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|  | Report to: Northwards Housing Board 10 July 2010 | Item No: <h1>7a</h1> |
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| Title: | Northwards Annual Report 2010 | | |
| Date: | 22 June 2010 | | |
| Author: | Louise Huntington | Tel No: | 0161 720 5873 |
| E mail: | l.huntington@northwardshousing.co.uk | | |
| Confidential: | | No | |
| For: (Please tick action required) | NOTING | DISCUSSION | APPROVAL X |

| PURPOSE OF REPORT | | | |
|--|--|--|--|
| <p>To update the Northwards Board on the production plan for the 2009/2010 Annual Report</p> | | | |

| RECOMMENDATION | | | |
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| <p>That the board approves the suggested timetable for production, content and agrees that the final document should be signed off by the Chair and Chief Executive during the final week of design and production.</p> | | | |

| IMPLICATIONS | |
|----------------------------------|--|
| Equality & Diversity: | The report will need to be accessible to customers with varying communication needs. We must ensure that our diverse audience are fully represented in the report. |
| Financial: | We will need to be mindful of value for money in the production of the annual report. |
| Staffing: | Existing resources. |
| Decency Target: | None |
| Governance: | It is a regulatory requirement to produce an Annual Report |
| Risk Assessment: | None |

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| Equality Impact Assessment | |
| 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 | N/A |

| | |
|--|--|
| 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: | N | | |
| Area Panel: | Y | | 5 July 2010 6 July 2010 21 July 2010 |
| Task Groups: | Y | All forum members | |
| Ward Councillors: | N | | |

Background

1.1 Northwards Housing have started work on their fourth annual report. The Tenant Services Authority (TSA) require adequate consultation with tenants to find out what they want to read about, how they would like the report to be produced and how they would like it to be distributed. The TSA regulatory framework for social housing in England from April 2010 document states:

“All providers shall by 1 October in each year publish a report for their tenants (and shared with the TSA) on how they are meeting the TSA Standards, including their local offers. We do not want to be overly prescriptive as to the format of this report. As far as possible we expect providers to use information that is already collected and is therefore ‘used and useful’. This report should:

- *Assess how the provider is currently meeting the standards, including how they measure their compliance*
- *Note any gaps and associated improvement plans*
- *Include the providers offer to tenants against the standards over the next year, including local service offers”*

1.2 A strict timetable has been put in place to make sure the report will be delivered in plenty of time for the deadline set by the TSA of 1 October 2010. Although the future of the TSA is currently unclear the guidance they have issued focusing on tenant involvement and empowerment is good practice and is likely to be a regulatory requirement that is transferred to the Homes and Communities Agency (HCA).

Progress to date

2.1 The consultation process has already begun with all “Involved” residents receiving the attached leaflet and letter, inviting people to have their say.

2.2 An online poll has also been created via our Facebook and Twitter pages so those

residents who keep in touch with us online can have their say too. This poll has also been promoted via Eway (our email news service where tenants receive weekly updates about Northwards Housing)

2.3 The Annual Report is also being considered at the following Forums and Area Panel meetings:

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| Excellence Committee | 15 June 2010 |
| Communication Forum | 15 June 2010 |
| LGBT Forum | 24 June 2010 |
| Retirement Housing Forum | 23 June 2010 |
| Resident Involvement Forum | 30 June 2010 |
| Shout Out Youth Forum | TBC |
| Fourways Area Panel | 5 July 2010 |
| Wilton Area Panel | 6 July 2010 |
| Repairs and Improvements Forum | 20 July 2010 |
| Riverways Area Panel | 21 July 2010 |
| High Rise Living Forum | 28 July 2010 |

At some of the later meetings it will not be possible to incorporate any major changes that may be suggested, however we will be able to keep the groups updated with the progress we have made and share the consultation that has taken place with other groups. They will have received our mail-out sent out in June inviting their feedback.

2.4 It is important to include a variety of ways for tenants to be involved. People should not have to attend lots of meetings in order to have their say. The consultation that has taken place to date invites people to get in touch with us using whichever way they are most comfortable with. There will be specific Annual Report Summer Workshops for those who want to get creative. But people can call, email, write or leave messages on Facebook every comment will be considered.

2.5 To date consultation has taken place with the Excellence Committee and the Communication Forum. Both groups indicated they would like to see a strong focus on value for money; relevant performance information presented in an interesting way; benchmarking information; and good examples of improvements within neighbourhoods. The annual report should also be presented in a fun and interesting way in order to attract as many readers as possible.

2.6 The full timetable for design, consultation and production is attached.

Annual Report 2010 Timetable

15 June:

Consultation with Excellence Committee to discuss the aims and objectives of the annual report and to consult with them content which should be included on the Excellence Committee.

Initial consultation with comms forum to gather ideas for content and theme, looking at previous annual reports and what is now expected by the TSA. Request for two volunteers from the comms forum to join the tenant consultation group which will see the report progress from start to finish.

17 June:

Mail-out to all active residents requesting feedback and input

24 June:

Attendance at LGBT Forum for ideas and support

17 - 30 June:

Gathering and writing of recommended content, following from comms forum to finalise a design/theme option.

25 June:

Board report due on progress so far.

1 July:

First consultation meeting with the tenant group to look at where we are up to with content and design, take suggestions.

5 July:

Attendance at Fourways area panel, to give the group an idea of what we are trying to achieve and to request the support of two members of the panel to join the tenant consultation group which will see the report progress from start to finish.

6 July:

Attendance at Wilton area panel, to give the group an idea of what we are trying to achieve and to request the support of two members of the panel to join the tenant consultation group which will see the report progress from start to finish.

