

Contracted Services Sub-Board
Agenda 11th December 2007
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
1	K Barns	Welcome/Apologies/ Introductions	Information	Verbal	6.30 – 6.35
2	K Barns	Declaration of interests	Information	Verbal	6.30 – 6.35
3	K Barns	Questions from the public	Information	Verbal	6.35 – 6.55
4	K Barns	Minutes of last meeting (9 th October 2007) and matters arising	Decision	1-4	6.55 – 7.00
5	K Barns & S Kwong	Chair and Head of Performance and Service Development Report	Information	Verbal	7.00 – 7.05
6	S Kwong	HFI Community Fund	Decision	5-12	7.05 – 7.15
7	S Kwong	Performance Indicators	Monitoring	13-32	7.15 – 7.25
8	E Abbott	Report back – Partners for Improvement in Islington – PFI 1	Monitoring	33-44	7.25 – 7.40
9	E Abbott	Report back – Partners for Improvement in Islington – PFI 2	Monitoring	45-58	7.40 – 8.00
10	S Kwong	Report back – TMOs / TMCs	Monitoring	59-68	8.00 – 8.15
11	S Kwong	Risk Register	Monitoring	69-72	8.15 – 8.20
12	K Barns	Consultative Panel feedback reports	Information	73-81	8.20 – 8.25
13	K Barns	Forward Plan	Decision	82	8.25 – 8.30
14	K Barns	Any other business	Information	Verbal	8.25 – 8.30
15	K Barns	Date and time of next meeting 6.30pm, 12 th February 2008	Information	Verbal	8.25 – 8.30

**Homes for Islington
Contracted Services Sub-Board Meeting
Minutes of 9th October 2007**

Present: Kate Barns (Vice-Chair), Caroline Jenkinson, Ann Lucas, Des Smith, Jyoti Vaja (Directors)
Georgina Galliers (Associate Director)

In Attendance: Simon Kwong (Head of Performance and Service Development)
Anthony Jonas (Performance Manager)
Mike Sims (Company Secretary)
Wendy Gajadhar (Governance Manager – Minutes)

Apologies: William McGarvie (Chair), Tom Kane (Associate Director)

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) The Vice-Chair opened the meeting at 6.35pm. b) The Vice-Chair gave apologies for William McGarvie and Tom Kane.</p>	
2	<p>Declarations of Interest</p> <p>a) There were no declarations of interest.</p>	
3	<p>Questions from the public</p> <p>a) There were no questions received from the public.</p>	
4	<p>Minutes of the Last Meeting (13th June 2007) and Matters Arising</p> <p>a) Pg. 1 item 4a – It was noted that Ann Lucas is still in the process of gathering comparable information from Hounslow Homes and Newham Homes for leaseholder and tenant satisfaction targets. b) Pg. 2 item 8b - It was noted that Anthony Jonas had provided the copy of the Partners quarterly satisfaction survey to the Governance Team to be distributed to the Sub-Board.</p> <p>The minutes were agreed as an accurate record.</p>	<p>Ann Lucas</p> <p>Mike Sims</p>
5	<p>Chair and Head of Performance and Service Development Report</p> <p>Chair's Report</p> <p>a) The Vice -Chair reported that the results of the residents' elections were that Barbara Coventry, Jessie White and Eddie Niles had been successful in being re-elected, together with Joe Trotter being the newly elected resident director on the HFI Board. Following the selection process of Independent Directors, Ann Lucas and Claudia Webbe have been re-selected as Board Directors</p>	

	<p>b) It was noted that the HFI Leaseholder Fair will be held on October 22nd 2007 at the Resource Centre.</p> <p>c) It was noted that HFI has taken on the New Build Project and is in the process of acquiring planning permission for three identified sites.</p> <p>Head of Performance & Service Development's Report</p> <p>a) It was noted that the Audit Commission Inspection commences on 19th November 2007. HFI's self-assessment has already been submitted to the Audit Commission as required by the inspection process.</p> <p>b) It was noted that the self-assessment documents submitted to the Commission would be distributed to the Sub-Board members.</p> <p>The reports were noted.</p>	Mike Sims
6	<p>Revised Key Lines of Enquiry (KLOEs) for Tenant Management Organisations</p> <p>a) Anthony Jonas introduced a report, which set out the revised KLOEs on governance and financial management of TMOs.</p> <p>b) It was noted that HFI is developing two new KLOEs regarding two other areas of TMO operation, addressing Employment and Customer Service and Diversity.</p> <p>c) It was noted that the Tenant Management Forum will be consulted in November 2007 and the new KLOEs could then be brought to CSSB at the December 2007 meeting.</p> <p>CSSB approved the revised Finance and Governance Key Lines of Enquiry for use by HFI in assessing the performance of tenant management organisations.</p>	
7	<p>Performance Information from TMOs</p> <p>a) Anthony Jonas introduced a report presenting proposed performance indicators for TMOs.</p> <p>d) It was agreed that staff would report an abbreviated version to every Sub-Board Meeting and a full version reported annually (next June 08 for 07/08).</p> <p>CSSB approved the revised set of performance indicators set out in section 4 of this report to be reported to the Sub-Board at future meetings.</p>	Simon Kwong
8	<p>Performance Indicators - August 2007</p> <p>a) Simon Kwong introduced a report giving the performance figures for a range of HFI services within the remit of CSSB.</p> <p>b) It was noted that there was a 7.1% rise in the current arrears per tenant for PFI 1 compared to March 2007. PFI 2 has fallen by 0.3% during the same period.</p> <p>e) It was noted that tenant management organisations achieved a score of 84.1% meeting grades A and B in caretaking</p>	

	<p>inspections, below the target of 91%.</p> <p>The report was noted.</p>	
9	<p>Report back – TMOs / TMCs</p> <p>a) Anthony Jonas presented a report giving information on the performance of the 24 estate-based TMOs and TMCs, delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.</p> <p>b) It was noted that the amalgamation of the Grimaldi, Pluto, Northern Line and Wholenut co-ops into one group is expected to be signed off with the MMA 2005 at the end of October 2007. The group will be known as <i>Seaview</i> when the new MMA agreement is signed.</p> <p>c) It was noted that staff would identify those TMO/TMCs which have continually produced one or no diamond rating and report back to CSSB in future reports with detail as to why.</p> <p>d) CSSB congratulated Blackstock TMO for improvement in Q4 06/07 and Q1 07/08.</p> <p>The report was noted.</p>	Simon Kwong
10	<p>Report back – Partners for Improvement in Islington – PFI 1</p> <p>a) Simon Kwong introduced a report giving information on the performance of Partners in delivering the PFI1 contract for refurbishment, maintenance, and housing management services to 2400 properties across the borough.</p> <p>b) Pg 55 Item 5 - It was noted that for the customer care indicators Partners scored 7.91, which is rated as good and for efficiency 6.97, which is rated as satisfactory'.</p> <p>The report was noted.</p>	
11	<p>Report back – Partners for Improvement in Islington – PFI 2</p> <p>a) Simon Kwong presented a report giving information about the PFI 2 contract, delivering refurbishment, maintenance and housing management services to 1,871 street properties comprising a total of 4,101 dwellings across the borough.</p> <p>b) It was agreed that staff would email the final version of the equalities and diversity plan to the Sub-Board.</p> <p>The report was noted.</p>	Mike Sims
12	<p>Risk Register</p> <p>a) Simon Kwong presented a report on the current position with regard to all risks that relate to the Contracted Services Sub-Board.</p> <p>b) It was noted that the Chair of CSSB would attend the meeting of the Audit and Risk Committee on November 27th 2007 and report back to CSSB at the next meeting.</p> <p>The report was noted.</p>	

13	Report back from Consultative Panels – May 2007 The report was noted.	
14	Forward Planner The forward plan was agreed.	
15	Any Other Business None	
16	Date and Time of Next Meeting a) 12 th December 2007, Highbury House at 6.30pm	

There being no other business to conclude, Kate Barns closed the meeting at 7.20 pm

Vice Chair: Kate Barns

Date

Report of		Team	Job Title
Simon Kwong		Chief Executive Directorate	Head of Performance & Service Development
Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 th December 2007	6	Decision

Subject of Report: HFI Community Fund

1. Synopsis

- 1.1 This report sets out to inform Contracted Services Sub-Board about applications to the HFI Community Fund with a view to making decisions based on the application summary appendices attached.

2. Recommendations

- 2.1 That the Sub-Board notes the application summaries attached.
- 2.2 That the Sub-Board agrees to fund projects where recommended.

