

Homes for Islington Board of Directors
Agenda 26th August 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			
1	A Borrie	Welcome/Apologies/Introductions	Information	Verbal	6.30-6.35
2	A Borrie	Declaration of interests	Information	Verbal	6.30-6.35
3	A Borrie	Questions received from the public and questions from the floor	Information	Verbal	6.35-6.55
4	J Lowin	ITC Presentation - LBI	Discussion	Presentation	6.55-7.35
5	A Borrie	Minutes of 30 th June 2008 and matters arising	Decision	1	7.35-7.45
6	A Borrie & E McGoldrick	Chair and Chief Executive Reports	Information	Verbal	7.35-7.45
7	Ann Lucas	3 - Year Financial Planning Cycle	Decision	9	7.45-8.00
8	E McGoldrick	Strategic Performance Management	Decision	13	8.00-8.10
9	E McGoldrick	Capital and Financial Performance Management	Monitoring	25	8.00-8.10
10	E McGoldrick	ICT Action Plan Monitoring	Monitoring	29	8.10-8.15
11		Reports back from:			
	A Lucas	a) Finance Committee 2 nd July 2008		35	
	T Coyle	b) Investment and Delivery Committee 4 th July 2008		36	
	K Barns	c) Contracted Services Sub-Board 7 th July 2008	Information	37	8.10-8.15
	E Niles	d) Human Resources Committee 31 st July 2008		38	
	A Borrie	e) Chairs Agenda Planning Committee 4 th August 2008		39	
	Eddie Niles	f) Investment and Delivery Committee 13 th August 2008		40	
12	A Borrie	Forward Plan	Decision	41	8.10-8.15
13	A Borrie	Any Other Business	Information	Verbal	8.10-8.15
14	A Borrie	Date and time of next meeting - 6.30pm, Monday 20 th October 2008, Highbury House	Information	Verbal	8.10-8.15

**Homes for Islington
Board of Directors Meeting
Minutes of 30th June 2008
Highbury House, 5 Highbury Crescent, London N5 1RN**

Present: Adam Borrie (Chair), Jessie White (Vice-Chair), Kate Barns, Barbara Coventry, Richard Greening, Caroline Jenkinson, Eddie Niles, Louise Round, 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)

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.35pm. b) The Chair gave apologies for Kate Barns.</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) The following questions were received from Mr. E Hockenjos in writing at the meeting:</p> <ol style="list-style-type: none"> 1. Could you explain how exactly the HFI Complaints procedure is meant to work, and does a simple response "I acknowledge receipt of your comment" or an "acknowledgement of receipt" constitute a satisfactory discharge of your duty? 2. With a number of complaints which have been submitted to HFI concerning the Chief Executive, Mr McGoldrick, the Company Secretary, Mr Sims and the Chair of HFI Board, Mr Borrie, and given that I understand that all complaints are subject to procedures specified in the HFI complaints procedure, can the HFI Board now instruct the relevant officers to comply with their duty to address the complaints, and in the event that officers continue to be unable or unwilling to address my complaints in 10 days, can the HFI Board and its Directors provide the required response to the complaints which to date have not been addressed ? 3. From the number of Enforcement Notices that have been issued by Islington Building Control, Islington Listed 	

Building/Conservation Officer, CORGI Gas Regulator and Water Regulator in respect to just one single house (Grade 2 listed) in Batchelor Street following Major Works, what checks and balances does HFI have in place to ensure that ALL works are carried out within time-scale, by competent persons and in compliance with the contractual Output Specifications?

4. Since HFI made a statement to the press confining that HFI had received complaints about the Major Works carried out to the home referred to in Question 3 (Islington Tribune, 28 September 2007), is HFI satisfied that Mr Taylor, an officer to whom the CEO had delegated to investigate the complaint, spent 5 months doing "desktop analysis" and that the officer completely neglected taking action to resolve the Gas Safety Failure notice complaint within Landlord's Service Standard response and resolution time-scale?
5. Can the Board please clarify how a tenant, after conduct of the complaints investigation outlined in Question 4, could feel safe when the investigating officer failed to act on Gas Safety Failure Notice in compliance with Gas Safety (Installation and Use) Regulations which impose legal duties on the landlord?
6. Can HFI Board explain why HFI did not carry out a single independent inspection by a chartered surveyor in 2007 in order to verify Major Works contractor Partners for Improvement in Islington Ltd Major Works Completion claims (PFI 1) when several inspections carried out by the Chartered Surveyor firm Consul in proceeding years had documented that the PFI had delivered major works that were substandard, delivered outside the permitted time-scale, violated Health and Safety requirements, and did not deliver the contractual Output Requirements?
7. Is Homes for Islington aware of 2002 Government Guidance "Housing Disrepair - Legal Obligations - Good Practice Guidance" (published by DCLG predecessor DTLR) and does HFI comply with these guidelines, and if not, why not?

A) Written response will be sent within 10 working days.

c) The following questions were received from Mr B. Potter:

1. With regard to the recent report from the Office of Fair Trading (OFT) on price covering, what will the Board do to get back tenants' money?

A) All framework contractors have confirmed in writing they did not collude concerning price fixing on the framework contracts. The OFT has also given a steer that the contracts in question for the period 2000-2005 are not likely to be a matter of scrutiny. The Council is satisfied that contracts with the companies in question are appropriate and do not require further scrutiny.

