



Report to:

Northwards Housing Board

15th January 2008

Item No:

7d

Title:	Business and Delivery Plan 2008 - 2013		
Date:	14 th December 2007		
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Confidential:	No		
For: (Please tick action required)	NOTING	DISCUSSION	APPROVAL ✓
PURPOSE OF REPORT			
<p>As the start of the review of the Business and Delivery Plan for 2008, the Board are asked to confirm the Mission, Values and Objectives of Northwards that they considered at their Away Day back in July 2007 and make any comments in respect of changes required.</p> <p>In addition the report sets out the proposed timetable and consultation processes for completing the Plan.</p>			
RECOMMENDATION			
<p>That the Board:</p> <ol style="list-style-type: none"> 1. Confirms the current statement of Mission, Values and Objectives for Northwards; and 2. Notes the proposed timetable and consultation processes for completion of the Business and Delivery Plan 2008-2013. 			
IMPLICATIONS			
Equality & Diversity:	The Business and Delivery Plan helps define how the Company will develop its strategy on Equality and Diversity, and will need to show how that will be resourced		
Financial:	The plan will set out how the Company's resources are to be allocated in order to achieve the Board's priorities		
Staffing:	The effective use of staffing resources is a major factor in achieving priorities and high standards of service. In addition staff should be involved in setting those priorities and standards. Development of the Business and Delivery Plan will help to achieve both of those objectives		
Decency Target:	The plans for achieving Decent Homes will be included within the Plan		

Governance:	The Business and Delivery Plan will set out the key ambitions of Northwards Housing; the Board will need to monitor achievements compared to those ambitions, as part of its governance of the Company
Risk Assessment	The Business and Delivery Plan sets out a summary of the key risk areas

Equality & Diversity Implications (Please tick where relevant):

BME	<input checked="" type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input checked="" type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	Single Parents	<input checked="" type="checkbox"/>
Age	<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:	No		
Task Groups:	No		
Ward Councillors:	N/A		

Business and Delivery Plan 2008-2013

1. As last year the Business and Delivery Plan will be a combined document for 2008.
2. It is envisaged that there will not be fundamental changes to the Business and Delivery Plan this year. A lot of work was done last year on the Service and Performance sections.
3. The only area where a complete rewrite is proposed is the Future section which was not updated last year. A process of working with staff groups and teams has commenced and the Tenants Consultation Day on 2nd February will be used to look at this area too.
4. Sub-Committees will be asked to reflect on this section at their January Sub-Committee meetings to feed into the process.

Mission, Values and Objectives

5. Each year it is appropriate to consider the Mission, Values and Objectives for the organisation and reflect on whether any revisions are required. The statements are set out in Appendix 1 on pages 3 and 4.
6. Any comments made by the Board will be considered, together with those of other stakeholders, as part of the process before the final document is approved by the Board in March 2008.
7. In looking at the Mission Statement we have been reflecting on whether we can state our Mission in a shorter sentence. We are looking to produce a summary line which we can get all staff to remember which will sit in front of the main Mission Statement. Comments from the Board on this will be welcome.

Timetable

8. Set out in Appendix 2 is an indicative timetable for reviewing the Business and Delivery Plan together with the Financial Business Plan incorporating the Budget.

Recommendation

9. That the Board:
 - Confirms the current statement of Mission, Values and Objectives for Northwards; and
 - Notes the proposed timetable and consultation processes for completion of the Business and Delivery Plan 2008-2013.

Appendix 1

The **Mission Statement** of Northwards Housing is:

Northwards Housing – the tenants' choice

Brought to life by the resounding YES vote of North Manchester's council tenants in Autumn 2005, we are here to build on their trust by delivering the excellent standard of housing service residents deserve and desire.

Our service will be successful, responsive to tenants and driven by our can-do outlook. It will win us the extra funding needed to improve tenants' homes, and the wider environment by 2010 - up to and beyond the 'Decent Homes' Standard.

We share this commitment to the future of social housing in North Manchester with our residents and the Council, as we work in partnership to make our communities safe and sustainable.

We respect each other - tenants, staff and partners, celebrating the diversity of our communities and workforce. Together we will help to renew North Manchester.

