



Report to:

Northwards Housing Board
12th May 2009

Item No:

10a

Title:	Inspection Action Plan		
Date:	5 th May 2009		
Author:	Steve Wood	Tel No:	0161 227 3018
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Confidential:	No		
For: (Please tick action required)	NOTING ✓	DISCUSSION	APPROVAL
PURPOSE OF REPORT			
To present to the Board a summary of progress on the Inspection Action Plan as put together from the reports to Sub-Committees			
RECOMMENDATION			
The Board are asked to note progress to date.			
IMPLICATIONS			
Equality & Diversity:	Diversity is a key element in Inspection		
Financial:	There are some additional financial and resource implications to enable delivery of some of the inspection recommendations		
Staffing:	Actions should be delivered mainly within existing resources		
Decency Target:	Asset Management is a key element in Inspection		
Governance:	The Inspection Action plan will build on good governance		
Risk Assessment:	Performance against the key recommendations of the Action will be the subject of re-inspection within two to three years		

Equality Impact Assessment	
Function being assessed	Not applicable
Section	
Date of assessment	
Person Responsible for assessment	
Is this a new or existing policy?	
If there are significant implications in terms of equality please append a summary report.	

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	Yes	Asset Management Customers & Communities Resources	29 th April 2009 24 th April 2009 28 th April 2009
Area Panel:	Yes	Summary report of Inspection outcome and action plan provided.	
Task Groups	No		
Ward Councillors:	N/A		

1. The report below sets out progress to date on the Inspection Action Plan items.
2. As requested at previous meetings a full report has been attached for the attention of the Board.
3. Detailed reports are now going through Sub-Committees for scrutiny.
4. The full report shows **3 recommendations** (split into 9 parts) **and 29 supplementary comments** where progress will be reported through to Sub-Committees.
5. A summary of progress to date is as follows:

	Total	Completed	Overdue	Not Yet Due
Inspection recommendations	9	3	1	5
Supplementary comments	29	-	10	19
		49%		

Recommendation

6. The Board are asked to note progress to date.

Inspection Action Plan - Board

Summary of Actions following the Audit Commission Re-Inspection in 2008 and Progress to Date









Report Author: Steve Wood






Report Type: Action Report






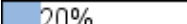





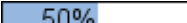

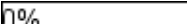


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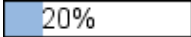


Action Code	Action Title	Status Icon	Description	Assigned To	Due Date	Completed Date	Overall Progress Bar for Main Action	Latest Note
REI	Re-inspection Action Plan		Plan to meet recommendations made on outcome of reinspection in 2008		30/12/2010		<div style="width: 49%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">49%</div></div>	
REI1	Implement a robust quality checking process for ready to let voids		--enter action details here--	Andy Wood	30/04/2009	28/01/2009	<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">100%</div></div>	Checks are now being carried out fortnightly by Larry Patrick and Andy Wood
REI1a	Explore the need for surveyor inspection requirement to all voids		--enter action details here--	Andy Wood	30/05/2009		<div style="width: 5%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">5%</div></div>	2 Social Housing providers and 1 Contractor have agreed to learning visits - dates to be confirmed.
REI1c	Increase the number of immediate relets & set a target		--enter action details here--	Andy Wood	31/07/2009		<div style="width: 5%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">5%</div></div>	3 visits to be set up in March/April to learn from best practise from other high performing organisations. Will use Bolton at Home, Wakefield and Northern Counties. Contact made with all organisations. Awaiting visit dates to be confirmed.
REI1d	Set clear targets for reducing the number of rehousing refusals		--enter action details here--	Anne Duffield	30/04/2009	24/04/2009	<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">100%</div></div>	Targets approved at Sub Committee - 24th April 2009
REI1e	Increase the number of pre-termination visits & set a target.		--enter action details here--	Anne Duffield	30/06/2009		<div style="width: 75%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">75%</div></div>	Targets agreed at sub committee - 24th April 2009