3. Background

- 3.1 The Board agreed to delegate the allocation of the HFI Community Fund to Managed Property and Contracted Services Sub-Boards in August 2007.
- 3.2 At the last Managed Property Sub-Board meeting on 10th October 2007, the following schemes were agreed:

Cyrus House TRA (A4 Allstars Football Team)	£2,170.00
Islington Pensioners Forum	£1,000.00
Highbury Vale Blackstock Trust	£9,838.00
Girdlestone Pensioners Club	£1,500.00
Islington Bangladesh Association	£2,640.00
Brecknock Rd Estate TRA (agreed by Head of SDT)	£900.00
Total agreed	£18,048.00

- 3.3 Originally, a total of £60,000 was set aside for the Community Fund. Due to the overwhelming response to the fund however, the Head of Performance & Service Development has decided to extend the budget by £19,000, to make a total of £79,000. This is possible as projected underspends in other areas of this budget have been identified permitting additional resources to be targeted at these community engagement projects.
- 3.4 The Managed Property Sub-Board is being asked to consider 31 applications, with recommendations to fund 13 projects at a cost of £53,226 (outlined in the table below).

Vaudeville TRA	£5,741.00
YouthReach	£10,000.00
Andover Youth & Community Trust	£2,500.00
Islington Chinese Association	£1,500.00
Whibread TRA	£1,000.00
Groove Your Arts	£7,100.00
African Youth Trust	£3,750.00
Elthorne Community Project	£3,965.00
Hornsey Lane TRA (Community Centre Nursery)	£5,770.00
Thornhill Fifty Plus Club	£3,000.00
King Square TRA	£900.00
Mersey Estate TRA	£3,000.00
Somali Welfare Centre	£5,000.00
Total recommended Dec 2007	£53,226.00
Projects agreed October 2007	£18,048.00
Bemerton Villages Management Organisation	£5,000.00
Total	£76,274.00

- 3.5 The Contracted Services Sub-Board is asked to consider four applications to the total value of £22,000. The Service Development Team is recommending funding one project at a cost of £5000. This is included in the total in the above.
- 3.6 If the Managed Property Sub-Board agrees the recommended applications, totalling £53,226, the £79,000 community fund will be reduced to £7726. If the Contracted Service Sub-board agrees £5000 for the Bemerton Villages Management Organisation, there will be £2726 left in the fund.

4. Implications

4.1 Financial Implications

4.1.1 Capital Implications

None specific to this report.

4.1.2 Revenue Implications

The Director of Resources reports that LBI has agreed ring-fenced funding of £100k for community engagement in 2007-08. The indications are this funding may only be available in 2007-08 and consequently any commitment beyond the current year will have to be found from other resources. A "fixed" allocation of funding to Sub-Boards is not possible since funding is contingent upon the annual allocation made to HFI by LBI which may vary.

4.1.3 Efficiencies Implications

As the community engagement is ring-fenced it is intended for specific expenditure and is exempt from any efficiency driven targets

4.1.4 Risk

None specific to this report.

4.2 Legal implications

4.2.1 The Board may delegate authority to its Sub-Boards to approve spending schemes as it sees appropriate. Where decisions on spending priorities at Sub-Boards cannot be agreed by consensus and can only be agreed by voting then Associate Directors act only in an advisory capacity and are not permitted to vote. It is likely, although not exclusively the case, that Resident Board Directors in particular will need to consider guidance provided on declaring possible conflicts of interests when agreeing schemes which may preclude them from participating in debates or voting if required.

4.3 Equalities Implications

4.3.1 HFI intends Community Engagement funding for the benefit of the whole community and has, as a core objective, the responsibility to promote community cohesion. Allocations of this funding will be made in the light of this criteria and the end of the year evaluation will both consider how it has met diversity objectives and map the recipients of the grant in terms of diversity strand.

4.4 Sustainability Implications

4.4.1 None specific to this report.

4.5 Consultation Implications

4.5.1 Consultation with residents has taken place through the September Residents Newsletter.

Report author: Lee Farrow, Service Development Officer
Telephone: 020 7527 8632
Email address: lee.farrow@homesforislington.org.uk

Appendix 1 HFI Community Fund - Application summary Dec 07

Organisation	Pleydell Tenant Management Organisation	
Amount applied for	£2000	
About the organisation: A TMO managing 280 properties including cleaning and upkeep of estate grounds. Recently refurbished the football pitch and built a play area for young children. Now aiming to improve a neglected area of the estate.		
Summary of application: To improve an area of the estate with planters, plants, bushes and a seating area.		
What difference will the activity make to the community and how will HFI residents benefit? By improving the look of the estate and providing a calm seating area for residents.		
Match funding: None		
Number of people / residents benefiting from the project: All residents living on the Pleydell estate (280 properties)		
Funding priorities met:		
Improving estate environments		Yes
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: The application lacks detail and does not include any element of community engagement. The service development team recommend that the sub-board do not fund this project.		

Appendix 2 HFI Community Fund - Application summary Dec 07

Organisation	Bemerton Villages Management Organisation	
Amount applied for	£10,000	
About the organisation: The aims of the organisation are to improve service standards, improve the environment, empower residents, build communities, address antisocial behaviour and improve the quality of life on the Bemerton Estate.		
Summary of application: The main project is to demolish existing stairs and retaining wall and replacing with a ramp. The funding requested is to bring in a resident engagement angle to the landscaping work. Using local partner groups to engage young people to build planters followed by planting with Bemerton Gardening Group. Costs would include consultation, materials and project management.		
What difference will the activity make to the community and how will HFI residents benefit? It will improve the environment for residents, encourage pride for residents, erode fear between age groups, establish a new branch of the gardening club on the south part of the estate and provide a focus for better relationships between residents.		
Match funding: £30,000 confirmed (£20K tenant compact & £10K from funds raised via the Lewis Carol library)		
Number of people / residents benefiting from the project: 2500 residents on the estate in total (including 203 members).		
Funding priorities met:		
Improving estate environments		Yes
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

A well developed project that combines community engagement with estate improvements. The service development team recommends that the sub-board part fund this project with £5000.

Appendix 3 HFI Community Fund - Application summary Dec 07

Organisation	Hornsey Lane Estate Management Board	
Amount applied for	£10,000	
About the organisation: A tenant management organisation located in the Hillrise ward – one of the most deprived in Islington. Principal activities are the provision of maintenance and management of housing on Hornsey Lane estate on behalf of LBI.		
Summary of application: Funds are to help refurbish the Hornsey Lane 'kick about' area, namely, a new playing surface (and removal of old surface) and supply and fitting of a new 5m high 'sports fence'.		
What difference will the activity make to the community and how will HFI residents benefit? An estimated 1,500 children will benefit from the refurbishment (the estate has 644+ children). The facility will be used in conjunction with the Rainbow after School Club (located in the community centre) and the local play scheme.		
Match funding: £15,000 (Hornsey Lane Estate Management Board) and £902 (Arsenal Regeneration Team) total - £15,902		
Number of people / residents benefiting from the project: An estimated 1,500 children will benefit from the refurbishment		
Funding priorities met:		
Improving estate environments		Yes
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: Although this project does meet with a number of the criteria, it essentially amounts to capital improvements and does not tie in community engagement. The application form also lacked necessary detail. The service development team recommends that the sub-board do not fund this project.		

Appendix 4 HFI Community Fund - Application summary Dec 07

Organisation	Gambier House TMO	
Amount applied for	£2000	
About the organisation: The aims of the organisation are to create social inclusion and sense of community for children and adults.		
Summary of application: Seeking funds to support a homework club, pensioner's coffee mornings and sports activities.		
What difference will the activity make to the community and how will HFI residents benefit? It will allow children on the estate to mix in a social environment and for adults to create a sense of community.		
Match funding: None		
Number of people / residents benefiting from the project: Up to 15 members.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		No
Comment and recommendation: The Service Development recommends that the sub-board do not fund this project proposal. It is not made clear who will run the project and overall the application lacks supporting detail.		

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 December 2007	7	Monitoring

Subject of Report: Performance indicators October 2007

1. Synopsis

1.1 This report gives performance figures for a range of HFI services within the remit of the Contracted Services Sub-board.

2. Recommendation

2.1 That the report is noted.

3. Background

3.1 Information on both Partners for Improvement in Islington and Tenant Management Organisations will also be provided separately to the Contracted Services Sub Board.

3.2 Notable performance issues are:

- PFI 1 scored 7.45 in the October performance basket, PFI 2 scored 7.30.
- The average re-let time of management voids for PFI 1 was 11 calendar days and for PFI 2 was 14 calendar days in October.
- There was a 3.1% rise in the current arrears per tenant for PFI 1 compared to June 2007. PFI 2 has dropped by 1.8% during the same period.
- Tenant management organisations achieved a score of 88.4% in caretaking inspections with an A or B grade, below the target of 91%.
- 99.8% of urgent and 99.3% of non-urgent repairs were completed in time and 99.5% of repairs had appointments both made and kept.

