

# PUBLIC



Derby Homes Board

18 MAY 2023

## ITEM A3

### Action Monitoring Status

Date of action	Minute reference	Action	Lead	Due	Status
24.12.2022	22/133	Managing Directors mid-year review	Mike Ainsley	26.01.2023	Verbal update at the meeting
24.12.2022	22/133	Publish news clip onto DH Website	Comms Team	26.01.2023	Published
24.12.2022	22/139	Grounds Maintenance Review to Operational Board in March 23	Ian Yeomans	09.03.2023	Presented to Operational Board. Verbal update to DH Board by BM
24.12.2022	22/146	Managing Challenging and Complex Customers – update in 6 months' time	Clare Mehrbani	June 2023	On forward plan
26.01.2023	23/11	The Board requested for language in the Delivery Plan to be changed from tenant based to customer based to align with Customer First.	Maria Murphy		Used in the Delivery Plan presented 30 March 2023

26.01.2023	23/11	The Board suggested to produce a Derby Homes tone of voice/ language use document for suitable language in publications for customers. Derby Homes agreed to take this forward as part of work around culture.	Maria Murphy		Ongoing
26.01.2023	23/11	Managing Director. To confirm legal costs for the coroner's enquiry with Board Members	Maria Murphy		The share from Derby Homes was just under £5,000.
26.01.2023	23/13	Derby Homes to ensure that environmental implications are included in future Board reports.	All		Environmental implications have been added to the report template in controlled documents.
26.01.2023	23/18	Derby Homes agreed to include energy efficiency targets within the action plan for the Digital Strategy, and to apply best practice on how the website is delivered to customers in terms of data usage and energy.	Clare Mehrbani		Ongoing
26.01.2023	23/19	Derby Homes agreed to provide an annual update on "what we will work towards" aspirations, but advised the Derby Homes Board, it will be guided by Derby City Council on digital projects	Michael Kirk	January 2024	This has been added to the 2024 forward plan
30.03.2023	23/32	Submit a report to the Chair's briefing meeting regarding operational issues raised in the finance update.	SMT	May 2023	

30.03.2023	23/35	Appoint an Appointments Panel and delegate authority to the Panel to appoint/re-appoint members of the Derby Homes Board	Jane Haywood	May 2023	Post Council elections
30.03.2023	23/36	The Executive Team will also do an appraisal of the Board Members	Jane Haywood	May 2023	Post Council elections
30.03.2023	23/39	Publicise real life case studies of the Corporate Social Responsibility	Maria Murphy	NA	Ongoing
30.03.2023	23/39	Communicate the Corporate Social Responsibility Model across the staff base	SMT	NA	Ongoing
30.03.23	23/40	Amend the duplication of the Annual Report and Financial statements on the forward plan	Governance Services	July 2023	Amended
30.03.2023	23/40	Insert the Housing Services Report into the forward plan for every meeting and delete where necessary (matters arising basis)	Governance Services	May 2023	Forward plan updated to reflect this.
30.03.2023	23/43	Provide more information to the Board regarding customer feedback and complaints	Relevant DH Staff	NA	Ongoing