

DERBY HOMES LIMITED BOARD MEETING

Date: 23 November 2023
Time 18:00
Venue: Board Room, London Road and via Microsoft Teams

AGENDA

Page
No

1. Apologies
2. Admission of late items (if any)
3. Declarations of Interest – *please refer to advice at the end of this agenda*
4. Announcements from the Chair
5. Statements from Members of the Board
6. 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 to DH-GovernanceServices@derbyhomes.org
7. Committee Chairs Feedback
 - a) Audit Committee – 23 October 2023 (*minutes available on CMIS*)
8. To agree any items from Part C to be discussed

PART A – ITEMS FOR APPROVAL

A1	Minutes of the meeting held on 28 September 2023	1
A2	Matters arising	
A3	Action Monitoring	11
A4	Managing Director's Report	13

A5	Managing Complex Customers	19
A6	Day-to-Day Pressures Update	23
A7	HRA Business Plan and Rents	33
A8	Finance Update	47
A9	Compliance Update	51
A10	Health and Safety Update	57
A11	Annual Delivery Plan	59
A12	Delivery Plan – Quarter Two Update	75
A13	Risk Management Strategy	81
A14	Freedom of Information Policy	95
A15	Corporate Health and Safety Policy	105
A16	Records Management and Retention Policy	119
A17	Joint Complaint Handling Code	131
A18	Disclosure under the Insurance Act 2015	135
A19	Forward Plan of Agenda Items	137

PART B – CONFIDENTIAL ITEMS

B1	<i>To consider a resolution to exclude members of the public during consideration of the following items</i> <i>“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”</i>	
B2	Confidential Minutes of the previous meeting held on 28 September 2023	139
B3	Matters arising	
B4	Confidential Action Monitoring Status	145
B5	Governance Arrangements	147

B6	Property Acquisitions	149
B7	Strategic and Operational Risk Registers	155
B8	Urgent Decision – SHAP Bid	161
B9	Approval of Contract – Replacement Kitchens	163

PART C – ITEMS FOR NOTING

C1	Performance Management Q1	
C2	Housing Ombudsman – Landlord Performance Update	
C3	Board Members Attendance at Meetings	
C4	Date and time of next meeting – Thursday 25 January 6:00pm	

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.

FIRE EVACUATION PROCEDURE

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 dialling 999.
4. Do not return to the building until given all clear by the fire service.