

PUBLIC

DERBY HOMES BOARD

EXECUTIVE DIRECTORS UPDATE – JULY 2025

THURSDAY 24 JULY 2025

<p>ITEM NO. Enc. 10</p> <p>PRESENTER: Maria Murphy</p> <p>Please delete as appropriate:</p> <p>Performance & Compliance, Risk</p> <p>Noting</p>
--

REPORT OF (OWNER) AND EMAIL
Maria Murphy – Managing Director – maria.murphy@derbyhomes.org
REPORT AUTHOR AND EMAIL
Derby Homes Executive Team – Maria Murphy, Shaun Bennett, Clare Mehrbani, Michael Kirk

1.	SUMMARY
1.1	This report provides an overview of national and local issues affecting social housing and sets out key areas of progress delivered through the Executive Team since the last Board meeting.
1.2	<p>This report contains information on the following matters:</p> <ul style="list-style-type: none"> • Local Government Reform – Housing Update • Decent Homes Standard Consultation • Minimum Energy Efficiency Standards in the social housing sector • Stock Condition surveys – results to date and future plans. • Health & Safety update • 2025/26 Quarter 1 Delivery Plan Update • 2026/26 Quarter 1 Strategic & Operational Risk Register Update

2.	RECOMMENDATION
2.1	To note the update on each topic and discuss as necessary.

3.	REASONS FOR RECOMMENDATION
3.1	This report ensures that Board Members have sufficient oversight of national and local issues affecting Derby Homes and the social housing sector.

3.2	This report brings any matters to the Board's attention as required by governance requirements or that the Executive Team deems to be of strategic importance.
-----	--

4.	MATTERS FOR CONSIDERATION
----	----------------------------------

4.1	<p>Local Government Reform – Housing Update</p> <p>The Board were updated at the April 2025 meeting that the Council have advised the Managing Director of Derby Homes that they intend to carry out a review of how they deliver housing services. This will cover landlord services and strategic housing services looking at all areas of financial income and expenditure to the Housing Revenue Account.</p> <p>There have been no meetings of the Steering Group since March 2025 but there are operational meetings taking place which the Finance Director has been attending with Council colleagues. It has been agreed that involvement by Derby Homes officers will be increased going forward. The next Steering Group meeting is scheduled for 18 July 2025.</p> <p>An update from the Council on the current status of the review at the end of June 2025 is:</p> <p>Stage 1: The data collection exercise including Tenants’ satisfaction, performance and cost as well as associated benchmarking and comparison work has been completed and is currently being assessed to determine whether further focused analysis or workshops would be beneficial.</p> <p>An independent high-level review has been commissioned and an early provisional draft of that report has been received.</p> <p>‘Lessons learnt’ discussions with other relevant Local Authorities that have undertaken a review are underway.</p> <p>Stage 2: Developments in terms of the Derbyshire Councils’ likely Local Government Review submission or submissions are being monitored, to indicate which of those Councils are likely to form a new Combined Authority to the south of the County. This in turn will obviously inform which Councils may be helpful stakeholders in terms of stage 2 of the review.</p>
-----	--

4.2

Decent Homes Standard Consultation

The Government have announced a consultation on updating the Decent Homes Standard. This will have a material bearing on what future maintenance requirements will be placed on the social housing properties owned by the Council and Derby Homes. The consultation is open until 10th September 2025. Derby Homes does not intend to send a specific reply but contribute to the reply being collated through the NFA Asset Management Group. A copy of this submission will be sent to Board Members in due course.

[Consultation on a reformed Decent Homes Standard for social and privately rented homes - GOV.UK](#)

The key themes in the consultation are:

- No change to Criterion A of the standard which sets out the current statutory minimum standard.
- Proposal to update the definition of disrepair – removing the age requirement and updating thresholds
- Revising the list of building components which must be kept in a reasonable state of repair.
- Revising the approach to facilities so that landlords need to provide three out of the four listed facilities.
- Introducing a window restrictor requirement (for where windows present a fall hazard to children)
- Considering a new home security requirement
- Considering a requirement for floor coverings for new tenancies.
- Streamlining and updating the thermal comfort requirements.
- Introducing a new standard for damp and mould.
- Update the DHS so it acts as a common standard for both the private and social rented housing.
- Proposal that the DHS becomes a regulatory requirement in social housing from 2035 or 2037.

4.3

Minimum Energy Efficiency Standards in the social rented sector consultation

Also, the Government have announced a consultation to set a minimum energy efficiency standard (MEES) for socially rented homes.

