agency. Any recommendation for action will be taken by the Head of Service and Derby City Council.

4.0 Lease Transfer- Sales

We will provide information required under current legislation to either the sellers or buyer's solicitor once our fees have been paid.

5.0 Leaseholder Obligations

We will ensure the leaseholder obligations as required by the lease are met, any failures will be dealt with by either current policies or referring to the Head of Service or Derby City Council.

Leaseholders wishing to sublet must first seek Derby Homes approval, if given we will advise the leaseholder to seek guidance on their responsibilities as a 'Landlord'. Information can be found on the Leasehold Advisory Service (LEASE) website <https://lease-advice.org> or from the government website, <https://www.gov.uk/renting-out-a-property> .

6.0 Potential / New Leaseholders

Tenants Exploring RTB

Any tenant who submits a RTB request will be sent an information sheet which also contains a link to the government's website <https://righttobuy.gov.uk/can-i-afford-it/buying-a-leasehold-property/>

This is not a replacement for legal advice but outlines the some of the things a leaseholder can expect to be charged for, information on the purple line and where to look in their lease for information

New Leaseholder

Once we receive notification that a sale is completed, we will contact the new leaseholder to offer either a telephone or office appointment again this is not to replace legal advice but to go over what the leaseholder can expect from Derby Homes and what Derby Homes expects from a leaseholder. This initial approach is aimed at reducing any problems later on and also gives the opportunity to set up payment plans.

7.0 Communications Forum

We will have two leasehold forums per year with the option for additional meetings should the need arise or there is a specific issue that needs addressing

8.0 Complaints

Complaints from leaseholders will be dealt with under Derby Homes Complaints policy.

9.0 Independent Advice

Leaseholders can contact the Leasehold Advisory Service (LEASE) <https://lease-advice.org> for free legal advice on the law affecting residential leasehold in England and Wales, seek their own legal advice and obtain guidance from the government website, <https://www.gov.uk>

10.0 Derby City Council

We will consult with city council on the suitability of the Leasehold agreement every 3 years or sooner if required by a change in Leasehold law

11.0 Discretionary Works to Leasehold Properties

Derby Homes currently does not offer a general repairs service to Leaseholders. However, there may be safety or environmental reasons for future major works to be offered to Leaseholders whilst wider programmed works are ongoing at the location. Examples of such works include (but are not limited to):

- Fire precaution related installations / upgrades
- Heating, insulation, external cladding, roofing, window replacement works

These will be considered on a case-by-case basis to consider if rechargeable works will be offered to leaseholders at that time.

12.0 Leasehold Repayment Policy – Major Works

The Council is currently considering the introduction of a Major Works Repayment Policy for Leaseholders. This would enable major works costs to be repaid over a longer period of time. The details of this are within a separate Council policy, which would be administered by Derby Homes.

MULTI-FATH CENTRE – GRANT PROPOSAL

Report of the Managing Director

1. SUMMARY

- 1.1 This report requests the support of the Operational Board for to support a 12 month fixed term position to connect with and co-ordinate work between the various faith groups in the city.

2. RECOMMENDATION

- 2.1 To support a grant of maximim £10,000 to the Multi-Faith Centre for the purpose outlined in the report. Grant subject to final approval by Derby City Council.

3. REASON FOR RECOMMENDATION

- 3.1 The work of faith groups in the city is vital to the future sustainability and growth of our communities. Greater understanding and co-ordination of the various groups will increase the effectiveness the play in delivery of our corporate priorities.

4. MATTER FOR CONSIDERATION

- 4.1 The Multi-Faith Centre was founded in 2001. Situation at the University of Derby on the Kedleston Road campus they have worked closely with communities in Derby to nurture collaboration. Their vision is a society where the diversity, expertise and richness of faith communities actively contributes to the building of safe, healthy and cohesive communities.
- 4.2 As a City we are facing unprecedented challenges and working with our communities, holding conversations and facilitating solutions is essential to supporting our citizens.
- 4.3 This proposal has been worked up jointly with the Multi Faith Centre and Derby City Council and is to jointly fund a 12 month fixed term role that will work with the faith groups, developing knowledge and understanding and seeking to connect everyone in to a collaborative framework of support across the city. The post will be directly employed by the Multi Faith Centre.
- 4.4 Derby City Council have already agreed to fund £30,000 towards the cost of the resource, this report seeks support for the remaining cost which is anticipated to not exceed £10,000.

- 4.5 The Multi Faith Centre is already a partner within the Faith Alliance and also a member of the cross sector Strategic Working Group leading on actions to provide support and information relating to the cost of living crisis.
- 4.6 The intelligence gained from this work will be shared with Derby City Council and Derby Homes to allow future intelligence led decision making and facilitate direct conversations with some of our 'unheard' communities.

5. OTHER OPTIONS CONSIDERED

- 5.1 If we do not partially fund this project the work will not be undertaken and would leave gaps in provision to some communities.

6. FINANCIAL & BUSINESS PLAN

- 6.1 The grant will be funded from existing Derby Homes 2022/23 budget to support work in our localities and neighbourhoods.

7. COUNCIL

- 7.1 Final approval for this grant payment will need to be sought from Derby City Council.

IMPLICATIONS

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

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

For more information please contact:

Maria Murphy. Managing Director. Telephone 01332 888522 Email maria.murphy@derbyhomes.org

Background information: None

List of appendices None

This report has been approved by the following

| | | |
|--------------------------------------|-----------------|------------|
| Finance Director & Company Secretary | Michael Kirk | 02.09.2022 |
| Managing Director | Maria Murphy | 02.09.2022 |
| Company Solicitor | Taranjit Lalria | 13/09/2022 |

SERVICE UPDATE

Report of Heads of Service

1. SUMMARY

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

2 Housing Management – Lorraine Testro

- 2.1 Please refer to appendix 1.

3. Finance and Income – Michael Kirk

3.1 Income Management

3.1.1 Current tenants' arrears - Update as of 31st July 2022

As of Sunday 31st July 2022 (rent week 17) the current tenants rent arrears were £2,308,122. When compared with the position at the same time last year the current rent arrears were £2,025,166 so the current position is £282,956 more than last year. This increase is not at all unexpected.

We do expect the rent arrears to rise at this time of the year due to

- Historical seasonal trend
- Larger technical arrears
- Increasing number of tenants claiming Universal Credit
- Tenants facing financial hardship due to the current economic environment which appears to be worsening by the month.

We are aware the cost-of-living inflation crisis is likely to make things more difficult for tenants as the year progresses.

This crisis and the additional number of tenants moving over to universal credit means we are anticipating the current arrears to end the year around the £2.2m mark (March 2022 £1.9m). Around £0.3m higher – this increase of £0.3m is approx. 0.5% of the annual £58m charged.

3.1.2 Housing Support Fund

One of the government measures of support that has been provided over the last 6 months was the Housing Support Fund (administered by Derby City Council). Derby Homes is assisting tenants who are contacting us, in many cases struggling with rent payments, in claiming these funds by raising awareness and making applications (as a trusted partner) to support tenants who said they were struggling financially. On the

initial fund up to the end of March 2022 we estimate that over 2,000 tenants were assisted in claiming around £200k before the fund ran out. A further allocation of funds was made available in 2022/23 and up 3rd August there have been 3,026 referrals made and applications to the scheme totalling £317,600 (all claims not just Derby Homes). On 3rd August there was still funding for a further 2,580 awards.

In addition to this Officers have also been supporting tenants facing eviction by claiming from the Vulnerable Renters Fund where possible.

Money Advice and Welfare Rights advice continues to be available for tenants as well.

3.1.3 **Difficult to engage tenants**

Challenges continue in dealing with tenants who are not cooperating or engaging with us. However, the court situation is beginning to improve now, and more cases are being put forward because on non-payment of rent. It also needs to be said that the use of Alternative Payment Arrangements (APA's) also mean that some cases don't need to go to court now but in the main these tenants have to have at least 8 weeks arrears outstanding when you apply and likely to have around 13 weeks arrears by the time, we receive a payment direct to us from the DWP. The APA's once in place only contribute to current rent costs. The arrears can be applied for from the DWP by what is called a "Direct Payments" for the tenants UC award, but payments will only be made if the UC claimant is left with a minimum level of UC to live on. We are seeing more and more cases where the request for a Direct Payments is rejected and / or is of a minimal amount towards the arrears, this is linked to minimum level left to live on, plus technical differences between UC for those in work and not in work.

3.1.4 **Evictions**

Last year there were only 4 evictions. We expected there to be more this year because of the very low numbers over the last two years. Since the start of April there has only been 3 evictions so far. As the year progresses, we still expect the number of eviction warrants requested to start increasing because of non-engaging tenants and therefore evictions as well, though we will continue to do our utmost to avoid the eviction happening by working with tenants where engagement is possible including accessing any supporting funds that may be available.

However, coming up to 6 months we have not seen this increase and now believe a lower outcome of around 12 to 15 evictions as a maximum number for the year. One of the reasons for this is the higher arrears we are carrying on rent accounts of Universal Credit claimants. In these cases, APAs are being applied for where we can avoid eviction warrants being requested.

3.1.5 **Universal Credit Impact on Current Arrears**

Last year there nearly 800 tenants moving over to Universal credit. We are averaging around an additional 14 Universal Credit switches each week. On 31st July we have 4,596 tenants on Universal Credit. Once they move over to universal credit then unless they takeout an advance it will be at least 5 weeks before they get the first payment and most likely 5 weeks before they pay their rent.

The Government have recently announced that the migration of legacy benefit claimants to universal credit is going to resume after it was suspended because of the pandemic. Pilots have recommenced around the country but the exact plans for Derby

are not know but it could mean more tenant moving over than the figure of 800 who moved over last year. These tenants are likely to need support which the Welfare.

3.1.6 **Welfare Reform update**

After the tenfold increase in Universal Credit claims at the start of the pandemic in April 2020, the numbers have settled down to more manageable levels and we now get around 14 new cases a week. Currently we have 4,596 tenants claiming Universal Credit. Around 66% of the expected 7,000 final number.

As part of our support function to mitigate the effects of universal credit on rent arrears, we attend team meetings for other support services such as Tenancy Sustainment to inform them of what they can do to make sure universal credit claimants get the best possible start and so that we can identify vulnerabilities at the earliest stage. We can then apply for Alternative Payment Arrangements (APA) and Direct Payments to help our most vulnerable universal credit claimants and subsequently reduce the impact on rent arrears.

We also check eligibility for and apply if appropriate for the Single Discretionary Award (SDA) which consists of Council Tax Hardship (CTH) and Discretionary Housing Payments (DHP). If they qualify for CTH then they may also qualify for Council Tax Support (CTS). Make applications to the Household Support Fund (HSF), apply for other hardship payments and vouchers.

Earlier this year, those UC claimants that were able to restrict their initial job search in their preferred sector, can now only do so for a maximum of 4 weeks. This was previously for up to 3 months. This could lead to claimants finding work quicker and/or lead to an increase in sanctions.

In March, we wrote to our 4,432 tenants in receipt of UC advising them on how to update their UC journal with details of their new rent from 4 April 2022. This is to help ensure that the Housing Costs element within the UC claim continues to be paid at the correct amount and on time.

In July, we also wrote out to our tenants that are in receipt of UC and live in Derby Homes owned properties. Their rents increased from 25 July 2022. both exercises are now completed and those in receipt of UC are being paid appropriately.

Early signs are that we will be carrying out this exercise again next year due to the DWP IT systems inability to cope with bulk verifications, which they were able to do previously. We have an open request with the DWP to be a pilot authority on any digital solution they propose for this increasing administratively burdensome task.

The DWP has begun sending out forced Migration Notices moving claimants from legacy benefits to universal credit (UC) in the Medway and Bolton areas.

Initially just 500 claimants will be affected as the DWP tries to work out how exactly it is going to move 2.6 million claimants onto UC by the end of 2024. Currently, if you do not live in either the Bolton or Medway areas you are unlikely to receive a Migration Notice. Even in those two areas, the vast majority of legacy benefits claimants will not be affected yet.

Claimants will have three months from the date on their Migration Notice letter to complete their claim for universal credit.

If you are unable to complete the claim in time you can contact the Universal Credit Migration Notice helpline and ask for an extension of the time limit.

It has just been announced that Harrow is the next location that 'manage migration' will be rolled out. The DWP revealed that 250 claimants in the London Borough of Harrow will receive 'migration notices' from 'mid-August'. The DWP do not expect to announce any more locations during the summer.

There is no further news on Derby's migration of existing legacy benefit claimants to Universal Credit. It could happen sometime during late 2022 or more likely 2023. The government expects to finish moving existing benefit and tax credit claimants onto Universal Credit by September 2024. However, the Budget Red Book now shows that date as March 2025.

3.1.7 **Universal Credit Statistics**

Highlights of tenants on Universal Credit (UC)

- 4,596 tenants on UC
- 51% of UC arrears cases on APA's (where DWP pay directly to Landlord the housing claim for weekly rent costs)
- 12% on Third Party Deductions (where a deduction from the UC claim is paid direct to Landlord to cover rent arrears)
- 1,031 tenants (22%) with no arrears or in credit on their rent account

| As at week ending 31 July 2022 | Number | Gross Arrears |
|---|---------------|----------------------|
| UC singles | 1,663 | £687,184 |
| UC couples *(includes 43 mac) | 337 | £114,157 |
| UC families *(includes 4 mac) | 2,596 | £1,167,199 |
| Total | 4,596 | £1,968,540 |
| | | |
| Gross UC arrears | 3,565 | £1,968,540 |
| Cases with no arrears/credits | 1,031 | (£200,752) |
| Net UC arrears | 4,596 | £1,767,788 |
| Average arrears per UC Case (£1,968,540 / 4,596) | 4,596 | £428 |
| | | |
| Average Weekly APA Payments since April | 441 | £168,017 |
| Average Monthly APA Payments since April | 1,874 | £714,074 |
| | | |
| Number/Amount of Daily Alternative Payment Arrangements (APA) since April | 7,494 | £ 2,856,294 |
| 4-Weekly Third-Party Deductions (TPD) since April (includes 52 APA adjustments for £21,442) | 1,916 | £ 79,914 |
| Total APA + TPD *mac (mixed age couples) | 9,410 | £2,936,208 |

3.2 **Derby Advice Update**

3.2.1 **2022/2023 performance measures**

Satisfaction levels with Derby Advice, by our customers, was 100% based on 79 completed customer surveys for quarter 1.

3.2.2 **Cost of Living**

We continue to offer benefit checks through our telephone advice line to help maximise our client's income.

We are acting as approved referrers to the Household Support Fund to help our clients access support in the form of vouchers towards food.

Community Action Derby is co-ordinating support for residents and its website provides an overview of the organisations who can help, including Derby Advice.

<https://www.communityactionderby.org.uk/crisis-support/help-with-the-cost-of-living>

3.2.3 **Welfare Rights team**

As mentioned in the previous update, Allan Reynolds, Welfare Rights Officer specialising in mental health, completed his successful "take up" campaign working with the Early Interventions Team. He now, along with his new job share Leanne Scaysbook, moves on to his next project which is alongside the Depot and Clozapine clinic. This clinic sees patients who either receive their mental health medication monthly via long-acting injection or attend for regular blood tests for monitoring purposes. Referrals have been coming through steadily and Allan and Leanne are working through these to try and identify any missing benefit entitlements. The main work so far has been around rates of personal independence payment and missing elements in employment and support allowance.

Amriaz Latif, our Welfare Rights Officer based in the community in the Normanton and Peartree area of the city, has returned to running his advice sessions at the Indian Community Centre in person. These run on a Tuesday morning by appointment only. The session is proving useful for those that require a face-to-face appointment for help with benefit form filling or advice on letters of entitlement.

3.2.4 **Money Advice**

Job Centre Plus pilot

We are in the process of setting up a surgery at the Council House whereby the Job Centre Plus book face-to-face money advice appointments for our mutual customers with a Money Advice Officer on a fortnightly basis. The process is to be piloted for 2-3 months to assess demand and take up.

3.2.5 *Derby Homes Financial Inclusion and Capability Action plan*

We have completed our 6 monthly review of the Action Plan. Actions include:

- We have requested that Derby City Council's allowable expenditure figures for the Single Discretionary Award for 2022/23 are updated part way through this financial year given the cost-of-living crisis

- We have been given an additional grant of £1610 from the Institute of Money Advisers (IMA) to help fund the cost of credit reports used when applying for Debt Relief Orders for customers.

3.3 **Accountancy & Accounts Payable Team**

The Accountancy team are currently preparing for the new external auditors, who are due on site in September.

Workshops are continuing alongside the Council with Technology one (new financial system from April 23), we've now moved onto the configuration stage of the implementation which includes the behind-the-scenes system administration processes as well as the front-end processing outcomes. The project continues to be on track for April 2023. Alongside this the work is still continuing on the interface requirements from Open Housing rents, a second meeting with Capita has taken place to iron out errors/misinterpretations following the first round of testing and testing is still continuing following the changes.

The team are also working on the 2021/22 Housemark benchmarking return.

3.3.1 **Rental Control**

The team are currently focusing on testing the new direct debit (DD) module in V17.4 of Open Housing (OH) and testing the new rents module due to go live in Autumn 2022. We continue to look at the options of introducing paperless direct debit forms for tenants. Capita have been asked to look at the point at bank details are entered into OH when setting up a DD to allow for a telephone set up option. Capita are also working on Online DD (Bank Instruction only) option.

3.3.2 **Leasehold**

The team are currently collecting the data and preparing the actual service charges for the year, these will be finalised in September.

They have also been involved in preparing a Major Works Repayment Policy, this has also included a consultation with the leaseholders to gain their views on the proposal.

3.4 **IT Project Team update.**

3.4.1 **One Housing Transition**

The pre-requisite upgrade testing is progressing well. One Housing now tentatively planned for summer 2023.

3.4.2 **Repairs Diagnostic**

A new repairs diagnostic solution has been deployed into Test. Significant work is underway in configuring this new solution. In the longer term the new system will draw heavily from known information within the Housing Management system to provide a more intelligent and customised journey for both customers logging repairs online and for the Customer Services team.

3.4.3 **Financial Management System integration**

A new Financial Management System interface with Open Housing has been written and is currently being tested. The new interface will remove some of the existing manual steps required in the existing integration and will provide better 'built in' reporting.

3.4.4 **Mobile Void Inspections**

This is now fully Live, will be handed over to IT Support in September.

3.4.5 **LLPG**

A reload of the LLPG address data was attempted in July in Test however this didn't produce the desired outcome, further configuration changes have been made and another attempt is now planned for early September. Adoption of the LLPG addresses will enable better insight into service utilisation across Derby Homes and Derby City Council and all systems will use the same references for properties.

3.4.6 **Energy Data**

Derby Homes is in discussion with suppliers regarding integrating modelling tools (into Open Housing) that will allow us to determine which property improvements best support the decarbonisation agenda on an individual property by property basis.

3.5 **War Memorial / Imari Park shortlisting**

A simple but bespoke application and shortlisting process has been built into Open Housing to provide robust auditable shortlisting for both War Memorial and Imari Park properties. War Memorial properties will also be advertised online to raise their profile. This is currently in the User Acceptance Testing (UAT) phase within the service area.

4. **Capital Works – Ian Yeomans**

- 4.1 This update, across all Teams within the Capital Works Division (Capital Projects / Development / Estates Maintenance / Planned Maintenance Teams) summarises; the main issues impacting on the Team, the works undertaken by the Teams, and the upcoming activities prior to the next meeting of this Operational Board. (Update written on 26 August 2022 – Figures included in this report based on that date).

4.2 **Estates Maintenance**

4.2.1 **Grounds and Garden Maintenance**

The Grounds Maintenance Team commenced the cutting of grass to the 325 communal areas on the 15th March 2022, with the 6th cycle of mowing, completed at the time of writing this update. The Garden Maintenance Teams commenced the cutting of lawns and the delivery of garden maintenance to 462 properties on the 15th March. 2022, with the 7th cycle of gardening visits complete and the 8th 46% at the time of writing. Progress on both workstreams is updated weekly through an activity programme supplied by Streetpride to the Estates Maintenance Team.

4.3 **Estates Pride Programme 22/23 – Update**

Proposals

- 4.3.1 Capital Budget - The decision of the Operational Board on 9th December 2021 was that all £250,000 Capital Budget to be expended on installing hardstandings. Key features of the programme are:
- 50% carried out by Streetpride - Works commenced May 2022
 - 50% carried out by McCabe Civils - Works commenced July 2022
 - Delivery split due to limitations in Streetpride's capacity to deliver.
- 4.3.2 Revenue Budget - Well Managed Highways Revenue Budget (other than small areas Well Managed Highways Revenue Budget (other than small areas). 150,000 of resurfacing will be programmed & completed by Streetpride.
- 4.3.3 Summary of Budget
- | | |
|--|-----------------|
| • Hardstandings – Stream 1 – Streetpride | £125,000 |
| • Hardstandings – Stream 2 – McCabe Civils | £125,000 |
| • Resurfacing of Car Parking Areas – Streetpride | <u>£150,000</u> |
| | £400,000 |

Works delivered to date

- 4.3.4 Hardstandings
- Completed – 22Nr / Cost: **£84,000**
 - Programmed – 62Nr (September:18Nr / October:11Nr / November:22Nr / January:11Nr)
 - Hardstandings programmed in January are those subject to Planning Permission)
- 4.4.5 Well Managed Highways
- Completed – Access road and car park adjacent to 21 to 31 Berwick Avenue - **£28,000**
 - Programmed – Works to various sites (Wiltshire Rd / Nairn Ave / Shetland Close / Kinross Ave / Maine Drive / Mundy St / Second Ave). Works to be carried out October through November following the conclusion of any leaseholder / resident consultation.

4.5 Capital Works Team

In House Team and Local Sub Contractors

- 4.5.1 New Build Programme Delivery - The Schemes 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 or programmed to start on site during 2022/23.

The focus of the In house delivery team is on; smaller sites (say less than 10 units), structures two storeys or less and in locations that external contractors may find uneconomic due to their scale or location.

| Address | Units | Project Managed by | Actual / Proposed Completion Date – Status on Site |
|---------|-------|--------------------|--|
|---------|-------|--------------------|--|

| | | | |
|---|---|----------------------------|--|
| Projects on Site – Quarter 1 22/23 | | | |
| Berwick Ave | 1 x 3b Bungalows | Derby Homes Arcus | SOS – October 2021 / ECD – October 2022 Substructure & Superstructure complete. Mains Services Installed Internal fit out underway. |
| Cummings Street | 4 x 2b Houses | Derby Homes DCC Architects | SOS – March 2022 / ECD - March 2023 Substructures Complete Superstructures commenced. |
| Chesapeake Road | 6 x 2b Houses + 2 x 4b Houses (8 units) | Derby Homes DCC Architects | SOS – February 2022 / ECD - May 2023 Substructures under construction |
| Projects to start on Site during 22/23 | | | |
| Whittaker Street | 2 x 4 bed houses | DH DCC Architects | SOS – September 2022 / ECD – June 2023 |
| Monyash Close | 1 x bungalows M4(2) | DH ARCUS Consulting | SOS – November / December 2022 |

- 4.5.2 **Acquired Properties Work** – The CWT continues to focus on turning around large-scale refurbishments of passive voids and newly acquired homes. During Quarter 2 of 22/23, a further 15Nr properties are being refurbished.
- 4.5.3 **Bute Walk** – In November the Team will commence work to convert a disused care home to six apartments including considerable alterations to the internal layout, elevations and external works.
- 4.5.4 **Kitchen / Bathroom / Wet Rooms / Adaptations Works in Occupied Properties** – All workstreams are well underway, working in occupied properties, delivering the 2022/23 programme.
- 4.6 **Development Team**
The Team continued to work with our consultants in preparing scheme feasibility reports, designs and working drawings for future new build projects.

To increase the scale and pace of delivery of the New Build Programme, external Contractors are being procured to deliver a range of projects. The Procurement route will depend on; the level of design information available or required of the contractor, timing of delivery or level of contractor expertise required into the project. A set of Employers Requirements have been written to ensure Derby Homes Standards are incorporated into the projects.

4.6.1 **Delivery - External Main Contractors**

Work Stream 1

Procurement

Appointment of a Regional Contractor through tendered Mini Competition through EN Procure New Build Framework. Initial Phase of Barlow Street and Compton Street (Planning Constraints almost resolved / design advanced). Works Stream 1 is currently out to tender. Target Start on Site – Quarter 3/4, 22/23. Project Management through Arcus.

Further Projects at Oaklands Avenue and Patterson Avenue to be supplemented consequent to the resolution of the Leaseholder negotiations at Oaklands and the site clearance / design finalisation at Patterson.

| Address | Units | Project managed by | Notes |
|------------------|-------------------|------------------------|---|
| Barlow Street | 12 3b/5p TA flats | DH ARCUS Consulting | Planning permission granted in June 21 subject to a number of planning conditions. Remediation strategy required for ground investigation. <ul style="list-style-type: none"> • Tree protection – Completed. • Sustainable drainage strategy required – GCA completed. • Biodiversity enhancement report required – Being completed. |
| Crompton Street | 6 x 1 bed flats | DH ARCUS Consulting | Construction Information 90% Complete. Protracted Leaseholder issue resolved. Garage buildings demolished in December 2021 and Garage bases in January 2022. |
| Oaklands Avenue | 6 x 1 bed flats | DH ARCUS Consulting | Construction Information 90% Complete Protracted Leaseholder issue. On conclusion of agreement Storeroom Building on site to be demolished – Contractor ready. |
| Patterson Avenue | 6 x 1 bed flats | DH ARCUS Consulting | Planning Permission granted on 21.07.21. Existing Garages on site demolished. Subject to several conditions. Full design development in progress. |

Work Stream 2

| Address | Units | Project Managed by | Notes / Procurement Route |
|---------------|--------------|------------------------|--|
| Grange Avenue | 37 Bungalows | DH ARCUS Consulting | Design Planning Permission granted on 22.07.22. Subject to seventeen planning conditions. Full design development in progress. <u>Procurement</u> Appointment of a second Regional Contractor through tendered Mini Competition through EN Procure New Build Framework. Target Start on Site – Quarter 4 22/23. Project Management through Arcus. |

Work Stream 3

| Address | Units | Project Managed by | Notes / Procurement Route |
|----------------|--|------------------------|---|
| Bretton Avenue | Both Redevelopment & Refurbishment under consideration | DH ARCUS Consulting | <u>Consultation Process</u> Stage 1 – Initial event held early October 2021 with all options considered. Stage 2 – Feedback provided to all residents and focus consultation to further investigate favoured options – February 2022. Stage 3 – Open Day event held on 13 th through 15 th September 2022 to further explore new build / refurbishment options with residents. |

4.7 Planned Maintenance Team

The Planned Maintenance Team continues to project manage of a wide variety of capital and revenue works, to be delivered during the 2022/23 financial year programme. The headline items can be summarised as follows:

- 4.7.1 Re-roofing Works (Budget £2.4 million) – Our contractors, JAL Roofing and Avonside Roofing have completed three schemes, Cowsley Phases 7 through 9, replacing roof coverings and installing solar panels. These schemes straddled the 21/22 and 22/23 financial years.
In August, JAL Roofing commenced works at Winster Road on Cowsley Phase 10 (Value £490,000) and in September will start work at Benson Street on Alvaston Phase 1 (Value £790,000). JAL Roofing are the principal contractor on the recently procured Roofing Framework. Both projects will be completed by March 2023.
- 4.7.2 Replacement External Doors & Windows (Budget £1.5 million) – Our contractor, Nationwide are mainly upgrading external doors and frames across the City, throughout the year.
- 4.7.3 Energy Efficiency Works – Significant additional funding, £802,000 has been obtained, through the Social Housing Decarbonisation Fund – Wave 1 (SHDF), which has afforded considerable opportunities to carry out energy efficiency works. 80 cast iron properties at Allenton, will benefit from; external wall insulation, new windows and

external doors, and improved ventilation. Works to be completed by March 2023. The overall cost of the works is approximately £2 million.

Derby Homes is currently preparing a bid for SHDF – Wave 2 funding which will afford the opportunity to upgrade the remaining approximately 120Nr. cast iron houses properties in Allenton. Closing date for submitting the bid is mid November 2022.

In addition, securing ECO 4 grant funding for energy efficiency improvements via our contractor partner, Westville, will enable us to carry out energy efficiency works, primarily external wall insulation, to 42 flats at Knightsbridge, Mackworth Estate. Works have commenced and are to be completed by December 2022.

Our contractor, Westville, are contracted to carry out the majority of these works, on both sites.

4.7.4 Redecoration Works – Internally (Budget £300,000) – As part of the Home Decoration Scheme, to be delivered by our contractor, Buxton Decorators.

4.7.5 Major Adaptations and Extensions (Budget £700,000) – The Team have a number of such projects utilising the services of external contractors and the in-house workforce.

5 Repairs – Steve Bayliss

5.1 Day to Day

At the end of the first quarter of the financial year 2022/23, performance in terms of 'repairs completed in time' is as follows:

- Emergencies – 100%
- Very urgent works – 99.38%
- Urgent works – 96.48%
- Routine works – 87.19%
- Planned works – 73.3%

Performance up until the end of the first quarter on higher priority jobs is generally pleasing with the emergency and very urgent works above/ better than the 99% target.

There has been a slight dip in performance on the Urgent works targets which is just below target with routine and planned works being well below the 99% target.

Given the performance levels we have looked into each work area to see what resources are available from EEM frameworks, DH frameworks, currently used contractors and finally agency workers.

We have explored and will continue to explore any opportunities for Derby Homes to source additional support in order to achieve a more satisfactory performance levels on our Routine and Planned works.

Despite continued nationwide supply chain issues our supplier has made great efforts to ensure as far possible that materials are available to enable us to carry out repairs. Although there have been some shortages this has not had a major impact on our carrying out and completing of repairs.

Tenant satisfaction with repairs remains slightly below target at 98.32% up until the end of the first quarter. We have sent out 10283 surveys with a total of 233 customers

being dissatisfied. This was made up of customers who were dissatisfied with either the Day to Day, Gas and Electrical teams or that we have not been able to contact.

When we have been successful in contacting customers to ascertain what their issues are and how we can quickly resolve them and also to analyse trends to implement positive steps to improve the customers experience.

We have generated rechargeable repairs up to the end of the first quarter realising £10929.88

It does appear that job numbers reported are starting to stabilise compared to last year and with additional resources in place plus internal changes to the team our expectation is performance should improve. The issues have been exacerbated though by the sheer number of jobs in the system. Once these start to reduce turnaround times for longer priorities are expected to improve.

An area of concern though is the number of no accesses we have despite making appointments and sending texts. This is approaching a third of all appointable jobs. Clearly this has an impact on both how long we take in getting to jobs and has obvious cost implications. We are currently looking at ways we can reduce this figure to a more reasonable level.

5.2 Voids

With a relatively smooth start to this financial year 2022/23 there has been a significant improvement in performance with pleasing results.

In the first quarter the voids team completed 159 properties consisting of, 128 active voids, 31 passive voids with 36 temporary accommodation properties, compared to 216 properties in total in the last financial year. The active voids work turnaround time has improved from 21.8 days last financial year to 14.6 days this financial year. This will continue to improve for the remaining of this financial year as new measures that have been put in place to manage the team's performance. The downturn in voids numbers may also have contributed to the improved voids performance which we will continue to monitor moving forward.

The voids team are continuing to have weekly active voids meetings with housing managers and the allocations team, to explore new ways of improving the service and to share and update keys to keys information that is now recorded for audit purposes. These practices are being replicated in the passive voids fortnightly meeting, which has been showing good signs of improvements with information sharing.

The repairs team have worked hard with our suppliers to ensure material shortages have very little negative impact to void works performance. We are still working hard with our suppliers to ensure that materials that we require, or replacements / alternatives are available when materials become obsolete.

We are confident that with the new measures now in place that void performance will continue to improve moving forward. We are also working with colleagues and the voids team trades to improve the quality of the void works to ensure all properties meet or exceed the lettable standard.

5.3 **Gas Team**

The first quarter of this year has remained a challenge for the gas team with engineers leaving and a high sickness rate, plus an increase with Covid related absences. However, through extensive perseverance and the dedication of all the staff within the gas department we have managed to keep on track by bringing in sub-contractors to make up the shortfall.

We ended the quarter with 12,476 properties having a certificate less than one year old. This means there were 38 properties with a certificate over 12 months old which equates to 99.69% compliance. Although this is an increase in certificates over one year old, we are continuing to make efforts to gain access to these properties working with colleagues and other departments where appropriate. In line with gas regulations we are compliant in that all reasonable efforts have been made to service properties within the anniversary date.

We are concerned though that one of the primary reasons for the increase in certificates over a year old is that we are visiting customers with a debt on their gas metre which means we are unable to service the property. We are currently looking at solutions to solving this problem.

The government has recently introduced legislation in that all rented accommodation should be fitted with carbon monoxide alarms. This means all homes with gas will need one or two CO alarms depending on appliances within the property. We have currently around 4000 properties with CO alarms and a programme is in place to complete all remaining homes.

5.4 **Electrical Team**

The Electrical Team have started this year strongly, ending the first quarter with 99.91% of properties having an in date Electrical Inspection Condition Report. Derby Homes work on a 5 year cycle, the current statutory requirement is a 10 year servicing requirement therefore Derby Homes are compliant.

To translate, 12,783 homes have received a satisfactory Electrical Safety Check with only 11 properties unfortunately overdue. The 11 homes that are overdue are all complex circumstances and we are working collaboratively with the relevant parties and colleagues to find a solution.

This financial year the team have completed 555 Electrical Safety Checks and 88 major repairs identified following the tests.

The Electrical Team have also continued to invest in upgrading our electrical installations across the city which includes completing 176 Consumer Unit upgrades incorporating new non-combustible equipment to improve fire safety and completing 111 Smoke Alarm Upgrades, expanding the fire detection in our customer's homes.

Additionally to this the team are 100% compliant in emergency lighting, fire alarm servicing and sprinkler servicing.

We are currently testing and fitting an electronic notice board at Pine Court. We believe this will provide our customers with important and relevant information and be updated more regularly than a standard notice board. This also contributes to net zero

de-carbonisation targets. Following successful trials we will be looking to install more across the city during this financial year.

5.5 Disrepair

We continue to face challenges from the number of disrepair cases we are receiving. Currently disrepair solicitors are paying canvassers to cold call estates throughout the country including Derby. During quarter one we received 17 new cases and 1 under the Environmental Protection Act for a mice infestation.

However, where reasonable to do so we do defend cases and during the quarter we paid out £995 in compensation and £1010 in legal fees.

We are currently looking at ways we can help our customers particularly through the increasingly difficult cost of living crisis. One way we are doing this is looking at how technology can help by way of using data loggers. These small devices can advise tenants of the need to increase ventilation or heating where possible and warn of conditions that may likely cause condensation and mould. It would also be an indication to us if property repairs are required such as damp problems.

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

For more information please contact:

Maria Murphy Managing Director / 01332 888522 / maria.murphy@derbyhomes.org

Background information: None

List of appendices Appendix 1 - Housing Management update

This report has been approved by the following

| | | |
|-------------------|------------------------------|--------------------------|
| Managing Director | Maria Murphy Taran Lalria | 09/09/2022 13/09/2022 |
|-------------------|------------------------------|--------------------------|

Parkland View Extra Care scheme 2022

Lorraine Testro Head of Housing Management
Operational Board 22 September

Introduction

My report this month focuses on some of the excellent work completed at Parkland View Extra Care scheme. I've added a few photographs as they help to illustrate the difference that the activities make to the residents of Parkland View.

The housing management team at Parkland View extra care scheme are based in the onsite housing office working directly with customers from 8am-7pm Monday to Friday.

Following the removal of Covid restrictions around gatherings, social activities have been reviewed and refreshed with a greater emphasis on encouraging resident led activities.

March 2022

In March 2022, Postural stability instruction sessions started; these are chair-based exercise sessions aimed at reducing the risk of falls and promoting independence. Derby Homes part funded 20 sessions.



May 2022

In May the Derby Homes team at Parkland were proud to be successful in their application to achieve the Dignity Award from Derby Safeguarding Adults Board. The National Dignity in Care campaign encourages people to register as dignity champions, there are already over 1000 in Derby and Derbyshire. Dignity work is about practical changes that can be made to improve the experience of the people accessing services. This is the second time we have achieved the award, it's valid for 2 years and underpins the ethos and approach of staff at Parkland view.

A free Mindful Arts and Crafts sessions started in May in partnership with Derby Adult Learning Service (DALs), all equipment and materials are provided to residents.



Also in May, residents and staff from Parkland View participated in Derby Walking Festival with a bespoke walk for wellbeing on Darley Park. Through the partnership with the Derby Book Festival Shared Reading team, residents were treated to open air poetry readings next to the river.



June 2022

In June, I was delighted to be invited to celebrate the Queen's Jubilee with residents at Parkland view. There was a party on the patio with party food provided by the onsite restaurant and musical entertainment provided by a very talented resident. Derby Homes funded a selection of outdoor games and additional gazebos for shelter. It was a fantastic day, enjoyed by all.



June 2022

Also, in June residents decorated paper doves through our links with Art Core (a local visual arts charity) and contributed to the Peace Dove Installation displayed at Derby Cathedral.



Activities at Parkland

There are ongoing activities throughout the year to maximize the use of communal spaces at Parkland View. Shared Reading Sessions (through our partnership with the Derby Book Festival Shared Reading team) take place fortnightly and encourage residents to reminisce through literature and poetry.



Activities at Parkland

Weekly Chaplaincy Sessions are ongoing with our Chaplain Kate from St Peters Church and at Easter there was a special service for residents in the lounge.



Residents facilitate weekly Bingo; the sessions are the most popular activity at Parkland View.



July 2022

In July residents started to facilitate indoor bowling.



Resident Forum

The Residents Forum meets monthly so that residents can have their say on the issues that matter to them. This could be about the services they receive, ideas for future activities, fundraising or campaigning. We use a variety of methods to share information with residents: through letters, meetings, the minutes of the Forum distributed to all residents, the new digital notice board in reception and the comments, compliments and suggestions slips and post box in the communal lounge. Some recent comments from residents include:

“Everything is good, a very nice place to live.” “Friendly and helpful staff.”

“Good activities. You’re always calm and supporting. Always ready to listen. We honestly have nothing negative to say (we’d say it if we did!). Thank you for being you.”

“Derby Homes staff are very good; they always have time to listen to us. They are proactive in helping residents in all activities and in garden-
ing on the patio. The staff are friendly, only bad thing is that they are not here are weekends.”

Resident allotments

The patio area has developed in 2022, due to demand we have provided more raised planters this year. Residents are using them as mini allotments, growing flowers, fresh fruit, and vegetables. Residents attending the Mindful Arts and Crafts sessions have an ongoing project to make a memorial garden and are collecting shells and painting pebbles with inspirational and memorial messages.



Royal Voluntary Service

This year we reached out to the Royal Voluntary Service in Derby when they lost the rented rooms that they used for their weekly lunch club for older people living alone in the local community. They had been managing by microwaving frozen meals as they didn't have proper cooking facilities. We now host their lunch club weekly in the restaurant at Parkland View side by side with residents and they are served a freshly cooked meal.

Local Vocals

We are exploring working with the Local Vocals, a community choir in Derby. We know that listening to or engaging in music – for example, by singing – can help people with dementia develop and maintain relationships with others and improve their wellbeing. It can help people to express their feelings and ideas, verbally and non-verbally and act as a prompt for reminiscing. The first taster session is planned for September this year and we are hoping that this will develop into a regular activity.

The aspirations for Parkland View extra care scheme can only be achieved by working in partnership. The ultimate outcome is that we have less people moving into long term care and more remaining independent in their much loved homes for longer.

HOMELESSNESS REPORT QUARTER One 2022/23

Report of the Director of Housing Services

1. SUMMARY

1.1 This report gives details on:

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

2. RECOMMENDATION(S)

2.1 Derby Homes Operational Board notes the report.

3. REASON(S) FOR RECOMMENDATION

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. MATTER(S) FOR CONSIDERATION

4.1 The appended report details headline information in relation to Homelessness Preventions, Homelessness Approaches and Homelessness Acceptances for Quarter One 2022/23 and provides analysis and context to Operational Board members.

5. OTHER OPTIONS CONSIDERED

5.1 Not applicable.

IMPLICATIONS

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

| | |
|---|---|
| For more information please contact: | |
| Jim Joyce / Head of Housing Operations and Homelessness / Email: james.joyce@derbyhomes.org | |
| Background information: | None |
| List of appendices | Homelessness Report Q1 2022/23_Appendix 1 |

This report has been approved by the following

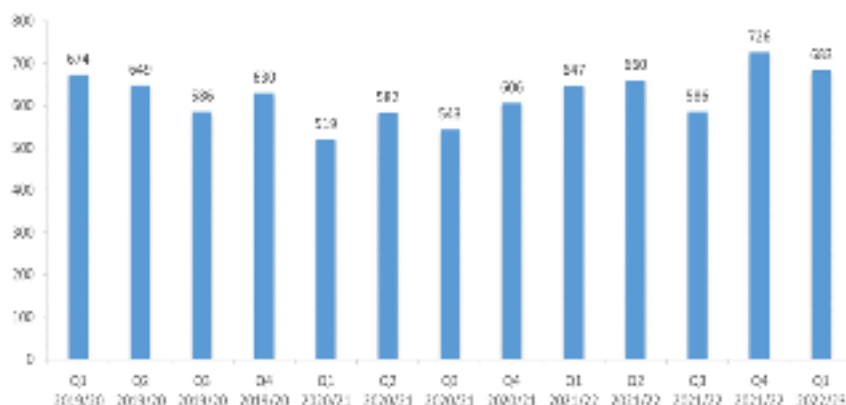
| | | |
|--|-----------------|------------|
| Head of Housing Options and Homelessness | Jim Joyce | 26/08/2022 |
| Managing Director | Maria Murphy | 09/09/2022 |
| Finance Director and Company Secretary | Michael Kirk | |
| Company Solicitor | Taranjit Lalria | 13/09/2022 |

Homelessness Report Q1 2022/23

Note: This report is the 14th 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



683 households approached the authority as homeless during Q1 2022/23, a reduction of **43 (6%)** from Q4.

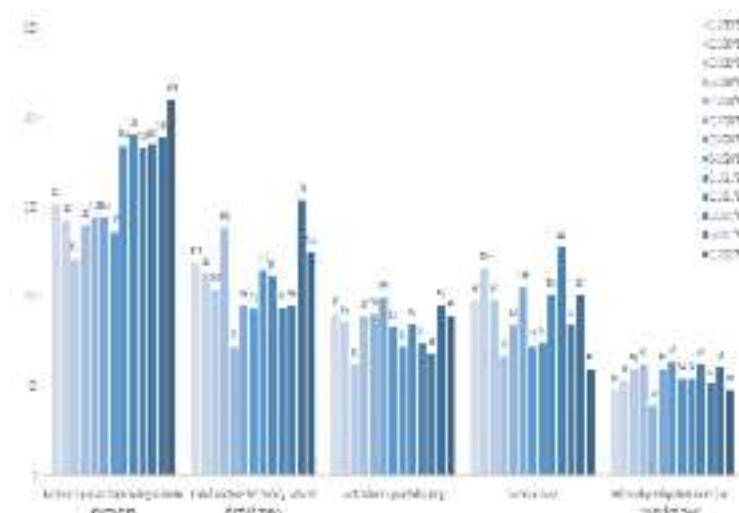
The number of households approaching as homeless increased by **36 (6%)** from the same quarter last year.

Loss of settled home – top 5 reasons

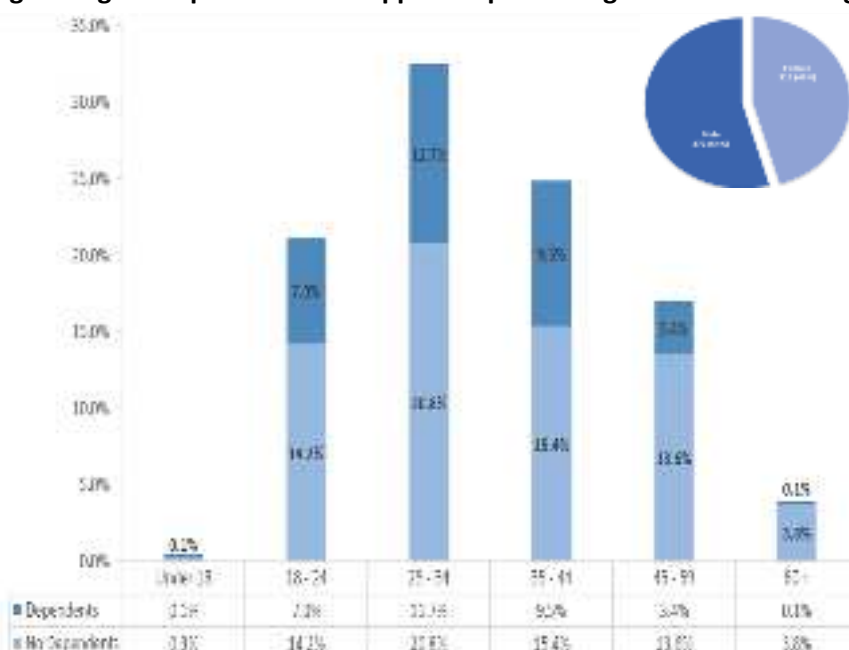
210 (31%) family or friends no longer willing or able to accommodate, an increase of **21 (11%)** from Q4 and an increase of **19 (10%)** from Q1 2021/22.

125 (18%) private rented, assured shorthold tenancies ending, a reduction of **29 (19%)** from Q4 but an increase of **14 (13%)** from Q1 2021/22.

59 (9%) approaches were due to domestic abuse, a reduction of **42 (42%)** from Q4. This approach type also reduced by **42 (42%)** from Q1 2021/22.



Age and gender profile of lead applicant presenting as homeless during Q1 2022/23



372 (54%) lead applicants presenting as homeless during Q1 were male, **311 (46%)** were female.

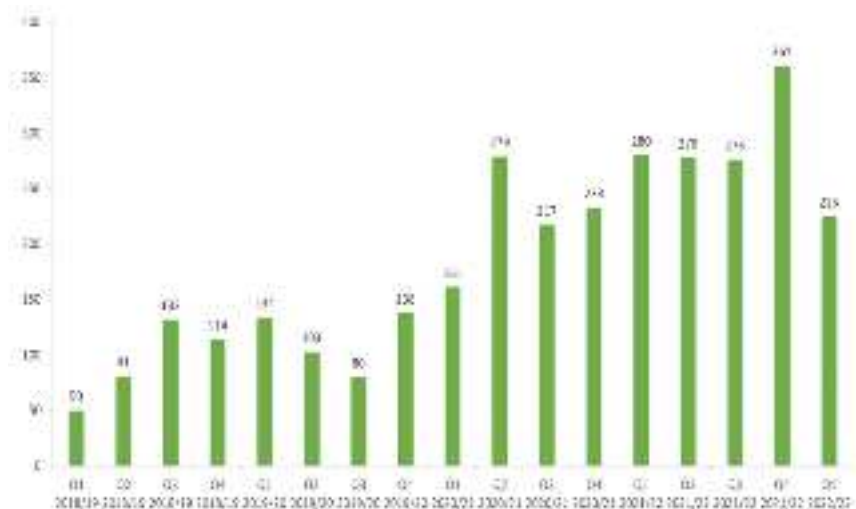
33% of lead applicants presenting as homeless during Q1 were aged between 25 and 34 years old.

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



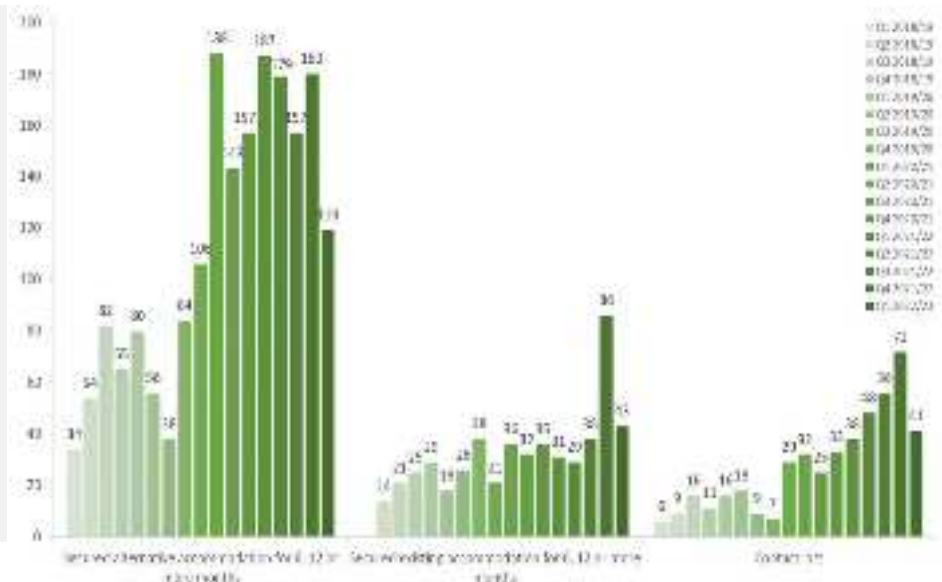
225 cases were resolved under prevention duty during Q1, a reduction of **136 (38%)** from 361 preventions during Q4.

Cases resolved under prevention duty reduced by **55 (20%)** when compared to the same quarter last year.

