

Inspection – what it's all about



**Briefing for Area Panels
20 August 2008**

The Inspectors

- **The AUDIT COMMISSION**
- independent watchdog, driving economy, efficiency and effectiveness in local public services to deliver better outcomes for everyone
- carry out performance assessments in local government and housing associations
- Housing inspectorate
- Local authorities, ALMOs and housing associations

The Inspectors


- Look at things from the CUSTOMERS' perspective
- Know what can be achieved in three star organisations
- Verify evidence (if they hear it from someone, they will also want to see it themselves and read about it)
- Will be critical of poor standards, e.g. dirty void properties

Judgements

- How good is the service?
- What are the prospects for improvement?



The Judgement

	Prospects for improvement?					'a good service that has promising prospects for improvement'
Excellent					A good service?	
Promising						
Uncertain						
Poor						
	Poor	Fair ★	Good ★★	Excellent ★★★		

The Inspection Process

- Understanding the context – why now?
- Review delivery of excellent prospects and previous inspection recommendation
- Reviewing performance – what's changed areas of strength
- Governance
- Stock investment and life beyond 2010

Items of interest...

- Review Service Level Agreements
- Is the organisational digital ready?
- How Northwards works with leaseholders
- Gas servicing
- DDA Complaint and adaptations
- Fair and Equal Access Survey
- Equality – scheme and impact assessments

The Inspection Team

- Lead Housing Inspector – Graeme Foster
(responsible for quality assurance / moderation)
- Principal Inspector – Lesley Barnard
- Support Inspector – Andy Crowe
- Tenant Inspection Advisor – Mary Todner
- Support Officer – Peter Robinson

Timetable

9 Sept	Presentation to the Board
22 Sept	Submission of self assessment and document request list
13 Nov	Pre Inspection Briefing
17-28 Nov	INSPECTION
w/c 5 Jan	Draft Report
w/c 19 Jan	Response to Draft Report
6 Feb	Provisional date for publication of Report

Scope of Inspection

- Interviews- Key Board members, managers & a sample of staff
- Work shadowing
- Focus Groups of tenants
- Attend tenant meetings
- Attend Area Panel meetings

What a Focus Group will be like...

- Maximum 15-20 people
- General discussions about the service
- What we do well
- What we do not do so well
- Be prepared
- Know what you & Northwards does well

Area Panel

- Roles & responsibilities
- Consult, discuss make recommendations
- Challenge Northwards
- Breaking down the barriers
- Moving forward



AREA PANEL INSPECTION BRIEFING 20TH AUGUST 2008

NAME

Sue Ratchford
Joan Fitzgerald
Pat Glazebrook
AC Needham
Kath Hope
Barbara Grey
Jim Burke
C Taggart
Rose McCarton MBE
Pam Angelucci
Grace Choularton
John Ward

PANEL

Wilton
Damhead
Riverways
Riverways
Riverways
Riverways
Wilton
Wilton Vice Chair
Riverways
Fourways
Fourways
Fourways