

BOARD SATISFACTION SURVEY RESULTS 2009

	May 09	Sept 09
Number of Board Members in attendance	11	14
Number of forms returned	7	9

Reports	Average Score	
---------	---------------	--

Did you receive the agenda in good time?	2.7	2.7
Were the minutes of the previous meeting accurate, had follow up actions been taken?	2.7	2.4
Were the reports generally acceptable in terms of their length?	2.3	2.3
Were the reports written in plain English?	2.6	2.4
Did the reports give you the information you needed to make a decision?	2.5	2.2

Meeting	Average Score	
---------	---------------	--

Did the meeting start on time?	3	2.8
Was the meeting well attended?	2.8	2.5
Did the Chair involve all Board members?	2.7	2.6
Did officers present reports briefly and clearly?	2.4	2.5
Were you clear about the decisions made?	2.6	2.7
Were you satisfied with your contribution and influence as a Board Member?	2.7	2.6

Total Average Scores	2.6	2.5
----------------------	-----	-----

Any comments – anything that could be done better at future meetings?

- No one read the minutes before the meeting and were unready to answer the questions of lack of action in respect of the reports and the issues.
- Too often reports are too long. They can also lack key details and concise discussion of issues. They can be both! There have been examples of content that is inaccurate (e.g. rents at Leytonstone flats would be at HB levels) or vague (e.g. summary of the stock condition report as “we can probably get by”. What does this mean precisely? On the Chief Exec’s update we should be guided to discuss one subject area at a time.