

**OPERATIONAL BOARD  
13 DECEMBER 2018**

# ITEM A2

**OPERATIONAL BOARD FORWARD PLAN  
FEBRUARY – JUNE 2019**

**28 February 2019**

<b>Reports for approval</b>	
Performance Management Q3	H Greenan
Forward Plan	T Lalia
Customer Standards	A Barwick
Estates Maintenance Large Scale Programme 2019/20	S Bennett
Enthusiasm Grant Funding 2019/20	C Mehrbani
Supported Housing Strategy	C Mehrbani
Leasehold Policy	B Peach
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/ T Lalia
Rent Arrears and Welfare Reform Update	J Eyre
Customer First Strategy Update (Delivery Plan Milestone)	A Barwick
Homefinder Q2	C Mehrbani
Complaints & Compliments Q3	A Barwick
Localised Customer Priorities Q3	C Mehrbani
Customer Survey Q3	C Mehrbani
Anti Social Behaviour Q3	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

**25 April**

<b>Reports for approval</b>	
Forward Plan	T Lalia
Crowding & Space Hazards	C Mehrbani
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/ T Lalia
Rent Arrears and Welfare Reform Update	J Eyre
Homelessness Q3	C Mehrbani
Homefinder Q3	C Mehrbani
Board Training & Development Programme 2019/20	J Mitchell

**June 2019**

<b>Reports for approval</b>	
Performance Management Q4	H Greenan
Forward Plan	T Lalia
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/T Lalia
Rent Arrears and Welfare Reform Update	J Eyre
Homelessness Q4	C Mehrbani
Homefinder Q4	C Mehrbani
Complaints & Compliments Q4	A Barwick
Localised Customer Priorities Q4	C Mehrbani
Customer Survey Q4	C Mehrbani
Anti Social Behaviour Q4	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

Name	Title	Telephone	Email
C Mehrbani	Head of Operations (Housing Management & Housing Options)	888596	clare.mehrbani@derbyhomes.org
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S Bennett	Director of Investment & Maintenance	888524	shaun.bennett@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

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