

BOARD CHAMPIONS

Report of the Director & Company Secretary

1. SUMMARY

The purpose of this report is to appoint Board Members to a number of Board Champion roles and to agree actions to take forward proposals aimed at developing the roles.

2. RECOMMENDATION

That the Board approves

1. the appointment of Board Champions and the actions proposed for the development of Board Champions (Appendix 1)
2. the Board Champion profile (Appendix 2).

3. MATTER FOR CONSIDERATION

- 3.1 The Board Compass was introduced as a way for the Board to monitor its achievement of its 4 key objectives and four Board Members have been appointed to champion the objectives

A high performing partner to the Council - Bob Osler
Fit for purpose governance – Mike Ainsley
Getting the basics right and putting tenants first – Dennis Rees
Effective 30 year HRA Business Plan – Tony Holme.

- 3.2 We have identified specific areas in which Board Members can become involved and more knowledgeable in the work of Derby Homes and at this year's Away Day the Board considered proposals to introduce Board Champion roles for the remaining members of the Board. A list of the areas, proposed Champions and Supporters and suggestions for involvement is attached at Appendix 1.
- 3.3 Board Champions will be expected to be advocates and act as advisors to the Board and City Board in their specialist areas and provide a link between the Board, City Board, staff and customers. The Board Champion profile is attached at Appendix 2.
- 3.4 Board Champions will be supported by an appropriate manager/head of service and will be invited to meet up with the nominated supporter on a mutually agreed basis – dependent on the amount of time the Champion is able to give and level of understanding and knowledge they already possess. Initially, an introduction

meeting will be arranged between the Champion and supporter to agree a way forward and any training needs, such as work shadowing or attending relevant meetings. Board Champions will be asked to feedback at Board meetings on any issues they feel the Board should be aware of.

- 3.5 For information, attached at Appendix 3 is the feedback provided by Board Members at the away day on Board Champions.
- 3.6 Councillor Board Members may have changed by the time of this meeting. The Board is invited to consider the list at Appendix 1 and determine the list of Champions.
- 3.7 At Appendix 4 is the Board Compass. Board Members are asked to individually update the scores on how well they think the Board is doing against each objective. Please leave your copy on the table for collection and this will be brought back to the next meeting with updated average scores.

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

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

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

Author: Jackie Mitchell / Governance Services Manager / Phone 01332 888527/ Email jackie.mitchell@derbyhomes.org

Background Information: None

Supporting Information: None

Compass Champions

Area	Champion/ Supporter	Meetings	Responsibilities	Training and initiatives
Effective 30 yr HRA Business Plan	Tony Holme David Enticott	<ul style="list-style-type: none"> • Chair of VFM/ Steering Group • Chairs Brief • Chair of Audit Committee • Member of RR&R Committee • Attend annual Finance training 	<ul style="list-style-type: none"> • Joint management by DCC/DH • New build and energy efficiency • Maintain decent homes and estates • Tenant consultation 	<ul style="list-style-type: none"> • Regular updates from Director and Company Secretary
A high performing partner to the Council	Bob Osler Phil Davies	<ul style="list-style-type: none"> • Chairs Brief • Meetings with influential Council individuals - Cabinet Member, Adam Wilkinson, Cath Roff and other Strategic Directors • Meetings with 3 political groups • HRA Strategic Partnership Board 	<ul style="list-style-type: none"> • Work effectively with the council at all levels • Help council achieve its strategic aims • Communicate effectively with the council • Strong links with Councillors and Neighbourhoods 	<ul style="list-style-type: none"> • Join Derby City Partnership group • Link to Derbyshire & Nottingham Chamber of Commerce
Fit for purpose Governance	Mike Ainsley Jackie Mitchell	<ul style="list-style-type: none"> • Chair Governance Committee • Attend annual Governance training 	<ul style="list-style-type: none"> • Effective use of ICT by Board members • Well run meetings and effective decision making • Skilled and trained Board members • Effective regulation by Review Panel 	<ul style="list-style-type: none"> • Shadowing the Governance Team • Understanding of the Governance arrangements • Understanding of the management agreement • External Governance Training

