



Home Improvement Agency

Service Monitoring and Development Board

Meeting on 18th November 2008, Taw Study, Larkbeare, Topsham Road, Exeter

1.00 p.m. – 4.30 p.m.

Agenda

1. Apologies
2. Minutes of last meeting and matters arising
3. Chair's report – summary of recent developments
 - Outcomes of the HIA Review to date
4. Performance Monitoring Quarter Two.
 - Performance Report Quarter Two 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. Exeter Focus Group (RN, KW)
7. Home Safety Assessments (JP / IP)
8. Handy Persons Funding (CM)
9. DCR Business Development and Marketing Plan (KK)
10. Review of current actions for the SMDB
11. Risk Log
 - High priority performance issues to address in Quarter Three
 - New risks
12. AOB