



## Report to:

Northwards Housing Board  
14<sup>th</sup> March 2006

## Item No:

# 7

<b>Title:</b>	Preparation for Inspection		
<b>Date:</b>	14 <sup>th</sup> March 2006		
<b>Author:</b>	Robin Lawler – Chief Executive	<b>Tel No:</b>	0161 227 3019
<b>E mail :</b>	<a href="mailto:r.lawler@northwardshousing.co.uk">r.lawler@northwardshousing.co.uk</a>		
<b>Confidential:</b>			
<b>For: (Please tick action required)</b>	<b>NOTING</b>	<b>DISCUSSION</b>	<b>APPROVAL</b> √

### PURPOSE OF REPORT

The purpose of this report is to propose to the Board a model which can most effectively achieve a successful outcome from Inspection.

#### INSPECTION DELIVERY MODEL

1. The attached diagram shows the Inspection Delivery Model which draws upon the experience of other ALMOs, notably Kirklees Neighbourhood Housing (KNH) who achieved 3 Stars in Inspection last summer.
2. The purpose of the model is to develop a structure which can focus activity and prioritise resources in the 3 months to Inspection. Clearly, the Inspectors will not expect Northwards Housing to have fully implemented procedures for all areas of the business within 6 months of "going live". They will, however, expect the organisation to have key policies and procedures approved by the Board and SMART (Specific Measurable Attainable Realistic Timely) action plans in place which shows demonstrable progress against milestone targets since December 2005.
3. The Excellence Group, comprising the Executive Management Team (EMT), will take an overview of progress towards Inspection, identify any gaps in or barriers to the Inspection planning process and look at resource implications of delivering timely actions. Each of the Project or Theme Groups and specific Key Lines of Enquiry (KLoE) Groups will report to the Excellence Group.
4. It is proposed that the six Project Groups will be chaired by an EMT member and will comprise relevant staff from across the organisation. These Groups are cross-cutting themes which will be reflected in Northward Housing's Service Improvement Plan. Indeed, 3 of the groups cover the cross-cutting KLoEs.
5. In addition, there are specific KLoE Groups (such as Tenancy and Estate Management and Repairs and Maintenance) which are being considered by operational teams who will identify and deliver on the improvement activity. In many cases, this KLoE improvement activity will form a key element of Team Improvement Plans.

<b>RECOMMENDATION</b>	
-----------------------	--

The Board is recommended to approve the Inspection Delivery Model as the means to a successful outcome from Inspection in June 2006.	
--------------------------------------------------------------------------------------------------------------------------------------	--

<b>IMPLICATIONS</b>	
---------------------	--

<b>Equality &amp; Diversity:</b>	<b>Yes</b>
----------------------------------	------------

<b>Financial:</b>	<b>Yes</b>
-------------------	------------

<b>Staffing:</b>	<b>Yes</b>
------------------	------------

<b>Decency Target:</b>	<b>Yes</b>
------------------------	------------