

NOTTINGHAM CITY HOMES

REPORT OF THE CHIEF EXECUTIVE

THE BOARD
26 July 2007

UPDATE REPORT

1 SUMMARY

- 1.1 This report provides an outline of progress made against a number of key issues since the last meeting of the Board.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Board note the content of this report.

3 RESTRUCTURING

- 3.1 At the previous Board meeting I updated you on the implementation of our foundation plan restructure. Appointments to the interim Foundation Plan structure have now been completed. As I reported in the last board we have been extremely pleased with the support and response from the trade unions and staff as a whole. We have now written to all City Councillors explaining the general rational for the restructuring and will be following this up with more detailed information on the teams in the local offices.

- 3.2 The work on the proposals for a new whole company structure is progressing. We are now aiming to publish our proposals for full consultation at the beginning of September after we have had an opportunity to fully cost and assess our proposals against the company's needs.

- 3.2 I am pleased to say that both Gill Moy our new Director of Housing and Robert Allen our new Head of ICT joined us on Monday 16 July.

Many of you will be aware of that Julie Hadfield our Head of Finance is leaving the organisation to take up new appointment in August. Julie has made a huge contribution to the development and direction of NCH during the past year and I know you will join me in thanking her for her hard work and commitment to NCH and wishing her well in her new role.

Chris Litherland, our Head of Supported Housing is also leaving us this month. Again, we wish him well in his new organisation and thank him for the valuable contribution to the Supported and Sheltered housing services as well as his thoughtful input to the wider team.

4 PREPARING FOR INSPECTION

4.1 Mock Inspection

Last month I reported that we were underway with our self assessment against the audit commission's Key Lines of Enquiry in preparation for

the mock inspection. The series of Key lines of Enquiry workshops which involved tenant inspectors, staff and managers (over 100 in all!) have now been completed. Project managers and their teams have prepared a draft of the self-assessments and service improvement plans.

We had an open, honest and constructive “internal challenge” event on Tuesday 17th July. At this event the project managers presented their findings which were then debated and discussed with a wide group containing all the project sponsors, project managers, a number of tenant inspectors and representatives from Nottingham City Council.

Project Managers are now revising their plans in time for an external challenge event where we have invited some key partners and senior managers from 3* ALMOs to provide a further challenge and objective feedback.

We intend to share our final assessments and plans with the Board in the last week of August prior to the submission of these and documentation on the 3rd September.

4.2 I have also commenced a series of staff briefings to talk to staff about the mock inspection and what will be required. This will be intensified as we get nearer the actual inspection at the beginning of October.

4.3 We are now testing out our services through a programme of reality checks and mystery shopping by the inspectors will commence in August. We have had over 80 responses to our recruitment exercise for additional tenants to help us and HQN with this process.

4.6 I am pleased to report the City Council continues to be supportive in this process and we are planning to have a joint session with managers from NCH and the City in early September to build up relationships.

5 10 YEAR STRATEGY DEVELOPMENT

5.1 The draft ten year strategy will be subject to a separate report. It is worth highlighting at a national level the renewed emphasis on housing. Prime Minister Gordon Brown has announced plans for a new Housing Bill and a Housing Green paper is being published this week. I am delighted to have the opportunity to meet the new Housing Minister Yvette Cooper on 19 July and I will be able to give some verbal feedback at Board.

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