

HOUSING OPERATIONS BOARD – FORWARD PLAN - DRAFT

SUBJECT	DECISION TO BE TAKEN	KEY DECISION (YES/NO)	CONSULTATION (WHO)	RELEVANT DOCUMENTS	CONTACT OFFICER	TIMESCALE
Governance	<ul style="list-style-type: none"> ▪ Draw up Terms of Reference (ToRs) ▪ Define clear roles, responsibilities and accountabilities of members ▪ Appoint Chair, Secretary and members ▪ Attendance tracking mechanisms and monitoring to drive representation in line with ToRs ▪ Delegation arrangements, including retention of accountability ▪ Procedures to escalate and remediate issues ▪ Documentation standards including demonstrability of challenge and fulfilment of responsibilities ▪ Consideration of specific regulatory requirements surrounding governance; independence, segregation of duties and conflicts management 					
HOB Meetings	<ul style="list-style-type: none"> ▪ Frequency ▪ How – online, face to face ▪ Timing in the cycle ▪ Venue ▪ Minutes (who) 			ToRs		Quarterly
Reporting - General	<ul style="list-style-type: none"> ▪ What reports are required ▪ Produce a template for all reports ▪ Who is responsible for production of the reports ▪ Who will collate and circulate the reports 					
Reporting – Specific (What teams will report on)	<p>Housing Repairs: (Ernie Gray)</p> <ul style="list-style-type: none"> ▪ Decent Homes Standard ▪ 6 Areas of Health & Safety (Exception reporting) ▪ Capital Programme/Procurement Pipeline ▪ HRA Business Plan ▪ Legislative updates ▪ Improvement Plan ▪ Stock Condition Survey ▪ Leaseholders: <ul style="list-style-type: none"> ○ s.20 ○ service charges ○ arrears 					

	<p>Homelessness, Advice and Allocations: (Siobhan Kennedy)</p> <ul style="list-style-type: none"> ▪ Homelessness plan ▪ Rough sleepers <p>Neighbourhood Housing: (Siobhan Rumble)</p> <ul style="list-style-type: none"> ▪ Grounds Maintenance ▪ Cleaning ▪ ASB ▪ Tenancy Audits ▪ Tenancy Sustainment ▪ Performance against Tenancy Standards <p>Service Insight & Improvement: (Meena Lota)</p> <ul style="list-style-type: none"> ▪ KPIs ▪ Complaints – lessons learned ▪ Customer Satisfaction ▪ Overall performance against Standards 					