

OPERATIONAL BOARD FORWARD PLAN
DECEMBER 2022 – June 2023

*dates to be confirmed

08/12/2022	Report Title	HOS Lead	Author	Frequency
	Part B Supplementary Questions	T Lalria	T Lalria	Every
	Forward Plan	T Lalria	T Lalria	Every
	Service Delivery Update	HoS	HoS	Every
	Void Management Policy	L Testro	L Testro	Policy
	Tenancy Policy (first Item)	L Testro	L Testro	Policy
	Succession Policy	L Testro	L Testro	
	Customer Service Standards	M Murphy	M Murphy	Policy
	Performance Management Q2	M Kirk	K Sahota	Quarterly
	Community Action Derby Grant	L Testro	H Johnson	Annual
	Estates Pride 2023/24 Budget	I Yeomans	I Yeomans	Annual
	Homelessness Q2	J Joyce	D Herrod	Quarterly
	Complaints & Compliments Q2	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q2	L Testro	G Walton	Quarterly
	Customer Survey Q2	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q2	L Testro	N Bale	Quarterly
	Customer Engagement & Community Development Update	L Testro	H Johnson	Bi-annually
	Estate & Flat Inspections Q1 & 2	L Testro	T O'Connor	Bi-annually
	Homefinder Q2	J Joyce	N Tuckwell	Quarterly
	Confidential – Rent Arrears	M Kirk	J Sanghera	Other
09/03/2023*	Part B Supplementary Questions	T Lalria	T Lalria	Every
	Forward Plan	T Lalria	T Lalria	Every
	Service Delivery Update	HoS	HoS	Every
	Homelessness Q3	J Joyce	D Herrod	Quarterly
	Complaints & Compliments Q3	Housing Management	A Barwick	Quarterly
	Localised Customer Priorities Q3	Housing Management	G Walton	Quarterly
	Customer Survey Q3	Housing Management	H Johnson	Quarterly
	Anti Social Behaviour Q3	Housing Management	N Bale	Quarterly
	Performance Management Q3	HoS	K Sahota	Quarterly

	Youth Alliance Grant	Housing Management HOS	H Johnson	Annual
	Financial Inclusion Strategy	M Kirk	M Kirk	Policy
08/06/2023*	Part B Supplementary Questions Forward Plan	T Lalria	T Lalria	Every
	Service Delivery Update	T Lalria	T Lalria	Every
	Homelessness Q4	HoS	HoS	Every
	Complaints & Compliments Q4	J Joyce	D Herrod	Quarterly
		Housing Management HOS	A Barwick	Quarterly
	Localised Customer Priorities Q4	Housing Management HOS	G Walton	Quarterly
	Customer Survey Q4	Housing Management HOS	H Johnson	Quarterly
	Anti Social Behaviour Q4	Housing Management HOS	N Bale	Quarterly
	Performance Management Q4	M Kirk	K Sahota	Quarterly
	Homefinder Q4	J Joyce	N Tuckwell	Bi-annually
	Customer Engagement & Community Development Update	Housing Management HOS	H Johnson	Bi-annually
	Estate & Flat Inspections	Housing Management HOS	T O'Connor	Bi-annually
	DACP Grant 2022/23	Housing Management HOS	H Johnson	Annual
	Common Rooms and Community Space Policy	Housing Management HOS	Holly Johnson	Policy
	Partnership Framework	Housing Management HOS	Holly Johnson	Policy
	Decant Policy	Housing Management HOS	Housing Management HOS	Policy