

## DERBY HOMES LIMITED OPERATIONAL BOARD

Thursday 27 June 2019 at 6.00 pm  
The Large Training Room, London Road

### AGENDA

	Page No
1. Apologies	
2. Admission of late items (if any)	
3. Declarations of Interest – <i>please refer to advice at the end of this agenda</i>	
4. Chair's Announcements	
5. Minutes of the meeting held on Thursday 25 April 2019	1
6. Matters arising	
7. Questions from members of the public (maximum time 15 minutes)	
<i>To receive and respond to any question from members of the public as submitted in accordance with Standing Order 14.</i>	
<b>Questions must be submitted at least 2 days in advance of the meeting.</b>	
8. Grounds Maintenance Update (Verbal)	
9. Performance Management End of Year Report	7

### PART A – FOR DECISION

A1	Part B Supplementary Questions	
A2	Operational Board Forward Plan	29
A3	Crowding & Space Hazards Policy	31
A4	Right First Time Performance Measure	39
A5	Operational Board Meetings	41

A6	Petition from residents of Falcon Way, Lapwing Close, Farmhouse Road, Kingfisher Way, Arleston Lane, Osprey Close, Kestrel House	43
----	---	----

## **PART B – FOR NOTING/DISCUSSION**

B1	Service Update	47
B2	Rent Arrears and Welfare Reform Update	53
B3	Estate & Flat Inspections Quarters Q3 & Q4	57
B4	Customer Engagement & Community Development Update	69
B5	Localised Customer Priorities Quarter Q4	73
B6	Customer Survey Quarter Q4	77
B7	Complaints & Compliments Quarter Q4	89
B8	Anti Social Behaviour Quarter Q4	109
B9	Homelessness Quarter Q3 & Q4	115
B10	Draft Minutes of Derby Homes Board meeting held on 30 May 2019	
B11	Date and time of next meeting – Thursday 29 August 2019	

### **For information:**

Operational Board Members Attendance

## **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.

