



Report to:

Northwards Housing Board

14 June 2006

Item No:

12a

Title:	Protocols and Service Level Agreements		
Date:	31 May 2006		
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Confidential:	No		
For: (Please tick action required)	NOTING	DISCUSSION	APPROVAL √

PURPOSE OF REPORT

To update the Board on progress with outstanding Protocols and Service Level Agreements with Manchester City Council.

RECOMMENDATION

The Board are asked to note progress with the outstanding Protocols and Service Level Agreements and are asked to authorise the Chair and Secretary to sign agreed documents once they have been approved by Executive Management Team.

IMPLICATIONS

Equality & Diversity:	A number of the Protocols and Service Level Agreements directly impact on service delivery with equality and diversity implications
Financial:	The service level agreements all have costs which will be assessed against value
Staffing:	No direct implications
Decency Target:	The Protocols and Service Level Agreements contain arrangements that will ensure the complete delivery of the Decent Homes Standard
Governance:	No direct implications
Risk Assessment	Failure to monitor and review the arrangements with MCC properly is identified as a primary risk area.

Equality & Diversity Implications (Please tick where relevant):

BME	<input checked="" type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input checked="" type="checkbox"/>
Elderly	<input checked="" type="checkbox"/>	Single Parents	<input checked="" type="checkbox"/>
Young	<input checked="" type="checkbox"/>	Domestic Violence	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Alcohol / Drug Mis-users	<input checked="" type="checkbox"/>

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	No		
Area Panel:	N/A		
Ward Councillors:	N/A		

1. On 12 December 2005, together with the formal Management Agreement for Northwards Housing, a number of Protocols and Service Level Agreements were signed with Manchester City Council.
2. These covered a variety of areas and processes to ensure that the services provided to tenants continued after the formation of the ALMO. Service Level Agreements have a cost attached to the service provision whereas Protocols have no cost but formalise the process between Northwards and the Council.
3. The Board have already agreed the framework and methodology for the monitoring and review of these Protocols and Agreements to ensure they are working effectively and to evaluate the Value for Money of each Service Level Agreement.
4. However, since December 2005, a number of Protocols and Service Level Agreements have been produced to pick up areas that were not previously covered. In some cases these were not ready or prepared at the date of signing and in other cases we have come across areas that needed a Protocol or Agreement for the sake of clarity.
5. The following Protocols and Agreements have been drafted and are awaiting formal agreement:

Protocols

Litigation / Disrepair
Capital Programming
Asylum Team
Financial Data Exchange
Housing Benefit
RTB and Leaseholders
Manchester Equipment and Adaptations
Network Homes Learning Disability Partnership
Performance Data Exchange
Quality Customers Services

Service Level Agreements

Building Cleaning
Occupational Health
Debt Advice
Rent Legal Services
MEDC (Manchester Engineering and Design Consultancy)

6. In addition, the following Protocols are in the process of being drafted or considered:

Press Office
Crime & Disorder
Part 8 Serious Reviews (Homelessness)

ACPC (Area Casework Panel)
Child Protection

7. Also, in respect of previously agreed Service Level Agreements and Protocols a number of variations have been agreed to confirm discussions or queries over specific points that have arisen in practice. These now need formally agreeing.
8. The Board are asked to note this report and to authorise the Chair and Secretary to sign the outstanding Protocols, Service Level Agreements and Variations once they have been approved by the Executive Management Team.