



Board Meeting

**5.00pm, Thursday 3rd November 2011, in the
Lady Chapel, Kelham Hall**

At the commencement of the meeting, one hour will be allowed to enable Directors of the Board to consider questions submitted by members of the public present at the meeting.

Agenda

Pages

1. Apologies for absence
 2. Minutes of the Board meeting held on 28 July 2011 including CONFIDENTIAL minutes
 3. Chair's Announcements and Urgent Items
 - a. Customer Service Excellence Report
 4. Minutes from Committees
 - a. Audit Committee held on 26 September 2011
 - b. Human Resources Committee held on 28 September 2011
 5. Urgent Decision Notification: Selection of Specialist Contractor – CONFIDENTIAL ITEM
 6. Urgent Decision Notification: Annual Report to Tenants 2010/11
 7. Annual Review of the Board
 8. Review of Board Succession Plan
 9. Self Financing
 10. Revised Budgets
 11. Asbestos Management Policy
 12. Financial Inclusion Strategy
 13. Quarterly Customer Feedback Report
 14. Tenants' Panel Appointments
 15. Performance Monitoring
 16. Procurement Strategy – Referral Report
 17. Fire Safety Guidance
 18. Prolonged Absence of a Director of the Board – CONFIDENTIAL ITEM
 19. Supporting People Services Update – to follow
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