

**OPERATIONAL BOARD  
15 DECEMBER 2016**

**ITEM A2**

**OPERATIONAL BOARD FORWARD PLAN  
FEBRUARY – JUNE 2017**

**23 February 2017**

<b>Reports for approval</b>	
Estates Maintenance Large Scale Bids*	A McNeil
Fire Safety Policy	C Hill
Charge for Missed Appointments Policy	J Westwood/ S Bayliss
Income Management Strategy 2015-17	J Westwood
Former Tenants Arrears & Sundry Debts Policy	J Westwood
Performance Management Q3	H Greenan (DCC)
Forward Plan	T Lallia
Youth Board Presentation	A Styles
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/ C Hill
Rent Arrears & Welfare Reform Update	J Westwood
Customer Priorities Q3	C Mehrbani
Customer Survey Q3	C Mehrbani
Homelessness Statistics Q3	C Mehrbani
Complaints & Complements Q3	C Hill
ASB Statistics Q3	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani
Derby Homefinder Q1 & Q2	C Mehrbani

**27 April 2017**

<b>Reports for approval</b>	
Estates Maintenance Large Scale Bids*	A McNeil
Forward Plan	T Lallia
Financial Inclusion Strategy	J Westwood
Home Release Policy	C Mehrbani
Welfare Adaptations Policy	T Billingham
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood
Reappointment/Recruitment of Operational Board Members Process (all Tenant OBMs to retire at AGM 2017)	T Lallia

**29 June 2017**

<b>Reports for approval</b>	
Estates Maintenance Large Scale Bids*	A McNeil
Performance Management Q4	H Greenan (DCC)

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

Customer Service Strategy Update	C Hill
Equalities Policy & Scheme	C Hill
Domestic Abuse	C Mehrbani
Partnership Management Framework	C Mehrbani
Forward Plan	T Lalia
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood
Estate & Flat Inspections Q4	C Mehrbani
Complaints and Complements Q4	C Hill
Customer Survey Q4	C Mehrbani
Customer Priorities Q4	C Mehrbani
Derby Homefinder Q3 & 4	C Mehrbani
ASB Statistics Q4	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

### Heads of Service Contact Details

Name	Title	Telephone	Email
C Mehrbani	Head of Housing Management & Housing Options	888596	clare.mehrbani@derbyhomes.org
J Westwood	Head of Income Management & Advice	888419	jackie.westwood@derbyhomes.org
C Hill	Head of Personnel	888406	christine.hill@derbyhomes.org
S Bayliss	Head of Repairs	888391	steve.bayliss@derbyhomes.org
A McNeil	Head of Housing Investment	888545	andrew.mcneil@derbyhomes.org
T Lalia	Company Solicitor	888608	taranjit.lalia@derbyhomes.org
H Greenan	Head of Performance and Intelligence (DCC)	643462	heather.greenan@derby.gov.uk

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