



Report to:

Northwards Housing Board
9 March 2010

Item No:

7d

Title:	Re-Inspection Action Plan		
Date:	19 February 2010		
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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.

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	27 January 2010 22 January 2010 26 January 2010
Area Panel:	Yes	Summary report of Inspection outcome and action plan provided.	
Task Groups	No		
Ward Councillors:	N/A		

1. The full Re-inspection action plan shows **3 recommendations** (split into 11 parts) **and 29 supplementary comments** where progress is reported through to Sub-Committees.
2. The attached report sets out progress to date on the remaining Inspection Action Plan items (10 in total).
3. Although the % of actions completed remains unchanged this figure is slightly misleading because of the way the figure is calculated. Since the last report to the Board in January 2010, a total of 4 further actions have actually been completed; 1 further action is now overdue and the numbers of actions not yet due has reduced from 9 to 4.
4. Reports will continue to be provided to the Sub-Committees for more detailed scrutiny.
5. A summary of progress to date is as follows:

	Total	Completed	Overdue	Not Yet Due
Inspection recommendations	11	10	1	0
Supplementary comments	29	20	5	4
		84%	Last report 84%	

6. To provide some context also attached is a recent Audit Commission report highlighting those ALMOs which have delivered very strong all round performance in individual service areas over the last 3 years during inspection. Northwards Housing appear in 50% of the 16 categories.

Recommendation

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






Summary of outstanding Actions


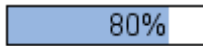
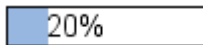

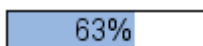


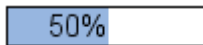


Report Type: Actions Report

Report Author: Steve Finegan

Generated on: 22 February 2010

Action Status	
	Cancelled
	Overdue; No longer assigned
	Unassigned; Not Started; Check Progress
	Resuming; In Progress; Assigned
	Completed

Code	Title	Status Icon	Progress Bar	Assigned To	Due Date	Latest Note
REI3c	Introduce and report on targets for achieving access to bank accounts			Alison Foster	30 Apr 2009	Credit Union Basic Bank account launched in November 2009. Looking to publicise in the next Northwards Natter, with a proposed reporting date of March 2010 to measure the number of tenants who have opened basic bank accounts.
REIS04	Seek greater representation on the Board from the younger and black african community.			Diane Roberts	30 Apr 2010	Board Targets set in November 2008. Actions being addressed through current recruitment campaign. % target to be agreed.
REIS06	Improve performance for completing urgent repairs on time by 0.68%			Andy Wood	30 Apr 2010	Performance has increased by 0.19%; 98.70% at 30/11/09 compared to baseline of 98.51% at 31/10/08. Performance for December and January has been significantly affected by the severe weather and Christmas closure.
REIS07	Improve performance for completing routine repairs on time by 1.55%			Andy Wood	30 Apr 2010	Performance has increased by 0.32%; 96.52% at 30/11/09 compared to baseline of 96.20% at 31/10/08. Performance for December and January has been significantly affected by the severe weather and Christmas closure.
REIS13	Explore and integrate overdue gas safety checks within repairs system			Andy Wood	30 Dec 2009	ICT to commence gas servicing database (Promaster) interface with repairs system (Civica) in March 2010 and anticipate in place by July 2010.

Code	Title	Status Icon	Progress Bar	Assigned To	Due Date	Latest Note
REIS15	Measure and link cost of debt advice to benefit pending and welfare advice outcomes.			Alison Foster	31 Jul 2009	Report to be produced to end of September 2009, to measure the effectiveness of the service, and to be presented to Resources Committee in December 2009.
REIS17	Resolve any outstanding IT issues that impact on rent recovery			Alison Foster	31 Dec 2009	Reports have now been designed to specifically identify the profile of those tenants who have fallen into arrears. This information seeks to identify specific groups of tenants are falling into arrears and targetted action then follows. Further enhancement to reporting due in Aug '09
REIS18	Review effectiveness of Corporate Debt Policy in partnership with MCC			Alison Foster	30 Apr 2009	Meeting planned for week commencing 10th August 2009. This meeting will assist Northwards to better understand how the Corporate Debt Policy is used in practice, as well as gaining a better understanding of how to publicise the Corporate debt Policy to tenants and residents in north Manchester.
REIS29	Ensure the Covalent system is accessible to all staff			Steve Finegan	31 Dec 2009	Plans continue to roll out Covalent across the organisation with estimated completion date April 2010. Further discussions are required by EMT to prioritise and agree a strategy for continued implementation.

