

## **BOARD PERFORMANCE REVIEW 2008**

Report of the Director & Company Secretary

### **1. SUMMARY OF REPORT**

This report has been produced to prompt discussion on issues arising from the Board Performance Review 2008.

### **2. RECOMMENDATION**

1. To discuss the Board Performance Review process for 2008 and make any appropriate recommendations to the Board.
2. That actions and recommendations arising from the Board Performance Appraisal are included in the Board Improvement Action Plan 2009 along with any outstanding Actions from 2008.

### **3. MATTER FOR CONSIDERATION**

- 3.1 The annual review of the Board and Board Members took place at the end of 2008. Board Members participated by evaluating the whole Board's performance and also individual Board Members.
- 3.2 The outcome of the whole Board appraisal is attached at Appendix 1. The Committee may wish to discuss this and identify any recommendations to the Board. The results of the whole Board appraisal will be reported to the Board in March.
- 3.3 The average peer group score was 85.1. The highest individual peer group score was 95.8 and the lowest was 64.2.
- 3.4 Individual Board Members attended performance appraisal interviews with the Chair of the Board and Governance Services Manager. They were asked a series of questions including what they thought went well and not so well for Derby Homes in 2008 and the challenges facing the year ahead.

#### **What went well in 2008**

- New Build (4 comments)
- Progress in achieving performance targets (2)
- Getting DCC to agree to options appraisal
- Improvement standard of DH services
- Communication with tenants improving
- DH's work in the community
- Estates Pride Programme

- Board pro-active in ensuring DH's delivers on programmes
- Co-location at Austin
- Reasonable results for staff and tenants surveys

#### **What didn't go so well in 2008**

- New Build (3)
- Decrease in customer satisfaction (3)
- Rent Arrears
- Lack of information in Board reports (2)
- Supporting People
- Board decision on Park Homes (2)
- Late items on Board agendas (2)
- Audit Committee didn't function well
- Criticism in press (incl succession cases)
- Co-ordination of allocations (applicants not knowing what properties they are entitled to)
- Service charges proposal
- Communication with tenants
- More money for more new build

#### **Challenges for 2009**

- New Build (8)
- Post new build – DH influence/leverage on decision on other DCC sites
- Options Appraisal Study (4)
- TSA – how it will work with Derby Homes and DH Tenants
- Raising DH profile in the City/increase or maintain perception that DH is a good organisation
- Impact of economic climate on DH and its partners (2)
- Audit Committee up and running
- Good customer service for Disabled people
- Maintaining decent homes
- Financial pressures/Government proposals to change subsidy rules

### **3.5 Skills Audit**

Attached at Appendix 2 are the combined results of the 2008/9 Board Members Skills Audit.

### **3.6 Training for Board Members**

It is proposed to obtain Board approval for the Annual Board Training Programme 2009 at its meeting in March. The draft Programme is attached at Appendix 3. It is intended to continue with a similar programme to last year, but there are a few changes to reflect additional needs identified by Board Members at their performance appraisal interviews and from the skills audit.

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

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

**Author:** Jackie Mitchell, Governance Services Manager, Telephone 01332 711043, Email [jackie.mitchell@derbyhomes.org](mailto:jackie.mitchell@derbyhomes.org)

**Background Information:** None

**Supporting Information:** None