Area	Champion/ Supporter	Meetings	Responsibilities	Training and initiatives
Getting the basics right and putting tenants first	Dennis Rees Maria Murphy	<ul style="list-style-type: none"> • Attend HFG's • Attend Tenant Panel(complaints) • Chair City Board 	<ul style="list-style-type: none"> • Involve and listen to tenants • 90%+ customer satisfaction • Right first time by well trained and motivated staff • High performance culture and achieve local offers 	<ul style="list-style-type: none"> • Attend a session of Customer Care training for staff • Support the Tenants Review Process • Review any external inspection reports

Board Champions

Area	Champion	Meetings	Training and initiatives
Health & Safety	Iain MacDonald / Stuart Hufton	H&S Forum	Work Shadowing H&S Policy/Procedures Site visits
Equalities	Tabani Ndlovu/ Annabelle Barwick	DH employee special interest groups Housing & Equalities	Work Shadowing Equalities Policies/Plans Workforce Stats
Environmental	Bob Troup / Andrew McNeil	DHERE	Work Shadowing Environmental Policy Visits to environmental initiatives
Maintenance	Ken Whitehead / Mick Archer		Work Shadowing Tour of major works Examples of day/day Policies/Procedures
Tenancy Management	Margaret Redfern / Maureen Davis		Work Shadowing Policies/Procedures
Estate Management	Brian Perry / Tracy O'Connor		Work Shadowing Estate Tours x 4 Estates Pride work
Older Persons Housing Service	Roy Webb / Lorraine Testro		Work Shadowing Visit to schemes Policies/Procedures
Anti Social Behaviour	John Keith / Mary Holmes	SLCNG	Work Shadowing Accompany CWP Policies/Procedures
Welfare Benefits and Arrears	Mark Menzies / Murray Chapman	Welfare Benefits Working Party	Work Shadowing Policies/Procedures
Tenants Review Regulation	SW Tenant Board Member / Jim Joyce, Julie Eyre	Tenants Review Panel	Work Shadowing Accompany Panel on reviews
Personnel / IT/Performance?	Councillor Board Member / Christine Hill/ Mark Fairweather/ Julie Eyre?	TBC	Work Shadowing

Board Champion Profile

Derby Homes has identified specific areas in which Board Members can become involved. Acting as an advocate and advisor to the Board in their specialist areas they will provide a link between the Board, staff and customers to increase awareness and knowledge of the work of Derby Homes.

Where possible Board Champions will have an interest, skill or experience in the area covered by the role and be willing to receive training if necessary. Each Board Champion will be assisted by an appropriate 'Supporter'.

Board Champions will:

1. Attend relevant meetings and seminars organised by the Organisation
2. Act as a sounding board, raise matters for discussion and contribute positively to the decision making process
3. Contribute to development and review of strategy in their specialist area
4. Liaise with the head of service periodically and particularly prior to Board meetings to ensure they have up to date information on any matters to be considered at the meeting
5. Represent the Board and be a spokesperson for the Board in their specialist area
6. Advise and inform the Board in their specialist area and report to the Board as appropriate on developments in their specialist area
7. Tenant Board Champions will also act as a link with the City Board bringing to the City Board's attention views and decisions of the Board relating to their specialist area and ensuring that any relevant matters raised are dealt with appropriately.
8. Receive appropriate training
9. Be supported by their allocated Officer Supporter to ensure they are best able to carry out their responsibilities
10. Be aware of best practice and develop their knowledge and expertise
11. To participate in reviews of the Board Champion work and role, including at Board performance reviews.

BOARD AWAY DAY 3 MARCH 2012 BOARD CHAMPION ROLE – FEEDBACK

Board Champions

1. What does success look like?

- feature in Board reports
- engaging with stakeholders
- speak authoritatively
- role of support officer to champion clear - not controlling
- high level challenge
- high level insight
- not doing officers' jobs
- effective networking
- consistent with, defined in Business Plan
- policy review
- report to Board & City Board

2. What things do we need to do?

- plug into existing processes
- access existing resources
- develop Board Champions expertise in their area
- consistency with Business Plan
- defined line between Exec / Non-Exec
- benchmarking and best procedure outside Derby Homes

3. What are the predictable surprises?

- support officer becoming champion
- over-enthusiastic or non-engagement
- changes in membership – staff and board
- differences of opinion/priority
- Board devolves too much responsibility

Board Compass

Appendix 4