3.3 Full details of performance are in the attached at Appendix A.

Report Author: Anthony Jonas. Performance Manager
 Telephone: 020 7527 4260
 E-mail address: anthony.jonas@homesforislington.org.uk

Performance Indicator Report



improving housing through partnership

October 2007

Performance
Monitoring
Section

QMS
ISO 9001:2000
Certified



Contracted Services Sub-board

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
4 to 5	Performance basket		AM
OPERATIONS			
Anti-social behaviour & hate crime			
6	BVPI 174	Cumulative number of racial incidents recorded by the housing department	AR
6	BVPI 175	Percentage of racial harassment incidents resulting in further action	AR
7	LKPI 101a	Number of ABCs signed in month	AR
7	LKPI 101b	The number of NTQs / NSPs issued (Anti-social behaviour)	AR
7	LKPI 101c	The number of evictions (Anti-social behaviour)	AR
7	LKPI 101d	The number of injunctions obtained	AR
7	LKPI 101e	The number of ASBO's (anti-social behaviour orders) obtained	AR
Rent Arrears			
8	LI 22	Percentage of debt pool reduction. This is reported as a year to date position	AR
8	LKPI 23	Current arrears per tenant	AR
8	LKPI 24a	Total former rent arrears (£m)	AR
8	LI 2a	Total rent arrears (£m)	AR
8	LI 2b	Total arrears (£m)	AR
9	LI 30 a & b	Rent arrears by banding	AR
Caretaking			
10	LKPI 69b	The percentage of caretaking inspections which achieved an A or B grade	MP

CONTENTS AND SUMMARY OF RESULTS

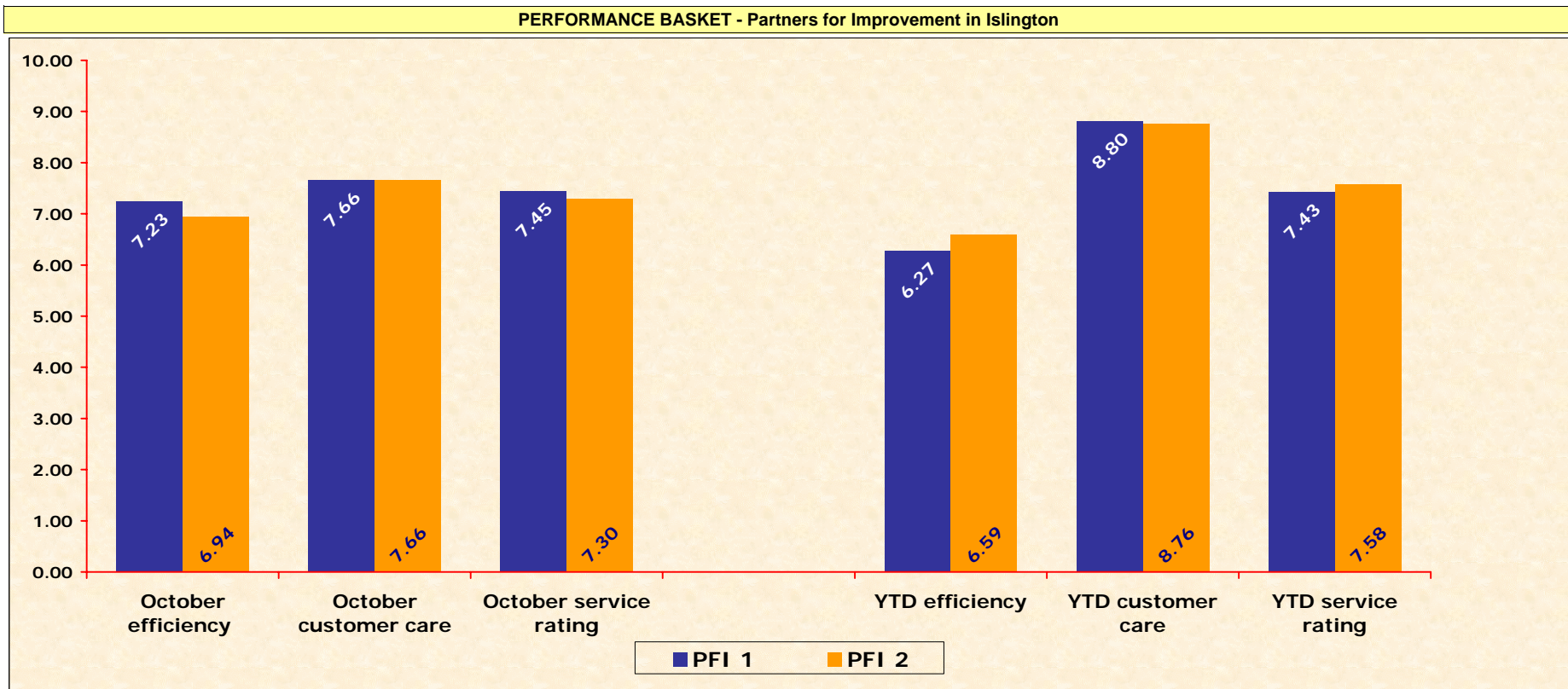
Page	Ref	Description	Responsible officer
		Home Ownership - Right to Buy	
11	LKPI 74a	Right to Buy applications received and processed	AM
11	LKPI 74b	RTB2 - Valuations - time from request made to receipt (weeks)	AM
11	LKPI 74c	S125's - receipt of valuation to issue (weeks)	AM
11	LKPI 74d	Plans - plans requested from valuers to receipt (weeks)	AM
11	LKPI 74e	Time from receipt of RTB1 to issue RTB2 (weeks)	AM
		Home Ownership - Legal Action on Service Charges	
12	LKPI 75a	Instructions Recorded	AM
12	LKPI 75b	Cases Issued	AM
12	LKPI 75c	Judgments Obtained	AM
12	LKPI 75d	Judgment Cost (£)	AM
		PROPERTY SERVICES	
		Repairs	
13	LKPI 35	The percentage of urgent repairs completed (priority H0, H1,H2 & H3 time limits)	MP
13	LKPI 185	Percentage of repairs for which an appointment was made and kept	MP
14	LKPI 36	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	MP
14	LKPI 37	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	MP
		RESOURCES	
15	BVPI 8	% Invoices Paid within 30 days	MP
16 to 17	Glossary of terms and abbreviations		

Performance Basket Report October 2007

Partners - Headline Performances

- PFI 1 scored 7.04 points and PFI 2 scored 7.20 points for October. Five of the nine indicators evaluated for PFI 1, and six of the nine indicators evaluated for PFI 2 have attained maximum scores this month.
- PFI 1 efficiency score was 7.23 for October, rating as "Good" and the customer care score was 7.66 points, which rates as "Good".
- PFI 2 efficiency score was 6.94 for October, rating as "Satisfactory" and the customer care score was 7.66 points, which rates as "Good".

Contact Anne Mushington for more information on ext. 4113



YTD Rating Keys	
Keys	Ratings
Excellent	Above 9
Good	Btw 7-9
Satisfactory	Btw 5-7
Below Target	Below 5

YTD Ratings			
Area Office	Ratings	Score	
PFI 1	Good	7.43	
PFI 2	Good	7.58	

Monthly Efficiency and Customer Care Scores			
	Efficiency	Customer Care	
PFI 1	7.23	7.66	
PFI 2	6.94	7.66	

- PI's Contributing to the basket**
- | | | |
|--------------------------------------|-----------------|---|
| | <u>Wgt. (%)</u> | |
| Efficiency Performance Indicators | } | 12.5 Average relet time of minor voids (Monthly) |
| | | 12.5 Rents collected as % of rent due (Monthly) |
| | | 7.5 % Reduction of average debt per tenant (YTD) |
| | | 10 % of all repairs completed within timescale (YTD) |
| | | 7.5 % of responsive repairs for which an appointment was both made & kept (YTD) |
| Customer Care Performance Indicators | } | 10 Correspondence (Monthly) |
| | | 10 Complaints (Monthly) |
| | | 10 Members Complaints and Enquiries (Monthly) |
| | | 10 Telephone (PFI) - Monthly |
| | | 10 % of all new tenants visited within 20 working days |

OPERATIONS

The number of harassment incidents recorded by Homes For Islington;
 BVPI 174; racial incidents
 LKPI 20a; sexuality incidents
 LKPI 21a; other incidents

The percentage of harassment incidents resulting in further action.

BVPI 175; racial incidents - TARGET = 100%
 (NB - This indicator is used in CPA calculations)
 LKPI 20b; sexuality incidents - TARGET = 100%
 LKPI 21b; other incidents - TARGET = 100%

Further actions include: detailed investigations, interviews, referral to policy/other agencies, mediation, rehousing of the victim and removal of graffiti. An incident has been acted upon if at least one action has been taken. This is shown by the completion of an investigation & recommendation Form HH2.