Eamon
McGoldrick

	<p>2. If HFI receives only a 2-star rating following its recent Audit Commission inspection, would the Board agree that this shows that HFI performed poorly?</p> <p>A) The Audit Commission's report is still a matter under review. If it was to be the case the organisation received a 2-star rating this would, in fact, represent an improved rating given the standards required to gain 2 - stars has risen since the last inspection. For the record, it is extremely disappointing to note that the Chair of the borough's umbrella tenant organisation, FITA, takes a view that such a rating is not a matter for celebration for staff and residents alike but rather that it provides him with the opportunity to attempt to portray HFI poorly yet again. This is probably an appropriate moment to quote from a recent MORI poll." The Ipsos MORI survey 'Housing Frontiers 2008 - an analysis of local authority tenant satisfaction data', names Islington as the fourth most improved borough in the country for tenant satisfaction when measured between 2003/4 and 2006/7. The number of tenants satisfied with their landlord leapt from 52 per cent. Only Ealing, Leeds and Redditch scored higher levels of improvement. Survey analysts have known for a long time that deprived locations, with higher proportions of council-owned housing stock, tend to do less well in terms of tenant satisfaction. But despite having some of the poorest communities in Britain and retaining a larger-than-average level of housing stock under council ownership, Islington's tenant satisfaction rating of 64 per cent exceeded the predicted figure of 61 per cent. Islington was one of only ten boroughs nationally to achieve this".</p> <p>d) The following question was received from Mr T. Cooper:</p> <p>1. Can HFI confirm that it has given £20,000 from its management fee to funding the recently created Independent Leaseholder Association (ILA) and, if so, how does the Board justify spending tenants' rent money directly on services only for leaseholders?</p> <p>A) <i>A written response will be sent within 10 working days.</i></p>	<p>Eamon McGoldrick</p>
<p>16</p>	<p>Presentation by K Lloyd, LBI - Community Empowerment</p> <p>a) The Board received a presentation from Kevin Lloyd, Islington Council's Assistant Director for Strategic Planning and Regeneration, on what the Government's Community Empowerment Action Plan might mean for Homes for Islington.</p> <p>b) The presentation followed on from the feedback presented to Board in April this year by Barbara Coventry, Board Director, after her attendance at a presentation by Hazel Blears, Minister and Secretary of State for Communities and Local Government, on the launch of this Action Plan.</p> <p>c) The Board raised the following issues as a result of the presentation:</p>	

	<p>i). LBI and also HFI might wish to focus on examining the notion of participatory budgeting in more detail. Are there any examples of where these practices generally work best? It was noted that Salford and Newcastle are probably the best examples of Authorities practicing participatory budgeting.</p> <p>ii). LBI might wish to consider community centres in relation to any community asset transfer strategy. It was agreed that this was the most common area for asset transfer, and LBI will be considering this.</p> <p>iii). How realistic are such strategies in terms of effectively enabling marginalised voices to be heard and what might LBI's notion of more informed choices being given to people look like? It was noted that it was likely that the notion of "Route maps" and advocacy would have to be engaged in order to allow diverse groups to take up these opportunities.</p> <p>Board agreed:</p> <p>i). That the presentation slides should be circulated to Board.</p> <p>ii). That Mike Sims and Claudia Webbe re-evaluate the current use of consultative implications on reports with a view to redefining these as community engagement implications.</p> <p>iii). That staff would check-list existing HFI practices against those outlined in the presentation.</p> <p>iv). That a further report back on the outcomes of these exercises be included in a future update on the Community Engagement Strategy/Action Plan.</p> <p>The report was noted.</p>	<p>Mike Sims</p> <p>Simon Kwong</p> <p>Simon Kwong</p>
4	<p>Minutes of the meeting of 22nd April 2008 and matters arising</p> <p>a) Page 1 - It was noted that Claudia Webbe had not been recorded as present at the meeting.</p> <p>b) Page 2 - Item 4 - 2) A) - Peter Taunton, Interim Director of Property Services, will ensure that IDC will consider issues around the numbers of sub-contractors being used by main framework contractors.</p> <p>With this amendment, the minutes were approved as an accurate record.</p>	<p>Peter Taunton</p>
5	<p>Chair and Chief Executive Report</p> <p>a) Chair's report:</p> <p>i). The Chair reported receipt of a letter from Julia Cotton, Chair of Lewisham Homes, thanking HFI for its assistance with areas of its work under the joint ALMO twinning arrangement.</p> <p>ii). The Chair reported he had attended the CIH conference.</p> <p>iii). Board asked staff to consider inviting Councillor Terry Stacey to a future event where he could repeat the presentation recently given</p>	

	<p>progress on achieving its diversity targets in 2007/8 and proposals for the 2008/9 action plan.</p> <p>b) Eamon McGoldrick asked Board to note that in relation to the staff diversity forum (Item 6.2 of action plan, page 36), staff proposed a change of action that should now read 'Develop and support methods to engage with staff on diversity issues' as opposed to 'Develop and support the staff Diversity Forum'. Board noted that engaging staff through this was proving difficult.</p> <p>c) Claudia Webbe, Portfolio holder for Equalities and Diversity, asked Board to note that the report reflected a fair representation of what the organisation had currently achieved.</p> <p>d) The Board also noted that the organisation needed to approach stakeholders in a more positive manner in terms of achieving "buy - in" to the objectives of the strategy, rather than highlighting the need to simply achieve targets as a means of inscentivising performance.</p> <p>e) Board noted that staff should ensure appropriate development programmes were in place for its Directors.</p> <p>Board agreed:</p> <p>i). To note the assessment of progress made by HFI in 2007/08.</p> <p>ii). The revised action plan 2008/09 subject to the agreed amendment relating to the staff diversity forum.</p>	Mike Sims
8	<p>HFI Business Plan Objectives 07/08 - Quarter 4 and March 2008 PI's</p> <p>a) The report was noted.</p>	
9	<p>Risk Management</p> <p>a) The report was noted.</p>	
10	<p>Capital and Financial Management</p> <p>a) The report was noted.</p>	
12	<p>Reports back from Sub-Boards and Committees</p> <p>a) Board endorsed Richard Greening's request that IDC carry out some detailed scrutiny of a sample of contracts.</p> <p>The reports were noted.</p>	Peter Taunton
13	<p>Forward Plan</p> <p>The Forward Plan was agreed.</p>	
14	<p>Any other Business</p> <p>a) Joe Trotter agreed to raise issues concerning satellite dishes in the central Street area with Eamon McGoldrick outside of the meeting.</p> <p>b) Board noted that attendance at two-monthly consultative Panels was</p>	

	not compulsory.	
6	New Build Governance arrangements a) The report was withdrawn.	
15	New Build Feasibilities (exempt) a) The report was withdrawn.	

There being no further business to conclude the Chair closed the meeting at 8:30 pm.

Chair: Adam Borrie

Date

Report of	Team	Job Title
David Selo	Chief Executive Directorate	Director of Resources

Name of Meeting	Date of Meeting	Agenda item	Status
Board	26 th August 2008	7	Decision

Subject of Report: 3 - Year Financial Planning cycle

1. Synopsis

- 1.1 Finance Committee on 2nd July 2008, agreed to recommend to Board that HFI should negotiate, with Islington Council, the management fee on a 3 year rolling basis, and should prepare its Business Plan on the same basis i.e. initially for 2009/10 and the following 2 financial years.
- 1.2 Finance Committee also recommended that the annual efficiency target for next 3 years should be 5% per annum, with 2% used for delivery of business plan service improvement proposals

2. Recommendations

That Board agrees:

- 2.1 That HFI should negotiate with Islington Council on a 3 - year management fee, initially for 2009/10 and the following 2 financial years.
- 2.1 That HFI should prepare its Business Plan and associated budgets on a 3 - year rolling basis.
- 2.2 That the efficiency savings target should be 5% pa for 2009/10 and the next 2 financial years
- 2.3 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.

