



FREEDOM OF INFORMATION ACT 2000

**PUBLICATION SCHEME
FOR
NORTHWARDS HOUSING LTD**

NORTHWARDS HOUSING PUBLICATION SCHEME

Company Details:

Northwards Housing Ltd
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Manchester
M9 8ZS

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Text: 07786200334
Email: info@northwardshousing.co.uk
Website: www.northwardshousing.co.uk

Responsibility and who to contact:

You should contact the Head of Business Support whose contact details are given above.

Alternatively you can contact any of our local housing offices directly and make your request.

A 'tenant friendly' leaflet called 'Information we hold' has been produced giving basic guidance on the process. This leaflet is available free of charge to any members of the public from the above address, from local offices and can be downloaded from our website.

Introduction

Northwards Housing is a not for profit arms length management organisation (ALMO) managing council homes on behalf of Manchester City Council.

This publication scheme indicates what information Northwards Housing Ltd will make publicly available as part of its normal business activities.

Steve Finegan, Head of Business Support is the senior manager with responsibility for the publication scheme on behalf of Northwards Housing and on a day-to-day basis; members of the Business Support Team within Northwards Housing take responsibility for maintaining the scheme.

There are no agencies contained in the Publication Scheme.

Northwards Housing is an open organisation that actively encourages the involvement of its customers in continually improving and shaping the future of its services. This openness and transparency is reflected in the Publication

scheme which is intended to provide routine information about the Company, its policies and decision making in a readily and easily accessible way.

The Publication Scheme

A publication scheme is a guide to the 'classes' of information that the Company intends to routinely make available. Information can be made available in many forms and is not limited to information produced on paper, for example the Northwards Housing website.

A 'Class' is the information available on any particular subject. A class could be a specific document such as one of the Company's policies or it could equally refer to the general advice and guidance in a particular area and may consist of a variety of documents such as leaflets, plans, photographs, maps etc.

The Publication scheme has 7 (A to G) main sections or 'classes.'

A About Northwards – How we operate, how decisions are made, who sits on the Board, how we're organised, how we provide services....

B Strategies and Policies – Our mission, values and objectives; strategies and policies about key issues like choosing contractors, managing properties, resident involvement, equality, and collecting rent....

C Finance and Resources – Our annual budget, investment programmes, value for money, business plans...

D Our decisions - Agendas, reports, and minutes of the Board, Sub Committees, and Area Panels...

E Improving our services – How good are our services? How we'll improve...

F Your local services – Repairs, managing estates, rehousing, anti social behaviour, standards, complaints, translations...

G Tenant Involvement and communication – Tenant and resident groups, newsletters, handbook, leaflets, involvement agreement...

There are no plans to publish any further classes, however the scheme is kept under review and will consider feedback from the public.

The information provided under this scheme may be in edited form to remove information that should not be made publicly available, for example personal information about identifiable individuals, information that would damage the commercial interests of ourselves or our contractors, or information provided to us in confidence.

Northwards Housing's approach in determining the classes of information has been to include as much information as possible, particularly information that is likely to be of particular interest to the public e.g. decision making meetings. The Publication Scheme was also designed specifically with the website in mind, so members of the public accessing the scheme via that route are also signposted direct to information and relevant interactive services on the website, as appropriate.

Obtaining Information

Information covered in this scheme will, wherever possible, be published on our website and will be in plain language, where possible. Additionally, a hard copy of all information included in this scheme can be obtained by writing to The Head of Business Support, Freepost Northwards Housing HQ, Manchester or visiting our local offices during normal business hours Monday to Friday between 9am and 4pm:

1 Monsall St, Collyhurst Manchester M40 8QZ
White Moss Rd, Blackley, Manchester M9 6NZ
549 Cheetham Hill Rd, Manchester M8 9NW.

Information is available in a range of formats i.e. translated into different languages; large print, Braille, audio tape, CD, email, hard copy and via the website.

Charges

Information published on our website can be downloaded free of charge subject to any charges payable to your internet service provider. A single hard copy of any information included in this scheme will be supplied free of charge. We reserve the right to make a reasonable charge to cover the cost of providing multiple copies or repeated copies of information in this scheme, where this is required to avoid unnecessary expense to ourselves. Where we intend to make a charge for the supply of information we will notify you of it before sending the information.