The Government have stated “This consultation is an important step in ensuring that every tenant has a decent, warm and comfortable home. We are considering options to raise energy efficiency standards in the domestic social rented sector to make homes easier to heat, tackling fuel poverty and lowering carbon emissions.

Socially rented homes are not currently required to meet a minimum EPC standard and current requirements are roughly equivalent to an EPC 'F' rating. We propose setting the standard at EPC C or equivalent by 2030. This mirrors proposals to raise standards in the private rented sector.”

[Improving the Energy Efficiency of Socially Rented Homes in England - GOV.UK](https://www.gov.uk/government/consultations/improving-the-energy-efficiency-of-socially-rented-homes-in-england)

The key themes in the consultation are:

- This consultation considers options to raise energy efficiency standards in the domestic social rented sector to make homes easier to heat, tackle fuel poverty and lower carbon emissions.
- Proposes setting the standard at EPC¹ C or equivalent by 2030. This will be included in the revised Decent Homes Standard (DHS) as part of Criterion D on thermal comfort but will come into the regulatory regime prior to the full DHS (e.g. 2030 rather than 2035 or 2037).
- Government's preferred approach to Social Rented Sector Minimum Energy Efficiency Standards both requires landlords to meet a standard using reformed EPC metrics, meeting the fabric metric at band C and either the heating system or the smart readiness metric.
- Proposes a time-limited spend exemption for providers, meaning the maximum a provider would be required to spend to comply with MEES between now and 1 April 2030 is £10,000 per property. If the property still does not meet the minimum standard after the £10,000 expenditure, the exemption would allow providers to delay meeting the proposed minimum standard for a further 10 years from 2030.
- Allows social rented homes achieving EER C² against existing EPCs to be considered compliant with the standard until those EPCs expire. And homes that meet the existing EER C standard between the introduction of the new EPCs and 1 April 2028 to be considered compliant with the proposed standard until their EPC certificates expire.
- The consultation also includes a call for evidence on stakeholder views and plans to decarbonise.

The inclusion of the suggestion of a £10,000 cap on bringing homes up to EPC C energy rating is particularly welcome, as this is a pragmatic balance on what works are affordable to a property.

The consultation is open until 10th September 2025. Derby Homes does not intend to send a specific reply but contribute to the reply being collated

¹ Energy Performance Certificates – scheme to rate the energy efficiency of buildings

² Energy Efficiency Rating – banding C

	<p>through the NFA Asset Management Group. A copy of this submission will be sent to Board Members in due course.</p>
<p>4.4</p>	<p>Stock Condition survey update</p> <p>At the end of June 2025, we have completed 8,200 surveys (around two thirds of the planned total). At the time of writing this report, we have identified 72 HHSRS Category One risks identified from 69 properties. As a percentage of surveys completed, this is just 0.9%, well below sector norms.</p> <p>Works to address these risks have been completed in all homes except for 12 that have refused works. This is largely due to no access and rescheduling cancelled or no access appointments.</p> <p>The hazards at these properties:</p> <ul style="list-style-type: none"> • Damp and mould – 5 properties • Missing Stair handrail – 3 properties • Rodent infestation – 2 properties • Fire hazard/Hygiene – 1 property • Risk of falls from height - 1 property <p>We have used the data from the surveys to assist with updating a review of the current replacement lifespan of components (kitchens, bathrooms etc.). This will help is scheduling the timing of future component replacements.</p>

<p>4.5</p>	<p>Health & Safety Update</p>
<p>4.6</p>	<p>Overall performance remains strong, and there are no areas of concern to raise with the Board.</p> <p>Accidents & Incidents</p> <p>Recorded using a formal reporting system (Evotix).</p> <p>Total recorded 1st April 2025 to 30th June 2025 – 28</p> <ul style="list-style-type: none"> • 13 Accidents • 12 Unsafe Act/Condition • 3 Near Miss events <p>Note: we have started recording “unsafe acts/ condition” events from October 2024.</p> <p>Over a rolling 12-month period as of the 1st of July 2025 there were a total of reports, split: -</p>

- 51 accidents,
- 36 Unsafe Act/Conditions
- 12 Near miss events

In Q1 2025/26, we had 2 RIDDOR Reportable events due to over 7 days incapacitation. These totalled 17 working days lost.