The percentage of harassment cases resulting in further action against the perpetrator (YTD).
 LKPI 1; racial incidents, LKPI 2; sexuality incidents, LKPI 3; other incidents

BVPI 174; Oct 2007 = 1, YTD = 16
 BVPI 175; Oct 2007 = 100%, YTD = 100%
 LKPI 20a; Oct 2007 = 2, YTD = 9
 LKPI 20b; Oct 2007 = 100%, YTD = 100%
 LKPI 21a; Oct 2007 = 4, YTD = 46
 LKPI 21b; Oct 2007 = 100%, YTD = 96%
 LKPI 1; Oct 2007 = 0%, YTD = 63%
 LKPI 2; Oct 2007 = 0%, YTD = 67%
 LKPI 3; Oct 2007 = 25%, YTD = 48%

This indicator is subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

* This figure includes the closed AHO's Boleyn Road and Isledon Road.

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Oct 2007	BVPI 174			BVPI 175			LKPI 1		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	7	0	5	100%	Nil	100%	86%	Nil	100%
Lyon Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
Upper Street	4	0	2	100%	Nil	100%	75%	Nil	0%
Central Street	2	0	4	100%	Nil	100%	100%	Nil	50%
PFI 1	1	0	0	100%	Nil	Nil	100%	Nil	Nil
PFI 2	3	1	5	100%	100%	100%	67%	0%	60%
HFI Total	24*	1	16	100%	100%	100%	75%*	0%	63%

The number of sexuality incidents recorded by Homes for Islington

Oct 2007	LKPI 20a			LKPI 20b			LKPI 2		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	2	1	2	Nil	100%	100%	100%	0%	50%
Lyon Street	3	0	1	100%	Nil	100%	67%	Nil	0%
Upper Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Central Street	0	0	3	Nil	Nil	100%	Nil	Nil	100%
PFI 1	1	0	0	100%	Nil	Nil	100%	Nil	Nil
PFI 2	1	1	3	100%	100%	100%	100%	0%	67%
HFI Total	7	2	9	100%	100%	100%	86%	0%	67%

The number of other incidents recorded by Homes for Islington

Oct 2007	LKPI 21a			LKPI 21b			LKPI 3		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	25	1	8	100%	100%	100%	100%	0%	63%
Lyon Street	24	1	13	100%	100%	85%	8%	100%	8%
Upper Street	17	1	4	100%	100%	100%	94%	0%	0%
Central Street	10	0	7	100%	Nil	100%	100%	Nil	100%
PFI 1	2	0	0	100%	Nil	Nil	50%	Nil	Nil
PFI 2	10	1	14	90%	100%	100%	80%	0%	64%
HFI Total	110*	4	46	99%	100%	96%	65%*	25%	48%

OPERATIONS

LKPI 101a;

The number of ABC's (Acceptable Behaviour Contracts) signed in the month

LKPI 101b;

The number of NTQs/NSP's (Notice to Quit / Notice of Seeking Possession) issued

LKPI 101c;

The number of evictions obtained

LKPI 101d;

The number of injunctions obtained

LKPI 101e;

The number of ASBO's (Anti Social Behaviour Orders) obtained

LKPI 101f;

The number of live ABC's (Acceptable Behaviour Contracts)

Comments:

LKPI 101a; Oct = 1, YTD = 21

LKPI 101b; Oct = 7, YTD = 70

LKPI 101c; Oct = 0, YTD = 4

LKPI 101d; Oct = 5, YTD = 21

LKPI 101e; Oct = 0, YTD = 1

LKPI 101f; Oct = 15

This indicator is subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

*2006-07 year end figures include actions done by the former AHO's Boleyn Road and Isledon Road.

Clarification can be obtained from Alan Richards (Ext 4281)

The number of live ABC's and the number of ABC's arranged in the month

Oct	2007	Signed		Live
		Last Year	This Month	
LKPI 101a & LKPI 101f				
Central Street	8	0	0	0
Holland Walk	9	1	3	0
Lyon St	7	0	7	5
Upper Street	7	0	11	10
PFI 1	2	0	0	0
PFI 2	0	0	0	0
HFI Total	54*	1	21	15

The number of NTQs/NSP's served

Oct	2007	Last Year	This Month	YTD
Central Street	17	1	11	
Holland Walk	14	1	13	
Lyon St	12	0	14	
Upper Street	8	3	20	
PFI 1	5	0	1	
PFI 2	0	2	11	
HFI Total	88*	7	70	

The number of evictions carried out

Oct	2007	Last Year	This Month	YTD
Central Street	0	0	0	
Holland Walk	0	0	3	
Lyon St	1	0	0	
Upper Street	3	0	0	
PFI 1	0	0	1	
PFI 2	0	0	0	
HFI Total	8*	0	4	

The number of injunctions / undertakings obtained

Oct	2007	Last Year	This Month	YTD
Central Street	2	1	3	
Holland Walk	2	0	2	
Lyon St	2	2	8	
Upper Street	4	1	4	
PFI 1	4	0	2	
PFI 2	0	1	2	
HFI Total	20*	5	21	

The number of anti-social behaviour orders obtained

Oct	2007	Last Year	This Month	YTD
Central Street	0	0	1	
Holland Walk	0	0	0	
Lyon St	0	0	0	
Upper Street	4	0	0	
PFI 1	0	0	0	
PFI 2	0	0	0	
HFI Total	5*	0	1	

OPERATIONS

LKPI 23 MPG;
Current arrears per tenant
 This figure excludes reception centres.

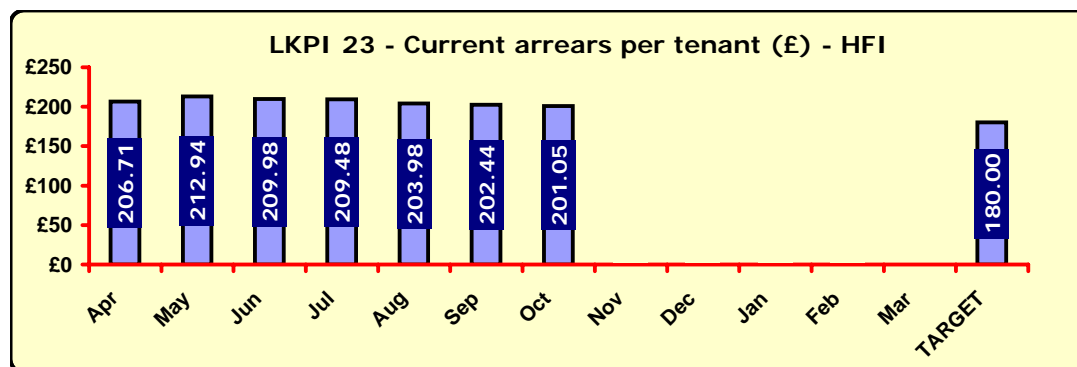
Target = To be below £180 (year end)

LKPI 24a;
Former tenant arrears

LI 2a;
Total current rent arrears

LI 2b;
Total rent arrears (current & former)

LI 22;
Overall debt pool reduction
 This indicator measures the percentage change in overall current rent arrears since the end of 2006-07 ie March 2007. This figure excludes reception centres.



Comments:
LKPI 23 = £201.05
(HFI = £193.45, PFI = £243.74)
 - down 0.7% (£1.40) since September 2007
 - down 0.9% (£1.77) since October 2006

LKPI 24a = £3,588,469
 - up 0.1% since September 2007
 - down 26% since October 2006

LI 2a = £5,075,054
(HFI = £3,994,637, PFI = £1,080,417)
 - down 1.1% since September 2007
 - down 4.2% since October 2006

LI 2b = £8,663,523
 - down 0.6% since September 2007
 - down 14.6% since October 2006

LI 22 = -3.2% decrease
(HFI = -4.0% decrease, PFI = 0.0%)
 NB: "Last Year" is March 2007.