3 Background

- 3.1 Staff have commenced discussions with Islington Council on 2009/10 management fee. HFI's management fee is inextricably linked to the overall HRA financial position. An overall assessment has been carried jointly with Islington Council of the HRA for 2009/10 and the following 2 financial years.
- 3.2 The management fee for next 3 years is currently forecast to be in the region of £41 million pa. The projection incorporates a 3% pa Gershon efficiency saving equating to £1.28 million pa. LBI have yet to confirm whether there will be an increase in the management fee in 2009/10 and next two years for HFI uncommitted spending growth.

- 3.3 Board discussed as part of last year's business plan process that the organisation should be looking for future years' for efficiency savings options up to 5% pa. This would release funds for service improvement as identified within the business plan. A 5% pa efficiency saving currently equates to £2.14 million pa. The additional 2% efficiency target for use on business plan spending growth currently equates to £0.86 million pa.
- 3.4 Senior Management Team has commenced discussions on saving and growth proposals for the next 3 financial years. The business plan report to the September meeting of the Finance Committee will provide an update on the current position on the identification of savings and growth options with a view to this Committee advising Board on how the financial options should be presented at the Board away day in October.
- 3.5 To support medium term service and financial planning processes, staff have agreed with Islington Council that HRA and financial plans will be produced on a 3 years basis, rather than only looking ahead to the next financial year. It is recommended that HFI as part of this year's management fee negotiations HFI should enter negotiations with Islington Council on a 3 year settlement. This will support HFI in developing its' medium term business plan strategy, including saving and growth proposals on service development that straddle the 3 year period.
- 3.7 Finance Committee on 2nd July 2008 agreed to make the recommendations to Board as detailed in section 2 of this report.

4. Financial Implications

- 4.1 **Capital implications** – The Director of Resources reports that for business plan priorities that require capital investment, Islington Council has confirmed that it will consider 'spend to save' bids from HFI. HFI will need to present a business case to Islington Council for upfront capital investment and efficiency savings that will be achieved from the upfront investment. The 3 years budget process will allow HFI to develop 'spend to save bids' for inclusion in business plan service improvement proposals and management fee negotiations with Islington Council.
- 4.2 **Revenue implications** – This is covered within section 3 of the report.
- 4.3 **Efficiency implications** – This is covered within section 3 of the report
- 4.4 **Risks** – The main risk of development of a 3 year planning process is significant changes between future financial year projections and financial resources available to Islington Council to fund the management fee. These includes HRA subsidy settlement which are not confirmed by CLG until December / January, for the following financial year and inflation forecasts, which are currently on the increase.

5. Legal Implications

- 5.1 There are no implications to report at this stage. These will be assessed further in reports on growth and saving proposals and budget reports.

6. Equalities Implications

- 6.1 There are no implications at this stage. These will be assessed further in reports on growth and saving proposals.

7. Sustainability Implications

- 7.1 There are no implications at this stage. These will be assessed further in reports on growth and saving proposals.

8. Consultation Implications

- 8.1 Finance Committee was consulted on the recommendations in this report on 2nd July 2008 and supports them.

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Report of	Team	Job Title
Eamon McGoldrick	Chief Executive Directorate	Chief Executive

Name of Meeting	Date of Meeting	Agenda item	Status
Board	26 th August 2008	8	Decision

Subject of Report: Strategic Performance Management

1. Synopsis

- 1.1 This report provides the Board with a strategic overview of performance management indicators, and progress on objectives in the Business Plan 2008-13.

2. Recommendation

- 2.1 That the Board of Directors notes the content of the report for monitoring purposes.
- 2.2 Agrees to the Chief Executive monitoring proposals on customer service functions, (collection of rent and arrears and gas servicing).

3. Background

3.1 Performance Indicators

- 3.1.1 The Board receives a quarterly performance management report based on performance indicators (PIs) and associated targets that cover the key services provided by Homes for Islington. Board last received this report in June 2008. Some PI's are Best Value indicators (BVPI) that we are required by the Audit Commission to collect. Targets for these indicators are required to be set so as to achieve the performance of the top local authorities and ALMOs within five years. The others are local indicators defined by HFI with targets reviewed and set annually at the start of each financial year. Board agreed targets for 2008/09 at its February 2008 meeting. The overall suite of PIs considered in this report has been rationalised with the agreement of the Chair.

- 3.2 Appendix 1 shows the performance indicators available at June 2008. It uses a system of flags to give a simple guide to how well we are doing:

✓ means that we have met or exceeded the target that was set year to date.

X means that the target has not been achieved in the year to date.

For every indicator marked **X** there is, where applicable, an action showing what we are doing to improve performance and meet the target. The plan also gives a risk factor, which indicates the difficulty of meeting the target by the year-end.

4. Current Performance

Current performance on the 15 indicators can be summarised as:

- 4.1 Performance on five of the indicators has fully met or exceeded the target up to June 2008.
 For five of these indicators performance is below target.
 Three indicators have year end targets.
 Two indicators have no target associated.

Under-performing Indicators

Item 1 – Percentage of complaints replied to within 10 days

07/08 Result	08/09 target	Apr 08 performance	YTD (1 st qtr) performance
92.30%	95.0%	98.1%	94.9%

Comment

The target is just missed by 0.1% in the first quarter. Performance in AHOs remains consistent at 100%. In the first quarter lateness of reply centres on HFI Direct and some parts of Property Services. Of 333 complaints received in the first quarter of 2008-09, 17 have received a reply outside the 10 day standard. To meet the target of 95%, just one further response needed to be within the 10 day limit.

Action

The main focus over the coming year on complaints will be on the quality of replies, which has been identified as inconsistent. Bespoke training has been commissioned which will take place in September/October. An action plan is also in place that will deliver on this commitment. There will, in addition, be a further emphasis on face to face contact with the complainant, which is known to increase satisfaction with complaint handling.

Risk - Low

Item 2 – Percentage of correspondence replied to within 10 days

07/08 Result	08/09 target	Apr 08 performance	YTD (1 st qtr) performance
98.4%	98.5%	98.1%	98.2%

Comment

The target is just missed by 0.3% in the first quarter. Again performance in AHOs remains consistent at 100%. In the first quarter lateness of reply centres on Legal

Repair and to a lesser extent PFI 1 & 2. Of 5393 items of correspondence received in the first quarter of 2008-09, 97 have received a reply outside the 10 day standard. To meet the target of 98.5%, 16 further responses needed to be within the 10 day limit.

