

DERBY HOMES LIMITED OPERATIONAL BOARD

**Thursday 15 December 2016 at 6.00 pm
The Large Training Room, London Road**

AGENDA

1. Apologies
2. Appointment of Chair and Vice Chair 2016/17
3. Admission of late items (if any)
4. Declarations of Interest – *please refer to advice at the end of this agenda*
5. Minutes of the meeting held on 20 October 2016
6. Matters arising
7. Questions from members of the public (maximum time 15 minutes)

To receive and respond to any question from members of the public as submitted in accordance with Standing Order 14.

Questions must be submitted at least 2 days in advance of the meeting.

8. Presentation: DACP Partnership Forum Update
9. Workshop: Performance Management

PART A – FOR DECISION

- A1 Part B Supplementary Questions
- A2 Operational Board Forward Plan
- A3 Compensation Policy
- A4 Customer Engagement & Community Development Strategy
- A5 Tenants Who May Pose a Risk Procedure

A6 Tenant Panel's Review of Derby Homes Anti-Social Behaviour Service

PART B – FOR NOTING/DISCUSSION

- B1 Service Delivery Update
- B2 Rent Arrears & Welfare Reform Update
- B3 Equalities Report 2015-16
- B4 Complaints and Compliments Q2
- B5 Estate & Flat Inspections Q2
- B6 Customer Priorities Q2
- B7 Customer Satisfaction Q2
- B8 Homelessness Statistics Q2
- B9 ASB Statistics Q2
- B10 Draft Minutes of Derby Homes Board meeting held on Thursday 24 November 2016
- B11 Date and time of future meetings 2017 – Thursdays at 6.00 pm
 - 23 February
 - 27 April
 - 29 June
 - 24 August
 - 19 October

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.