

Performance Management Committee

Terms of Reference

Membership

Five Board members

The Committee may co-opt up to 3 others as non-voting members of the Board

Officers

Director of Housing & Customer Service
Customer Service & Performance Manager
Risk Manager
Other senior managers as appropriate

Quorum

Two Board members

Frequency of meeting

Four times a year

Aim

To take the Governance lead and agree actions on performance management in Derby Homes, covering all aspects of housing, maintenance and customer services delegated to the Board, Local Housing Boards and Committees and to staff.

To

- 1 review and make recommendations to the Board and committees on implementation and outcome of housing management and maintenance and customer services policies and strategies
- 2 oversee the work of the performance management team and their effectiveness in embedding a performance management culture in Derby Homes

- 3 request the attendance of the Chair of the Board, or Chair of a Committee of the Board, or member of staff and to receive reports from them
- 4 oversee the performance of Derby Homes against the Business and Delivery Plan and the Services Agreement with Derby City Council
- 5 oversee the performance of Derby Homes on key performance indicators
- 6 oversee the operation of tenants and leaseholder consultation and the Tenants Compact
- 7 oversee the operation of other performance measures and provisions.
- 8 oversee the implementation of the programme of Best Value Improvement Action Plans
- 9 review the outcome of customer satisfaction survey results and to make recommendations
- 10 oversee the implementation of Charter Mark, ISO9001 and other quality programmes
- 11 manage the Derby Homes' Risk Management strategy and agree action plans
- 12 oversee the operation of the Complaints Procedure, Ombudsman reports, other feedback schemes, and to agree action
- 13 scrutinise external bodies whose input affects Derby Homes' performance
- 14 deal with any other matters referred by the Board or other Committees of Derby Homes
- 15 if dissatisfied with the implementation of any action plan agreed to refer this matter for action to the relevant Director, Chief Executive and Chair.