Action

Again the main focus over the coming year on correspondence will be on the quality of responses. A 'Writing effective correspondence' one day course has been developed based on LBI's 'Write first time' training which will commence in October 2008.

Risk - Low

Item 10 – The percentage of repairs for which an appointment was made and kept

07/08 Result	08/09 target	Apr 08 performance	YTD (1 st qtr) performance
99.5%	99.0%	99.6%	98.6%

Comment

The target for 2008-09 has been set below the 2007-08 outcome as the criteria for meeting the target have been tightened on advice from the Housing Inspectorate. Performance since April 2008 has deteriorated, taking the score 0.4% below target in June 2008.

Action

In order to improve performance on this indicator, Kier are putting in place a personal telephone reminder system two days before each repair date. This will reduce non-access figures. They are also installing software that brings up an automatic alert to rearrange repair appointments when an operative rings in as absent through sickness.

Risk - Medium

Item 11 – The percentage of non-urgent repairs completed on time

07/08 Result	08/09 target	Apr 08 performance	YTD (1 st qtr) performance
99.4%	93.0%	99.7%	91.8%

Comment

Again the criteria for meeting this target were tightened by including former repairs that would have formerly attracted a contractual 'extension of time'. Performance in the first quarter is below target due to a poor May (88%). Performance in June was much improved at 97.6%.

Action

Completion of non-urgent repairs is being assessed within the current repairs policy review. There is likely to be more emphasis on planning the scope of the

repair so that re-visits become less common. Although this may have a marginal impact on the average time taken to complete non-urgent repairs, it will produce better outcomes for this indicator as well as the PI that measures getting repairs right first time.

Risk - Low

Item 15– Percentage of individual gas systems with a current certificate (CP12)

07/08 Result	08/09 target	Apr 08 performance	YTD (1 st qtr) performance
99.9%	100%	98.63%	96.5%

Comment

Year to date performance is calculated on a 12 month rolling programme. Traditionally there is a spike in the number of gas services done at the beginning of the financial year. This means that percentage performance drops off between April – June each year as getting in to the same properties as the previous year in such high numbers is very difficult. Last year the low point in June was 88.4%. It is expected that performance will now rise until year end as it has done in all recent years.

Action

It is considered at this time that the actions put in place to deliver the 99+% figures achieved in 2007-08 will be sufficient to replicate that performance this year. In light of this no additional actions are being taken at this time. This will remain under review throughout the year.

Risk – High

4.2 Conclusion

4.2.1 Of the five under-performing indicators for June 2008 none are considered high risk in relation to the organisation’s ability to meet the year-end targets except gas servicing. This 100% target is notoriously difficult to achieve as by definition one home at which access is denied in March means the target is missed. However it is predicted that year end performance will be 99+%.

5. Progress with Business Plan 2008-09 Objectives

5.1 With one exception actions designed to achieve the accomplishment of business plan 2008-09 objectives are on track after the first quarter (see Appendix 2). The objective to introduce phone recording equipment for all customer facing calls (4.3) remains unfunded so there is currently no prospect of realising this target.

6. Conclusion

All but one of the actions in the Homes for Islington 2007/08 Business Plan are on target for completion with no other risks identified at this stage.

7. Implications

7.1 Financial implications:

7.1.1 Capital Implications

None specific to this report

7.1.2 Revenue implications

None specific to this report

7.1.3 Efficiency Implications

Managing performance and continuing to improve performance of services within stable budgets is a major contribution to efficiency and value for money.

7.1.4 Risk Implication

Missing performance targets across a range of landlord functions represents a risk to the ALMO as this will reflect in the Council's CPA result and may have a detrimental effect on resident satisfaction. This risk is mitigated by meeting the majority of BVPI targets and having a large number of performance indicators in the top quartile.

7.2 Legal implications:

None specific to this report.

7.3 Equality implications:

The Equality and Diversity Strategy outlines proposals for providing detailed demographic information, which would highlight disadvantaged groups. This information is being utilised to determine where under-performance may impact adversely on any particular group.

7.4 Sustainability implications:

None specific to this report.

7.5 Consultation Implications

None specific to this report.

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How We're Performing



improving housing through partnership

SUMMARY OF RESULTS FOR KEY PERFORMANCE INDICATORS

On or above target



Below Target



	PI reference	Description	Current target	This month	Year to date	YTD target met?	07/08 result	Service Director
Customer Care								
1	C100 (ex LKPI 5a)	Percentage complaints replied to within 10 days	95.0%	93.4%	94.9%	✘	92.3%	Eamon McGoldrick
2	C110 (ex LKPI 6a)	Percentage correspondence replied to within 10 days	98.5%	97.1%	98.2%	✘	98.4%	Eamon McGoldrick
3	C700 (ex LKPI 100) -BP	The percentage of calls answered within 20 seconds (6 rings) with corporate greeting	95.5%	99.6%	98.2%	✔	95.8%	Eamon McGoldrick
Rent Collection								
4	R100 (ex BVPI 66a)	Proportion of rent collected - <i>Includes arrears of current tenants for former years</i> (CPA Indicator)	98.6%	-	NP	-	98.6%	Doug Goldring
5	R150 (ex LKPI 23 (MPG))	Current arrears per tenant (end of year target)	£185.00	-	£177.98	✔	£190	Doug Goldring
Voids and re-lets								
6	V110 (ex BVPI 212)	Average re-let time (days) (CPA Indicator)	22.0	25	21	✔	22	Doug Goldring
Caretaking								
7	E132 (ex LKPI 69b)	Percentage of caretaking inspections achieving an A or B grade	91.5%	93.9%	93.5%	✔	92.4%	Doug Goldring