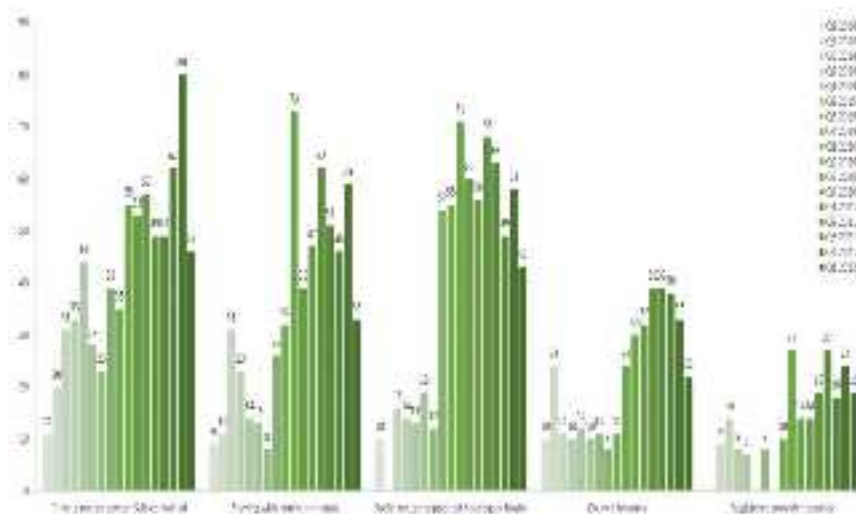
Cases resolved under prevention duty reasons – top 3 reasons

119 (53%) cases resolved under prevention duty during Q1 were helped to secure alternative accommodation for 6, 12 or more months, a reduction of **61 (34%)** from Q4.

43 (19%) cases resolved under prevention duty during Q1 were helped to secure existing accommodation for 6, 12 or more months, an increase of **12 (39%)** from the same quarter last year.



Cases resolved under prevention duty accommodation outcome – top 5 outcomes



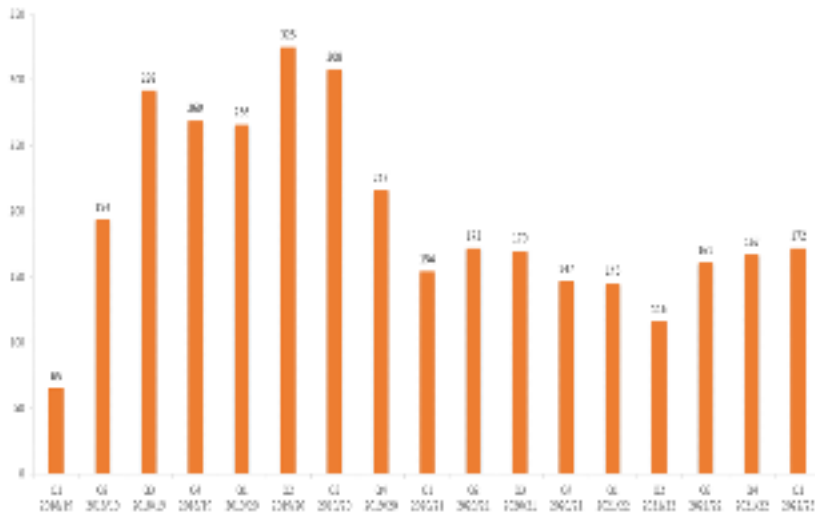
46 (20%) households resolved under prevention duty were helped to secure a property within the private rented sector, a reduction of **34 (43%)** from 80 during Q4.

33 (15%) households were able to stay with family or friends, a reduction of **26 (44%)** from Q4 and **29 (47%)** from the same quarter last year.

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

Homelessness Cases Resolved Under Relief Duty

Cases resolved under relief duty



172 cases were resolved under relief duty, an increase of **5 (3%)** from the Q4 relief figure of **167**.

Cases resolved under relief duty increased by **27 (19%)** when compared to the same quarter last year.

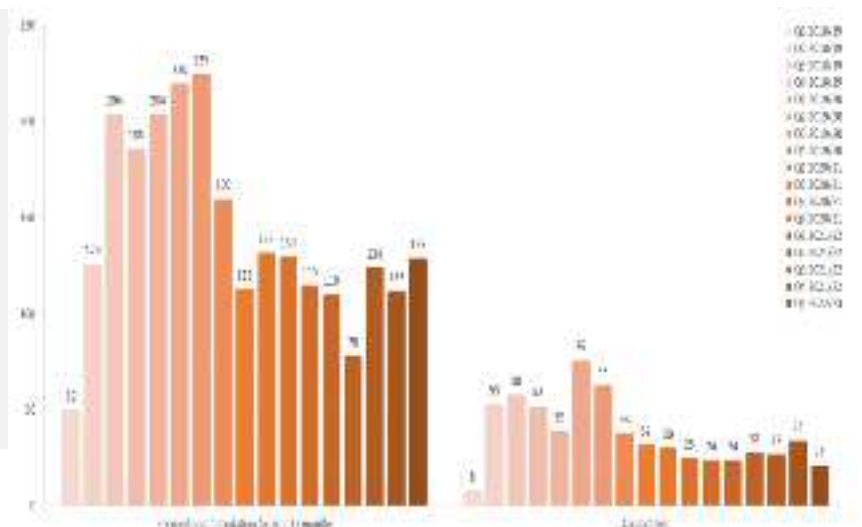
3,339 cases have been resolved under relief duty since the introduction of the HRA on 3 April 2018.

Cases resolved under relief duty end reason – top 2 reasons

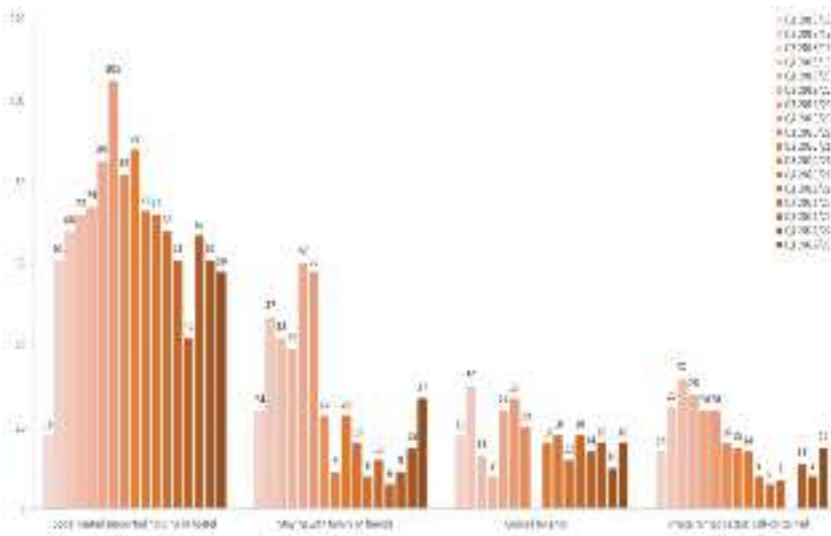
129 (75%) households were helped to secure accommodation for a period of 6 or 12 months during Q1, an increase of **17 (15%)** from Q4.

Contact was lost with **21 (12%)** households during Q1, a reduction of **13 (38%)** from Q4.

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



Relief accommodation – top 5 outcomes



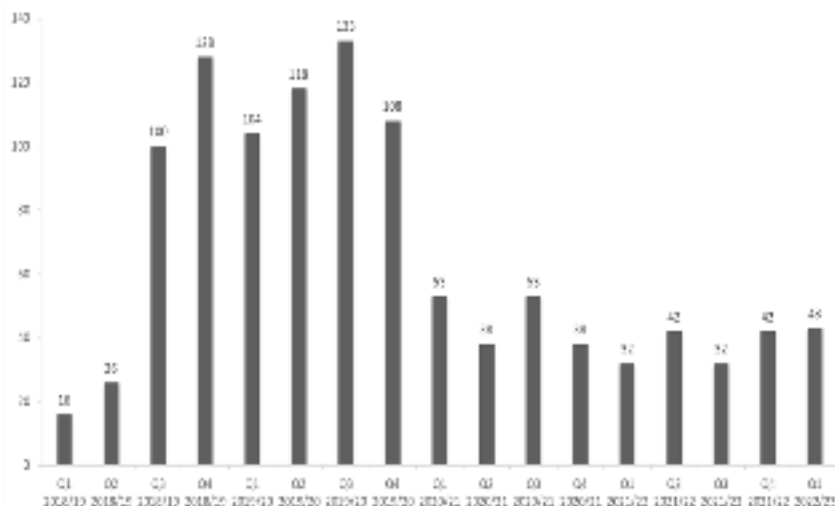
58 (34%) households were helped to secure social rented supported housing or hostel accommodation, a reduction of **3 (5%)** from **61** during Q4.

27 (16%) were able to stay with family & friends, an increase of **12 (80%)** from **15** during Q4.

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

Full Homeless Duty Acceptances

Number of homelessness cases owed a full homeless duty



43 households were accepted as being owed a full homeless duty, an increase of **1 (2%)** from **42** acceptances during Q4.

Households for whom a full homelessness duty was owed increased by **11 (34%)** when compared to the same quarter last year.

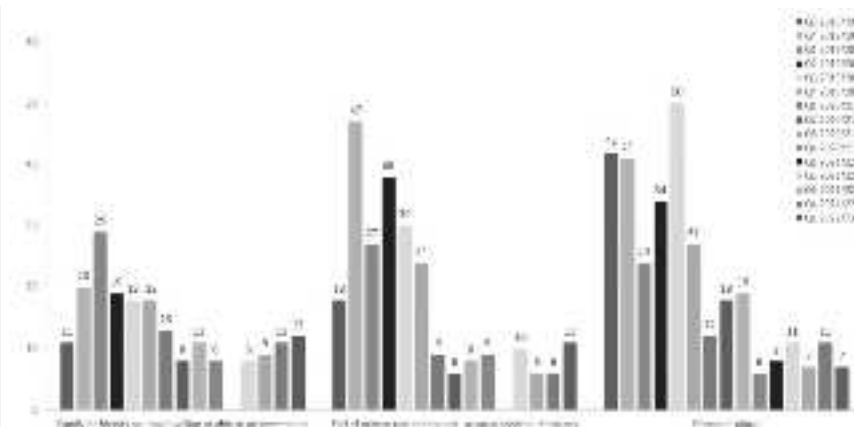
1,106 households in total were owed a full homeless duty since the introduction of the HRA.

Reasons for homelessness – top 3 reasons

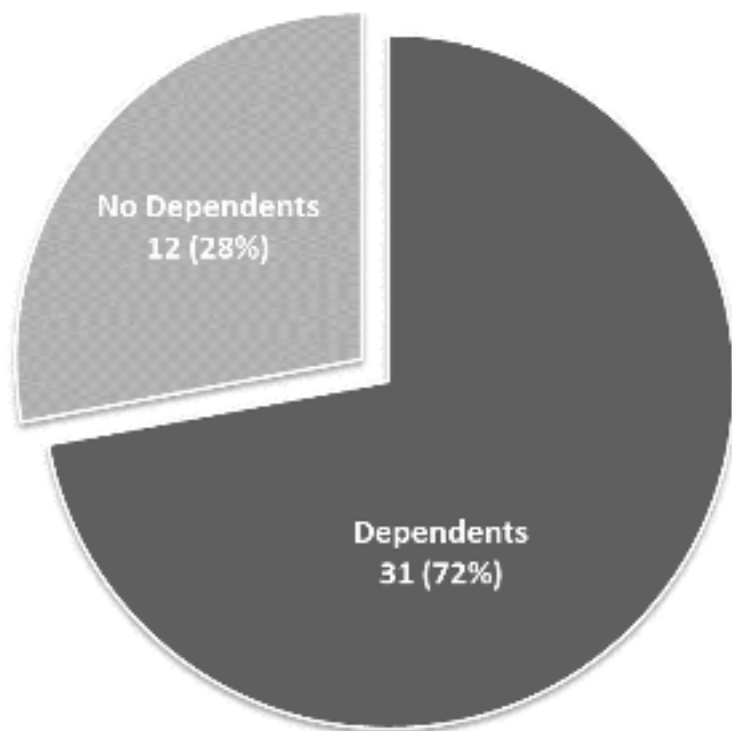
11 (26%) households owed a full homeless duty during Q1 were due to the ending of private rented assured shorthold tenancies, an increase of **5 (83%)** from **6** in Q4.

Acceptance due to domestic abuse reduced by **4 (36%)** from **11** during Q4.

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



Number of households owed a full homeless duty Q1 2022/23 - with or without dependent children



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

11 (35%) family or friends no longer willing or able to accommodate

8 (26%) End of a private rented, assured shorthold, tenancy

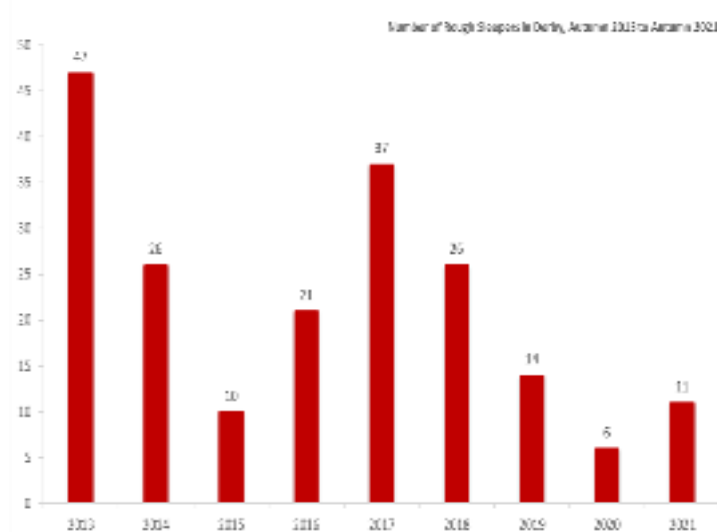
Note: Data is updated for previous months and quarters in the current financial year when the latest snapshot is run. This means that data may differ from that reported previously. This approach helps to ensure that any additional cases, query resolution and amendments are reflected within the reports.

Rough Sleeping in Derby

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

The official annual Rough Sleeper estimate for November 2021 recorded **11** people known to be sleeping rough in Derby, an increase of **5 (83%)** from the 2020 rough sleepers estimate of **6**.

The next official estimate will be completed in November 2022.



Source: MHCLG Rough Sleeping in England Statistics

COMPLAINTS AND COMPLIMENTS QUARTER 1 2022 / 2023

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 April and 30 June 2022 (Q1)

2. RECOMMENDATION(S)

- 2.1 To note and comment on the information detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the first quarter - 2021/22.

4. MATTER(S) FOR CONSIDERATION

- 4.1 There were 41 Compliments recorded during Q1 this is an increase of 6 compliments in comparison to the previous quarter, details can be found on page 5.
- 4.2 A communication to remind staff to record compliments has been issued.
- 4.3 Full details of all complaints received are shown on pages 7 - 11 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.4 During Q1 a total of 70 complaints were received, all were acknowledged within the target time of 2 working days.

During Q1 96.82% of complaints were responded to within timescales.

Out of the 60 stage 1 complaints closed complaints in Q1 2022/23

25 were upheld
21 were not upheld
14 were partially upheld

Out of the 25 upheld complaints, 24 were the fault of Derby Homes.

- 4.5 In Q1 the category with the highest number of complaints were received relating to members of staff. The Senior Management Team are aware, and a separate staff complaints report is issued to them.

4.6 During this quarter we closed 3 stage 2 complaints.

1 complaint was upheld
0 complaints were partially upheld
2 complaints were not upheld.

4.7 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.

4.8 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

Ombudsman

4.9 During Q1 2022/2023, 3 complaints were escalated to the Ombudsman this quarter, we will report the outcome when this is received from the Housing Ombudsman.

4.10 During Q1 we have received 1 determination back from the Housing Ombudsman relating to a complaint investigation about a garden following the property being void. The determination found no maladministration from Derby Homes.

4.11 The Housing Ombudsman revised the Complaint Handling Code. These changes came into force on 1st April 2022.

4.12 In line with the revised Complaint Handling code the Complaints Policy has been amended – Attached at Appendix 2

4.13 Landlords are required to self-assess against the new revised Complaint handling code by October 2022.

Compensation

4.14 During Q1 a total of £2,695 compensation was paid out following complaints being made. Details of compensation payments are shown on page 12 of Appendix 1.

4.15 Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process.

Learning from Complaints

4.16 The Housing Ombudsman complaint handling code focusses on learning from complaints.

4.17 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 13 - Appendix 1

Councillor and MP Enquiries

- 4.18 There was a total of 156 Councillor enquiries and 67 MP enquires received during Q1.
121 Councillor enquiries were responded to within timescale and 40 MP enquiries were responded to on time.

A breakdown of enquiry reasons and Ward detail has been included in the report.

Details can be found on pages 14 - 16 of Appendix 1.

5. OTHER OPTIONS CONSIDERED

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

For more information please contact:

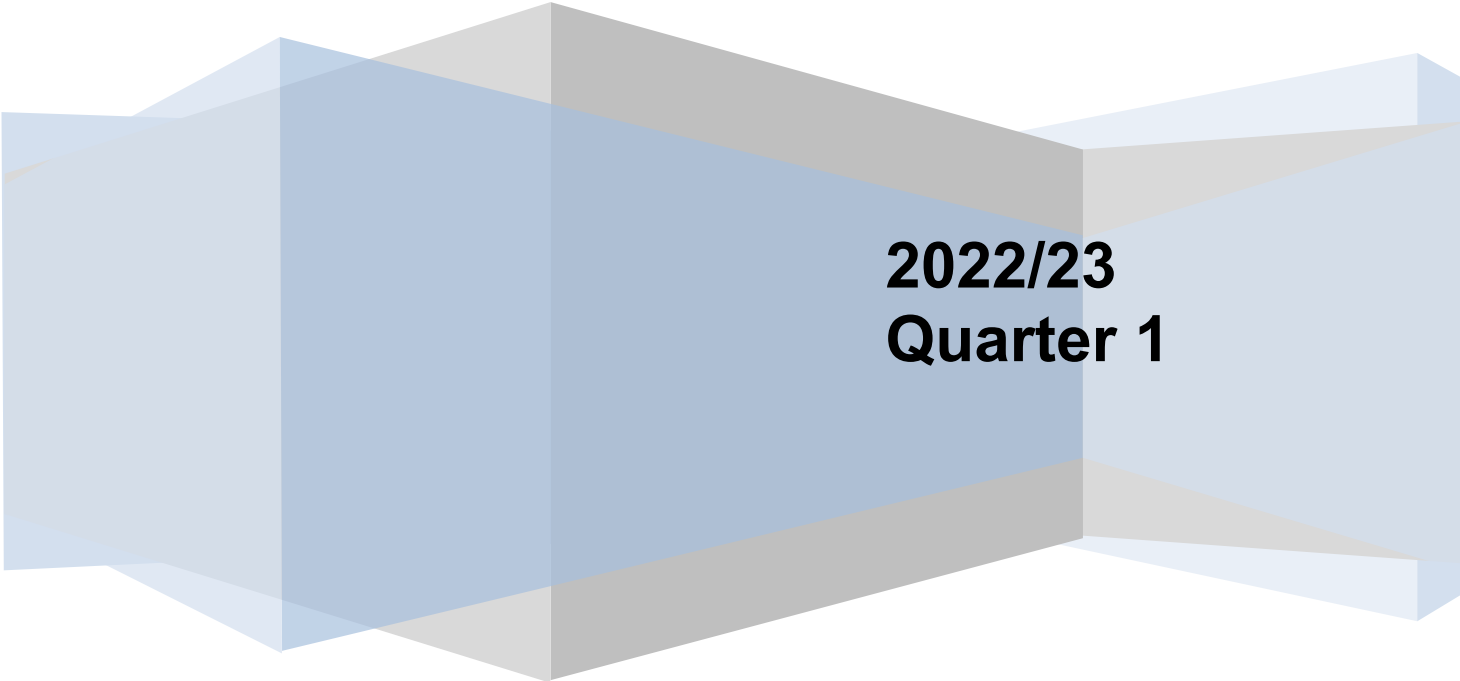
Annabelle Barwick / Customer Service and Equalities Manager / 01332 888402 /
Annabelle.barwick@derbyhomes.org

Background information: None

List of appendices: Appendix 1 - Q1 Complaints Report
Appendix 2 - New Complaints, Comments and Compliments Policy

This report has been approved by the following

| | | |
|---|--------------|------------|
| Managing Director | Maria Murphy | 09.09.2022 |
| Finance Director/Derby Homes Accountant | Michael Kirk | 12.09.2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |



**2022/23
Quarter 1**

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| COMPENSATION | PAGE 13 |
| LEARNING FROM COMPLAINTS | PAGE 14 |
| COUNCILLOR/MP ENQUIRIES | PAGE 15 |

COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 1 summary

Compliments

In Q1 we received 41 compliments

Complaints

In Q1 we received 67 Stage 1 complaints and 3 Stage 2 complaints giving an overall total of 70

We have seen a decrease in complaints compared to the first quarter of last year where we received 89 stage 1 complaints in Q1.

Year to date information:

We closed a total of 60 stage 1 complaints and 3 stage 2 complaints, so a total of 63 stage complaints were closed

Of the 60 Stage 1 complaints closed in 2022/23

25 were upheld = 41.66%. 1 complaint was not the fault of Derby Homes

21 were not upheld = 35%

14 were partially upheld = 23.33%

Breakdown of the 60 stage 1 closed complaint outcomes by service area Q1 2022/23

| Service Area | Closed | Upheld | Partial | Not upheld |
|-----------------------|---------------|---------------|----------------|-------------------|
| Day to Day | 11 | 9 | 0 | 2 |
| Housing Management | 6 | 1 | 0 | 5 |
| Gas | 2 | 1 | 1 | 0 |
| Planned Maintenance | 1 | 0 | 0 | 1 |
| Staff | 25 | 7 | 8 | 10 |
| Customer Service Team | 2 | 2 | 0 | 0 |
| Housing Options | 4 | 1 | 1 | 2 |
| Rent / HB | 1 | 1 | 0 | 0 |
| Voids | 3 | 3 | 0 | 0 |
| Kitchens & Bathrooms | 0 | 0 | 0 | 0 |
| Allocations | 0 | 0 | 0 | 0 |
| ASB | 2 | 0 | 1 | 1 |
| New Build | 0 | 0 | 0 | 0 |
| Electrical | 1 | 0 | 1 | 0 |
| Rechargeable repairs | 1 | 0 | 1 | 0 |
| Homelessness | 1 | 0 | 1 | 0 |
| Total | 60 | 25 | 14 | 21 |

Stage 2 Complaints

In 2022/23 (year to date) 3 complaints were escalated to Stage 2 of the complaint's procedure, 2 were closed and 1 was upheld and 1 was partially upheld and 1 will be carried forward to Q2.

During Q1 we closed 3 Stage 2 complaints 2 were upheld and 1 was partially upheld.

Performance-

In 2022/23 (year to date) 96.82% of all complaints and appeals were responded to on time. 58 out of 60 closed stage 1 complaints were responded to on time and all 3 stage 2 closed complaints were responded to on time.

Ombudsman

In Q1 we have had 3 complaints escalated to the Housing Ombudsman for them to review.

Compensation Figures 2020/21

In total during 2022/23, Q1 a total of £2,695 compensation was paid out.

This compensation figure is solely made up of payments made following a complaint.

These figures exclude any payments made arising from the missed appointments, which is not considered a complaint-based compensation payment.

Breakdown of departments who made compensation payments following a complaint:

| Team | Amount of Compensation paid | Number of payments |
|-----------------------|-----------------------------|--------------------|
| Customer Service Team | £30 | 1 |
| Day to Day | £2,305 | 8 |
| Electrical | £20 | 1 |
| Gas | £10 | 1 |
| Housing Management | £150 | 1 |
| Staff | £50 | 1 |
| Rent/HB | £100 | 1 |
| Voids | £30 | 1 |
| Total | £2,695 | 15 |

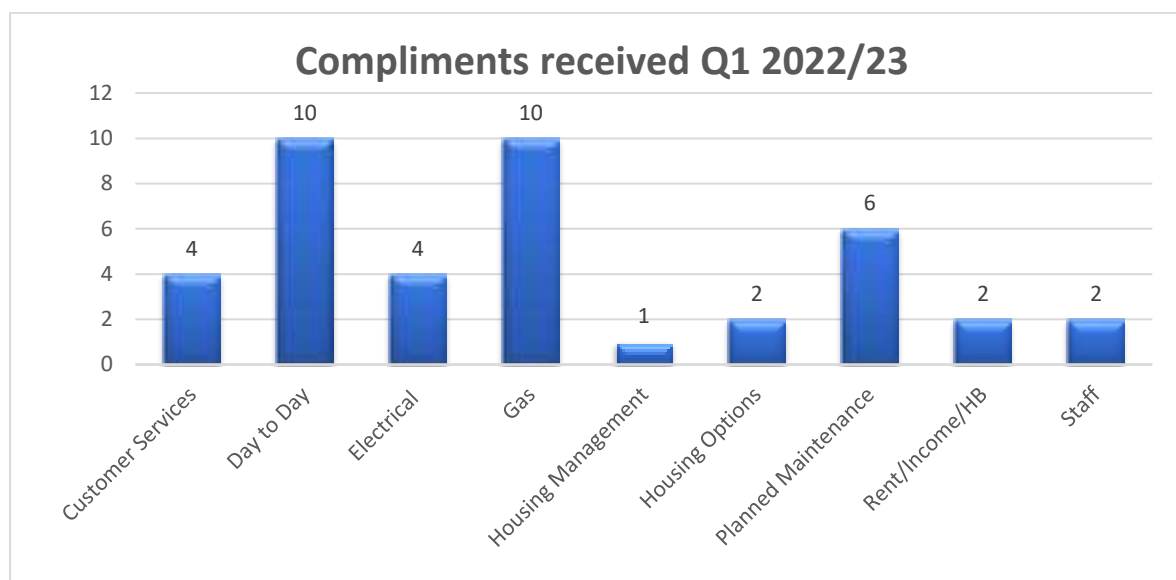
Councillor and MP enquiries-

In 2022/2023 we received a total of 156 Councillor and 67 MP enquiries in Q1.

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q1 2022/23

COMPLIMENTS Q1

In Q1 2022/23 Derby Homes received 41 compliments this is an increase from the 35 received Q4 2021/22



Customer service Team

"I've just spoken to a very polite and enthusiastic young man on completing the telephone customer survey this afternoon. It was a great example of contact with DH and wanted to highlight it to you, given this kind of work can be challenging to undertake when cold calling."

Day to day

"Today your joiner came to repair my back door and was not only a very polite young man but also explained the problem and went on to solve it with excellent expertise. Thank you, Derby Homes"

Electrical

"...would like to raise a compliment for the Electrician that attended her property this morning to complete the Electrical Safety Check... (customer) suffers with OCD and her mental health so the thought of this check has had a real impact on her... (Customer) advised that XXX was so considerate and explained things and tried to make her at ease as much as possible and cause as little disturbance to her property and belongings as possible, which was one of her biggest concerns. She just wanted to give thanks here and asked that I raised this compliment."

Gas

"Tnt called to say XXX who have been to replace 2 radiators are an absolute credit to the council. She said they were happy and talkative, didn't leave any mess and nothing was too much trouble. She is really happy with the work and said they are lovely lads."

Housing Management

"XXX provided excellent support for me. If it hadn't been for XXX, I likely would have ended my life as she supported and helped with so many things at a time I felt nobody else was listening. Her support to get a passport enabled me to set up a bank account and also start driving lessons."

Housing Options

"XXX is a Homelessness Advisor with Derby Homes. I have worked with XXX throughout the years on a number of cases. XXX is a great communicator, she makes herself available for queries and TAF meetings, she completes her actions in a timely way and shares appointments with me, to offer the best support to families, who are in a housing crisis. XXX to me is a Housing Champion, who is a pleasure to work alongside."

Income

"I spoke with a manager this morning regarding my rent account... Please could someone in the team pass on my thanks and appreciation to him. He was so kind and understanding of my circumstances and together we were able to put a plan in place moving forward. I am very grateful for the time he gave me."

Planned Maintenance

"Just spoken to Mr X about Grounds Maintenance Service. He tells me he had a visit yesterday, they worked on the grass and hedges and "made a wonderful job of it, they can visit anytime".

Staff

"I came to your reception desk a while ago as the only Derby Homes office that was open for face-to-face contact. Your workplace was not the appropriate place but nevertheless you were extremely helpful and understanding about the problem. You were very helpful in directing forwards the enquiry made. Since then, Derby Homes has been able to review the situation that had arisen very professionally. Thank you."

COMPLAINTS Q1

Our Complaints policy has been amended in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

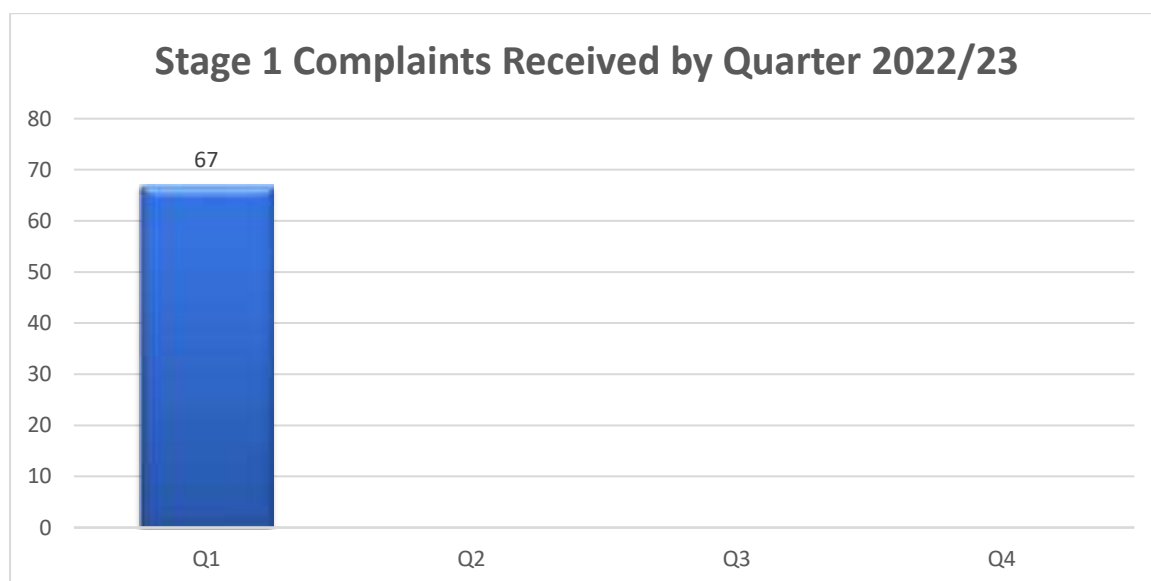
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q1, 2022/23 there has been a total of 67 Stage 1 complaints recorded.

Complaints received over last 3 years

| | 2020/21 | 2021/22 | 2022/23 |
|----|---------|---------|---------|
| Q1 | 38 | 89 | 67 |
| Q2 | 57 | 72 | 0 |
| Q3 | 83 | 75 | 0 |
| Q4 | 79 | 62 | 0 |

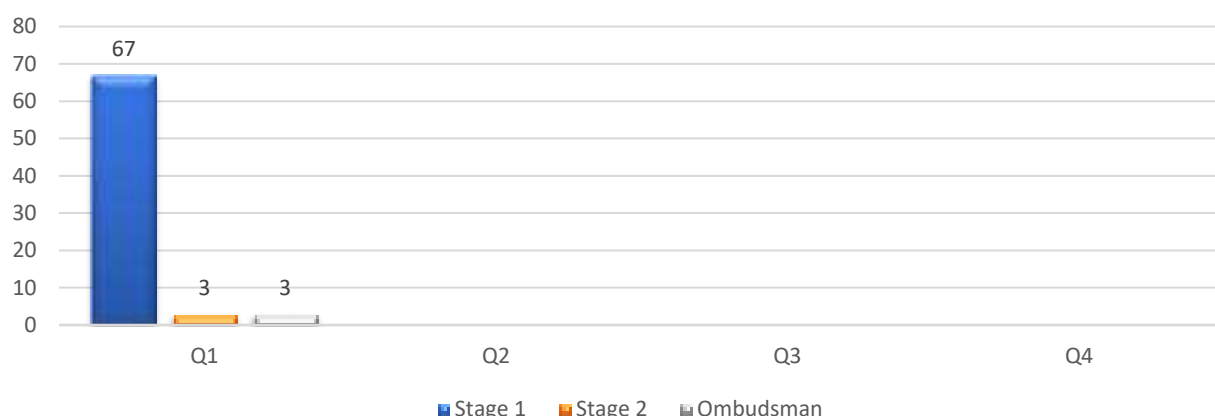
Stage 1 Complaints



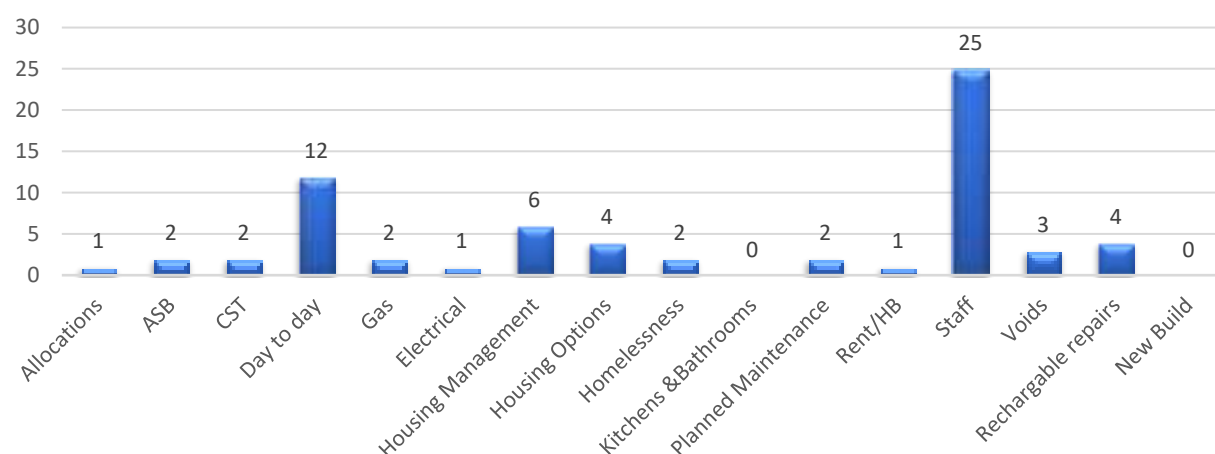
During Q1, we received 67 complaints which a decrease on the same Quarter last year. The complaint volumes seem to more consistent with pre pandemic figures.

Where a customer contacts the complaints team with an initial request for service or an enquiry, this is passed to the appropriate team to respond to. We record these and, during Q1 2022/23, 367 requests for service / queries / contacts, were received through the complaints team inbox. This was an increase from 324 in Q4 2021/22.

Breakdown of Complaints by Stage 2022/23



Stage 1 Complaints received by type Q1 2022/23



Breakdown of the top three departments which received the highest number of complaints in Q1

| Staff- 25 | Day to day- 12 | Housing Management- 6 |
|-----------|--|---|
| * | 1 x Compensation claim – screws left by operative & picked up by infant. | 1 x Incorrectly installed cupboard missed at EV. |
| * | 1 x Damp & Mould. | 2 x Compensation claims. |
| * | 1 x Wrong materials ordered/ damage to customer property. | 1 x Incorrect keys issued causing move in delay. |
| * | 3 x Repairs out of priority. | 1 x length of time to complete mutual exchange safety checks. |
| * | 2 x Leaks. | 1 x No vulnerability marker on address/ repair priorities. |
| * | 2 x Multiple appointments. | * |
| * | 1 x Confusion around appointment being attended. | * |
| * | 1x Appointments cancelled & rescheduled. | * |

The largest number of complaints received were relating to:

Staff complaints

Q1 2022/23- **25** complaints have been received, equal to 25 received in Q4 2021/22.

On each staff complaint the relevant Head of Service is made aware, and they instruct an appropriate Senior Officer / manager to investigate the complaint.

Day to day Team

Q1 2022/23- **12** complaints have been received compared to 16 in Q4 2021/22. To put this into context this team completed **8114** repairs in this quarter.

Housing Management -

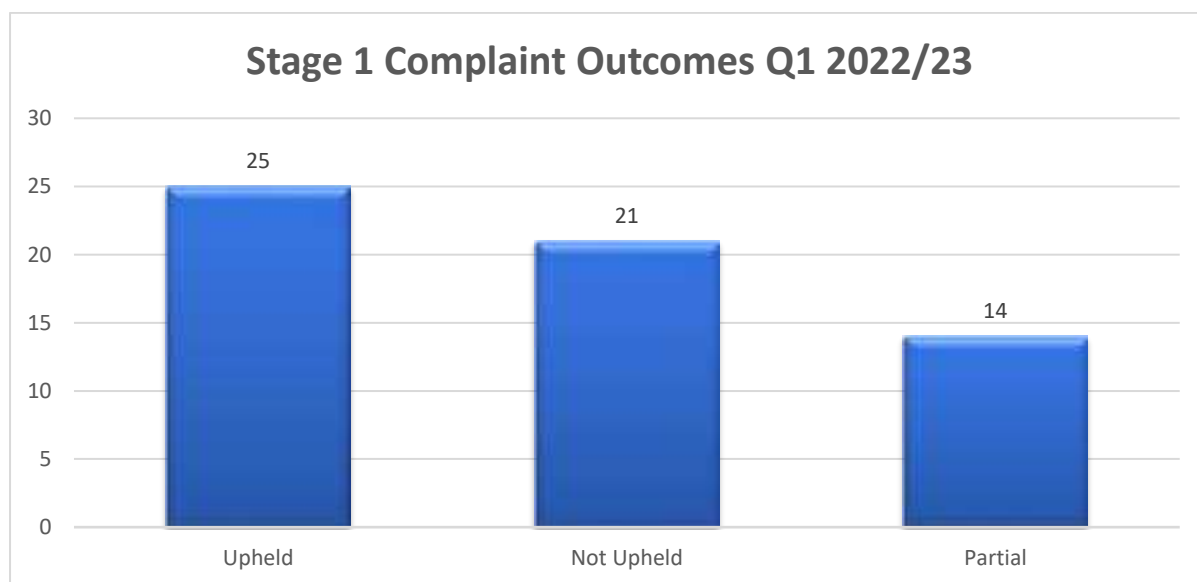
Q1 2022/23- **6** complaints have been received compared to 4 in Q4 2021/22.

Complaint outcomes

We closed 60 stage 1 and 3 stage 2 complaints, giving a total of 63 complaints closed.

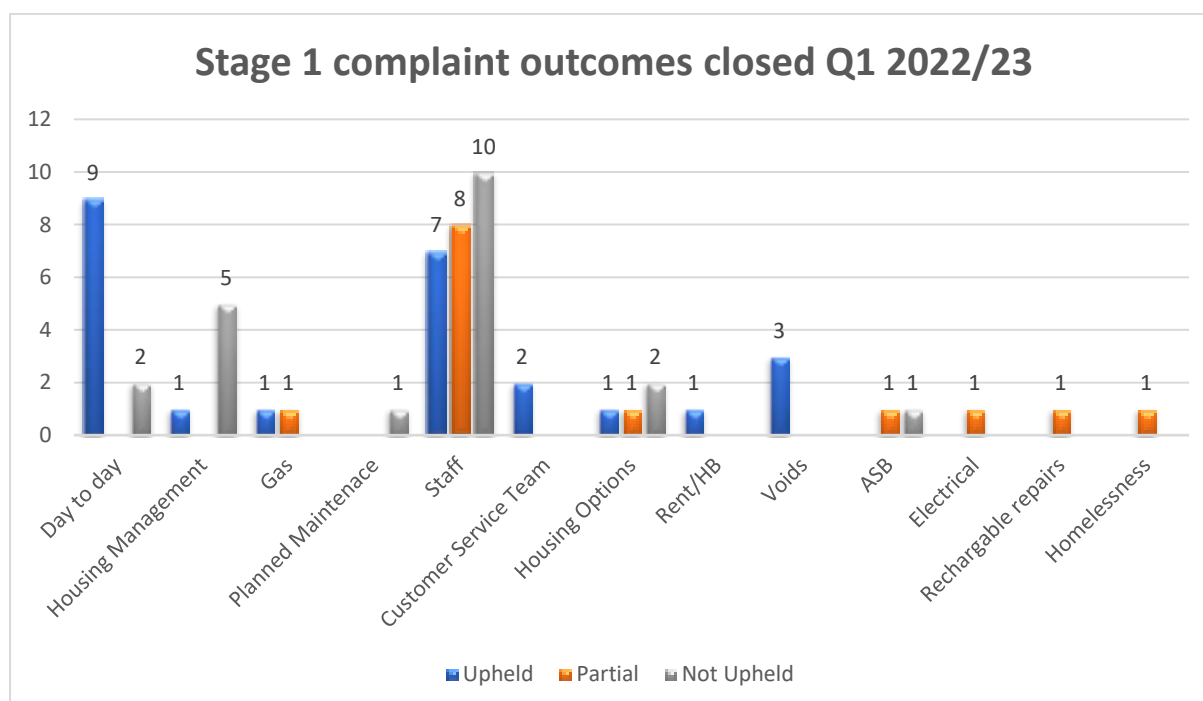
Outcome of stage 1 complaints closed

| | | |
|-----------------------------|----|-------|
| Complaints closed | 60 | 100% |
| Complaints Upheld | 25 | 41.6% |
| Complaints Not Upheld | 21 | 35% |
| Complaints Partially Upheld | 14 | 23.3% |



Breakdown of complaint outcome by service area Q1 2022/23

| Service Area | Closed | Upheld | Partial | Not upheld |
|-----------------------|-----------|-----------|-----------|------------|
| Day to Day | 11 | 9 | 0 | 2 |
| Housing Management | 6 | 1 | 0 | 5 |
| Gas | 2 | 1 | 1 | 0 |
| Planned Maintenance | 1 | 0 | 0 | 1 |
| Staff | 25 | 7 | 8 | 10 |
| Customer Service Team | 2 | 2 | 0 | 0 |
| Housing Options | 4 | 1 | 1 | 2 |
| Rent / HB | 1 | 1 | 0 | 0 |
| Voids | 3 | 3 | 0 | 0 |
| Kitchens & Bathrooms | 0 | 0 | 0 | 0 |
| Allocations | 0 | 0 | 0 | 0 |
| ASB | 2 | 0 | 1 | 1 |
| New Build | 0 | 0 | 0 | 0 |
| Electrical | 1 | 0 | 1 | 0 |
| Rechargeable repairs | 1 | 0 | 1 | 0 |
| Homelessness | 1 | 0 | 1 | 0 |
| Total | 60 | 25 | 14 | 21 |



Stage 2 Complaints

In circumstances where a complaint has not been resolved satisfactorily and the customer can provide reasons why the complaint has not been fully investigated, the customer can escalate this to the second stage of the complaints policy /procedure.

During Q1, 2022/23 3 complaints were escalated to Stage 2.

Complaints escalated to Stage 2 over last 3 years

| | 2020/21 | 2021/22 | 2022/23 |
|-----------|----------------|----------------|----------------|
| Q1 | 4 | 2 | 3 |
| Q2 | 4 | 5 | * |
| Q3 | 3 | 9 | * |
| Q4 | 3 | 4 | * |

During Q1 we closed 3 Stage 2 complaints

2 were upheld

1 was partially upheld

2 complaints were in relation to staff

1 complaint was in relation to a blocked toilet

Ombudsman Complaints

In Q1 2022/23 3 complaints were escalated to the Ombudsman

1. Resident would not accept a property due to the smell in property and felt Derby Homes did not do enough to help
2. Kitchen repairs needed, and time taken to complete due to the doors being obsolete
3. The landlord's handling of the resident's reports of a fly infestation.

We received 1 Determination back from the Ombudsman which found No Maladministration

| | 2021/22 |
|-----------|----------------|
| Q1 | 3 |
| Q2 | * |
| Q3 | * |
| Q4 | * |

Compensation

In total during Q1 of 2022/23 **£2,695** compensation has been paid out.

This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

| Team | Amount paid | Number of payments made | Notes |
|-----------------------|--------------------|--------------------------------|--|
| Customer Service Team | £30 | 1 | £30 Goodwill gesture |
| Day to Day Team | £2305 | 8 | £145 x4 Missed appointments (£55/£30/£30/£30) £1,360 Cleaning/ replacement flooring £80 Petrol/ inconvenience £620- Rent payments/Cleaning/ dehumidifier costs £100 Décor damage |
| Electrical | £20 | 1 | £20 Damage to garden ornament |
| Gas | £10 | 1 | £10 Missed appointment |
| Housing Management | £150 | 1 | £150 Removal fees/ apology |
| Rent/HB | £100 | 1 | £100 Apology |
| Staff | £50 | 1 | £50 Inconvenience |
| Voids | £30 | 1 | £30 to cover fines attributed to Derby Homes |
| TOTAL | £2695 | 15 | * |

The compensation that was paid out this quarter is largely made up of lots of smaller payments.

The large payment of £1360 was a result of a blocked toilet that was not treated as a urgent repair by the out of hours service, resulting in a sewerage leak in the property.

We record learning from complaints and share this with the Head of Service and service managers.

Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages etc which is accepted without the need to go through the complaints process.

Learning from Complaints

The Housing Ombudsman complaint handling code focusses on learning from complaints.

Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints.

Example 1

Complaint summary - The customer had suffered an attempted break in and had been waiting since December 2021 for a window repair to be resolved. Derby Homes had missed two repair appointments. On one of the days an appointment was missed the customer was only notified at 3.30pm that day. The paperwork from when the window had first been measured had not been submitted which generated another unnecessary appointment.

Lesson Learned – The planning team try and contact customer as soon as they're aware that appointment cannot be attended. They have started to send out texts informing of this if they cannot immediately reach the customer by telephone. The issue with paperwork not being submitted by an operative has been referred to the works supervisor.

Example 2

Complaint summary - The customer had been waiting 9 months from the start of the tenancy for two kitchen cupboard doors to be fitted. The customer had been chasing this up through the Housing Office, who had been emailing Voids, but the work was still left outstanding. Upon filing a complaint, the cupboard doors were located and then fitted within two weeks.

Lesson Learned- The Voids team have implemented a process whereby they make sure materials required to complete work are recorded, then ordered. The repair is then completed within a timeframe agreed with the customer.

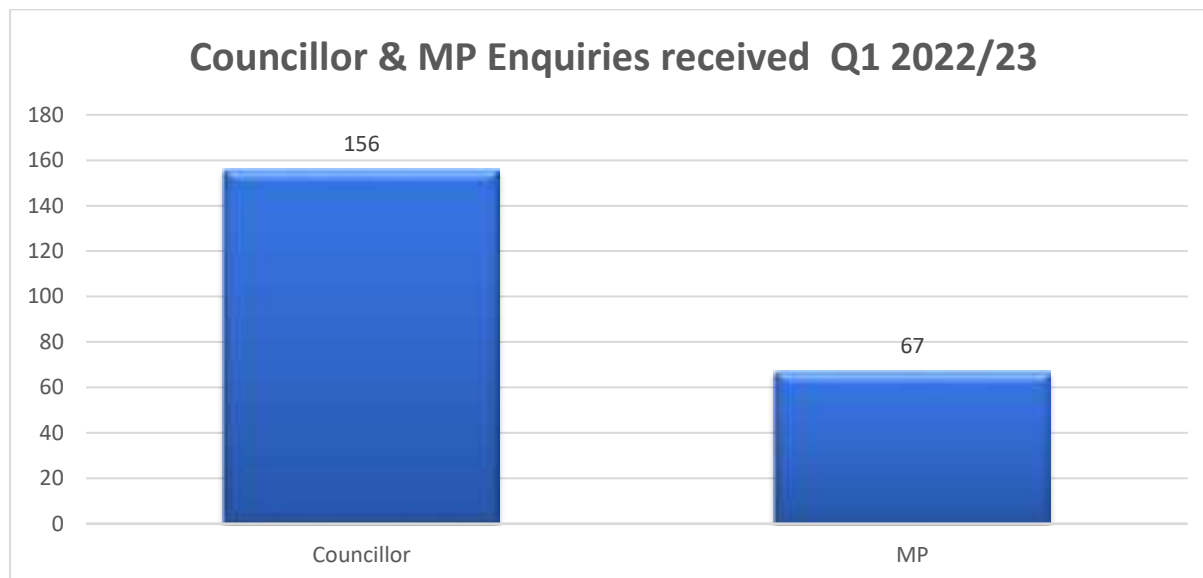
Example 3

Complaint summary – The customer was waiting for two repairs to be completed which were outside of their target dates. One was to renew a tile vent and the other repair a shed door. The customer felt they were being treated like a second-class citizen.

Lesson Learned - The repair to the tile vent had been delayed as scaffolding was required for reasons of health & safety. This is erected by an external contractor and cannot be planned in by Derby Homes. The repair for the shed door had been raised on the wrong priority as a floating external job by Customer Services. When the operative attended access was required and the customer was not in, causing the repair to run out of priority. If the job had been raised correctly it could have been attended sooner on a fixed appointment.