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.
The arrears figure for SLUGS has been affected by a potential change in onwership

Clarification can be obtained on all these indicators from Alan Richards (Ext 4281)

Current arrears per tenant

Oct 2007	Last Year	This Month	% Change
LKPI 23			
Holland Walk	£186.32	£190.42	2.2%
Lyon Street	£235.11	£237.11	0.9%
Upper Street	£192.24	£190.56	-0.9%
Central Street	£170.95	£161.82	-5.3%
TOTAL HFI	£194.01	£192.69	-0.7%
PFI 1	£228.45	£237.53	4.0%
PFI 2	£242.82	£240.41	-1.0%
TOTAL PFI	£237.51	£239.35	0.8%
TOTAL	£201.72	£201.05	-0.3%

Percentage of debt pool reduction (%)

Oct 2007	Last Year	This Month
LI 22		
Holland Walk	N/A	1.7%
Lyon Street	N/A	0.3%
Upper Street	N/A	-6.5%
Central Street	N/A	-5.6%
TOTAL HFI	N/A	-4.0%
PFI 1	N/A	3.1%
PFI 2	N/A	-1.8%
TOTAL PFI	N/A	0.0%
TOTAL	-4.2%	-3.2%

Total current rent arrears

Oct 2007	Last Year	This Month
LI 2a		
SLUGS	£60,139	£9,879
Holland Walk	£945,187	£961,446
Lyon Street	£950,774	£953,421
Upper Street	£1,356,083	£1,267,607
Central Street	£849,803	£802,285
TOTAL HFI	£4,161,986	£3,994,637
PFI 1	£384,476	£396,444
PFI 2	£696,177	£683,973
TOTAL PFI	£1,080,653	£1,080,417
TOTAL	£5,242,639	£5,075,054

Total former tenant arrears

Oct 2007	Last Year	This Month
LKPI 24a		
TOTAL	£3,799,586	£3,588,469

Total arrears

Oct 2007	Last Year	This Month
LI 2b		
TOTAL	£9,042,225	£8,663,523

OPERATIONS

LI 30a &b;
Number of tenants in arrears by band (Area housing offices only)

LI 30b;
Amount of arrears by band (Area housing offices only)

Comments

LI 30a;

42.9% of all tenants are in arrears (44.2% in October 2006)

- 43.1% of Homes for Islington's tenants are in arrears

- 41.7% of PFI 1 & PFI 2 tenants are in arrears .

- Central Street has the lowest proportion of tenants with arrears at 38.9%.

- Upper Street has the highest proportion of tenants with arrears at 45.2%.

Overall, of those tenants that are in arrears:

- 5.7% have arrears of £2000 or more

- 13.2% have arrears of £1000 or more

LI 30b;

Rent accounts where £1000 or more is owed hold 64.9% of the total current arrears balance (65.7% in October 2006)

- Rent accounts where £1000 or more is owed hold 63.3% of the total current arrears balance of Homes for Islington

- Rent accounts where £1000 or more is owed hold 70.9% of the total current arrears balance of PFI 1 & PFI 2

- 60.8% (lowest) of Upper Street current arrears balance is held in accounts with more than £1000 in arrears.

- 71.2% (highest) of PFI 1's current arrears balance is held in accounts with more than £1000 in arrears.

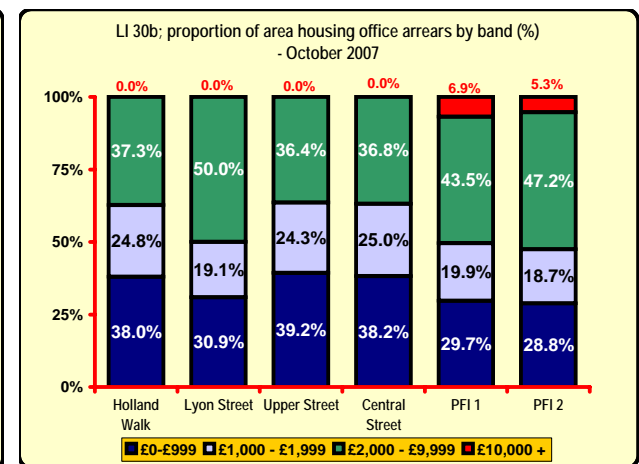
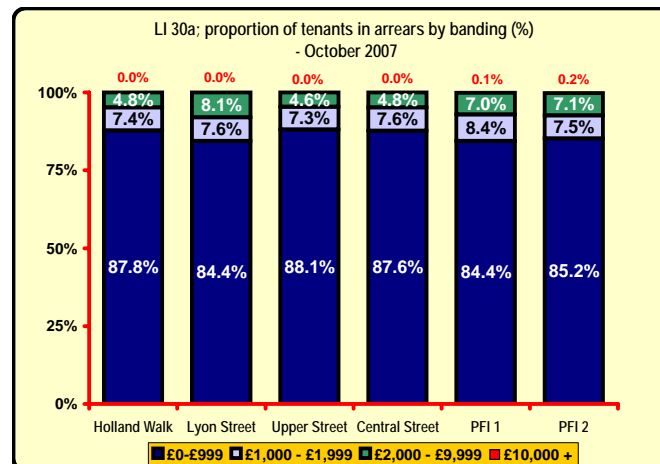
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

LI 30a	Oct 2006				Total	Oct 2007				Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	1,648	100	79	0	1,827	2,023	170	111	0	2,304
Lyon Street	1,097	102	103	0	1,302	1,445	130	138	0	1,713
Isledon Road	1,556	122	110	0	1,788	N/A	N/A	N/A	N/A	N/A
Boleyn Road	1,044	71	85	0	1,200	N/A	N/A	N/A	N/A	N/A
Upper Street	1,562	112	87	2	1,763	2,691	222	141	0	3,054
Central Street	1,423	116	78	0	1,617	1,700	147	93	0	1,940
TOTAL HFI	8,330	623	542	2	9,497	7,859	669	483	0	9,011
PFI 1	636	63	52	1	752	580	58	48	1	687
PFI 2	1,130	106	75	1	1,312	1,051	92	88	3	1,234
TOTAL PFI	1,766	169	127	2	2,064	1,631	150	136	4	1,921
TOTAL	10,096	792	669	4	11,561	9,490	819	619	4	10,932
% of total	87.3%	6.9%	5.8%	0.03%		86.8%	7.5%	5.7%	0.04%	

Amount of arrears by band

LI 30b	Oct 2006				Total	Oct 2007				Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	£267,097	£142,000	£246,930	£0	£656,026	£364,964	£238,205	£358,277	£0	£961,446
Lyon Street	£213,798	£152,971	£376,960	£0	£743,729	£294,948	£181,983	£476,490	£0	£953,421
Isledon Road	£284,990	£168,243	£368,390	£0	£821,623	N/A	N/A	N/A	N/A	N/A
Boleyn Road	£180,192	£98,646	£272,676	£0	£551,513	N/A	N/A	N/A	N/A	N/A
Upper Street	£252,805	£157,412	£293,577	£23,602	£727,397	£497,401	£308,546	£461,661	£0	£1,267,607
Central Street	£262,830	£163,523	£238,148	£0	£664,501	£306,165	£200,781	£295,339	£0	£802,285
TOTAL HFI	£1,461,712	£882,794	£1,796,681	£23,602	£4,164,789	£1,463,478	£929,514	£1,591,766	£0	£3,984,758
PFI 1	£111,438	£85,878	£181,329	£21,265	£399,911	£117,874	£78,753	£172,638	£27,179	£396,444
PFI 2	£222,322	£148,063	£284,584	£10,218	£665,188	£197,043	£127,877	£322,796	£36,258	£683,973
TOTAL PFI	£333,761	£233,941	£465,914	£31,483	£1,065,099	£314,917	£206,630	£495,434	£63,436	£1,080,417
TOTAL	£1,795,473	£1,116,736	£2,262,594	£55,085	£5,229,888	£1,778,395	£1,136,144	£2,087,201	£63,436	£5,065,176
% of total	34.3%	21.4%	43.3%	1.1%		35.1%	22.4%	41.2%	1.3%	



OPERATIONS (CARETAKING)

(LKPI 69b) The percentage of caretaking inspections which achieved an A or B grade.

Target = 91%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:

- "A" (All Clear)
- "B" (Satisfactory)
- "C" (Poor)
- "D" (Very Poor)

(LKPI 69b) The percentage of caretaking inspections achieving an A or B Grade.

The overall "A" and "B" score for October 2007 was 91.1%. The "A" and "B" score for the year to date of 91.4% is above target.