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REI2	Review and introduce revised S20 notices		Review S20 notices with MCC and leaseholders so they reflect information needs and include accurate costs	David Heys	30/04/2009	19/12/2009		Leaseholders consulted regarding concerns and changes made to the standard letter
REI2a	Provide information to leaseholders on calculation of sinking fund amounts and impact		Provide information, in partnership with MCC, to leaseholders on the calculation of sinking fund amounts and the potential impact this may have for them.	Alison Foster	30/04/2010			Graham Elkes attended the leaseholder task group on 9th February 2009, and took the group through the definition of the Sinking Fund, and how it would be applied to decent homes work.
REI3	Consider business case for non urgent rechargeable repairs		--enter action details here--	Andy Wood	31/08/2009			Review meeting arranged for 10/03/09.
REI3a	Introduce and report on targets for tenants achieving literacy course, credit union take up and access to bank accounts		Develop, implement and report on measurable targets for tenants achieving literacy course, targets for credit union take up and access to bank accounts through credit union.	Alison Foster	30/04/2009			AF met with the Resident Involvement Group to plan the role out of Financial Literacy training to a number of tenants throughout 2009/10- In addition, AF is working alongside Tracy Panesh, Money Adviser to roll out the same training to new tenants to ensure financial literacy is gained at the earliest opportunity. Af and Susan Crawshaw have been working alongside Manchester Credit Union to roll out the provision of basic bank accounts from May 2009.




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REIS	Supplementary Comments from Report - implement identified improvements		--enter action details here--	Steve Finegan	30/12/2010		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 13%;"></div></div> 13%	
REIS01	Introduce a robust process to ensure all improvement plans are SMART		Page 4 point 7 of Inspection Report	Steve Finegan	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 50%;"></div></div> 50%	Guidance on producing SMART improvement plans has been issued. A quality assurance process to be implemented from March 2009 for all 09/10 improvement plans.
REIS02	Monitor and ensure improvements in speed of response times at On Call		X ref with On Call Action Plan Para 41 Inspection Report	Seema Kohli	31/05/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 10%;"></div></div> 10%	Despite improvement in performance during Oct/Nov 08 IT problems at MCC have impacted on performance during Jan/Feb 09. This is likely to delay the launch of the new contact centre due to go live in April. Performance is not expected to improve consistently until the new centre goes live.
REIS03	Review and identify issues to understand the lower satisfaction with the outcome of complaints.		"Satisfaction with the outcome of complaints is mixed. A relatively low 62% are satisfied with the outcome of complaints about the service 24% dissatisfied while 14% were neither although this MAY (?) reflect that their complaint was not upheld.	Seema Kohli	30/06/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 30%;"></div></div> 30%	A review of complaints received between Jan 08 and Jun 08 currently underway - Review to determine the nature of the complaint and to see if there are any reoccurring issues.
REIS04	Seek greater representation on the Board from the younger and black african community.		Para 59 Inspection Report	Diane Roberts	30/04/2010		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 20%;"></div></div> 20%	Board Targets set in November 2008. Actions being addressed through current recruitment

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								campaign. % target to be agreed.
REIS05	Review written information on asbestos available to tenants and as part of sign up.		Para 73 in Inspection Report	Alan Lawrenson	30/09/2009			Tenant ability to view, on web, the asbestos information for their property is a project within the ICT plan for 2009 / 10 and is currently under consideration related to relative priority.
REIS06	Improve performance for completing urgent repairs on time by 0.68%		Para 80 Inspection Report	Andy Wood	30/04/2010			Improve performance completing urgent repairs on time by 0.68%
REIS07	Improve performance for completing routine repairs on time by 1.55%		Para 81 Inspection Report	Andy Wood	30/04/2010			Improve performance completing routine repairs on time by 1.55%
REIS08	Obtain and evaluate larger sample of customer satisfaction with the repairs service.		Para 87 Inspection Report	Andy Wood	30/12/2009			Step Targets: April 09 - 30%; July 09 - 40%; October 09 - 50%
REIS09	Introduce evaluation of satisfaction with repairs service by diversity strands.		Para 87 Inspection Report	Andy Wood	30/09/2009			Breakdown of tenant replies by 6 diversity strands completed for Qtrs 1, 2 & 3 of 08/09.
REIS10	Review the void (current relatively low) standard		Para 90 Inspection Report	Andy Wood	30/04/2009			Consultation completed with Repairs & Improvements Forum, the Tenant Inspectors and the three Area Panels.
REIS11	Review and ensure existing improvement plans for reducing void relet times are robust.		Para 91-92 Inspection Report	Anne Duffield	30/05/2009			Partial review carried out. Tenant consultation started 21/1/09
REIS12	Review and consider charging for missed		Para 104 Inspection Report	Andy Wood	30/12/2009			Meeting arranged for 10/03/09.