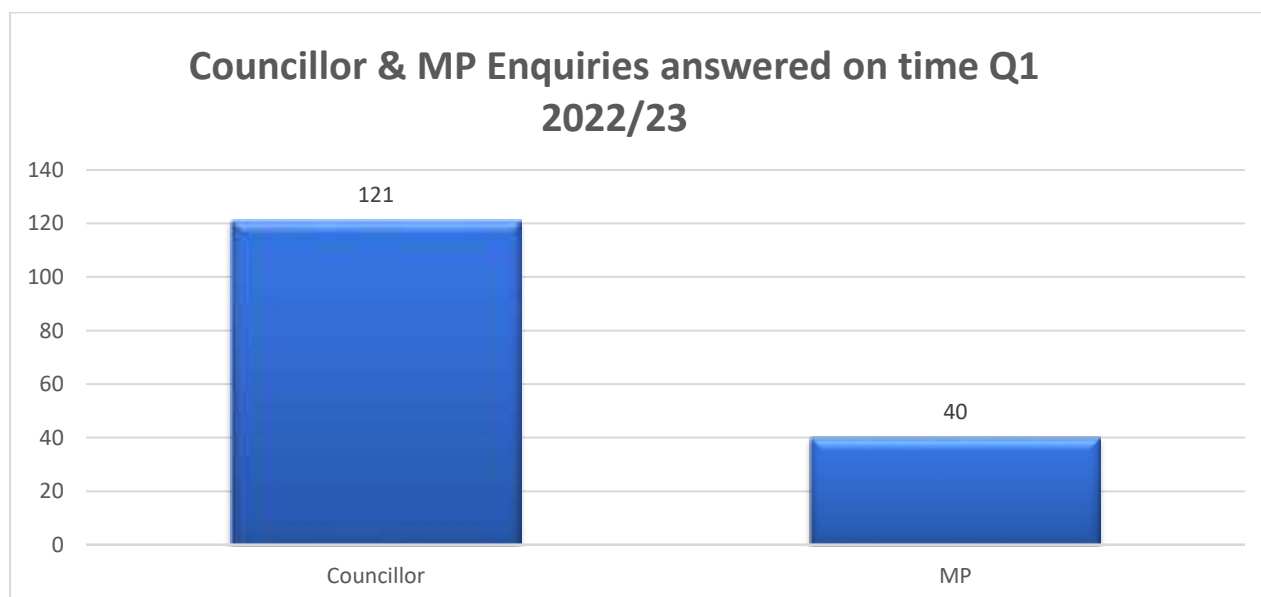
COUNCILLOR/MP ENQUIRIES

During Q1 2022/23 there were 156 Councillor and 67 MP enquiries received.

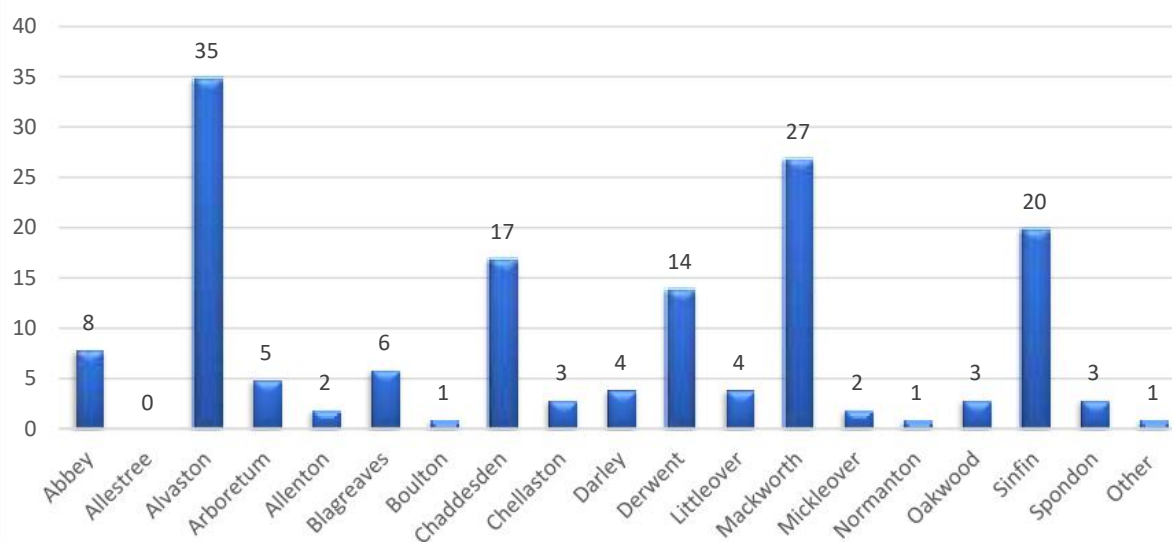


During Q1 121 Councillor Enquiries and 40 MP enquiries were responded to on time

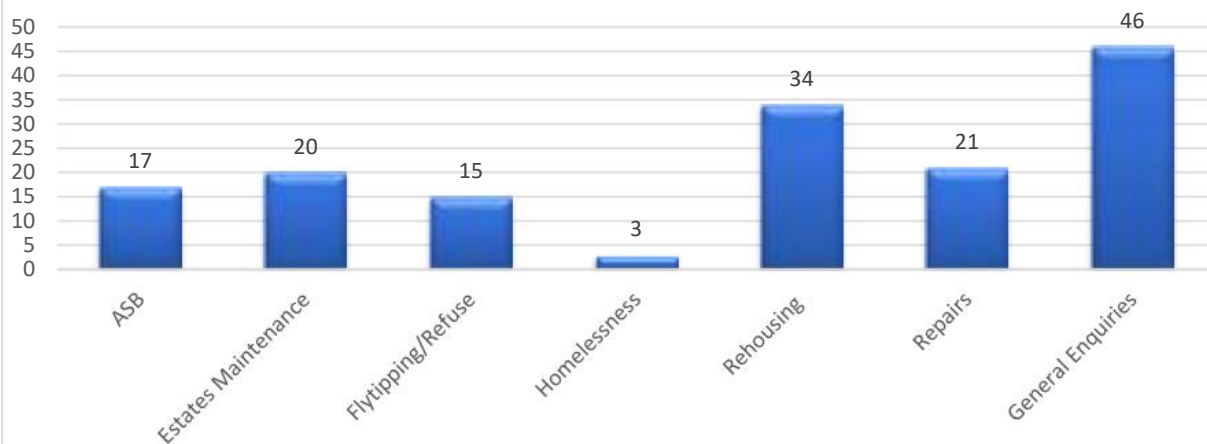
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Q1 2022/23

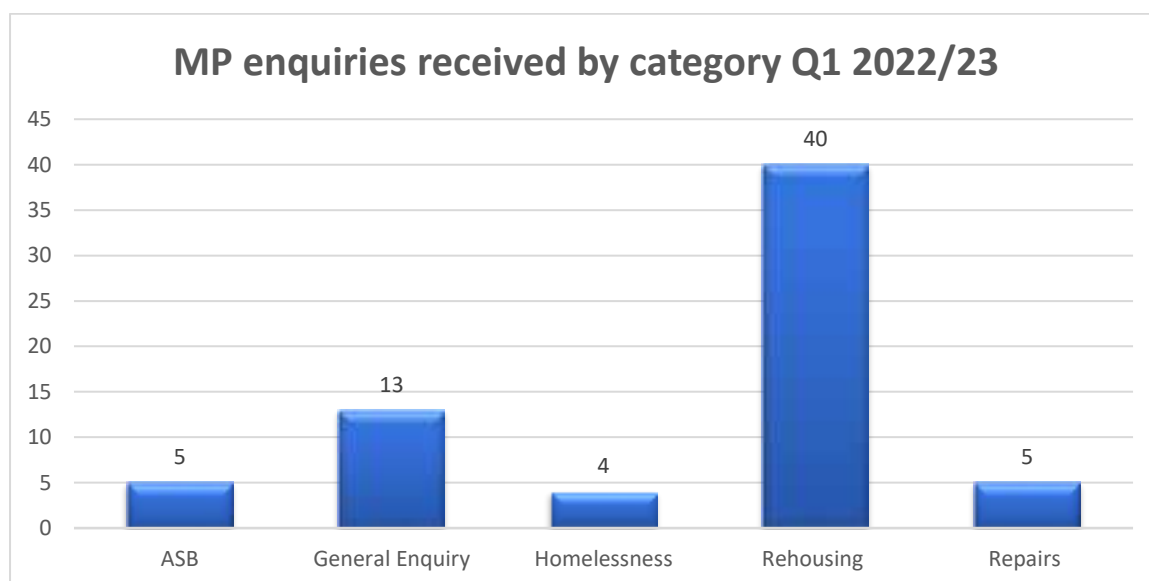
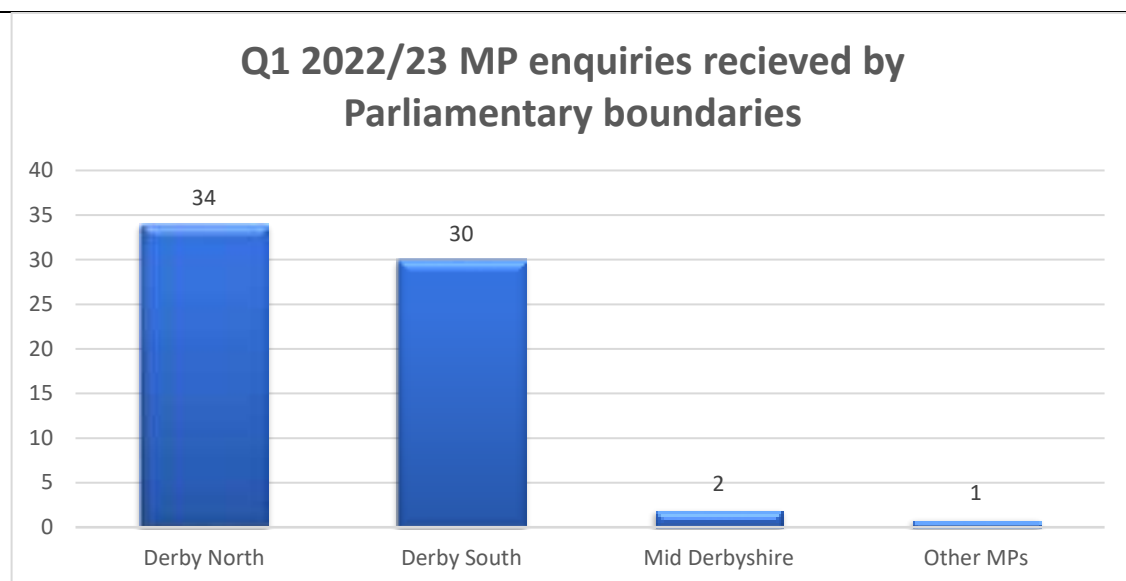


Councillor Enquiries received Q1 2022/23



MP Enquiries

There was a total of 67 MP Enquiries in Q1 2022/23



POLICY PURPOSE

This Policy provides guidance on how to make a complaint, comment, or compliment.

The Policy covers:

- Definitions
- How to make a complaint, give a comment or a compliment
- The complaints procedure
- Advice about the Housing Ombudsman service and the role of a designated person
- Restricted Contact
- Compensation and good will gestures
- Learning from Complaints

Document Control

| | |
|---------------------------------|-------------------|
| Implementation date | April 2022 |
| Author | Annabelle Barwick |
| Equality impact assessment date | |
| Revised/updated | |
| Version control | 3.0 |
| Review required | |

INTRODUCTION

Derby Homes aims to provide services that meet customer needs, both in terms of appropriateness and quality. If something goes wrong, we want to be able to resolve complaints at the earliest available opportunity and learn lessons to help improve our services.

We are committed to making the process of complaining as simple and straight forward as possible in line with our Customer First Strategy.

1. POLICY STATEMENT

Derby Homes aims to deliver a high quality of service and satisfaction to our customers.

We acknowledge that sometimes things go wrong, and our customers may wish to make a complaint.

This policy provides customers with a simple way of telling us when they feel dissatisfied with the service they have received.

We want customers to be able to tell us so we can respond and put things right in a fair and timely manner.

We welcome customers giving us their views and opinions and we welcome compliments and recognition when team members have done a great job.

2. AIMS OF THE POLICY

- To deliver a quality customer experience, even when things have gone wrong
- To be fair, transparent, and consistent in the way we manage complaints
- To put things right (where agreed) as swiftly as possible
- To learn from complaints
- To keep customers informed of progress throughout their complaint
- To maintain customer confidentiality
- To ensure complaints are assigned to the appropriate officer
- To enable customers to access impartial support and advice
- To recognise when individuals or services have exceeded customer expectations
- To restore relationships and building trust with residents.

- Publicise the Housing Ombudsman service

3. DEFINITIONS

3.1 Compliment

We particularly welcome feedback where our staff, services, policies, and procedures have exceeded customer expectations and delivered excellent customer satisfaction, we record these as compliments.

3.2 Comment

We welcome customer comments and ideas about how we can improve the way we deliver a service.

3.3 Complaint

A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

The customer does not have to use the word 'complaint' for it to be treated as such

Customers chasing a service request, such as a missed appointment, can often be resolved 'there and then' with an apology and the provision of another appointment and may not need to enter the complaints system. However, if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.

3.4 Group complaints

A group complaint is a complaint that has been submitted by resident's from more than one property.

A lead complainant will need to be established by the group making the complaint. Names and addresses of all members of the group complaint will be needed to show that permission has been gained and they want to be part of the group making the complaint.

We will only communicate with the lead complainant. The lead complaint will then be able to share information with other residents and individuals' who are part of the group.

If it appears that the individuals involved are raising different issues, or the circumstances vary although the issue may be similar, it may be more appropriate to deal with matters as separate complaints.

Group complaints are submitted into the complaints process dealt with through our 2 stage complaints procedure.

Group complaints have access to the ombudsman service at any time.

What is not considered a complaint

- A first request for service/ repair
- A report of Anti-Social Behaviour – unless it is a complaint about how reports of ASB have been handled.
- A request for information / explanation of our policies
- An issue raised more than 6 months after the event, unless there are exceptional circumstances
- Cases that have been referred to the insurance company, where legal action is being taken or a disrepair case has been submitted.
- Where Derby Homes can assist but the underlying issue is not within the control or remit of the organisation
- Requests from Members of Parliament and Councillors will be addressed as part of a separate policy and procedure. Where it is clear the request relates to a complaint, we will contact the customer and ask if they wish this to be considered as an official complaint alongside the enquiry.

Where we decide not to accept a complaint a detailed explanation will be provided to the resident setting out the reasons why the matter is not suitable for the complaints process. Discretion must be exercised fairly and appropriately in deciding not to consider a complaint and residents should not unreasonably be denied access to the complaint's procedure. At this point we will advise the customer how to access the housing ombudsman service.

A resident has the right to challenge this decision by taking their complaint to the Ombudsman. Where appropriate the Ombudsman will instruct the landlord to take on the complaint.

As a landlord we shall provide early advice to residents regarding their right to access the Housing Ombudsman Service as this service can be accessed at any time, not only at the point they have exhausted the landlord's complaints process.

4. WHO CAN MAKE A COMPLAINT

The policy applies to anyone who receives or requests a service from Derby Homes. Such as current tenants and leaseholders and could include people making a housing application or a former tenant or could be from a non-resident or a number of people as a group complaint.

We will accept complaints from other sources, providing the customer has authorised them to act on their behalf. A complaint that is submitted via a third party or representative must still be handled in line with the Derby Homes complaints policy.

5. HOW CAN CUSTOMERS COMPLAIN, GIVE COMMENTS OR COMPLIMENTS

Customers can contact Derby Homes to make a comment, complaint or compliment in the most convenient way for them:

By emailing: housing.complaints@derbyhomes.org

By writing to:

The Customer Experience Officer, 839 London Rd, Derby, DE24 8UZ

Via the website: www.derbyhomes.org

Via our online self-service portal: www.my.derbyhomes.org

Via social Media

In person

By telephone: 01332 888777

6. COMPLAINTS PROCEDURE

We aim to resolve complaints first time. We recognise that every complaint is different and therefore will require individual complaint investigation, whilst maintaining our commitment to fairness, transparently and consistency. We have adopted a customer first internal approach to support complaint resolution. Our Customer First strategy means that we will always try and look at things from the customer's point of view.

We have a dedicated Customer Experience team responsible for handling complaints, have the authority and autonomy to act to resolve complaints quickly and fairly.

We reserve the right to use discretion when applying this policy and may deal with a complaint differently where individual circumstances merit it. Discretion needs to be applied fairly and appropriately and that complaints should be progressed as far as possible to maximise the opportunity to resolve a dispute.

We will aim to:

- Acknowledge all complaints within 3 working days
- At the first stage of our complaints process, confirm our understanding of the complaint and the outcomes being sought with the resident.
- Investigate and respond to the customer within 10 working days or explain the reason and agree with the tenant if this timeframe needs extending. Where the extension goes beyond 20 days this needs to be in agreement with the customer. If an agreement cannot be met the customer can contact the Housing Ombudsman.
- Review all available evidence relevant to the investigation
- Address all points raised in the complaint and provide clear reasons for any decisions.
- Provide the details of any remedy offered to put things right
- List details of any outstanding actions and timescales for completion

- Discuss the outcome of the investigation with the customer and provide a written record of this
- Provide details of how to escalate the matter if dissatisfied
- Record all information on our Housing Management system

There may be times when we extend a response deadline. Customers will be kept fully updated and the reasons for any delays will be fully explained.

Customers may want to speak to other organisations for example, the Housing Ombudsman, Citizens Advice, Lease and Shelter to aid the resolution of disputes. Details of organisations can be found at the end of this policy.

In circumstances, where a complaint has not been resolved satisfactorily the resident can ask for this to be escalated to the next stage. This will be looked at by a different Investigating Officer as a stage 2 complaint. The stage 2 complaint must be requested within 20 working days from receiving the stage 1 complaint response. Exceptions can be made where actions are outstanding.

The relevant Head of Service will appoint the most appropriate manager to investigate the Stage 2 complaint. The investigating officer must be different to the officer who investigated the stage 1 complaint.

On receipt of the stage 2 complaint, we will aim to:

- Acknowledge all complaints within 3 working days
- Investigate and respond to the customer within 20 working days or explain the reason and agree with the tenant if this timeframe needs extending
- Review all available evidence relevant to the investigation
- Discuss the outcome of the investigation with the customer and provide a written record of this
- Record all information on our Housing Management system

There may be times when we extend a response deadline. Customers will be kept fully updated and the reasons for any delays will be fully explained.

Customers may want to speak to other organisations for example the Housing Ombudsman, Citizens Advice, Lease and Shelter to aid the resolution of disputes.

7. COMPLAINT CLOSURE

Once a full response to the complaint has been provided the complaint is closed. If you wish to initiate a stage 2 complaint, this must be done within 20 working days of your Stage 1 closure response being received. Exceptions can be made where actions are outstanding

8. LOCALISM ACT 2011 (DESIGNATED PERSON)

Since 1 April 2013, all registered providers have been required to adhere to guidelines as set out in the Localism Act. Tenants of registered providers are

able to request their complaints be considered by a 'designated person' once the internal complaints procedure has been completed.

A designated person can be an MP, a local Councillor or a recognised Tenant Panel.

The designated person can help resolve the complaint in one of two ways; they can try and resolve the complaint themselves or refer the complaint straight to the Housing Ombudsman.

Their role is to provide a fresh independent insight on complaints from a tenant, Councillor or MP perspective – playing a critical friend role suggesting views and approaches that may not have been considered by Derby Homes or others in handling the complaint.

The complainant may also approach the Housing Ombudsman directly if more than eight weeks have elapsed since the completion of Derby Homes complaints procedure.

9. HOUSING OMBUDSMAN SERVICE

Residents have the right to access the Housing Ombudsman Service at any time, although the Ombudsman cannot take any formal action to resolve a dispute until it has completed Derby Homes' internal complaints procedure, it can provide advice and guidance to support the early and local resolution of a case at any point in proceedings.

We will promote access to the Housing Ombudsman service at every stage and advise residents how to access the Housing Ombudsman Service.

The contact details for the Housing Ombudsman Service are:

- Online complaint form: www.housing-ombudsman.org.uk/residents/make-a-complaint/
- Phone: 0300 111 3000
- Email: info@housing-ombudsman.org.uk
- Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

The Housing Ombudsman Service is set up by law to look at complaints about housing organisations. The service is free, independent, and impartial.

The Housing Ombudsman has the power to consider complaints and decide what is 'fair in all circumstances of the case'.

When things go wrong, they can make orders and recommendations to put things right or to improve service failure.

10. RESTRICTED CONTACT

On occasion Derby Homes receives contact from and or complaints from customers which are deemed to be taking up a disproportionate amount of time or exhibiting unreasonable behaviours.

In these circumstances restricted contact may be required.

We define unreasonable behaviour as abusive, excessive and/or intimidating contact from customers which causes disproportionate or unjustified level of disruption, or distress.

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

Judgement will be used in determining what an “excessive number” of contacts is and this will be based on the specific circumstances of each individual case.

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

Derby Homes reserve the right to manage a customer’s contact in circumstances where their behaviour meets the definition of unreasonable or persistent as set out in the Restricted Contact policy and to reference that policy for further guidance. [Restricted Contact Policy Version 2.docx \(sharepoint.com\)](#)

11.COMPENSATION AND GOODWILL GESTURES

Generally, compensation will only be paid if it is concluded that Derby Homes has been negligent or neglectful and where financial disadvantage can be proved. Derby Homes may then compensate so the complaint is returned the position they were in before the event. Compensation is not remedy for the complainant to gain financially.

Occasionally in exceptional circumstances a payment in recognition of distress or inconvenience may be made.

Compensation payments will be offset against any (non reducing) debt owed by the applicant. [Compensation policy 2020.docx \(sharepoint.com\)](#)

12.PERFORMANCE MONITORING AND LEARNING

Derby Homes recognises the importance of learning from complaints, listening to comments and feedback and learning where we have done things well. We use this information to help us improve our services.

We record and analyse all complaints and their outcomes and provide quarterly reports for the Operational Board. Details of lessons learnt from complaints are contained within this report and included in the Derby Homes Annual report.

We have a Derby Homes Board Complaints Champion, to have lead responsibility for complaints to support a positive complaint handling culture. This

role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.

13. EQUALITY AND DIVERSITY

We value diversity and are committed to promoting equality of opportunity to ensure all residents are treated fairly and are not disadvantaged.

Copies of the complaints Policy can be provided in other formats – e.g. Braille, large print, different languages as requested.

In accordance with The Equalities Act 2010, we understand that there may be situations where we need to make reasonable adjustments to accommodate individual needs. Further detail on our commitment to Equality and Diversity and Reasonable adjustments can be found in the Equalities Policy.

14. DATA PROTECTION

Derby Homes is the Data Controller for any personal information provided. Information will be used to carry out our complaint related functions of which they are intended. Information may be shared across departments within Derby Homes, relevant departments within Derby City Council or with other agencies as the function requires. More information on data protection rights can be found in our Fair Processing Notice that can be found on the Derby Homes Website or can be requested by emailing information.governance@derbyhomes.org or alternatively writing to us Information Governance, Derby Homes Ltd, 839 London Road, Derby, DE24 8UZ

The Data Protection Officer is Taranjit Lalria who can be contacted at the addresses above.

Information held on complaint files may be requested under the Freedom of Information Act 2000 or under the Data Protection Act 2018 as an Access to Records request. These requests need be forwarded to the Information Governance Manager at the addresses above.

15. THE TENANT INVOLVEMENT AND EMPOWERMENT STANDARD

Our complaints policy aims to have an approach to complaints that is clear, simple, and accessible that ensures that complaints are resolved promptly, politely, and fairly in line with The Tenant Involvement and Empowerment Consumer Standard.

16. OTHER ORGANISATIONS WHO CAN HELP IN DISPUTE RESOLUTION

Citizens Advice <https://www.citizensadvice.org.uk/>

Citizens Advice Mid Mercia <http://www.citizensadvicemidmercia.org.uk/>

Sinfin Library District Centre, Arleston Lane, Derby, DE24 3DS
Call Adviceline 0300 330 9002

Lease: <https://www.lease-advice.org/>

Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX.

Shelter: <https://england.shelter.org.uk/>

Helpline 0808 800 4444

Direct Help and Advice: <https://www.dhadvice.org>

01332 287850

Phoenix Street, Derby DE1 2ER

Email: info@dhadvice.org

The Housing Ombudsman: <https://www.housingombudsman.org.uk>

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

LOCALISED CUSTOMER PRIORITIES QUARTER 1 UPDATE

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides the Operational Board with an update on the progress being made in our new approach to Derby Homes Customer Priorities, embracing the values and principles of Better Together.

2. RECOMMENDATION

- 2.1 To note the positive progress being made and receive an update on the activities that have been delivered over the summer through the Derby Homes Customer Priority programme.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To gain insight into the wide variety of activities that have now taken place within each thematic workstream led by Derby Homes, and supported by the Neighbourhoods Team, and how these are building towards securing long-term positive outcomes for our customers and our estates.
- 3.2 To break down barriers and work with our customers, to provide a service that is in line with the Customer First Strategy and further aligns with the Better Together approach.

4. MATTER FOR CONSIDERATION

- 4.1 In August 2021, we reported to the Operational Board that we were proposing to change the way that we identified our local customer priorities in the future. We proposed using an ongoing programme of data collection from various sources and more regular feedback from customers.
- 4.2 Following the first data analysis 14 'priority' areas were identified, 9 of which were within Derby Homes housing management areas. Our Patch Managers were tasked with leading on all the projects developed within these areas.
- 4.3 The final project proposals were presented by our Patch Managers at an event in May 2022 and reflected the impact that a more collective and dynamic approach can have in tackling long standing issues which affect our residents. Through codesign and codelivery, we can achieve long term sustainable outcomes for our customers.
- 4.4 The following provides an overview of some of the activities that have now taken place within each of the workstreams led by Derby Homes, all of which continue to be supported by Derby City council (DCC) Neighbourhood Team;

| | |
|---|---|
| <p>1. #TeamNormanton (Leopold Street & Vale Street)</p> | <ul style="list-style-type: none"> • Project specific walkabout to address issues with Housing Management Officers completed, leading to identifying 3 problematic Houses in Multiple Occupation for targeted intervention. • A number of targeted 'Deep Cleans' completed across the 'priority' area. • Remedial works undertaken, including removal of a grit box which had become a hotspot for ASB/ street drinkers – in addition to increasing Public Protection Officer (PPO) patrols arranged to discourage street drinkers. • A Street Scene audit completed, leading to a number of 'designing out crime' works, including grounds maintenance, signage, litter and car park improvements, unblocking gullies, improvement of lighting columns, reparation of potholes, graffiti removal and engagement with residents around garden clearances. • Additional projects identified through the process include – wild flowering areas, land re-development, 'bins on streets' and public art. • Early stages of establishing a local business forum to encourage local ownership and pride in the area. • Facilitating 'Better Together' meetings to build better relationships and connectivity between key partners, including Highways, Street Cleansing, PPO Team, residents, Rehousing Engagement Support Team (REST), Police & local businesses. |
| <p>2. #TeamArboretum (Castleward)</p> | <ul style="list-style-type: none"> • Youth engagement events around road safety have been held in the following schools; • Castleward Academy, Carrington Street • Rosehill Nursery school, Reginald Street • St James School, Reginald Street • Each of these schools now have 'Parking Buddies' installed, with further conversations with traffic management taking place. • A community event was held in Castleward in June to foster resident involvement, build a sense of community and promote social inclusion. |
| <p>3. #TeamSinfin (Combined Areas)</p> | <ul style="list-style-type: none"> • Codeveloped and codelivered the first 'localised' event to encourage and support young people into employment. The event was held at Enthusiasm Trust in June. |

| | |
|--|--|
| | <ul style="list-style-type: none"> • New partnership forged with Enthusiasm Trust to further develop and adopt this approach. • As a result of this event, employers are changing their recruitment process, to remove barriers, and strengthen their profile in Osmaston to attract local people to apply for vacancies. • A codesigned and codelivered 'Jubilee' themed community event held in June to hold conversations with customers and the local community to explore options for 'Community Jitty's'. • £500 Funding secured from the Neighbourhood Board towards this project. • In addition, local businesses have now come forward to support this project. • Several clearances have been completed to advance the concept of Community Jitty's. |
| 4. #TeamAlvaston (Single Area) | <ul style="list-style-type: none"> • Facilitating 'Better Together' meetings to build better relationships and connectivity between local services and community groups, including Derby Homes, Parks, ASB team and Local Area Coordinators. • Coproduced and completed a targeted survey on 'perceptions', sense of place, ASB and community safety. • In June 2022, working with a local community group jointly delivered a Community Art project on Canal Bridge, engaging local young people and graffiti artists. • In July 2022, codesigned and codelivered a community engagement event for customers and the local community to raise awareness/discuss perception of crime/ASB in the local area. • Local material created to inform customers and the local community of support services available in the area. |
| 5. #TeamDerwent (Combined Areas) | <ul style="list-style-type: none"> • Work has started on compiling a directory of local and national services, for those customers to navigate services that support those experiencing poverty, or whose circumstance are affected by the cost-of-living crisis. • Creating a strategy for increasing digital access for Derwent customers to aid access to support online, and allow for better engagement through existing digital platforms, including Engagement HQ. • Alongside digital services ensure access to the directory through traditional methods. |

| | |
|-------------------------------------|--|
| | <ul style="list-style-type: none"> Working with Aspire Wrestling to codevelop and co-deliver a Community Radio platform to provide further reach to Derwent customers and the local community. |
| 6. #TeamNormanton (Sunnyhill) | <ul style="list-style-type: none"> Facilitating 'Better Together' meetings to build better relationships and connectivity between residents and groups with services, with particular focus on perceptions, and the neighbourhood identity. In August 2022 a community engagement event held on Caxton Park engaged customers and the local community on creating an identity, community art and improved signage for Sunnyhill, utilising a QR code survey. School 'Design Competition' developed to implement in September to create new visuals for the area, and foster ownership with children and young people. Links established with FC Sunnyhill to secure sponsorship and improve facilities on Caxton Park. Early stages of developing a communication strategy utilising the actions from the 'Communication' theme, to promote the area positively. Early stages in the development of a 'Friends of Caxton Park' group to foster greater community ownership and rebrand and improve the park. |

- 4.6 An event in September is planned when all teams will report back on progress over the summer and start the process of evaluating and assessing progress on the desired outcomes.

5 PARTNERSHIP WORKING

- 5.1 The Neighbourhood Partnership Team returned to the management of Derby City Council on 6th June 2022. This has not impacted the delivery of the Derby Homes Customer Priorities Programme, with the 2 teams continuing to work closely together.
- 5.2 The information at 4.5 demonstrates the strength of the partnership working through the diversity and extent of workstreams being codeveloped and codelivered, with the aim of delivering positive outcomes for our customers, and the wider community.
- 5.3 The joint working approach that has been created has been successful in securing Home Office funding in the recent Safer Streets 4 funding application. The data profiles developed were used as evidence to support the bid and 6 of the 7 targeted areas for the Safer Streets project fall within the 14 areas identified through the data analysis.

Just under £750k has been secured from the Home Office. The funds will contribute to the delivery of projects being developed.

6. IMPLICATIONS

6.1 FINANCIAL AND BUSINESS PLAN

6.11 Specific funding for works on this area is across several budgets in Derby Homes. These include:

- £300,000 within the Estates Pride revenue budget for works agreed with the Local Housing Managers.
- £565,000 from Estates Pride Capital for works on creating new hardstanding's to reduce on road parking, re-surfacing car parks and creating new car parking bays.
- £84,500 within the Customer Engagement and Community Development budget, this budget also funds additional spend with the DACP
- A new £50,000 discretionary budget linked to Customer First to fund "right options" for tenants

These are in addition to core budgets for the Caretakers service, Grounds Maintenance service and a £258,000 contribution to the Councils Public Protection Officer service, whose services are also used in response to issues raised within Local Priorities.

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

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

For more information please contact:

Graeme Walton / Area Housing Manager / 01332 8888630 / Graeme.Walton@derbyhomes.org

Background Information: None

List of appendices: None

This report has been approved by the following

| | | |
|---|-----------------|------------|
| Managing Director | Maria Murphy | 09/09/2022 |
| Finance Director/Derby Homes Accountant | Michael Kirk | 12/09/2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |
| Head of Service | Lorraine Testro | 24/08/2022 |

CUSTOMER SURVEY QUARTER 4

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the first quarter of the Customer Survey 2022–2023. Full details can be found in Appendix 1.
- 1.2 By the end of this quarter we have collected 570 surveys. The number of surveys collected in Q1 is over the target of 500 per quarter for the year - which we are very happy with. Other than two indicators, we are we are achieving on or above target.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1 and Appendix 2.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is aware of recent customer satisfaction results.

4. MATTER(S) FOR CONSIDERATION

- 4.1 **Satisfaction with most recent repair (Target 87%)** : 84.8% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time:** 78.8% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 91.5% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 91% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 86%)** : 85.5% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

- 4.6 **Satisfaction with listened to my feedback (Target 75%):** actual – 86.25% of respondents are satisfied that their views are being taken into account.

Appendix 1 does not show the true calculation of this due to formatting errors with the report. In the raw data, of the 80 people who answered 'yes' to Q16 (providing feedback to Derby Homes), 86.25% (69) were satisfied, 7.50% (6) responded that they were neither satisfied nor dissatisfied and 6.25% (5) said that they were dissatisfied.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 94%) :** 97.5% of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

IMPLICATIONS

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

For more information please contact:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 / Holly.Johnson@derbyhomes.org

Background information: None

List of appendices: Appendix 1 Customer Survey appendix
Appendix 2 Customer Survey comments, Actions and Outcomes

This report has been approved by the following

| | | |
|---|-----------------|------------|
| Managing Director | Maria Murphy | 09.09.2022 |
| Finance Director/Derby Homes Accountant | Michael Kirk | 24.08.2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |
| Head of Service | Lorraine Testro | 24.08.2022 |

Customer Survey 2022 - 2023

SURVEY RESPONSE REPORT

01 April 2022 - 30 June 2022

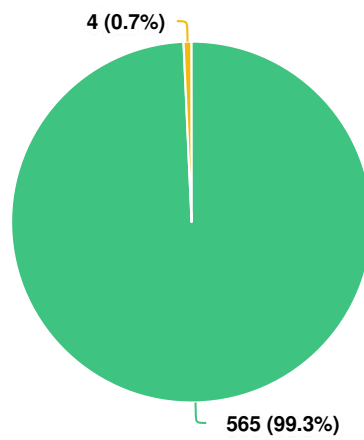
PROJECT NAME:

Customer Survey 2022 - 2023

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to measure customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report. Satisfaction results feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback is used to inform our service delivery. All customer comments are passed weekly to service managers to ensure all feedback is captured, Attached as Appendix 2. We are pleased to see we have received over 500 surveys this quarter and we aim to collect over 2,000 by the end of the financial year.

SURVEY QUESTIONS

Q1 Do you consent to take part in this survey and for Derby Homes to contact you based on the feedback you have provided?

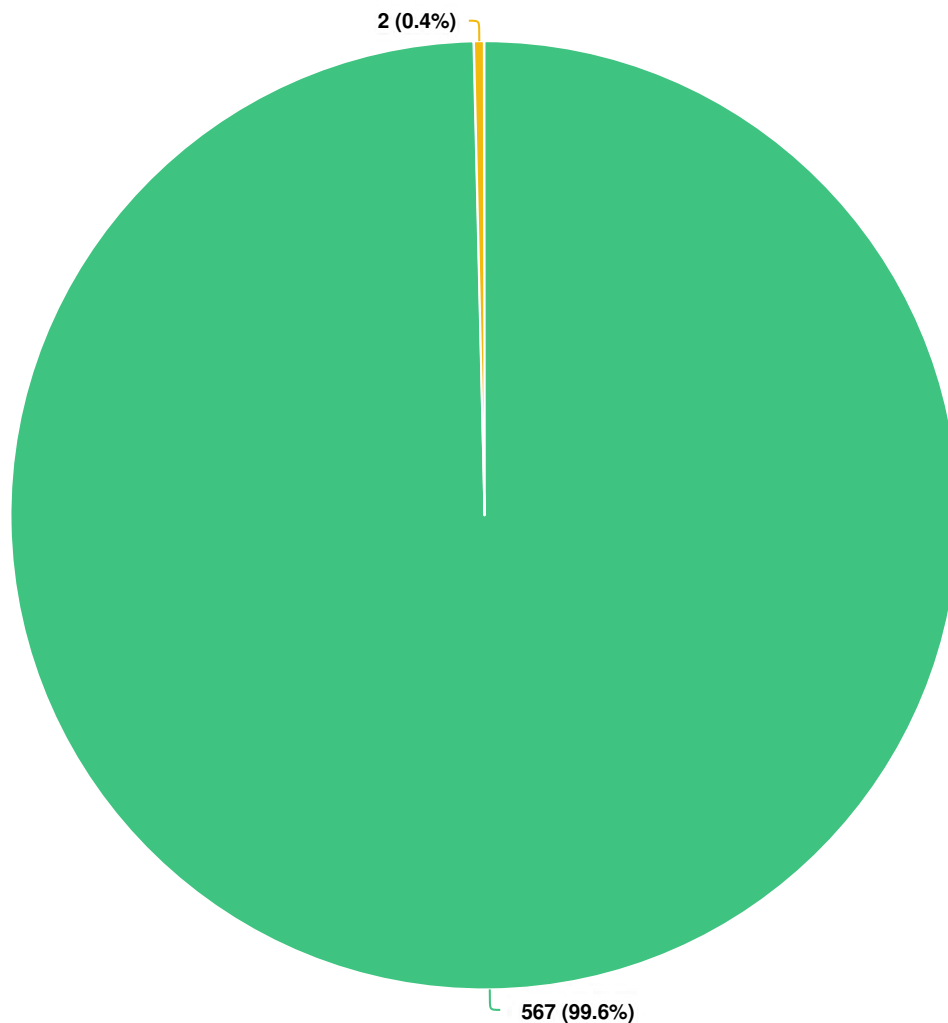


Question options

☒ Yes ☐ No

Mandatory Question (573 response(s))
Question type: Radio Button Question

Q2 | Derby Homes is the data controller, and you have the right to withdraw your consent to be contacted for the purposes of this survey. For more information on our fair processing notice, please visit the website or request a hard copy from me. Are yo...

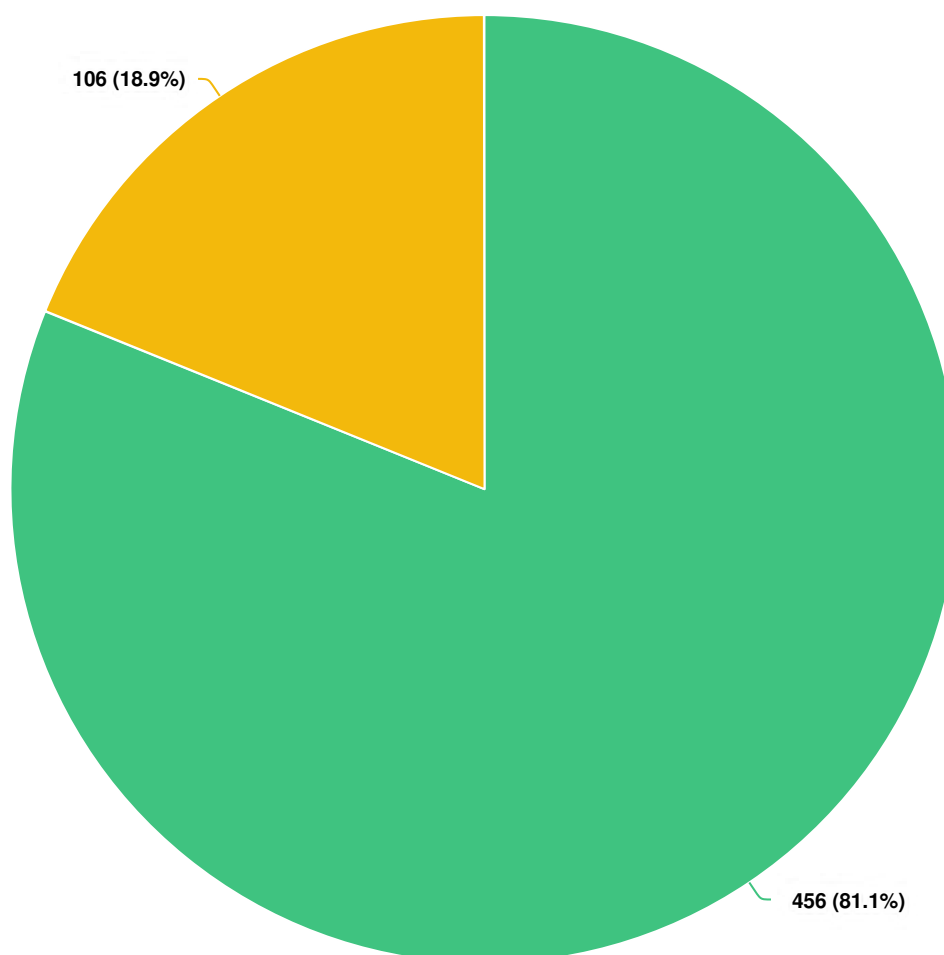


Question options

☒ Yes ☐ No

Mandatory Question (573 response(s))
Question type: Radio Button Question

Q3 Have you reported a repair within the last 12 months?



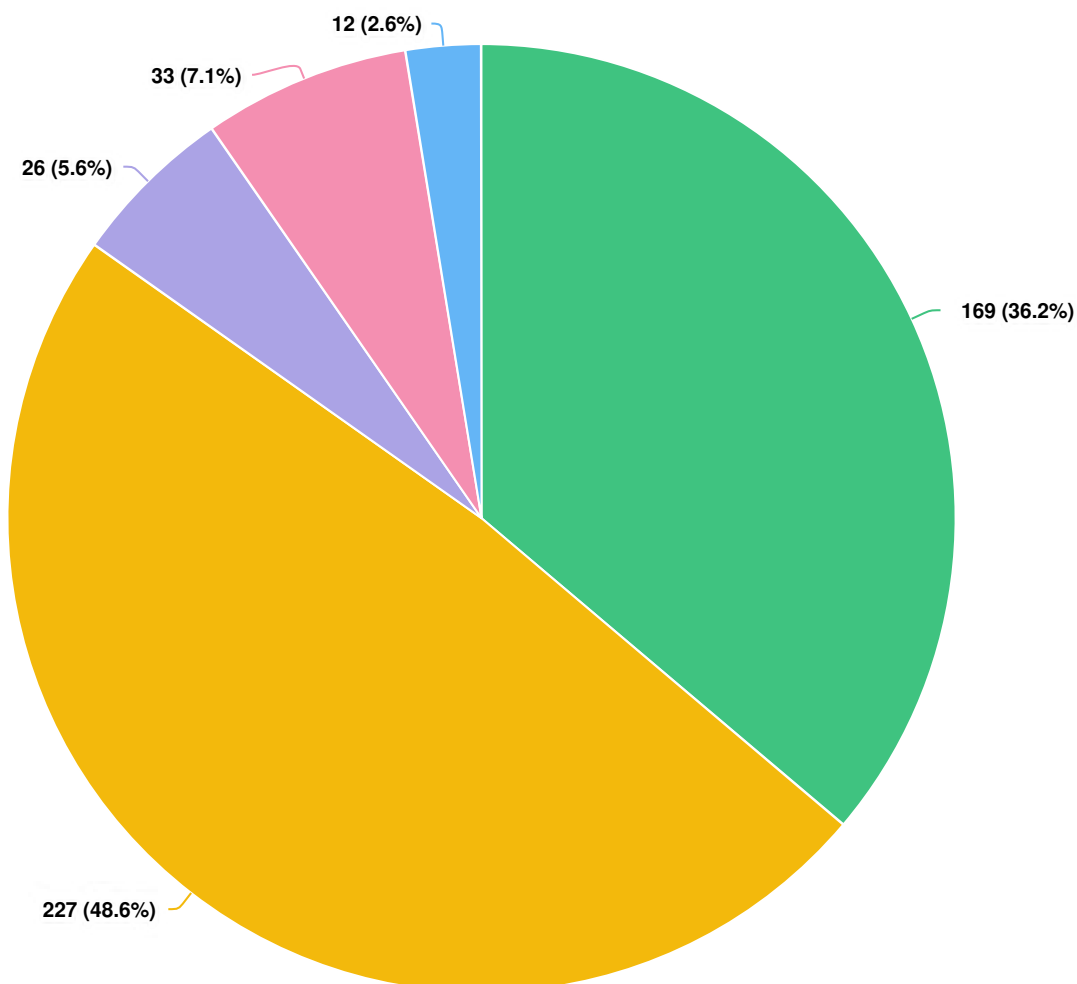
Question options

- ☒ Yes, I have ☐ No, I have not (If not, please select save and continue)

Optional question (566 response(s), 3 skipped)

Question type: Radio Button Question

Q4 I am satisfied with the service I received on my most recent repair



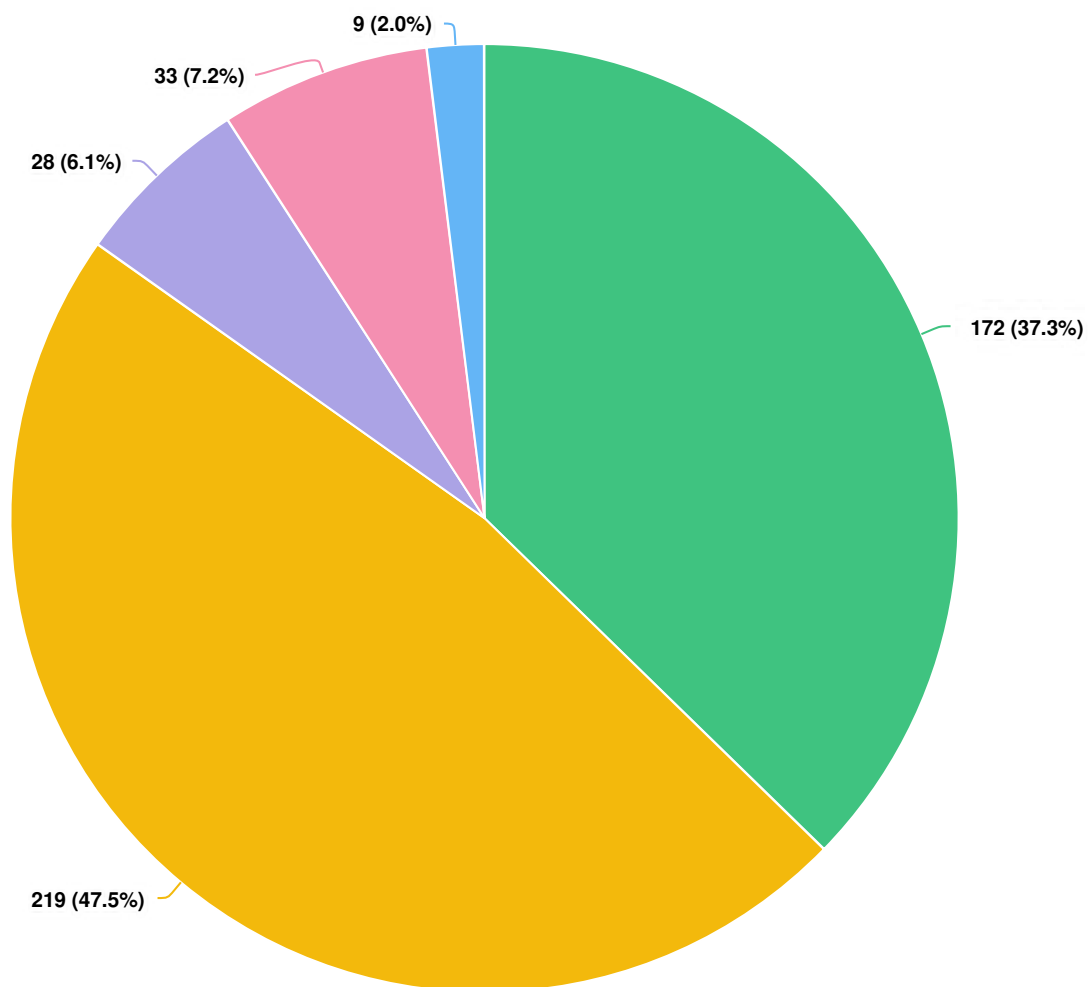
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (469 response(s), 100 skipped)

Question type: Radio Button Question

Q5 I am satisfied with the quality of my recent repair



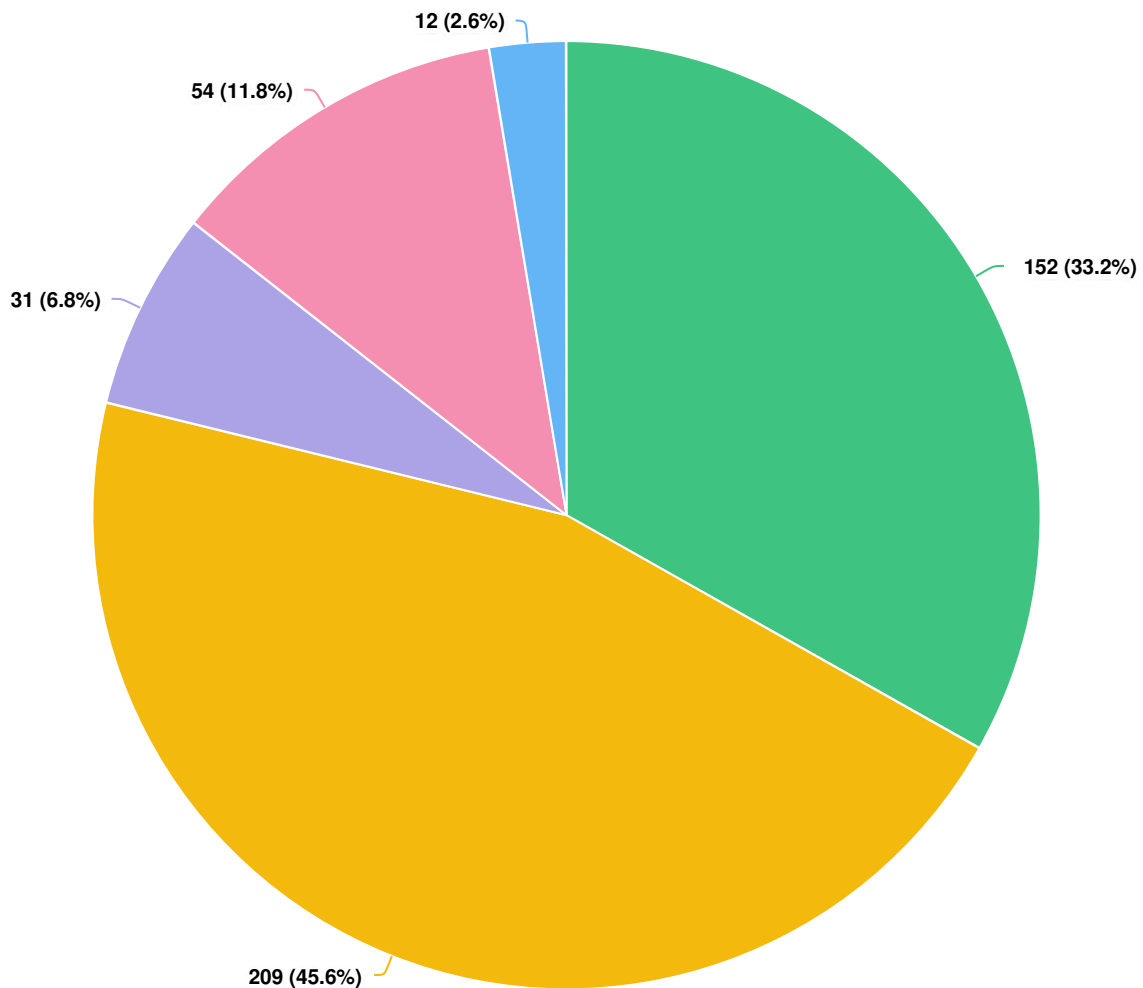
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (463 response(s), 106 skipped)

