

Homes for Islington Board of Directors

 Agenda 20th October 2008

6.30 PM to 8.30 PM

Boardroom

Highbury House, 5 Highbury Crescent, London N5 1RN

Item	Presenter	Subject	Status	Page number	Duration
		Open Items			
	Adam Borrie	Welcome/Apologies/Introductions	Information	Verbal	6.30-6.35
1	Adam Borrie	Declaration of interests	Information	Verbal	6.30-6.35
2	Adam Borrie	Questions received from the public and questions from the floor	Information	Verbal	6.35-6.55
3	Cora Nicholls	Presentation - Overcrowding - causes, issues and remedies	Information	Presentation	6.55-7.30
4	Adam Borrie	Minutes of 26 th August 2008 and matters arising	Decision	1	7.30-7.40
5	E McGoldrick Adam Borrie	Chair and Chief Executive's Report	Information	Verbal	7.30 - 7.40
6	Mike Sims	IDC - Terms of Reference	Decision	7	7.40 - 7.45
7	E McGoldrick	Resident Involvement Strategy Action Plan update	Monitoring	11	7.45 - 7.50
8	Chairs	Reports back from Sub Boards and Committees: a) Contracted Services Sub-Board 19 th August 2008 b) Managed Property Sub-Board 20 th August 2008 c) Human Resources Committee 21 st August 2008 d) Finance Committee 4 th September 2008 e) Investment and Delivery Committee 15 th September 2008 f) Investment and Delivery Committee 18 th September 2008 g) Audit Committee 29 th September 2008 h) Human Resources Committee 2 nd October 2008 i) Investment and Delivery Committee 8 th October 2008	Information	33 34 35 36 37 38 39 40 41	7.45 - 7.50
9	Adam Borrie	Any other Business	Information	Verbal	7.45 - 7.50
10	Adam Borrie	Forward Plan	Decision	43	7.45 - 7.50
11	Adam Borrie	Date and Time of the next meeting, December 15 th 2008, 6.30pm Highbury House, Board Room.	Information	Verbal	7.45 - 7.50
12	Adam Borrie	Date and time of next meeting - 6.30pm, Monday 15 th December 2008, Highbury House	Information	Verbal	8.25 - 8.30

**Homes for Islington
Board of Directors Meeting
Minutes of 26th August 2008
Highbury House, 5 Highbury Crescent, London N5 1RN**

Present: Adam Borrie (Chair), Jessie White (Vice-Chair), Barbara Coventry, Richard Greening, Caroline Jenkinson, Eddie Niles, James Simpson, Des Smith, Joe Trotter, Jyoti Vaja, Theresa Coyle, Ann Lucas, Barbara Sidnell (Directors)

In attendance: Eamon McGoldrick (Chief Executive),
Mike Sims (Company Secretary – Minutes)

Apologies: Kate Barns (Director)
Louise Round (Director)

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.30pm. b) The Chair gave apologies for Kate Barns and Louise Round.</p>	
2	<p>Declarations of Interest</p> <p>a) There were no declarations of interest.</p>	
3	<p>Questions Received from the Public</p> <p>a) There were no questions in writing in advance of the meeting. b) A letter with a question was received from Mrs. Horton, 44 Selkirk House, N1 0AB asking staff to respond in writing.</p> <p style="padding-left: 40px;">A) <i>A written response is being prepared by staff since the same letter was submitted by Mrs. Horton at MPSB 20/08/2008.</i></p> <p>c) The following questions were received from Vicki Leonard, 32 Haslam Close, N1 1SU.</p> <p>1. If HFI is truly committed to consultation with leaseholders, when are you going to start sending out letters that people can understand?</p> <p style="padding-left: 40px;">A) <i>Thank you for your feedback on the language used in the letter, which is most welcome. HFI will consider the language used and take your comments away.</i></p> <p>2. When is HFI going to involve leaseholders in proper consultation on constructor selection and price?</p> <p style="padding-left: 40px;">A) <i>There are limitations on the issue of constructor selection and price given the existing framework contract. Having said that, leaseholders can and have influenced contracts through</i></p>	<p>Doug Goldring</p>

existing consultation exercises (design, site considerations and others).

There will be genuine opportunities for detailed involvement as the organisation procures new framework arrangements beyond 2010.

A written response is to be sent within 10 working days.

Ferenc
Morath

Eamon
McGoldrick

c) The following questions were received from Brian Potter, Pleasant Place, N1.

1. I am highly concerned, as are all the residents of Halton Mansions who mention this to me every day, again and again and again, about what has happened to the works agreed three years ago under tenant compact money. If the works are not going to happen please could someone tell me, and the residents, that they are not going to happen.

A) Your comments are noted.

2. Is there a policy of secrecy about not informing me about surveys that take place on my estate at Pleasant Place? I met two sets of people with clipboards and no one told me such people were coming onto my estate. Why am I, as chair of both the resident and the leaseholder association on that estate, not told when these things are taking place on my estate?

A) Chairs of TRA's are not informed about each and every survey that might take place on an estate. This is simply impracticable. However, chairs are informed of specific estate inspections and the Board undertakes to ensure that you have this schedule.

A written response is to be sent within 10 working days

3. Are the 500 properties left out of PFI II out to Contract? I must have paperwork that absolutely assures me this is not the case.

A) You have confused a housing management contract with ongoing refurbishment contracts for decent homes work. There are no current plans to pass the management of these units to an alternative provider.

d) The following question was received from Mr E Murphy, flat 42, 6-10 Aberdeen Park:

1. I do not believe that the change being made to my leasehold service charge account accurately reflects the amount of caretaking services my estate receives. When I speak to staff responsible they just tell me they believe the standard is adequate.

A) The Director of Operation will be asked to independently review correspondence you have had with staff and provide you with a response within 10 working days.