For background information:

- An accident - An accident refers to an unplanned event that results in injury, fatality, damage, or loss.
- An unsafe act / condition – (act) behaviours or actions by employees that increase the risk of accidents or injuries in the workplace. (Condition) physical or environmental factors in the workplace that increase the risk of accidents or injuries.
- Near miss - An event that did occur but did not involve injury, ill-health, damage on this occasion but reasonably could have under different circumstances.

Violence & Aggression

Violent, aggressive, or abusive incidents towards staff are reported by staff using a formal reporting system. Appropriate action is always taken against the perpetrator. So far in 2025/26, most areas are consistent with previous years. The Housing Options service show an increase in this period compared to last year, this is mainly due to 5 of the notifications relating to one individual. More generally, a number of these incidents are also customers using derogatory, discriminatory and / or offensive language when referring to social groups. Albeit this is not targeted at staff, it is nonetheless offensive and not acceptable, and we challenge this type of behaviour.

Service Area	2022-2023	2023-2024	2024-2025	2025/26 (mid-June)
Milestone House	20	48	22	4
REST Team	10	7	8	2
Housing Options	28	10	24	15
Derby City Council	8	7	19	4
Contractors	3	4	8	2
Customer Service Team	3	3	2	2
Housing Management	23	40	35	6
Income Management	1	5	7	1

Repairs & Maintenance	15	18	19	4
Other	-	-	-	1
TOTAL	111	142	144	41

All accidents & incidents and violence & aggression reports are discussed in more detail at the Health & Safety Forum.

Board Member for Health & Safety

Iain MacDonald is the current Board Member responsible for Health & Safety. Iain has indicated his intention to step down as a Director in 2025, therefore the Board will need to nominate a Board Member to take on this role in due course.

Health & Safety Staffing Update

We are currently looking to recruit to a vacant Health & Safety Advisor role.

4.7	2025/26 DELIVERY PLAN UPDATE
4.8	<p>In April 2025, the Derby Homes Board approved a refreshed Derby Homes Delivery Plan for 2025/26, which aligns with the refreshed Derby City Council Delivery Plan for the same period. The Plan was also approved at the 16 June 2025 Derby City Council and Derby Homes Strategic Partnership Board.</p>
4.9	<p>At the time of drafting this update, a full appraisal of each of the “agreed areas of focus” has not been completed. An overview of the “actions” within the Delivery Plan indicate that works are progressing on all. There is some slippage on:</p> <p>DP55 - Use the Digital strategy to continuously improve our services, offering more flexibility for customers through modernisation and streamlining existing services – we had intended to update the Housing Management system from Open Housing to One Housing this year. However, after discussions with MRI (who have taken over Capita), we are now looking to defer that switch to summer 2026 to allow time for the associated Allocations module to be developed. Whilst operationally this delay should not cause an impact to staff and services, we have accepted that there is a risk in operating Open Housing on an unsupported version of the software and the underlying database.</p>

4.10	STRATEGIC & OPERATIONAL RISK REGISTERS UPDATE
4.11	<p>The Board approved the 2025/26 Strategic & Operational Risk Registers at the 24 April 2025 meeting.</p> <p>At the time of drafting this report, a full analysis of the Risk Registers for Q1 had not been completed. However, discussions across SMT do not suggest there are any material changes to the risks that need to be reported at this stage.</p> <p>A verbal update at the meeting will be given on any new risks arising.</p> <p>During 2025/26, monitoring of the Risk Registers will be through:</p> <ul style="list-style-type: none"> • June 2025 – 24th July Board meeting • August 2025 – 27th October Audit Committee • December 2025 – 23rd February Audit Committee • March 2026 – 7th May Board meeting

5.	OTHER OPTIONS CONSIDERED
5.1	None

6.	IMPLICATIONS
6.1	Legal/Confidentiality It is a legal responsibility of the Board to ensure effective health and safety. management is maintained within the Company. The update in this report provides the relevant information to enable the Board Members to monitor this.
6.2	Consultation - None
6.3	Equalities impact assessment – Not required
6.4	Financial and business plan The additional costs in the delivery of the day-to-day repairs service, the damp & disrepair remedial works and the stock condition surveys have been incorporated into management account forecasts and the 2025/26 budget plans.
6.5	Council - None, other than detailed in the report.
6.6	Environmental – None
6.7	Risk – None, other than noted within the report.

This report has been approved by:

Finance Director & Company Secretary	Michael Kirk	09.07.2025
Governance Services (checked)	Chloe Gaskell	14.07.2025

Reports have only been approved where dates have been applied