SUMMARY OF RESULTS FOR KEY PERFORMANCE INDICATORS

On or above target



Below Target



	PI reference	Description	Current target	This month	Year to date	YTD target met?	07/08 result	Service Director
Home ownership								
8	L120 (ex LKPI 71a) - BP	Service charge arrears - annual charge average debt per leaseholder	£105	-	NP	-	£91	Doug Goldring
Repairs								
9	P100	The percentage of urgent repairs completed in time, as defined by the Right to Repair Regulations 1994	95.0%	96.9%	95.0%	✓	94.3%	Peter Taunton
10	P230 (ex LKPI 185) - BP	Percentage of repairs for which an appointment was made and kept	99.0%	97.6%	98.6%	✗	99.5%	Peter Taunton
11	P200	Percentage of non-urgent repairs completed on time, ie all repairs not covered by the Right to Repair Regulations 1994.	93.0%	97.6%	91.8%	✗	99.4%	Peter Taunton
Gas servicing								
12	P410 (ex LKPI 14a)	The percentage of individual gas systems with a current certificate (CP12)	100.0%	-	96.5%	✗	99.9%	Peter Taunton
Anti-social behaviour								
13	A110 (ex LKPI 101b)	The number of Notice Seeking Possessions issued	N/A	9	24	-	102	Doug Goldring
14	A130 (ex LKPI 101d)	The number of Injunctions obtained (all anti-social behaviour)	N/A	1	11	-	33	Doug Goldring
15	A710 (ex LKPI 102a)	The number of repossessions obtained by the Housing Investigations Team (end of year target)	95	7	29	-	119	Doug Goldring

HFI BUSINESS PLAN OBJECTIVES 2008-13

	Actions & Key Milestones	Measuring Progress & Success					Lead	Comments	
		Timescale	Measurable Outcomes	Target	Performance				
		End date		08/09	1st Qtr	2nd Qtr			3rd Qtr
Strategic Housing Objective 1: To be an excellent service provider									
1.1	Customer Relationship Management (CRM) system implementation	Apr-09	CRM system in place				Director of Resources John Saul	Project work started April 08. Discussions taking place with LBI for possible joint procurement.	
1.2	Implement integrated Housing Management system	Dec-08	Decision taken on the future of OHMS				Director of Resources John Saul	Paper considered by Steering Group 18/6/08 meeting. Further information to be provided to Steering Group in September pending a full report for decision in November 2008.	
1.3	Implement full document image processing system	Apr-09	All new tenants to have electronic file. All new correspondence of existing tenants to be held electronically.				Director of Operations	Tenancy filing project complete. Next phase for DIP to be identified. Funding for DIP has still to be resolved. Awaiting TSG prices for this. Resources Division DIP priority is invoices.	
1.4	Explore moving rent arrears function (low level) to HFI Direct.	Nov-08	Tenants able to make rent enquiries of HFI Direct and the service advertised to all tenants through a variety of media.				Director of Operations Jo Knight	Scheme aimed at tenants in <£300 arrears. Pilot originally re-located Income Assistants to HFI Direct, but new technology allows IAs to perform function from AHOs. Phase 2 commencing with outward bound telephone campaign.	
1.5	Provide more services on-line – commencing with Parking services, service charge payment, transfers	Mar-09	Parking services, service charge payment and transfer information and forms available on-line via the HFI web-site.				Head of Performance & Service Development Paul Davey	Online services review, including recommendations on additional online services, due to report to SMT 3rd September 2008.	
1.6	Ensure office based staff who have a customer interface on estates have access to relevant systems through PDAs	Apr-09	Remote access to rent account information when off site for all relevant income recovery staff.				Director of Resources John Saul	Operations testing devices on estates. Central Street pilot feedback awaited.	

	Actions & Key Milestones	Timescale	Measuring Progress & Success				Lead	Comments	
		End date	Measurable Outcomes	Target	Performance				
				08/09	1st Qtr	2nd Qtr			3rd Qtr
1.7	Implement recommendations from completed Service Efficiency Reviews	Apr-09	Recommendations from completed Service Efficiency Reviews completed to timetable agreed by Service Review Panel and monitored by Efficiency & Procurement Review Group					Efficiency & Procurement Review Group	Recommendations that flow from HFI service efficiency reviews are being monitored and managed by EPRG quarterly.
Strategic Housing Objective 2: To improve homes									
2.1	Improve planning for major works by developing and producing an Asset Management Strategy	Apr-09	Asset Management Strategy in place					Director of Property Services/Ferenc Morath	Draft strategy now in place. Report due to IDC. Discussions ongoing with LBI on different levels of investment.
			Develop a long term plan for stock investment and component replacement for the entire stock. To cover the life of all routinely replaceable items like roofs, windows, bathrooms and boilers.						See above
2.2	Procure Repairs and Maintenance contract for commencement in October 2010.	Oct-10	Project plan in place and actions completed to timescale for the procurement of new R&M partnering contract.					Interim Director of Property Services	Completing options appraisal phase of procurement. Repairs procurement project board now in place.
2.3	Negotiate with Greenspace terms of new grounds maintenance specification/contract.	Dec-08	New specification and price agreed with Greenspace for new grounds maintenance contract					Director of Operations Jon Farrant	Negotiations with Greenspace complete and tendering process underway
			Satisfaction with the neighbourhood as a place to live to 80% (08-09)	80%					
Strategic Housing Objective 3: To engage with the community									
3.1	Develop 'preferred method of contact' list for all residents including outward bound texting.	Apr-09	Full list in place of preferred method of contact for all residents who express a preference					Head of Performance & Service Development	Service development team are continuing to collect information on preferred method of payment. The establishment of a CRM system will provide the optimum outcome for this objective.

	Actions & Key Milestones	Timescale		Measuring Progress & Success				Lead	Comments
		End date	Measurable Outcomes	Target	Performance				
				08/09	1st Qtr	2nd Qtr	3rd Qtr		
3.2	Implement and enforce dog control orders	Sep-08	HFI enabled to issue fixed penalty notices to prevent repeated dog fouling on estates.					Director of Operations Jon Farrant	Powers granted for HFI to issue Fixed Penalty Notices (FPNs). Delivery of the requisite signage is imminent.
3.3	Extend community engagement based on evaluation of 2007/08 community engagement activity	Apr-09	Full spend and VFM obtained for the Community Fund. Activities targeted at contributing to Sustainable Communities Strategy					Head of Performance & Service Development Simon James	Evaluation of 2007-08 outcomes is due for completion in September. 2008-09 funding has been agreed in principle by CSSB and MPSB up to £70k on LAA priorities.
3.4	Annual visits by Tenant Management Advisors to vulnerable households.	Oct-08	All tenants within vulnerability criteria visited annually for assessment of needs and tenancy sustainability.					Director of Operations	List of vulnerable tenants using agreed criteria now complete. On course for commencement of visits before October 2008 deadline.
Strategic Housing Objective 4: To be a first class employer									
4.1	Plan for more streamlined capital programme clienting resource post 2010/11	Mar-09	Staffing levels reviewed and staffing strategy in place following consultation to take account of capital programme clienting needs post 2010.					Interim Director of Property Services	Now forms part of the re-structuring review of Property Services
4.2	Undertake full Smart Working review and produce a Smart working Strategy for efficiencies to be delivered in 2009/10	Apr-09	A smart working strategy consulted on and in place for implementation in 2009/10.					Director of Resources Phil Pepper	First meeting of Working Group held 30/6. Timetable drawn up for next 6 months. Report back to SMT in Nov or Dec 08.
4.3	Introduce phone recording equipment for all HFI calls	Oct-08	Phone call recording equipment installed and available to HFI Direct and all public access offices.					Director of Resources John Saul	This equipment is in place at Northway House. However no funding has been identified to further roll out this objective so there is no current prospect of completion.
Strategic Housing Objective 5: To embrace partnership									