Doug
Goldring

Eamon
McGoldrick

Doug
Goldring

4	<p>ITC Presentation from LBI</p> <ul style="list-style-type: none"> a) The Board received a presentation on ITC from John Lowin, Head of Technology Solutions for LBI. b) The Board raised the following issues: <ul style="list-style-type: none"> i). Extension of any free wireless scheme should target deprived areas of the Borough. ii). The service needs to account for a diversity of language groups in the Borough. iii). There was potential for confusion, especially with the elderly, with digital switch over by 2010. Careful explanations as part of a comprehensive communications strategy would be required. iv). Community facilities could be used for training purposes. <p>The presentation was noted.</p>	
5	<p>Minutes of the meeting of 30th June 2008 and Matters Arising</p> <ul style="list-style-type: none"> a) Accuracy - Claudia Webbe was present at the meeting but not recorded as such in the minutes. <p>With this amendment the minutes were approved as an accurate record of the meeting.</p>	
6	<p>Chair and Chief Executive Report</p> <ul style="list-style-type: none"> a) Chair's report: <ul style="list-style-type: none"> i). The Chair reported that the Audit Committee's report is due on the 28th of August or the 4th of September 2008. b) Chief Executive report: <ul style="list-style-type: none"> i). The Chief Executive reported that Doug Goldring has been appointed Deputy Chair Executive. The Chief Executive will circulate a list of functions to the Board. ii). The Chief Executive will also circulate an update to the Board on the permanent appointment of the Director of Property Services. 	<p>Eamon McGoldrick</p> <p>Eamon McGoldrick</p>
7	<p>3-Year Financial Planning Cycle</p> <ul style="list-style-type: none"> a) Ann Lucas introduced a report for decision, outlining a 3-year financial plan for the organisation. <p>The Board agreed:</p> <ul style="list-style-type: none"> i). That HFI should negotiate with Islington Council on a 3 - year management fee, initially for 2009/10 and the following 2 financial years. ii). That HFI should prepare its Business Plan and associated budgets on a 3 - year rolling basis. 	

	<p>iii). That the efficiency savings target should be 5% pa for 2009/10 and the next 2 financial years</p> <p>iv). That the efficiency savings in excess of the 3% required by the Council, i.e. up to 2 %, should be considered for delivery of business plan/service improvement proposals.</p>	
8	<p>Strategic Performance Management</p> <p>a) Eamon McGoldrick introduced a report for decision, providing the Board with a strategic overview of performance management indicators and progress on objectives in the Business Plan 2008-13.</p> <p>Board Agreed:</p> <p>The Chief Executive is monitoring proposals on customer service functions (collection of rent and arrears and gas servicing).</p>	
9	<p>Capital and Financial Performance Management</p> <p>a) Eamon McGoldrick presented a monitoring report, providing the Board with a strategic overview of company financial programming for 2008/9 and progress on Decent Homes targets.</p> <p>The report was noted.</p>	
10	<p>ITC Action Plan Monitoring</p> <p>a) Eamon McGoldrick presented a report for monitoring purposes, the report was the annual review of the ITC action plan.</p> <p>The report was noted.</p>	
11	<p>Reports back from Committees</p> <p>The reports were noted.</p>	
12	<p>Forward Plan</p> <p>a) The Board requested that complaints was added to February 2009.</p> <p>With the inclusion of this amendment, the Forward Plan was approved as an accurate record of the meeting.</p>	Mike Sims
13	<p>Any other Business</p> <p>a) Board agreed to pass on thanks to the framework contractor that completed the works at Herongate Reception Centre.</p>	Peter Taunton

14	Date and Time of Next Meeting The next meeting will be held at 6.30pm, on the 20 th of October 2008, Boardroom, Highbury House	
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There being no further business to conclude the Chair closed the meeting at 8.44pm

Chair: Adam Borrie

Date

Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Company Secretary

Name of Meeting	Date of Meeting	Agenda item	Status
Board	20 th October 2008	6	Decision

Subject of Report: IDC - Terms of Reference

1. Synopsis

1.1 This report updates Board on the decision taken at the last IDC meeting (8th October 2008) where it agreed to consider its existing terms of reference.

2. Recommendation

2.1 That Board approve a revised Terms of Reference for IDC as proposed by that Committee.

3. Background

3.1 At its meeting on 15/09/08, IDC considered its existing Terms of Reference.

3.2 IDC indicated a number of issues and ideas concerning what revised Terms of Reference might look like.

3.3 The existing Terms of Reference are attached as Appendix 1.

3.4 At its meeting on 8/10/08 IDC agreed a revised version of its Terms of Reference.

3.5 A revised version of IDC's Terms of Reference is attached as Appendix 2.

4. Implications

4.1 Financial Implications

4.1.1 Capital Implications
None specific to this report

4.1.2 Revenue Implications
None specific to this report

4.1.3 Efficiency Implications
None specific to this report

4.1.4 Risk
None specific to this report

4.2 **Legal Implications**

None specific to this report

4.3 **Equalities Implications**

None specific to this report

4.4 **Sustainability Implications**

None specific to this report

4.5 **Consultation Implications**

None specific to this report

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Investment and Delivery Committee - Terms of Reference

1. To ensure arrangements are in place so that concise, timely and relevant information is provided to the Board with regard to the investment programme
2. To monitor, and where appropriate review, arrangements with respect to achieving effective and sustainable asset management
3. To monitor, and where appropriate review, the relationship between key internal functions, such as finance and technical services (and others where appropriate), as they pertain to housing investment and delivery
4. To monitor, and where appropriate review, the general performance (e.g. time, cost, quality) of HFI with respect to the investment programme
5. To receive recommendations from Sub-Boards on the Investment programme
6. To support the development of innovative and effective methods of procurement and management, including the involvement of supply chains where appropriate, from material production through to end-users
7. To agree allocations to contractors
8. The giving of authority to officers to enter into contracts where those contracts relate to items within the terms of reference where:
 - a) The aggregate value of a contract is between £500k and £5m and, with the approval of the Chair of the Board, between £5m and £15m (revenue or capital);
 - b) There is provision for such expenditure within the approved budgets; and
 - c) The provisions of the Council's procurement code have been complied with.
9. The giving of authority to officers to terminate such contracts between these levels.

Investment and Delivery Committee - Revised Terms of Reference

1. To agree, and oversee the implementation of, HFI's Asset Management Strategy
2. To approve all programmes of work
3. To agree the arrangements for procuring works
4. To agree the arrangements for involving and consulting with residents in relation to planned and programmed work
5. To agree the award of work under Framework contracts and the letting of individually tendered contracts in accordance with HFI's procurement policies and scheme of delegation
6. To monitor the delivery of planned works in relation to:
 - Procurement
 - Client management
 - Quality of work
 - Cost and value for money
 - Delivery on time
 - Customer care
 - General performance to any other condition of contract
7. To award contracts for newbuild projects, within HFI's scheme of delegation, and monitor their implementation

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Director of Performance and Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Board	20 th October 2008	7	Monitoring

Subject of Report: Resident Involvement Strategy Action Plan Update

1. Synopsis

- 1.1 This report is to update Board on progress against the Resident Involvement Strategy Action Plan. Board agreed to monitor Resident Involvement progress annually and last received a report in September 2007. This report therefore summarises progress against 2007/08 actions. It also presents the current priorities and action plan for 2008/09.

2. Recommendations

- 2.1 That Board notes the contents of the report including progress against the 2007/08 Resident Involvement action plan (Appendix 1) and the action plan for the coming year (Appendix 2).
- 2.2 That Board notes the analysis contained in the “annual report” of resident involvement that details progress between April 2007 and October 2008 (Appendix 3).

