



**OPERATIONAL BOARD  
30 JUNE 2016**

**FORWARD PLAN  
AUGUST 2016 – FEBRUARY 2017**

**25 August 2016**

**Reports for approval**

Report Title	Lead Officer
Estates Maintenance Small Scale Bids	R Holman
HCA Compliance Statement – Consumer Standard	M Chapman
Financial Inclusion Strategy	J Westwood
Value for Money Strategy	D Enticott
Customer Communications Strategy	J Joyce
Rent Payment Methods Policy	C Hancock

**Reports for noting**

Service Delivery Update	C Mehrbani/ S Bayliss J Westwood/ A McNeil/ C Hill
Rent Arrears & Welfare Reform Update	J Eyre
Performance Management Q1	V Watson
Complaints and Satisfaction Q1	A Barwick
Estate & Flat Inspections Q1	T O'Connor
Customer Priorities Q1	M Facey
Homelessness Statistics Q1	D Herrod
ASB Statistics Q1	M Chapman
Equalities End of Year Report	A Barwick
Operational Board Members Appraisal	J Mitchell
Tree Update	B Scott
Large Scale Estates Pride Improvements Progress Report	R Holman

**20 October 2016**

**Reports for approval**

Estates Maintenance Small Scale Bids	R Holman
Customer Engagement & Community Development Strategy	J Joyce
Garage Strategy	M Crown
Remedy & Compensation Policy	A Barwick
Former Tenants Arrears & Sundry Debts Policy	B Peach

**Note:** Estates Maintenance Small Scale Bids reports are dependent on whether any bids above £10,000 have been received.

**Reports for noting**

Service Delivery Update	C Mehrbani/ S Bayliss J Westwood/ A McNeil/ C Hill
Rent Arrears & Welfare Reform Update	J Eyre
Customer Engagement & Community Development Update	J Joyce
Performance Management Q2	V Watson
Complaints and Satisfaction Q2	A Barwick
Estate & Flat Inspections Q2	T O'Connor
Customer Priorities Q2	M Facey
Homelessness Statistics Q2	D Herrod
ASB Statistics Q2	M Chapman
Independent Living Training by the Derby Youth Board	J Veater/A Styles

**December****Reports for noting**

Service Delivery Update	C Mehrbani/ S Bayliss J Westwood/ A McNeil/ C Hill
Rent Arrears & Welfare Reform Update	J Eyre
Estates Maintenance Small Scale Bids	R Holman
DACP Progress / Update	C Willis
Large Scale Estates Pride Improvements Progress Report	R Holman

**February 2017****Reports for approval**

Estates Maintenance Small Scale Bids	R Holman
Derby Homes Tenancy Policy	C Mehrbani
Fire Safety Policy	Stuart Hufton
Charge for Missed Appointments	Jackie Durham
Income Management Strategy 2015-17	Jackie Durham

**Reports for noting**

Service Delivery Update	C Mehrbani/ S Bayliss J Westwood/ A McNeil/ C Hill
Rent Arrears & Welfare Reform Update	J Eyre
Performance Management Q3	V Watson
Complaints and Satisfaction Q3	A Barwick
Estate & Flat Inspections Q3	T O'Connor
Customer Priorities Q3	M Facey
Homelessness Statistics Q3	D Herrod
ASB Statistics Q3	M Chapman
DACP Partnership Forum Update	C Willis
Large Scale Estates Pride Improvements Progress Report	R Holman

**Note:** Estates Maintenance Small Scale Bids reports are dependent on whether any bids above £10,000 have been received.