

DERBY HOMES LIMITED OPERATIONAL BOARD MEETING

**THURSDAY 7 MARCH 2024
DERBY HOMES BOARDROOM/MICROSOFT TEAMS**

AGENDA

Chair's Notice

After reading through the reports, can members discuss any concerns/clarifications, in advance of the meeting, with The Chair and/or the author/owner of the report.

TITLE	LEAD	ENC
Welcome and apologies for absence	BM	Verbal
Admission of late items	BM	Verbal
Declarations of interests	BM	Verbal
Chair's announcements	BM	Verbal
Public Minutes of the meeting held on 12 December 2023	BM	Enc. 1
Matters Arising	BM	Verbal
Action Monitoring Status	BM	Enc. 2
Forward Plan	BM	Enc. 3
Questions from members of the public	BM	Verbal
Performance Management Q3	SO	Enc. 4
PART A – ITEMS FOR APPROVAL		
Part B Supplementary Questions	BM	Verbal
Estates Pride 2024-25	RS	Enc.5
Value for Money Report	MK	Enc.6
Youth Alliance Grant	CTW	Enc.7
DACP Grant	CTW	Enc.8
Unacceptable Customer Behaviour Policy	CTW	Enc.9
Complaints and Financial Redress Policy	HJ	Enc.10
Corporate Engagement Strategy	LC	Enc.11
Resident Engagement Strategy – Rivermead House	CTW	Enc.12
Community Spaces Update	CTW	Enc.13
PART B – ITEMS FOR NOTING/DISCUSSION		
Heads of Service Updates	BM	Enc.14
Homelessness Q3	JJ	Enc.15
Compliments and Complaints Q3	HJ	Enc.16
Customer Survey Report	HJ	Enc.17
Anti-Social Behaviour Report	CTW	Enc.18
Any other business	BM	Verbal
Escalations to Board	BM	Verbal

Date and time of the next Operational Board Meeting:

Thursday 6 June 2024 at 6pm

Held in Derby Homes Boardroom and MS Teams

Leads –

BM – Bob MacDonald (Chair)

SO – Sarah Oliffe

RS – Rachel Shardlow

MK – Michael Kirk

CTW – Carl Tring-Willis

HJ – Holly Johnson

LC – Laurie Coombs

NOTICES

DECLARATIONS OF INTEREST

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

Derby Homes' Governance Arrangements requires Board Members to declare any interest(s) 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 Limited.

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 within which you declare an interest.

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; 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 directly.

FIRE EVACUATION PROCEDURE

No fire drills are scheduled, unless advised at the start of the meeting by the Chair.

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 hub/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 delay.
3. Escort any visitors and leave by the nearest available exit to go to the assembly point, on the grass next to the hub/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.