3. Background and progress review 2007/08

- 3.1 The Resident Involvement Strategy was reviewed and agreed by Board in April 2007. It included a revised action plan linked to the key objectives of the strategy. Progress against the action plan up to March 2008 is attached as Appendix 1.
- 3.2 Progress points were reported up to August 2007, and the end of year overview would highlight the following successes during the year:
- The Resident Involvement Register was launched and has exceeded targets, growing to a membership of over 650 residents, with a good cross-section of both tenants and leaseholders
 - The Resident Involvement Register is being used successfully to involve residents in a variety of focus groups and surveys, targeted at individuals’ interests, and this is resulting in a significant broadening of the range of residents who are involved with HFI service developments
 - A Disability Panel has been successfully set up in partnership with Disability Action in Islington, involving twelve members from the six disability strands. Meetings have highlighted issues of concern and improved involvement and consultation with disabled residents

- A revised service level agreement with FITA was signed in September 2007 and regular monitoring is undertaken
- Resident mystery shopping has begun, with recruitment of 'shoppers' from the Involvement Register, joint working with Lewisham & training from HQN
- The terms of reference for consultative panels have been revised and updated.

4. Priorities for 2008/09 onwards

4.1 The end of year review of resident involvement highlighted the following areas for development during the current year, and inclusion in a revised action plan (attached as Appendix 2):

- To review the model TRA constitution and terms of reference
- To build resident involvement more consistently, and at an early stage, into HFI service developments
- To increase the Resident Involvement Register further, and to target under-represented groups for membership and involvement
- To further develop resident mystery shopping and the use of focus groups, and to co-ordinate and support these internally (through the Service Development Team)
- To continue and strengthen the Disability Panel with the support of Disability Action in Islington, with a view to HFI facilitating the group in the future
- To monitor FITA against the revised service level agreement, and action the value for money review delayed from 2007
- To review and improve the opportunities for training, ensuring that training needs are targeted and met effectively (possibly broadening training opportunities to target worklessness issues more effectively).

4.2 The priorities for resident involvement will be reviewed at the end of 2008/09, when the outcomes of the Service Efficiency Review (SER) are known. The review will assess the level of resources invested in resident involvement and examine how effectively residents are involved in deciding how they are allocated.

4.3 Although there are no significant recommendations relating to resident involvement in the finalised Audit Commission inspection report, the SER will also closely examine the commentary within this report.

5 Report for Resident Involvement April 2007 -October 2008

5.1 Appendix 3 contains analysis of HFI's recent resident involvement performance.

6 Conclusion

6.1 The Resident Involvement strategy progressed well during 2007/08. The key target for 2008/09 is the analysis of the approach that will be part of the Service Efficiency Review taking place from July 2008 – January 2009.

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Resident Involvement Action Plan (Appendix 1) – Review of actions 2007/08

Shaded = completed

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 1	To integrate involvement as a driver for change throughout the organisation					
1.1. Integrate resident involvement at the heart of organisational culture	Include resident involvement in relevant job descriptions	Oct 07	DS	<ul style="list-style-type: none"> ▪ Job descriptions amended ▪ Induction amended ▪ All staff trained ▪ Conference arrangements updated ▪ Monitor training arrangements of key contractors 		Resident involvement is integral to community and service development officer post and included in their job descriptions
	Include resident involvement in the induction presentation and process					Service Development Advisor attends induction training to highlight importance of RI
	Provide all staff with training on resident involvement and include residents					Residents feedback has been included as part of customer focus training being rolled out Feb 08 onwards.
	Include item on resident involvement at staff conference and develop staff award for resident involvement					Next conference due April 08. Developing action plan to incorporate RI item and staff award.
	Work with key contractors to incorporate resident involvement in their customer care training					Residents are involved with contractors on customer care issues in a variety of ways. <ul style="list-style-type: none"> - Board resident representatives attend Framework conferences where customer care is discussed. - Steering groups are formed for each contract and this includes residents and contractors including Residents Liaison Officer. - Kier Islington held an event to examine issues of customer care and service delivery for residents and resident Board directors.

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
1.2. Review existing structures and initiatives for RI to ensure outcomes achieved	Review ToR for Consultative Panels, develop ToR for Leaseholder Association and monitor make up of panels and attendance	Oct 07	SK & DG	<ul style="list-style-type: none"> ▪ New ToR agreed ▪ New SLA agreed ▪ Attendance records kept ▪ Attendance monitored by equality strands ▪ Evaluate resident input into service statements ▪ Monitor AOs to ensure consistent practice 		<p>ToR for consultative panels have been reviewed November 2007. The ILA will develop their Terms of Reference, if they become a consultative body with HFI..</p> <p>Governance team to monitor the make-up of panels and their attendance.</p> <p>Resident service statements sent to residents in May / June 07. Comment and feedback was invited from the Estate Services Involvement Group at the end of September and feedback will be incorporated in 2008 service statements.</p> <p>A consultation standard (for running meetings etc) has been developed within the revised Residents Participation Policy & Procedures manual in November 2007</p> <p>Revised SLA with FITA agreed September 2007 and monitoring but in place.</p>
	Review resident service statements with residents and ensure HFI Consultation Standard applied to the development of statements					
	Review SLA with FITA					
1.3 Integrate resident involvement/consultation implications on reports for decision to Board, committees and SMT.	<p>Consultation implications on all relevant reports to inform on:</p> <ul style="list-style-type: none"> • Whether consultation required. What's been done or • If not done, what's planned • If not required 			<p>Consultation implications on all relevant reports to inform on:</p> <ul style="list-style-type: none"> • Whether consultation required. What's been done or • If not done, what's planned. • If not required 		<p>Resident Involvement a standard part of reports to SMT, committees and Board, from September 2007.</p>

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 2	To provide a broad range of ways for residents to get involved					
2.1. Develop a resident participation and involvement register.	Develop a register of HFI residents who are interested in being consulted on HFI service delivery issues at a time and in a way that suits them.	Aug 07	SK	<ul style="list-style-type: none"> ▪ Database in place ▪ Publicity and registration forms in place and available at all HFI access points and community events ▪ Demonstrable use of database in resident participation and involvement ▪ Regular report to SMT ▪ Regular report to residents (HFI News) ▪ 250 residents registered by March 2008 		<ul style="list-style-type: none"> - Involvement register established and grown to over 650 members (Feb 08). - Publicised in June newsletter. Follow-up in Sept edition. Available at Kier fun day and local community events - Register used for RTB communications, leaseholder conference, Just Rewards Scheme, residents survey and dog control survey, & various focus groups. - Application forms made available in area offices in six community languages.
	Develop and plan publicity and registration forms for residents including recruitment drive at HFI community engagement events.					
	Develop staff awareness of register.					
	Develop database to include resident details and consultation preferences.					
2.2 Increase resident involvement in HFI resident publications	Guest editors introduced into HFI's quarterly resident newsletter.	July 07	DS	<ul style="list-style-type: none"> ▪ Articles and sections of quarterly resident newsletter written and edited by residents. ▪ Residents on the resident newsletter editorial board. 		<ul style="list-style-type: none"> Residents invited to contribute to newsletters with articles published where possible. This opportunity is also being promoted in the new 'Involvement Leaflet' (Dec 07) Resident Board director attends and contributes to editorial meetings. SDT and LBI YPS exploring ways to engage young people in the newsletter via Islington 'Headliners' - linked to arts & drama projects. Plans to involve Islington Pensioners Forum in guest editorship.

