

## NOTTINGHAM CITY HOMES

### REPORT OF DIRECTOR OF STRATEGY AND PARTNERSHIPS

BOARD  
13 MARCH 2008

#### 2008/09 DELIVERY PLAN AND INSPECTION PREPARATIONS

#### 1 SUMMARY

- 1.1 This report seeks final approval for the 2008-09 Delivery plan and sets out the future planning timetable of both the Delivery plan and preparations for the inspection in November 2008.

#### 2 RECOMMENDATIONS

It is recommended that the Board:

- 2.1 Agree the 2008-09 Delivery plan.
- 2.2 Note the annual planning cycle and inspection preparation timetable.

#### 3 REPORT

##### Background to 2008/09 Delivery Plan

- 3.1 In January 2008 the Board approved the strategic priorities for the 2008/09 Delivery Plan which had been developed following the Mock Inspection findings, the 2007 Status survey and follows on from our 2007/08 foundation plan. Key service priorities were consulted on at the Tenant and Leaseholder conference and finalised following the late determination of the government on HRA subsidy.
- 3.2 The final 2008-09 Delivery Plan has been submitted to Nottingham City Council for approval at its Executive Board on 18<sup>th</sup> March 2008. The Executive Board is also asked to note the programme of key partnership projects between Nottingham City Council and Nottingham City Homes which are also imperative to the successful delivery of the 2008/09 plan.
- 3.3 The objectives for Nottingham City Homes are:
- To value the diversity of our customers and ensure our services are accessible to all
  - To involve, listen and be accountable to our customers
  - To achieve excellent housing services (and 2 stars in November 2008)
  - To achieve and maintain decent homes
  - To be a key partner in transforming and managing Nottingham's neighbourhoods
  - To respond to the needs of the most vulnerable and socially

excluded

- To be an excellent, efficient organisation which has high quality leadership and management, and delivers value for money

For each of these objectives the Delivery Plan sets out our key plans and targets for 2008/09.

- 3.4 Progress on the implementation of the Delivery Plan will be monitored as part of our performance management framework. Our performance management framework principles and approach is set out in section 8.3 of the Delivery Plan.
- 3.5 Nottingham City Council also monitors progress of Nottingham City Homes on our key performance indicators through the Performance Liaison Meetings which receive our monthly performance reports and a rolling programme of focused scrutiny on individual service areas.
- 3.6 We are developing our detailed forward plan for Board and its committees which will outline in more detail the programme for key decisions. This will be available for discussion at the Board away session in April.

### **Planning for our 2009/10 Delivery Plan and Inspection Preparations.**

- 3.7 Clearly a key objective for our 2008/09 Delivery Plan is a successful 2\* result in our November inspection and preparations for that inspection are starting now. The key dates for the inspection are outlined in the table below.
- 3.8 In parallel with Inspection Preparation, we will also be starting the planning cycle for our 2009/10 Delivery Plan. As part of our objective to be an efficient and excellent organisation, we are committed to developing an annual planning cycle which enables proper and timely engagement of tenants and leaseholders (and where appropriate, our partners) in deciding our future plans, service priorities and targets, which also fit with our annual budget cycle. We are therefore seeking to establish an annual planning cycle which commences in June each year.
- 3.9 Appendix 1 sets out the planning for 2009/10 Delivery Plan and the key dates for inspection preparation. The table below shows this in more detail.

	<b>Inspection preparation</b>	<b>Planning Cycle</b>
March 08	Launch of inspection preparation plan  Gap analysis against documents.	Final approval of Delivery Plan 08/09
April 08	24 <sup>th</sup> Audit Commission meeting with Board  Establish evidence library	

May 08	Self assessment as for planning	Preparation for the annual self assessment process
June and July 08.	Peer Review	A programme of consultation with local tenants and leaseholders on self assessment and service priorities. 09/10 Budget pressures identified.
Aug 08	Formal Letter from A/C requesting Self Assessment and Documents	As above
Sept 08	22 <sup>nd</sup> Self Assessment and documents finalised, signed off by NCH and NCC and submitted	Tenant consultation event on key budget and service priorities and targets for 09/10
Oct 08	Pre-inspection feedback and mystery shopping	31 <sup>st</sup> Draft Delivery Plan Submitted to City Council
Nov 08	17 <sup>th</sup> Inspection	Draft subsidy determination
Dec 08	Follow up evidence possibly required	Final subsidy determination
Jan - Mar	Inspection outcome	Final Delivery Plan Submitted to City Council Final budget approved

It is planned to develop a full company diary which synchronises tenant fora with Board meetings to ensure timely consultation can take place prior to Board decision making. This will include all Board meetings and its sub-committees and area panels, tenant fora and the Tenant and Leaseholder Congress.

#### **4 OTHER OPTIONS**

- 4.1 An annual delivery plan is a requirement of the management agreement with the City Council.

#### **5 FINANCIAL & RISK IMPLICATIONS**

- 5.1 The Delivery Plan is based upon a break-even budget for NCH for 2008/09 and management fee of £33.099m has been agreed. The delegated revenue repairs budgets amounts to £17.097 and has assumed other income (including Capital HRA Works, Corporate Property Repairs and Supporting People Grant) of £13.843.

#### **6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES**

- 6.1 The Delivery Plan sets out how we aim to achieve our objectives.

## **7 VALUE FOR MONEY & EFFICIENCY ISSUES**

- 7.1 A key objective of our Delivery Plan is: “to be an excellent, efficient organisation which has high quality leadership and management and delivers value for money” and this supported by our value for money strategy.

## **8 EQUALITY & DIVERSITY IMPLICATIONS**

- 8.1 NCH provides services to a wide range of customers with different needs. A key objective in the Delivery Plan is “to value the diversity of our customers and ensure our services are accessible” and has a specific section on how NCH will work towards this objective.

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

- 9.1 Nottingham City Homes Delivery Plan 2008/09

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**DATE: 6 March 2008**