

**OPERATIONAL BOARD
27 APRIL 2017**

ITEM A2

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

29 June 2017

Reports for approval	
Estates Maintenance Small Scale Bids*	A McNeil
Performance Management Q4	H Greenan (DCC)
Customer Service Strategy Update	C Hill
Equalities Policy & Scheme	C Hill
Domestic Abuse	C Mehrbani
Partnership Management Framework	C Mehrbani
Tenants Who May Pose a Risk Procedure Update	C Mehrbani
Home Release Policy	C Mehrbani
Former Tenants Arrears & Sundry Debts Policy	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
Estate & Flat Inspections Q4	C Mehrbani
Complaints and Compliments Q4	C Hill
Customer Survey Q4	C Mehrbani
Customer Priorities Q4	C Mehrbani
Homelessness Q4	C Mehrbani
Derby Homefinder Q3 & 4	C Mehrbani
ASB Statistics Q4	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

24 August

Reports for approval	
Estates Maintenance Small Scale Bids*	A McNeil
Performance Management Q1	H Greenan (DCC)
Forward Plan	T Lallia
Customer Feedback & Complaints Policy	C Hill
Reports for noting	
Service Delivery Update	C Mehrbani/S Bayliss J Westwood/A McNeil/C Hill
Rent Arrears & Welfare Reform Update	J Westwood
Estate & Flat Inspections Q1	C Mehrbani
Complaints and Compliments Q1	C Hill
Customer Survey Q1	C Mehrbani
Customer Priorities Q1	C Mehrbani
ASB Statistics Q1	C Mehrbani
Homelessness Q1	C Mehrbani
Equalities Monitoring End of Year Report	C Hill

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

19 October 2017

Reports for approval	
Estates Maintenance Small Scale Bids*	A McNeil
Performance Management Q2	H Greenan (DCC)
Safeguarding Policy	L Testro
Charge for Missed Appointments Policy	J Westwood/ S Bayliss
Income Management Strategy 2015-17	J Westwood
Estates Maintenance Large Scale Programme 17-18 Update	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
Estate & Flat Inspections Q2	C Mehrbani
Complaints and Compliments Q2	C Hill
Customer Survey Q2	C Mehrbani
Customer Priorities Q2	C Mehrbani
ASB Statistics Q2	C Mehrbani
Homelessness Q2	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

* 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
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 Lallia	Company Solicitor	888608	taranjit.lallia@derbyhomes.org
H Greenan	Head of Performance and Intelligence (DCC)	643462	heather.greenan@derby.gov.uk

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