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
2.3. Develop Resident Involvement Awards	Resident involvement awards developed	July 07	SK	<ul style="list-style-type: none"> ▪ Award ceremony at annual residents' conference ▪ Award winners automatically nominated to ALG national resident involvement awards ▪ 		Nomination deadline extended following poor return rate. Nominations across all categories now received. Board Chair & Vice Chair to choose winners and presented at residents conference (Sept 07).
2.4 Strengthen links with hard to reach groups, providing opportunity for involvement across the six diversity strands	Contact umbrella groups representing the six diversity strands	Ongoing	SK	<ul style="list-style-type: none"> ▪ Map existing local contacts and projects with community groups ▪ 'Outreach meetings' facilitated with umbrella groups and joint projects developed where appropriate 		<p>Community engagement / outreach mapping exercise in place. Advice agencies and community group list updated June 06.</p> <p>Outreach meetings carried out with Faith Forum, Somali welfare centre, Age Concern, Disability Action in Islington and Refugee Forum & pensioners groups</p> <p>- HFI have established a 'Disability Panel' in partnership with Disability Action in Islington. The Panel has met three times and additional consultation for specific areas of service.</p>
2.5 Hold HFI Board Open Forums	Organise two Open Forums with the Board	Ongoing (annual)	MS	<ul style="list-style-type: none"> ▪ Two Board Open Forums held during the year at 'independent' locations in the north and south of the borough 		- Board forum (Q&A's) took place at Vibast community centre (June 07) and Williamson St Community centre October 07

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 3	To offer training to all residents to support opportunities for participation and build capacity for resident involvement at all levels					
3.1. Improve training opportunities for residents.	<ul style="list-style-type: none"> ▪ Establish relevant training on procurement and tender evaluation to allow for resident involvement in this process. 	Oct 07	SK	<ul style="list-style-type: none"> ▪ Procurement training provided to residents who express an interest in participating in contract tender evaluation 		<p>Plan to review procurement strategy early 2008 which will address resident involvement and E&D issues.</p> <p>- Training brochure sent to TRA and community centre management committees for Feb 08 onwards. Questionnaire included in mail out, to gain feedback and comment on training needs for residents. Responses to feed into training matrix.</p> <p>Discussions of the type of training needed discussed with Consultative Panels and deliver methods being progressed by Governance team</p> <p>- Diversity monitoring form included with training application form</p> <p>- Training event for community centre management committees held on September 2007, including H&S, funding applications and effective management committees</p> <p>NB. Recommendations for effective organisation of training for residents will be progressed further in March 08.</p>
	<ul style="list-style-type: none"> • Produce a training brochure for residents 			<ul style="list-style-type: none"> ▪ Training brochure produced and circulated 		
	<ul style="list-style-type: none"> ▪ Introduce appropriate training for Consultative Panel members to improve outcomes for residents 			<ul style="list-style-type: none"> ▪ Identify training needs in partnership with FITA 		
	<ul style="list-style-type: none"> • Develop a training matrix for different levels of involvement identifying compulsory modules 			<ul style="list-style-type: none"> ▪ Training matrix adopted and course attendance monitored 		
	<ul style="list-style-type: none"> • Develop partnership training with other housing organisations 			<ul style="list-style-type: none"> ▪ Partnerships developed and course piloted 		
	<ul style="list-style-type: none"> • Monitor uptake of training opportunities by diversity strand 					
	<ul style="list-style-type: none"> • Develop methods to promote and publicise training where take up is low or disproportionate. 					

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 4	To improve satisfaction with opportunities for involvement					
4.1. Identify resources committed to resident involvement and review value for money	<ul style="list-style-type: none"> Carry out a Value For Money review of Resident Involvement 	Dec 07	SK	<ul style="list-style-type: none"> VFM review carried out and report to Board with recommendations New FITA SLA (cross ref. with 8 below) 		VFM review delayed to September 2008, to allow for monitoring of FITA SLA, and a wider review of resident involvement that responds to Audit Commission comments.
	<ul style="list-style-type: none"> FITA included in VFM review to feed into revised SLA 					
4.2. Ensure Business Plan is focused on resident priorities.	<ul style="list-style-type: none"> Integrate outputs from Annual Resident Conference into business plan. 	Oct 07	SK	<ul style="list-style-type: none"> Outputs integrated into Business Plan Annual report 		Residents Conference held in Sept 07 and residents views fed into business plan
4.3. Engage residents in measuring satisfaction of services	<ul style="list-style-type: none"> Develop resident participation in Mystery Shopping (MS) 	Dec 07	SK	<ul style="list-style-type: none"> Reports and action plans from MS Reports and recommendations from Focus Groups 		<p>Mystery shopping by residents being developed with HQN, using involvement register of interested residents. First Training held Feb 08, and roll out from April 08.</p> <p>2007 focus groups have included</p> <ul style="list-style-type: none"> - Translation service - Diversity information collection - Caretaking / estate services - Community Engagement - Communications - 'Service Promise'
	<ul style="list-style-type: none"> Conduct regular quarterly focus groups 	ongoing				
4.4. Improve feedback to residents of outcomes of involvement.	<ul style="list-style-type: none"> Develop systematic methods of feedback on the outcomes of involvement 	July 07	SK	<ul style="list-style-type: none"> Methods in place 		<ul style="list-style-type: none"> - Regular feedback published in newsletter - Feedback from panels to published to wider audience

**Resident Involvement Action Plan (Appendix 2) – Action Plan 2008/09
(Updated Sept 08. Shaded = complete)**

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 1	To integrate involvement as a driver for change throughout the organisation					
1.1. Integrate resident involvement at the heart of organisational culture	Publicise methods of involvement broadly to all residents	On-going	SK	All residents aware of options available to them		Regular articles in newsletter, new tenants given information
	Ensure staff induction and training covers resident involvement	On-going	DS	All staff trained and aware		Resident involvement included in the induction presentation and process
	Feedback to residents on the outcomes of their involvement	On-going	DS/SK	Residents aware of outcomes of involvement		Regular articles in Residents newsletter to show outcomes of feedback and involvement. Focus group participants and mystery shoppers
	Review terms of reference and constitution of TRAs	Dec 08	SK	Terms of reference and constitution of TRAs fit for purpose		
	Conduct annual performance Review with FITA	Oct 08	SK	FITA performance reviewed and monitored at agreed intervals		2 quarterly monitoring meetings held in 2008 since new SLA agreed. Annual meeting due Oct 08

