

NOTTINGHAM CITY HOMES

REPORT OF DIRECTOR OF HOUSING OPERATIONS

THE BOARD
20 SEPTEMBER 2007

HOUSING OPERATIONS BUSINESS PLANS – VOIDS AND ALLOCATIONS/ RENT SERVICES

1 SUMMARY

- 1.1 To inform Board of the work that is being undertaken to prepare service specific Business Plans.

2 RECOMMENDATIONS

- 2.1 For Board to note the content of the report.

3 BUSINESS PLAN – VOID AND ALLOCATIONS / RENT SERVICES

- 3.1 As part of the Company's cultural change programme designed to improve performance, provide excellent housing services which deliver value for money whilst meeting the needs and aspirations of our customers, individual Service Business Plans are being developed to provide a 5 year business overview of each service area. The intention is to ensure that the Business Plans are reviewed annual to coincide with the Company's wider business planning process. Service Business Plans will feed into the wider Company Business Plan.
- 3.2 Draft Business Plans have been developed for Voids and Allocations and the Rent Service, (Appendix 1 and 2 respectively). The Business Plans are still being developed and more work needs to be undertaken particularly around the risk assessments, benchmarking information and financial appraisal in order to ensure they are fit for purpose. A template has been developed to ensure a consistent approach across all plans.
- 3.3 Each Business Plan will have an Executive Summary, outline the aims and objectives for the Service and will also give an overview of the Service. The Plans will identify the key tasks, targets and performance indicators; the business opportunities; the service risks; the involvement of customers and stakeholders, as well as detailing the management costs. The Plans will encompass the 4 C's of challenge, compare, compete and consult, as well as embracing the principles of Gershon.

4 OTHER OPTIONS

- 4.1 Service Business Plans are not produced.

5 FINANCIAL & RISK IMPLICATIONS

- 5.1 Contained within each Business Plan

6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

- 6.1 Individual Business Plans will be developed for all areas of the Company's business. They will provide a detailed 5 year assessment for each area of business. The Service Business Plans will inform the Company Business Plan and have a link to the Service Improvement Plans which have been produced as part of the self assessment.

7 VALUE FOR MONEY & EFFICIENCY ISSUES

- 7.1 Contained within each Business Plan

8 EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 Contained within each Business Plan

9 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

- 9.1 Company Business Plan
Service Improvement Plan
Self-Assessment
Company Budgets

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