

## **Report to Northwards Board From enlighten consultancy**

### **Northwards Board away day feedback – 19<sup>th</sup> July 2008**

The Board away day evaluated the strategic objectives of Northwards and considered if these were still relevant to the overall objectives of the organization, its customers and the wider community.

There was agreement the aims of the organization were still relevant to Northwards. Enlighten presented a range of issues which Board members may need to consider in the light of recent government policy issues, inspection reports and Northwards priorities. Board members responded to this during an open discussion and debate. The following notes were a flavour of the main issues.

#### **Strategic Plan**

- Equality and diversity was a key discussion area
- Customer profiles – data critical. So how are we reacting to the information? How are we planning to capture the gaps and implement our response?
- Champion – Chair of the board
- Equality plan – 6 strands need to be addressed.
- Vulnerability – alcohol and drugs are pervasive in our communities. We need to be conscious and have an appropriate understanding.
- Mental health and depressive illness. Do we know the impact on our services? How are we responding?
- Worklessness - How are we responding to this emerging agenda?
- What about income in our households? How does this impact on our communities?
- Impact assessment framework – do we have one?
- Reliability of data – are we up to date?
- How do we challenge the way our tenants behave – what is their responsibility and ours?
- Community cohesion – Preventing Violent Extremism. How will Northwards respond? Are we equipped for this?

#### **Challenges**

- Links to LAA indicators. Do we influence the outcomes?
- Robin to come back to board on local government links
- Localism – link to Area Panels. We are at an advantageous position.
- SCS strategy – housing response
- Credit crunch – impact on social housing?
- New responsibility to manage new stock/ new build
- Our role beyond 2010
- Housing and Regeneration Bill – we need to evaluate the challenges this presents and be ready to offer our response
- Tenant Services Authority – are we able to contribute to the new regulatory authority?

- Response to Hill and Cave – do we have one?
- Social enterprise – can Northwards do this? How will it add value to the business needs and overall aims and objectives?

### **Board requests**

- Jargon – develop a jargon buster so Board members are familiar with language and can be confident in their role

### **Options beyond 2010**

In groups, board members and officers presented a range of options how Northwards may be organized and funded beyond 2010. This offered an opportunity for Board members to discuss and debate the various options. Totally unplanned, enlighten acted as the local authority representatives to challenge the findings of the groups and to explore their decision on the options. Although this was a light hearted exercise, the groups were well informed and confident in their deliberations.

### **Attendance**

Sue Ratchford  
Joan FitzGerald  
Paul Seymour  
Rachel Christie  
Fatima Adamjee  
Michelle Carmichael  
Mark Hackett  
Helen Blackey  
David Leach

### **Officers**

Robin Lawler  
Steve Wood  
Larry Patrick  
Steve Finegan  
Claire Tyrrell  
Diane Roberts



**Northwards Housing**  
North Manchester's Council Homes  
**Board Away Day**  
**18 and 19 July 2008**

Norton Grange Hotel  
Manchester Road,, Castleton, Rochdale, OL11 2XZ

**Programme**  
**Friday 18 July**

- 4.30 Tea and Coffee available in Break out area next to Board Room 1
- 5.00 Board Meeting in Board Room 1
- 7.00 End of Board Meeting

**Saturday 19 July**

- 9.30 **Welcome and Introductions**
- 9.40 **Key achievements** – 5 minutes from each Director or Deputy to give a snapshot of their area of work
- 10.00 **Milestones for the future** – group work, looking at our Strategic Plan. To include training, development, equality and diversity, governance improvement/ citizen centred governance.  
Enlighten to facilitate
- 10.45 Break
- 11.00 **Performance Improvement** – Balanced Scorecard. Steve Finegan – Covalent demonstration
- 11.30 **Reinspection** – Robin to introduce, Steve Finegan and Enlighten to bring the wider perspective
- 12.00 Lunch
- 1.00 **2010 and beyond** – work groups to discuss and investigate the three options below.  
Robin to introduce and discuss revert to MCC with whole group
- Stay as we are / Stay as we are but with additional services
  - Full Large Scale Voluntary Transfer or Leasehold Transfer
  - Community Gateway Model
- 1.45 **2010 presentation of cases** – Board Members to present their option to enlighten. Enlighten to play the role of the Council and to question the options and the benefits to the Council. 3 groups 10 minutes to present – 5 minutes to question
- 2.30 Summary of day
- 2.45 Thanks and end