

OPERATIONAL BOARD
13 MAY 2021

ITEM A2

OPERATIONAL BOARD FORWARD PLAN
SEPTEMBER 2021 – FEBRUARY 2022

Date	Report Title	HoS Lead	Author	Frequency
02/09/2021	Performance Management Q1	D Enticott	K Sahota	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Former Tenants Arrears & Sundry Debtors Policy	Michael Kirk	Michael Kirk	Policy
	Value for Money Annual Report	D Enticott	D Enticott	Annual
	Social Value Strategy	D Enticott	D Enticott	Policy
	Estates Pride – 2021/22 update	I Yeomans	I Yeomans	Annual
	Voids Lettable Standard	S Bayliss	E Harriott	Policy
	Customer Voice - Quality of Repairs 6 month review	S Bayliss	S Bayliss	Other
	Service Delivery Update	HoS	HoS	Every
	Homelessness Q1	M Palmer	D Herrod	Quarterly
	Complaints & Compliments Q1	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q1	L Testro	G Walton	Quarterly
	Customer Survey Q1	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q1	L Testro	N Bale	Quarterly
Dec-21	Performance Management Q2	D Enticott	K Sahota	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Estates Pride 2022/23	I Yeomans	I Yeomans	Annual
	Rechargeable Repairs	L Testro/ S Bayliss	L Testro/ S Bayliss	Policy
	Children & Young People Strategy	L Testro	H Johnson	Policy
	Home Release Policy	L Testro	L Testro	Policy
	Pets Policy	L Testro	L Testro	Policy
	Discretionary Allocations	M Palmer	M Palmer	Policy
	Volunteering Strategy	L Testro	H Johnson	Policy
	Income Management Strategy	M Kirk	M Kirk	Policy
	Service Delivery Update	HoS	HoS	Every
	Grounds Maintenance Update	I Yeomans	I Yeomans	Other
	Homelessness Q2	M Palmer	D Herrod	Quarterly
	Complaints & Compliments Q2	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q2	L Testro	G Walton	Quarterly
	Customer Survey Q2	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q2	L Testro	N Bale	Quarterly
	Customer Engagement & Community Development Update	L Testro	H Johnson	Other
	Estate & Flat Inspections Q1 & 2	L Testro	T O'Connor	Other
	Homefinder Q1 & 2	M Palmer	N Tuckwell	Other

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Feb-22	Performance Management Q3	D Enticott	K Sahota	Quarterly
	Forward Plan	T Lalia	J Mitchell	Every
	DACP Grant 2022/23	L Testro	H Johnson	Annual
	Service Delivery Update	HoS	HoS	Every
	Homelessness Q3	M Palmer	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