

NOTTINGHAM CITY HOMES

REPORT OF ASSISTANT DIRECTOR – HOUSING
SERVICES

THE BOARD
18 SEPTEMBER 2008

ANNUAL INDEPENDENT REVIEW OF NOTTINGHAM CITY HOMES CITYWIDE COMPACT

1 SUMMARY

- 1.1 Nottingham City Homes (NCH), Nottingham City Council (NCC) and the Nottingham Tenants and Leaseholders Congress (TLC) signed a tripartite compact in 2007 to run until 2010. The Compact is subject to regular review and in June 2008 Tim Morton Associates (TMA) were appointed to carry out a review (see Appendix 1).

2 RECOMMENDATIONS

It is recommended that the Board:

- 2.1 Note the recommendations made in the annual review; and
- 2.2 Agree in principle that the proposed Resident Involvement Statement is adopted to meet good practice, replacing the previous Tenant and Leaseholder Involvement Strategy.

3 REPORT

- 3.1 NCH requested that the compact review was to be an impartial in depth critique with as much tenant involvement as possible so it could actively make real changes and forward plan with tenants to shape the service.
- 3.2 TMA sought to gather views from a wide variety of stakeholders as well as drawing on experience and knowledge from elsewhere. They carried out the following to fully test the Compact:
- A desktop review of the compact comparing it to the National Standards and the Audit Commission's KLOE on tenant participation.
 - Ran four workshop focus groups involving:
 - Uninvolved tenants;
 - Involved tenants and leaseholders including two board members who are tenants;
 - NCH staff; and
 - NCC staff and councillors.
 - Conducted a number of interviews with key stakeholders,
 - Reviewed a considerable number of documents.
- 3.3 The review has confirmed that the compact is comprehensive and meets the National Standards and KLOE requirements. The

consultation feedback also suggests that NCH is making progress in implementing the compact and in its approach to tenant and leaseholder involvement, and confidence of tenants and leaseholders in NCH is now growing.

3.4 The review does make a number of recommendations, some new actions, and these will be included in this and next years Service Improvement Plans. They include:

- To increase membership, representation and establish a comprehensive database of the tenant and leaseholder population, broken down by ethnicity, age, gender, disability and sexuality
- To build effective working arrangements between Area Committees and Area Panels
- To invest more in good practice that will measure feedback and impact more effectively, for example, TP Tracker is a database that enables the organisation to track the proportion of residents by area and by **diversity** and identify who is engaged and to what extent. It enables organisations to measure the **impact** of different activities and the impact that residents have on decision making in the organisation.
- The compact could be reduced in size leading to a much simpler menu of opportunities expressed in simple language, graphically, using images and cartoons rather than pages of text. However the emphasis should be on continuing to implement the proposals and to make improvements in preparation for the time the full compact is up for review in 2010, to include tenant led self regulation. This should also include re-branding the compact to encourage wider awareness and understanding of the compacts purpose.
- The role of Area Panels needs to be developed and strengthened including in relation to decision taking.

The Involvement Strategy was approved by the NCH Board in January 2007. The document runs to 68 pages and has been superseded by the actual compact and changes in governance within the organisation that has taken place. It is recommended that the compact is complemented by a Tenant and Leaseholder Involvement Statement of intent, with the suggested model provided

4 OTHER OPTIONS

4.1 None. The revised Tenant and Leaseholder Compact and review outcomes provide a springboard for NCH to shape the service and deliver effective ways for tenants and leaseholders to have a real say in how they get involved.

5 FINANCIAL & RISK IMPLICATIONS

5.1 The Audit Commission previously identified significant weaknesses

within the TP service and provided wide ranging recommendations in the way NCH can work better with its tenants and leaseholders.

- 5.2 The tenant involvement budget can take account of the costs of the recommendations made and other budget provision i.e. marketing and IT will be maximised where possible.

6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

- 6.1 The Tenant and Leaseholder Involvement Compact and Statement complement the strategic objectives.

7 VALUE FOR MONEY & EFFICIENCY ISSUES

- 7.1 The compact and review outcomes ensure that tenant involvement happens strategically, at grass root and front line service level. Accountability will be more localised and the impact of tenant participation making real service improvements.

8 EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 NCH's aim is to have a housing service where all tenants and leaseholders, irrespective of race, religion, culture, nationality, ethnic background, colour, disability, gender, sexuality, age, literacy or income level, have meaningful opportunities to be involved as respected partners in influencing, developing and delivering all services in their local areas and across Nottingham.

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

- 9.1 Tenant and Leaseholder Compact 2007-2010
Tenant and Leaseholder Involvement Strategy, January 2007
KLOE 5 Resident Involvement
National Framework for Tenant Compacts

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