	Actions & Key Milestones	Timescale	Measuring Progress & Success				Lead	Comments
			Measurable Outcomes	Target	Performance			
		End date		08/09	1st Qtr	2nd Qtr		
5.1	Confirm opportunities for providing services to partners. E.g. LBI, Islington RSLs.	Apr-09	Decisions taken on level of service provision to be provided to Islington based housing organisations.				Head of Performance & Service Development	A senior HFI resource has been identified to take this project forward through 2008-09.
Strategic Housing Objective 6: To be an evolving organisation								
6.1	Deliver new build programme (2010)	Dec-10	Arrangements in place for delivery of new build financed independently of London Borough of Islington.				Interim Director of Property Services	Now on site in two locations
6.2	Establish arrangements for delivery of new build post 2010	Mar-09	Draft programme of further new build in place and consultation with partners commenced.				Interim Director of Property Services	HFI accepted as Housing Corporation development partner, which puts in place a significant building block for progress.
6.3	Achieve target reductions in CO ² emissions of 15% from Council's housing stock as agreed by Climate Change Partnership	Mar-11	At least 15% reduction in CO ² emissions from HFI housing stock by 2010 measured through audited average SAP rating of 71 by 31 st March 2011				Interim Director of Property Services	Action plan in place. Bids have been put in to Regional Housing Pot (Mayor's fund). This to fund proposed CHP/heat metering and communal heating controls. Insulation programme in place.

Report of	Team	Job Title
Eamon McGoldrick	Chief Executive Directorate	Chief Executive

Name of Meeting	Date of Meeting	Agenda item	Status
HFI Board	26 th August 2008	9	Monitoring

Subject of Report: Capital and Financial Performance Management

1. Synopsis

- 1.1 This report provides the Board with a strategic overview of company finance, capital programming for 2008/9 and progress on Decent Homes targets.

2. Recommendations

- 2.1 That Board:

- 2.1.1 Notes and comments on the Financial Management report.
2.1.2 Notes and comments on the Capital Programme report.

3. Background

- 3.1 The Board receives this regular monitoring report every quarter to update on the headline figures concerning financial and capital performance.

4. Financial Management

4.1 Managing Agent Account (MAA)

4.1.1 Background

Islington Council pays HFI a management fee that is funded primarily from the Council's Housing Revenue Account and Housing Capital Programme. HFI incurs expenditure in its own name. This is known as the Managing Agent Account.

4.1.2 Financial Management Report – Month 3 Report (Qtr. 1, 2008/09)

Management Fee: **£54.5m**

Month 3 Forecast: **On Target**

- 4.1.3 The Month 3 forecast represents the 1st quarter monitoring report for 2008/09. At this early stage of the financial year all the indications are that expenditure will remain within the available resources.

4.1.4 Client Services Account (CSA)

4.1.5 Background

There are a number of budgets (the Kier Islington repairs contract being the largest) where contracts remain in the name of Islington Council and HFI manages the expenditure on behalf of the Council. The spending is accounted for within Islington Council's accounts. This is known as the Client Services Account.

4.2.2 Financial Management Report – Month 3 Report

CSA Expenditure Budget **£131.4m**

Month 3 Forecast **£131.3m**

£0.1m Underspend

4.2.3 The £0.1m forecast underspend results from additional rental income arising due to RTB sales being lower than forecast.

4.2.4 The CSA budget includes the £24.6m Repair and Maintenance budget delegated to HFI to manage. Due to the sheer size of this budget and the numerous aspects of it, a number of working groups exist to oversee the management of the available resources. At this stage of the year, the indications are that expenditure will remain within budget.

5. Capital Programme and Decent Homes

5.1 Capital Programme– Month 3 (Qtr 1 2008-9)

5.1.1 Islington Council has given responsibility to HFI for the management of its housing capital resources programme and the delivery of its Decent Homes programme.

The funding covers the works and associated fees.

Target Spend (08/09):	£82.942m
Projected Spend (08/09):	£82.942m
Total spend:	£5.910m
Projected spend (month 3):	£3.530m
Variance:	(+)£2.380m

5.1.2 Reason for variance:

The major reason for the spend exceeding profile is due to the Framework contracts having their certificates paid more promptly than allowed for within the monthly profiles and some schemes slipping from 2007/08 into 2008/09. In these circumstances it is not an indication of budgets being overspent but just spending ahead of the 2008/09 profile.

5.1.3 Business risk:

HFI is managing a total programme of £233m (including £70m for the 2009/10 component renewal programme for decent homes) of which £83.3m is currently programmed to be able to be spent in 2008/09. This is a low level of over-programming (£0.3m) when compared to available capital resources in 2008/09. Normally at this time of year it would be expected to be at least 5% higher (£88m). However with Eugena going into Administration and a number of the 07/8/9 Framework contracts slipping there is a risk that HFI may not achieve the current

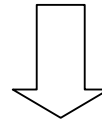
£83m forecast outturn. Property Services are currently considering the feasibility of bringing forward work from the 2009/10 Framework contracts where s20 consultation will not be required.

The re-programming of the Eugena contracts and bringing forward 09/10 contracts where possible into 2008/09 is likely to impact on capital profiles and HFI will see a reduction in its spend upto month 9 and a significant increase in spend in month 12.

