

	Report to:		Item No:
	Northwards Housing Board 2 nd July 2019		11b
Title:	Business Plan Actions for Year 2 (19-20)		
Date:	24 th June 2019		
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Confidential:	No		
For: (Please tick action required)	NOTING	DISCUSSION	APPROVAL ✓
PURPOSE OF REPORT			
Each year of the business plan has a set of actions approved by the Board. The current business plan covers 2 years (18-20) and the accompanying action plan contains new actions for 19-20, along with actions for 18-19 which were not complete by the end of that year.			
RECOMMENDATION			
That the Board approve the actions contained in the action plan.			
IMPLICATIONS			
Risk Management	The attached action plan helps to control and mitigate the risk of not completing business plan actions over the course of the year.		
Regulatory & legal compliance	Having a business plan is a requirement of our governance processes, and each year must have concomitant actions.		

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	No		
Task Groups:	No		
Ward Councillors:	No		

1 Background

- 1.1 The current business plan was for two years so that it would mesh with MCC's proposed 3-year management fee settlement.
- 1.2 The accompanying action plan includes actions for the second of these two years, and includes some actions from the first year which could not be completed by the end of 18-19.
- 1.3 The actions in the plan are updated by those to whom they have been assigned, and a report on progress is brought to the Board.

2 Actions

- 2.1 The actions in the plan have been drawn up by the executive directors in consultation with their heads of service.
- 2.2 Each action is assigned to one or more named members of staff who are responsible for pursuing the actions within their remits. Some actions are cross-cutting in nature and are assigned to two or more members of staff who work together in implementing the actions concerned.
- 2.3 Some actions have been brought forward from last year's plan where those actions had not been completed within the year. In those cases, a reminder of the percentage completed at the end of 18-19 has been included for information.

3 Recommendation

- 3.1 The Board is asked to approve the action plan for 2019-20.

Business Plan Actions 2019/20



Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Code	Title	Status	Progress	Assigned To	Latest Note
BP192001	Support MCC in tackling homelessness and reviewing the housing allocations scheme		<input type="text" value="0%"/>	Anne Duffield	
BP192002	Continue to embed and develop initiatives working alongside health and social care colleagues to improve the health of north Manchester people		<input type="text" value="0%"/>	Mike Stevens	
BP192003	Further improve on the timescale for letting empty homes		<input type="text" value="0%"/>	Andy Plant; Mike Stevens	
BP192004	Continue to identify and tackle waste and recycling issues amongst Northwards tenants, with a particular focus on low-rise flat blocks		<input type="text" value="0%"/>	Michael Hutton	
BP192005	Support the Bringing Services Together initiative, as housing lead in all 3 north Manchester areas		<input type="text" value="0%"/>	Mike Stevens	
BP192006	Implement and evaluate the		<input type="text" value="0%"/>	Anne Duffield	

Code	Title	Status	Progress	Assigned To	Latest Note
	"rightsizing" initiative on behalf of the Manchester Move partnership				
BP192007	Launch a phased implementation of online rent and repairs self-service via the Northwards website		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">85%</div>	Robbie Chapman; Mark Hesford	This action has been carried over from the 18/19 action plan and is around 85% complete.
BP192008	Review and agree the organisations approach to equality and diversity		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">60%</div>	Jan Norris; Jillian Burrows	This action has been carried over from the 18/19 action plan and is currently 60% complete
BP192009	Implement the actions identified from our latest employee engagement survey		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">80%</div>	Jan Norris	This action has been carried over from the 18/19 action plan and is 80% complete.
BP192010	Continue our programme of service reviews to ensure our services are effective and offer value for money		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">60%</div>	Robbie Chapman	This action has been carried over from the 18/19 action plan and currently stands at 60% complete. However, the Value for money principles have been agreed by the Board.
BP192011	Review the performance of the customer service centre and deliver improvements		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">47%</div>	Belinda Rourke	
BP192012	Implement the actions in respect of social value and sustainability as agreed in Northwards' Procurement Strategy		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">0%</div>	Craig Broadhurst	
BP192013	Review and update Northwards' risk assurance framework and agree actions for the year		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">0%</div>	Jillian Burrows	This action is broader than, but links with, BP192020 below which is specific to Property Services.
BP192014	Launch Northwards' mobile working solution within responsive repairs and agree programme of implementation throughout the rest of the business		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">0%</div>	Steve Welsh; Andy Wood	
BP192015	Review Northwards' Customer Insight Strategy and continue to encourage tenants to switch from traditional to digital methods of interaction		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">0%</div>	Emma Broom; Belinda Rourke	
BP192016	Conduct the biennial employee engagement survey and agree action plan from the results		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">0%</div>	Jan Norris	
BP192017	Commence a programme of investment to enhance fire safety		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;">25%</div>	Ian Pitteway	Action has been carried over from the 18/19 Business Plan and currently stands at 25% complete.

Code	Title	Status	Progress	Assigned To	Latest Note
	measures in all our high-rise properties and update our fire safety management plan				
BP192018	Restore performance of the R&M contract, demonstrating delivery of all Social Value commitments		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: #4F81BD; color: white; display: flex; align-items: center; justify-content: center;">65%</div>	Andy Wood	Action has been carried over from the 18/19 action plan and stands at 65% complete.
BP192019	Review R&M contract options from April 2021		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Andy Plant	
BP192020	Introduce a comprehensive reporting framework for all key asset risks including gas, electrical, fire, asbestos, lifts and water		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Clare Fields; Andy Wood	
BP192021	Delivery of the Council's £26m capital programme incorporating extensive fire safety works including sprinkler installation to high rise residential buildings		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Ian Pitteway	First sprinkler contract is shortly due to be on site.
BP192022	Planning for the implementation of legislation arising from 'Building a Safer Future' report		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Clare Fields	
BP192023	Planning for and obtaining Council approval of the capital programme for 2020/21, prioritising building safety and low carbon homes		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Claire Hopkins	
BP192024	Implement and embed a competency framework for all staff across Property Services		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Andy Plant	
BP192025	In partnership with MCC, plan and commence the procurement process for developers to deliver New Build Round 2		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: #4F81BD; color: white; display: flex; align-items: center; justify-content: center;">20%</div>	Greig Lees	This action has been carried over from the 18/19 action plan and is currently 20% complete.