Question type: Radio Button Question

Q6 Where appropriate, I was satisfied that my repair was completed 'right the first time'



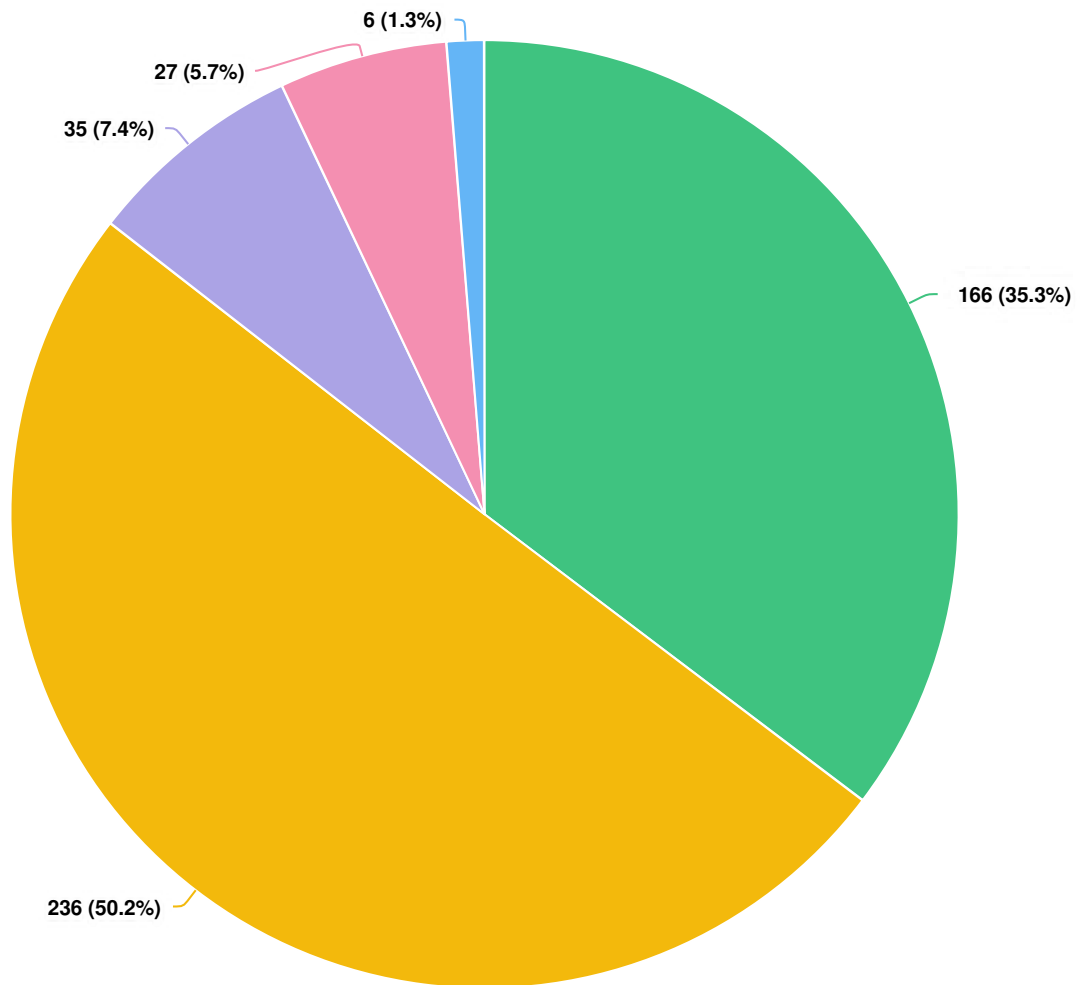
Question options

☒ Strongly agree
 ☒ Agree
 ☐ Undecided
 ☐ Disagree
 ☐ Strongly disagree

Optional question (460 response(s), 109 skipped)

Question type: Radio Button Question

Q7 Generally, I am satisfied with the way Derby Homes deals with the repairs and maintenance service



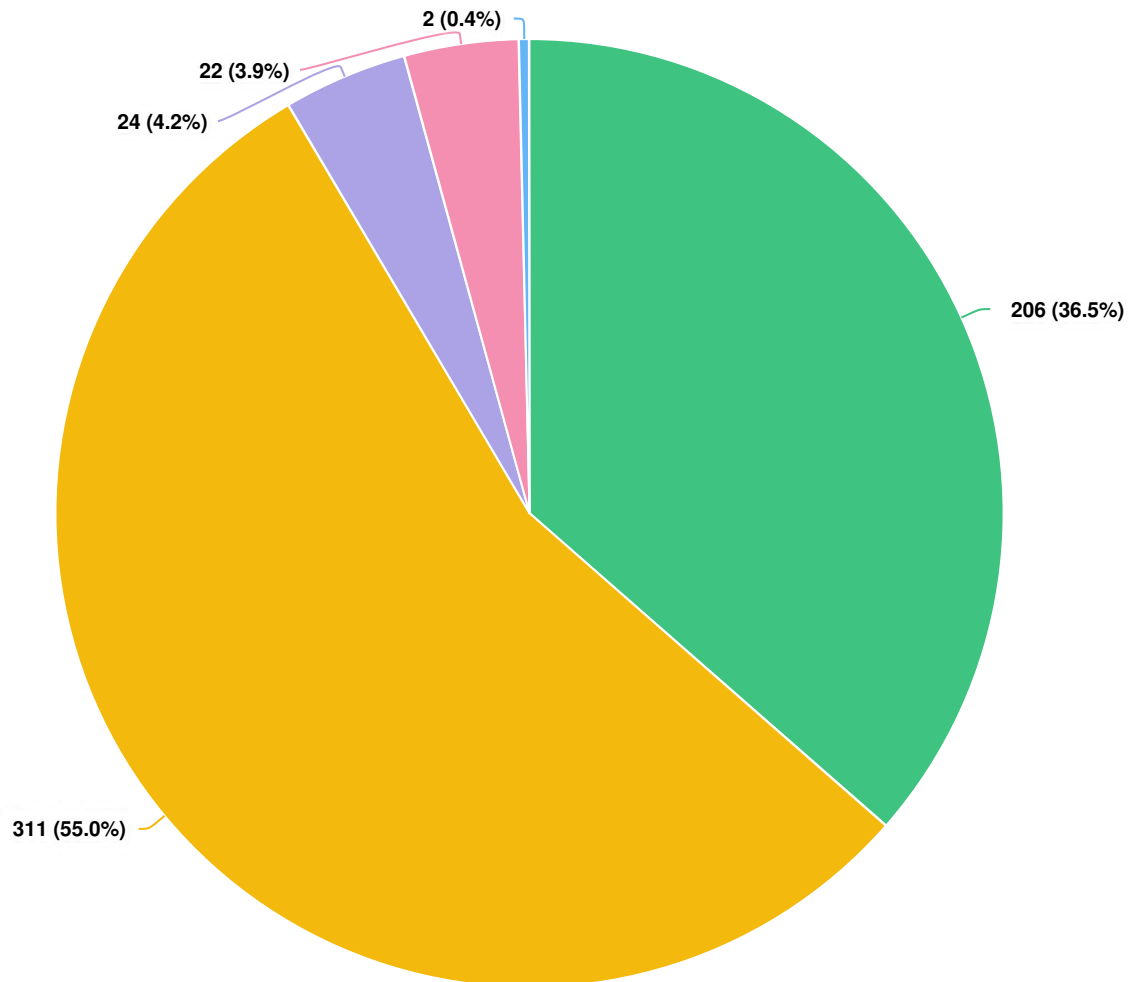
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (472 response(s), 97 skipped)

Question type: Radio Button Question

Q8 Thinking about the rent that I pay, I am satisfied that my rent provides value for money



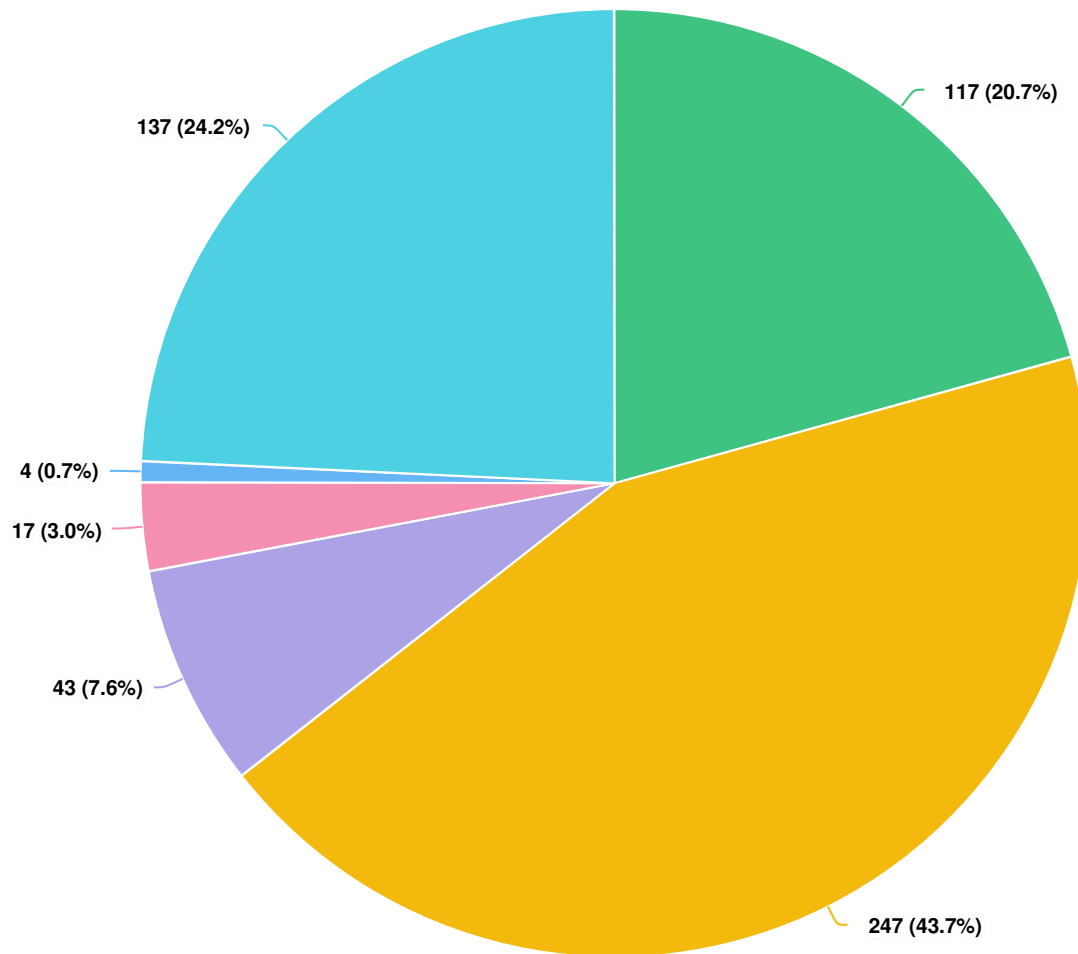
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))

Question type: Radio Button Question

Q9 If you are paying service charges, please let us know if you agree with the following statement, I am satisfied that my service charge is providing value for money

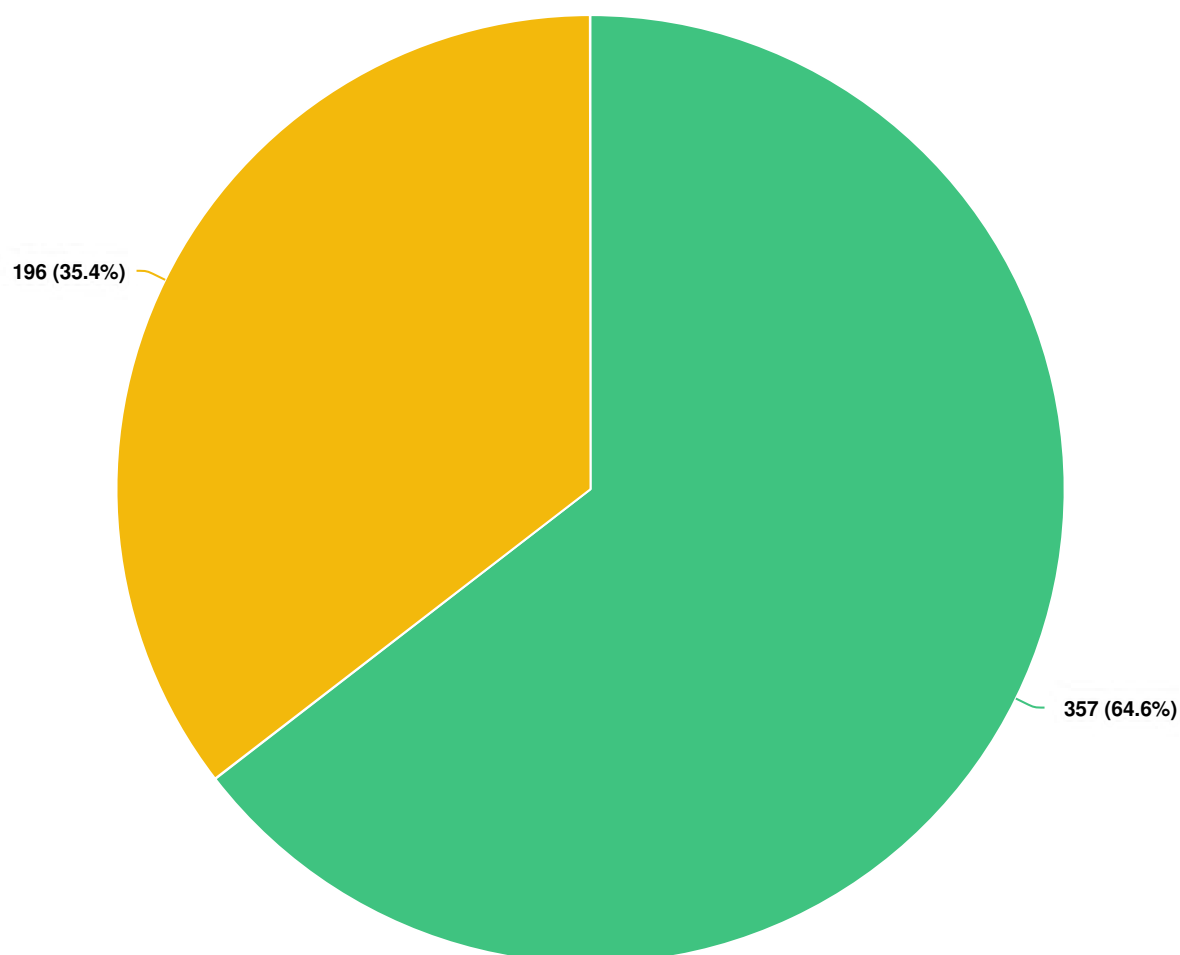


Question options

Strongly agree Agree Undecided Disagree Strongly disagree Not applicable

Mandatory Question (569 response(s))
Question type: Radio Button Question

Q10 Are you aware of this service?

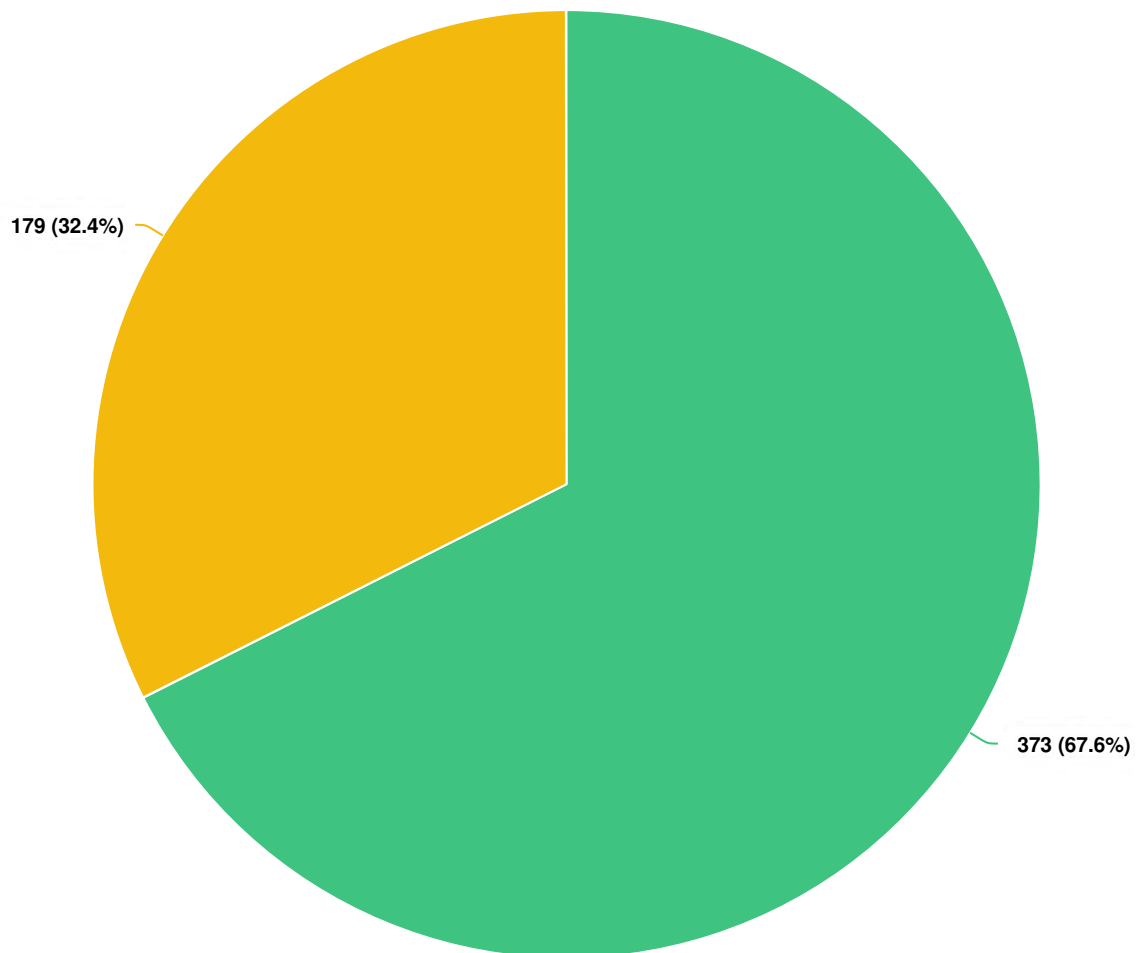


Question options

☒ Yes ☐ No

Optional question (557 response(s), 12 skipped)
Question type: Radio Button Question

Q11 If you wanted to access this service, would you know how to contact Derby Advice?

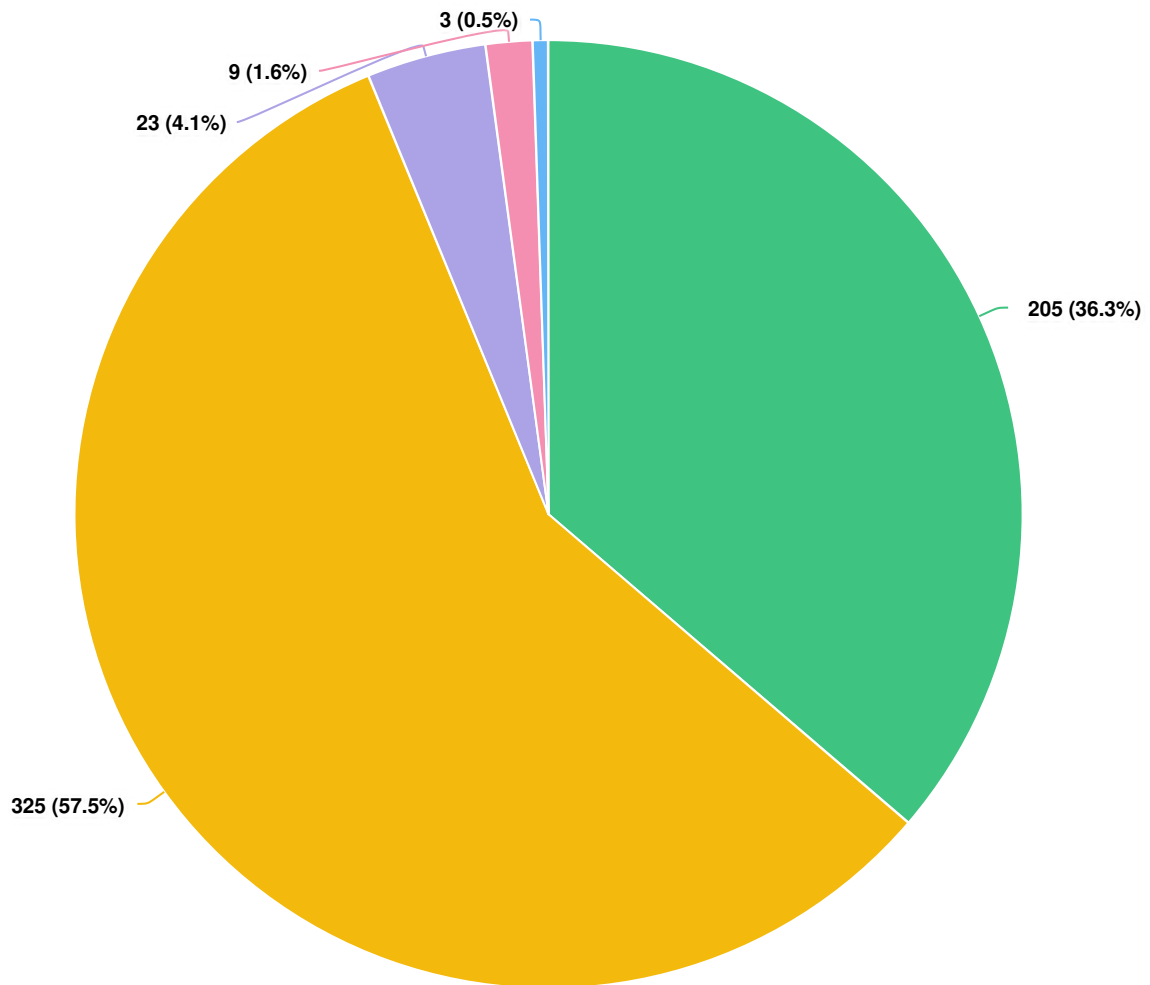


Question options

● Yes ● No

Optional question (557 response(s), 12 skipped)
Question type: Radio Button Question

Q12 Thinking specifically about the building which I live in, I am satisfied that Derby Homes provides a home that is safe and secure

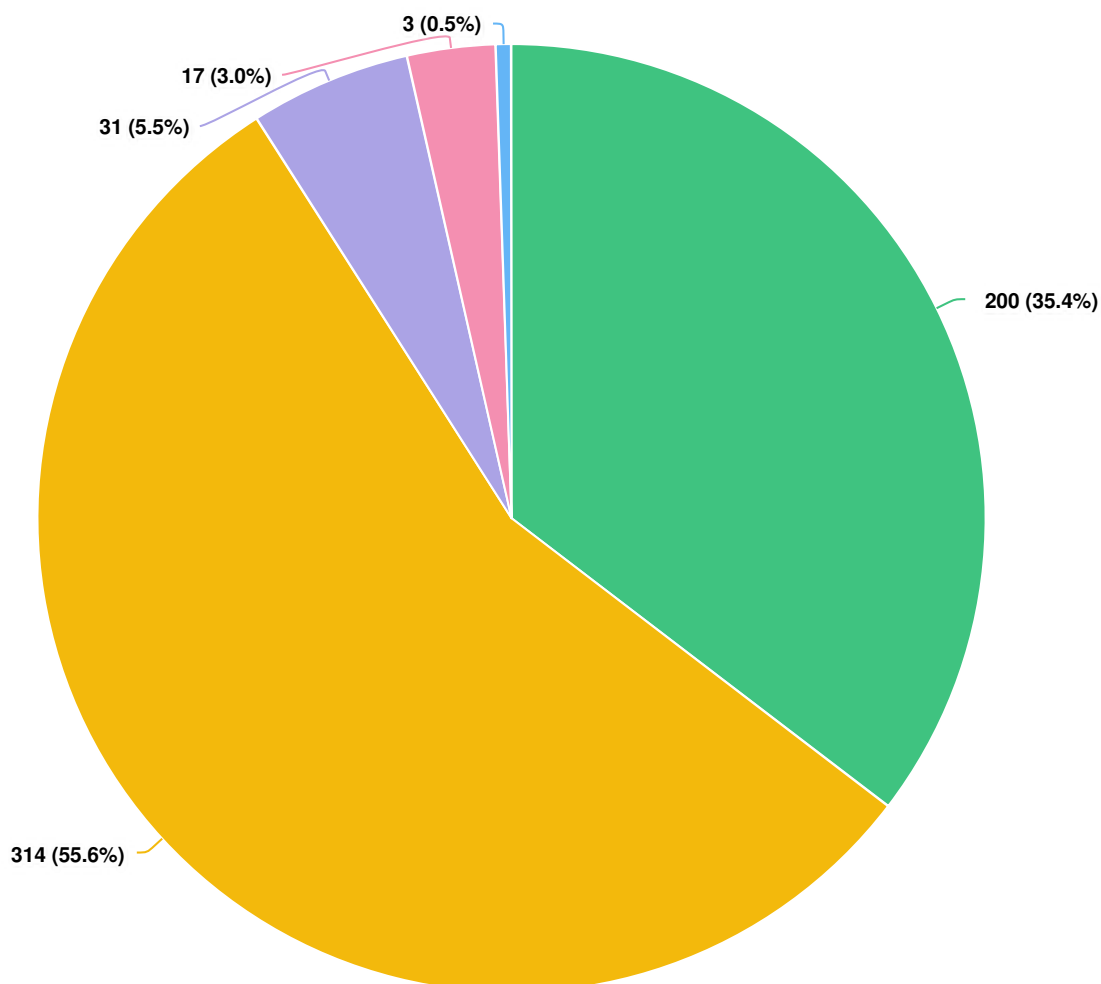


Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))
 Question type: Radio Button Question

Q13 Overall, I am satisfied with the quality of my home

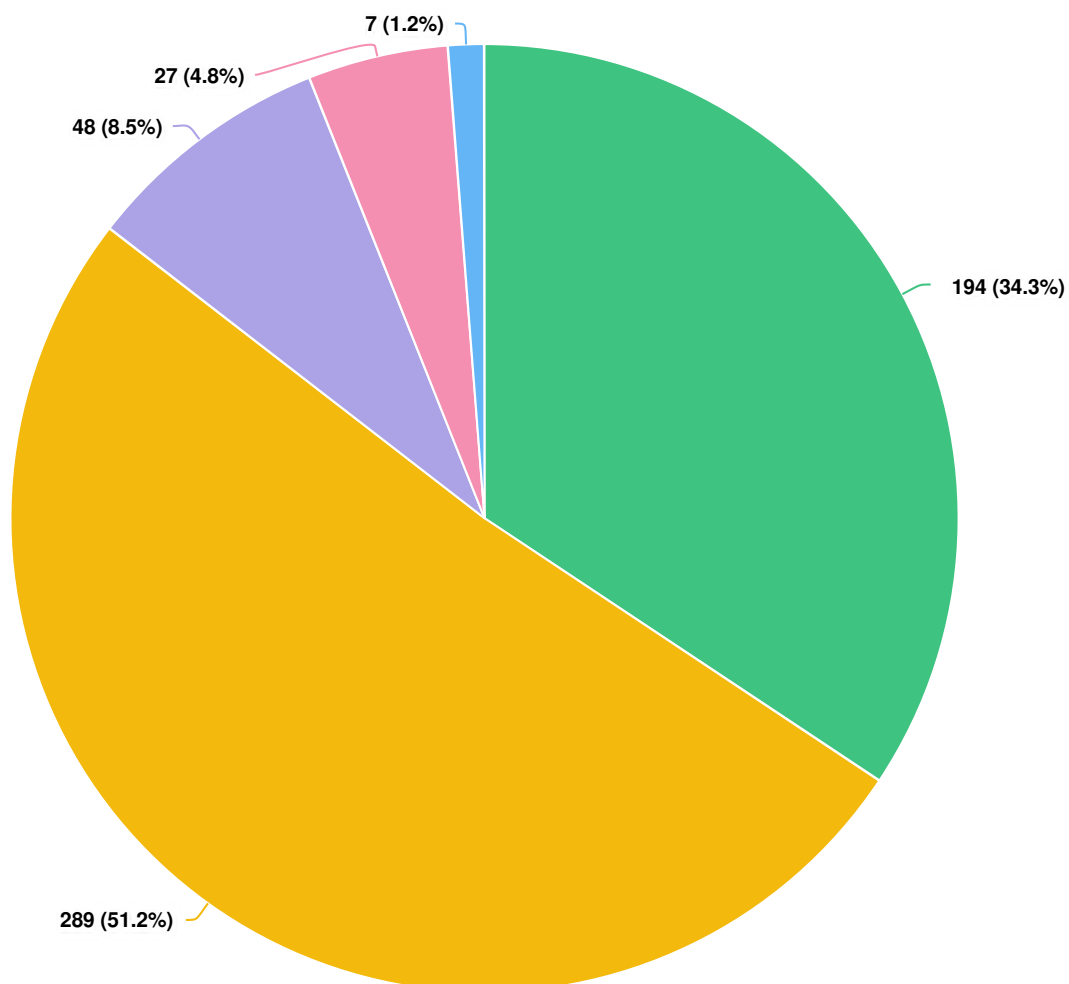


Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))
 Question type: Radio Button Question

Q14 I am satisfied with my neighbourhood as a place to live



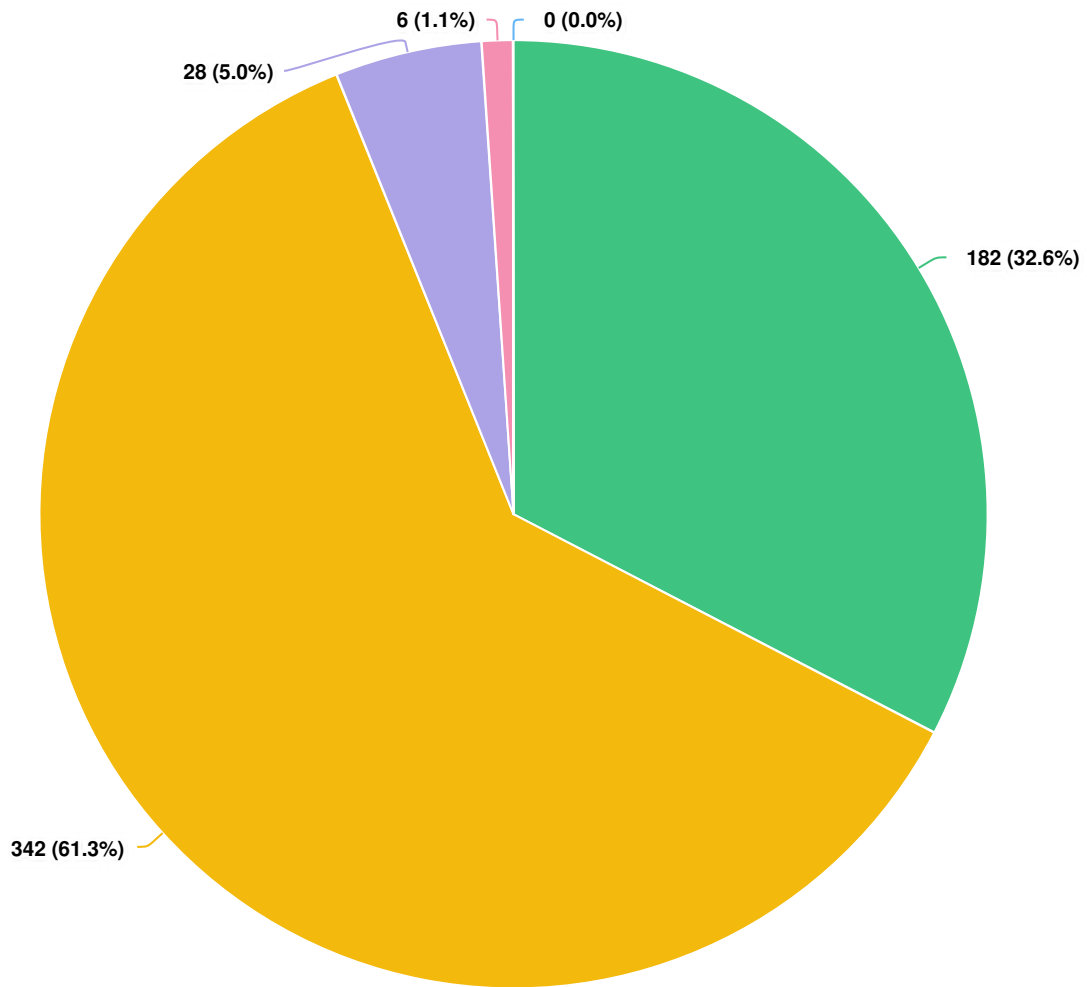
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))

Question type: Radio Button Question

Q15 I am satisfied that Derby Homes keeps me informed about services that affect me as a resident

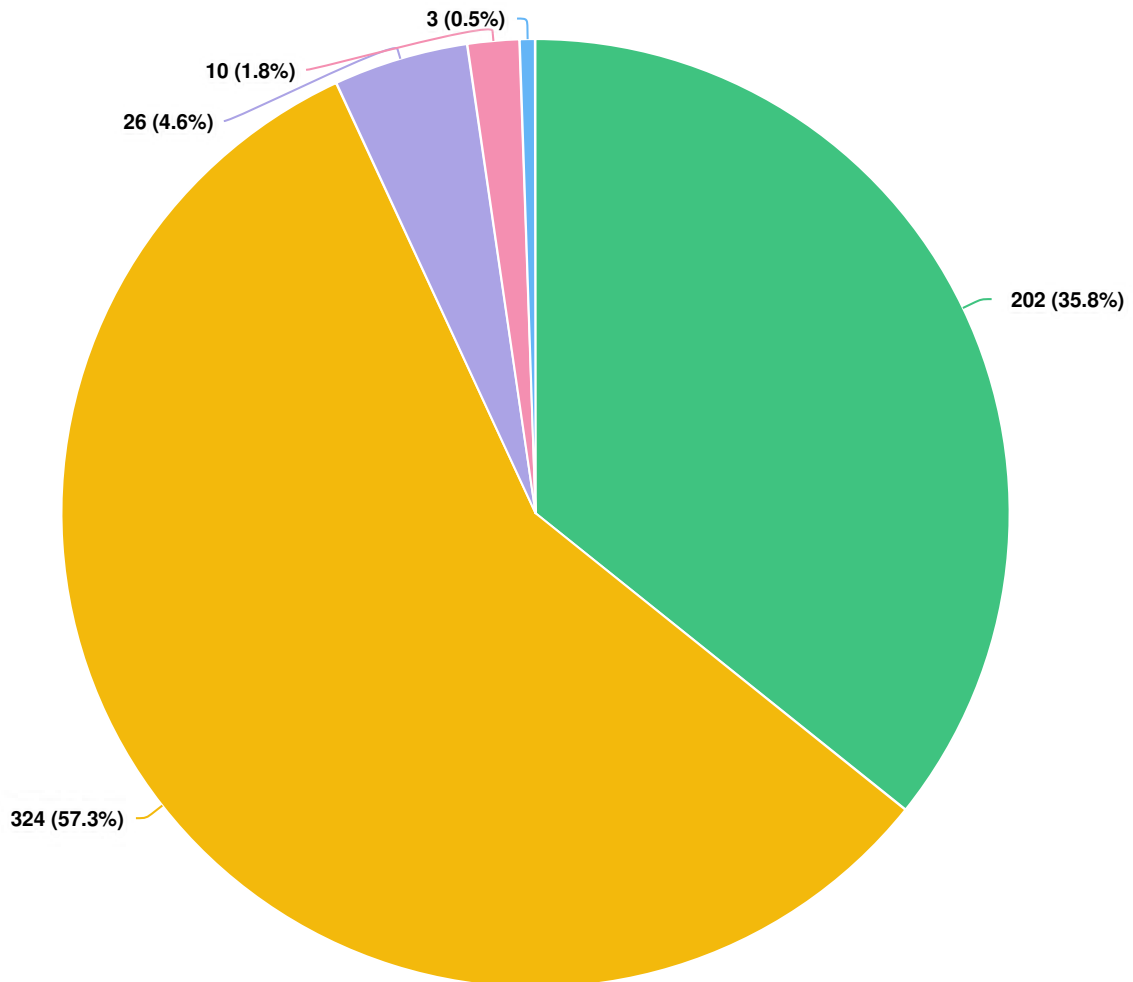


Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (562 response(s), 7 skipped)
 Question type: Radio Button Question

Q16 I am satisfied that Derby Homes is easy to deal with



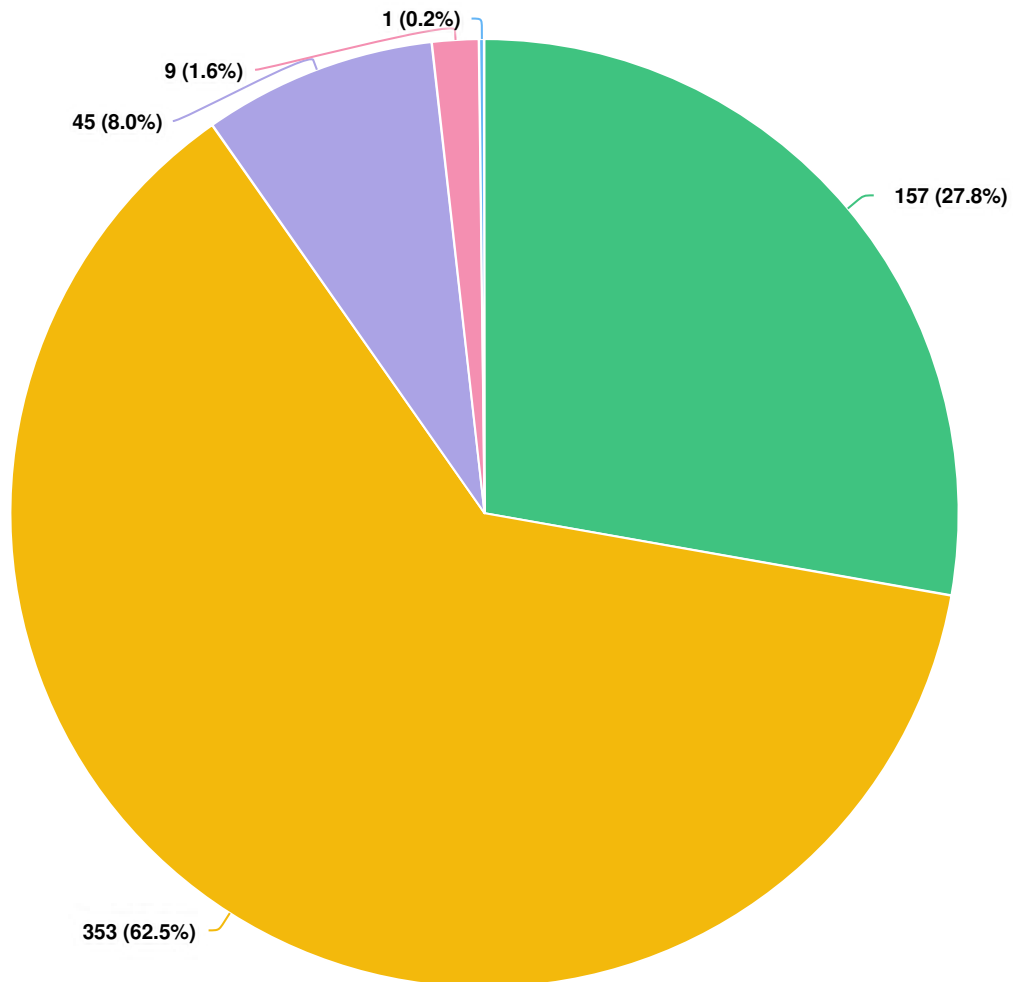
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))

Question type: Radio Button Question

Q17 I am satisfied that Derby Homes gives me the opportunity to make my views known



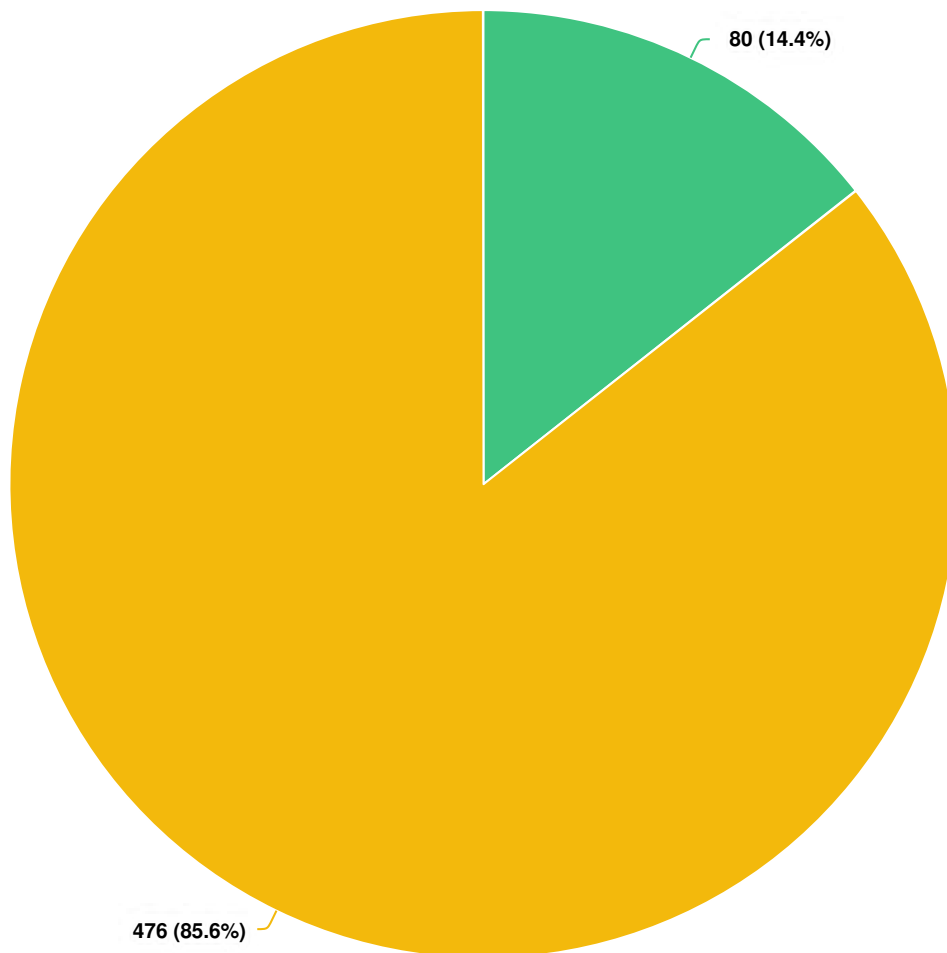
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))

Question type: Radio Button Question

Q18 Have you previously provided feedback to Derby Homes in the last 12 months?



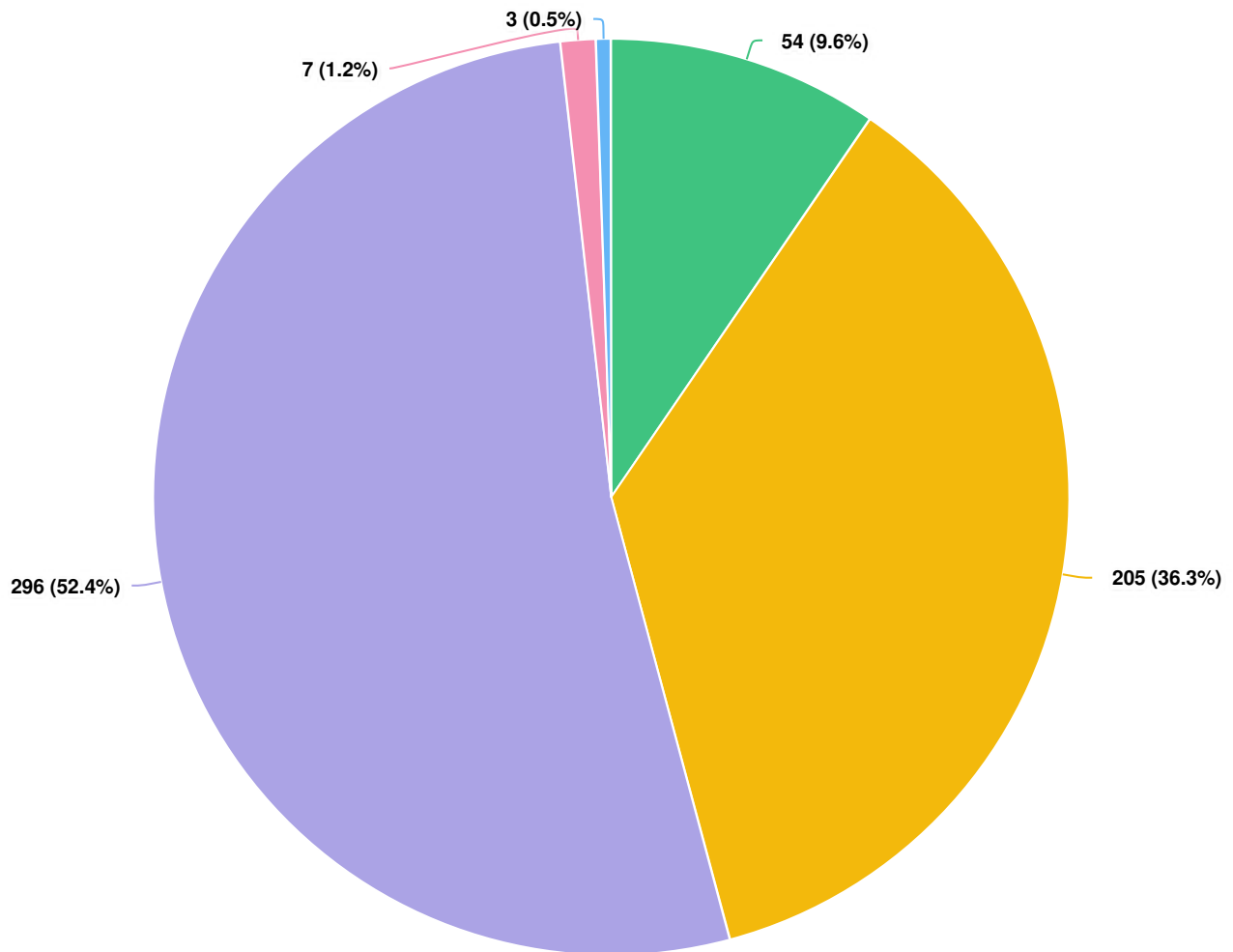
Question options

- ☐ Yes, I have ☐ No, I haven't (If no, please go to complaint question)

Optional question (560 response(s), 9 skipped)

Question type: Radio Button Question

Q19 From the feedback I have provided, I am satisfied that Derby Homes listened to my feedback and acted on this



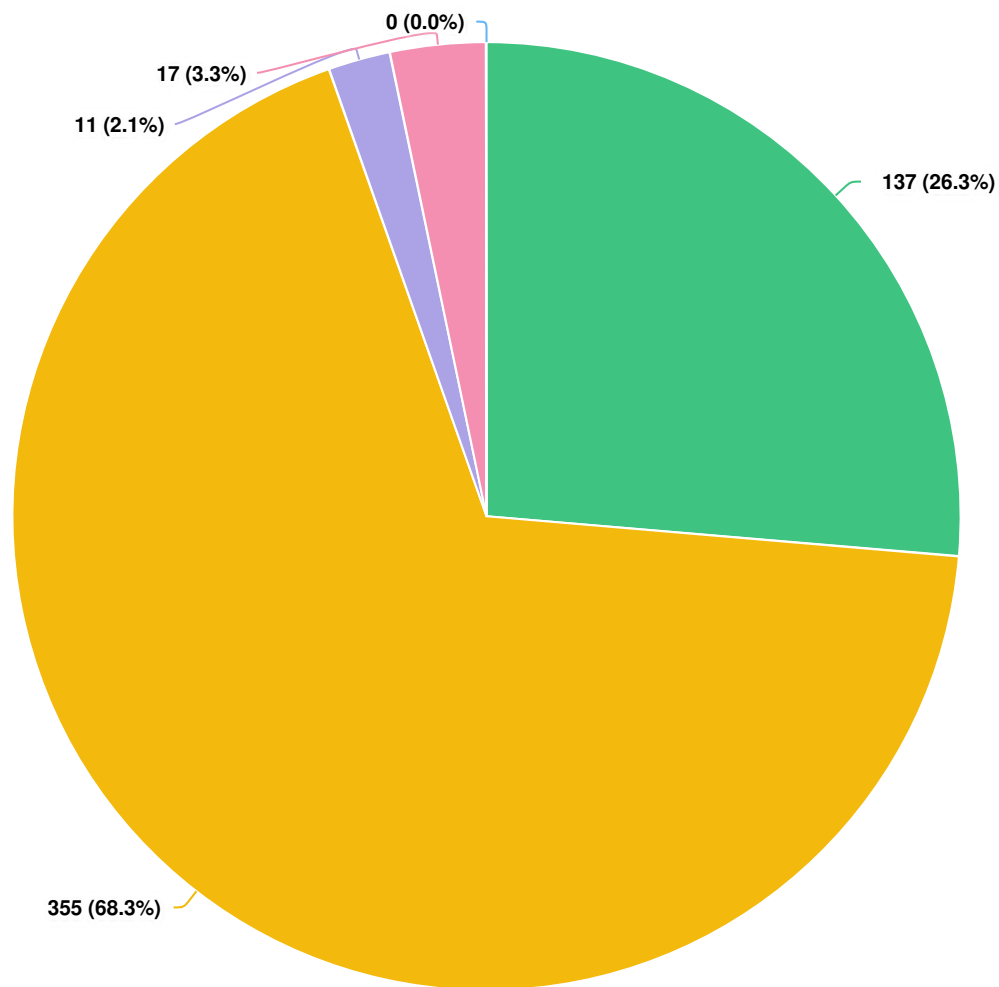
Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (566 response(s), 3 skipped)

Question type: Radio Button Question

Q20 If I am not satisfied with any part of Derby Homes' service, I am confident that I know how to make a complaint.