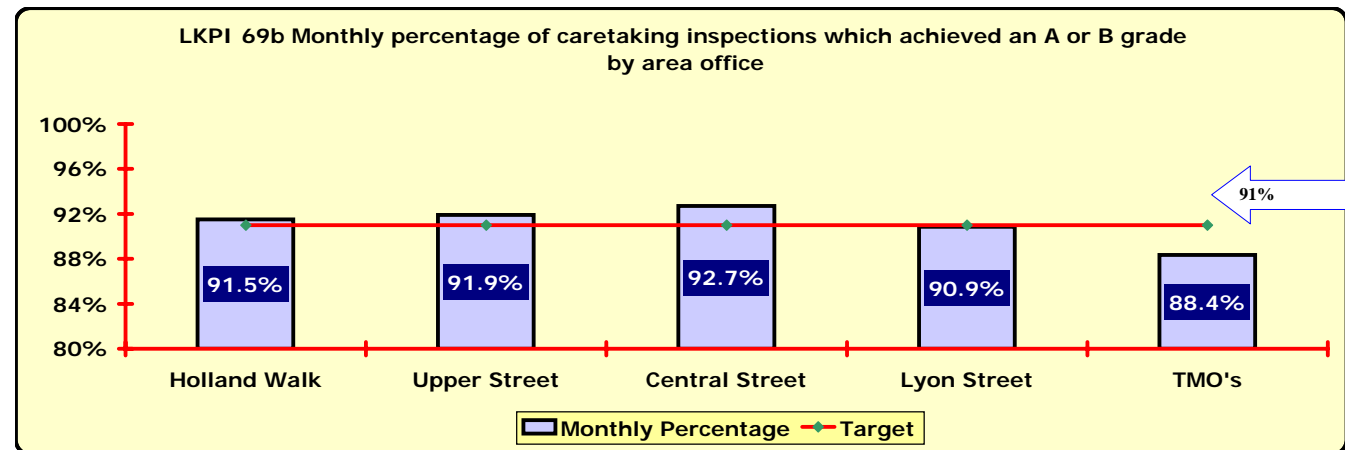
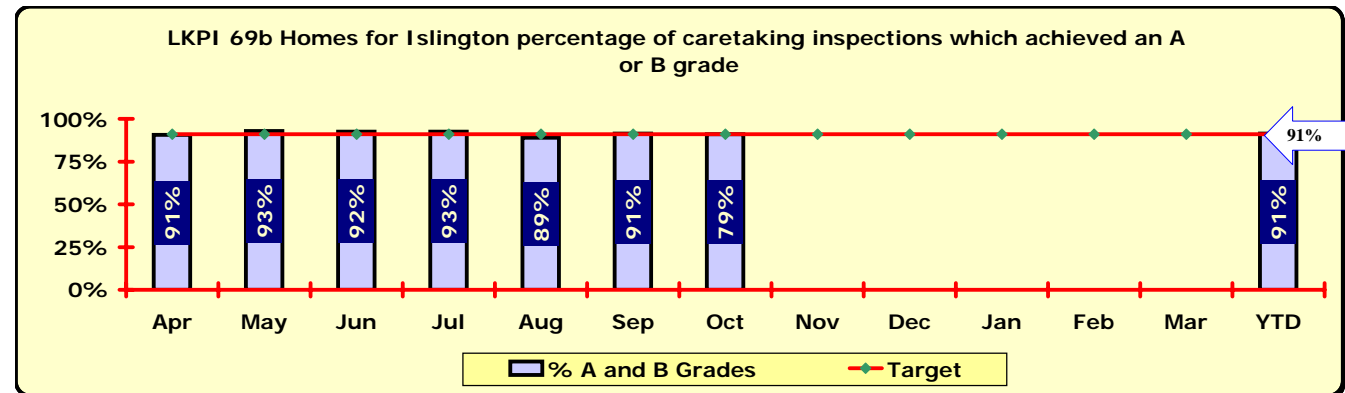
TMO inspections

The TMO "A" and "B" grades have achieved an average score of 88.4%, and a year to date score of 91.5% is above target.

Contact Matt Parsons for more information on ext 4219

Caretaking inspection total, percentage gradings and average percentage score

LKPI 69b	Area office monthly breakdown									Success Rates - Grades "A" & "B"		
	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %	Monthly Avg %	YTD Avg %
Holland Walk	46	137	17	0	23%	69%	9%	0.0%	78.6%	79.6%	91.5%	92.5%
Upper Street	68	125	15	2	32%	60%	7%	1.0%	80.8%	78.1%	91.9%	89.1%
Central Street	61	117	14	0	32%	61%	7%	0.0%	81.1%	80.4%	92.7%	91.9%
Lyon Street	47	122	14	3	25%	66%	8%	1.6%	78.6%	79.3%	90.9%	92.1%
TMO's	50	117	18	4	26%	62%	10%	2.1%	78.2%	79.7%	88.4%	91.5%
HFI Total	272	618	78	9	28%	63%	8%	0.9%	79.5%	79.4%	91.1%	91.4%



OPERATIONS - Home Ownership - Tenants Right To Buy

LKPI 74a - RTB2's - Right to Buy Applications received and processed by Home Ownership.

LKPI 74b - Valuations - period from request made to valuation received in weeks.

Target = 5 weeks

LKPI 74c - S125's - Landlord offers to tenants in weeks.

Target = 2 weeks

LKPI 74d - Plans - period of plans requested from valuers to receiving them in weeks.

Target = 4 weeks

LKPI 74e - Processing - time taken in weeks to issue RTB1 form to RTB2 (admittance/denial).

Target = 2 weeks

Comments:

October 2007 Performance:

Home Ownership figures have been reconciled for September, which has resulted in changes to previously reported performance.

LKPI 74a = 32 RTB's Received

LKPI 74b = 5.6 weeks

LKPI 74c = 0.8 weeks

LKPI 74d = 4.3 weeks

LKPI 74e = 1 week

Contact Anne Mushington for more information on ext 4113

	Right To Buy (RTB)	Last Year	Oct-07	YTD
LKPI 74a	RTB Received	483	32	304
	RTB 2 Admittance's	384	26	222
	RTB2 Denials	79	8	88
	Section 125 Offers Issued	458	38	194
	Offers Accepted	182	12	96
	Instructions to legal services	201	16	88
	RTB Completions	128	14	65
RTB Processing				
	Within timescale	92%	100%	100%
	Outside timescale	8%	0%	0%
Processing time measurment in weeks				
LKPI 74b	Time taken from Valuation request to valuation received.	5.7	5.6	4.2
LKPI 74c	Time from receipt of valuation to issue S125	1.3	0.8	1.0
LKPI 74d	Time from requesting plans from valuers to receiving them.	N/A	4.3	3.3
LKPI 74e	Time from receipt of RTB1 to issue RTB2	2.2	1	1.4

OPERATIONS - Home Ownership - Legal Action on Service Charges

(LKPI 75a, b, c and d)
Home Ownership legal
action on service charges -
Annual Charge.

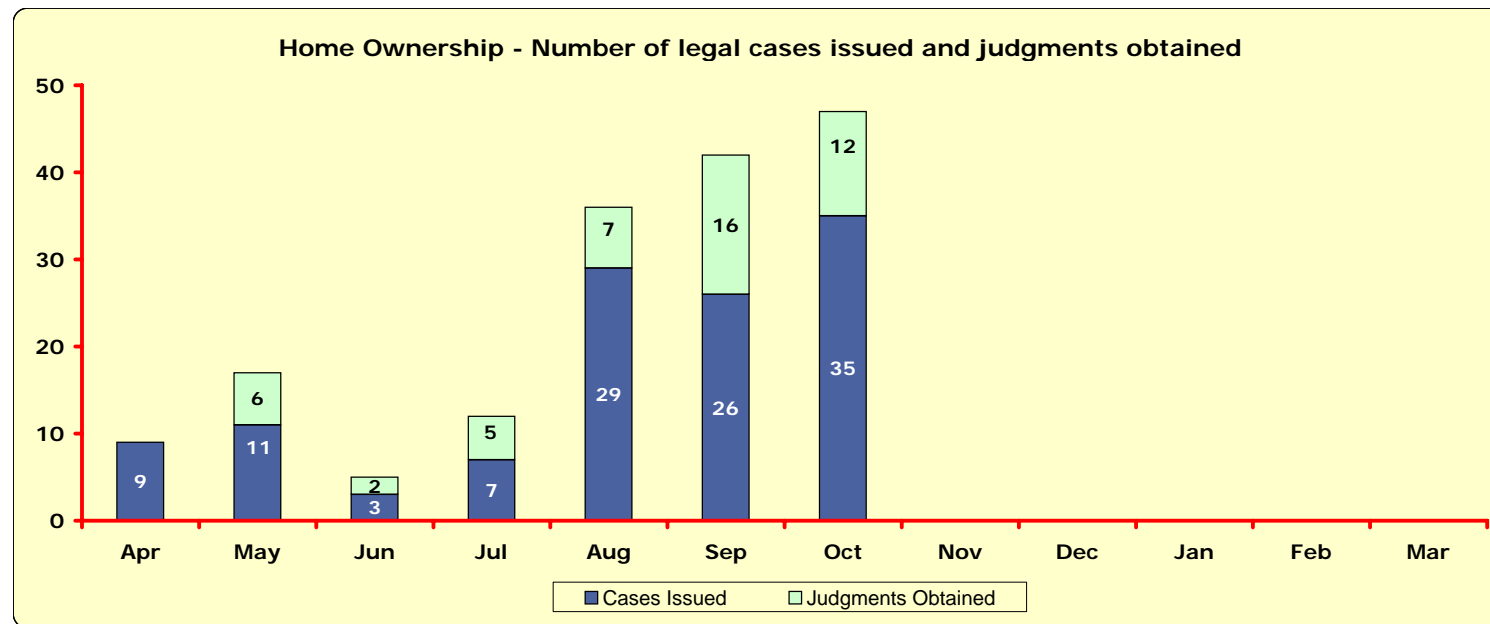
LKPI 75a
Instructions recorded
Target = 400

Comments:
Judgments obtained may
refer to cases issued in
previous years.