The **Values** of Northwards are:

- **Top Class Customer Service**

We will provide an excellent and accessible level of service to all of our customers.

- **Local Services**

We take pride in being based within North Manchester and delivering local services to our customers.

- **Embracing Equality and Diverse Communities**

We will treat everyone fairly and with respect, and we will embrace diverse communities and identities.

- **Tenant Focused**

Tenants are at the heart of everything we do. We will involve tenants in our decision making, consult and listen to them to develop and improve services.

- **Committed to our Employees**

We will value and support our employees to develop and retain a highly skilled and motivated staff team.

- **Accountable**

We will be open with and accountable to tenants, employees, the Council and partners in of our dealings.

Our **Objectives** are:

- **Warm, Safe and Affordable Homes**

To provide warm, safe and affordable homes for all our tenants through advice, support and a multi million pound investment programme, that will create jobs for local people.

- **Successful Communities**

Appendix 1

To contribute to the regeneration of North Manchester, and work with partners to help develop successful communities.

- **Quality Services**

To work with customers to develop and deliver excellent services that satisfies their needs and aim to meet their aspirations.

- **Value for Money**

To provide sound financial management, and to ensure that we offer excellent Value for Money to our customers.

- **Safer places to live**

To work with partners and local communities in helping to reduce crime, fear of crime, and anti-social behaviour.

- **An Attractive Environment**

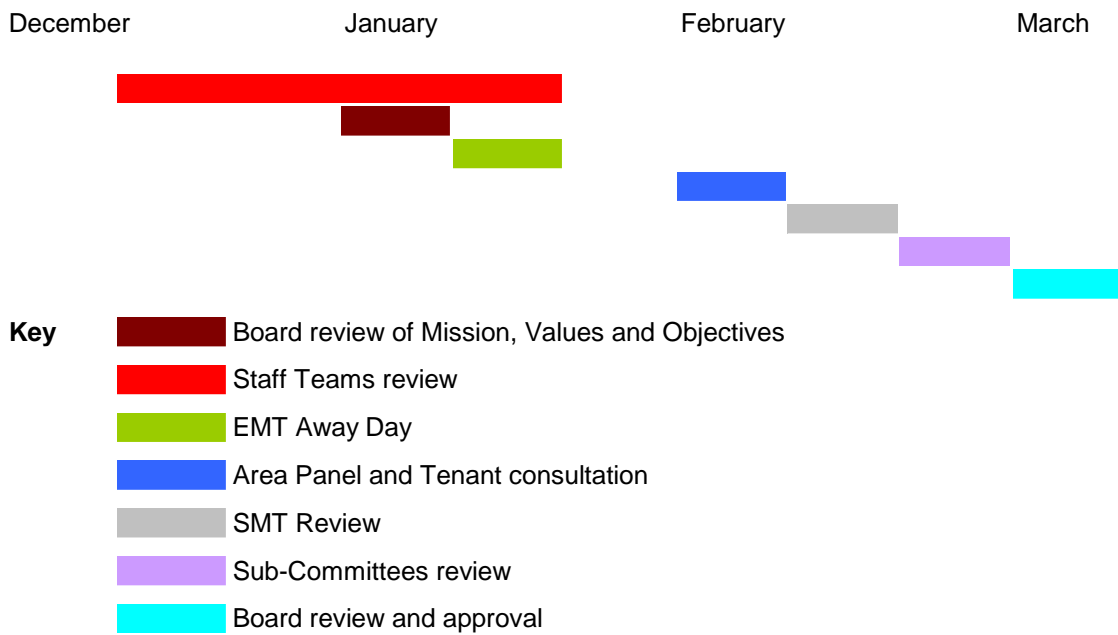
To help develop a safe, attractive and sustainable environment within North Manchester, that contributes to the pride and well-being of local communities.

- **Promote Equality and Diversity**

To understand the needs and aspirations of the diverse communities of North Manchester, and to work with partners to address inequality and to meet the needs of vulnerable people.

Appendix 2

Business and Delivery Plan 2008-2013 Milestone and Target Chart



Financial Business Plan and Budget