5.2 DELIVERY OF DECENT HOMES

5.2.1 HFI is delivering on its Decent Homes programme in accordance with the plan set out in the Section 27 application to DCLG. The timetable for implementation was:

% homes meeting Decent Homes standard							
	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11
Original s.27 projection		42	50	60	75	95	100
Actual/(projected)	45	51	55	63	(75)	(95)	(100)



	Year 2008/9			
Q1 (actual)	Q2 (est)	Q3 (est)	Q4 (est)	
66	67	69	75	
17139	17539	18139	19459	

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Report of	Team	Job Title
David Selo	Chief Executive Directorate	Director of Resources

Name of Meeting	Date of Meeting	Agenda item	Status
Board	26 th August 2008	10	Monitoring

Subject of Report: Information and Communication Technology (ICT) Action Plan
Monitoring

1. Synopsis

1.1 This report is the annual review of the ICT action plan.

2. Recommendation

2.1 That Board notes and comments on the report.

3. Background

3.1 HFI Board approved the ICT Strategy and action plan on 23rd April 2007 for the period 2007 – 2009. It agreed that customer access should be the main priority.

3.2 The ICT Strategy & Project Board consisting of Service Directors, meets six weekly to monitor progress on the action plan.

3.3 The strategy is monitored through IT Portfolio meetings with the designated Board Director, Service Director and Head of ICT & Facilities.

4. Achievements 2007-2008

4.1 Tenancy files created from October are now fully electronic, through the process of Document Image Processing (DIP). Electronic files enable designated staff to have immediate access to electronically filed documentation, via their computer screen, from all HFI locations

4.2 Estate Services staff are able to immediately record information interactively with the networked computer system, without having to return to the office, by the use of personal digital assistants and mini laptops. Where further details are needed to progress an action, this information is also accessible remotely, via the handheld device. The equipment is currently being rolled out to staff on estates.

4.3 Residents have been able to access the internet through the Wireless Estates project, in conjunction with LBI. Once the infrastructure is in place across all estates in the Borough, this will provide another access channel to HFI's services. Residents with access to the Internet can already benefit from more 'customer facing' documentation on the website.

4.4 Meetings and demonstrations have been held with suppliers in order to formulate HFI's requirements for a Customer Relationship Management (CRM) system that meets the

needs of our residents and supports HFI business requirements. HFI now have an indicative cost of £300k for the implementation of a CRM solution.

- 4.5 A review of future repair system options is currently under consideration. Further work on this project will be carried out in conjunction with the tendering of the housing repairs contract.

5. Targets for 2008 - 2009

- 5.1 Completion of the procurement of CRM system. LBI have recently notified HFI, that it will be procuring a new CRM system and consideration will be given to the potential for a joint procurement exercise.
- 5.2 With the infrastructure for the creation and retrieval of electronic documentation now in place, work will continue on converting other documentation still held on paper into electronic format.
- 5.3 To give residents increase in choice of how they interact with us, work has started to review the quality of remote services. Through consultation with residents and staff, a specification will be produced with requirements of both content and access channel strategy for HFI's services.
- 5.4 Improvements in the links between the responsive repairs system and planned maintenance system. A review has commenced on the potential for further integration between the 2 repair system modules.
- 5.5 Agree repair system to be used by HFI from the commencement of the new housing repairs contract.
- 5.6 The updated Action Plan is shown in Appendix A. Where the action has been completed the action has been shaded.

6. Risks

- 6.1 There are currently two risks in HFI's risk register

Medium High – failure of software to deliver promised functionality. Recent projects were expected to provide functionality as promised by suppliers and did not.

Medium Low – failure to have adequate funding for all projects. No additional funding is available centrally to deliver projects, except where indicated. In the case of DIP, funding now has to be met from local budgets.

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**Item 10 - Appendix A
ICT Action Plan**

<i>Objective</i>	<i>Activity</i>	<i>Measurable Outcomes & Milestones</i>	<i>Year</i>
Scanned images will be held in a suitable electronic file structure within the Document Image Processing (DIP) system for easy retrieval.	Agree and implement corporate electronic file structure within DIP system.	Simple retrieval of scanned images.	2007-2008
	Agree budget and funding strategy for scanning.	Funding identified with clear policy for scanning.	2007 - 2008
	Enable appropriate access to the system for staff.	Login rights agreed with management.	2007-2008
	Agree retention policy for scanned images.	Policy agreed and signed off by managers.	2007-2008
	Conversion of other housing office and payments paper documentation	Conversion of documentation	2008-2009
Agreed costed proposal for the implementation of a CRM system.	Arrange demo of system options as outlined in the CRM options appraisal.	Specification for a CRM system.	2007–2008

<i>Objective</i>	<i>Activity</i>	<i>Measurable Outcomes & Milestones</i>	<i>Year</i>
	Agree the requirements for HFI.	Costs for implementation are refined as part of a procurement exercise.	2008-2009
	Arrange tender exercise as appropriate.	A preferred supplier.	2008 - 2009
	Agree budget and funding.	Funding identified.	2008 - 2009
	Commission implementation project.	CRM system.	2009 - 2010
Customers will access more services with the use of computers and landline/ mobile telephony.	In liaison with residents and LBI, agree requirement for internet based & telephony services.	Agreed specification of service requirements.	2008 - 2009
	Consider all options for implementation.	Completion of options appraisal.	2008 - 2009
	Produce full functional specification.	Detailed document	2008 - 2009
	Arrange tender exercise as appropriate.	A preferred supplier.	2008 - 2009
	Agree budget and funding.	Funding identified.	2008 - 2009

<i>Objective</i>	<i>Activity</i>	<i>Measurable Outcomes & Milestones</i>	<i>Year</i>
	Commission implementation project.	Interaction for customers via the Internet.	2008 - 2009
Staff can interact with systems when out on site.	Support rollout of the Estate Services system	Functioning system accessible remotely.	2007 - 2008
	Agree requirements for visiting officers access.	Document with recommendation is agreed and signed off.	2008 - 2009
	Agree requirements for Anti-Social behaviour requirements.	Written specification.	2008 - 2009
	Produce a specification for hardware and software.	Written specification.	2008 - 2009
	Arrange tender exercise as appropriate.	Preferred supplier	2008 - 2009
	Agree budget and funding.	Approved capital and revenue funding.	2008 - 2009
	Commission implementation project.	Functioning system accessible remotely.	2008 - 2009

<i>Objective</i>	<i>Activity</i>	<i>Measurable Outcomes & Milestones</i>	<i>Year</i>
HFI, LBI (TSG) and Islington's responsive repairs contract. Repairs systems are integrated.	Produce agreed documentation of requirements.	A documented clear definition of repairs integration.	2008 - 2009
	Consider options for repairs integration	Options identified and preferred option agreed	2008- .2009
	Agree budget and funding.	Approved capital and revenue funding.	2008 - 2009
	Commission implementation project.	Consistency of repairs systems and data, in accordance with definition.	2009 - 2010

**Report back from Finance Committee (FC)
2nd July 2008
Ann Lucas – Chair**

Customer Facing Agendas – Outcomes of the Away Day March 08

- The Committee agreed to add the following items to future meetings:
 - Transparency - residents and staff
 - Delegations - to resident bodies and HFI staff
 - Options for growth - Spend to Save - Efficiency savings

3 Year Financial Planning Cycle

- The Committee agreed to:
 - Recommend to Board an efficiency savings target of up to 5% per annum for 2009/10 over the next 2 financial years.
 - Recommend to Board that a target of 2% pa of the efficiency saving should be used for delivery of business plan service improvement proposals.
 - Recommend to Board that HFI should negotiate with Islington Council on a 3 - year management fee with Islington Council for 2009/10 and the following 2 financial years.