Classes of Information

As outlined above Northwards Housing's Publication Scheme consists of classes of information that are targeted particularly at service users and those who are interested in the work of a Housing Arms Length Management Organisation. Information will be routinely published and updated on the Northwards Housings website.

www.northwardshousing.co.uk/yournorthwards2/freedom/freedom/publication/scheme.htm

Northwards Housing's Publication Scheme must comply with the organisations policy and procedure regarding Freedom of Information. The scheme will be reviewed annually.

Several items may appear in more than one class of information e.g. Annual Report appears in section A and G. This is to make it easily accessible to the public searching the website for information. All information in the scheme is current information such as existing policies or procedures and Board meeting minutes and agendas cover a 12 month period.

There are 7 classes (A-G) of information each containing the following:

A About Northwards. This section includes information about the company, its rules, constitution, structure, Board Members, Business objectives and the terms of reference for the various decision making groups.

- Articles of association: Company Rules
- Memorandum of association: Company Rules
- Standing Orders
- The Northwards Board
- Organisational structure: Sub Committee and Area Panels
- How Board Members are chosen
- Code of conduct for Board Members
- Management Agreement with Manchester City Council
- Business and Delivery Plan
- Business Plan Summary
- Annual Report
- Terms of Reference: Human Resources & Equality Sub Committee
- Terms of Reference: Neighbourhood & Quality Services Sub Committee
- Terms of Reference: Procurement & Property Sub Committee.
- Terms of Reference: Resource & Audit Sub Committee
- Terms of Reference for Area Panels

B Strategies and Policies. This section contains details about our strategies and policies: why and how we work in a particular way.

- Procurement Strategy: choosing contractors
- Procurement Strategy
- Equality policy: fair and accessible services
- Health and Safety Policy
- Asbestos Management Plan
- Staff policy: computer and system security
- Staff policy: disciplinary
- Staff policy: drug and alcohol abuse
- Staff policy: equality and diversity
- Staff policy: grievance
- Staff policy: internet and email
- Staff policy: managing attendance
- Staff policy: special leave
- Staff policy: violence at work
- Staff policy: work related stress
- Staff policy: dealing with the media
- Hate incident policy and procedure
- Asset management: managing property
- Resident involvement agreement
- Manchester City Council policies: Anti Social Behaviour
- Manchester City Council policies: Mediation
- Mission statement values and objectives
- Rent Collection and arrears recovery
- Data Protection Policy
- Freedom of Information
- Publication scheme
- Manchester City Council Community Strategy

C Finance & Resources. This section contains information about our budget, the financial aspects of running a company, including details of how we control and spend our money.

- Annual Budget
- Financial Statements
- Capital Programme Information
- Financial regulations
- List of Service Level Agreements and Protocols
- Business and Delivery Plan
- Business Plan Summary
- Value for Money Strategy
- Annual Efficiency Statement
- Risk Management Strategy

D Our Decisions. This section includes the minutes of meetings where decisions are made and reports that are presented to our Board meetings over the last 12 months.

- Board meetings: minutes and agendas
- Sub-Committees: minutes and agendas
- Area Panels: minutes and agendas

E Improving our Services. This section gives details about how well the company is performing, what we are doing well and plans for how we can improve.

- Performance statistics
- Service Improvement Plan
- Fair and Equal Service Form
- Customer Survey Form
- Board Improvement Plan
- Audit Commission: self assessment report
- Audit Commission: Inspection Report
- Audit Commission: Action Plan

F Your Local Services. This section provides basic information about the main services that we offer and how to access them

- Repairs and Maintenance
- Estate Management
- Property Management
- Caretaking
- Sheltered Wardens
- Rehousing
- Anti Social Behaviour
- How to Contact Us
- Service Standards
- Complaints and Praise
- Translations

G Tenant Involvement and communication. This section contains information about our various publications that are available to tenants, telling them about the service and how to get involved.

- Tenant and Resident Groups
- Publications: newsletters, handbook, leaflets
- Resident Involvement agreement
- Annual Report