

**OPERATIONAL BOARD
25 FEBRUARY 2021**

ITEM A2

**OPERATIONAL BOARD FORWARD PLAN
MAY – DECEMBER 2021**

Date	Report Title	HoS Lead	Author	Frequency
13-May	Performance Management Q4	D Enticott	K Sahota	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Violence & Aggression	L Testro	L Testro	Policy
	Customer First Strategy	L Testro	H Johnson	Policy
	Anti Social Behaviour Policy	L Testro	L Testro	Policy
	Service Delivery Update	HoS	HoS	Every
	Customer Engagement & Community Development Update	L Testro	H Johnson	Other
	Estate & Flat Inspections Q3 & 4	L Testro	T O'Connor	Other
	Homelessness Q4	M Palmer	D Herrod	Quarterly
	Homefinder Q3 & 4	M Palmer	N Tuckwell	Other
	Complaints & Compliments Q4	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q4	L Testro	G Walton	Quarterly
	Customer Survey Q4	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q4	L Testro	N Bale	Quarterly
02-Sep	Performance Management Q1	D Enticott	K Sahota	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Income Management Strategy	Michael Kirk	Michael Kirk	Policy
	Former Tenants Arrears & Sundry Debtors Policy	Michael Kirk	Michael Kirk	Policy
	Value for Money Annual Report	D Enticott	D Enticott	Annual
	Volunteering Strategy	L Testro	H Johnson	Policy
	Voids Lettable Standard	S Bayliss	E Harriott	Policy
	Service Delivery Update	HoS	HoS	Every
	Homelessness Q1	M Palmer	D Herrod	Quarterly
	Complaints & Compliments Q1	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q1	L Testro	G Walton	Quarterly
	Customer Survey Q1	L Testro	H Johnson	Quarterly
	Anti Social Behaviour Q1	L Testro	N Bale	Quarterly
Dec	Performance Management Q2	D Enticott	K Sahota	Quarterly
	Forward Plan	T Lallia	J Mitchell	Every
	Social Value Strategy	M Murphy	M Murphy	Policy
	Children & Young People Strategy	L Testro	H Johnson	Policy
	Home Release Policy	L Testro	L Testro	Policy
	Pets Policy	L Testro	L Testro	Policy
	Discretionary Allocations	M Palmer	M Palmer	Policy
	Rechargeable Repairs	L Testro	L Testro	Policy
	Service Delivery Update	HoS	HoS	Every
	Homelessness Q2	M Palmer	D Herrod	Quarterly
	Complaints & Compliments Q2	L Testro	A Barwick	Quarterly
	Localised Customer Priorities Q2	L Testro	G Walton	Quarterly

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Date	Report Title	HoS Lead	Author	Frequency
	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	Other
	Estate & Flat Inspections Q1 & 2	L Testro	T O'Connor	Other
	Homefinder Q1 &2	M Palmer	N Tuckwell	Other