

NOTTINGHAM CITY HOMES

PERFORMANCE & REGULATORY COMMITTEE

30 OCTOBER 2007

REPORT OF DIRECTOR OF HOUSING OPERATIONS

REVIEW OF SERVICE CHARTERS

1 SUMMARY

- 1.1 To inform Performance & Regulatory Committee of the work that is being undertaken to implement ISO 9001:2000.

2 RECOMMENDATIONS

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

3 IMPLEMENTATION OF ISO 9001:2000

- 3.1 As part of the Company's preparations for Inspection by the Audit Commission in June 2008, it is planned to ensure that all procedures within the Company are ISO 9001:2000 compliant, and that the Company is working towards ISO accreditation in September 2008.
- 3.3 One of the criticisms arising from the Mock Inspection was the inconsistency of service delivery not only across offices but also within the Company generally. In order to address this issue, the Company has committed to ensuring that procedures within the Company are ISO 9001:2000 compliant.
- 3.4 Currently only Property Services have ISO 9001:2000 accreditation. The intention is to incorporate this accreditation into a whole Company accreditation.
- 3.5 An Implementation Team has been created to ensure that timescales for delivery are met. This Team has been created on a temporary basis, and is being funded from the Development Bid programme. An Implementation Plan has been developed by the Team, see appendix 1
- 3.6 Service Review Teams are being created and will involve front line employees who will drive the development of procedures, to ensure that there is ownership in the process. Procedures will be reviewed and new ones developed by 31st December 2008. All procedures will be externally verified by 31st January 2008. By 31st March employees will have been fully briefed and will be using the procedures. Internal audit teams will be created to ensure that procedures are being consistently applied. Between the 31st March 2008 and September 2008 a history of delivery and auditing will be created to inform the accreditation process.
- 3.7 It is intended that a whole Company accreditation will be applied for in

September 2008.

4 OTHER OPTIONS

- 4.1 Not applicable, procedures must be developed and consistently applied before the Housing Inspection in June 2008.

5 FINANCIAL & RISK IMPLICATIONS

- 5.1 The cost of the implementation of ISO 9001:2000 is being met from the Development Fund which has been created by the City to assist in ensuring the Company can deliver a two star rating at Inspection in June 2008.

6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

- 6.1 ISO procedures will embrace the Company's Mission, Vision and Values.

7 VALUE FOR MONEY & EFFICIENCY ISSUES

- 7.1 VFM will be a key driver in the development of ISO 9001:2000 procedures.

8 EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 Equality and diversity will be a key driver in the development of ISO 9001:2000 procedures.

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

- 9.1 ISO Good Practice
Current in-house procedures
Mock Inspection feedback

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