

Petitions Procedure

Report of the Clare Mehrbani Head of Operations

1. SUMMARY

- 1.1 The petitions procedure has been reviewed to reflect the discussion held at the Operational Board 13 December 2018.

2. RECOMMENDATION(S)

- 2.1 To note the new Procedure and accept the changes. Appendix 1

3. REASON(S) FOR RECOMMENDATION

- 3.1 At the last Operational Board 3 petitions were presented. It was unclear if all customers who submitted a petition were kept informed on a regular basis and were made aware they could attend the Operational Board Meeting to discuss their petition.

Members of the Operational Board and officers present discussed the petitions procedure and improvements in line with the Customer First Strategy.

4. MATTER(S) FOR CONSIDERATION

- 4.1 The revised procedure makes it clear to officers that they must ensure that customers are kept informed of progress and are invited to attend the Operational Board meeting.

The Investigating Officer must investigate the petition within 15 days, including meeting with the lead petitioner, to ensure they have all of the available evidence and a clear understanding of the issues.

The Investigating Officer will report the outcome of the investigation to the relevant Head of Service prior to informing the lead petitioner, following completion of the investigation.

The Investigating Officer will complete a report for the Operational Board advising of the steps taken and outcome of the investigation.

The Investigating Officer will write to the lead petitioner advising them of the date of the Operational Board meeting their petition and investigation outcome report will be presented, advising them that they can attend.

The lead petitioner will be asked to confirm if they wish to attend the Operational Board meeting and be given the opportunity to meet with the Investigating Officer

again, prior to the Operational Board meeting, if they feel there are remaining concerns, so as not to delay any subsequent operational progress.

- The role of the Operational Board upon reviewing a petitions report, is to:
 - Assess whether the investigation has been appropriate
 - Be satisfied that the investigating Officer has followed the relevant Policies and procedures
 - Decide whether officer actions were fair and reasonable
 - Direct any additional considerations, over and above that of the investigation outcome

The revised petitions procedure will be discussed at the Managers briefing to ensure all managers are aware of the changes.

5. LEGAL AND CONFIDENTIALITY

- 5.1 Part V of the Companies Governance arrangements provide that that the Operational Board is delegated authority to receive petitions from members of the public and approve actions arising. The report and appendices set out the process in which that delegation will be facilitated.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

For more information please contact:

Annabelle Barwick/ Customer Service and Equalities Manager / 01332 888402 /
annabelle.barwick@derbyhomes.org

Background information:

List of appendices	Revised Procedure Revised Petition Acknowledgement Letter
--------------------	--------------------------------------------------------------

This report has been approved by the following

Managing Director	Maria Murphy	[Date]
Finance Director/Derby Homes Accountant	Michael Kirk	17.01.2019
Company Solicitor	Taran Lalria	18.01.2019
Head of Service	Clare Mehrbani	[Date]
Other(s)	[Name]	[Date]