

OPERATIONAL BOARD FORWARD PLAN OF AGENDA ITEMS

3 September

For Approval	HoS	Lead
Performance Management Q4 19/20 & Q1 20/21	H Greenan	V Watson
Forward Plan	T Lallia	J Mitchell
Value for Money Annual Report	D Enticott	D Enticott
YMCA Youth Innovation Pilot Project – Update	L Testro	H Johnson
Safeguarding Policy	L Testro	L Testro
Customer Communication Strategy	L Testro	P Cole
For Noting	HoS	Lead
Service Delivery Update	Heads of Service	HoS
Homelessness Q1	M Palmer	D Herrod
Complaints & Compliments Q1	L Testro	A Barwick
Localised Customer Priorities Q1	L Testro	H Johnson
Customer Survey Q1	L Testro	H Johnson
Anti Social Behaviour Q1	L Testro	M Chapman

December

For Approval	HoS	Lead
Performance Management Q2	H Greenan	V Watson
Forward Plan	T Lallia	J Mitchell
Estates Pride Large Scale Programme 20-21 Update	I Yeomans	R Holman
For Noting	HoS	Lead
Service Delivery Update	Heads of Service	HoS
Customer Engagement & Community Development Update	L Testro	H Johnson
Estate & Flat Inspections Q1 & 2	L Testro	M Chapman
Homelessness Q2	M Palmer	D Herrod
Homefinder Q1 & 2	M Palmer	N Tuckwell/ V Watson
Complaints & Compliments Q2	L Testro	A Barwick
Localised Customer Priorities Q2	L Testro	H Johnson
Customer Survey Q2	L Testro	H Johnson
Anti Social Behaviour Q2	L Testro	M Chapman