

**OPERATIONAL BOARD
24 AUGUST 2017**

ITEM A3

**OPERATIONAL BOARD FORWARD PLAN
OCTOBER 2017 – FEBRUARY 2017**

19 October 2017

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| Reports for approval | |
| Estates Maintenance Small Scale Bids* | A McNeil |
| Fire Safety Update | M Murphy |
| Safeguarding Policy | C Mehrbani |
| Charge for Missed Appointments Policy | J Westwood/S Bayliss |
| Income Management Strategy | J Westwood |
| Home Release Policy | C Mehrbani/J Westwood |
| Equalities Policy & Scheme | T Lallia |
| Customer Feedback & Complaints Policy | J Westwood |
| Former Tenants Arrears & Sundry Debts Policy [October 16] | J Westwood |
| Tenant Panel Report – Voids Revisit | Tenant Panel |
| Estates Maintenance Large Scale Programme 17-18 Update | A McNeil |
| CCTV on Estates | C Mehrbani |
| Forward Plan | T Lallia |
| Reports for noting | |
| Service Delivery Update | C Mehrbani/S Bayliss J Westwood/A McNeil |
| Rent Arrears & Welfare Reform Update | J Westwood |
| Estate & Flat Inspections Q1 & 2 | C Mehrbani |
| Complaints and Compliments Q2 | J Westwood |
| Customer Survey Q2 | C Mehrbani |
| Customer Priorities Q2 | C Mehrbani |
| ASB Statistics Q2 | C Mehrbani |
| Homelessness Q2 | C Mehrbani |
| Customer Engagement & Community Development Update | C Mehrbani |
| Equalities Monitoring End of Year Report | T Lallia |

December

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| Reports for approval | |
| Performance Management Q2 | H Greenan (DCC) |
| Forward Plan | T Lallia |
| Fire Safety Update | M Murphy |
| Estates Maintenance Bids | A McNeil |
| Services for Older People Policy Review | C Mehrbani |
| Former Tenants Arrears & Sundry Debts Policy | J Westwood |
| Reports for noting | |
| Schools Mentoring Programme Update | C Mehrbani |
| Service Delivery Update | C Mehrbani/S Bayliss J Westwood/A McNeil |
| Rent Arrears and Welfare Reform Update | J Westwood |

* Estates Maintenance Small Scale Bids – reports are dependent on whether any bids (over £10,000) have been received.

February

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| Reports for approval | |
| Performance Management Q3 | H Greenan (DCC) |
| Forward Plan | T Lalia |
| Fire Safety Update | M Murphy |
| Estates Maintenance Bids | A McNeil |
| Volunteering Strategy | Clare Mehrbani |
| Derby Homes Tenancy Policy | Clare Mehrbani |
| Reports for noting | |
| Service Delivery Update | C Mehrbani/S Bayliss J Westwood/A McNeil |
| Rent Arrears and Welfare Reform Update | J Westwood |
| Customer Priorities Quarter 3 | C Mehrbani |
| Customer Survey Quarter 3 | C Mehrbani |
| Complaints & Compliments Quarter 3 | J Westwood |
| Anti Social Behaviour Quarter 3 | C Mehrbani |
| Homelessness Quarter 3 | C Mehrbani |
| Customer Engagement & Community Development Update | C Mehrbani |

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Heads of Service Contact Details

| Name | Title | Telephone | Email |
|------------|--|-----------|--------------------------------|
| C Mehrbani | Head of Housing Management & Housing Options | 888596 | clare.mehrbani@derbyhomes.org |
| J Westwood | Head of Operations | 888419 | jackie.westwood@derbyhomes.org |
| S Bayliss | Head of Repairs | 888391 | steve.bayliss@derbyhomes.org |
| A McNeil | Head of Housing Investment | 888545 | andrew.mcneil@derbyhomes.org |
| T Lalia | Head of Governance & Corporate Services | 888608 | taranjit.lalia@derbyhomes.org |
| H Greenan | Head of Performance and Intelligence (DCC) | 643462 | heather.greenan@derby.gov.uk |

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