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 2	To provide a broad range of ways for residents to get involved					
2.1. Expand and utilise resident involvement register.	Invite new residents to join the register (bi-monthly mail-out)	Sept 08 on	SK	Membership of the register increased to 700 members		
	Target under-represented groups to join the register	May 08 on	SK	Diversity analysis of Register shows broad cross section of membership		Analysis of membership of the register undertaken (June 08) to identify areas that need targeting/ Plan in place
	Utilise the register for at least 12 consultations per annum	Mar 09	SK	Consultations held and outcomes resulting from them		3 focus groups held to date
2.2 Increase resident involvement in HFI resident publications	Involve young people in producing HFI residents newsletter by linking to Arts and Drama projects in 2008-09	Jan 09 on	DS	Articles and sections of quarterly resident newsletter written and edited by residents.		
2.3. Conduct 'STATUS' satisfaction survey	Commission and undertake survey	Aug 08	SK	Results of survey publicised to staff and residents		Survey completed in August and full results due September 08
	Hold consultation meetings with residents to drill down from results	Sept 08	SK	Residents informed of results and feedback from focus groups fed into business plan		
2.4 Strengthen links with hard to reach groups, providing opportunity for involvement across the six diversity strands	Hold outreach meetings for 4 BME groups (at least 4 in year)	Mar 09	SK	Feedback from diverse groups fed into service delivery plans		4 meetings held to date – Bangladeshi (2), Turkish women and Somalian groups
	Outreach/Focus groups held for elderly (at least 2 in year)	Jan 09	SK	Feedback from diverse groups fed into service delivery plans		First meeting with pensioners from planned for Sept 08
	Regular meetings of disability panel (6 per year)	Mar 09	SK	Feedback from diverse groups fed into service delivery plans		2 meetings held to date

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
2.5 Support TRAs and Consultative Panels to provide effective involvement	Ensure 'compact' budgets prioritised by Area Housing Panels	Mar 09	MS	Compact money fully spent		Budgets have been prioritised by the AHPs
	Arrange admin and publicity grants to TRAs	June 08	SK	TRAs have claimed and use the financial support from HFI		Admin grant applications invited in April 08 and paid out where applications received
2.6 Hold HFI Board Open Forums	Organise two Open Forums with the Board	Ongoing (annual)	MS	Two Board Open Forums held during the year at 'independent' locations in the north and south of the borough		
Objective 3	To offer training to all residents to support opportunities for participation and build capacity for resident involvement at all levels					
3.1. Improve training opportunities for residents.	Encourage (8 or more) residents to undertake structured NVQ or 'open college' type certificates in community / voluntary work	Mar 09	SK	Residents supported in completing vocational training		
	Produce a training brochure for residents every 6 months	Mar 09	SK	Training brochure circulated and training opportunities taken up by residents		Brochure to be distributed Sept 08
	Offer training to Community Centre committees (once a year)	Mar 09	DG	Training arranged and taken up		Initial enquiries made to arrange Disability awareness training for Community Centre staff
	Progress recommendations from the report presented to SMt on residents training	Mar 09	SK	Training opportunities broadened for residents		

	Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 4	To improve satisfaction with opportunities for involvement					
4.1. Identify resources committed to resident involvement and review value for money	Carry out a service review of Resident Involvement (including review of FITA)	Jan 09	SK	Service Efficiency review carried out and reported to Board with recommendations		Project review group set up, PID agreed (July 2008) and update report to SRP on 1 st Sept 2008
4.2. Ensure Business Plan is focused on resident priorities.	Conduct focus groups and local consultations to feed into business planning	Oct 08	SK	Outputs integrated into Business Plan and Annual report		3 focus groups held with diverse groups, local meetings & exit surveys planned for Sept 08
4.3. Engage residents in measuring satisfaction of services	Recruit second group of mystery shoppers from the involvement register	June 08, on	SK	Quarterly reports back from shopping exercises		New group of shoppers recruited and trained July 08

REVIEW OF RESIDENT INVOLVEMENT April 07 - October 08

Purpose

The aim of this report is to present an overview of Resident Involvement within HFI highlighting consultation through its formal structures and the increasing work being carried out to try and ensure that the opinions of a wider number of residents are canvassed. Rather than concentrate upon 2007/8, it contains an up to date assessment of performance.

1 PERFORMANCE AGAINST STANDARDS SET IN THE TENANT COMPACT

HFI conducts an annual review of the Tenant Compact and the findings reported through the consultative panels. A recent audit of the Compact demonstrated the following:

- That HFI is substantially meeting the targets agreed with residents in the Compact
- That the commitment to local devolvement of budgets has been maintained
- The breadth of available information detailing local performance has moved well beyond that envisaged in the Compact
- Commitments to offering training, advice and support have been largely maintained (see below)
- That the formation of the Islington Leaseholder Association is aimed to meet more effectively the obligations to consult with leaseholders.
- The presence of a resident-led board has arguably enhanced the three levels of involvement envisaged in the Compact (Information, Consultation and Participation).

Areas of the Compact where some work is needed are listed below:

- A greater emphasis is being given to involving residents at an earlier stage in policy development through the Resident Involvement Register (RIR) and the use of focus groups following a comment in a previous Audit Commission report.
- Targets relating to extending the diversity of membership of TRAs have not been met and HFI is increasingly using other means such as outreach work, the Disability Panel and the RIR to gather opinion from a broader spectrum of residents.
- Some of the PIs within the Compact such as % of possible and actual attendance levels at TRA AGMs and % of tenants and residents represented by each TRA have proved unrealistic and difficult to collect.

2 RESOURCES COMMITTED TO RESIDENT INVOLVEMENT

The 2002/3 Tenant Compact included a statement that detailed the level of resources committed by LBI or its successor to tenant and resident participation.

