

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 review the Company's Service Charters.

2 RECOMMENDATIONS

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

3 SERVICE CHARTER REVIEW

- 3.1 As part of the Company's preparations for the Inspection by the Audit Commission in June 2008, it is planned to review all the current Service Charters to ensure that they are fit for purpose
- 3.2 The review will draw upon good practice elsewhere in the housing sector. A standard format and house style will be developed for the Charters.
- 3.3 One of the criticisms arising from the Mock Inspection about the current Service Charters was that performance targets within them were not consistent with performance data elsewhere within the organisation, including the performance plans and customer leaflets. It is intended that the new Service Charters will be aligned with performance targets and customer information leaflets will be reviewed to ensure consistency across all documentation.
- 3.4 A timetable for the review has been developed see appendix 1. The review will consist of a 1 day event, to which tenants, leaseholders and employees will be invited. This event will take place on the 26th November 2007. Mock-up house styles will be shown to tenants and leaseholders for consideration. Tenants and leaseholders will be consulted on the content of each Service Charter. Final drafts will then be prepared for consultation at the Service Forums and Groups, and finally at the meeting of the Tenant and Leaseholder Congress in January 2008. All Service Charters will be submitted for the Plain English Crystal Mark.
- 3.5 Following the review of the Service Charters, Service Heads will review all the customer leaflets which are produced in consultation with the Service Forums and Groups.

4 OTHER OPTIONS

- 4.1 Not applicable, Service Charters must be reviewed in a timely fashion before the Housing Inspection in June 2008.

5 FINANCIAL & RISK IMPLICATIONS

- 5.1 It is essential that Service Charters are reviewed and that there is a track record of implementation and delivery in time for the Housing Inspection in June 2008.

6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

- 6.1 The Service Charters will embrace the Company's Mission, Vision and Values as part of the review.

7 VALUE FOR MONEY & EFFICIENCY ISSUES

- 7.1 Delivery of VFM services will be a key driver contained within each Service Charter review.

8 EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 Equality and diversity will be a key driver within each Service Charter. There will also be a specific Service Charter on Equality and Diversity.

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

- 9.1 Existing Service Charters
Mock Inspection Feedback
Good Practice Websites

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