

**OPERATIONAL BOARD FORWARD PLAN
FEBRUARY – SEPTEMBER 2022**

10 March 2022	HoS Lead	Author	Frequency
Performance Management Q3	D Enticott	K Sahota	Quarterly
Forward Plan	T Lallia	T Lallia	Every
DACP Grant 2022/23	L Testro	H Johnson	Annual
Customer Service Standards	M Murphy	A Barwick	Policy
Customer First Strategy	M Murphy	A Barwick	Policy
Voids Lettable Standard	S Bayliss	E Harriott	Policy
Local Lettings Policies Review	J Joyce	J Watson	Policy
Derby Homes Tenancy Strategy	L Testro/ J Joyce	L Testro/ J Joyce	Policy
Pets Policy	L Testro	G Walton	Policy
Garage Policy	L Testro	P Solowij	Policy
Home Release Policy	L Testro	L Testro	Policy
Service Delivery Update	HoS	HoS	Every
Homelessness Q3	J Joyce	D Herrod	Quarterly
Complaints & Compliments Q3	L Testro	A Barwick	Quarterly
Localised Customer Priorities Q3	L Testro	G Walton	Quarterly
Customer Survey Q3	L Testro	H Johnson	Quarterly
Anti Social Behaviour Q3	L Testro	N Bale	Quarterly
9 June 2022			
Performance Management Q4	Finance Director	K Sahota	Quarterly
Forward Plan	T Lallia	T Lallia	Every
Crowding & Space Hazards	L Testro	T O'Connor	Policy
Domestic Abuse	L Testro	V Ross	Policy
Service Delivery Update	HoS	HoS	Every
Homelessness Q4	J Joyce	D Herrod	Quarterly
Homefinder Q4	J Joyce	N Tuckwell	Bi-annually
Complaints & Compliments Q4	L Testro	A Barwick	Quarterly
Localised Customer Priorities Q4	L Testro	G Walton	Quarterly
Customer Survey Q4	L Testro	H Johnson	Quarterly
Anti Social Behaviour Q4	L Testro	N Bale	Quarterly
Customer Engagement & Community Development Update	L Testro	H Johnson	Bi-annually

8 September 2022	HoS Lead	Author	Frequency
Performance Management Q1	Finance Director	K Sahota	Quarterly
Forward Plan	T Lalria	T Lalria	Annual
Value for Money Annual Report	Finance Director	Finance Director	Annual
Estates Pride – 2021/22 Update	I Yeomans	I Yeomans	Annual
Service Delivery Update	HoS	HoS	Every
Homelessness Q3	J Joyce	D Herrod	Quarterly
Complaints & Compliments Q3	L Testro	A Barwick	Quarterly
Localised Customer Priorities Q3	L Testro	G Walton	Quarterly
Customer Survey Q3	L Testro	H Johnson	Quarterly
Anti Social Behaviour Q3	L Testro	N Bale	Quarterly
Annual Equalities Report	T Lalria	A Barwick	Annual