Audit Commission - 21 January 2010

ALMO areas of strength in last three years

KEY LINE OF ENQUIRY (KLOE)	A strength of the service at ...	
Access and customer care	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Golden Gates (Feb 07) • Cheltenham BH (Mar 07) • Solihull CH (May 08) • Your Homes Newcastle (Jun 08) 	<ul style="list-style-type: none"> • Homes for Islington (Sep 08) • Poole HP (Sep 08) • Northwards (Feb 09) • Stevenage Homes (Jun 09) • East Durham Homes (Jul 09)
Diversity	<ul style="list-style-type: none"> • Golden Gates (Feb 07) • Solihull CH (May 08) • Homes for Islington (Sep 08) 	<ul style="list-style-type: none"> • Sandwell Homes (Nov 08) • Northwards (Feb 09) • Gateshead HC (Feb 09)
Value for money	<ul style="list-style-type: none"> • Golden Gates (Feb 07) • Solihull CH (May 08) • Your Homes Newcastle (Jun 08) 	<ul style="list-style-type: none"> • Poole HP (Sep 08) • Berneslai Homes (Jun 09)
Resident involvement	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Golden Gates (Feb 07) • Cheltenham BH (Mar 07) • Your Homes Newcastle (Jun 08) • Homes for Islington (Sep 08) • Poole HP (Sep 08) • Sandwell Homes (Nov 08) 	<ul style="list-style-type: none"> • Northwards (Feb 09) • South Essex Homes (Feb 09) • Six Town Housing (Feb 09) • Gateshead HC (Feb 09) • Stevenage Homes (Jun 09) • East Durham Homes (Jul 09)
Capital improvement, planned and cyclical maintenance	<ul style="list-style-type: none"> • Cheltenham BH (Mar 07) • Sandwell Homes (Nov 08) • Northwards (Feb 09) 	<ul style="list-style-type: none"> • Six Town Housing (Feb 09) • Berneslai Homes (Jun 09)
Responsive repairs	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Cheltenham BH (Mar 07) • Solihull CH (May 08) 	<ul style="list-style-type: none"> • Your Homes Newcastle (Jun 08) • Poole HP (Sep 08) • Sandwell Homes (Nov 08)
Void (empty property) repairs	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Cheltenham BH (Mar 07) • Poole HP (Sep 08) 	<ul style="list-style-type: none"> • Berneslai Homes (Jun 09) • Stevenage Homes (Jun 09) • East Durham Homes (Jul 09)
Gas servicing	<ul style="list-style-type: none"> • Golden Gates (Feb 07) • Cheltenham BH (Mar 07) • Eastbourne Homes (Oct 07) • Solihull CH (May 08) • Your Homes Newcastle (Jun 08) • Sandwell Homes (Nov 08) • Newark & Sherwood Homes (Nov 08) • Nottingham CH (Jan 09) • Hackney Homes (Feb 09) 	<ul style="list-style-type: none"> • South Essex Homes (Feb 09) • Six Town Housing (Feb 09) • Berneslai Homes (Jun 09) • Stevenage Homes (Jun 09) • Enfield Homes (Jul 09) • East Durham Homes (Jul 09) • Homes in Havering (Nov 09) • Dale & Valley Homes (Dec 09) • East North East Homes Leeds (Jan 10)

KEY LINE OF ENQUIRY (KLOE)	A strength of the service at ...	
Aids and adaptations	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • People 1st Slough (Jan 08) • Poole HP (Sep 08) • Newark & Sherwood Homes (Nov 08) 	<ul style="list-style-type: none"> • Northwards (Feb 09) • South Essex Homes (Feb 09) • Homes in Havering (Nov 09)
Housing income management	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Golden Gates (Feb 07) • Solihull CH (May 08) • Your Homes Newcastle (Jun 08) • Homes for Islington (Sep 08) 	<ul style="list-style-type: none"> • Poole HP (Sep 08) • Gateshead HC (Feb 09) • Berneslai Homes (Jun 09) • Dale & Valley Homes (Dec 09)
Tenancy management	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Golden Gates (Feb 07) • Cheltenham BH (Mar 07) • Solihull CH (May 08) • Your Homes Newcastle (Jun 08) • Homes for Islington (Sep 08) • Poole HP (Sep 08) • Sandwell Homes (Nov 08) 	<ul style="list-style-type: none"> • Nottingham CH (Jan 09) • South Essex Homes (Feb 09) • Gateshead HC (Feb 09) • Berneslai Homes (Jun 09) • Enfield Homes (Jul 09) • East Durham Homes (Jul 09) • St Georges Community Housing (Oct 09)
Estate management	<ul style="list-style-type: none"> • Golden Gates (Feb 07) • Cheltenham BH (Mar 07) • Solihull CH (May 08) • South Lakes (Jun 08) • Your Homes Newcastle (Jun 08) 	<ul style="list-style-type: none"> • Poole HP (Sep 08) • Sandwell Homes (Nov 08) • Northwards (Feb 09) • Six Town Housing (Feb 09) • Berneslai Homes (Jun 09)
Allocations and lettings	<ul style="list-style-type: none"> • Golden Gates (Feb 07) • Solihull CH (May 08) • Your Homes Newcastle (Jun 08) • Homes for Islington (Sep 08) 	<ul style="list-style-type: none"> • Poole HP (Sep 08) • Northwards (Feb 09) • Gateshead HC (Feb 09) • H&F Homes (Sep 09)
Supported housing	<ul style="list-style-type: none"> • Carrick Housing (Jan 07) • Golden Gates (Feb 07) • South Lakes (Jun 08) 	<ul style="list-style-type: none"> • Your Homes Newcastle (Jun 08) • Sandwell Homes (Nov 08) • Northwards (Feb 09)
Leasehold management and Right to Buy	<ul style="list-style-type: none"> • Colchester BH (Jul 07) 	<ul style="list-style-type: none"> • Poole HP (Sep 08)
Homeless Service	No examples to-date	