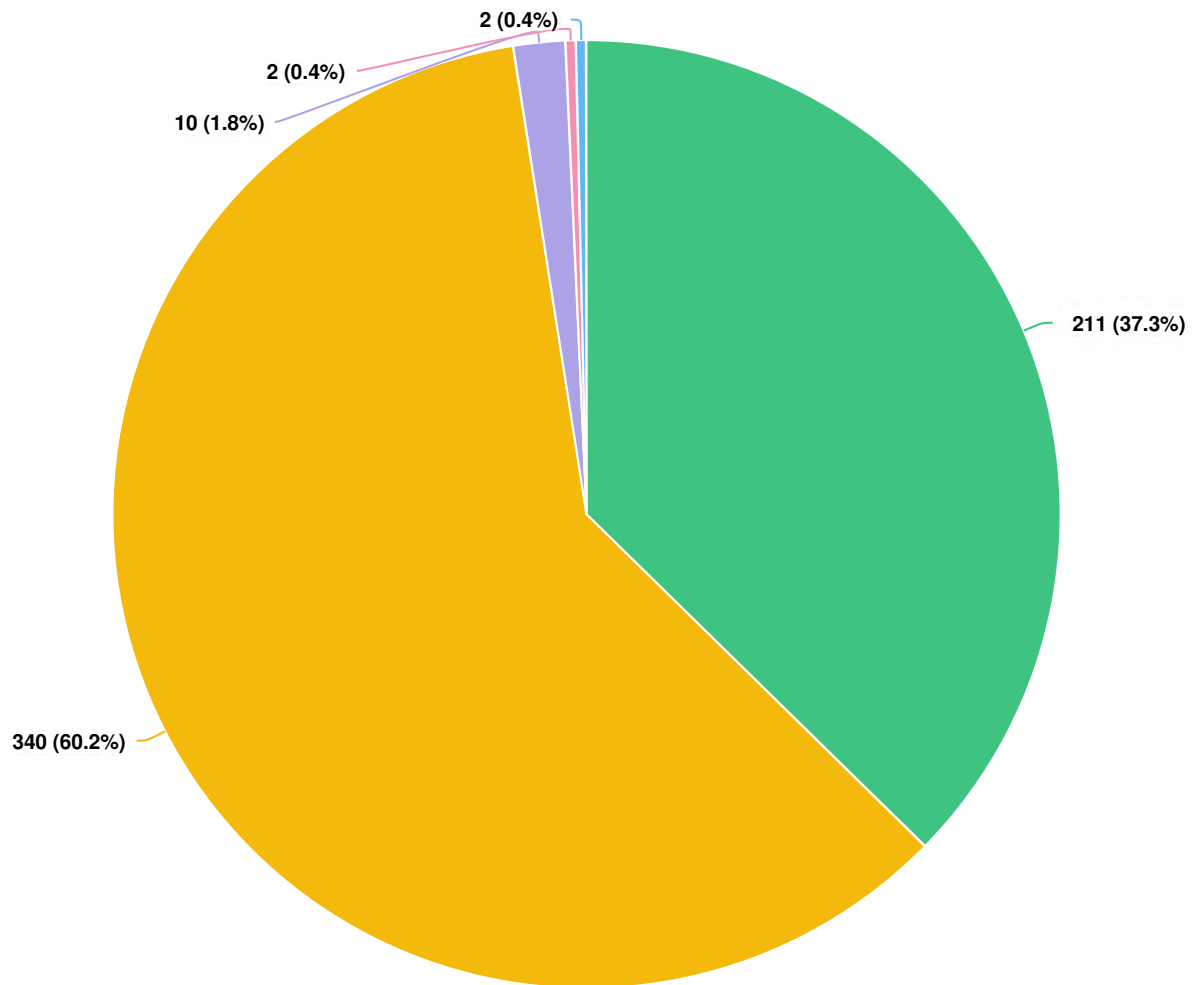
Question options

☒ Strongly Agree ☒ Agree ☐ Undecided ☐ Disagree ☐ Strongly Disagree

Optional question (523 response(s), 46 skipped)

Question type: Radio Button Question

Q21 Taking everything into account, overall I am satisfied with the service provided by Derby Homes

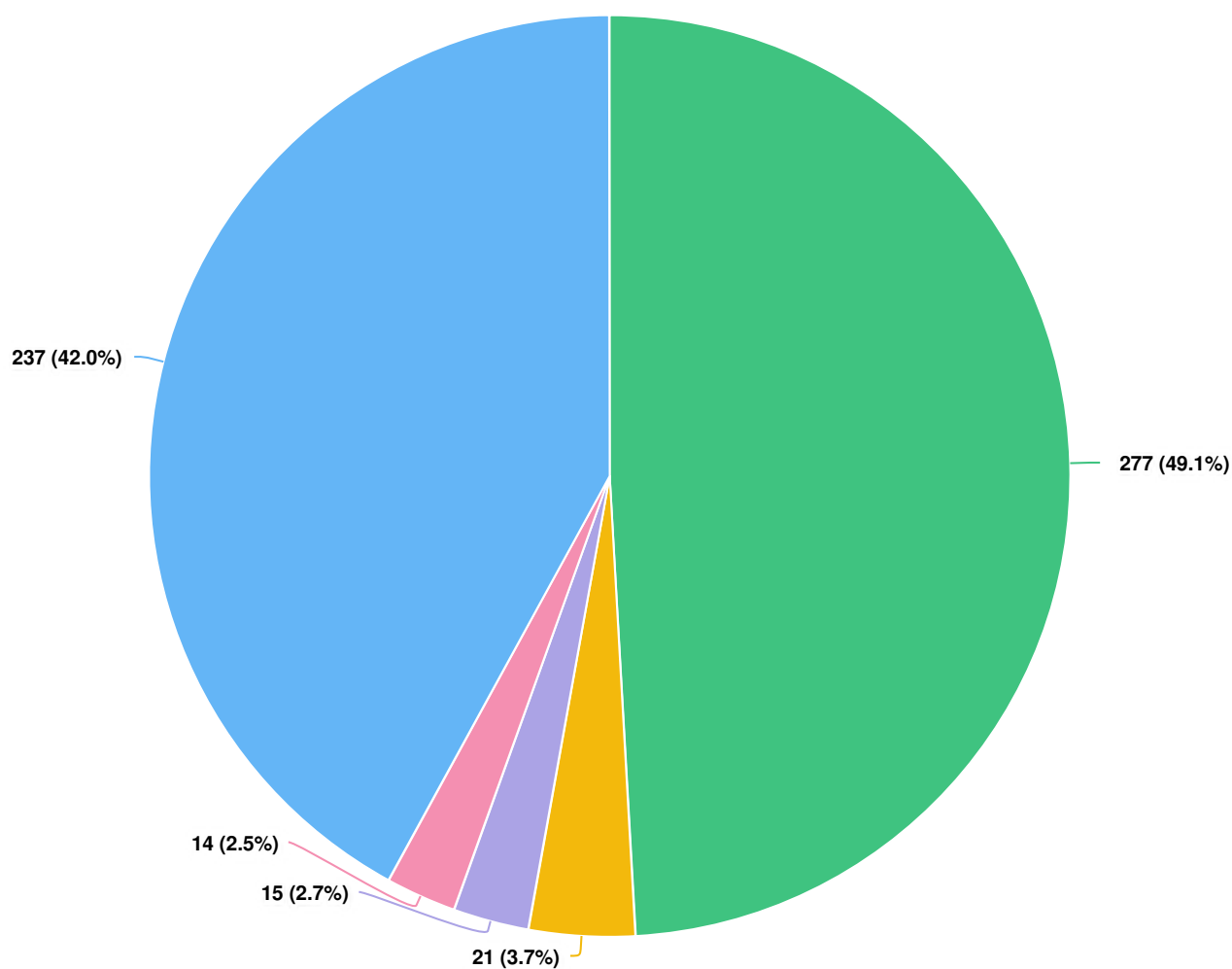


Question options

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (569 response(s))
 Question type: Radio Button Question

Q22 We have over 7,000 customers already accessing services through My Account - your individual customer account - where you can request repairs, view your rent account and make payments. Are you already registered? If not, would you like more informa...



Question options

- Already registered
- No, I am not registered
- Yes, please call (ask for mobile/telephone number)
- Yes, please email (ask for email address)
- No, thank you

Optional question (568 response(s), 1 skipped)

Question type: Radio Button Question

Introduction

During Quarter 1 a total of 570 surveys have been collected from customers. From those surveys, 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 comments | Number of dissatisfied comments |
|--|--------------------|---------------------------------|
| Dissatisfied with Repairs | 123 | 108 |
| Dissatisfied with Rent | 71 | 44 |
| Dissatisfied with Service Charge | 65 | 36 |
| Derby Advice Referral | 49 | N/A |
| Dissatisfied with Quality of Home | 95 | 72 |
| Dissatisfied with Neighbourhood | 109 | 86 |
| Dissatisfied with being Kept Informed | 57 | 32 |
| Dissatisfied with Views Being Taken into Account | 50 | 18 |
| Overall Totals | 570 | 396 |

ASB Team

Question: Neighbourhood and Quality of Home

In total there were 37 comments raised for the ASB team in Quarter 1.

- **New cases** – There was 1 new case raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Cases in progress** – There were 8 cases discussed in the survey comments which the ASB team were already aware of.
- **Closed Cases** - There were 2 comments which referred to previous ASB cases which have now been resolved and closed.
- **Nuisance neighbours** – There were 8 comments mentioning either disputes with neighbours, neighbours involved in police action or complaints of noise.
- **Substance misuse** - There were 13 comments which raised concerns about possible substance misuse in the local area.
- **Neighbourhood issues** - 5 comments referred to issues regarding the wider neighbourhood, with more generalised concerns such as groups of youths, historic incidents within the local area, dog fouling, worries of safety and incidents of crime.

Actions and outcomes of comments raised:

- **New cases** – Of the 1 new case opened, it has been allocated to a staff member to manage and monitor.
- **Cases in progress** – The 8 cases are ongoing, and the tenants have a named contact person to raise further concerns if required.
- **Closed cases** - Of the 2 tenants who mentioned previous cases that are now closed, one has been resolved with no repeat incidents, and the other was closed as the perpetrator no longer lives near the complainant.
- **Nuisance Neighbours** – The majority of comments about nuisance neighbours were comments which did not require a call back, as issues are either sporadic, historic or non-specific feelings about neighbours. General advice regarding not playing music loudly was given to one tenant by a member of the ASB team.
- **Substance misuse** – Some comments received were general observations of the area rather than specific issues to report. Tenants were advised on how to report further concerns and specific information about incidents has been passed on to the Police.
- **Neighbourhood issues** - Most of the neighbourhood issues did not request a call back or have enough specific issues to open a new case. However, this information has been collated to build on a larger picture of incidents within neighbourhoods.

Customer Communications Team

Question: Kept Informed & Views Taken Into Account

In total there were 4 comments raised for the Customer Communications team in Quarter 1.

- **Newsletter accessibility** – one comment mentioned they felt the newsletter should be more dyslexia friendly.
- **Newsletter** – Two comments referred to the newsletter – one tenant said they don't receive it any more and is unsure why, and another said they would like to see more regular newsletters.
- **Social Media** - One comment referred to an interaction on Twitter with Derby Homes regarding the wording of one of our standard letters being confusing.

Actions and Outcomes of comments raised:

- **Newsletter accessibility** – the Communications team emailed the tenant and is reviewing the October newsletter against best practice standards to make it more accessible to tenants with dyslexia.
- **Newsletter** – The details of the tenant who said they do not receive the newsletter any more have been checked and had been included on the mailing database to receive the last edition. The Communications team contacted the tenant offering to send another copy out and will check the mailing database before the next edition is delivered. The comment about more regular newsletters related to the tenant requesting more information about crime in their area. Contact details for the local PCSO, Derbyshire Alert and Local Area Co-ordinator were provided to the tenant, along with information about funding sources to produce a more localised newsletter for that area.
- **Social Media** – the comment relates to the 'Rent Free Weeks' letter being confusing. The Income and Communications teams have drafted a revised letter explaining the process more clearly for tenants.

Customer Engagement Team

Question: Kept Informed, Quality of Home, Neighbourhood & Views Taken into Account

In total there were 7 Comments raised for the Customer Engagement team in Quarter 1.

- **Compliment** – 1 regarding the tenant enjoying activities provided at their local community room.
- **Community Rooms** – 2 comments referred to our community rooms, one tenant asked for a community room to be opened in her building, and another tenant raised possible concerns about garden redevelopment at her local community room
- **Engagement Opportunities** – 4 comments referred to possible engagement opportunities, one requested community forums within community rooms, another tenant expressed interest in joining a tenant scrutiny panel, and the

other comment referred to the tenant wanting more consultation opportunities, especially for upgrades.

- **Anti-Social Behaviour** - One comment asked for face-to-face forums to provide tenant feedback.

Actions and outcomes of comments raised:

- **Compliment** – This compliment has been fed back to the team.
- **Community Rooms** - Regarding the creation of a community room, this was not possible in the purely residential building, but information was given to the tenant about their closest room, activities taking place and methods of transport to this room. The other comment referred to a tenant believing that a garden re-model and placing benches outside the room would lead to ASB. Information was given to tenant to contact the Local Area Co-ordinator (LAC) & Safer Neighbourhood PCSO should this arise. The tenant was also encouraged to be involved with positive engagement in the community to reduce ASB.
- **Engagement Opportunities** – Each tenant was made aware of the engagement methods and opportunities we have to offer. One agreed to sign up to the Virtual Panel, one was contacted about joining the Customer Voice, one was given information to contact LAC and Neighbourhood PCSO for a Neighbourhood Watch group and another said she felt 'too old' to take part and didn't have access to the internet – despite the team offering to send her alternative ways in which she could engage in a way that suited her.
- **Anti-Social Behaviour** - This comment referred to a tenant's dissatisfaction around an ongoing ASB case. This information was passed to the allocated ASB officer, and information was also provided to the tenant about Local Neighbourhood Forums and other services which support community engagement. The tenant declined this information and referrals of LAC and councillor details.

Customer Service Team

Question: Kept Informed & Views Taken Into Account

In total there were 16 comments raised for the Customer Service team in Quarter 1.

- **Phone waiting times** – There were 5 comments where tenants stated that it took too long to get through to an advisor on the phone.
- **Positive feedback** – 3 positive comments were received, one tenant said that advisors are helpful, one said she felt listened to and that her views mattered after completing the Customer Survey, and another said they have never had an issue with contacting Derby Homes.
- **Communication** – 7 comments were made regarding communication, ranging from tenants who felt they have not been listened to, feedback not being acted upon, repairs not being carried out when booked online and multiple sources of information being available – leading to duplication and confusion for tenants about where to get specific information from.

- **Staff Attitudes** – 1 comment stated that sometimes people are difficult to speak to and are not very helpful.

Actions and Outcomes of comments raised:

- **Phone waiting times** – The Customer Service team have had staffing issues and have been promoting access via My Account to try and relieve pressure on the phones where possible. Tenants are also advised to call after 3pm if the matter is not an emergency. Procurement of a new telephony system is also being explored.
- **Positive feedback** – The comments have been fed back to teams.
- **Communication** – The Customer Service team has tried to contact all tenants who requested a call back. One tenant's outstanding repairs have now been re-booked, two declined a call back, and the team have been unable to make contact with 3 tenants despite several attempts to call them. There is a Customer Service project underway to improve information on opening hours and for 888777 services, which will address the comments about lack of clarity and information.
- **Staff attitudes** – This comment has been fed back to all staff at the Customer Services team meeting and the importance of good Customer Service across Derby Homes will be emphasised to all managers.

Derby Advice

Question: Derby Advice

In total there were 49 comments raised for the Derby Advice team in Quarter 1.

- **Derby Advice contact information provided by Derby Homes staff** – 32 tenants requested information about Derby Advice.
- **Derby Advice call back required** – Out of the 49 tenants who were surveyed, 32 requested a call back from a member of the Derby Advice team.
- **Tenant declined service** – 12 tenants either declined the service or no further action was required by the team.

Actions and Outcomes of comments raised:

- **Derby Advice contact information provided by Derby Homes staff** – Details of the service and support available to tenants and how to access it have been sent out to all those who requested further information.
- **Derby Advice call back required** – 2 tenants have been referred to a specialist advice service, one has been offered an appointment with Derby Advice, and those who requested a call back have either been contacted, or attempted contact has been made.
- **Tenant declined service** – information on how to access help from Derby Advice if needed in the future has been given to all those who chose not to access services at point of contact.

Grounds Maintenance Team

Question: Rent, Quality of Home, Service Charges & Neighbourhood

In total there were 14 Comments raised for the Grounds Maintenance team in Quarter 1.

- **Communal cleaning** – 3 comments were received regarding refuse collections, about pavements and pathways being cleared, and retrospectively about cleaning of communal doors in flat blocks during the pandemic.
- **Grass cutting and gardens** – 3 comments were received about service charges and an unpleasant odour near the tenant's property, and trees near properties causing issues.
- **Service charges** – 4 comments relating to dissatisfaction that service charges for Grounds Maintenance does not provide value for money were received. Within one of those comments was also compliment about the politeness and high standard of work provided by Derby Homes' staff.
- **General comments** – 4 comments have been received regarding general service improvements and service requests around more regular garden maintenance, improved grounds maintenance and re-wilding of grass verges.

Actions and Outcomes of comments raised:

- **Communal cleaning** – The Local Housing Office is writing to residents instructing them to use their own bins to dispose of rubbish. Certain paths and pavement clearance in the area are contracted out, so frequency of cleaning varies. Flat blocks, including communal doors, continue to be cleaned weekly.
- **Grass cutting and gardens** – The Local Housing Office is contacting the tenant regarding odour around her property. Site visits have been arranged following concerns raised regarding trees, with any necessary works to be actioned.
- **Service charges** – Tenants have been contacted and the current service charges explained. The team has agreed with one tenant that inherited works to his garden from the previous tenancy will be carried out.
- **General comments** – The team continues to work to increase the frequency of visits and grass cutting and is working to recruit more permanent staff. Introducing more re-wilding grass verge sites across Derby is already being explored by Derby Homes and Derby City Council.

Gas & Electric Team

Question: Repairs & Quality of Home

In total there were 9 Comments raised for the Gas and Electrics team in Quarter 1.

- **Boiler faults** – 5 comments were received regarding boiler faults.
- **Job not completed first time** – 5 comments relating to this were received, including 4 about boiler faults and one about a faulty automatic door.

- **Job waiting times** – 2 comments were received about waiting times for repairs to a shower and exposed pipes above a boiler.
- **Quality of repair** – 1 tenant commented that his walls were drilled to fit a new fire.

Actions and Outcomes of comments raised:

- **Boiler faults** – All repairs have been completed and no further issues have been reported.
- **Job not completed first time** – This data has been reviewed to gain a bigger picture of issues such as specialist parts to be ordered in, or comments which refer to multiple faults. An engineer visited to realign the faulty door while the tenant was present, and the tenant was satisfied with the repair. Another repair for the same issue was raised and completed 3 weeks later, but no further issues have been raised since. With the 4 boiler repairs, all repairs are complete, and issues resolved. Shortages of suppliers and materials due to COVID and the economic situation, and demand outweighing supply has led to engineers not having all the parts in stock for all 4 types of different boilers in our properties. Multiple faults on one boiler meant two visits, and a shortage of replacement boilers across the sector has meant a decrease in new replacement boiler installations. Delays on receiving orders from suppliers has occasionally led to cancelled appointments. Where this happens, customers are contacted as soon as possible, and an alternative appointment offered. Most customers appreciate that supply issues are beyond Derby Homes' control, and we continue to forecast as far ahead as possible and communicate closely with suppliers to ensure minimal impact on tenants.
- **Job waiting times** – One repair has now been completed and another has been programmed in.
- **Quality of repair** – No further work was completed at the property as a Right to Buy application was in progress. Under the RTB scheme, responsibility for the maintenance and upkeep of properties passes from Derby Homes to the purchaser.

Finance & Rent Team

Question: Rent & Service Charges

In total there were 35 Comments raised for the Finance and Rent team in Quarter 1.

- **Rent Level** – 25 comments were received, mainly about the rent being too high and unaffordable, particularly with the cost of living and utility bills increasing. However, one tenant did say they thought their rent level was fair.
- **Service Charges** – 3 comments were received regarding service charges, with tenants feeling that smoke and burglar alarms should not be included in the service charge.
- **Rent & outstanding repairs** – 2 comments raised, one tenant felt that they should not be paying full rent, and another felt that their rent was not value for money, both due to outstanding repairs.

- **Payment** – 2 comments raised issues with payments, one referred to method of payment and personal banking issues they experienced, the other advocated for a rent rebate scheme for those who pay on time
- **Arrears** - 2 comments referred to Arrears, one tenant felt it was unfair to pay for an ex-partner's arrears, the other mentioned concerns about accumulating arrears during Covid.
- **Cost of Living** - one comment referred to having to pay more for bills and the struggle this causes.

Actions and Outcomes of comments raised:

- **Rent Level** – All customers who raised comments about the cost of their rent were contacted to see if they could be supported by the Income Team. We are aware that the cost-of-living crisis is continuing to have a detrimental impact on customers. As a result, Derby Homes has updated our Derby Advice web pages with general information and signposting information for customers who need financial assistance. A centralised web page for the city is now live. Information on this is also included in the Derby Homes newsletter.
- **Service Charges** – Charges were checked for smoke alarms, no further action required due to nominal amount (£1.39 per week) and legal requirement.
- **Rent and Outstanding Repairs** – Both comments were passed to the tenants' Local Housing Offices, with one repair booked and another being investigated.
- **Payment** – Issues with the method of payment has been resolved as the tenant confirmed that subsequent card payments have since been processed without any problems. While feedback on a rent rebate scheme was noted, Derby Homes does not currently offer this service.
- **Arrears** – Both comments were passed over to the Local Housing Offices, tenants were contacted, and their issues resolved.
- **Cost of Living** – The tenant was signposted to Derby Advice and her details passed to the Triage team, who have contact her with more information about the Housing Support Fund.

Planned Maintenance Team

Question: Repairs & Service Charges

In total there were 3 Comments raised for the Planned Maintenance team in Quarter 1.

- **Windows and doors** – 2 comments were received regarding windows and doors, one tenant said he believed he would be getting new front and back doors as he didn't feel safe, and another said she was still having issues opening and closing her new front door and the key becoming stuck in the lock.

- **Decoration Scheme** – 1 comment was received by a tenant who is dissatisfied with the poor quality of the work, which her son has had to rectify. She requested to be removed from the scheme but was told it is a charge for the lifetime of her tenancy.

Actions and Outcomes of comments raised:

- **Windows and doors** – New front doors have been ordered for both properties, but there are access issues to fit a back door at one property, which the team is working to resolve.
- **Decoration Scheme** – The tenant has been contacted and advised to contact us if she is dissatisfied with any future decorating so it can be rectified. She is happy to stay on the scheme.

Asset Management Team

Question: Quality of Home, Repairs & Kept Informed

In total there were 12 Comments raised for the Asset Management team in Quarter 1.

- **Kitchen Query** – 5 comments were received requesting kitchen upgrades due to lack of storage space and the condition/age of the kitchens.
- **Bathroom Query** – 2 comments were received requesting bathroom upgrades. One tenant said he was happy with the quality of his home but that his bathroom windows were draughty and sills were lifting due to moisture. Another tenant said his new wet room installation had not been completed.
- **New Build** – 3 comments were received about work outstanding at properties.
- **Repairs and Maintenance** – 2 comments were received, one from a tenant regarding their home being cold and difficult to heat due to a lack of insulation, and another from a tenant requesting a call back to discuss an ongoing issue with damp at her home which she had previously reported.

Actions and Outcomes of comments raised:

- **Kitchen Query** – All tenants requesting an upgrade were contacted to explain that Derby Homes has set timescales for replacing kitchens (20 years), which is dependent on available funding and the condition of the kitchen. In cases where the kitchen is in poor condition or there is a lack of storage space, survey visits have been arranged with tenants and where necessary, work/upgrades have been pulled forward to the 2022-2023 programme.
- **Bathroom Query** – A member of the Gas team is visiting the first property to assess whether a radiator can be fitted in the tenant's bathroom to alleviate the damp issue, and he has been advised to contact the Repairs team regarding the windows if problems persist. The outstanding work to the tenant's wet room has now been completed and no further action is required.
- **New Build** – Defects Inspections, which are carried out by the Capital Works team on all new Derby Homes properties 12 months after being built, have

been booked for September 2022. Any further works identified will be completed.

- **Repairs and Maintenance** – The tenant struggling to heat her property has been referred to Derby Homes' Energy Efficiency team for advice. The comment raised regarding damp has been investigated and established that it was caused by a leak in the kitchen. This has been referred to the Responsive Maintenance team to rectify.

Voids Team

Question: Quality of home

In total there were 2 Comments raised for the Voids team in Quarter 1.

- **Lettable Standards** - There were 2 comments regarding the standard of the tenants' homes upon moving into the property. These issues concerned repairs and cleanliness of the property.

Actions and Outcomes of comments raised:

- **Lettable Standards** – All issues raised have now been completed to the tenants' satisfaction.

Repairs Team

Question: Repairs, Rent, Quality of Home, Service Charge and Kept Informed

In total there were 107 Comments raised for the Repairs team in Quarter 1.

- **Waiting for repair** – 6 comments raised that they were awaiting a repair to be undertaken at the time of taking the survey.
- **Delay with repair** – 23 comments stated issues with the repair being delayed, long appointment waiting times, and the repair taking longer than anticipated once work had started.
- **Ongoing repairs** – 32 comments referred to a repair that was still ongoing at the time they undertook the Customer Survey.
- **Repair raised** – There were 14 comments which resulted in a repair being raised by staff, either via conducting a survey or via the Repairs Team.
- **Quality of repair** – 7 comments referred to being dissatisfied with the quality of the repair.
- **Mould** - There were 5 comments which referred to issues with mould at a property.
- **Job not completed first time** - there were 3 comments which mentioned that secondary or follow up callouts were required following a repair not being completed first time.
- **Complaints** – 3 comments referred to a formal complaint being raised, one regarding a leak which caused damage and the repair taking too long to

resolve, one tenant said he had issues getting new front and back doors, and another said she complained after a repair was not completed properly.

- **Other** – 11 comments have been categorised as other, as they do not relate to dissatisfaction with repairs, these range from issues such as appointment times, tenants choosing to undertake work themselves, work for other teams, and repairs cancelled.
- **Complaints** – 3 comments referred to a formal complaint being raised, one regarding a leak which caused damage and the repair taking too long to resolve, one tenant said he had issues getting new front and back doors, and another said she complained after a repair was not completed properly.
- **General comments** – There were 2 comments about repair completion times and one regarding the time it takes to get through to report a repair.

Actions and Outcomes of comments raised:

- **Waiting for repair** - As tenants had not had a repair completed, the majority of comments acknowledged this, but those that requested feedback were contacted to confirm upcoming appointment times.
- **Delay with repair** - Tenants generally accepted the delays, especially those that had occurred from the tenant's availability for appointments or with appointment availability or parts being ordered in. Those awaiting parts or further work again had appointments confirmed where feedback was requested.
- **Ongoing Repairs** – These tenants still had repairs taking place for ongoing work and accepted this. Four repairs have since been completed.
- **Repair Raised** – All repairs were raised on our reporting system by staff as needed.
- **Quality of repair** - Of these 7 tenants who raised concerns, one refused any further contact, two could not be contacted, despite multiple attempts from staff, the other has had their repairs completed and 3 have had further repairs raised to try and rectify the issue.
- **Mould** - All tenants who had concerns with mould were given advice regarding the management of this issue, which included keeping the home well ventilated and preventative measures, such as installing an extractor fan, have been carried out. One tenant is decanting to another property while extensive mould works are carried out and, and he is satisfied that the issue is being resolved.
- **Job not completed first time** – Of these issues raised, one tenant said she'd forgotten what job she was referring to when a member of staff called her to discuss her comment, another was uncontactable despite three call-backs from staff, and another declined a call-back to discuss the issue.
- **Complaints** – These issues were managed as a formal complaint, two are ongoing and one has now been resolved.
- **Other** – Of the 11 comments raised, 1 comment could not be actioned further as it was in relation to services covered by external agencies, e.g. Severn Trent Water. Four required no further action, 1 tenant was unable to be contacted, and a further 6 were related to various issues such as tenants

cancelling repairs, carrying out their own repairs, issues not related to the repair in question and works passing to the relevant team.

- **General Comments** – These comments were either remarks or generalised statements which could not be actioned further. Some comments mentioned historic issues that had been resolved, or the staff member undertaking the survey was able to provide information or advice to them.

Housing Management Team

Question: Neighbourhood, Quality of Home, Service Charges, Rent, Repairs & Kept Informed

In total there were 64 Comments raised for the Housing team in Quarter 1.

- **Neighbourhood issues** – 17 comments referred to various issues about the community, how tenants felt about new residents, cleanliness/refuse, drug taking, crime and fear of crime, and safety.
- **Anti-Social Behaviour** – 2 comments related to ASB issues within the local area.
- **Communal Issue** - There were 2 comments which raised concerns with communal areas being unkempt and an infestation of mice at a flat block.
- **Furnishings** – There were 8 comments which mentioned issues with furnishings, 5 related to the Furniture Pack and White Goods Scheme and 3 to carpets.
- **Decoration** – 1 comment was received regarding charges for the Decorating Scheme, which the tenant said he does not use.
- **Rent** – There was 1 comment where a tenant raised concerns about his rent increasing after succeeding his father's tenancy.
- **Service charges** – 2 comments mentioned service charges.
- **Work completed** - 3 comments mentioned work that has now been completed.
- **Repairs** – 3 comments mentioned repairs that were outstanding.
- **Parking** – There was 1 comment which referred to parking issues for tenants.
- **Quality** - 2 comments raised concerns about the quality of the home.
- **Other** - There were 2 comments regarding energy efficiency.
- **General Comments** – There were 11 generalised comments which were either passing remarks about the service, or something which could not be actioned further.
- **Compliments** - 2 comments were positive feedback regarding the tenants' experience.
- **Non-DH Service** - 5 comments were received regarding non-Derby Homes services.

Actions and Outcomes of comments raised:

- **Neighbourhood issues** – 19 comments referred to various issues about the community, all comments that have been raised have been actioned and

investigated, and information shared with the Police and Safer Neighbourhood team.

- **Anti-Social Behaviour** – this information was shared with the ASB team, so monitoring can be comprehensive for both teams, with cases escalated where necessary.
- **Communal Issues** - 1 of these communal issues was noted and fed back to the Local Housing Office regarding improving the standards of cleaning. Pest control have tried to carry out treatment for a mice infestation at the other property 3 times, but the tenant has denied access. This has been passed on to the Estate Officer to contact the tenant.
- **Furnishings** – Issues were passed to the Local Office team and cases were opened where appropriate.
- **Decoration** – tenant has been contacted and is aware that this charge cannot be removed as he opted in as part of his Tenancy Agreement.
- **Rent** – the tenant was contacted regarding his rent increase and charges explained.
- **Service charges** – These have been adjusted where applicable, and one tenant advised on how to claim PIP to get the help they need.
- **Repairs** – These repairs were raised where appropriate, further information was needed for some comments.
- **Parking** – Information and advice was provided relating to parking, but some comments could not be actioned further due to nature of parking restrictions.
- **Quality** - These comments could not be further actioned as they relate to fencing which is not owned by Derby Homes.
- **Other** - These collated issues were passed to relevant teams, and information and advice was supplied for energy efficiency.
- **General Comments** – As these comments did not raise concerns they could not be further actioned.
- **Compliments** - Compliments have been passed back to teams.
- **Non-Derby Homes services** – all customers have been signposted to the appropriate services to resolve their issues.

Housing Options

Question: Neighbourhood

In total there was 1 comment raised for the Housing Options team in Quarter 1.

- **Bidding on properties** – The tenant commented that she does not feel safe living in her current property due to noise nuisance from her neighbours, and she is actively bidding on other properties as wants to move away from the area.

Actions and Outcomes of comments raised:

- **Bidding on properties** – The ASB team are in regular contact with the tenant and have advised her to keep a log of incidents.

Complex Needs

Question: Quality of Home and Neighbourhood

In total there were 2 comments raised for the Complex Needs team in Quarter 1.

- **Property Issues** – Tenant commented that she had to do work to her property herself to make the home she wants.
- **ASB** – Tenant said she has been having issues with her neighbours and feels that it is because she is the youngest person living there.

Actions and Outcomes of comments raised:

- **Property Issues** – The tenant is receiving ongoing support from a Complex Needs Officer and has been contacted regarding her outstanding repairs.
- **ASB** – The tenant is being supported by the Complex Needs and ASB teams, and the Police are also involved as part of this case. Derby Homes has given the tenant support to make an application for housing as she now wants to move out of the area and is actively bidding on properties.

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report gives some key statistics for Derby Homes ASB service for the first Quarter of 2022/23

2. RECOMMENDATION

- 2.1 Operations Board note the report

3. REASON(S) FOR RECOMMENDATION

- 3.1 This is a part B report for information and noting

4. MATTER FOR CONSIDERATION

- 4.1 The performance indicators are provided in a graph / pie chart format at “**Appendix 1**” for ease of reading.
- The number of cases opened in the Qtr.
 - Case numbers closed in the Qtr. which are ‘resolved’ or ‘unresolved’.
 - Satisfaction levels for the Qtr. Satisfaction levels are now consistently good.
 - Legal and non-legal interventions used within the Qtr.
 - A new indicator that shows case types logged within the Qtr.
 - Monthly and quarterly contacts on cases with customers on ASB cases.
- 4.2 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. We have several ongoing joint cases that we are managing currently. This partnership involves us discussing ongoing noise related cases and agreeing appropriate actions. In addition to this, the ASB Manager meets periodically with the Head of the Environmental Services to discuss any issues and changes to service delivery required. We are currently refreshing the MOU, this has to be done every three years to ensure that it remains fit for purpose.
- 4.3 Derby Homes ASB Team continue to work closely with the other Housing Management Teams within Derby Homes to joint work cases and resolve 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. Most of the joint working with other internal teams is with the Tenancy Sustainability Teams - i.e. Complex Needs, Intensive Intervention, Intensive Housing Management. The numbers of joint cases with these teams is increasing all of the time as we work with more complex customers.

4.4 The ASB Service are still making referrals to the Public Protection Officers (PPO's). 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. They carry out spot checks on flats for example where we have reports of ASB in communal areas such as cannabis smoking, or youths congregating. We have attached at "**Appendix 2**" some data that they have prepared which shows the work they have carried out relating to referrals made by the ASB Team as well as more generic work and patrols carried out. This demonstrates an excellent joined up partnership working approach.

4.5 **RESOLVE ASB**

Derby Homes ASB Manager in conjunction with RESOLVE ASB are working on several projects. These are being developed and delivered with other ASB - Housing Providers and Community Safety Partnerships from around the UK.

ASB Apprenticeship

Derby Homes is excited to report that their first ASB Officer Apprentice, joined the team on 03 May 22. The apprentice was one of 10 new ASB Apprentices nationally and forms part of the first cohort taken on by Resolve this year. Another group will be starting the same apprenticeship in October of this year. Derby Homes was the only employer that recruited externally to this newly created apprenticeship. We have been at the forefront of this project from development of the apprenticeship all the way through to inception. Our new apprentice is on a 30-month contract with us. The apprentice has a mixture of online blended learning and training, as well as working alongside the ASB Team. Since joining us, the apprentice has spent a lot of time shadowing all departments including Customers Services, Housing Management, Complex Needs, all other Support Services, Customer Engagement and housing Options. They will also experience working in other areas of the organisation to give them a broad overview of the connected services.

ASB Accreditation/ RESOLVE Standard

As reported previously, Derby Homes is also involved in developing the new RESOLVE standard along with various other partners from around the UK.

The other organisations involved in the project are as follows: Stockport Homes, Manchester City Council, Vivid Homes, One Manchester, Stonewater Housing, Housing Plus, Cheshire West & Chester, OVH, Equity Housing Group and Longhurst Group.

We have now moved this into the final phase having agreed the ASB Standard that will highlight the important elements that an organisation should have in place to deliver a high quality ASB Service. We have now finalised the evidence required to demonstrate how we at Derby Homes can meet this standard. It will provide a framework for organisations to follow and award recognition to organisations that can demonstrate they meet the requirements. Key areas / building blocks that will be focused on are. Interventions, leadership & resources, partnership working and victims and communities. As with other accreditations it will form part of a thorough inspection of the ASB Service. Stockport Homes has been the first Housing Provider to undergo an inspection by Resolve and other members of the Project Group as the "guinea pigs" for this project, and further updates will follow this process.

4.6 Case Study - The Customer Journey – A recent ASB case.

To provide further insight into the work the ASB team do we thought it would be useful to share some ASB Cases with Operational Board members each quarter so they can further understand some of the work involved.

Case study 1

In early April Derby Homes received complaints from two tenants in relation to their new next-door neighbour, who was a Derby Homes tenant who had moved in only two days beforehand.

The new tenant had been heard by the complainants to be angrily yelling and screaming on her mobile phone in the adjacent rear garden of her property. One of the complainants asked her neighbour to continue her phone conversation indoors as it was late at night and the noise was disturbing her, the neighbour responded by being verbally abusive.

The neighbour was also quite intimidating towards the complainant and threatened her with violence. The incident was created as a category 1 case due to the threatening/intimidating behaviour. The complainant was contacted within 24hrs and advised that Derby Homes will seek to protect our tenants from those tenants that wish to cause others alarm, harassment, or distress.

The ASB Officer advised the complainant to make a note of any time and dates where any further incidences occurred. We quite quickly received a separate complaint which corroborated the same issues, from another neighbour. Both complainants were issued with the Noise App to evidence any ongoing noise related issues and asked to submit the recordings to us.

The ASB Officer then liaised with the allocated Housing Officer, who said she had been struggling to contact the new tenant since she had moved in. A Joint Visit was scheduled for the ASB Officer and Housing Officer to attend the property so as to fully discuss the complaints with the new Tenant at the earliest opportunity.

During the Joint Visit, when the complaints were discussed with the Tenant, she admitted that there had been some recent arguments on her phone at the alleged times with her ex-partner. In response to the fact that it had been perceived by the complainant to be threatening behaviour, she offered a full apology, although she did advise the Officers that she had felt at the time that the neighbour was provoking her.

She clarified that the threats were idle, made in the heat of the moment, and that she had no intention to act on them. She said that she had been struggling recently, having had several close family bereavements, and some other issues that were ongoing. She was asked if she was getting support for this, and she advised that she was receiving support from an external organisation which provides a lifeline for women living in fear. She also advised that she had strong family support. She was advised that the apology would be passed on to the complainants, and that she would be receiving a written warning.

The complainants were contacted for an update shortly afterwards, and the apology was conveyed. The ASB Officer was advised that the issues reported had ceased, and that the tenant had approached the complainants personally to issue an apology, which had

been accepted. Things progressed from the complainants originally being in fear to advising the ASB Officer that they now felt protective towards their new neighbour and would look out for her in future. The case was duly closed and the ASB Officer received the following compliment. **“Jane was very good and kept her updated throughout the process.”** “This brief case example shows how swift decisive action can bring about positive outcomes quite quickly.

Case study 2

Another similar noise related case managed by another officer in quarter one brought about another good outcome after only one single intervention. Following complaints of noise nuisance, the ASB Officer agreed actions with the complainant and approached the neighbour who was given a verbal and written warning and the matter was quickly resolved within a month and there were no further issues.

Again, this is down to swift interventions to “nip things in the bud”. The case was duly closed and the compliment below was made.

“Emma was really good and lovely”.

- 4.7 Finally, we are pleased to report that two of our ASB Officers will soon be embarking on training courses which will enhance their personal skills, as well as improving the overall knowledge within the ASB Team. This in turn can only improve service delivery to customers. The courses being undertaken are the Chartered Managers Degree Apprenticeship BA (HONS) Business Management & Leadership Level 4, & the Community Mental Health and Psychiatry QLS Level 4.

OTHER OPTIONS CONSIDERED

- 5.0 None, this is a part B report for noting

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

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Nick Bale / ASB Manager / 01332 888485 / nicholas.bale@derbyhomes.org

Background Information: None

Supporting Information: Appendix 1 - Anti-Social Behaviour Report Quarter One 2022/23

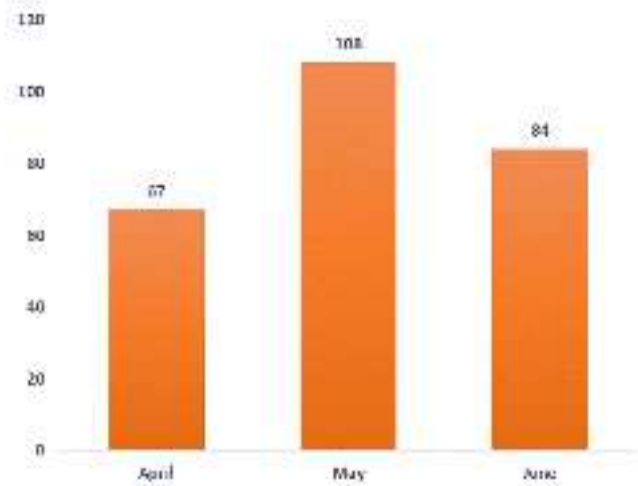
This report has been approved by the following officers:

| | | |
|---|-----------------|------------|
| Managing Director | Maria Murphy | 09/09/2022 |
| Finance Director and Company Solicitor | Michael Kirk | 12.09.2022 |
| Company Solicitor | Taranjit Lalria | 13/09/2022 |
| Head of Service (Operational Board reports) | Lorraine Testro | 15/08/22 |

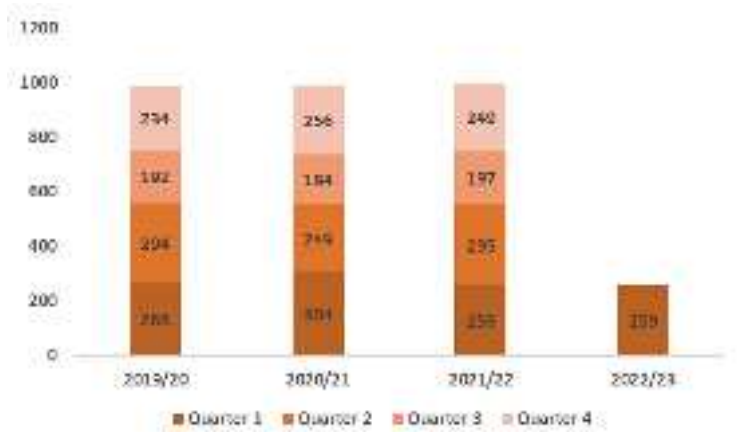
Anti-Social Behaviour Report Quarter One 2022/23

Cases

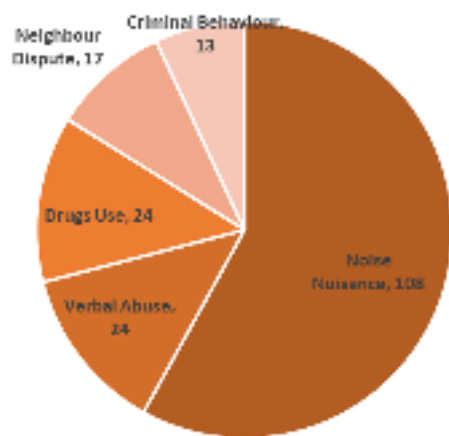
Number ASB cases opened during Qtr.1



Number of new ASB cases opened during the previous 4 Qtrs. in years 2019/20-2022/23

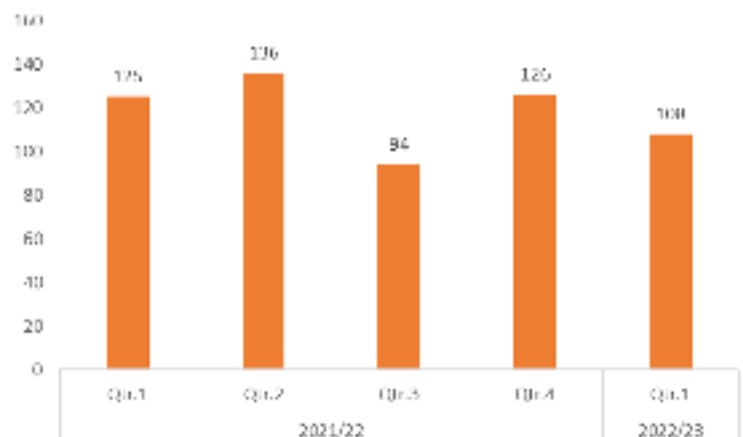


Top five reasons for reporting ASB during quarter one by Case type



A total of 259 new ASB cases were opened during quarter one, which is equal to the same quarter in 2021/22. The top 5 reasons for reporting ASB during the quarter are shown in the pie chart opposite, other case types included animal / pet noise, threatening / intimidating behaviour, and nuisance youths.

Number of noise nuisance cases



As expected, noise nuisance continues to be the highest case type to be reported. We always expect to see noise nuisance as the highest case type in any month and / or quarter. Derby Homes ASB team continues to work very closely in partnership with the Council's Environmental Services Team through our Memorandum of Understanding. We are seeing an increase in referrals to Environmental Services year on year.

Number of closed resolved cases during Qtr.1



Number of closed resolved ASB cases during the previous Qtrs. in years 2019/20 – 2022/23

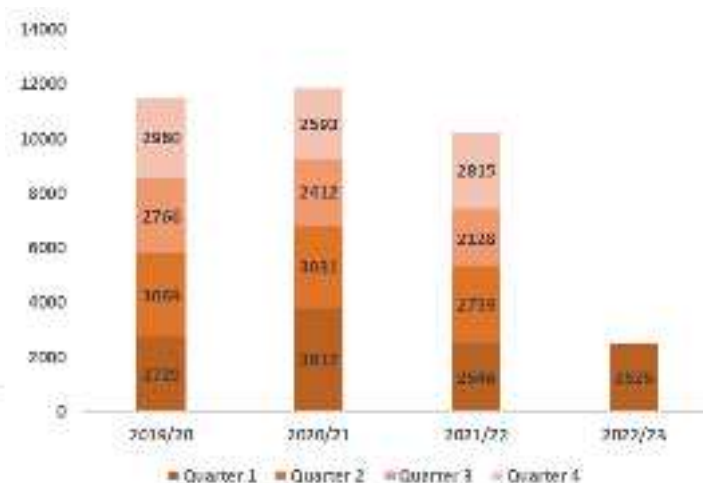


There were 219 closed resolved cases during quarter one compared to 215 in the same period in 2020/21. Unresolved cases are where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases. There were no cases closed unresolved during quarter one.

Number of contacts made to complainants Qtr. 1



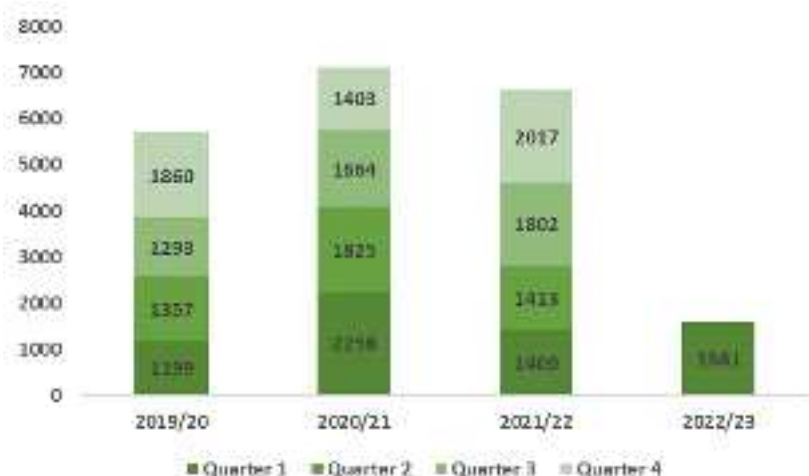
Number of contacts made to complainants during the previous Qtrs. in years 2019/20 – 2022/23



A total of 2,525 contacts were made to complainants during quarter one. Derby Homes has had a long-standing target for a minimum of monthly feedback to complainants of ASB. Whilst this remains in Derby Homes' ASB Policy and Procedure as a bare minimum, the procedure makes clear that much more frequent contact is expected on those cases that require it. Also contact requirements must be agreed with the complainant in the action plan. The frequency and type of contact depends on a number of factors, but we would expect the total number of contacts in a month to be very much higher than one per case and this is shown consistently.