Currently, HFI commits the following funding to resident involvement:

- *FITA receives a grant of £112,800, an amount that includes the rental of an office in Drayton Park (See later in this report)*
- *An admin and publicity grant of £13,950 is committed to providing start up and annual funding for TRAs*
- *A training budget of £12,730 was allocated in 2007/8 of which less than a half was committed (see later)*
- *In 2008/9 £20,000 was committed to the formation of the Islington Leaseholders Association.*

As well as financial commitments, HFI invests considerable staff resources into resident involvement:

- *FITA funds a staff group of three from its HFI grant*
- *SMT members and senior staff attend consultative panels and meetings with FITA*
- *The Service Development Team holds the resident involvement portfolio and this involves time commitment from three staff members*
- *Area Housing Managers, CSDOs and other AHO staff spend time on supporting TRAs, community centre management committees and the consultative panels. In addition Estate Services staff liaise with resident representatives.*
- *Staff in Property Services are involved in Decent Homes consultation and in discussions with residents on the spending of Estate Improvement budgets (see later).*

In considering the issue of resources allocated to tenant participation:

- *In 2008/9, HFI will carry out a service efficiency review (SER) of resident involvement with a view to assessing the value for money of the current arrangement. This will be backed up in 2009 by HouseMark benchmarking that will evaluate the cost of HFI services against a number of other social housing providers.*
- *It is noticeable that residents are not currently consulted upon how financial resources are allocated. The grant to FITA for instance involves no consultation with residents as to how they would wish such a sum of money to be spent. In some boroughs, the concept of a "Tenants Levy" exists where money set aside for the purpose of engagement is subject to consultation before it is granted.*

3 CONSULTATIVE PANELS

Consultative panels and Area Housing Panels have long been a part of the formal consultation structure in the borough and are seen as a way of devolving decision-making and power to local communities.

In 2007/8 following the closure of Boleyn Road, the format of the panels was re-arranged to reflect the new structure whilst a revised arrangement for consulting TMOs was also agreed. The TMO forum stopped operating as a formal consultative panel and is now a liaison meeting between HFI on behalf of the Council and TMOs (as specified by the Modular Management Agreement).

In terms of the benefits of consultative panels:

- In general they remained fairly well attended and served a scrutinising role for HFI policies and initiatives
- Devolvement of local spending meant that active residents did have a say in what on the ground improvements were being made
- Environmental and estate security budgets were well managed and generally delivered to timetable
- Amongst resident activists, there was a high level of understanding about its role and it remains a model that is generally accepted by stakeholders.

Despite these advantages the following issues were common to the panels:

- Significant levels of funding are channelled through the panels and decisions are made which do not relate to asset management priorities. This can mean that low priority schemes are ratified whilst key projects ignored. It is arguable that a clear asset management strategy setting out the borough-wide priorities should be agreed with residents and that this should serve as the criteria by which the panel can make its funding allocations.
- The level of funding at £1.5 million is high and could provide substantial assistance to major projects in more deprived areas where more pro-activity is needed.
- A minority of TRAs led by more dominant individuals are guiding panels' consultations and spending decisions disproportionately considering many estates do not have a TRA or choose not to attend consultative panel meetings. Additionally, out of 69 recognised organisations, 60 attend panels less than 50% of the time. In 2008/9, HFI will seek to ascertain why a sizeable number of estates choose to ignore this process.
- Consultations on policy tend not to result in co-ordinated and agreed positions taken by the panel but rather a set of individual and disparate views.
- Consultative panels are made up of TRA representatives and TRAs themselves are not very representative of the full range of HFI residents (see later).

4 TENANT AND RESIDENT ASSOCIATIONS

Homes for Islington will continue to regard the development of Tenant and Resident Associations (TRAs) as an effective way of building local links with residents and developing cohesion in the community. In 2007/8, the following should be noted:

- That there were 67 Tenants and Residents Associations within the Borough in June 08, a loss of one since the SLA with FITA began in October 08
- That during the year, four new TRAs had been developed although a greater number had not re-constituted and had closed down.
- There continued to be excellent examples where TRAs were acting as community leaders, holding events and representing the community effectively.
- Many of the more effective TRAs had developed close links and were working well with Area Housing Offices.

Concerns remained however about the following issues:

- Despite the matter having been rejected when considered for review by the consultative panels, the issue of the role of leaseholders on TRA committees remained unresolved. Many TRAs have a large input from leaseholders but they are prevented from being a majority within the constitution and this is an item that will be reviewed and resolved as part of the 08/09 action plan.
- Significant numbers of estates do not have any TRA and the 1:1000 system for such residents is not consistently taken up. There are therefore swathes of HFI residents with no voice on consultative panels and no access to devolved environmental or estate security budgets. It is difficult to maintain that because residents do not have the time or choose not to be involved in the formal meeting structures they should have no access to improvements on their estate. It is also unhelpful in maintaining the condition of HFI's estates in a manner that is consistent and is likely to affect those who are already excluded disproportionately.
- Problems remain about the number of TRAs not claiming the annual admin and publicity grant as this suggests inactivity and raises the question as to whether resident views are being adequately reflected. In 2007/8, 23 out of 69 registered TRAs did not claim a grant.
- An audit of how representative TRAs are has demonstrated that they are largely dominated by tenants who are white and over 50 and do not have significant inroads into the views of the young or BME communities. HFI accepts that resolving this is not solely the responsibility of TRAs and will outline its activities on this front later in this report.

5 FEDERATION OF ISLINGTON TENANTS ASSOCIATIONS (FITA)

In October 2007 after a lengthy negotiation period, HFI entered into a revised service level agreement with FITA. The central purpose was to strengthen the formal relationship between the two organisations and to set and monitor clear targets and objectives for the contract period.

Although an internal review of the first year of the SLA is taking place a preliminary assessment is set out below:

- FITA are largely but not wholly meeting the performance indicators within the agreement although these standards could not be described as challenging.
- The majority of TRAs are holding regular annual general meetings facilitated by FITA although there have been some areas of concern.
- Longstanding links between FITA and some active TRAs remain intact.

The following concerns around FITA's performance arise however:

- The forthcoming service efficiency review will examine the value for money case for FITA and this will need to demonstrate that it is producing an effective and low cost service for all of HFI's tenants.
- FITA is not carrying out its role in promoting greater diversity in the tenant movement enthusiastically and this will have some bearing on the failure to ensure that TRAs' membership adequately reflects the profile of HFI's tenants.
- It is difficult to create an effective working partnership whilst the leadership of FITA remains so oppositional to HFI objectives. There is a feeling amongst staff that FITA needs to choose between being a "pressure group" or a "partner" who are contracted to develop participation opportunities amongst HFI residents.
- FITA staff have lacked support, supervision and personal development opportunities and there has been no progress on this despite encouragement and support from HFI.

6 TENANT TRAINING OPPORTUNITIES

HFI is committed to providing training opportunities that will improve the skills base of residents who wish to be involved. Through the compact HFI is committed to financing this and since 2002 the allocation has risen from the original £5,000 to £12,730 at present.

From April 2007 until now it should be noted:

- That IVAC continued to provide a range of high quality training provision that FITA promoted amongst TRAs.
- That the use of free facilities and a range of courses at Trafford Hall were available to residents.
- That a review of resident training opportunities has been undertaken with recommendations being implemented throughout 2007/08 and 2008/09.

