

**OPERATIONAL BOARD
27 JUNE 2019**

ITEM A2

**OPERATIONAL BOARD FORWARD PLAN
AUGUST – OCTOBER 2019**

29 August

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| Reports for approval | |
| Performance Management Q1 | H Greenan |
| Forward Plan | T Lallia |
| Value for Money Annual Report 2019 | D Enticott |
| Value for Money Strategy | D Enticott |
| Domestic Abuse Policy | L Testro |
| Leasehold Policy | B Peach |
| Review of Sign Up Process | Customer Voice |
| Reports for noting | |
| Service Delivery Update | Heads of Service |
| Common Rooms Costs and Income | C Mehrbani |
| Rent Arrears and Welfare Reform Update | J Eyre |
| Homelessness Q1 | C Mehrbani |
| Homefinder Q1 | C Mehrbani |
| Complaints & Compliments Q1 | A Barwick |
| Localised Customer Priorities Q1 | C Mehrbani |
| Customer Survey Q1 | C Mehrbani |
| Anti Social Behaviour Q1 | C Mehrbani |
| Equalities Annual Report | A Barwick |

31 October

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| Reports for approval | |
| Performance Management Q2 | H Greenan |
| Forward Plan | T Lallia |
| Estates Maintenance Large Scale Programme 2019-20 Update | S Bennett |
| Income Management Strategy | J Eyre |
| Rent in Advance Policy | B Peach |
| Customer Communication Strategy | P Cole |
| Night Shelter Grant | C Mehrbani |
| Reports for noting | |
| Service Delivery Update | Heads of Service |
| Rent Arrears and Welfare Reform Update | J Eyre |
| Customer Engagement & Community Development Update | C Mehrbani |

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