Interventions

Number of non-legal actions taken



During quarter one there were 1,581 non-legal actions taken and 1 enforcement action taken. 586 of the total non-legal actions were for contacts with police and E-CINS referrals. This is a fairly typical output, however each year is different as each case is different.

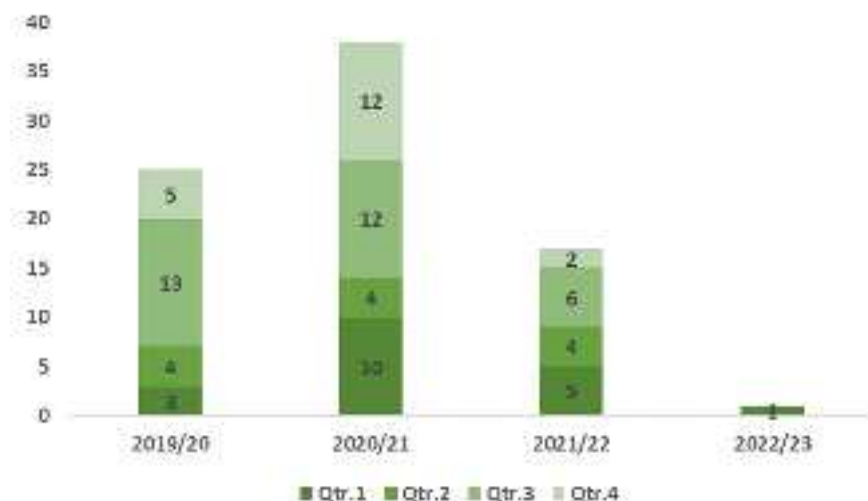
Non-legal actions included various contacts and interactions with the police and referrals to other agencies as well as low level interventions by Derby Homes. Other actions included contacts with Adult Social Care, Mental Health and Safeguarding, referrals to Victim Support and CPWS and CPNS Abatement notices. We had high levels of engagement and general contacts with alleged perpetrators and complainants, including various supporting actions.

Legal actions centered around the service of Notices of Extension / Possession proceedings during quarter one.

Non-legal actions taken – Qtr.1



Number of enforcement actions taken during the previous Qtrs. in years 2019/20 – 2022/23



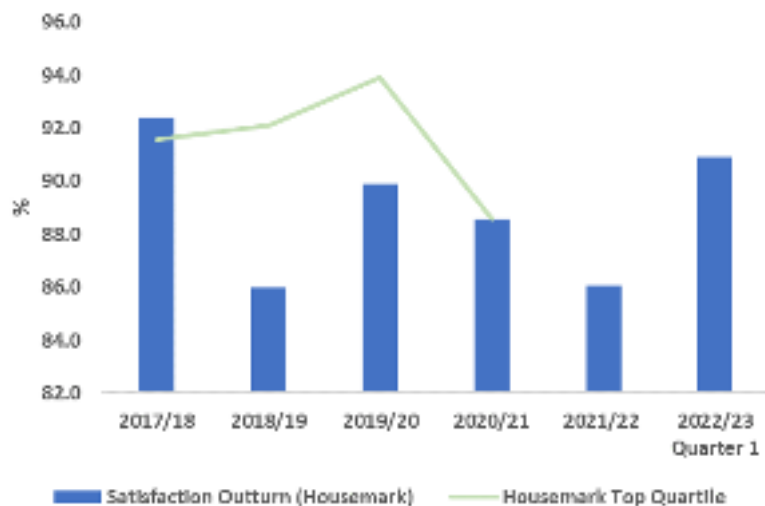
ASB Satisfaction

Satisfaction with the way ASB case was handled annual trend



98% of respondents were satisfied with the way that their case was handled during quarter one which is a 3% increase on the 2021/22 outturn figure. Housemark benchmarking data is not yet available for 2021/22.

Percentage satisfied with the way ASB case outcome annual trend



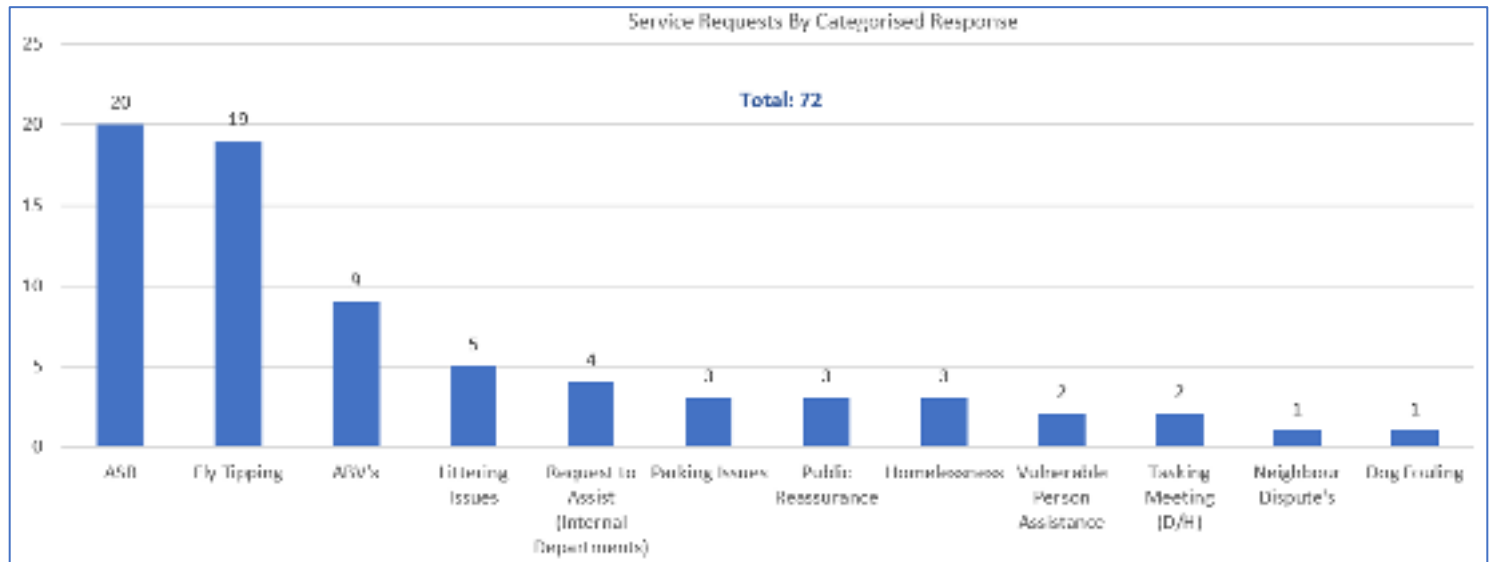
91% of respondents were satisfied with the outcome of their ASB case during quarter one which is a 5% increase compared to the 2021/22 outturn figure. Satisfaction levels overall on both these two key measures remains consistently good.

The above charts show current and previous satisfaction outcomes and trends.

Derby Homes - Summary of Requests for Quarter 1

The below data is a summary of the requests sent from Derby Homes to the PPO team to investigate and feedback.

The requests are varied in nature but important to highlight what the team have achieved between the time period of 01/04/22 to 30/06/22.



The total value indicates the number of visits or reports made by each categorised response.

Anti-Social Behaviour – ASB – The PPO Team attended twenty reports of anti-social behaviour made from Derby Homes. Subsequently out of these reports some of the locations are now on a hotspot priority list. Which involves weekly patrols with a view to challenging any anti-social behaviour.

Fly Tipping –nineteen reports have been made from Derby Homes to the PPO Team to investigate and pursue liability. With the highest activity of reported fly tips in Arboretum with nine. A total of one FPN was issued during this reporting period.

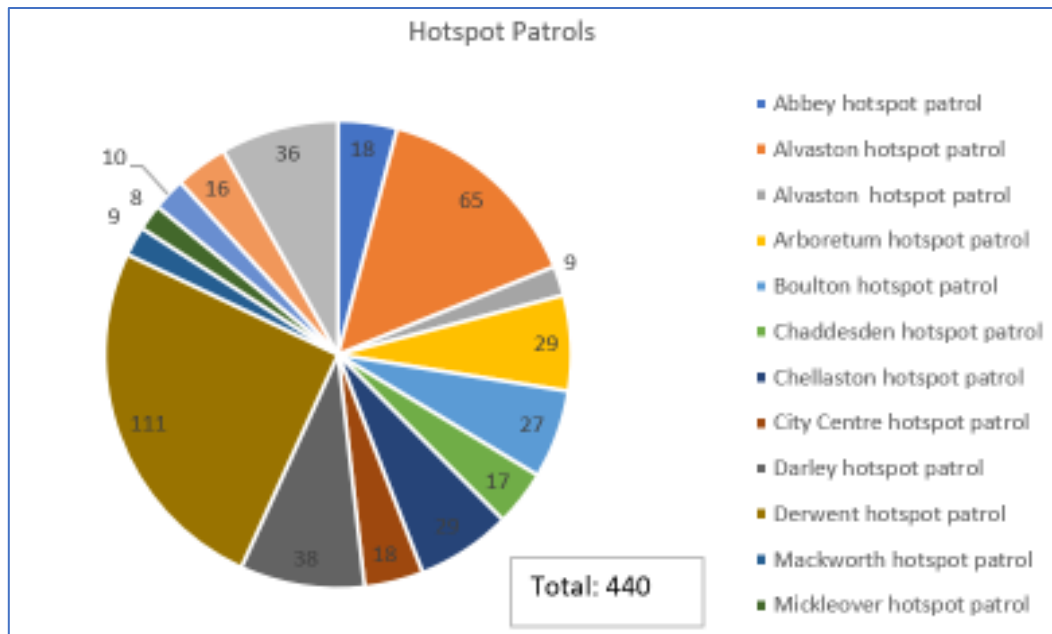
ABV's –Nine Abandoned Vehicles were reported via Derby Homes. The first step of investigating an ABV is to carry out a visual assessment of the vehicle. This entails looking at the body to see if there are any signs of significant damage (is this causing or attracting ASB?). Then to check if the vehicle has valid Tax and/or MOT certificates in place, depending on the location does the vehicle require either Tax or MOT? Is the vehicle Secured and is it detrimental to the environment? (is it leaking fluids or smashed windows). Should the vehicle be considered abandoned after these checks then a 7-day notice is to be placed on the vehicle and if the owner does not come forward then further checks are completed such as DVLA checks, Police Checks, letters sent to the last known registered keepers address and then the final stage would be the removal of the vehicle? Should an owner come forward at any stage of this process then the vehicle is no longer considered abandoned and DVLA would be notified of any issues such as parking with no tax.

Littering Issues - five littering-related issues were reported to the team and investigated, where possible littering posters were erected and individuals educated.

Assistance Request – Four requests for assistance were received from Derby Homes. In various locations across the city. Brookhouse Street, Sinclair Close, Matlock Road and Edgeware Road.

Derby Homes Data – ASB

A total of 440 hotspot patrols were carried out during the period of 01/04/22 - 30/06/22. The below chart identifies the number of patrols per ward. The frequency of the patrols varies depending on the localised issue, they can range from daily/weekly/fortnightly etc. The level of patrols is adapted depending upon the requests and findings on the first couple of visits.



The following streets were patrolled by the PPO team between 01/04/22 – 30/06/22, with the relevant information and intelligence relayed back.

A total of 19 locations.

| Ward | Address | Reported Categorised ASB |
|------------|-------------------------------|--------------------------|
| Abbey | Churchside Walk | multiple ASB |
| | St Clares Close | youths gathering |
| Alvaston | Beech Avenue | multiple ASB |
| | Booth Street | multiple ASB |
| Boulton | Bentley Street | youths gathering |
| Chaddesden | Carol Crescent | youths gathering |
| | Waterford Drive | drug use |
| | Waterford Drive, Belfast Walk | nuisance |
| Chellaston | Penhaligans Walk | dispute |
| | Sinfin Avenue | multiple ASB |
| Darley | Bath Street, Rivermead House | loitering |
| | Old Chester Road | street drinking |
| Derwent | Cowsley Road | multiple ASB |
| | Kent Street | vandalism |
| | Hill Crest Road | youths gathering |
| Littleover | Cardigan Street | youths gathering |
| | Bowbridge Avenue | nuisance |
| Mackworth | Willesden Avenue | drug use |

| | | |
|---------|-----------------|------------------|
| Spondon | Grayburn Avenue | youths gathering |
|---------|-----------------|------------------|

*Multiple ASB – This covers multiple ASB issues which occur in the same location/address. This category can involve various incidents such as loitering, drug use and youths gathering.

At each location visited no immediate referrals to 3rd parties were required. Intel was gathered and fed back to case officer at Derby Homes.

Fines Issued

The below table lists how many fines have been issued during this time period with the location they were issued at. The team will also now be able to issue fixed penalty notices for Section 34 of the Environmental Health Act, Duty of Care, this will enable the team to take more action for those individuals who do not dispose of their waste correctly.

| Notice Issued: | Reason: | Address/Location | Total |
|----------------|---------|------------------|-------|
| FPN | Fly Tip | Yates Street | 1 |
| Grand Total: | | | 1 |

DERBY HOMEFINDER YEAR END REPORT 2021/22

Report of the Head of Housing Options and Homelessness

1. SUMMARY

- 1.1 This report provides information on Derby Homefinder for the period April 2021 – March 2022.

2. RECOMMENDATION

- 2.1 That the Operational Board notes the report.

3. REASON FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on Derby Homefinder and matters concerning the Council's housing register.

4. MATTER(S) FOR CONSIDERATION

- 4.1 The appended report details headline information in relation to Derby Homefinder for the period April 2021 – March 2022 and provides analysis and context to Operational Board members on:

- Demand for housing and applicant profile
- Bids on Derby Homes properties
- Stock profile and turnover for Derby Homes properties
- Offers on Derby Homes properties that are refused
- Average length of time on the Housing Register (lettings for all landlords)

5. OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

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

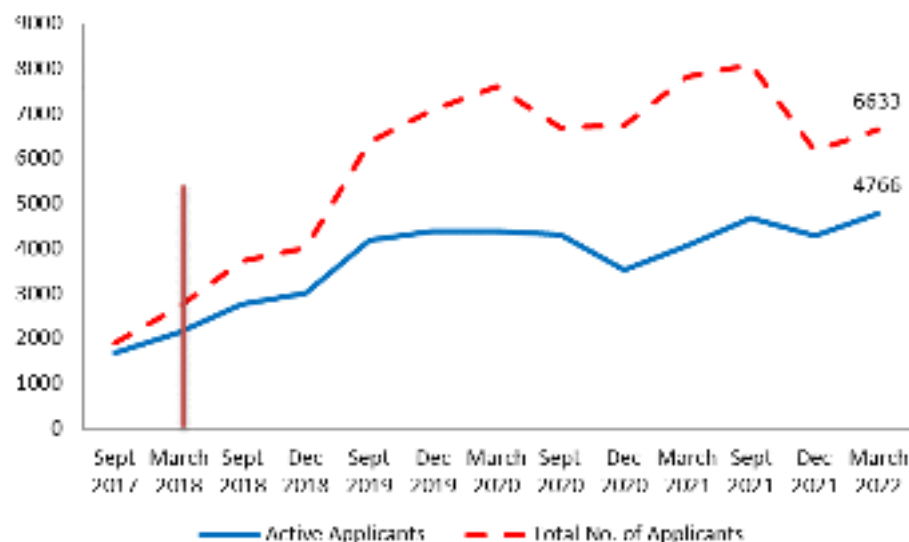
| | |
|---|--|
| For more information please contact: | |
| Natalie Tuckwell / Corporate Insight Manager / email: natalie.tuckwell@derby.gov.uk | |
| Background information: | None |
| List of appendices | Appendix 1- Homefinder Q4 Report 2021-22 |

This report has been approved by the following

| | | |
|--|-----------------|------------|
| Managing Director | Maria Murphy | 09/09/2022 |
| Director of Housing Services | Clare Mehrbani | 11/08/2022 |
| Finance Director and Company Secretary | Michael Kirk | |
| Company Solicitor | Taranjit Lalria | 13/09/2022 |
| Head of Housing Options and Homelessness | Jim Joyce | 15/08/2022 |

Demand for Housing and Applicant Profile (Housing Register Snapshot March 2022)

Number of applicants on the Housing Register

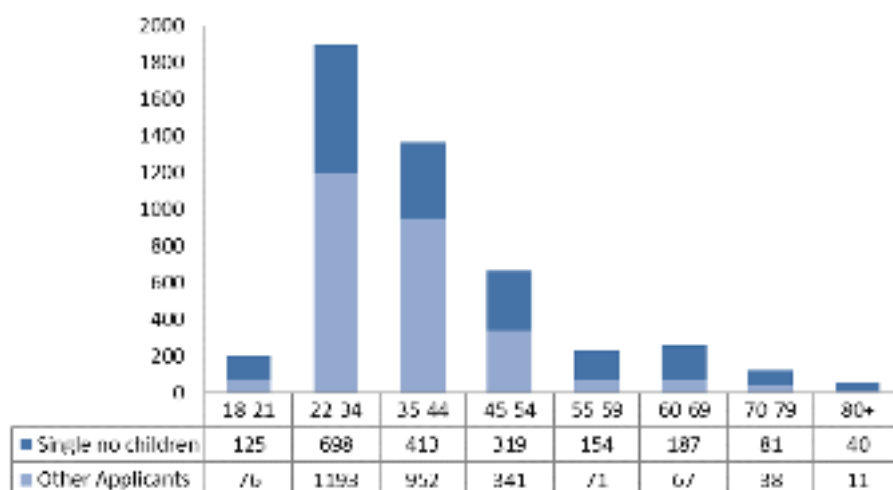


At the end of March 2022 there were 6,633 applicants on the housing register (compared to 6,162 in the previous quarter).

72% (4,766) have bid on a property in the last 12 months (active applicants) compared to 69% the previous quarter.

For the purpose of this report the data focuses on active applicants only.

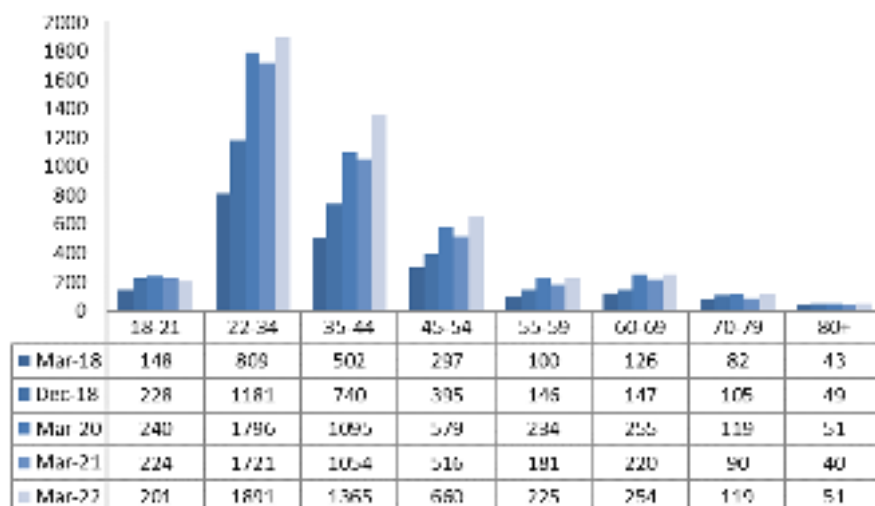
Age profile of the lead applicant on the Housing Register (active only)



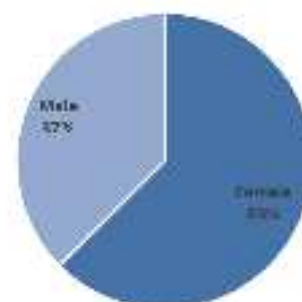
91% of lead applicants are aged between 18 and 59 years old, 63% of lead applicants are female.

At 40%, active applicants aged between 22 and 34 continues to be the highest age band on the housing register.

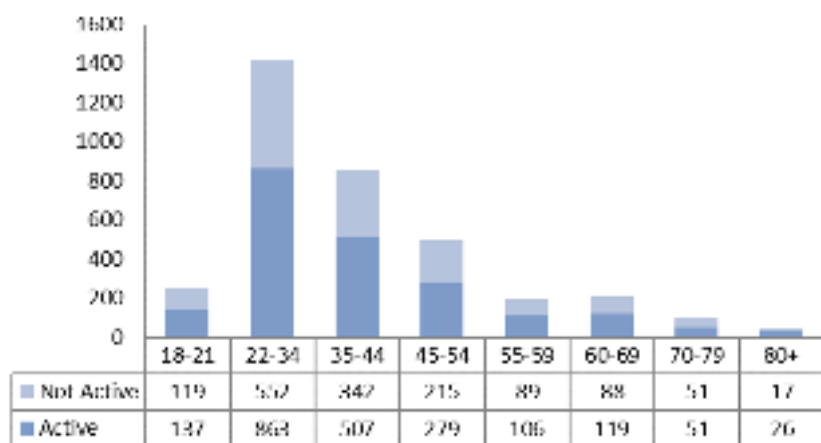
Age profile of the lead applicants compared to previous snapshots (active only)



Gender profile of the lead applicant on the Housing Register (active only)



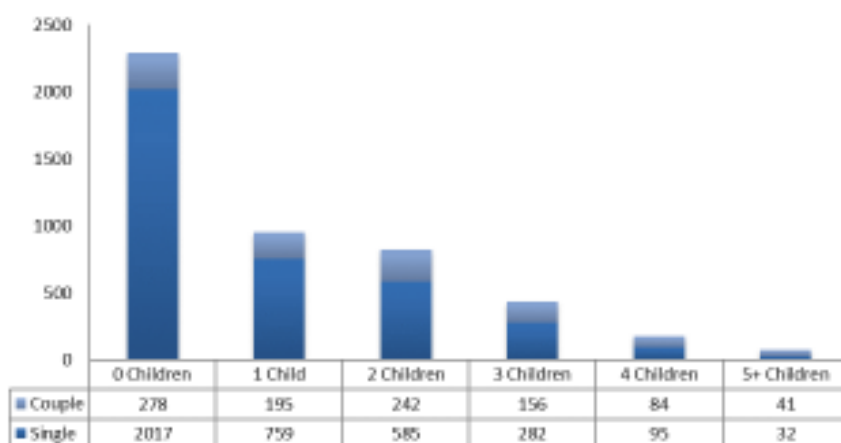
Age profile of those coming onto the Housing Register since April 2021 (captured in the snapshot)



The age profile of lead applicants (both active and non-active) joining the Housing Register between April 2021 and March 2022 continues to reflect the trend in the age profile of active applicants in recent years.

Note that because this is a snapshot of the Housing Register it does not include any applicants that have come on to the register since April 2021 but have since come off (for example, because they have found a property) before the snapshot has been taken.

Family Profile of the applicant (active applicants only)



48% of active applicants on the housing register have no children. This remains comparable with previous years.

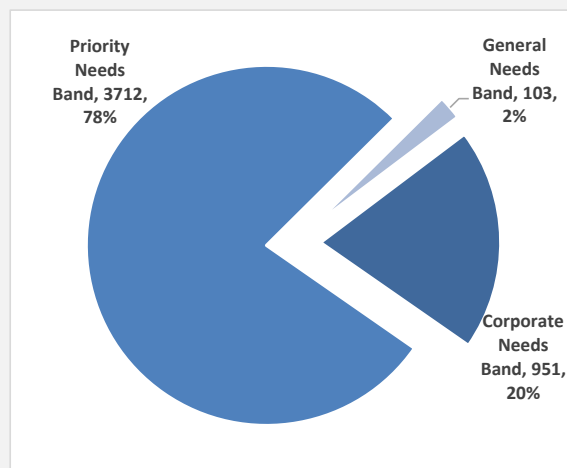
Housing Needs Bands of the lead applicant (active only)

The 2020-2025 Allocations Policy was approved by Council Cabinet in September 2020. The Allocations Policy prior to the review operated using 2 bands, Emergency & General Needs. The revised policy introduced a third band from October 2020, changing the priorities of those within each band.

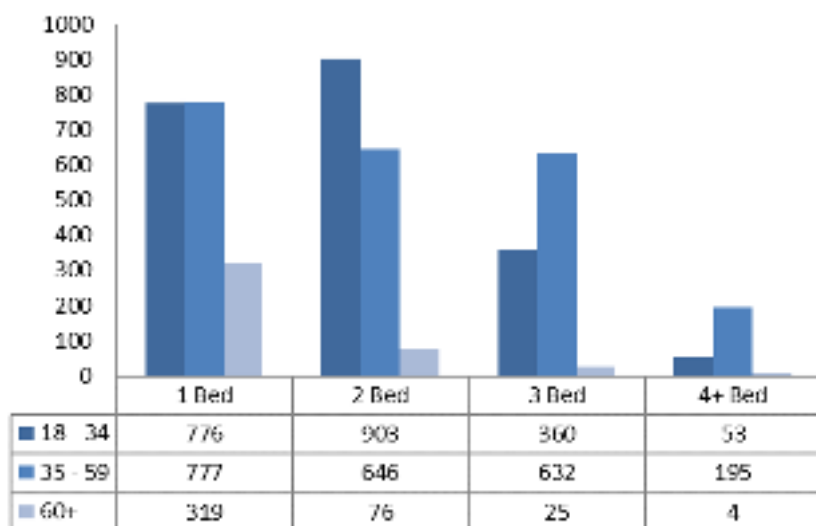
They are:

- Corporate Needs Band
- Priority Needs Band
- General Needs Band

More information on the allocation of properties can be found in the [Allocations Policy 2020-25](#).



Property size required by the applicant on the Housing Register (active only)



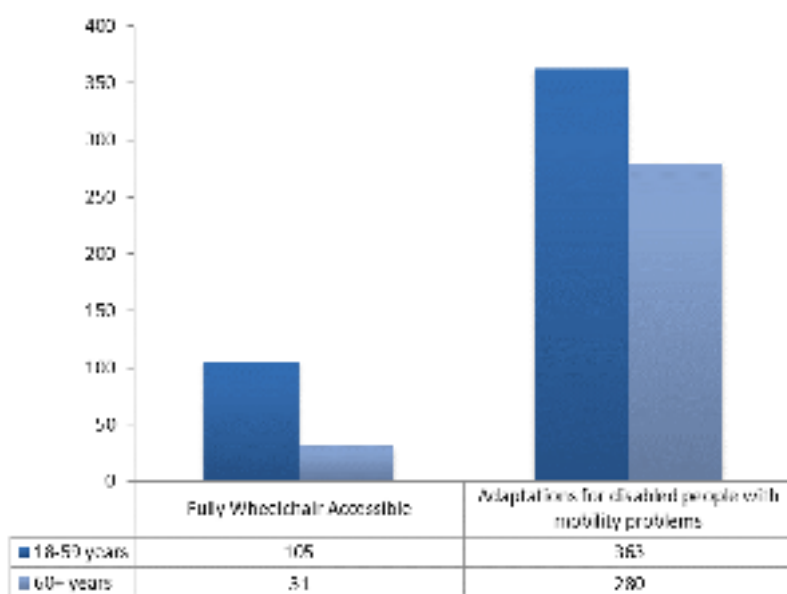
39% of active applicants on the housing register require a one bedroom property as a minimum, which is comparable with the same period last year.

34% require a two bedroom property as a minimum and 5% require a property with four or more bedrooms.

Adapted Properties - percentage of applicants that require an adapted property and trend (active only)



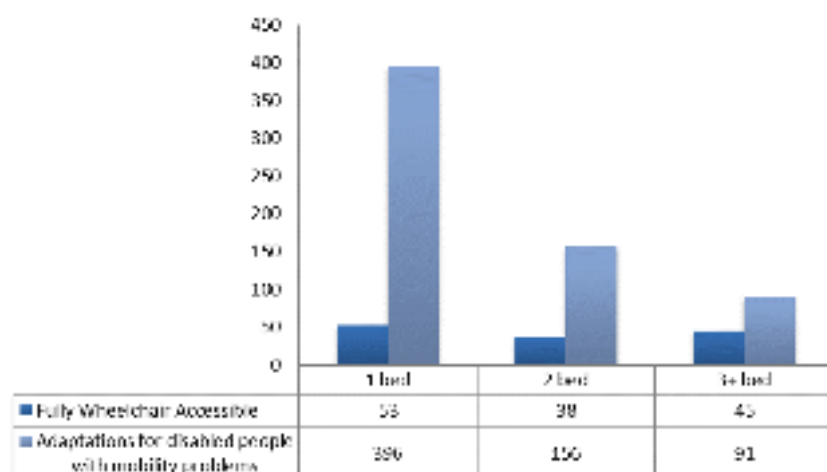
Type of adapted property required



16% of active applicants on the Housing Register require an adapted property which is comparable to the same period last year.

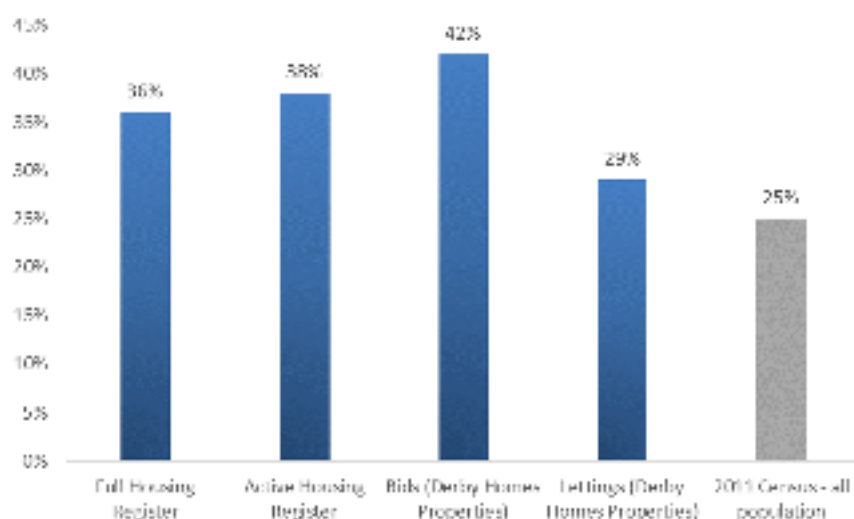
The majority of those that require adaptations are for disabled people with mobility problems.

Minimum room size required by those needing adapted accommodation



58% of applicants needing an adapted property require a property with a minimum of one bedroom and 25% require a two bedroom property.

Ethnicity - Percentage of lead applicants with an ethnic minority background



We have seen a slight increase in the number of applicants with a minority ethnic origin or background compared to the previous year. 38% of active applicants on the housing register (36% in March 2021), compared to 36% on the full housing register (34% in March 2021).

42% of bids on Derby Homes properties are from applicants with a minority ethnic background and 29% of lettings. Note that bids are based on the total number of direct bids not the number of applicants bidding*.

Nationality – Breakdown of the lead applicants recorded nationality for active applicants

| Nationality | Active Housing Register | Bids | Lettings |
|-------------------------------|-------------------------|------|----------|
| UK National / British citizen | 80% | 77% | 83% |
| EEA National | 12% | 14% | 8% |
| Non-EEA National | 7% | 8% | 7% |
| No Information | 1% | 1% | 2% |

Note: individual percentages may not add up due to rounding

80% of active lead applicants on the housing register are British Citizens or have a UK nationality. 12% have an EEA nationality.

14% of bids were from EEA nationals, as stated above this reflects the total number of direct bids not the number of applicants bidding*.

*includes any bids made by 'Open to all' applicants (where a property has been specifically advertised to this band).

Bids on Derby Homes Properties (April 2021 – March 2022)

618

Adverts on Properties

50,886*

Bids made on properties

* note this includes bids from open to all applicants where it has been advertised to this band

Property Type – adverts, bids made and average bids to properties advertised

| Property Type | Adverts | Bids | Average number of bids per advert |
|------------------|------------|---------------|-----------------------------------|
| House | 212 | 31,821 | 150 |
| Flat / Apartment | 309 | 15,862 | 51 |
| Bungalow | 97 | 3,203 | 33 |
| Total | 618 | 50,886 | 82 |

* note some properties may have been advertised more than once in a cycle

Property Size – adverts, bids made and average bids to properties advertised

| Property Size | Adverts | Bids | Average number of bids per advert |
|--------------------|------------|---------------|-----------------------------------|
| One bedroom | 308 | 13,990 | 45 |
| Two bedrooms | 165 | 18,619 | 113 |
| Three bedrooms | 133 | 17,825 | 134 |
| Four plus bedrooms | 12 | 452 | 38 |
| Total | 618 | 50,886 | 82 |

* note some properties may have been advertised more than once in a cycle

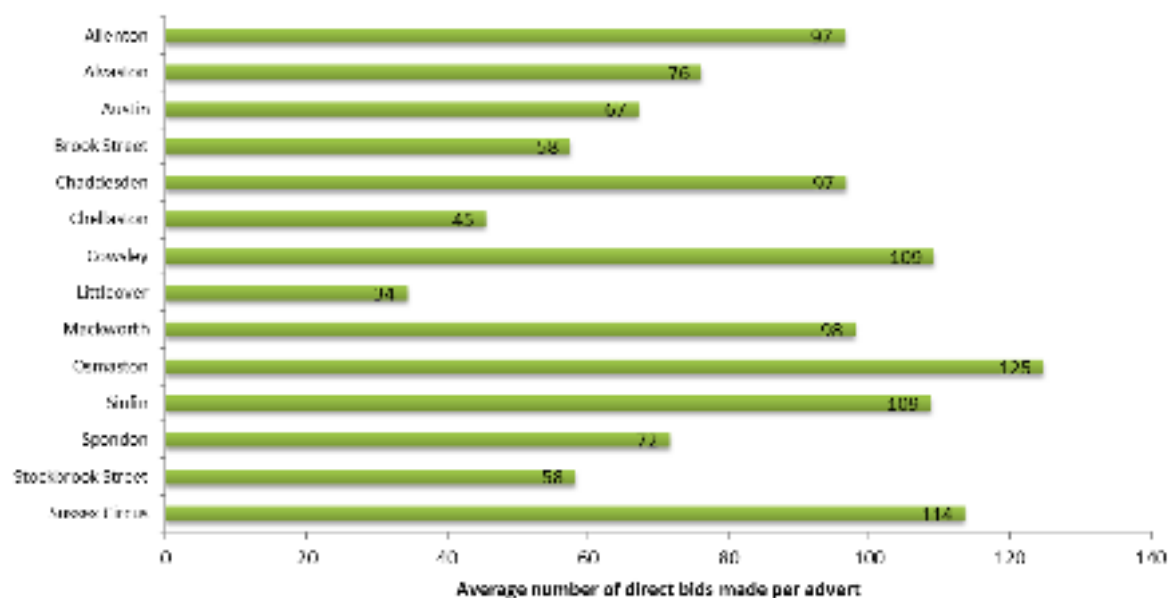
There were 50,886 direct bids on Derby Homes properties during this period. This does not include autobids generated by the system.

There was an average of 82 direct bids per advert between April and March (this includes bids made by 'open to all' applicants where a property has been specifically advertised to this band).

The average number of bids per property continues to be greater for houses and for 3 bedroom properties.

The suspension of the Homefinder Choice based Lettings system, in response to COVID-19 restrictions impacted on the 2020/21 data and we are therefore unable to compare figures to the previous year.

Housing Area (Derby Homes Properties) – Average number of bids per advert



The highest average number of bids made per advert for properties during the year was in the Osmaston area and the lowest average number of bids made per advert was Littleover. The highest number of properties advertised as a percentage of all adverts was in the Stockbrook Street management area at 16%.

Stock Profile and Turnover for Derby Homes Properties (April 2021 – March 2022)

Overall stock profile - breakdown by property size, general needs or supported living

| Property Size | General Needs | Supported Living | Percentage of all stock |
|---------------|---------------|------------------|-------------------------|
| 0 bedroom | 6 | 27 | 0.3% |
| 1 bedroom | 1893 | 1954 | 30.6% |
| 2 bedroom | 3000 | 375 | 26.8% |
| 3 bedroom | 5062 | 15 | 40.3% |
| 4 bedroom | 152 | 4 | 1.2% |
| 5 bedroom | 35 | 1 | 0.3% |
| 6+ bedroom | 15 | 0 | 0.1% |
| Total | 10,163 | 2,376 | |

The number of properties within the housing stock profile as at 31 March 2022 was 12,539.

469 standard properties were re-let between April 2021 and March 2022 with an average re-let time of 20.50 days.

Number of properties re-let during April 2021 to March 2022, average days taken to re-let and turnover

| Property Size | No. of active re-lets | Average days to re-let (active) | No. of all properties re-let | 2021-22 Turnover | 2020-21 Turnover | 2019-20 Turnover |
|---------------|-----------------------|---------------------------------|------------------------------|------------------|------------------|------------------|
| 0 bedroom | 1 | 0.00 | 1 | 3.0% | | |
| 1 bedroom | 273 | 19.71 | 355 | 9.2% | 8.8% | 8.7% |
| 2 bedroom | 127 | 20.57 | 183 | 5.4% | 4.8% | 5.5% |
| 3 bedroom | 64 | 24.19 | 130 | 2.6% | 2.6% | 2.6% |
| 4 bedroom | 4 | 18.25 | 7 | 4.5% | 4.7% | 4.1% |
| 5 bedroom | - | - | 3 | 8.3% | 0.0% | 15.0% |
| 6+ bedroom | - | - | - | - | 14.3% | 16.7% |
| Total | 469 | 20.50 | 679 | 5.4% | 5.1% | 5.3% |

Note – total of all re-let properties include those properties requiring major works.

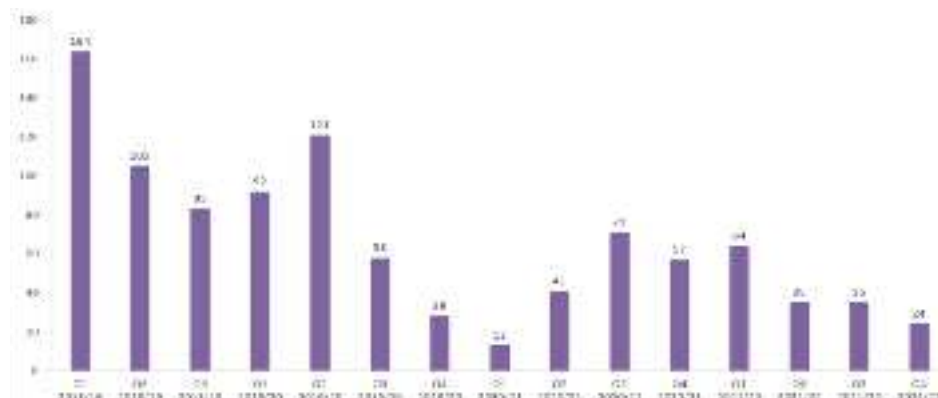
Stock profile and number of properties re-let by housing area, average days taken to re-let and annualised turnover

| Housing Area | Stock | Percentage of all stock | No. of active re-lets | Average days to re-let (active) | No. of all properties re-let | Turnover of all stock |
|-------------------|---------------|-------------------------|-----------------------|---------------------------------|------------------------------|-----------------------|
| Allenton | 1104 | 8.8% | 32 | 21.97 | 54 | 4.9% |
| Alvaston | 1128 | 9.0% | 55 | 19.20 | 73 | 6.5% |
| Austin | 942 | 7.5% | 29 | 18.59 | 44 | 4.7% |
| Brook Street | 800 | 6.4% | 46 | 23.22 | 55 | 6.9% |
| Chaddesden | 937 | 7.5% | 37 | 24.16 | 50 | 5.3% |
| Chellaston | 455 | 3.6% | 32 | 15.91 | 37 | 8.1% |
| Cowsley | 893 | 7.1% | 31 | 20.58 | 53 | 5.9% |
| Littleover | 404 | 3.2% | 9 | 16.11 | 15 | 3.7% |
| Mackworth | 1251 | 10.0% | 47 | 20.89 | 78 | 6.2% |
| Sinfin | 713 | 5.7% | 18 | 16.28 | 30 | 2.8% |
| Osmaston | 824 | 6.6% | 11 | 20.64 | 20 | 3.6% |
| Spondon | 439 | 3.5% | 10 | 24.90 | 19 | 4.3% |
| Stockbrook Street | 1327 | 10.6% | 80 | 19.41 | 101 | 7.6% |
| Sussex Circus | 1118 | 8.9% | 32 | 23.72 | 50 | 4.5% |
| Parkland View | 63 | 0.5% | - | - | - | - |
| Other | 141 | 1.1% | - | - | - | - |
| Total | 12,539 | - | 469 | 20.50 | 679 | 5.4% |

Note – total of all re-let properties include those properties requiring major works.

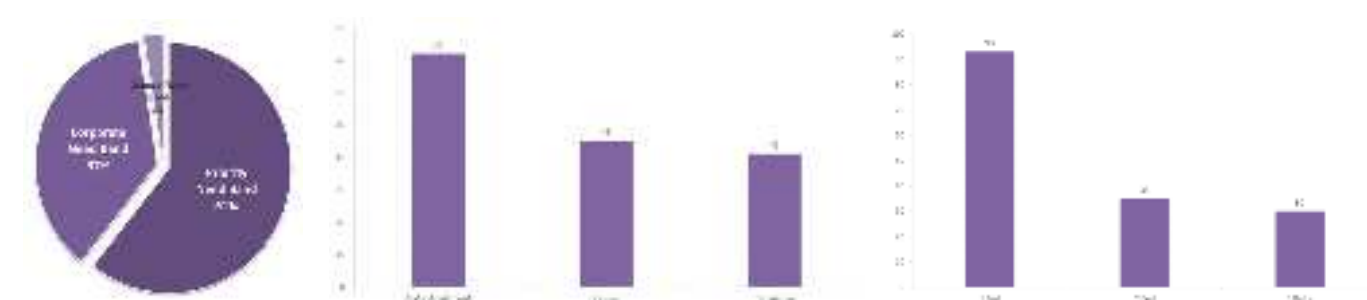
Offers on Derby Homes Properties that are refused (April 2021 to March 2022)

Number of times a property was refused – comparison to previous quarters

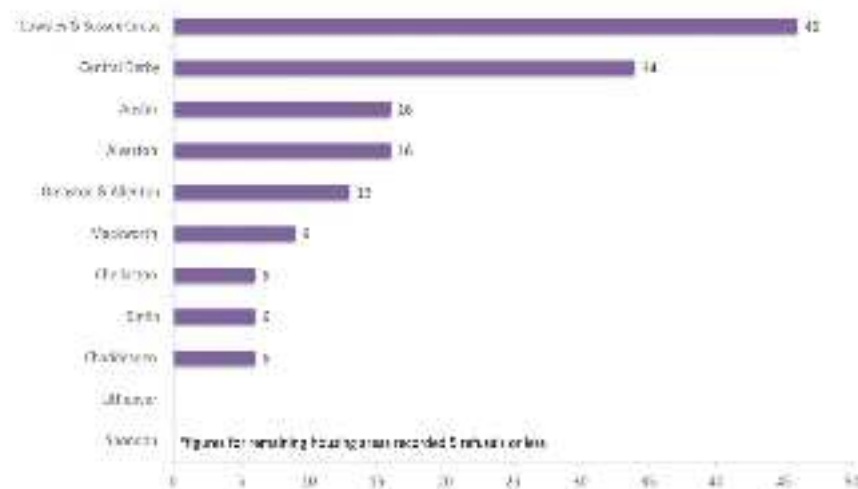


There were 158 occasions when a property offer was refused by the applicant between April 2021 and March 2022. This has decreased in the last three quarters compared to previous periods. These relate to 119 properties.

Breakdown of refusals by housing need, property type and size



Refusals by housing area



59% of refusals were for one bedroom properties and 46% for flats/apartments.

29% of all refusals were for properties in Cowsley and Sussex Circus and 22% in Central Derby. 47% of refusals by applicants were reasonable, with 16% because the property was unsuitable.

51% of refusals were recorded as unreasonable and 2% were refused due to being rehoused by another landlord.

Top 3 reasonable reasons given for refusal

| Reasonable reason | |
|----------------------------------|-----|
| Property unsuitable | 16% |
| Autobid placed not suitable | 12% |
| Applicant change of circumstance | 10% |

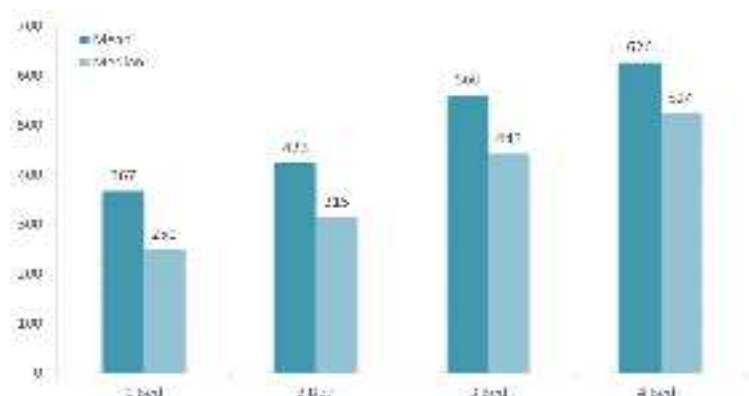
Top 3 unreasonable reasons given for refusal

| Unreasonable reason | |
|---------------------|-----|
| Area unsuitable | 23% |
| Property unsuitable | 6% |
| Property size | 4% |

Average length of time on the Housing Register for properties let between April 2021 and March 2022 (lettings for all landlords including Derby Homes)

Notes – for the purpose of the analysis the calculation of average days is the difference between the application closed date and the date the applicant joined the Housing Register (application date). The analysis does not include lettings to open to all applicants. It does not take into account whether or not applicants have made any bids during this time or refusals made. This methodology has changed compared to previous reports where the category award date was used, this is due to policy changes affecting banding, therefore the waiting time includes the entire time since application date including any time in previous bandings. The mean average can be affected significantly by a small number of applicants therefore the median average (middle value) is also displayed.

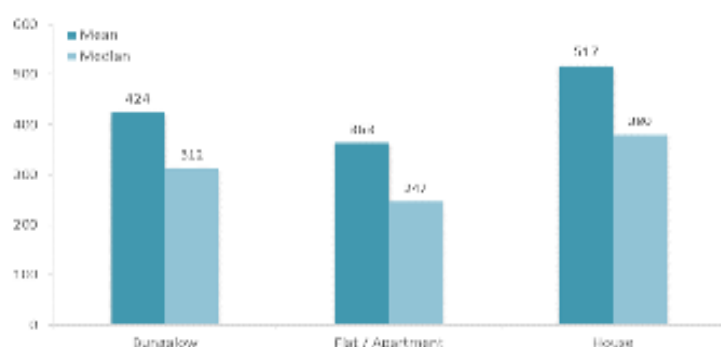
Property Size - average length of time on the register (in days)



Percentage of lettings where the length of time on housing register was more than 365 days

| Property Size | Total lets | % over 365 days |
|---------------|------------|-----------------|
| 1 bedroom | 430 | 37% |
| 2 bedrooms | 286 | 44% |
| 3+ bedrooms | 198 | 56% |
| Total | 914 | 44% |

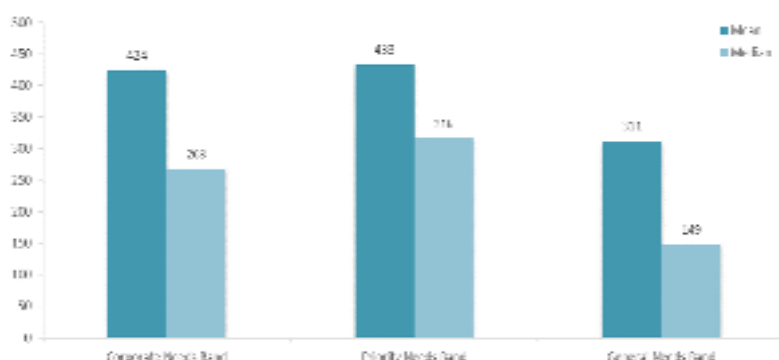
Property Type - average length of time on the register (in days)



Lettings for all landlords between April 2021 and March 2022 show that applicants are on the housing register for a longer period of time on average for larger properties. There are also fewer properties with 4 or more bedrooms being let in total.

In terms of property type, applicants are on the housing register for a longer period of time on average for a house or a bungalow, than a flat or apartment.

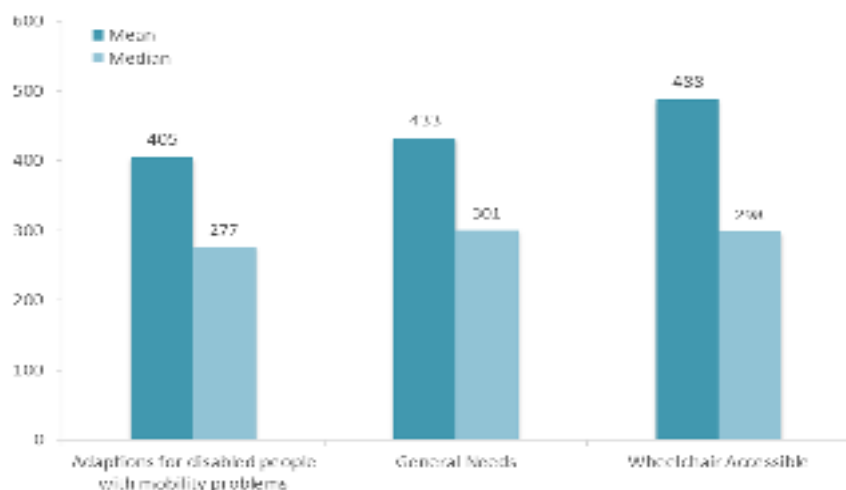
Housing Need - average length of time on the register (in days)



99% of lettings during April 2021 to March 2022 were made to applicants in the corporate or priority banding within the new allocations policy (in place from October 2020).

