

DERBY HOMES LIMITED OPERATIONAL BOARD

**Thursday 3 December 2020 at 6.00 pm
Via Skype**

AGENDA

1. Appointment of Operational Board Chair & Vice Chair
2. Apologies
3. Admission of late items (if any)
4. Declarations of Interest – *please refer to advice at the end of this agenda*
5. Chair's Announcements
6. Minutes of the meeting held on 3 September 2020
7. Matters arising
8. 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
Governance.Services@derbyhomes.org**

9. Performance Management 2020/21 Quarter 2

PART A – FOR DECISION

- A1 Part B Supplementary Questions
- A2 Operational Board Forward Plan
- A3 Customer Voice – Quality of Repairs
- A4 Customer Engagement & Community Development Strategy 2021-2024
- A5 Customer Communication Strategy 2021-2024
- A6 Home Decoration Scheme

- A7 Localised Customer Priorities
- A8 Compensation Policy Limit
- A9 Youth Alliance Pilot Project
- A10 Community Action Derby Grant
- A11 Estates Pride Programme 2021-22 **(to follow)**

PART B – FOR NOTING/DISCUSSION

- B1 Service Update
- B2 Grounds Maintenance Update
- B3 Fire Safety in Flats
- B4 Estate & Flat Inspections Quarters 1 & 2
- B5 Customer Survey Quarter 2
- B6 Complaints & Compliments Quarter 2
- B7 Anti Social Behaviour Quarter 2
- B8 Homelessness Quarter 2
- B9 Derby Homefinder Mid Year Report - Qtrs 1 & 2
- B10 Equalities Monitoring 2019/20
- B11 Complaints Policy Review
- B12 Minutes of Derby Homes Board 24 September 2020 and 27 October (draft)
(available on CMIS only)
- B13 Date of future meetings 2021
 - 25 February
 - 13 May
 - 2 September

For information:
Operational Board Members Attendance

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.

FOR INFORMATION

Fire Evacuation Procedure – London Road

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