

**OPERATIONAL BOARD  
25 AUGUST 2016**

# ITEM A2

**OPERATIONAL BOARD FORWARD PLAN  
OCTOBER 2016 – APRIL 2017**

**20 October 2016**

**Reports for approval**

Title	Head of Service
Estates Maintenance Large Scale Bids*	A McNeil
Customer Engagement & Community Development Strategy	C Mehrbani
Customer Communications Strategy	C Mehrbani
Remedy & Compensation Policy	C Hill
Former Tenants Arrears & Sundry Debts Policy	J Westwood
Rent Payment Methods Policy	J Westwood
Performance Management Q2	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
Customer Engagement & Community Development Update	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
Independent Living Training by the Derby Youth Board	C Mehrbani

**December**

**Reports for approval**

Estates Maintenance Large Scale Bids*	A McNeil
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
Estates Maintenance Small Scale Bids	A McNeil
DACP Progress / Update	C Mehrbani
Large Scale Estates Pride Improvements Progress Report	A McNeil
Derby Homefinder Q1 and Q2	C Mehrbani

## February 2017

### Reports for approval

Estates Maintenance Large Scale Bids*	A McNeil
Derby Homes Tenancy Policy	C Mehrbani
Fire Safety Policy	H Greenan (DCC)
Charge for Missed Appointments	J Westwood
Income Management Strategy 2015-17	J Westwood
Performance Management Q3	H Greenan (DCC)
Financial Inclusion Strategy	J Westwood
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
Estate & Flat Inspections Q3	C Mehrbani
Customer Priorities Q3	C Mehrbani
Customer Satisfaction Q2	C Mehrbani
Homelessness Statistics Q3	C Mehrbani
ASB Statistics Q3	C Mehrbani
DACP Partnership Forum Update	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
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

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

### Heads of Service Contact Details

Name	Title	Telephone	Email
C Mehrbani	Head of Housing Management & Housing Options	888596	clare.mehrbani@derbyhomes.org
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