



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. Th 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 Boars 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.

Th 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.