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	appointments for gas servicing							
REIS13	Explore and integrate overdue gas safety checks within repairs system		Para 107 Inspection Report	Andy Wood	30/12/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
REIS14	Ensure a robust system for monitoring and improving rent collection performance.		Para 131 Inspection Report	Alison Foster	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">25%</div>	<p>Following a full review of the Rent Recovery Team by the Business improvement team, and following on from the success of Operation Coll, a number of initiatives have now been implemented on a permanent basis in order to continue the improved performance of the team</p> <p>Initially, the team have continued to work overtime two evenings per week, and one saturday per month, in order to contact those tenants who traditionally have remained evasive. Furthermore, a staffing review has been undertaken to identify resource / management needs for the team going forward.</p>
REIS15	Measure and link cost of debt advice to benefit pending and welfare advice outcomes.		Para 128 Inspection Report	Alison Foster	31/07/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">50%</div>	A system is now in place to ensure all tenants who receive debt advice receive a questionnaire following the provision of the advice. This ensures

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								we effectively monitor the success of the debt / welfare service provided by Northwards. This will help to ensure the benefit / debt recovery resulting from the provision of such advice can be measured and costed effectively.
REIS16	Set target for increase take up of contents insurance service		Para 130 Inspection Report	Alison Foster	30/04/2009			AF and Graham Beaver (Rent / Income Officer) met with AON in February 2009 to discuss a promotion campaign to increase the take up of Tenants contents insurance across the City. Work is currently being undertaken to identify the profile of existing tenants, in order to determine a target for increased take up in the new financial year.
REIS17	Resolve any outstanding IT issues that impact on rent recovery		Para 131 Inspection Report - A review of the arrears process in UH is included in the 2009/10 ICT plan. The intention is to check that the workflow within UH completely matches our business processes and is as easy to use and effective as possible. A pilot project on electronic document management is also included in the plan. If decision is made to roll out	Alison Foster	31/12/2009			Improvements in IT to assist with the continued improvement of rent collection has been made one of the corporate priorities for 09/10

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			then this could bring further efficiency and service gains for the Rent Recovery team					
REIS18	Review effectiveness of Corporate Debt Policy in partnership with MCC		Para 133 Inspection Report	Alison Foster	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	
REIS19	Improve response rate for closed case ASB satisfaction data.		Para 163 Inspection Report	Julie Wilson	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Survey format / methodology to be reviewed in April 09
REIS20	Publish targets for ASB and environmental actions.		Para 164 Inspection Report	Julie Wilson	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">30%</div>	Review of published ASB information complete. Review of environmental targets being carried out in consultation with Estate Services Review Group.
REIS21	Develop and implement a communication strategy with leaseholders in partnership with MCC and On Call.		Para 175 - 179 Inspection Report	Alison Foster	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">10%</div>	MCC's RTB and leaseholder section / on Call will now be a permanent fixture in the leaseholder forum. At the next Leaseholder Forum, the creation of a joint strategy will be an agenda item for discussion.
REIS22	Carry out full impact assessment in due course of incentive scheme for under/over occupation.		Para 191 Inspection Report	Anne Duffield	30/06/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Include impact assessment in update to June '09 C&CSC.
REIS23	Achieve Level B of Supporting People Quality Assessment in 6 out of 8 objectives		Para 198 Inspection Report	Pat Scappaticci	30/04/2010		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	QAF is currently being revised. New framework due to come into effect from 04/09.
REIS24	Identify VFM considerations separately on Board Report Templates.		Para 220 Inspection Report	Diane Roberts	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	

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REIS025	Review and improve VFM in the void process		Para 234 Inspection Report	Andy Wood	30/09/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">0%</div>	Meeting arranged with MWL for 13/03/09.
REIS26	Carry out a full impact assessment of the Northwards Xtra incentive scheme		Para 243 Inspection Report	Debra Dalton	27/11/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">0%</div>	Impact assessment will be carried out 12 months after implementation and include a report to Customer & Communities Sub Committee
REIS27	Carry out a full impact assessment of the Whitebeck Court scheme.		Para 243 Inspection Report	Greig Lees	30/04/2010		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">0%</div>	Impact Assessment to be carried out in due course. Discussions ongoing with MCC regarding selection of contractor; start on site anticipated Spring / Summer 2009 with completion Spring 2010.
REIS28	Review and ensure the financial inclusion plan is SMART		Para 250 Inspection Report	Alison Foster	30/04/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">5%</div>	Full review of strategy to be undertaken early April 2009 in order to determine SMART targets going forward.
REIS29	Ensure the Covalent system is accessible to all staff		Para 254 Inspection Report	Steve Finegan	31/12/2009		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">10%</div>	Training of Covalent users started 2.3.09.