- That the use of the budget had been widened to encourage resident activists who were workless to further develop skills that may lead them into work. HFI is currently funding a course for 10 residents on “Managing a Community and Voluntary organisation.”

Despite this the concerns were:

- Interest amongst tenants in taking up training opportunities has been consistently low for years despite promotion from FITA and HFI staff and the provision of good quality training by IVAC
- Unless carefully managed the uptake of existing provision has a tendency to be dominated by the same few individuals.

7 RESIDENT INVOLVEMENT REGISTER

The Resident Involvement Register was established as a forum to gather the views of residents who may not have the time or desire to be involved in HFI’s formal consultation structures. It allows residents by signing up to the register to comment on any aspect of the service they choose or to be consulted about certain issues that they have expressed an interest in. In addition, members can sign up to take part in focus groups, mystery shopping and surveys.

Observations on the introduction of the register:

- With over 660 tenants and leaseholders signed up to the register, the RIR is proving an invaluable tool in developing and reviewing HFI services. Residents are involved from the outset in commenting on all aspects of HFI policy; new policies are consequently more “people-friendly.”
- Following staff training, HFI now has in-house capacity to run focus groups through the RIR and has made a saving in that it no longer commissions such work on a large scale. The maintenance and cost of the RIR is extremely cheap for the feedback that is being received.
- Amongst the focus groups that HFI has held are the following: anti-social behaviour, complaints, online surveys, rent letters, caretaking, estate services, tenant incentives and leaseholder service charges.
- Although not totally reflective of HFI’s tenant profile, the RIR is far more representative than the profile of TRA membership and serves as something of a balance to this forum.

The following work will need to be carried out to increase the effectiveness of the RIR:

- A further promotional campaign with the aim of extending membership to about 1000.
- Targeting of the young and specific BME groups to increase the representativeness of the register.

8 DISABILITY PANEL

HFI formed the Disability Panel in August 2008 with the purpose of creating a forum for disabled tenants. It consists of a panel of 12 residents from the six different impairment strands and meets on a two monthly basis. The group is co-ordinated by Disability Action in Islington (DAil) and the meetings combine a review of panel members' experiences as HFI customers with impact assessments of HFI policies.

In the first year the panel has:

- Contributed to the new DVD HFI has produced for its customers
- Reviewed the revised repairs and complaints policies
- Met with Challenge consultancy to review the content of the customer focus training for HFI staff
- Tested online services as part of HFI's review of its online services
- Contributed to the development of a discretionary repairs policy
- Developed an entry-phone policy that considered the needs of disabled people.

Issues for the future are:

- The panel is relatively expensive with the cost of sign interpreters and other forms of support
- HFI is working with LBI and DAil in seeking to export good practice to other social housing providers in the borough. It is apparent from these meetings that disability awareness amongst many providers is extremely low.

9 OUTREACH WORK

Over the past year staff, recognising that HFI's formal consultation structure does not sufficiently represent the tenant profile, have carried out a number of meetings and focus groups within community and voluntary groups. These meetings have been very useful in ascertaining the concerns within specific BME communities where overall satisfaction has overall lagged behind the majority population. The following meetings have occurred:

- Focus groups with members of the Somali, Turkish, Chinese and Bengali communities combined with visits to local community organisations as well as supporting initiatives through HFI's community engagement funding
- A series of meetings now being carried out for the elderly community
- Engagement with the young through the Arsenal Positive Futures project and the Arts and Drama projects
- Meeting with the Young Carers forum.

Over the coming year these meetings will continue but:

- The long term strategy for HFI is to encourage greater cohesion within the community and increase use of mainstream services
- HFI is cautious given the fragmentary nature of community groups of taking any one organisation as representing “the voice of the community.”

10 AUDIT COMMISSION

In the recent Audit Commission report on resident involvement, the service is rated as having “strengths that significantly outweighs weaknesses.”

Amongst the comments about the service are the following:

- That HFI is increasingly engaging in the development of ideas and strategies
- That effective working with marginalised communities has begun
- That HFI has well developed formal structures that are reasonably resourced
- That the views of residents are actively sought through the RIR.

Although the report is overwhelmingly favourably, attention will be paid to the following:

- It makes a recommendation that HFI needs to improve its relationship with leaseholders (see below).
- There is some comment that questions the vision of the current strategy that will be taken into account in the next review.
- It questions how HFI evaluate the outcomes from and resources committed to resident involvement. This is currently taking place in the Service Efficiency Review of resident involvement.
- It suggests that HFI does not know whether its tenant structures are representative. In reality, HFI has been aware of this as an issue for some time and this was the purpose of carrying out the recent profile of current TRA membership, the results of which have re-affirmed the rationale behind the development of both outreach work initiatives and the RIR.

11 CONSULTATION WITH LEASEHOLDERS

The formation of the Islington Leaseholders Association as a means of more effectively engaging with leaseholders was a dominant issue for most of this period. A Leasehold Valuation Tribunal ruling that found that the new organisation could not be funded from leaseholder service charges delayed this process but the following has been achieved:

- A ballot for the new association occurred, meaning there is now an elected committee which can claim to represent the views of leaseholders.
- The new group is now substantially in place (with the first meeting set for October) and it has devised a work programme for the coming year that will involve bi-monthly meetings.
- HFI has agreed that the group should have a grant of £20k.

It is hoped that this new structure will deal with the following concerns:

- The lack of consistent input from leaseholders on relevant home ownership policies
- The poor relationship with leaseholder groups that has long hampered progress on establishing effective communications with these residents.

12 DECENT HOMES CONSULTATION

As would be expected with a substantial part of the decent homes work now completed, HFI has a well-established consultation process for residents who are undergoing improvements on their estates. Effective liaison arrangements with decent homes contractors are an important part of this as well as the following:

- The holding of public meetings on every site
- The production of the “Getting it Right” brochure
- When requested by residents, the holding of “steering group” meetings in every contract
- A series of meetings specifically for leaseholders around Section 20 issues.

In the coming year the following improvements are to be introduced:

- In response to industry-wide concerns about the management of defects, running a number of pilots that may involve a special meeting in one area or a “drop-in” in another when a project is nearing completion.
- Offering a walkabout of estates to view finalised work prior to final handover from the contractor.

**Report back from Contracted Services Sub-Board (CSSB)
19th August 2008
Kate Barns – Chair**

Business Plan Priorities 2009/10

- The report was agreed.

Risk Register

- The report was agreed.

Performance Indicators for June 2008

- The report was noted.

Reports back – Partners for Improvement in Islington – PFI 1 & PF 2

- The report was noted.

Performance of TMO's / TMC's

- The report was noted.

Consultative Panel Feedback Reports

- The report was noted.

