

HOUSING OPERATIONS BOARD – FORWARD PLAN

SUBJECT	DECISION TO BE TAKEN	STATUS	KEY DECISION (YES/NO)	CONSULTATION (WHO)	RELEVANT DOCUMENTS	CONTACT OFFICER	TIMESCALE/ FREQUENCY
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 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed – See ToR</p> <p>Completed – See ToR</p>					
HOB Meetings	<ul style="list-style-type: none"> ▪ Frequency ▪ How – online, face to face ▪ Timing in the cycle ▪ Venue ▪ Minutes (who) ▪ Invited speakers 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>			ToRs		<p>Every 8 weeks (Excl Aug/Dec)</p> <p>As required</p>
Reporting - General	<ul style="list-style-type: none"> ▪ What reports are required ▪ Timeframes ▪ Produce a template for all reports ▪ Who is responsible for production of the reports ▪ Who will collate and circulate the reports 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>					<p>See ToR</p> <p>See ToR</p> <p>TBC</p> <p>See ToR</p> <p>See ToR</p>
Reporting – Specific (What teams will report on)	<p>HRA Business Plan and budget (Julian/Annalisa)</p> <p>Housing Service Plan (Julian/Annalisa)</p> <p>Housing Improvement (Transformation) Plan progress reports (Julian/Annalisa)</p> <p>Strategic Review and development ; Housing Strategy, Homelessness Strategy and Housing Asset Management Strategy (Julian/Annalisa)</p> <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 						<p>Sept 2024</p>

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	<ul style="list-style-type: none"> ▪ Improvement Plan ▪ Stock Condition Survey ▪ Leaseholders: <ul style="list-style-type: none"> ○ s.20 ○ service charges ○ arrears Homelessness, Advice and Allocations: (Siobhan Kennedy) <ul style="list-style-type: none"> ▪ Homelessness plan ▪ Rough sleepers Neighbourhood Housing: (Siobhan Rumble) <ul style="list-style-type: none"> ▪ Grounds Maintenance ▪ Cleaning ▪ ASB ▪ Tenancy Audits ▪ Tenancy Sustainment ▪ Performance against Tenancy Standards Service Insight & Improvement: (Meena Lota) <ul style="list-style-type: none"> ▪ Review of existing policies/introduction of new policies ▪ KPIs ▪ Complaints – including lessons learned, Housing Ombudsman self-assessment ▪ Tenant Satisfaction Measures ▪ Overall performance against regulatory Standards ▪ Matters relating to tenant scrutiny and challenge 						Sept 2024
	<p>Topics</p> <ul style="list-style-type: none"> • Voids 						Sept 2024