Note that the waiting times now reflect waiting times from start of the application which may include time in other housing need bands rather than the band awarded at the time of the letting.

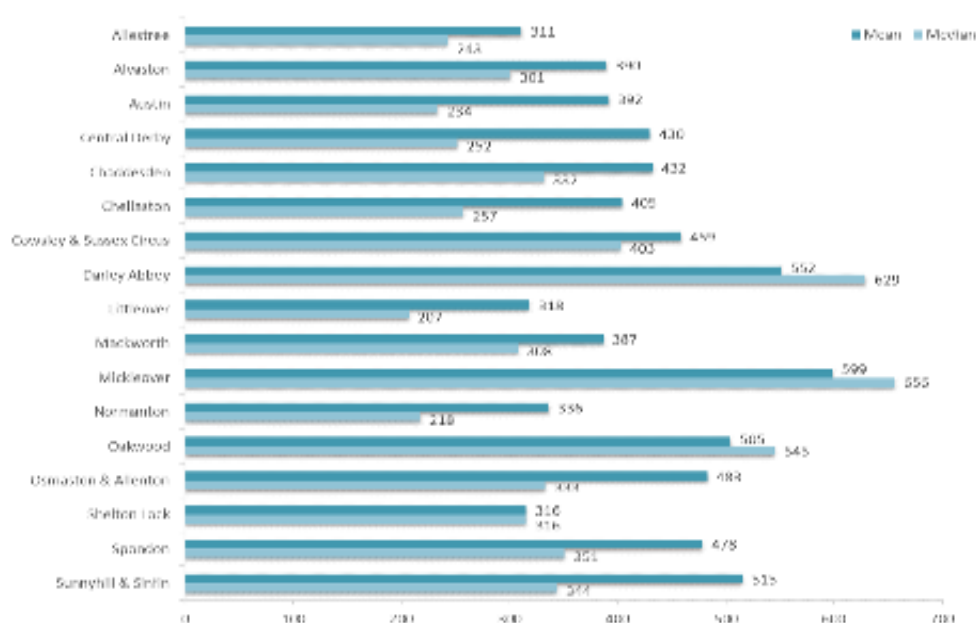
Adaption level required - average length of time on the housing register (in days)



30% of lettings during April 2021 to March 2022 were made to applicants with an adaption required or for wheelchair access.

The average length of time on the housing register for properties in different areas of the city varies depending on the housing area.

Housing Area – average length of time on the housing register (in days)



EQUALITIES MONITORING REPORT – 2021 /2022

Report of the Head of Governance and Corporate Services

1. SUMMARY

- 1.1 This Equalities report presents a demographic picture of Derby City and equalities performance information as at April 2022.

The report sets out the demographic position in Derby, the East Midlands and England in section one. Sections two-six focus on customer data. Section two focuses on Derby Homes' household population. Section three covers eviction. Section four of the report details Universal Credit cases. Anti-Social Behaviour statistics are detailed in section five and Language translations detailed in Section six.

Our workforce profile is detailed at section seven.

2. RECOMMENDATION(S)

- 2.1 To note and discuss the content of the report.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is able to monitor performance and request additional information where areas of concern / interest arise.

To receive further reports on trends, opportunities and challenges including but not limited to points raised in this report.

4. MATTER(S) FOR CONSIDERATION

- 4.1 This report provides equalities information for all occupants up to April 2022.
- 4.2 Appendix 1, Section 1 provides some detailed information from the 2011 Census. This data allows us to look at the demographics in terms of ethnicity, religion and marital status.

It also contains the revised population projections on age for 2025 – 2043, which were published in June 2020 by the Office of National Statistics.

- 4.3 Section 2 provides demographic information taken from data held by Derby Homes, relating to all occupant's data we have been provided with.

- 4.3 The breakdown by ethnicity shows us that almost 57.3% of occupants are 'White British'; this is considerably lower than the 75.3% of 'White British' population of Derby. There is a corresponding increase in the number of 'White Other', which has increased to 6.34% and is now the highest minority ethnic group amongst our tenants. 16.8% of occupants have preferred not to say their ethnic group.
- 4.4 Derby Homes holds 100% data on the gender profile of our lead tenants. At April 2022 females make up 54% of lead tenants and 46% male lead tenants.
- 4.5 We hold 99.3% data on age profile of occupants. 25% of the total number of tenants are aged 55 and over and is comparable to Derby's estimated census figure of 27%.
- 4.6 We have also made it possible for customers to update their own equality information through 'My Account' on the website. Although it is requirement to collect this data some tenants are still reluctant to provide it.
- 4.7 Current information identified that 11% of all occupants (including children) within the household are reported as having a disability. Half of those tenants reporting a disability are aged 55 and over.
- 4.8 Section 3 of the report looks at the arrears/income management service. From the start of the COVID 19 pandemic the government intervened to try and minimise the number of tenants being evicted. Longer periods for Notices were introduced and only evictions for serious tenancy breaches or abandoned properties were allowed to be taken back. During 2021/2022 these restrictions were slowly eased, and the courts are returning back to some normality. As a result only 4 evictions were carried out over 2021/22. Due to the small number we are unable to report on details of these evictions in this report.
- 4.9 Section 4 related to Universal Credit claims. Universal Credit is a payment for people over 18 but under State Pension age who are on a low income or out of work. It includes support for the cost of housing, children and childcare, and financial support for people with disabilities, carers and people too ill to work.
- 4.10 As at 31/03/22 there were 4,362 UC claimants. Of those 65% were 'White: English/Welsh/Scottish/British' and 27% were from a minority ethnic group.
- 4.11 The split of male / female applicants receiving Universal Credit remains comparable with the previous year. 0.1% were either not known or 'other'.
- 4.12
- Section 5 looks at the Anti-social Behaviour. There were 1,046 Anti-Social Behaviour complaints during 2021/22 including cases carried over from the previous year, a decrease of 2% compared to the previous year.
- 4.13
- The gender split remains similar to the previous year, 53% of complainants were female (51% in 2020/21) although only 53% of perpetrators were recorded as female (compared to 59% in 2020/21).
- 4.14

4.15 The age data is comparable with the previous year.

4.16

The proportion of cases involving ME and Non ME people continues to be roughly in line with the overall demographic within Derby Homes households.

4.17

4.18 Section six provides information about language translations. There were 2.052 calls to our translation provider during 2021/22. This was a 190% increase on the service usage compared to the following year (707 in 2020/21).

4.19

The top four most frequently requested language to be translated are, Slovak, Kurdish Sorani, Arabic and Urdu

4.20

4.21 Finally, Section 7 looks at the workforce profile and covers employees who were in post on 31 December 2021.

The key messages within this section are that of the top 5% earners in Derby Homes 45% are female and 55% male.

4.22

13% are from a minority ethnic group and 10% of the top 5% earners have told us they have a disability.

4.23

4.24 We already know from our Gender Pay Gap analysis that over overall hourly rate of pay for women is 6.7% lower than men. This is due to our in-house trade's

4.25 teams where the workforce is predominantly male and the rate of pay for trades is higher than it is for many housing management and customer service roles where there are a majority of female employees.

We are working to increase the 51% of data provided by employees in relation to religious beliefs

The average age of the workforce continues to be around 43.

22% of the workforce is over 55, this equates to 136 employees.

Derby Homes has an ongoing apprenticeship recruitment programme. We recruited 11 apprentices in 2021 aged between 16 and 39 73% were male and 27% were female.

5. OTHER OPTIONS CONSIDERED

5.1 None applicable

IMPLICATIONS

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

For more information please contact:

Annabelle Barwick / Customer Service and Equalities Manager / 01332 888402 / Email
annabelle.barwick@derbyhomes.org

Background information: None

List of appendices Appendix 1 - Working for Derby Homes Equality Employment Statistics 2021

This report has been approved by the following

| | | |
|--------------------------------------|--------------|------------|
| Managing Director | Maria Murphy | 09.09.2022 |
| Finance Director & Company Secretary | Michael Kirk | 12.09.2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |



Working for Derby Homes

Equality Employment Statistics 2021

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Working for Derby Homes – employment statistics

1. Introduction

- 1.1 Welcome to our employment statistics for 01 January to 31 December 2021.
- 1.2 The statistics include recruitment, workforce profile, training and development, disciplinary and grievances and attendance management. They form part of our Public Sector Equality Duty requirements where we have to provide equality information about our employees and job applicants.
- 1.3 In 2021 we retained the Disability Confident Employer accreditation.
- 1.4 Please contact us if you have any queries about the figures or have any suggestions for improving the layout for future reports.

2. Recruitment

- 2.1 Derby Homes operates a recruitment scheme where candidates with disabilities can request an automatic interview if they meet the essential criteria for the post. In addition, candidates with disabilities are invited to tell us what adjustments they may need to ensure that they can fully participate in the selection process. This section gives information about recruitment to our vacancies that were advertised between January and December 2021.
- 2.2 It explores the stages of the process and focuses on equality statistics, ethnic origin, gender, sexuality, religion or belief, disability, and age.
- 2.3 In 2021 Derby Homes appointed 77 new employees.
- 2.4 All employees can now access their own Payroll/HR information online. As part of this, employees can update their own equality information. This helps Derby Homes in monitoring its equality information for statistical purposes.

2.5. Applicant by Equality Group

Ethnic Group, Census 2011

| Ethnic Group | Derby | East Midlands |
|--|-------|---------------|
| | % | % |
| All categories: Ethnic group | | |
| White: English/Welsh/Scottish/ Northern Irish/British | 75.33 | 85.40 |
| White: Irish | 0.93 | 0.63 |
| White: Gypsy or Irish Traveller | 0.12 | 0.08 |
| White: Other White | 3.92 | 3.16 |
| Mixed: White and Black Caribbean | 1.57 | 0.89 |
| Mixed: White and Black African | 0.21 | 0.19 |
| Mixed: White and Asian | 0.71 | 0.48 |

| | | |
|---|------|------|
| Mixed: Other Mixed | 0.41 | 0.34 |
| Indian | 4.38 | 3.73 |
| Pakistani | 5.88 | 1.08 |
| Bangladeshi | 0.26 | 0.29 |
| Chinese | 0.52 | 0.54 |
| Other Asian | 1.45 | 0.84 |
| African | 1.27 | 0.92 |
| Caribbean | 1.37 | 0.64 |
| Other Black | 0.31 | 0.24 |
| Arab | 0.35 | 0.21 |
| Other ethnic group: Any other ethnic group | 1.00 | 0.35 |
| <i>Source: Office for National Statistics, Census 2011, QS201EW, Ethnic Group</i> | | |

2.6. Applicant by Disability

| Disability | Applicants | % | First Interview | % | Appointed | % |
|--------------------|-------------------|----------------|------------------------|----------------|------------------|----------------|
| No | 1302 | 89.42% | 299 | 88.46% | 64 | 90.14% |
| Yes | 154 | 10.58% | 39 | 11.54% | 7 | 9.86% |
| Grand Total | 1456 | 100.00% | 338 | 100.00% | 71 | 100.00% |

2.7. Applicant by Gender

| Gender | Applicants | % | First Interview | % | Appointed | % |
|--------------------|-------------------|----------------|------------------------|----------------|------------------|----------------|
| Female | 893 | 61.33% | 208 | 61.54% | 47 | 66.20% |
| Male | 558 | 38.32% | 129 | 38.17% | 24 | 33.80% |
| Unknown | 5 | 0.34% | 1 | 0.30% | | 0.00% |
| Grand Total | 1456 | 100.00% | 338 | 100.00% | 71 | 100.00% |

2.8. Applicant by Religion or Belief

| Religion | Applicants | % | First Interview | % | Appointed | % |
|---------------------|-------------------|----------------|------------------------|----------------|------------------|----------------|
| Buddhist | 1 | 0.07% | | 0.00% | | 0.00% |
| Christian | 411 | 28.23% | 95 | 28.11% | 13 | 18.31% |
| Hindu | 8 | 0.55% | 1 | 0.30% | | 0.00% |
| Jewish | 2 | 0.14% | 2 | 0.59% | 1 | 1.41% |
| Muslim | 105 | 7.21% | 17 | 5.03% | 3 | 4.23% |
| No Religion | 770 | 52.88% | 186 | 55.03% | 51 | 71.83% |
| Other Religion | 22 | 1.51% | 5 | 1.48% | | 0.00% |
| Prefer Not To Say | 68 | 4.67% | 14 | 4.14% | 1 | 1.41% |
| Religion Not Stated | 24 | 1.65% | 9 | 2.66% | 1 | 1.41% |
| Sikh | 45 | 3.09% | 9 | 2.66% | 1 | 1.41% |
| Grand Total | 1456 | 100.00% | 338 | 100.00% | 71 | 100.00% |

2.9. Applicant by Ethnic Origin

| Ethnic Origin | Applicants | | First Interview | | Appointed | |
|--|-------------|----------------|-----------------|----------------|-----------|----------------|
| | | % | | % | | % |
| Asian or Asian British | 162 | 11.13% | 24 | 7.10% | 2 | 2.82% |
| Asian/Asian British - Bangladeshi | 11 | 0.76% | 2 | 0.59% | | 0.00% |
| Asian/Asian British - Indian | 64 | 4.40% | 11 | 3.25% | 1 | 1.41% |
| Asian/Asian British - Other Asian | 15 | 1.03% | 1 | 0.30% | | 0.00% |
| Asian/Asian British - Pakistani | 72 | 4.95% | 10 | 2.96% | 1 | 1.41% |
| Black or Black British | 87 | 5.98% | 10 | 2.96% | | 0.00% |
| Black/African/Caribbean/Black British - African | 52 | 3.57% | 3 | 0.89% | | 0.00% |
| Black/African/Caribbean/Black British - Caribbean | 35 | 2.40% | 7 | 2.07% | | 0.00% |
| Mixed | 72 | 4.95% | 16 | 4.73% | 2 | 2.82% |
| Mixed/Multiple Ethnic Groups - | 11 | 0.76% | 1 | 0.30% | 1 | 1.41% |
| Mixed/Multiple Ethnic Groups - White and Asian | 16 | 1.10% | 4 | 1.18% | | 0.00% |
| Mixed/Multiple Ethnic Groups - White and Black African | 3 | 0.21% | | 0.00% | | 0.00% |
| Mixed/Multiple Ethnic Groups - White and Black Caribbean | 42 | 2.88% | 11 | 3.25% | 1 | 1.41% |
| Not Stated | 17 | 1.17% | 3 | 0.89% | | 0.00% |
| Prefer Not To Say | 17 | 1.17% | 3 | 0.89% | | 0.00% |
| Other Ethnic Groups | 43 | 2.95% | 4 | 1.18% | | 0.00% |
| Asian/Asian British - Chinese | 5 | 0.34% | 1 | 0.30% | | 0.00% |
| Black/African/Caribbean/Black British - Any Other | 15 | 1.03% | 2 | 0.59% | | 0.00% |
| Other Ethnic Group - Any Other | 18 | 1.24% | 1 | 0.30% | | 0.00% |
| Other Ethnic Group - Arab | 5 | 0.34% | | 0.00% | | 0.00% |
| White | 1068 | 73.35% | 276 | 81.66% | 62 | 87.32% |
| White - English/Welsh/Scottish/Northern | 979 | 67.24% | 265 | 78.40% | 59 | 83.10% |
| White - Gypsy or Irish Traveller | 2 | 0.14% | | 0.00% | | 0.00% |
| White - Irish | 3 | 0.21% | | 0.00% | | 0.00% |
| White - Other White | 84 | 5.77% | 11 | 3.25% | 3 | 4.23% |
| Unknown | 7 | 0.48% | 5 | 1.48% | 5 | 7.04% |
| Unknown | 7 | 0.48% | 5 | 1.48% | 5 | 7.04% |
| Grand Total | 1456 | 100.00% | 338 | 100.00% | 71 | 100.00% |

2.10. Applicant by Age

| AGE | Applicants | % | First Interview | % | Appointed | % |
|--------------------|-------------|----------------|-----------------|----------------|-----------|----------------|
| Unknown | 1 | 0.07% | | 0.00% | | 0.00% |
| 16-25 | 410 | 28.16% | 68 | 20.12% | 17 | 23.94% |
| 26-35 | 462 | 31.73% | 109 | 32.25% | 25 | 35.21% |
| 36-45 | 305 | 20.95% | 74 | 21.89% | 16 | 22.54% |
| 46-55 | 209 | 14.35% | 54 | 15.98% | 9 | 12.68% |
| 56-65 | 62 | 4.26% | 31 | 9.17% | 4 | 5.63% |
| 66-75 | 7 | 0.48% | 2 | 0.59% | | 0.00% |
| Grand Total | 1456 | 100.00% | 338 | 100.00% | 71 | 100.00% |

3. Apprentice work force information 2021

3.1 We recruited 11 apprentices in 2021. Here is the additional equality monitoring information for apprentices:

By age

| Age | Numbers | % |
|--------------|-----------|----|
| 16 | 3 | 27 |
| 17 | 1 | 9 |
| 19 | 1 | 9 |
| 23 | 1 | 9 |
| 24 | 1 | 9 |
| 25 | 2 | 18 |
| 28 | 1 | 9 |
| 39 | 1 | 9 |
| Total | 11 | |

By gender

| Gender | Numbers | % |
|--------------|-----------|----|
| Female | 3 | 27 |
| Male | 8 | 73 |
| Total | 11 | |

By ethnic origin

| Ethnic Origin | Numbers | % |
|---------------|---------|----|
| Caribbean | 2 | 18 |
| White British | 8 | 73 |
| Unknown | 1 | 9 |
| Total | 11 | |

4. Workforce Profile

4.1 This report covers Derby Homes employees in post at 1 January 2021. The information in the report comes from the HR/Payroll system.

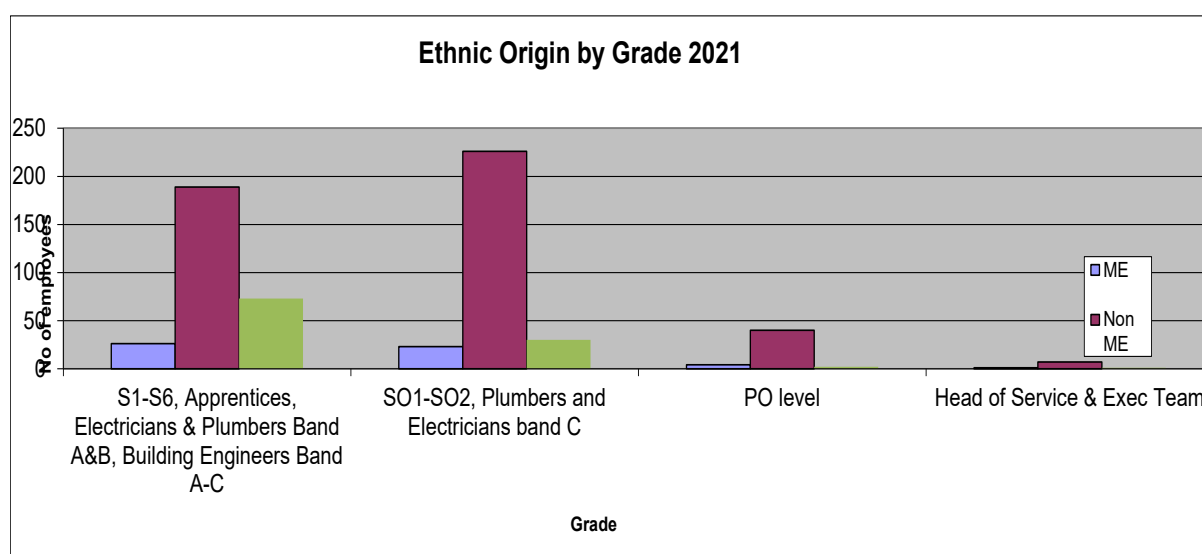
4.2 The statistics relate to analysis by ethnic origin, disability, gender, religious belief, sexual orientation and age.

4.3 The report provides the number of new employees and leavers during 2021

4.3 The statistics do not include agency staff.

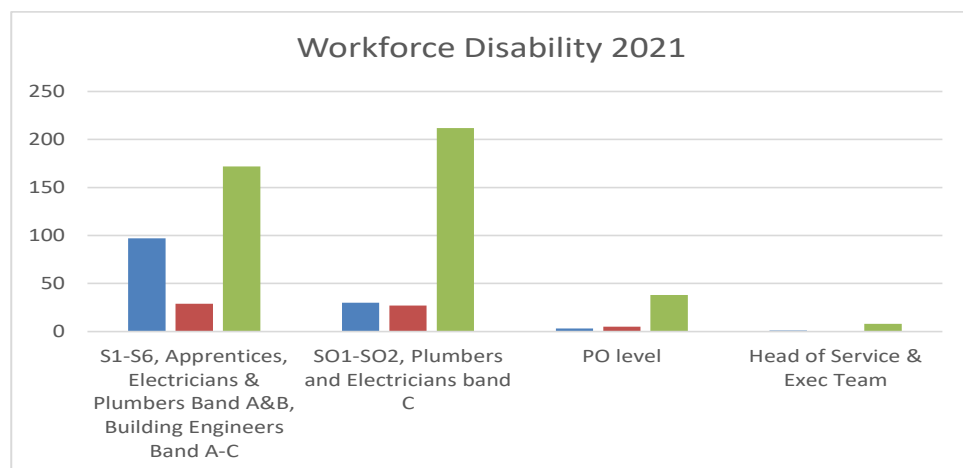
Ethnic origin profile

| Grade | ME | Non ME | NOIG | Total | % ME | % White |
|---|----|--------|------|-------|-------|---------|
| S1-S6, Apprentices, Electricians & Plumbers Band A&B, Building Engineers Band A-C | 26 | 189 | 73 | 288 | 9.0% | 65.6% |
| SO1-SO2, Plumbers and Electricians band C | 23 | 226 | 30 | 279 | 8.2% | 81.0% |
| PO level | 4 | 40 | 2 | 46 | 8.7% | 87.0% |
| Head of Service & Exec Team | 1 | 7 | 1 | 9 | 11.1% | 77.8% |



Disability profile

| Grade | NOIG | Disabled | Non Disabled | Total | % Disabled | % Non Disabled |
|---|------|----------|--------------|-------|------------|----------------|
| S1-S6, Apprentices, Electricians & Plumbers Band A&B, Building Engineers Band A-C | 97 | 29 | 172 | 298 | 9.7% | 57.7% |
| SO1-SO2, Plumbers and Electricians band C | 30 | 27 | 212 | 269 | 10.0% | 78.8% |
| PO level | 3 | 5 | 38 | 46 | 10.9% | 82.6% |
| Head of Service & Exec Team | 1 | 0 | 8 | 9 | 0.0% | 88.9% |
| Totals | 131 | 61 | 430 | 622 | | |



Religious belief profile

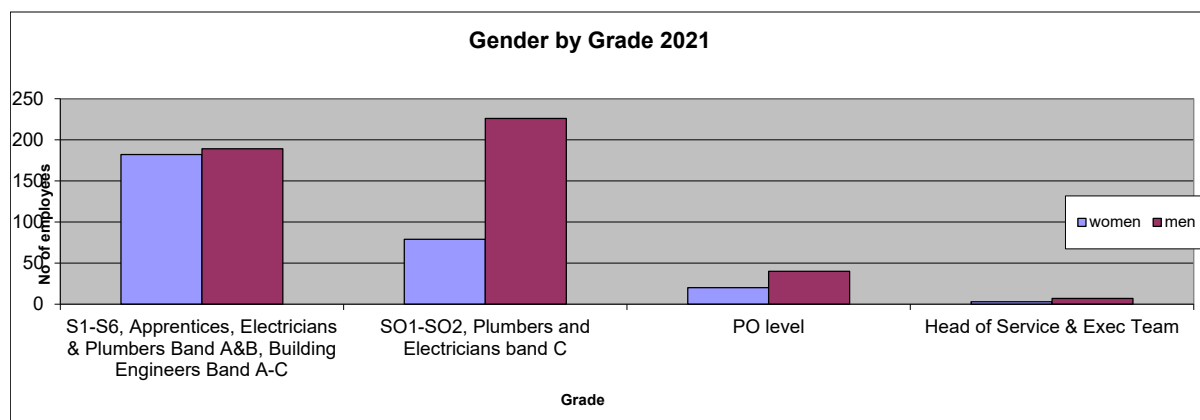
| Religion | Number | % |
|---------------------|--------|-------|
| Christian | 167 | 26.8% |
| Buddhist | 0 | 0.00% |
| Hindu | 2 | 0.3% |
| Jewish | 0 | 0.00% |
| Muslim | 10 | 1.6% |
| Sikh | 6 | 1% |
| Other | 9 | 1.4% |
| No religion | 121 | 19.4% |
| Prefer not to say | 10 | 1.6% |
| Religion not stated | 297 | 47.7% |

Sexual orientation profile

| Sexual Orientation | Numbers | % |
|--------------------|---------|------|
| Heterosexual | 244 | 39% |
| Gay Man | 4 | 0.6% |
| Gay Woman | 2 | 0.3% |
| Bi-Sexual | 3 | 0.5% |
| Other | 6 | 1% |
| Prefer not to say | 11 | 1.8% |
| unknown | 352 | 57% |

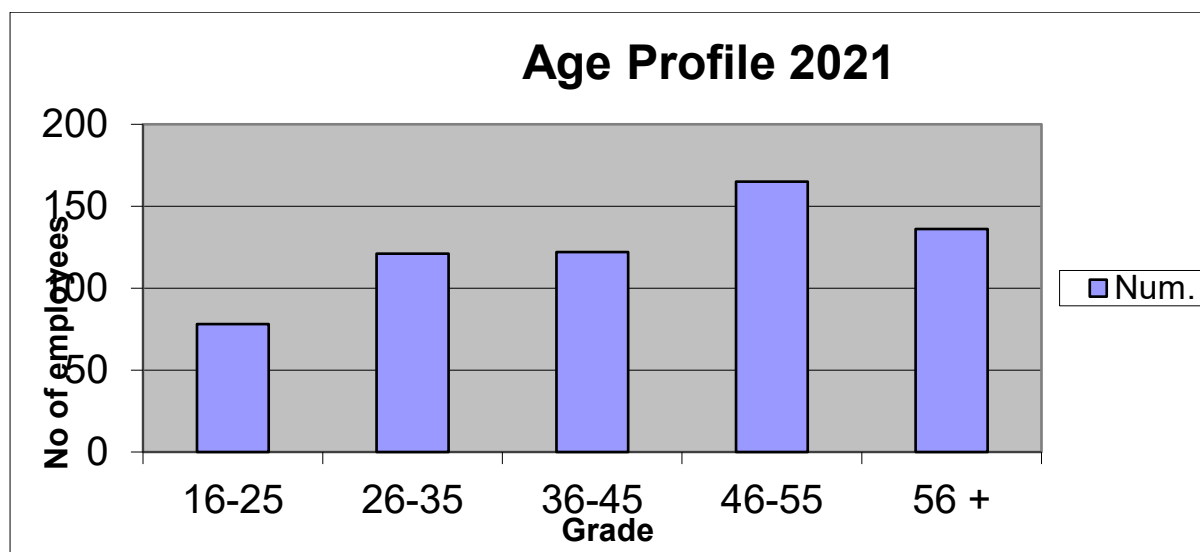
Gender Profile of current workforce

| Grade | Women | Men | Total | % Women | % Men |
|---|-------|-----|-------|---------|-------|
| S1-S6, Apprentices, Electricians & Plumbers Band A&B, Building Engineers Band A-C | 182 | 106 | 288 | 63.2% | 36.8% |
| SO1-SO2, Plumbers and Electricians band C | 79 | 200 | 279 | 28.3% | 71.7% |
| PO level | 20 | 26 | 46 | 43.5% | 56.5% |
| Head of Service & Exec Team | 3 | 6 | 9 | 33.3% | 66.7% |



Age Profile of current workforce

| Age range | No of Employees | % of employees |
|-----------|-----------------|----------------|
| 16-25 | 78 | 12.5% |
| 26-35 | 121 | 19.5% |
| 36-45 | 122 | 19.6% |
| 46-55 | 165 | 26.5% |
| 56 + | 136 | 21.9% |
| Totals | 622 | |



4.4 Gender profile of the top 5% of earners

Out of 31 people (top 5%) 14 are women = 44% and 17 are men = 55%

4.5 Ethnic origin profile of top 5% earners

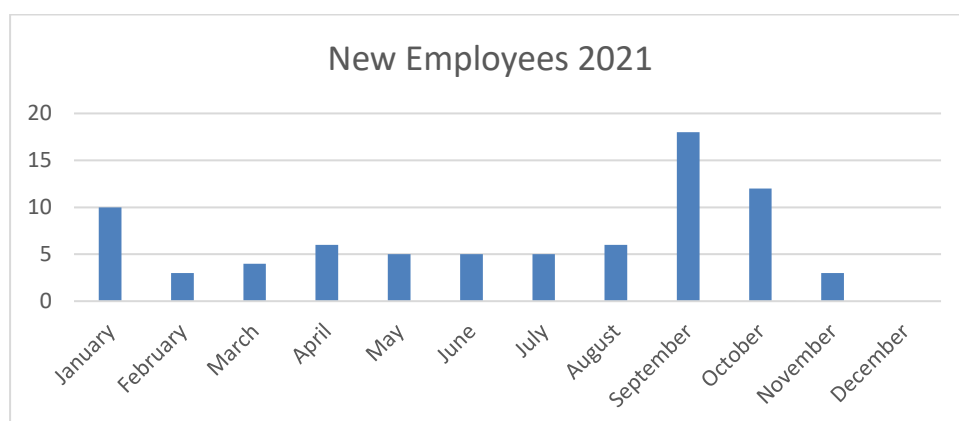
Out of 31 people (top 5%) 27 employees are Non Minority Ethnic employees and 4 employees are from a Minority Ethnic group = 13%

4.6 Disability in the top 5% earners

Out of 31 people (top 5%) 3 employees consider themselves disabled = 9.6%

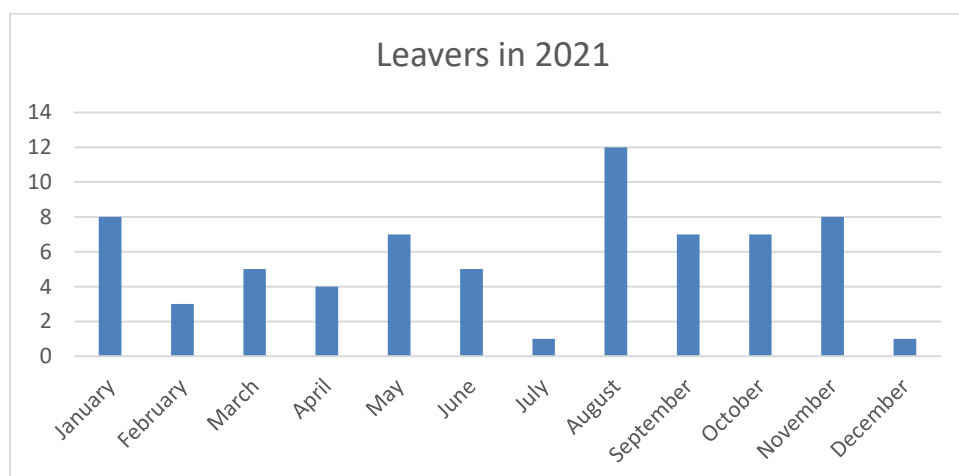
5. New employees 2021

- 5.1 In 2021 there were 77 new employees who started work at Derby Homes. This figure is higher than the previous year when 61 new employees joined Derby Homes. Note Apprentices generally start in September.



6. Leavers 2021

- 6.1 In 2021, 68 employees left Derby Homes. This figure is higher than the previous year when 46 employees left Derby Homes.



7. Gender Pay Gap

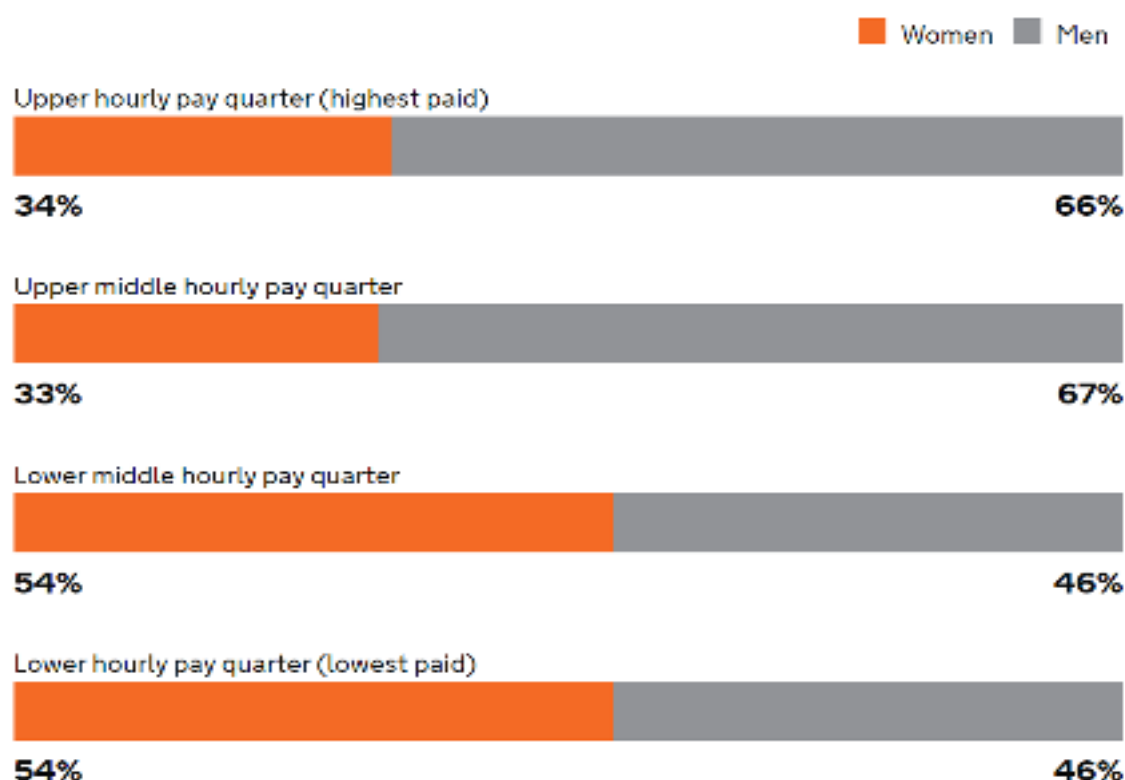
7.1 Derby Homes' statement on the gender pay gap for April 2021

7.2 Derby Homes pays men and women equally for the same role.

7.3 In this organisation, women earn 83p for every £1 that men earn when comparing median hourly pay. Their median hourly pay is 17% lower than men's.

When comparing mean (average) hourly pay, women's mean hourly pay is 6.7% lower than men's.

In this organisation, women occupy 34% of the highest paid jobs and 54% of the lowest paid jobs.



7.4 To a large extent this gap exists as a result of our maintenance team taken on from Derby City Council in 2010, where the workforce is predominantly male and is paid a higher rate than for many housing management roles where there are a majority of female employees.

7.5 **Bonus Pay**
No Bonus Paid

8.1 Training and Development 2021

8.2 Derby Homes use a blended approach to training; we use our e-learning portal and also face to face courses.

Face to face training courses delivered in 2021:

| Course name | Number completed |
|---|------------------|
| Safeguarding Training | 103 |
| Abrasive Wheel | 50 |
| Fire Safety Training | 42 |
| Safe Assembly and Use of Aluminium Towers | 21 |
| Safe Working at Height (Level 1-2) | 54 |
| Safe Working at Height (Level 1-3) | 88 |

8.3 E-learning training courses accessed in 2021:

All employees are expected to complete all the mandatory E-Learning courses; new employees must complete the courses as part of their induction on our e-learning portal.

| Course name | Number completed |
|--|------------------|
| Welcome to Derby Homes | 98 |
| You and Your Employment | 92 |
| Covid. 19 & Personal Protective Equipment Guidance | 79 |
| Display Screen Equipment | 90 |
| Equality and Diversity | 84 |
| Fire Safety | 88 |
| GDPR | 77 |
| Health & Safety | 109 |
| Housing Management | 76 |
| Manual Handling | 79 |
| Modern Slavery | 82 |
| Non-Licensed Working with Asbestos 2020 | 16 |
| Safeguarding Adults and Children | 87 |
| Milestone House – Introduction | 11 |
| Milestone House – Alcohol Procedure | 9 |
| Milestone House – Clearing Rooms Procedure | 9 |
| Milestone House – Dealing with a Death of the Premises | 8 |
| Milestone House – Drug Procedure | 8 |
| Milestone House – Emergency Fire Plan Procedure | 5 |
| Milestone House – Firearms, Knives and Offensive Weapons | 14 |
| Milestone House – Needles Procedure | 6 |
| Milestone House – On Call Procedure | 6 |
| Milestone House – Personal Safety Procedure | 6 |
| Milestone House – Residents medicines management procedure | 8 |

| | |
|--|-----|
| Milestone House – Risk Management | 5 |
| Milestone House – Sign up Checklist | 6 |
| Milestone House – Violence and Aggression Procedure | 6 |
| Unconscious Bias Training (rolled out 2021) | 491 |
| Unconscious Bias Training for Managers (rolled out 2021) | 31 |
| GDPR Essentials (New course rolled out 2021) | 385 |

8.4 We ensure all employees and managers are up to date with various new legislations and issues that affect Derby by providing regular updates through a fortnightly message from the Managing Director alongside virtual Leaders network meetings which are held bi monthly.

8.5 Derby Homes is committed to train and develop employees to improve their knowledge and skills in line with its agreed objectives. We encourage employees to study approved educational training courses leading to recognised vocational qualifications; this is through the Qualification Training Scheme. Derby Homes will support employees on the Qualification Training Scheme if the qualification is relevant to their current or near future duties, or where it allows for realistic career development within the organisation. In 2021, 17 employees applied and were supported to study a qualification.

9. Disciplinary investigations and grievances –

9.1 During 2021 there were 2 formal disciplinary investigations resulting in 0 written warnings being issued. None of the employees had declared themselves as having a disability.

9.2 Out of the 2 employees, 1 was White British, 1 was Asian/ Asian British-Indian.

9.3 The outcome of the Disciplinary investigations in 2021 were:
1 employee resigned during process
1 was dismissed.

9.4 There were no formal grievances were raised in 2021. A number of informal grievances were resolved at the informal stages.

9.5 There was 1 employee who progressed to the formal performance capability process. They were White British and a First Written Warning was issued.

10. Attendance Management cases

10.1 During 2021 there were 7 individuals who were progressed to stage 2 of the attendance management procedure.

Out of these employees 2 had a disability and 7 x White British.
8 warnings were issued
1 person resigned during the process.

11. Monitoring and moving forward

- 11.1 We monitor our equality in employment statistics through our performance management tool.
- 11.2 Reports on the performance management tool are produced quarterly and presented to our senior management team and Derby Homes Board.
- 11.3 Our Diversity Forum Group will be examining these statistics and adding any positive action initiatives.
- 11.4 Employees becoming disabled during employment:

There is a comprehensive support process in place for any employee who may enter a period of ill health or develop a condition which may be covered by the Equalities Act 2010. We ensure that employees have access to proper medical advice from Occupational Health and that as the employer we have a proper understanding of what support is necessary to help an employee sustain their employment.

12. Context

| Year | Number of employees | Average Age (Years) | % Disability |
|------|---------------------|---------------------|--------------|
| 2021 | 622 | 43.0 | 9.8% |
| 2020 | 615 | 43.5 | 9.10% |
| 2019 | 602 | 43.3 | 9.5% |
| 2018 | 588 | 43.3 | 9.5% |
| 2017 | 560 | 43.4 | 9.5% |
| 2016 | 506 | 42.9 | 8.3% |
| 2015 | 489 | 42.4 | 8.6% |
| 2014 | 470 | 42.0 | 9.4% |

Gender Profile

| Year | % of Female employees | % of Male employees |
|-------------|------------------------------|----------------------------|
| 2021 | 45.7% | 54.3% |
| 2020 | 44.3% | 55.7% |
| 2019 | 44.2% | 55.8% |
| 2018 | 45.2% | 54.8% |
| 2017 | 45.0% | 55.0% |
| 2016 | 40.1% | 59.9% |
| 2015 | 39.5% | 60.5% |
| 2014 | 39.4% | 60.6% |

Ethnicity Profile

| Year | % ME employees | % Non-ME employees | Not stated |
|-------------|-----------------------|---------------------------|-------------------|
| 2021 | 8.7% | 74.3% | 17% |
| 2020 | 9% | 78.7% | 12.3% |
| 2019 | 9.3% | 82.4% | 8.3% |
| 2018 | 11.1% | 81.5% | 7.5% |
| 2017 | 12.9% | 82.3% | 4.8% |
| 2016 | 12.8% | 83.6% | 3.6% |
| 2015 | 11.2% | 85.9% | 2.9% |
| 2014 | 11.5% | 86.2% | 2.3% |

Youth Alliance Grant update April 2022/March 2023

Report of the Head of Housing Management

1. SUMMARY

- 1.1 The Operational Board approved a £100,000 grant to the Youth Alliance (YA) for the financial year 2021/2022. This report is to provide an update to the Board on the evaluation of the grant from the year.

2. RECOMMENDATION(S)

- 2.1 To note Appendix One Derby Youth Alliance Evaluation 2021-2022.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To update the Operational Board of the outcomes of the project.

4. MATTER(S) FOR CONSIDERATION

- 4.1 Derby Homes are committed to supporting Derby's children and young people through identifying the right services and providing opportunities which can help make a positive impact. The Derby Homes Children and Young People's (CYP) Strategy 2021/24 acknowledges 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. As part of the CYP strategy, Derby Homes committed to supporting the Youth Alliance as a partnership for the future, to help with services for young people. Their model is collaborative working with 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.
- 4.3 The aims and objectives of the YA are mirrored in the CYP strategy, working towards raising aspirations, assisting in breaking the cycle of low educational attainment, tackling worklessness', and promoting citizenship. Through partnership work we can deliver enhanced engagement that addresses these issues and helps overcome barriers faced by young people.
- 4.4 Over the past year, the Youth Alliance work has gained momentum and is now

able to provide an evaluation of all the work that has taken place (Attached as Appendix one).

- 4.5 Through working with the Youth Alliance, there is greater opportunity to give our communities access to skills and experience they may not have been able to access previously. The strength of the Alliance is the ability to provide several opportunities that are tailored to the needs of the individual and the community. The Board will be updated of any subsequent reports to cover their commitment to the Alliance for the financial year 2022/2023.

5. OTHER OPTIONS CONSIDERED

- 5.1 None. This report is an update for the Operational Board.

IMPLICATIONS

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
Financial and Business Plan

For more information please contact:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 / Holly.Johnson@derbyhomes.org

Background information: None

List of appendices Appendix One – Derby Youth Alliance Evaluation.

This report has been approved by the following

| | | |
|--|-----------------|------------|
| Managing Director | Maria Murphy | 09/09/2022 |
| Finance Director and Company Solicitor | Michael Kirk | 12.09.2022 |
| Company Solicitor | Taran Lalria | 13/09/2022 |
| Head of Service | Lorraine Testro | 15/08/2022 |



DERBY YOUTH ALLIANCE

#THISISDERBY

2021

April

2022

March

How our journey has
evolved

Introduction and Overview

The Derby City Youth Alliance is a sub-group of the Stronger Communities Board. It aims to promote openness, trust, risk and responsibility sharing, innovation, high performance and the alignment of interests between parties who aim to reduce risk and improve wellbeing and services for young people, in a collaborative and constructive way.



Mission

To provide a network of providers working collaboratively to support Derby City's young people to be safe, develop and prosper. The focus of the Youth Alliance should always be based around the needs of the most vulnerable and challenged young people and deprived communities.

Vision

The vision of the Youth Alliance is to work towards Derby being:

- A city where young people are safe, feel supported and are celebrated
- A city with diverse opportunities for young people to do activities in safe supported environments
- A city that puts the needs of the most challenged young people first
- An inclusive city where young people are listened to and have a voice
- A city where young people feel happy, safe and empowered

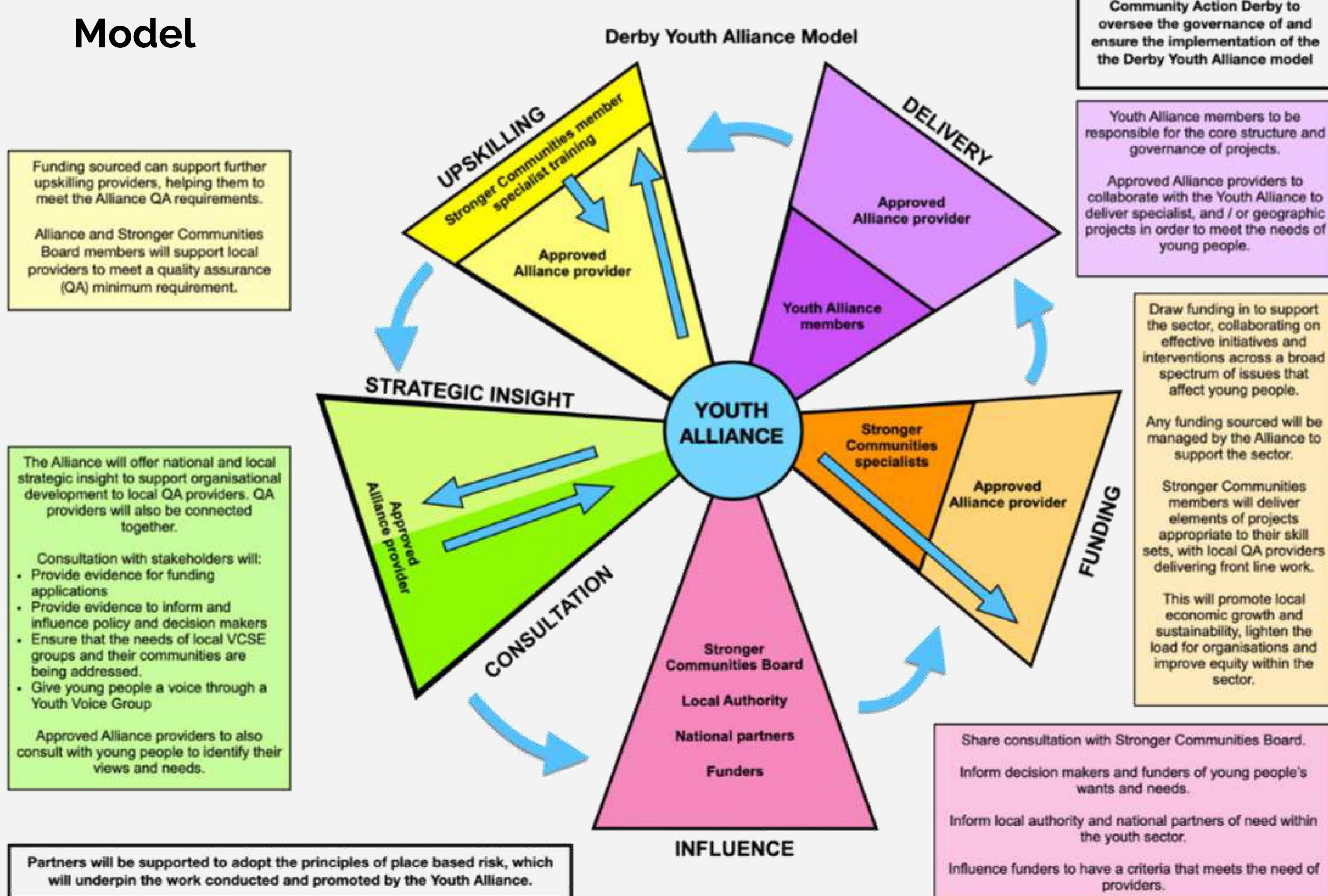
Funding

During the 2021/22 year we recieved a grant from Derby Homes and Derby City Council. The Mentoring Project was funded through the Derby Recovery Grant Fund and matched funding from Youth Alliance partners.