**Report back from Managed Property Sub-Board (MPSB)
20th August 2008
Jessie White – Chair**

Home Ownership Services – Service Scrutiny

- MPSB requested that staff circulate a briefing note on the governance arrangements proposed for the ILA.
- The report was noted.

Business Plan Priorities

- MPSB noted there should be efficiency savings realised from the overall continued reduction in applications to exercise the right to buy.
- The report was noted.

Risk Register

- MPSB agreed to recommend deleting risk OPE 003 (failure to establish operational procedures, which result in a lack of consistent service standards) to Audit Committee.

Estate Services Efficiency Review Update

- MPSB agreed to ask staff to pass on examples where leaf blowers could not be used to provide a leaf clearance service.
- The report was noted.

Performance Indicators – June 2008

- The report was noted

HFI Repairs and Maintenance Report

- MPSB agreed that staff should provide the Sub-Board with the details of the apparent previous age change on eligibility to assisted decorations that took place some 4 or 5 years ago.
- The report was noted.

Report Back from Consultative Panels – July 2008

- The report was noted.

Update on Petitions Received by Consultative Panels

- The report was noted.

Report back from Human Resources Committee (HRC)
21st August 2008
Eddie Niles – Chair

Chairs report back to the Committee

- The Chair notified the Committee of the recent appointment of Doug Goldring the Deputy Chief Executive.

Property Services Reorganisation

The Committee agreed the proposals for the restructure of the Property Services Directorate as set out in the report.

**Report back from Finance Committee (FC)
4th September 2008
Ann Lucas – Chair**

Financial Scheme of Delegations

- The Committee agreed to amend the Scheme of Delegation as detailed in Appendices A and A1 of the report.

3 Year Financial Planning Cycle

- The report was noted.

Budget Monitoring 2008/09 – Month 4

- The Committee requested that staff liaise with LBI to request that HFI may use its own surplus to generate its own spend to save schemes in order to achieve longer-term savings.
- The report was noted.

Efficiencies Monitoring 2008/09 – Month 4

- The report was noted.

Risk Register

- The report was agreed.

**Report back from Investment and Delivery Committee (IDC)
15th September 2008
Theresa Coyle – Chair**

Customer facing agenda items

- The Committee agreed:

- To add to a presentation to its October meeting on resident involvement in procurement and the existing procedure for customer consultation/customer care on planned works in terms of:
 - a) Performance to procedure
 - b) Assessment of quality of service

Terms of Reference

- The Committee agreed:

- That staff would circulate revised proposals before October meeting.
- To add the Terms of Reference as an item to its October meeting.

**Report back from Investment and Delivery Committee (IDC)
18th September 2008
Theresa Coyle – Chair**

The Committee agreed the following contracts:

33A - Eldwood House, Hurlock House and Twyford House

35A – Drafton Park/Gillespie Area

40 – Mersey Estate

**Report back from Audit Committee
29th September 2008
Jyoti Vaja – Chair**

Draft Directors Report and Financial Statements for period 1st April 2007 to 31st March 2008

- The Committee agreed:

a) To recommend to Board on 20th October 2008, the approval of the organisation's financial statements for the period 1st April 2007 to 31st March 2008.

Internal Audit Activity Update

- The Committee requested that staff return assurances that audit issues on TMOs are appropriately reflected in the star ratings on governance for TMOs provided in the performance reports to CSSB.

- The report was noted.

Risk Register

- The Committee agreed:

- To approve the progress on prevention and mitigation of risks as shown in the register.
- To approve the addition of one new risk and the deletion of five existing risks.

Appointment of Company Auditor

- The Committee agreed to recommend to Board the appointment of the external auditor for the next three financial years subject to performance review.

**Report back from Human Resources Committee (HRC)
2nd October 2008
Eddie Niles – Chair**

Chair and Service Directors report

- The Committee considered some options for a memorial for John Eustace, staff member, who recently passed away.

Learning and Development Plan

- The report was noted.

Strategic HR Matters

- The report was noted.

Performance Management Information

- The report was noted.

Risk Register - all Human Resources Committee risks

- The report was noted.

Feedback from Inter ALMO HR Group

- The report was noted.

Forward Plan

- The forward plan was agreed.

**Report back from Investment and Delivery Committee (IDC)
8th October 2008
Theresa Coyle – Chair**

Community Safety Programme

- The Committee agreed
- To approve the pre-allocation of £800,000 of capital resources towards the 2009/10 Community Safety Programme.

Contract 29 – Girdlestone estate

- The Committee approved the contract.

Capital Programme Consultation and Communication

- The Committee agreed:
- That a revised set of criteria would be presented in a report on consultation monitoring at its December meeting.

Revised Terms of Reference

- The Committee agreed:
- To recommend the approval of a revised Terms of Reference to Board.

Financial Progress on delivery of 2008/09 Capital Programme

- The report was noted.

Risk Register

- The report was agreed.

New Build Monitoring

- The report was noted.

Contract Schedule

- The report was noted.

Kitchens – VFM

- The Committee agreed:

- To provide a breakdown of HFI's component costs of kitchen installation to members of the Committee.

- The report was noted.

Annual Capital works satisfaction survey 2007/08

- The report was noted.

**Board Meeting
Forward Plan 2008-09**

15th December 2008

Report Title	Presenter	Status
Election of Chair / Vice-Chair	Mike Sims	Decision
Reprocurement of R&M Contract 2010	Peter Taunton	Decision
Sustainability 2009/10	David Selo	Decision
Appointment to Sub-Boards, Committees and Portfolios	Mike Sims	Decision
HFI Business Plan Objectives 08/09 (qtr 2) and September PI's	Simon Kwong	Monitoring
Business Plan 2009-14 (Draft)	Simon Kwong	Decision
Capital and Financial Performance Management	Peter Taunton / David Selo	Monitoring
Risk Register	David Selo	Decision
Community Engagement Strategy Action Plan update	Simon Kwong	Monitoring
Portfolio Holders - Reports Back		
Equality and Diversity	C Webbe	Information
Resident Involvement/Community Engagement	E Niles	Information
Communications	J Vaja	Information
Procurement and Efficiency	A Lucas	Information
Sustainability	J Gilbert	Information
ICT Strategy	A Borrie	Information
The Housing Regeneration Bill	A. McIntosh	Discussion

16th February 2009

Report Title	Presenter	Status
Business Plan 2009-14	Simon Kwong	Decision
Communications Strategy 3 year review	David Selo	Decision
Contract Approvals - Concierge	Doug Goldring	Decision
Efficiency Strategy Action Plan Update	Simon Kwong	Monitoring
Risk Register	David Selo	Decision
Neighborhood Management	Simon Kwong	Monitoring
Complaints - Trends - Causes	Simon Kwong	Decision
Inspection - The future regime - "TSA"	Arvinda Gohlil	Discussion