



**Home Improvement Agency**

**Service Monitoring and Development Board**

**Meeting on 7<sup>th</sup> September 2009, Sargent Rm, County Hall, Coaver Club,  
Topsham Road, Exeter**

**10:00 a.m. – 1:00 p.m.**

**Agenda**

1. Apologies.
2. Minutes of last meeting and matters arising.
3. Chair's report – summary of recent developments re: HSSP/JCB changes to commissioning structures.
4. Performance Monitoring Quarter One.
  - Performance Report Quarter One to include District Monitoring Group (DMG) feedback (MB).
  - DCR Managers Report (IP).
  - DMG feedback: general comments (CM)
5. Service Improvement Plan (SIP) updates from each agency/stakeholder:
  - DCR
  - District Councils
  - ACS, SP & PCT
6. Work Packages and progress.
  - Home Safety Assessment and Handy Person Service (CM & JP).
7. Risk Log
  - High priority performance issues to address in Quarter One
  - New risks
8. Complaints management (DCR).
9. RSL Major Adaptations work.
10. AOB

**Next meeting: 30<sup>th</sup> November, Creber Rm, Coaver Club, 10am till 1pm**