

NOTTINGHAM CITY HOMES

REPORT OF DIRECTOR OF STRATEGY AND PARTNERSHIPS

THE BOARD
29 JULY 2010

NOTTINGHAM'S APPROACH TO THE TSA ANNUAL REPORT 2010

1 SUMMARY

- 1.1 This report provides the Board with an overview of Nottingham City Homes and Nottingham City Council's joint approach to the TSA Annual Report 2010.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Board sign off and agree Nottingham's approach to the development of the Annual Report to tenants and the TSA.

3 BACKGROUND

- 3.1 The development of an annual report is a new requirement placed on all social housing providers by the TSA. Whilst uncertainty surrounds the long-term future of housing regulation, the TSA and the housing sector is continuing with plans to produce Annual Reports by the 1 October 2010 deadline. In any case it is presumed that regulation of some sort will continue to be a requirement.
- 3.2 Whatever the consequences of regulation for social housing in the future social landlords will need to respond positively to the co-regulatory environment which means an increasingly proactive role in ensuring rigorous and honest self assessment in partnership with our tenants and Boards having responsibility to self-regulate and drive improvement.
- 3.3 The Annual Report will be a key tool for the TSA in monitoring regulatory compliance. The report will certify compliance with the TSA national standards and will be 'signed off' by Boards. The TSA has not been prescriptive as to the format of this report and as far as possible they expect providers to use information that is already collected and is therefore 'used and useful'.
- 3.4 Expected content of the annual report includes the following:
- Certified compliance with TSA national standards
 - Demonstration of how compliance is measured and how NCH has gained assurance on the outcomes reported
 - In instances of non compliance, associated improvement plans
 - Our offer to tenants against the national standards over the next year

- , including local service offers
- How tenants have been involved in scrutinising performance and producing the report
- Where appropriate the use of benchmarking, external validation and peer review

3.5 The level of assurance the TSA gain from this self-assessment will be influenced by the degree to which providers are transparent, involve their tenants in scrutinising performance and adopt external validation such as benchmarking, peer review and third party accreditation. The TSA has not been prescriptive as to the format of this report and as far as possible they expect providers to use information that is already collected and is therefore 'used and useful'.

4.0 OUR APPROACH TO THE ANNUAL REPORT

4.1 NCH's journey towards excellence has been mapped out and is shown in Appendix 1. Our journey has been based upon a co-regulatory approach with our tenants, with an established process of self assessment in place since 2007 and tenant involvement at the heart of our improvement programme.

4.2 Key tenant involvement activities include:

- Establishment of Tenant Services Inspectors
- Estate Assessments
- Mock Inspection and Tenant Audit Team undertaking scrutiny role
- Estates peer review
- Scrutiny and monitoring of performance

4.3 NCH is currently reviewing its approach to involvement and has established a Project Board to oversee this work. This Board will also review NCH's approach to meeting the TSA's standards and developing our local offer. The Board comprises Chairs of Forums, Board members and a representative from NCC.

4.4 We are proposing to involve tenants, staff and the Board in developing our annual report through a self assessment process. The process will be along the same lines as previous years where stakeholders have been engaged in considering our services and performance and identifying gaps (previously against the Audit Commission's Key Lines of Enquiry and now using the TSA's National Standards). The self assessment will also be used to talk to tenants about their priorities going forward.

4.5 This approach will be informed by existing activity including ongoing service reviews such as the Better Practice Review and Modernisation of Tenancy and Estate Management.

4.6 Tenant input into the style and content of the Annual Report will be facilitated through discussions with the Communications Panel and with representatives from Area Panels and Forums at a consultation event on

18th August 2010. Key to our approach is ensuring that the Annual Report is a document which is accessible and relevant to our tenants.

4.7 An overview of our approach is attached as Appendix 2 to this report.

5 OTHER OPTIONS

5.1 None

6 FINANCIAL AND RISK IMPLICATIONS

6.1 Failure to meet regulatory requirements pose a significant risk to NCC and NCH. Furthermore NCH needs to demonstrate to customers that it is fully engaging them in future service improvements if it is to retain their confidence in the ALMO.

7 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

7.1 It is essential for NCH that its arrangements for meeting its regulatory obligations are robust, and thereby deliver excellence to customers.

8 VALUE FOR MONEY AND EFFICIENCY ISSUES

8.1 The TSA's Value for Money standard requires providers to manage their resources to provide efficient, quality services to meet tenants' and future tenants' needs. Our Annual Report will clearly state how we meet this requirement and detail plans to develop local offers in relation to tenant priorities.

9 EQUALITY AND DIVERSITY IMPLICATIONS

9.1 Equality and Diversity issues will be at the heart of our Annual Report. In particular, we will need to provide assurance as to how NCH meets the TSA's Tenant Involvement and Empowerment Standard which requires that providers take equality and diversity and support needs into account in all they do.

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

10.1 None

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Date: 20th July 2010