

**OPERATIONAL BOARD  
18 OCTOBER 2018**

# ITEM A2

**OPERATIONAL BOARD FORWARD PLAN  
DECEMBER 2018 – APRIL 2019**

**13 December (provisional)**

<b>Reports for approval</b>	
Performance Management Q2	H Greenan (DCC)
Forward Plan	T Lalia
Grounds Maintenance Update	S Bennett
Customer First Strategy & Action Plan	J Westwood
Customer Service Standards	J Westwood
Leasehold Policy	J Westwood
Former Tenants Arrears & Sundry Debts Policy	J Westwood
Rechargeable Repairs Policy	C Mehrbani/S Bayliss
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/J Westwood/T Lalia
Rent Arrears and Welfare Reform Update	J Westwood
Complaints & Compliments Q2	J Westwood
Localised Customer Priorities Q1	C Mehrbani
Customer Survey Q2	C Mehrbani
Anti Social Behaviour Q2	C Mehrbani
Estate & Flat Inspections Q1 & 2	C Mehrbani
Homelessness Q2	C Mehrbani
Homefinder Q2	C Mehrbani

**February 2019**

<b>Reports for approval</b>	
Performance Management Q3	H Greenan
Forward Plan	T Lalia
Estates Maintenance Large Scale Programme 2019/20	S Bennett
Supported Housing Strategy	C Mehrbani
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/J Westwood/T Lalia
Rent Arrears and Welfare Reform Update	J Westwood
Customer First Strategy Update (Delivery Plan Milestone)	J Westwood
Homelessness Q2	C Mehrbani
Homefinder Q2	C Mehrbani
Complaints & Compliments Q3	J Westwood
Localised Customer Priorities Q3	C Mehrbani
Customer Survey Q3	C Mehrbani
Anti Social Behaviour Q3	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

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

**April 2019**

<b>Reports for approval</b>	
Forward Plan	T Lalria
Supported Housing Strategy	C Mehrbani
<b>Reports for noting</b>	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/J Westwood/T Lalria
Rent Arrears and Welfare Reform Update	J Westwood
Homelessness Q3	C Mehrbani
Homefinder Q3	C Mehrbani

Name	Title	Telephone	Email
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H Greenan	Head of Performance and Intelligence (DCC)	643462	heather.greenan@derby.gov.uk

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