

**FEEDBACK AND ACTION LIST FOLLOWING BOARD AWAY DAY
25 JANUARY 2003**

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. This report gives the feedback from the Board on the away day and makes proposals for taking action on issues discussed at the away day.

RECOMMENDATIONS

2. To note report and actions proposed.

MATTER FOR CONSIDERATION

3. Overall, the feedback was good. Analysis is attached. One issue raised was whether to have a further away day and if so, when. Eight Board members were in favour – 4 in 6 months and 4 in 12 months. One proposal the Board may wish to approve is the running of an evening coach trip and presentation in July rather than an away day, followed by an away day in January 2004.

Actions to be undertaken:

- Training Co-ordinator to prepare a training programme for Board members covering
 - Finance and Derby Homes
 - Company law issues
 - Board issues facing ALMOs
 - Chairing skills
- Run board training in evenings, but run courses twice and offer it to senior managers also
- Explain course content beforehand
- Review Business Plan at each Board meeting and include 'Implications for Business Plan' on all Board reports
- Arrange work shadowing and attendance at Community Panels for Board members
- Issue of information sheet between Boards to help reduce agendas
- Chair and Vice Chairs to review performance of Board members and to discuss this with individual Board members
- Involve individual board members with specific skills in one-off projects
- Run an evening coach tour of housing issues in July 2003 and a further away day in January 2004.

CONSULTATION IMPLICATIONS

4. None.

FINANCIAL AND BUSINESS PLAN IMPLICATIONS

5. The development of an effective Board is a key element in making Derby Homes a success.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None.

PERSONNEL IMPLICATIONS

7. A new post of Training Co-ordinator is currently being recruited and will lead to training of Board members.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. It is proposed to run a training session explaining Derby Homes, equalities practices if Board members wished.

Contact Officer

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DERBY HOMES AWAY DAY – 25 JANUARY 2003

Overall Assessment:

6 = Excellent
3 = Satisfied

5 = Very Good
2 = Poor

4 = Good
1 = Very Poor

1. The timetable and pace of the day
 2. Relevance of the sessions
 3. Phil Davies' discussion on board members' self-assessment
 4. Lorraine Watson's session on risk management
 5. Coach trip
 6. 4 – 6 pm session on variety of topics
- Please total

6	5	4	3	2	1
1	2	3	2	0	0
0	4	3	1	0	0
0	5	0	3	0	0
1	4	2	1	0	0
3	3	0	0	0	0
1	3	0	0	0	0
6	21	8	7	0	0

Q What was most useful to you?

- Socialising with other Board members and getting to know them as well as staff
- Opportunity to think at more strategic level – not caught up in detail, which can happen with Board agenda
- The coach trip
- Meeting people in a very different atmosphere. Getting to know other Board members. Seeing the other side of Board members.
- Meeting the Board and seeing some of the properties – also the Risk Assessment exercise
- I found the visit to Britannia Court and Rivermead very interesting. I have very little opportunity to visit estates.
- Getting together with other Board members not in a formal meeting environment
- Meeting other Board members in a different scenario to board meetings. Also meeting other staff of Derby Homes. The relaxed atmosphere did seem to bring out more discussion that sometimes wouldn't be brought out in a more formal setting.

Q What was least useful to you?

- Nothing particular
- Risk management session could have been explained more clearly
- Nothing – I thought it was all useful
- None
- Nothing

- I am not sure that I fully understand risk management
- I wouldn't say it was least useful only more difficult to understand, the methodology of risk management

Q Should we repeat the Away Day? Yes/No If Yes, when? 6 Months/12 Months

Yes	No	6 Months	12 Months
8		4	4

Any comments on arrangements:

- Arrangements were fine
- So far – very good
- Good
- I thought the arrangements were good
- Should start later on a Saturday (10.30 am). Could go somewhere more central, eg. The Spot Banqueting Suite or Assembly Rooms.
- We had a very interesting discussion in the small group work. I think this is a good way to get to know members of the Board.
- Venue was excellent, so was the food
- The venue was very nice. The food was excellent.

WORK SHADOWING FOR BOARD MEMBERS

At the recent away day several Board members asked for the opportunity to get to know the work of Derby Homes at the front line.

The following opportunities have been developed and Board members can arrange to spend a half-day or a full day on any of the following work shadowing opportunities.

Opportunity	Contact
<ul style="list-style-type: none"> Local Housing Office: Meet staff, learn about repairs, allocations, the role of local offices in their local community 	Farooq Malik Tel: 716564 or Maureen Davis Tel: 711170
<ul style="list-style-type: none"> Sheltered Housing Scheme: Meet wardens, tenants of sheltered housing schemes and learn the role we play in housing elderly people 	Pippa Wood Tel: 716562
<ul style="list-style-type: none"> Tenancy Team: Meet staff and learn about our successful anti-social behaviour initiatives, and if you wish, spend time out with a Community Watch Patrol 	Laurie Storey Tel: 716561 or Kiran Dhanda Tel: 716552
<ul style="list-style-type: none"> Arrears Team: Meet staff involved in serious rent arrears cases and learn more about our procedures 	Murray Chapman Tel: 716580 or Jaz Sanghera Tel: 716589
<ul style="list-style-type: none"> Community Initiatives Team: Meet staff who work with tenant participation – visit the Derby Association of Community Partners' offices and a Community Panel meeting 	Richard Smail Tel: 711041 or Julia Lemon Tel: 711045