

## DERBY HOMES LIMITED

### MINUTES OF THE OPERATIONAL COMMITTEE MEETING

Held on Thursday 5 June 2025

The meeting started at 6pm

#### Committee Members Present:

Bob MacDonald, Chair **(BM)**  
Lucy Care **(LC)**  
Tony Holme **(TH)**  
Dave Hughes **(DH)**

#### Officers Present:

Steve Bayliss  
Laurie Coombs, Engagement and Feedback Officer **(LCo)**  
Paul Cole, Head of Quality and Consumer Regulation **(PC)**  
Chloe Gaskell, Governance Officer **(CG)**  
Jane Haywood, Governance Manager **(JH)**  
Michael Kirk, Finance Director and Company Secretary **(MK)**  
Carl Tring-Willis, Head of Housing Management **(CTW)**

#### Others Present:

Shaz Davis – Customer Voice **(SD)**  
Kas Sahota – DCC **(KS)**  
Jsan Shepherd – Chair of the Board (observer) **(JS)**

#### Apologies:

Alan Martin  
Rachel Shardlow

#### **OC25/23 Admission of Late Items**

There were no late items.

#### **OC25/24 Declarations of Interests**

The Councillor Board Members were noted as declaring their interests in matters relating to Derby City Council.

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

### **OC25/25 Announcements from the Chair**

BM reminded meeting attendees to ensure their phones are on silent.

BM explained that Derby Homes colleagues are in attendance at the Derby Volunteers Awards tonight.

BM raised that the report format has been altered and is ever evolving in order to ensure usability in line with the Regulator's and the organisation's needs.

CTW raised that the next Committee meeting will have a streamlined, combined version of the reports for noting.

BM also raised that he has been appointed as the Safeguarding Champion for the Board.

### **OC25/26 Minutes of Previous Meeting**

The minutes from the meeting held on 6 March 2025 were accepted as a true and accurate record.

### **OC25/27 Matters Arising**

There were no matters arising.

### **OC25/28 Action Monitoring**

LCo and SD presented the 6-month update to Customer Voice review of Quality of Home.

LCo explained that the survey raised 3 major issues – cleanliness, repairs and gardens.

SD explained that Customer Voice started with the annual review of lettable standards, and that some properties were not up to date with policies and procedures. They met with SB to discuss what should be changed, and everything recommended was completed.

The following continued issues were raised:

Gardens – communal gardens not kept up to standards.

Repairs – inspected homes, the recommendations raised were remedied.

Customer Voice are still in touch with repairs and receive progress reports. The difficult questions are being answered transparently

Voids – the inspections were interesting; the cleanliness issues were remedied and ongoing. All recommendations have been taken on board and progressed. The Streetpride cleaning is currently unsatisfactory, and Customer Voice receive regular updates on performance in this area.

It was noted that the Lettable Standard is currently out for consultation again and closes in July.

TH queried if it was possible to look at complaints from people who have recently moved in. SD confirmed that this is Customer Voice's next project.

BM queried if there was an end date in sight for this project and when another project will be coming. LCo confirmed progress is being monitored for now

BM asked if Operational Committee members will receive a report on this matter. It was agreed that this report would sit with LCo and be presented every 6 months. This is to be taken away and discussed.

#### **OC25/29 Forward Plan**

The Operational Committee noted the Forward Plan.

#### **OC25/30 Questions from Members of the Public**

There were no questions from members of the public.

#### **OC25/31 Community Action Derby Grant 2024-25**

The report requested approval for a continued grant commitment of £20,000 for the new period April 2025-March 2026.

LC queried the fact that the annual report was from 2023-24. CTW confirmed that CAD's AGM is at the end of the year, so the 2024-25 report has not yet been produced.

#### **Agreed**

The Committee noted the impact and significant outcomes Community Action Derby (CAD) have achieved during 2023/24.

The Committee noted that the partnership between Community Action, Derby Homes, and Derby City Council is instrumental to the delivery of help and support for the citizens of Derby, in particular the cost-of-living crisis.

The Committee approved a further grant of £20,000 to CAD for the period 1 April 2025 – 31 March 2026. The grant is subject to the approval of Derby City Council.

The Committee accepted the 'Annual Impact Report' 2023/24 for reporting and monitoring purposes for the Community Action Grant 2023/24 approved by the Operational Committee.

### **OC25/32 Performance Management Q4**

The report presented a consolidated overview of performance as at the end of March 2025, for level 2 KPI's.

TH queried if analysis is done to see if certain repairs are continuous. SB confirmed TSMs are more focused on timescales, however the team still looks deeper into matters to see if there are more issues.

MK reiterated the difficulties with percentages on a small sample and how it can cause a misrepresentation.

*Kas Sahota left the meeting at 7:00pm.*

#### **Agreed**

The Committee noted the performance of level 2 KPI's at the end of March 2025.

The Committee noted performance highlights.

The Committee noted areas of on-going ad/or emerging concern.

### **OC25/33 Annual Complaints, Performance and Service Improvement 2024-25**

The report presented the annual complaints performance and service improvement for 2024-25, in line with the requirements set out in the Housing Ombudsman's Complaint Handling Code, which came into effect on 1 April 2024.

SD queried if this report would be provided to Customer Voice. PC confirmed that the team are working on monthly briefing, and this could be circulated to Customer Voice.

#### **Agreed**

The Committee noted the Complaints performance results which have been approved by Derby City Council.

The Committee noted the TPAS member self-assessment evidencing DH's compliance with its Corporate Engagement Strategy.

#### **OC25/34 CCTV Policy**

The policy explained how we will manage and approach the use of CCTV including customers.

TH queried how this is enforced. CTW confirmed that the procedure is updated and provides a position for tenants to follow. It is included in the new tenancy agreement also.

#### **Agreed**

The Committee approved the new CCTV Policy.

#### **OC25/35 Rechargeable Repairs Policy**

The policy is included in the Key Policy Review Schedule and was due to be considered for review.

LC queried if current tenants pay VAT on works. MK confirmed that current tenants have the option to get an external contractor, and they could be VAT charged. Derby Homes provide the service, and therefore charge VAT. Former tenants are not charged VAT for works because the work is a remediation rather than a service, to bring the property back to the lettable standard.

#### **Agreed**

The Committee approved the revised policy.

#### **OC25/36 Pet Policy**

The policy is included in the Key Policy Review Schedule and was due to be considered for review.

*Michael Kirk left the meeting at 7:27pm*

TH queried how the policy is enforced. CTW explained that the procedure behind the policy has also been updated to ensure enforceability.

#### **Agreed**

The Committee approved the revised policy.

**OC25/37 Heads of Service Update**

The Operational Committee noted a collective report, prepared by Heads of Service, to provide a general overview and update on current issues within service areas.

**OC25/38 Performance and Compliance**

The report set out to keep the Operational Committee updated on the Performance and Compliance of Derby Homes.

**OC25/39 Anti-Social Behaviour**

The report provided key statistics and information in respect of the Derby Homes Anti-Social Behaviour service for the fourth quarter of 2024/25.

**OC25/40 Homelessness Update Q4**

The report gave details on:

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

**OC25/41 Homefinder Q4**

The report provided information on Derby Homefinder for the period April-December 2024.

**OC25/42 Any other Business**

There was no other business.

**OC25/43 Escalations to Board**

No escalations to Board.

The meeting closed at 7:40pm

**Date of next meeting**

**The next meeting will be held on Thursday 11 September 2025 at 6pm TBC**

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CHAIR

Signed as true and accurate record of the meeting held on 5 June 2025.