Priority Areas

The Youth Alliance should prioritise tackling issues that are related to young people, including, but not limited to:

- Abuse and exploitation
- Alcohol and drug use
- Antisocial behaviour and crime
- Education and employment
- Exposure to new experiences
- Extremism and radicalisation
- Facilitating the engagement and connection with authorities
- Financial stressors, poverty and destitution
- Health and wellbeing (physical, mental and emotional)
- Life and family changes
- Cohesion, integration and isolation
- New and diverse communities
- Special Educational Needs and Disability (SEND) and inclusivity
- The environment and climate crisis
- Youth voice and participation



Membership and Growth

Strategic partners

- Baby People*
- Children First Derby
- Community Action Derby
- Community One*
- Derby County Community Trust (DCCT)
- Derby Theatre / Derby Cultural Education Partnership
- YMCA Derbyshire*
- Safe and Sound
- Sporting Communities CIC

*New member 2021

Youth Alliance members

- Aspire Community and Wrestling Alliance
- Derby City Sport Forum
- Derby Homes
- Engineered Learning
- Enthusiasm
- Evergreen
- Inspirative Arts
- M-Prez
- Nadia Jane Dance Academy
- Opus Music
- Premier Education Derby
- QUAD

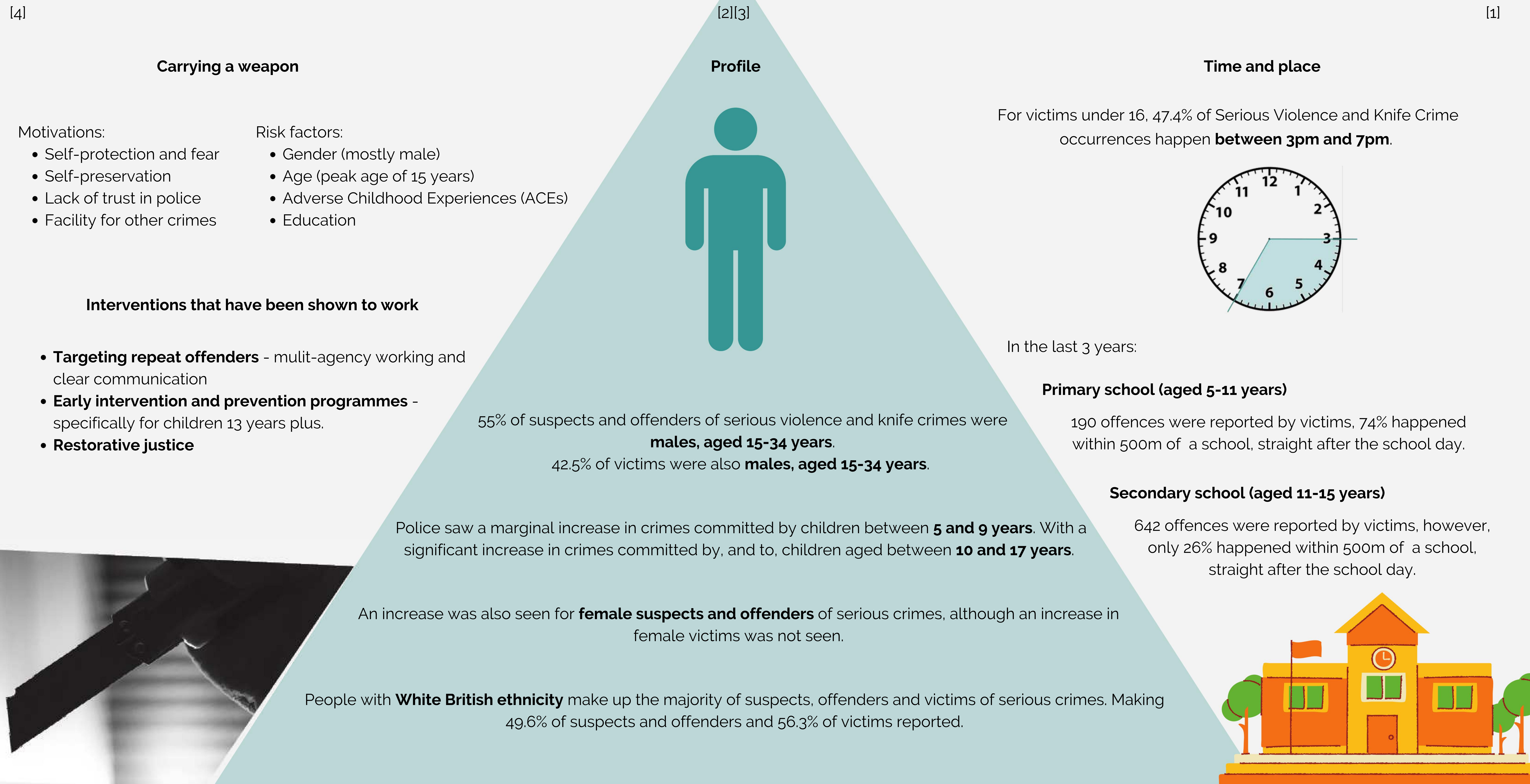
Key supporting partners linked to the Youth Alliance

- Active Partners Trust
- Derby City Council
- Derby Homes
- Derbyshire OPCC
- Derbyshire Police
- Metropolitan Thames Valley Housing



Local Information on Derby

Derby, the main city in the county of Derbyshire, had a population of 248,700 at the time of the 2011 census, with a BME population of approximately 25%. In 2021 the overall crime rate in Derby was 121 crimes per 1,000 people, 15 times higher than in 2020 and 33% higher than the Derbyshire rate of 81 per 1,000 residents. Violence and sexual offences, antisocial behaviour and shoplifting are the most prevalent crimes committed.



References

[1] Skarlatidou et al., (2021) 'Understanding Knife Crime and Trust in Police with Young People in East London'. Available at: https://www.researchgate.net/publication/353073379_Understanding_Knife_Crime_and_Trust_in_Police_with_Young_People_in_East_London (Accessed: 23 June 2022).

[2] Bailey L, Harinam V, Ariel B (2020) Victims, offenders and victim-offender overlaps of knife crime: A social network analysis approach using police records. PLoS ONE 15(12): e0242621. <https://doi.org/10.1371/journal.pone.0242621>

[3] Ford, C. 2022. Serious Violence Strategy for Derby. 23 March 2022, Pakistan Community Centre, 103 Harrington Street, Derby, DE23 8PB.

[4] McNeill and Wheeler. (2019) Knife crime Evidence Briefing. Available at: https://assets.college.police.uk/s3fs-public/2022-03/Knife_Crime_Evidence_Briefing.pdf (Accessed: 23 June 2022)

Youth Alliance Referrals Overview

Direct referral types:

Person
A young person aged 8 and up

Place
A specific area in Derby city where issues are arising

Family
Sibling and parents/guardians

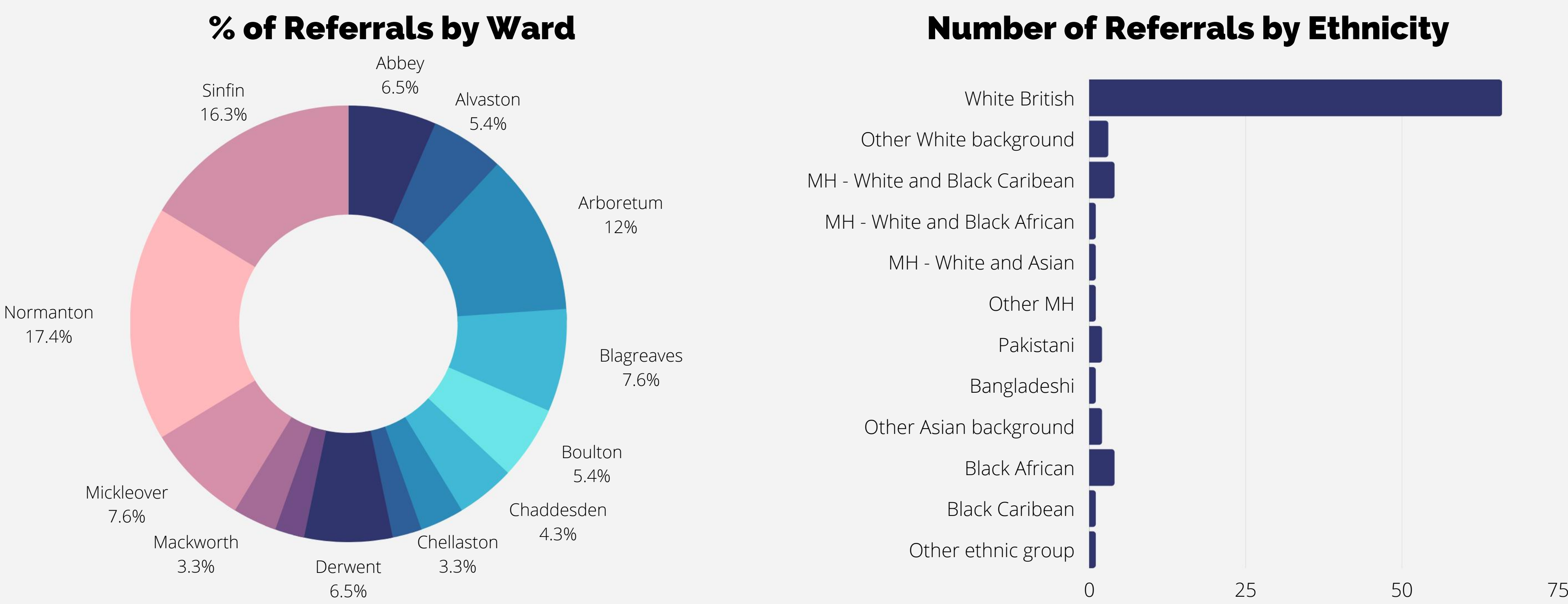
Referrals by:

- Derby City Council
- Schools - primary and secondary
- Derby Homes

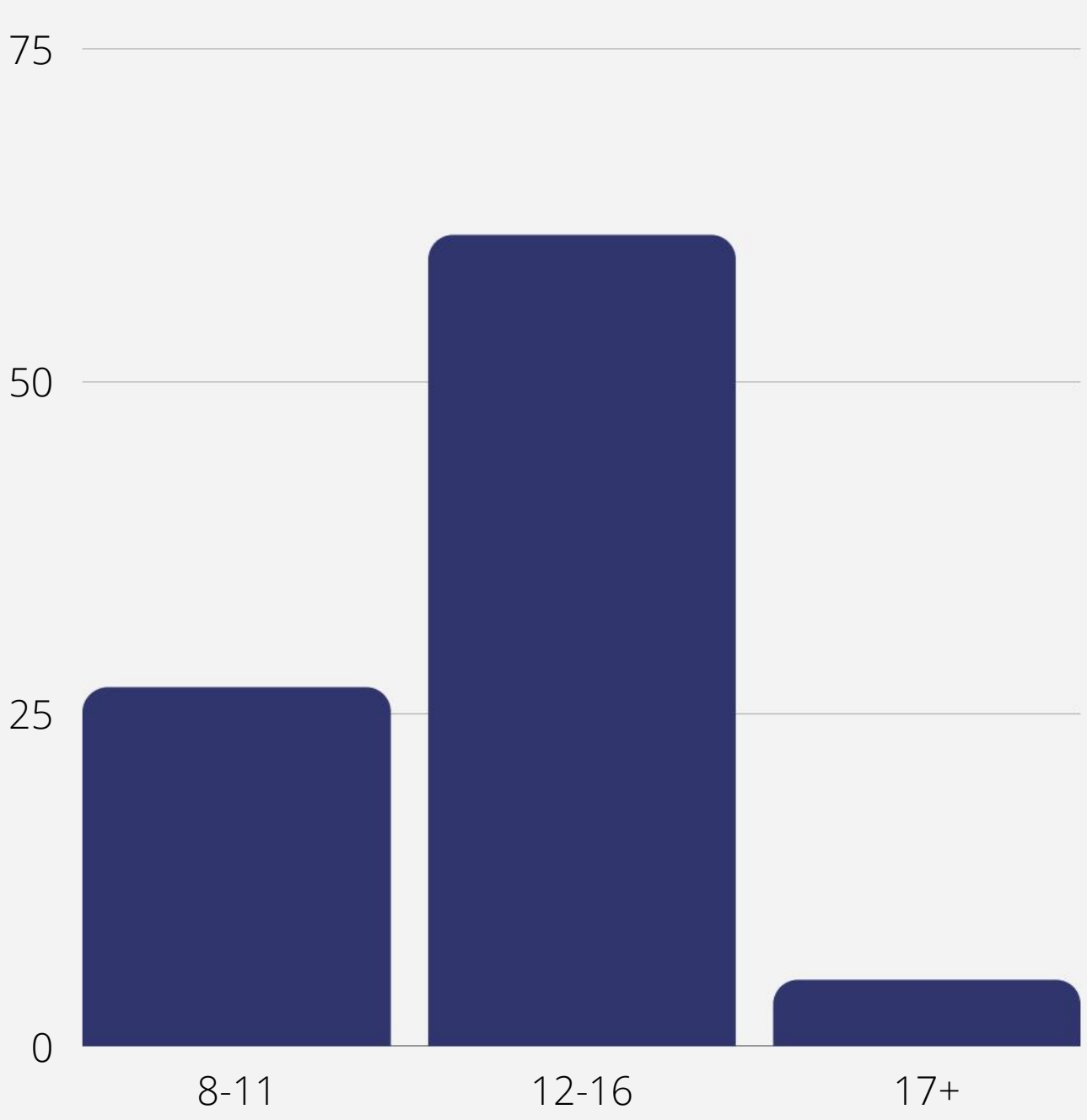
Referred to:

- **Baby People** - Mentoring support and youth group work, centred around art and music activities.
- **Children First** - 1:1 mentoring support and diversionary activities.
- **Community One** - Youth groups with activities, support and parental engagement workshops. Culturally specific provision.
- **Safe and Sound** - 1:1 Mentoring support, outreach and diversionary activities. Medium to high risk CRE/CSE specialist..
- **Sporting Communities CIC** - Place-based community engagement, sporting activities and mentoring support around young people's mental health and wellbeing - signposting to Youth Alliance partners for higher level mentoring if needed.
- **YMCA/DCCT** - Place-based community engagement, sporting activities and mentoring support around mental health and wellbeing. Young Leaders qualifications and volunteering opportunities also offered.

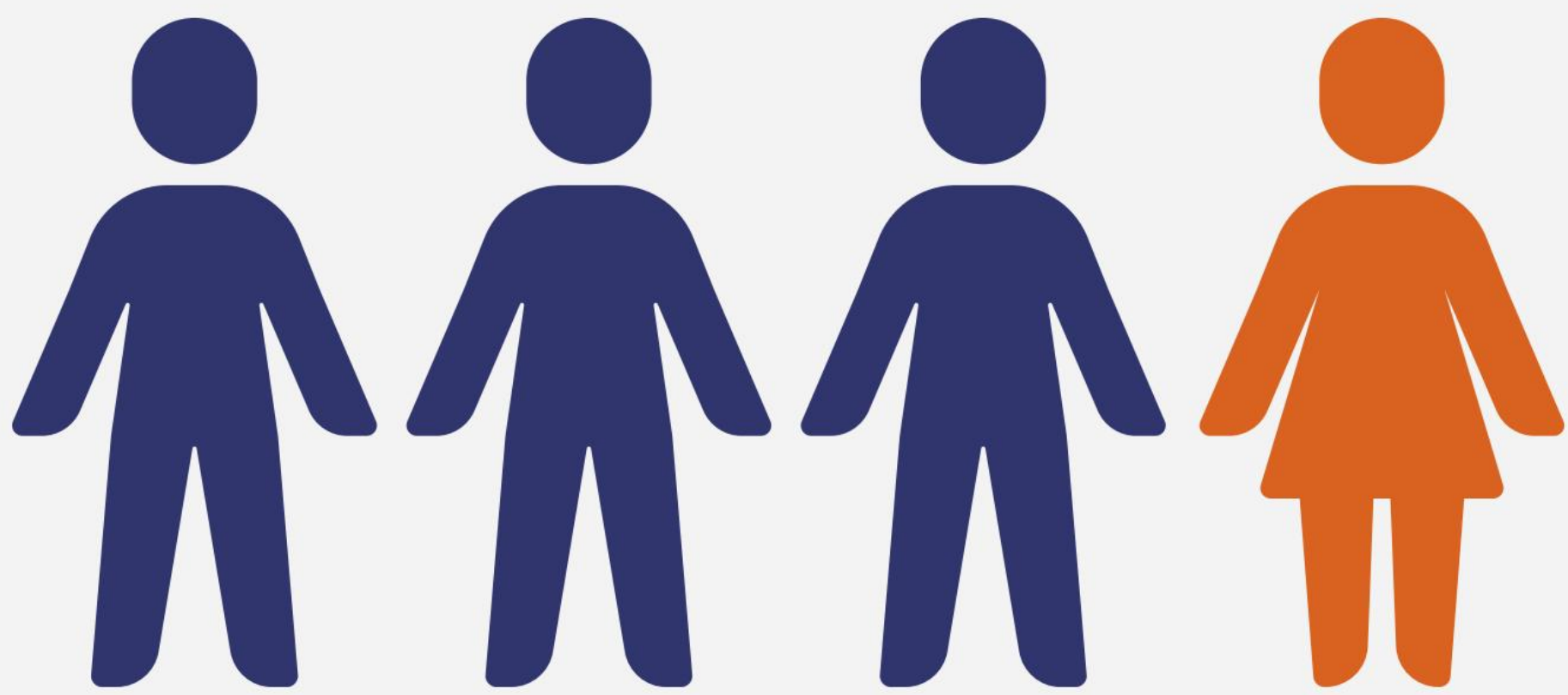
Person and Family Statistics - 96 referrals



Number of Referrals by Age



Referrals by Gender



Partner Led Projects - Place-Based

Projects were delivered by Baby People, Community One, Sporting Communities CIC and YMCA & DCCT to tackle **place-based referrals**.

Projects which specifically targeted young people and the spaces they occupy were based on the following project themes:

- Mental health and emotional wellbeing
- Mentoring and support for individuals and families
- Outreach work and diversionary activities
- Equality and diversity
- Poverty
- Education/employment
- Youth Voice
- CRE (CSE/CCE)

They covered the following locations:

- Abbey
- Alvaston
- Arboretum
- City wide intervention



Community Reassurance

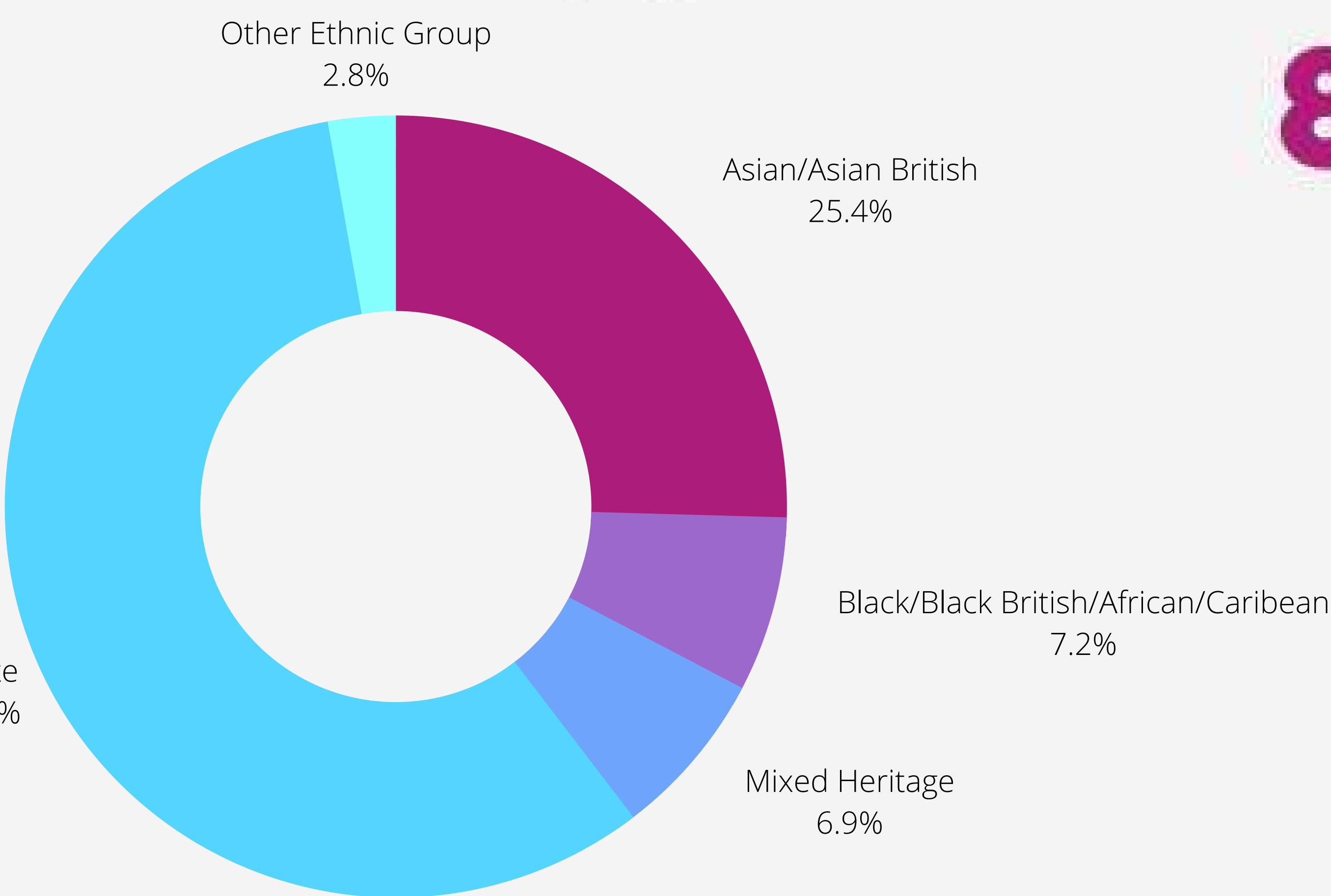
Youth Club

Youth Alliance - Allenton

This is Derby

1056

Children engaged



844 Male

205 Female

7 Preferred not to say

25 Exited positively

35 Recieving ongoing support

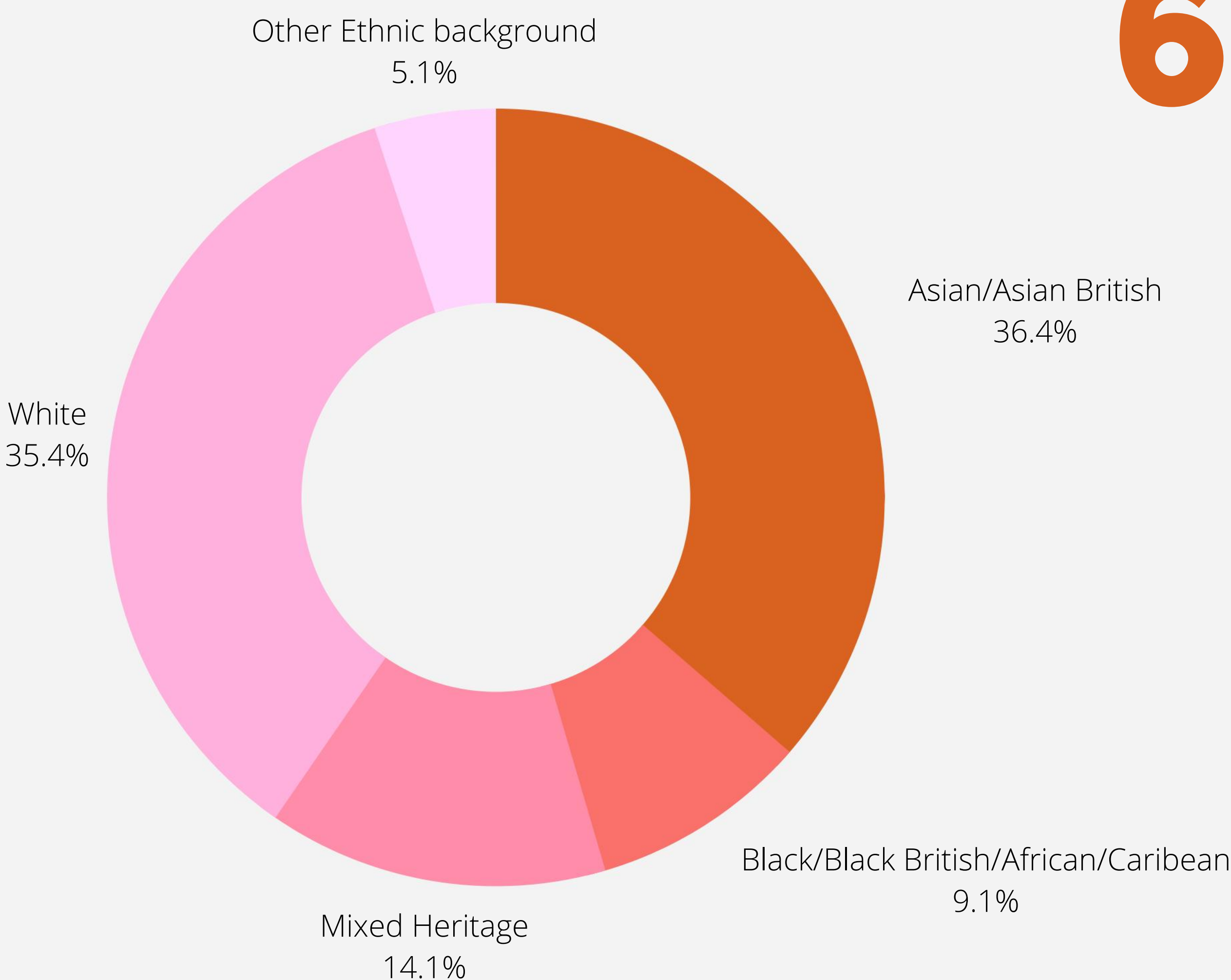
15 Signposted to other YA provider

Inspire and Innovate Projects

The Inspire and Innovate Fund enabled local groups to provide activity sessions and mentoring for the young people in their area.

- Enthusiasm Trust
- Evergreen
- Influence and Inspire
- Nadia Jane Dance Academy
- Derby Trailblazers/Engineered Learning
- QUAD

132 Children engaged



68 Male

64 Female

53 Receiving ongoing support

49 Exited positively

5 Signposted to other YA provider

“I enjoy going to basketball because I like basketball and the people that also come to it, as well as playing, I get to compete and obviously both clubs boost my confidence as well as my self-esteem.”



Mentoring Programme

The mentoring programme was funded through the Derby Recovery Grant Fund and the Youth Alliance partners.

Overview and outcomes

The difference the project made - Young people in Derby were provided with the opportunity to improve their aspirations and situation post COVID by giving them an opportunity to develop and train as mentors, equipping them with additional skills to support their development and options for their future employment and education. The project also provided an opportunity for young people to be part of Youth Voice, representing young people in Derby and playing a part in making changes that will benefit all young people in Derby post COVID.

How

- Young people, who partners of the Derby Youth Alliance work with, have access to a trained mentor. 15 mentors across the Youth Alliance partners have been trained in mentoring skills and are also being supervised to ensure ongoing development, reflection and quality assurance.
- These mentors are now supporting young people that come through their organisation to provide them with additional, on-going support, improving their aspirations and situation post COVID.
- 11 mentors have been given the skills needed to train other mentors in their organisation. This will ensure that the mentoring programme rolls forward and the number of mentors continues to grow, providing more young people with the opportunity to work with a trained mentor.
- Partners of Derby Youth Alliance are being supported on the implementation of in-house mentoring programmes, ensuring the structure, processes and systems are in place to deliver a mentoring programme to their clients.

Delivered

- A peer mentoring programme has been delivered, training young people (7) on their skills when mentoring their peers.
- Peer mentors are being supported through supervision and 'check-in' sessions to support their mentoring practice and ensure quality assurance.
- A peer mentoring group will be set up, where peer mentors will facilitate group mentoring sessions, supporting young people and parents.

Not only has the peer mentoring programme provided young people and parents the skills to go on and support their peers, but it has also given them an opportunity to develop their own skills to help them achieve their aspirations and future employment and education goals.

Feedback

“ Thank you for the mentoring sessions, I really enjoyed the group and found the content interesting, I like how it was an open forum for everyone to contribute their ideas and own experiences as well as you giving your expertise on the various subjects. I also liked that it was practical and gave us all a chance to see examples of different ways of how we would train the mentees, and the shared resources between everyone was also helpful. ”



“ The mentoring is going well, thank you. We are working with a fair amount of young people and families so it has been busy; but we are both finding the tools and resources that we gained through the training days very useful! ”



“ I really enjoyed both of the training sessions I attended. You kept us all really focussed and engaged. I liked that you got us all interacting with one another and trying out the resources (if a little challenging at times).

I think I will be better prepared to mentor parents and young people and it has given me more confidence to transfer my skills and knowledge within our organisation. ”



Case Studies

K

After working with K I have seen a change in his approach to lyric writing. When K first started coming to sessions he spoke about things he wouldn't be doing and tried to celebrate modern day gang culture (common Drill Music content).

K has matured since he first started coming to sessions, through his expression and by directly addressing personal issues in his music. K has also started to bring more focus to making music and wants to create an EP.

During his time with me he has expressed about his personal life with regards to getting into trouble with the police and actually being involved in low level crimes at the given time. Since attending the sessions nothing has come of it and so far he seems to be on the right path.

From working with this young person I've learned how to engage him in music and keep him motivated on what he wants. I think, from doing music, he has learned a lot about himself, which is important. And from learning about himself he can choose and pinpoint areas he feels he needs to improve, evolve and see changes in his life.

Baby People

T

T was referred due to experiencing anxiety, isolation, challenging behaviour and struggling to regulate his emotions. T expressed an interest in our group work but was initially scared to attend.

Although T was reluctant to participate in the first few sessions, he soon relaxed, and it was a delight to observe him laughing and joining in with the other members. During our discussions, T listened to others sharing and soon began opening up about his challenges.

T then agreed to take on a role in the play despite feeling worried that he would forget his lines. It was clear to see that he was nervous, however, T's confidence increased every week. He no longer expressed feeling fearful and cleverly improvised when necessary.

At the Quad T was given the opportunity to participate in a digital session with the other members of the group and discovered a natural talent for photography.

T is no longer isolated and expressed his desire to attend our second group work.

Children First

J

J and their brother started out as 'at risk' of CRE. Safe and Sound covered staying safe in the community and produced a safety plan for them, sessions were also delivered around knife crime, grooming, county lines and CRE awareness. J was struggling with his anger within the home and when we explored this, it became apparent that he was facing bullying issues while he was out in the wider community that translated to displaying frustration within the home. We advised the family to involve the police, resulting in the individuals leaving J alone. This, alongside talking to and supporting J, made life within the home a lot smoother according to their mother and with provision of youth activities this helped the situation settle. Despite a recent upheaval, J continues to talk his feelings through on a weekly basis, with Safe and Sound collaborating with relevant agencies to best support the family. On top of this, J was struggling to complete his homework, having to share his mum's phone to access the internet. Safe and Sound donated tablets for the boys to be able to access their homework. J can now go out into the wider community without fear of intimidation from other people and knows how to stay safe if he finds himself in a difficult situation. The Safe and Sound case worker can listen and be there for J for support through this testing time. This intensive support will continue throughout their journey in whatever form they need.

Safe and Sound

E

E has been apart of the Active Hands Partnership Basketball sessions since January 2022. E came to the sessions as a shy, quiet and very reserved young lady who was referred to me by school. With support from Da Vinci Academy we were able to continue sessions free of charge. E found it very hard to make new friends and socialise in already established groups (E lost her mum in 2019/20). Through the sessions we offer, including basket ball, drop-in sessions and chat & chill, E started to open up and share her feelings. E and I, over a short space of time, built a lovely positive working relationship in a safe and fun environment. E has been able to overcome many barriers, one being shy and lacking self-belief. E was able to find herself and build on her own personal qualities. It's not just the basket ball E joined, as she has since started to attend sessions run by Baby People, which continue at EL Active Hands (opposite Rollerworld) and also attended summer school at EL. Today, E's confidence has continued to grow and she now helps other young people who are in similar situations.

Engineered Learning Active Hands/Derby Trailblazers

Reflections

“Youth Alliance has allowed for a joined up way of working, allowing additional value for money as partners can signpost within the alliance and access each other’s resources. This also allows young people to have experiences they might not otherwise have had.”



Baby J, Baby People



“Meeting with likeminded organisations who have a passion and commitment to improve and support the lives of young people in the city is refreshing. The biggest challenge moving forward is to ensure that the Youth Alliance continues to be representative of the range of organisations in the city and truly has youth voice at the heart of it. There is also the need to ensure that a legacy is created by the Youth Alliance and that the work it delivers creates a sustainable impact.”

Pete Collins, DCCT

“Working together in true, meaningful partnership, we are able to co-ordinate higher quality services, making use of the specialisms within the city’s youth sector and conduct support swiftly and with immense efficiency, providing immediate, effective support rather than a waiting list.”



Ben Rigby, Sporting Communities CIC



“It has enabled us as a service to learn and enrich our delivery, by exposing our young people to a wider range of positive working relationships. For example, the opportunity to work with a director and producer at the QUAD. The young people found this empowering, and it was apparent to see how proud they felt when parents, family members, referrers and their mentors attended their film premiere that they had worked so hard on.”

Kerreene Davidson, Children First

“After some initial “storming”, with some lack of clarity about who was in the partnership and some power struggles, I feel like we have covered a lot of ground recently. Our diversity is a strength but it has also led to us taking a while to find where we add value and can work together to achieve more. One of the challenges to starting in a pandemic was that it took longer to build those relationships.”



Caroline Barth, Derby Theatre



“There are so many things that I would pick out from the projects we’ve involved in that I am proud of. However, I think the thing I am most proud of is how responsive we are as a Youth Alliance, constantly demonstrating our ability to work in partnership to build effective working relationships with our commissioners.”

Louise Curd, YMCA Derbyshire

“It has been great to grow the membership and support projects in other organisations. Working together to give a greater response to a problem in a local school has shown the strength of the Alliance. I have two stand out reflections on the past twelve months. Firstly, hearing and being influenced by young people in the city and seeing them grow, having a stronger voice about what they want and how we can support them. Secondly, expanding Safe Places in the city giving young people a safe place to go to if they need support or help.”



Tracy Harrison, Safe and Sound



“The Youth Alliance has brought together organisations supporting young people in the city which has added value to what’s on offer. The Alliance recognises the need for a tailored approach, which includes culturally specific interventions when working with diverse communities. Over the past 12 months, awareness & recognition of our work has increased & allowed us to create more safe spaces & support for young people in Normanton. Innovative referral pathways are being established, which allows young people to access support with confidence.”

Amjad Ashraf, Community One

Moving Forwards

COVID challenges

The Youth Alliance started operating in the autumn of 2020, six months in to the Covid-19 global pandemic, the world was disrupted to an extent of which we had never before experienced. The pandemic triggered severe social and economic disruption and Derby suffered as much as any other urban city. Supply chain issues resulted in food shortages. Poverty struck many who had been previously financially stable and health inequalities were severely escalated, affecting the disadvantaged and vulnerable the most. Employment and education were hugely disrupted and this had a major impact on adults and, in particular, young people, with some support mechanisms reaching crisis point.

Youth organisations within the city continued to support the most vulnerable young people and communities throughout the duration of the Covid lockdown and were determined to work together to maintain the highest possible quality provision. The Youth Alliance enabled them to collaborate to offer bespoke programmes to those people and communities most in need. Despite the challenges faced, the strength of the Youth Alliance partnership overcame these and the network grew, in both numbers and the range of services provided. This has now prompted us to consider the support needed moving forwards from the pandemic. In an ever-changing environment, many of those who have been supported now need longer term support plans than they previously did. The way we worked has been significantly affected and we have had to adapt and discover better ways to work together. Funding support remains crucial to our work and we are grateful for the support we have received this year and look forward to building on, and generating additional funds, for the future.

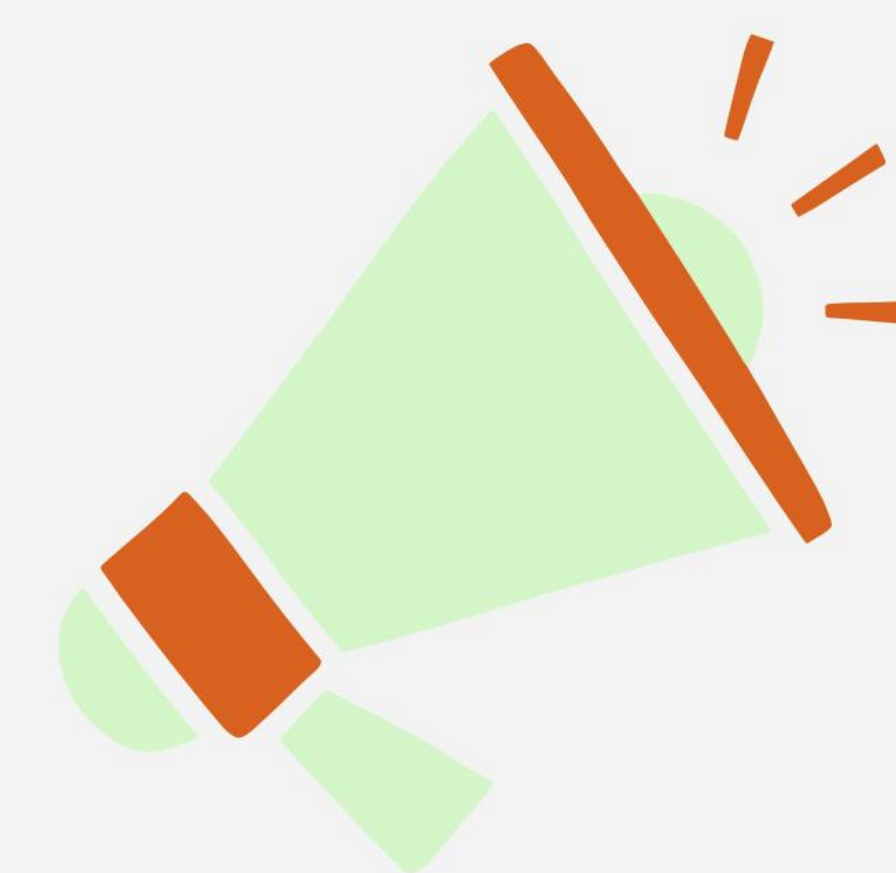
Marketing

Materials:

- [Flyer](#)
- QR code to the website

Website:

The Community Action Derby website hosts the [Youth Alliance page](#).



Media Coverage:

- **BBC** - Our Derby Dance School, episode - [We are England](#)
- **Radio Derby** - Safe Places Derby campaign

Future Plans

- **Raising awareness** of the Youth Alliance and showcasing the work that we do at a launch event
- **Resources** to support the work of Alliance, including funding, training and development, systems
- **Ensure the capacity** of the workforce in order to deliver
- **Fundraising** strategy



DERBY HOMES LIMITED

MINUTES OF THE BOARD MEETING

Held on Thursday 28 July 2022

The meeting started at 6.00 pm

Board Members Present:

Mike Ainsley, Charlene Bhurton, Councillor Jerry Pearce, Councillor Shiraz Khan, Iain MacDonald, and Councillor Lucy Care.

Officers Present:

Maria Murphy, Managing Director
Michael Kirk, Finance Director & Company Secretary
Clare Mehrbani, Director of Housing Services
Jackie Mitchell, Governance Services Manager
Paul Cole, Customer Communications Manager

Others Present:

Councillor Roy Webb, Cabinet Member for Adults, Health & Housing
Rachel North, Strategic Director for Communities & Place

22/100 Apologies

Apologies for absence were received from Shaun Bennett, Director of Property, Jenn Layton Annable, Bob MacDonald and Jsan Shepherd.

22/101 Admission of Late Items

There were late items submitted as B5 and B6 which were circulated prior to the meeting.

22/102 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

22/103 Announcements from the Chair

The Chair of Derby Homes held a meeting with chairs of committees to discuss the nature of Board meetings going forward. For small meetings Microsoft teams is sufficient, however the chairs would like to encourage members to attend in person wherever possible particularly for the AGM meeting in October. The Chair understands that members may have health reasons for not attending in person therefore hybrid meetings will remain an option.

22/104 Statements from Members of the Board

There were no statements from the Board.

22/105 Questions from members of the public

There were no questions submitted from the public.

22/106 Items from Part C for discussion

Agreed

The Board noted Part C items.

22/107 Committee Feedback

The Committee Chairs provided feedback from recent meetings:

- Audit – 27 June 2022
- Operational Board – 9 June 2022

Agreed

The Board noted the feedback from recent Committee meetings.

22/108 Minutes of Previous Meeting

The minutes of the meeting held on 19 May 2022 were accepted as a correct record.

Matters Arising

22/81

SMT are close to finalising delivery aiming to be agreed by council at the strategic meeting in August.

22/109 Outstanding Actions

The Board considered outstanding actions arising from previous meetings.

Agreed

The Board noted the outstanding actions from the previous meeting.

22/110 Managing Director's Report

The Board considered a report from the Managing Director which provided Board Members with feedback on the recent review of the Regulator of Social Housing (RSH) Consumer Standards Review (CSR) which was carried out during June/July 2022.

4.11 The Board queried the recommendation for tenants will be provided a report about cleaning, caretaking and ground maintenance work and how this will be communicated. Derby Homes' Communication Team will be working on a style of communication which is more appealing to customers.

The Board queried where the responsibilities lie with implementing actions outlined in 4.11 - 4.14 of the report. Derby Homes confirmed that overarching responsibility is delegated to the Managing Director, the actions are delegated to each service area action plans. The Managing Director will coordinate progress to be reported back to Board regularly.

Agreed

The Board noted the Managing Directors Report.

22/111 Finance Update

The Board considered a report from the Finance Director & Company Secretary which updated the Board on a number of finance related issues, including:

- An update on the 2021/22 financial outturn:
 - from the management accounts perspective, there was a £0.5m deficit, compared to a deficit of £0.75m notified in in the 19 May 2022 report, following an update to the outstanding jobs provision on repairs.
 - after allowing for the technical pension adjustments there is a forecasted "gain" (surplus) for the year of £11.33m compared to £10.75m notified in in the 19 May 2022 report. This is mainly due

to actual investment return being in excess of the projected returns stated in the earlier valuation.

- Early indications for 2022/23 are forecasting for a management account deficit of £0.55m compared to a planned deficit of £0.63m approved by the Board on 27 January 2022.
- Guidance received from the Regulator of Social Housing (RSH) around the implications of our planned late filing of March 2022 financial statements, linked to the appointment of new external auditors.

The Board raised that discussions need to be started around what action needs to be taken around the proposed rent increases. Derby Homes confirmed that this will be a Derby City Council's decision but will have a role in submitting consultations towards this and will looking at holding consultation events with customers.

Agreed

The Board noted:

- The updated management accounts deficit for 2021/22 of £0.5m, the overall gain for the year of £11.33m and the reasons for the changes from the 19 May 2022 update per sections 4.1 and 4.2.
- An early 2022/23 Quarter 1 forecasted deficit of £0.55m compared to a budgeted deficit of £0.63m and the reasons for the changes per section 4.3.
- The planned action in relation to the late filing of March 2022 financial statements per section 4.4.

22/112 Compliance Update

The Board considered the report by the Director of Property which provided an update on the top six items of compliance.

The Board queried how the process for monitoring tolerance will be managed. Derby Homes confirmed that tolerance will be managed within the overarching action plans and that the overall compliance target will remain at 100% as this is a legal requirement. The overall percentage of live certificates will be the tolerance figure.

The Cabinet Member for Adults, Health & Housing queried what the cost would be to take legal action against tenants who refuse access and raised that this puts other tenants at risk. Derby Homes confirmed the risks are

managed appropriately according to property types and did not have a figure to hand regarding the cost of legal action.

Agreed

The Board noted the update on the top six items of compliance.

Derby Homes agreed to provide a figure to the Cabinet Member for Adults, Health & Housing.

22/113 Property Update

The Board considered the report by the Director of Property which provided an update on current issues within the Property Directorate such as New build update and progress with insulation of 80 cast iron homes.

The Board queried if the figures on the appendix have been reviewed in line with current inflation costs. Derby Homes confirmed that the estimated costs are reviewed regularly and that the figures exclude the cost of land.

Agreed

The Board noted the update on current issues within the Property Directorate.

22/114 Health and Safety Update

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

Agreed

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

22/115 Matter Reported from Operational Board – Grounds Maintenance Service

The Operational Board were concerned about the performance of the Ground Maintenance Service and requested for this matter to be referred to the Main Board for review.

The Chair raised that this is the first occurrence that the Operational Board have raised a concern to the main board and highlighted the severity of this issue.

The Managing Director felt that Derby Homes has a much better prospect of negotiating ways of moving forward by working with colleagues in Street Pride. The Managing Director has held discussions with the Director of Street Pride and they have passed on commitment to improve current service levels. One of the main issues with the service is recruitment, Derby Homes will be reviewing methods of procurement and intends to work in partnership with organisations such as Broomfield College to widen opportunities.

The Strategic Director for Communities & Place at Derby City Council expressed her disappointment that this issue has not been resolved. Derby Homes and Derby City Council working in partnership to solve common problems for the city of Derby has always been an important agenda. The Strategic Director also raised that there are nationwide issues within the labour market and there is a need to be creative to attract more people which Street Pride are currently doing. The Strategic Director is aware that there have been issues with services in the past but is confident that by working together with Street Pride there will be a positive outcome.

The Board raised that the wilding of grass areas has become popular with some Local Authorities and queried if this has been taken into consideration. Derby Homes confirmed that this is being trailed in selected areas with footpaths.

The Board raised that there appears to be a number of agency staff employed and are often paid a higher salary than permanent staff and queried it would be more beneficial to pay internal staff a higher wage.

It was suggestion by the Operational Board that it would be useful to have a presentation from the Grounds Maintenance Service to discuss the challenges from their prospective and The Board felt this should be endorsed.

Agreed

The Board noted:

- The update on the delivery of the Grounds Maintenance Service in 2022
- Improvements to the Service delivered since the Operational Board Meeting on 9 June 2022

The Board recommended:

- The Operational Board to continue perusing to resolve the issues raised regarding the Grounds Maintenance Team.

- A progress report to be presented to the Board at the November meeting.

22/116 Internal Controls – Annual Report of Audit Committee

The Audit Committee at its meeting of 27 June 2022 considered a report from the Managing Director on behalf of the Senior Management Team on the internal controls in place across the company. As a result, the Audit Committee is now reporting that it considers the system of internal controls to be adequate in order that the Board can state that internal controls are, in its consideration, acceptable.

Agreed

The Board noted the Annual Report of Audit Committee.

The Board approved the statement on internal controls assurance within the Report of the Board of Management and Strategic Report on the financial statements for the year to 31 March 2022, as detailed in Section 4.4.

22/117 Modern Slavery Act 2015 Statement

Organisations are required to provide a slavery and human trafficking statement (the 'Statement') where certain conditions are met. Those conditions are met by Derby Homes, and therefore we need to provide a statement.

The Board recommended:

- to reword "We include clauses contracts around compliance" to "We include clauses **in** contracts around compliance with".
- "Prospective contractors are made aware of compliance with the Act" to "Prospective contractors are made aware of **the need for** compliance with the Act".
- To amend paragraph: "Derby Homes manages, maintains, and improves council houses and estates and administers statutory homelessness services on behalf of the council" to include "builds houses".

Agreed

The Board approved for Derby Homes to publish the Modern Slavery Statement in a prominent place on the website and signpost to this in the financial statements with suggested amendments.

22/118 Social Value Strategy

The Board last received a report on the Social Value Strategy in July 2018. The strategy has been redrafted to sperate out the social value strategy from the corporate responsibility strategy (CRS). The new CRS will be considered at a future board meeting.

The Board recommended:

- To remove the bullet point from “ At Derby Homes, we create social value in a number of ways” and to add a sentence that Derby Value this intrinsically.
- Add verbs to bullet points on page 1.
- Correct the formatting of the text box on page 2.

Agreed

The Board approved the implementation of the social value requirements in conjunction with the procurements undertaken by Derby Homes. The change to take effect on all procurements commencing from 1 October 2022 with suggested amendments.

22/119 Derby Homes Annual Report for Customers

The Board considered the report of the Finance Director and Company secretary which introduced the final working draft of the Customer Annual Report and explains the aims of this year’s production.

The Board recommended for the number of compliments received to be considered in future reports.

Agreed

The Board noted the publication of the annual report.

22/120 Forward Plan of Agenda Items

The Board noted the forward plan of agenda items.

Derby Homes Intend to take the Annual financial statements to November main board meeting.

22/121 Insurance Act 2015

Under the Act Derby Homes is obliged to disclose to insurers “relevant information” at both the insurance tender / renewal time and within the year if relevant issues occur.

The Board considered whether there was any new relevant information that should be disclosed to the insurer under the Insurance Act 2015.

Agreed

The Board

- Agreed the following information should be disclosed to insurers, as required under the Insurance Act 2015
- The Board, having considered whether there is any new relevant information that should be disclosed to insurers, as required under the Insurance Act 2015, agreed it was not aware of any such information.

22/128 Draft Minutes of Committees of the Board

The Board received the draft minutes of

- Audit – 27 June 2022
- Operational Board – 9 June 2022

Agreed

The Board noted the draft minutes.

22/129 Board Members Attendance at Meetings

The Board received details of Board Members attendance at meetings for the period

Agreed

The Board noted Board Members attendance.



Date of next meeting

The next meeting will be held on Thursday 13 October at 6.00 pm

The meeting ended at 19:56 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 July 2022.

OPERATIONAL BOARD MEMBERS ATTENDANCE 22 September 2022

| | 25 Feb 2021 | 13 May 2021 | 2 Sep 2021 | 9 Dec 2021 | 10 March 2022 | 9 June 2022 | No of Absences |
|--------------------------|----------------|----------------|---------------|---------------|------------------|----------------|-------------------|
| Lucy Care | P | P | P | P | P | P | 0 |
| Natasha Cover | P | A | P | A | A | A | 4 |
| Kevin Ellaway | P | P | P | P | P | P | 0 |
| Tony Holme # | P | P | P | P | P | P | 0 |
| Bob MacDonald* | P | P | P | P | P | P | 0 |
| Sarah Mason | | P | A | A | A | A | 4 |
| Dennis Rees ¹ | P | P | P | P | P | P | 0 |
| Jsan Shepherd* | P | P | P | A | P | P | 1 |
| Kristine Valaine# | | P | A | A | A | A | 4 |

Key

P – Present

A – Absent

* can only be removed by the Board of Derby Homes

can only be removed by their nominating body

¹ Lifetime position

Disqualification and Removal of Board Members

Article 18

A person [shall be ineligible for appointment to the Board and if already appointed] shall immediately cease to be a Board Member if the relevant individual:

- (7) in any period of 12 consecutive months, s/he shall have been absent from three Board meetings held during that period unless the Board (at or before such meeting where a Board Member would be removed under this Article) resolves otherwise;
- (8) in any period of 12 consecutive months, s/he shall have been absent from three Board meetings held during that period and on application to the Board they resolve not to reinstate him;

Article 19

Where a Board Member has been reappointed absences from Board meetings incurred prior to their reappointment will not be carried over into the new term of office.

NOTE:

Attendance prior to a board member's reappointment is shown as grey/shaded.

Operational Board Members who have missed 2 meetings in any period of 12 consecutive months will be invited to attend a meeting with the Operational Board Chair and Vice Chair to discuss any support required to improve their attendance.