



Devon Care and Repair

Service Monitoring and Development Board

**Meeting on 1st September 2008, Fortescue Committee Room, County Hall,
Exeter**

2.00 p.m. – 5.00 p.m.

Agenda

1. Apologies
2. Minutes of last meeting and matters arising
3. Chair's report – summary of recent developments
4. Performance Monitoring Quarter One.
 - Performance Report Quarter One to include DMG feedback against each service element (MB).
 - DCR Managers Report (IP)
5. Standard operating procedures – between DC's and DCR to include complaints and Quibbles log (RN)
6. DCR Business Development and Marketing Plan.
7. Action planning: Updates
 - Home Safety Assessments (JP)
 - Social Enterprise (CM / RB)
 - Financial information (CM / RN)
8. Risk Identification and actions for DCR.
 - High priority performance issues to address in Quarter Two
 - Risk Log
9. Forthcoming Annual Review Plan.
10. AOB