

DERBY HOMES LIMITED CITY BOARD

**Thursday 24 October 2013 at 6.00 pm
The Training Room, London Road**

AGENDA

1. Apologies
2. Admission of late items (if any)
3. Declarations of any other business
4. Declarations of Interest – *please refer to advice at the end of this agenda*
5. Update on Derby Homes Review

PART A – FOR DECISION

- A1 Minutes of the meeting held on 22 August 2013
- A2 Matters arising
- A3 Questions from members of the public (maximum time 15 minutes)
- A4 Any items from Part B to be discussed
- A5 Any items for representatives from Contractor Partners
 - Presentation from OSCAR - OSCAR's Top 10 in 10 minutes
- A6 Housing & Leaseholder Focus Groups' Items
 - Feedback from HFG Facilitators
- A7 Customer Engagement & Community Development Strategy
- A8 Remedy and Compensation Policy
- A9 Youth Inclusion and Youth Activities
- A10 Draft Derby Homes Garage Strategy
- A11 Review of Customer Service within Derby Homes

PART B – FOR NOTING/DISCUSSION

- B1 Directors' Update
- B2 Repairs Service Update
- B3 Estates Pride Quick Fix Bids
- B4 Petition from the Residents of Stonebroom Walk
- B5 Rent Arrears and Welfare Reform Update
- B6 Partnership with IMPACT Derby
- B7 ASB Step Change
- B8 Performance Monitoring – Quarter 2
- B9 Local Offers – Quarter 2
- B10 Complaints and Satisfaction – Quarter 2
- B11 Draft Minutes of Derby Homes Board meeting held on 26 September 2013
- B12 Date and time of next meeting – Thursday 13 December 2013 at 6.00 pm – subject to confirmation at the November Derby Homes Board meeting

C1 CONFIDENTIAL BUSINESS

To consider a resolution to exclude members of the public during consideration of the following items

“that under Part IV of Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (g)”.

- C2 Intensive Housing Management

DECLARATIONS OF INTEREST

All Board Members have a duty to act in the best interest of Derby Homes when they make decisions at Board or Committee meetings. Board Members must not generally put themselves in a position where there is a conflict between their personal interests and the duty they owe Derby Homes.

Derby Homes' Governance Arrangements requires Board Members to declare any interest they may have in a matter before it is discussed

The declaration of 'the usual' interests covers the interests of councillors on matters relating to Derby City Council and the interests of tenants and leaseholders on matters relating to their interests as tenants and leaseholders of Derby City Council and customers of Derby Homes.

If at the beginning or during the meeting you realise that an item you are discussing directly affects you, your family or persons known to you then you should declare your interest straight away.

The general rule is that you should not remain present during the discussion of the matter in which you have a business or personal interest unless the other Board Members agree otherwise. You are not allowed to vote on the matter.

Any question arising at a meeting as to the eligibility of a Member to vote may be referred to the Chair before the conclusion of the meeting and the Chair's decision (other than in relation to him/herself) shall be final and conclusive.

You are welcome to raise and discuss any doubts you may have about a declaration of interest at any time by contacting the Company Secretary direct.

FOR INFORMATION

Fire Evacuation Procedure – London Road

No fire drills are scheduled.

Action on discovering a fire

1. Raise the alarm by operating one of the manual call points.
2. Leave by the nearest available exit to the assembly point on the grass next to the staff canteen.

Action on hearing the alarm

1. Do not stop to collect personal belongings.
2. Close windows and doors if it does not cause undue delay.
3. Escort any visitors and leave by the nearest available exit and go to the assembly point on the grass next to the staff canteen.
3. Check that someone has called the fire service by dialing 999.
4. Do not return to the building until given the all clear by the fire service.