Budget Monitoring – Month 2, 2008/09

- The report was noted.

Risk Register

- The report was noted.

2007/08 Annual Efficiency Statement - Final Position

- The report was noted.

Financial Models for TMO's

- The Committee queried the the basic calculation for TMO void allowances. The concern was that TMO's may only have to pay up to £2,000 of their voids costs, when costs incurred may be considerably more. The Committee requested that staff investigate the matter further and report back.

- The report was noted.

Financial Analysis of PFI

- The report was noted.

**Report back from Investment and Delivery Committee (IDC)
4th July 2008
Theresa Coyle - Chair**

LBI Capital Programme Scrutiny review

The Committee agreed:

- To note that staff had already agreed with the Chair of IDC that an item scrutinising random contracts on value for money kitchens and bathrooms would be on the agenda for the October meeting.

Review of - Procurement process and leasehold changes

The Committee agreed:

- To note that the detail contained within any bill of quantities specifications subject to an electronic tendering process is checked by a senior member of staff to reduce the need for variations to be issued during the tender period.
- To note that electronic tendering will continue where appropriate.
- To note changes being made to HFI's procurement code to remove any ambiguity in wording.

Proposals for the Monitoring of Constructor KPI's

The Committee agreed:

- To note that the ranking of contractors for the 2009/10 programme had been amended since its decision in December 2007.
- That monitoring reports would be received in December 2008 and June 2009, and on that frequency thereafter.

Customer facing agenda items for IDC 2008/9

- To defer the item to a special IDC meeting to consider both this item and its term of reference.

Contract Approval Schedule update

- The report was noted.

Risk Register

- The report was noted.

**Report back from Contracted Services Sub-Board (CSSB) –
7th July 2008
Kate Barns – Chair**

Response to dispute notice by Harry Weston Co-op

- The Sub-Board further considered the ongoing dispute between Harry Weston Co-op and HFI.
- A final decision was deferred until the meeting of 19th August 2008.

**Report back from Human Resources Committee (HRC)
31st July 2008
Eddie Niles – Chair**

Chair and Service Directors report

- Arrangements are in place for considering the appointment of a member of SMT as a deputy to the Chief Executive,
- Smart Working review - will be returned to the committee for consideration in early 2009.

Christmas Closedown

The Committee agreed the arrangements for Christmas closure.

Staff attitude Survey 2008

- The Committee agreed the action-plan for 2008/10 resultant from survey findings.

Employee Assistance Programme and Occupational Health Service Usage

- The report was noted.

Strategic HR Matters

- The report was noted.

Performance Management

- The report was noted.

Risk Register – Human Resources risks

- The Committee agreed to delete risk OPE 014 (single status) now that it had been implemented.

Inter ALMO Group

- The report was noted.

Business Plan Priorities 2009/10

- The report was noted.

Customer facing agenda items

- The Committee agreed staff would need to collate a report of recent and planned customer care training before considering this item further.

**Report back from Chairs Agenda Planning Committee (CAPC)
04th August 2008
Adam Borrie – Chair**

October Away Day

- The Committee agreed the template for agenda items for the Board Away Day as:
- Business plan 2009/14, incorporating looking beyond 2010 and 3 year financial planning.
- Asset Management Strategy

Forward Plans 2008/9

- The Committee agreed a number of changes to the Forward Plan. (see item 12).

**Report back from Investment and Delivery Committee (IDC)
13th August 2008
Eddie Niles – Acting Chair**

Business Plan priorities 2009/10

The report was noted.

Procurement Proposals for 2010/11 Decent Homes Programme

- The Committee agreed:
- The final contractor selection to the framework based would be based on 50% quality and 50% price.
- To appoint 3 to 5 contractors to the framework agreement.
- Four area-based contracts awarded to the framework contractors pursuant to the allocation procedure in the framework agreement.

Tender approval for Contract No. 31 Ilex House

- The tender was approved.

Risk Register

- The Committee approved the current status of the risks.

New Build progress report

- The report was noted.

Subsidence Strategy Update

- The report was noted.

Financial progress on delivery of the 2008/09 Capital Programme

- The report was noted.

Contract approval schedule update since last meeting

- The report was noted.

HFI Draft Asset Management Strategy

- The report was noted.

Forward Plan

- IDC was reminded of additional meeting 15/09/08 to discuss the deferred customer facing agenda items report deferred from the meetings of 11/06/08 and 04/07/08.

Meeting	Subject	Status
20/10/2008 <i>Standard Items</i>	Sustainability - Strategy 3 year review	Decision
	Directors and Auditors report 2007-08	Decision
	New Build Feasibility - phases 3 & 4	Decision
	R&M reprocurement 2010	Decision/Exempt
	Resident Involvement Strategy Action Plan update	Monitoring
<i>Presentations</i>	Presentation/Discussion - Overcrowding - causes, issues, remedies and LBI's nomination procedure for HFI new build	Information
15/12/2008 <i>Standard Items</i>	Appointment to Sub-Boards, Committees and Portfolios	Decision
	HFI Business Plan Objectives 08/09 (qtr 2) and September PI's	Monitoring
	Business Plan 2009-14 (Draft)	Decision
	Capital and Financial Performance Management	Monitoring
	Risk Register	Decision
	Community Engagement Strategy Action Plan update	Monitoring
	Portfolio Holders - Reports Back	Information
<i>Presentations</i>	Presentation/Discussion - The Housing Regeneration Bill	Information
16/02/2009 <i>Standard Items</i>	Business Plan 2009-14	Decision
	Communications Strategy 3 year review	Decision
	Contract Approvals - Concierge	Decision
	Efficiency Strategy Action Plan Update	Monitoring
	Risk Register	Decision
	Neighborhood Management	Monitoring
<i>Presentations</i>	Presentation/Discussion - TBA	Information