

**OPERATIONAL BOARD
20 OCTOBER 2016**

ITEM A2

**OPERATIONAL BOARD FORWARD PLAN
DECEMBER 2016 – JUNE 2017**

December

Workshop

Performance Management	H Greenan (DCC)
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Reports for approval

Estates Maintenance Large Scale Bids*	A McNeil
Forward Plan	T Lallia
Performance Management Q2	H Greenan (DCC)
Customer Service Strategy	C Hill
Former Tenants Arrears & Sundry Debts Policy	J Westwood
Customer Engagement & Community Development Strategy	J Joyce

Reports for noting

Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood
DACP Partnership Forum Update	C Mehrbani
Estates Maintenance Large Scale Improvements Progress Report	A McNeil
Derby Homefinder Q1 and Q2	C Mehrbani
Complaints and Satisfaction Q2	C Hill
Estate & Flat Inspections Q2	C Mehrbani
Customer Priorities Q2	C Mehrbani
Customer Satisfaction Q2	C Mehrbani
Homelessness Statistics Q2	C Mehrbani
ASB Statistics Q2	C Mehrbani

February 2017

Reports for approval

Estates Maintenance Large Scale Bids*	A McNeil
Fire Safety Policy	S Hufton
Charge for Missed Appointments	J Westwood/S Bayliss
Income Management Strategy 2015-17	J Westwood
Performance Management Q3	H Greenan (DCC)
Forward Plan	T Lallia

Reports for noting

Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood
Complaints and Satisfaction Q3	C Hill

Customer Priorities Q3	C Mehrbani
Customer Satisfaction Q2	C Mehrbani
Homelessness Statistics Q3	C Mehrbani
ASB Statistics Q3	C Mehrbani
Large Scale Estates Pride Improvements Progress Report	A McNeil
Customer Engagement & Community Development Update	C Mehrbani

April 2017

Reports for approval

Estates Maintenance Large Scale Bids*	A McNeil
Forward Plan	T Lallia
Home Release	Murray Chapman
Welfare Adaptations	Tony Billingham

Reports for noting

Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood

June 2017

Reports for approval

Estates Maintenance Large Scale Bids*	A McNeil
Performance Management Q4	H Greenan (DCC)
Forward Plan	T Lallia

Reports for noting

Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood
Estate & Flat Inspections Q2	C Mehrbani

October 2017

Reports for approval

Financial Inclusion Strategy	J Westwood
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February 2018

Reports for approval

Derby Homes Tenancy Policy	C Mehrbani
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* Estates Maintenance Large Scale Bids – reports are dependent on whether any bids (over £10,000) have been received.

Heads of Service Contact Details

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