

**OPERATIONAL BOARD
25 APRIL 2019**

ITEM A2

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

27 June 2019

Reports for approval	
Performance Management Q4	H Greenan
Forward Plan	T Lallia
Leasehold Policy	B Peach
Crowding & Space Hazards Policy	M Chapman
Reports for noting	
Service Delivery Update	Heads of Service
Rent Arrears and Welfare Reform Update	J Eyre
Estate & Flat Inspections Q3 & Q4	C Mehrbani
Homelessness Q3 & 4	C Mehrbani
Complaints & Compliments Q4	A Barwick
Localised Customer Priorities Q4	C Mehrbani
Customer Survey Q4	C Mehrbani
Anti Social Behaviour Q4	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

29 August

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
Reports for noting	
Service Delivery Update	Heads of Service
Rent Arrears and Welfare Reform Update	J Eyre
Homelessness Q1	C Mehrbani
Homefinder Q4	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

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

Name	Title	Telephone	Email
C Mehrbani	Director of Housing Services	888596	clare.mehrbani@derbyhomes.org
S Bayliss	Head of Repairs	888391	steve.bayliss@derbyhomes.org
S Bennett	Director of Investment & Maintenance	888524	shaun.bennett@derbyhomes.org
T Lalria	Head of Governance & Corporate Services	888608	taranjit.lalria@derbyhomes.org
H Greenan	Head of Performance and Intelligence (DCC)	643462	heather.greenan@derby.gov.uk

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