



Report to:

Northwards Housing Board

12th January 2010

Item No:

8b

Title:	Business and Delivery Plan 2009 – 2014 (2010 update)		
Date:	23 rd December 2009		
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Confidential:	No		
For: (Please tick action required)	NOTING	DISCUSSION	APPROVAL ✓
PURPOSE OF REPORT			
This report sets out the proposed timetable and consultation processes for reviewing and updating the existing Business and Delivery Plan 2009-2014.			
RECOMMENDATION			
That the Board: <ol style="list-style-type: none"> 1. Confirms the approach to refresh and update the existing Business and Delivery Plan 2009-2014 2. Notes the proposed timetable and consultation processes for updating the Business and Delivery Plan. 			
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 Impact Assessment (EIA) When a new policy, procedure or initiative is being submitted for approval an Equality Impact Assessment must have been completed. Please give details below.	
Function being assessed	The Business Plan 2009-14 (updated 2010)
Section	Business Improvement
Date of assessment	To be completed by March 2010
Person Responsible for assessment	Steve Finegan
Is this a new or existing policy?	No
If there are significant implications in terms of equality please append a summary report.	The Business Plan contains information about policies that will have been subjected to an EIA. A separate EIA will be undertaken on the refreshed elements of the business plan.

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	Yes	Customer and Communities Asset Management Resources	11.12.09 9.12.09 8.12.09
Area Panel:	Yes	Combined Area Panel Event	30.1.10
Forums:	No		
Ward Councillors:	N/A		

Business and Delivery Plan 2009-2014 (2010 update)

1. The annual review of the Business and Delivery plan has started and the intention is that the existing plan for 2009-14 will be refreshed with updated information.
2. A more detailed review would of the Business and Delivery Plan will take place during 2010/11 once the outcome on the future options for council housing finance is known, and discussions are progressed with Manchester City Council on the future of the ALMO.
3. Last year the Board may recall that information was incorporated into the plan on the Local Area Agreement priorities and Northwards contribution to the Council and Community Strategies.
4. Sub-Committees have already been asked to reflect on the current plan at their December Sub-Committee meetings and to feed into the process.

5. Several areas have already been identified for updating: the development of local standards with tenants; changes to regulation from April 2010 and the launch of the new Customer Service Centre in partnership with Manchester Working.
6. 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 below in Appendix 1.
7. A proposal to review the mission statement, making it shorter, has been put on hold pending the outcome of discussions on future options. In the meantime the existing mission statement remains and is sometimes supplemented by Northwards Four I campaign – Innovate, Involve, Improve and Impact.
8. Any comments made by the Board regarding the Business Plan, Mission, Objectives or Values 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 2010.
9. Set out in Appendix 2 is the current timetable for reviewing the Business and Delivery Plan and the Financial Business Plan incorporating the Budget.

Recommendation

That the Board:

1. Confirms the approach to refresh and update the existing Business and Delivery Plan 2009-2014 by March 2010.
2. Notes the proposed timetable and consultation processes for completion of the Business and Delivery Plan.

Appendix 1

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

Brought to life by the resounding YES vote of North Manchester's council tenants, 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 - 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 **Objectives** are:

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 all of our dealings.

Service that is top class - We will provide an excellent and accessible level of service to all of our customers.

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.

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.

The **Values** are:

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

An attractive environment - To help develop a safe, attractive and sustainable environment within north Manchester, which 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.

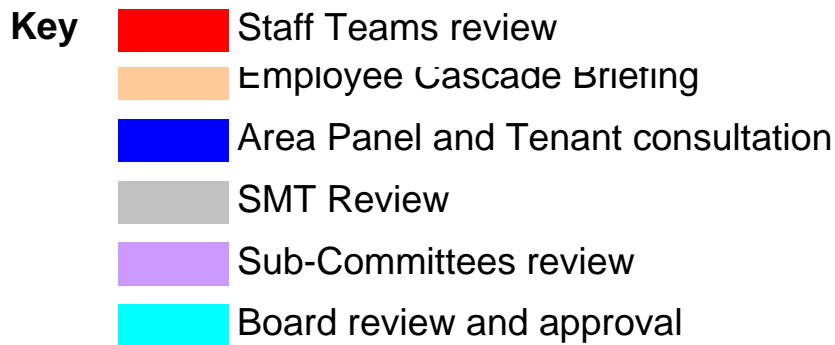
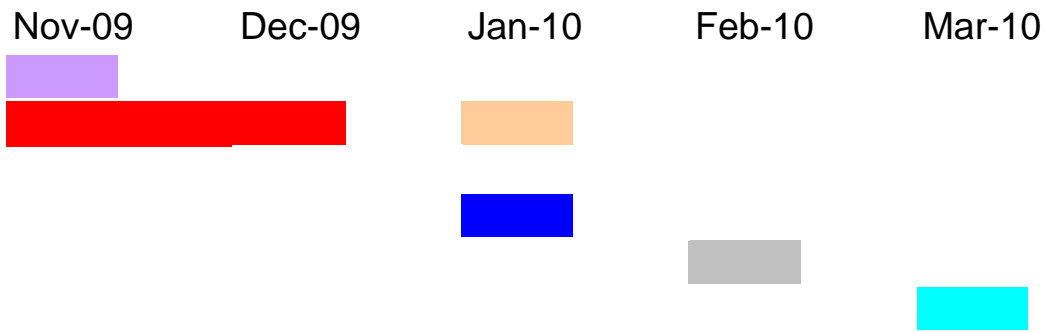
Warm, safe and affordable homes - To provide warm, safe and affordable homes for all our tenants through advice, support and a multi million pound investment programme, which will create jobs for local people.

Successful communities - 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 satisfy their needs and aim to meet their aspirations.

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

Business and Delivery Plan 2009-2014 Milestone and Target Chart



Financial Business Plan and Budget

