

Derby Homes – PESTLE – 2024/25

Political	Economic
<ul style="list-style-type: none"> National politics (Housing)/Welfare Reform General Election in 2024 Introduction of Consumer Standards from 1 April 2024 Rent limit guidance from the Rent Standard Levelling up opportunity? Affordable Housing (grant) programme Homelessness Rough Sleeping Government review of management standards Post Grenfell response on Fire safety Increased scrutiny from the Housing Ombudsman's joint handling code Introduction of Awaab's Law <p>Local Politics</p> <ul style="list-style-type: none"> Delivery of affordable new homes 	<ul style="list-style-type: none"> Pressure on Council General Fund – further assistance opportunities from DH ? National economic policies & pressures on renters ability to pay – possible increased arrears & evictions National supply chain issues – delays to services Higher demand for low cost single homes and larger family homes Reduced funding for third sector organisations Increasing inflation – increased costs to DH & HRA
Social	Technological
<ul style="list-style-type: none"> Homelessness Prevention Increased homelessness levels/demand for services Demographics – increasingly elderly population use of drugs within the city Increasing vulnerability of client base Developing partnerships with Social Care to deliver value for money housing solutions which meet the needs of service users. Redesign of locality services Social isolation Black lives matter movement Increased demand for Social Care Services Relationship of equals – focussing on attitudes, respect, rights and vulnerability 	<ul style="list-style-type: none"> Digital services Utilising new IT systems to maximum effect Upgrade of Open Housing to One Housing Shared data protocols with HMRC / Tenants Off-site manufacture Technology/hardware for working from home Knowledge and information management focus Storing customers vulnerabilities AI / webbot use Raising repairs online Increase of accessibility for services on website and CMIS Using customer information to tailor approach to services Increased use of social media for customer contact
Legal	Environmental
<ul style="list-style-type: none"> Homelessness Reduction Act 2017 Planning Reforms Changes to regulatory requirements Expected procurement reforms Housing ombudsman/RSH relationship Fire Safety Act 2021 and subsequent regulations Building Safety Act 2022 	<ul style="list-style-type: none"> Extended spells of extreme weather conditions affecting our ability to deliver services. Renewable energy technology – increased use of Air Source heating / solar panels Reduction of carbon footprint Climate Emergency – adopt DCC policies and implement in service provision and delivery including refurbishment and new build. De-carbonisation agenda and implications Waste management and minimisation