Instructions recorded:
October = 36
YTD = 236

Contact Anne Mushington for
more information on ext
4113

NEW CASES	Last Year	Oct	YTD
LKPI 75a - Instructions Recorded	486	36	236
LKPI 75b - Cases Issued	149	35	120
LKPI 75c - Judgments Obtained	95	12	48
LKPI 75d - Judgment Cost	£162,283.73	£12,684.33	£86,423.95



PROPERTY SERVICES (REPAIRS)

(LKPI 35 MPG)

The percentage of urgent repairs completed (using priority H0, H1 & H2 time limits).

Partners - using data from LKPI 41(a+b)

Target = 99.1%

LKPI 35; percentage of urgent repairs completed

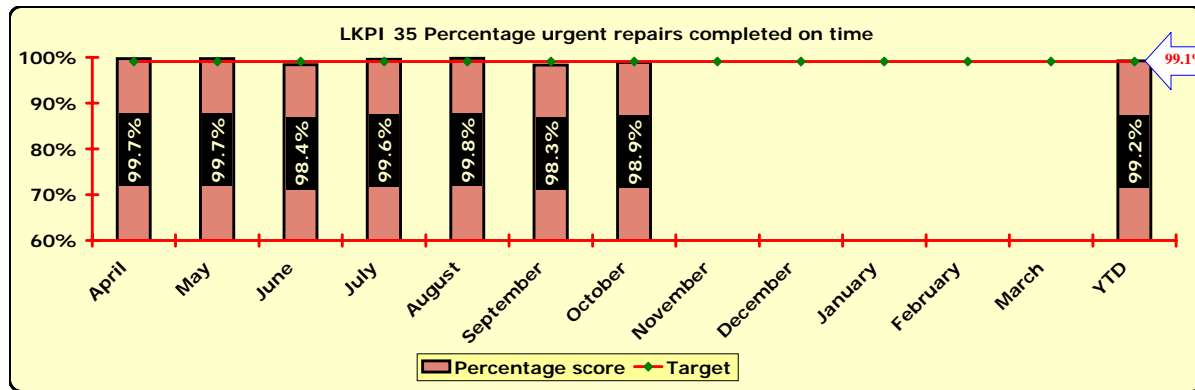
LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	1619	1581	97.7%	158	153	96.8%	1247	1230	98.6%
Lyon Street	1105	1089	98.6%	123	121	98.4%	863	852	98.7%
Upper Street	1458	1419	97.3%	267	262	98.1%	1846	1821	98.6%
Central Street	1546	1518	98.2%	194	191	98.5%	1319	1298	98.4%
PFI 1	3069	3062	99.8%	214	214	100.0%	1737	1737	100.0%
PFI 2	1886	1884	99.9%	366	366	100.0%	2542	2542	100.0%
TOTAL	13626	13434	98.6%	1322	1307	98.9%	9554	9480	99.2%

(LKPI 185)

Percentage of repairs for which an appointment was made and kept

This indicator measures the number of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs where a response is usually required within 24hrs.

Target = 99.1%



Comments:

LKPI 35: Urgent jobs

The current month score for October 2007 is 98.9%. Year to date performance of 99.2%, is above target.

LKPI 185: Repair appointments made and kept

The percentage of responsive repairs for October 2007 is 99.5%. Year to date performance of 99.5%, is above target.

All figures for this PI are provided by Kier Islington and Partners.

Contact Matt Parsons for more information on ext 4219

LKPI 185; percentage of responsive repairs appointments made and kept.

LKPI 185	Last Year			Current Mth			YTD		
	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%
Holland Walk	5767	5674	98.4%	606	602	99.3%	3816	3782	99.1%
Lyon Street	3426	3375	98.5%	402	399	99.3%	2389	2369	99.2%
Upper Street	5318	5244	98.6%	780	773	99.1%	5005	4969	99.3%
Central Street	3019	2982	98.8%	429	426	99.3%	2535	2512	99.1%
PFI 1	5870	5862	99.9%	548	547	99.8%	3609	3606	99.9%
PFI 2	6002	5997	99.9%	1002	1002	100.0%	6346	6343	99.9%
TOTAL	38337	37938	99.0%	3767	3749	99.5%	23700	23581	99.5%

PROPERTY SERVICES (REPAIRS)

(LKPI 36 MPG)

The average time taken to complete non-urgent repairs. (£1000 upper limit - priority H4 & H6) in calendar days.

Target= 7 calendar days

LKPI 36; Average time taken to complete non-urgent repairs.

LKPI 36	Last Year			Current Mth			YTD		
	Repairs	Days	Avg	Repairs	Days	Avg	Repairs	Days	Avg
Holland Walk	5704	54144	9	543	4283	8	3939	31430	8
Lyon Street	3443	29276	9	386	2817	7	2302	17451	8
Upper Street	5385	48535	9	743	5631	8	4911	37956	8
Central Street	3071	24745	8	398	3032	8	2405	18258	8
TOTAL	26759	238000	9	2070	15763	8	13557	105095	8

(LKPI 37)

Percentage of non-urgent repairs completed on time

Partners - using data from LKPI 41(c+e)
H4 - Respond within 3-9 days and complete by 25 days in one visit.

H6 - Respond within 3-9 days and complete by 25 days.

Target = 97%

LKPI 37; Percentage of non-urgent repairs completed on time.

LKPI 37	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	5704	5622	98.6%	543	539	99.3%	3939	3917	99.4%
Lyon Street	3443	3406	98.9%	386	384	99.5%	2302	2286	99.3%
Upper Street	5385	5315	98.7%	743	734	98.8%	4911	4877	99.3%
Central Street	3071	3041	99.0%	398	394	99.0%	2405	2391	99.4%
PFI 1	1300	1300	100.0%	181	181	100.0%	1073	1073	100.0%
PFI 2	1308	1308	100.0%	311	311	100.0%	2203	2203	100.0%
TOTAL	29367	29027	98.8%	2562	2543	99.3%	16833	16747	99.5%

Comments:

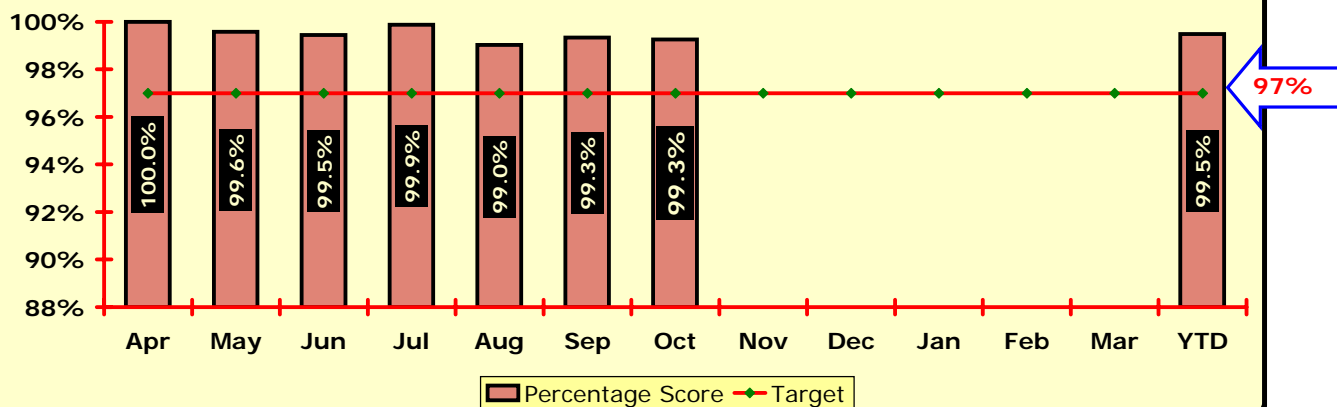
LKPI 36 - October 2007 performance of average time taken to complete non-urgent repairs is 8 calendar days. Year to date performance of 8 calendar days is worse than target.

(Note Partners are not required to provide LKPI 36 data above)

LKPI 37 - October 2007 performance on the percentage of non-urgent repairs completed on time is 99.3%. Year to date performance of 99.5%, is above target.

Contact Matt Parsons for more information on ext 4219

LKPI 37 Percentage non-urgent repairs completed on time



RESOURCES

(BVPI 8) The percentage of invoices paid within 30 days

- numerator is the total number of invoices paid within 30 days

- denominator is the total number of invoices paid this month

Current Target = 94%

All invoices are paid centrally (by Resources), but must first be certified by the relevant department.