15 July:

Consultation meeting with the tenant group to look at where we are up to with content and design, take suggestions.

21 July:

Attendance at Riverways area panel, to give the group an idea of what we are trying to achieve and to request the support of two members of the panel to join the tenant consultation group which will see the report progress from start to finish.

29 July:

Final consultation meeting with the tenant group to look at content and design, take suggestions.

13 August:

Pages should be complete

16 August:

Send artwork proofs to tenant group for proofing and tenant friendly stamp. Via post
Copy also to MCC for approval.

23 August:

Final amends

25 August:

Sign off by Chair and CEO

26 August: Send artwork to print

15 September: Delivery to Hexagon Tower

20 September: Send Reports to TSA

Dear resident,

We're about to start work on our fourth Annual Report and we need your help! Our previous reports have been a whistle stop tour of our work over the previous 12 months. You can see them on our website: www.northwardshousing.co.uk/news_publications

This time we would love your input. We want to know what you think about the work we have done before and where we can improve. It needn't take up much time, you can simply answer the questions on the postcard provided or you can join us at one of our summer workshops, we'll provide the tea and biscuits! We will be meeting on 1 July; 15 July and 29 July, we'll confirm the venue nearer the time.

We'll look at design and content together and we would like your ideas on how we should promote the report and share it with all our customers.

So if you want to show your creative side come and join us! Or maybe you're just really keen to help us make sure that we are presenting our important financial and performance information in a clear and accessible way which will appeal to our customers.

Either way, spare a few minutes to fill in our postcard and send it back to us FREEPOST. You will be helping us to create an annual report our customers really want to read!

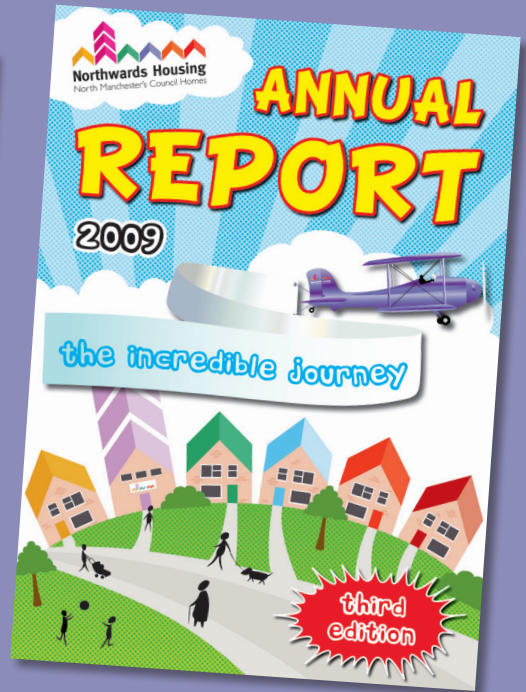
Yours sincerely,



Louise Huntington
Communications and Marketing Manager
NORTHWARDS HOUSING

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It's YOUR annual report



Spare five minutes to give us your views!

Please return in the freepost envelope provided by 1 July

1 – What did you think of our other annual reports?

Please tick

Too light.....

Just right.....

Too heavy.....

I have not read any annual reports.....

2 – What should we write about?

Please tick as many as you like

Tenant involvement and empowerment.....

Decent homes.....

Tenancies (how we allocate homes, rent etc).....

Your neighbourhood and community.....

How we are spending our money.....

Governance (Northwards Board and area panels).....

3 – Which format would you like to see the annual report in?

Please tick

Printed full document.....

A small summary for customers.....

Electronically on our website.....

4 – If you have any interesting ideas for our next report please write them here:

5 – If you would like to really get stuck in to our Annual Report and join our summer workshops then write your details here:

Name:

Address:

Phone number:

To get this leaflet in Braille and on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Ky është buletini i lajmeve për qiramarrësit e Northwards Housing. Për të marrë një kopje në gjuhën tuaj ju lutemi telefononi 03000 123 123.

Albanian

هذه هي النشرة الإخبارية الخاصة بملاك نورثواردز هاوسينج (Northwards Housing). للحصول على نسخة من هذه النشرة بلغتك، رجاء الاتصال على الرقم 03000 123 123

Arabic

这是 Northwards Housing 承租人新闻简报。如要获取您所用语言的版本，请致电 03000 123 123

Chinese

Toto je bulletin pro domovní nájemníky v Northwards. Pokud máte zájem o kopii ve vašem jazyce, zavolejte prosím na 03000 123 123

Czech

Voici la lettre d'informations destinée aux locataires de Northwards Housing. Pour obtenir un exemplaire dans votre langue, veuillez appeler le 03000 123 123.

French

ئەمە بلاو کر او هی کرچیانی خانو بەرە ی نۆر تۆردسە (Northwards Housing). بۆ ئەو هی که کو پێیەکت بە زمانی خۆت دەستبکەوینت تکایە تەلەفون بکە بۆ 03000 123 123

Kurdish

Este é o boletim informativo do inquilino da *Northwards Housing* (Habitação Northwards). Para obter uma cópia na sua língua por favor telefone para 03000 123 123.

Portuguese

Kani waa warad-wareedkii kirayste ee Northwards Housing. Si aad u hesho koobi ku qoran luuqaddaada, fadlan wac 03000 123 123

Somali

یہ نارٹہ وارڈز ہاؤسنگ کا کرایہ دار کے لئے خبر نامہ ہے۔ اپنی زبان میں اس کی نقل حاصل کرنے کے لئے برائے کرم 03000 123 123 پر فون کریں

Urdu

Registered office:
6th floor, Hexagon Tower,
Crumpsall Vale, Blackley, M9 8ZS

Registered in England company number
05435061

03000 123 123

