

**OPERATIONAL BOARD
29 AUGUST 2019**

ITEM A2

**OPERATIONAL BOARD FORWARD PLAN
DECEMBER 2019**

12 December

Reports for approval	HoS	Lead
Performance Management Q2	H Greenan	V Watson
Forward Plan	T Lalia	J Mitchell
Estates Maintenance Large Scale Programme 2019-20 Update	S Bennett	R Holman
Income Management Strategy	M Kirk	M Kirk
Rent in Advance Policy	M Kirk	B Peach
Leasehold Policy	M Kirk	B Peach
Customer Communication Strategy	L Testro	P Cole
Reports for noting		
Service Delivery Update	Heads of Service	HoS
Rent Arrears and Welfare Reform Update	M Kirk	J Sanghera
Customer Engagement & Community Development Update	L Testro	H Johnson
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

Following the Board's approval of the change of meeting frequency, the forward plan for meetings in 2020 are currently being planned and a full list will be brought to the December meeting.

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