

OPERATIONAL BOARD FORWARD PLAN

Date	Report Title	Executive Lead	Author	Frequency
	Anti Social Behaviour Q1	L Testro	M Chapman	Quarterly
Nov-20	Appointment of OB Chair & Vice Chair	T Lallia	J Mitchell	Annual
	Performance Management Q2	D Enticott	V Watson	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Customer Engagement Strategy	L Testro	H Johnson	Policy
	Customer Communication Strategy	L Testro	P Cole	Policy
	Estates Pride Programme 2021-22	I Yeomans	R Holman	Annual
	Disturbance Payment Procedure	S Bayliss	S Bayliss	Other
	Annual Rent Letter – Proposed Changes	M Kirk	C Hancock	Other
	Fire Safety in Flats	M Kirk	M Kirk	Other
	Pest Control	L Testro	L Testro	Other
	Service Delivery Update	HoS	HoS	Every
	Customer Engagement & Community Development Update	L Testro	H Johnson	Other
	Estate & Flat Inspections Q3 & 4	L Testro	M Chapman	Other
	Homelessness Q2	M Palmer	D Herrod	Quarterly
	Homefinder Q1 & 2	M Palmer	N Tuckwell	Other
	Complaints & Compliments Q2	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q2	L Testro	H Johnson	Quarterly
	Customer Survey Q2	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q2	L Testro	M Chapman	Quarterly
Feb-21	Performance Management Q3	D Enticott	V Watson	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Service Delivery Update	HoS	HoS	Every
	Customer Engagement & Community Development Update	L Testro	H Johnson	Other
	Estate & Flat Inspections Q3 & 4	L Testro	M Chapman	Other
	Homelessness Q2	M Palmer	D Herrod	Quarterly
	Homefinder Q1 & 2	M Palmer	N Tuckwell	Other
	Complaints & Compliments Q2	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q2	L Testro	H Johnson	Quarterly
	Customer Survey Q2	L Testro	H Johnson	Quarterly
May-21	Anti Social Behaviour Q2	L Testro	M Chapman	Quarterly
	Performance Management Q3	D Enticott	V Watson	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Violence & Aggression	L Testro	M Chapman	Policy
	Customer First Strategy	L Testro	H Johnson	Policy
	Anti Social Behaviour Policy	L Testro	M Chapman	Policy
	Service Delivery Update	HoS	HoS	Every
	Customer Engagement & Community Development Update	L Testro	H Johnson	Other
	Estate & Flat Inspections Q3 & 4	L Testro	M Chapman	Other
	Homelessness Q2	M Palmer	D Herrod	Quarterly
	Homefinder Q1 & 2	M Palmer	N Tuckwell	Other
	Complaints & Compliments Q2	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q2	L Testro	H Johnson	Quarterly
	Customer Survey Q2	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q2	L Testro	M Chapman	Quarterly

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None
Supporting Information: None