(LI 20)

Local Personnel PI's

Staff profiles: Agency/Temp/leavers.

Comments:

BVPI 8; October 2007 = 91.4%
YTD = 90.2%

LI 20 - Reported Quarterly

NP = Not Provided

For further clarification please contact Matt Parsons on Ext 4219.

BVPI - 8 Percentage of invoices paid within 30 days.

	Last Year			Current Month			YTD		
	Inv. Paid last year	Inv. Paid within 30 days	Percentage	Inv. Paid within 30 days	Inv. Paid this Month	Percentage	Inv. Paid within 30 days	Inv. Paid this year	Percentage
Resources	7318	6778	92.6%	822	901	91.2%	6036	6709	90.0%
Reception Centre	1052	999	95.0%	0	0	N/A	77	77	100.0%
Performance & Service Development	365	284	77.8%	23	24	95.8%	116	134	86.6%
LBI (Housing)	5224	4449	85.2%	356	385	92.5%	1610	1789	90.0%
TOTAL (Excluding LBI)	14258	13498	94.7%	845	925	91.4%	6229	6920	90.2%

LI - 20 Local Personnel PI's

Quarter	1	2	3	4
No of Voluntary Leavers	5	NP		
Voluntary Leavers as % of total staff	0.5%	NP		
No of Temp / Agency Staff	121	NP		
Temp / Agency Staff as % of total staff	12.8%	NP		

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
ABC	Anti-Social Behaviour Contracts
AHO	Area Housing Office
ACPI	Audit Commission Performance Indicator
ASBO	Anti-Social Behaviour Order
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)
Business Objects	IT system used to create reports from iWorld
BV	Best Value - an examination of council services introduced by the current government to ensure they are being delivered effectively and give value for money
BVPI	Best Value Performance Indicator - government measure for monitoring the ALMO's performance
BVPP	Best Value Performance Plan
CBL	Choice-Based Lettings - system that allows tenants to bid for properties according to how many housing register points they have
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CPA	Comprehensive Performance Assessment - a government framework for assessing how well local authorities are performing
CTA	Court Applications
Data	Information
Debt pool reduction	The overall reduction in debt since the start of the financial year
Departmental collectors	Members of staff that are responsible for providing the performance monitoring team with performance statistics for their department
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010
GSMT	Gas Safety Management Team
HFI Direct	Call centre for tenants and leaseholders to report repairs
HH1	Form completed when an instance of harassment is first reported
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken
HH3	Case conference decision form for harassment
HMIS	Housing Management Information System, now replaced by iWorld
HMT	Housing Management Team (former)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
Islington Repair Line	Former name of HFI Direct the call centre for tenants and leaseholders to report repairs
iWorld	Housing management IT system
Kier Islington	Company providing repair service to the ALMO
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LI	Local Indicator
LKPI	Local Key Performance Indicator
Management voids	Empty properties that require minor repairs work
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
MPG	Management Performance Group
N/A	Not Applicable
Nil	Nothing to report.
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H2 timescales
NP	Not Provided
NSP	Notice of Seeking Possession.
NTQ	Notice to Quit
Ohms	Open Housing Management System. The housing repairs database.
Operations	Division within the ALMO consisting of the following functions: tenancy management, contact centre, central services
Partners for Islington	Company contracted to manage all street properties
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
PI	Performance Indicator
Property Services	Division within the ALMO consisting of the following functions: repairs, asset management, capital programme, support services
QSP	The Council's / ALMO's financial management system
Reception Centres	Units of temporary accommodation, managed by the Operations division of the ALMO
Re-let	When a new tenancy is created at a previously empty property
Rent roll	The total amount of rental income due
Repair Priorities	Target timescales for completing repairs: H0 = 2 hours (weekends); H1 = 3 calendar days; H2 = 2 hours (week days); H4 = 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within the ALMO consisting of the following functions: accounts, income management, HR & company administration, IT & infrastructure
Responsive repairs	A term used for day-to-day repairs requested by tenants
RH	Racial Harassment
SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
Sheltered	Sheltered accommodation for the elderly and infirm
SLA	Service Level Agreement between internal/Council departments
SLUGS	Short Life User Groups
Tenant participation compacts	Locally negotiated agreements between the ALMO and its tenants, that sets out how tenants can be involved in decisions on services
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organization
Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
Urgent repairs	Repairs to be completed within the H0-H2 priority bandings
Voids	Properties that are vacant
Wgt	Weighting
Year End	The final performance at the end of the financial year (end of March)
YTD	Year To Date

Report of	Team		Job Title
Simon Kwong	Chief Executive Directorate		Head of Performance and Service Development
Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 December 2007	8	Monitoring

Subject of Report: Performance of PFI 1 contractor - Partners for Improvement in Islington

1. Synopsis

This report provides information on the performance of Partners in delivering the PF11 contract for refurbishment, maintenance and housing management services to 2,334 street properties across the borough. It summarises current issues and developments in delivering services. Contract variations under discussion are attached at Appendix 1. A graph of trends in resident satisfaction with the refurbishment is attached at appendix 2. A mid-year review of Partners' Annual Service Plan is attached at Appendix 3.

2. Recommendation

That the Sub-board notes this report.

3. General Performance

In the performance basket, Partners scored 8.04 for September, which is rated by HFI as good. The service rating score is made up of efficiency and customer care indicators. For the customer care indicators Partners scored 9.79, which is rated as excellent and for efficiency 6.30, which is rated as satisfactory.

3.1 Rent Arrears

The amount collected as a proportion of the amount due in September is 98.6%. The year to date collection rate is 98.8%. This is above the contract target of 97%.

3.2 Customer Care

Performance on answering correspondence, complaints and members' enquiries continues to be excellent with all items responded to within 10 days in August and September.

3.3 Responsive Repairs and Gas Servicing

Partners' repairs performance remains excellent on the indicators measured. In September they achieved 100% of repairs on time and only one appointment was missed. The year to date satisfaction rate from January 07 is 85.5% (against a target

of 65%). 98.9% of Partners properties had a valid gas safety certificate (CP12) at the end of September.

3.4 Voids Management

At the end of Sept 2007 Partners had 30 voids. This is a reduction of nine properties since last month. 14 of these were in use for temporary accommodation for tenants whilst refurbishment works to their home were being carried out. The remaining voids were either subject to refurbishment works or in the process of being re-let.

The average time taken to re-let all voids (with the period for major refurbishment works excluded) for the year to date is 19 days. The average re-let time for minor voids only is 21.4 days for the year to date. This performance meets the contract target of 26.99 days.

3.5 Leasehold Issues

Following withdrawal of Partners' case from the Leasehold Valuation Tribunal, discussions are still progressing to reach agreement on the level of preliminary costs, overheads and profits to be charged on top of the works costs. Expert witnesses for both Partners and a group representing PFI 1 leaseholders, PLAG (Partners Leaseholders Action Group), are due to meet in December.

4. Contract variations

Attached at Appendix 1 is a summary of the variations to the contract that are signed or under negotiation with Partners. Progress is reviewed monthly at Contract Review Meetings and by using the protocol agreed by both parties.

5. Refurbishment Programme

5.1 Summary

The refurbishment programme began at the end of August 2003 and is scheduled to finish on 30th September 2008. At the end of September 2007 Partners had completed 1682 dwellings to the full standard which is 72% of the dwellings in the contract. This is in line with the programme and Partners are maintaining good progress.

5.2 Works Satisfaction Survey

The latest Partners quarterly survey of satisfaction covering the period April to June 2007 is now available. The results are plotted on the graph in appendix 2. It shows that over the last nine months results of satisfaction with the works and the service has remained fairly constant at a reasonably high level in comparison with previous periods. Leaseholders' satisfaction however is lower than tenants'. This quarter's survey has been carried out by a new survey company and direct comparison with previous surveys beyond the headline figures is not possible.

Key areas of satisfaction include:

Polite contractors, tidiness, and arranging and keeping appointments.

Key areas of dissatisfaction include:

Works taking too long, not being kept informed, security during works, efficiency of works.

Dissatisfaction specific to leaseholders includes:

Not enough information provided and the quality of the improvements.

United House are meeting with staff to address these and other issues.

6. Annual service plan – mid year review

Partners' Annual Service Plan 07-08 was presented to CSSB on 12th June. Partners have reviewed actions on target deadlines to the end of October. Partners' record of progress is listed in Appendix 3. Progress on actions is satisfactory with most of the actions completed or in progress which had a deadline on or before October 07, including:

- A new tenants handbook has been produced;
- An annual report has been distributed;
- Achieved a "first time fix" rate of 80% for responsive repairs ahead of deadline;
- Set up a housing benefit sign up team.

Progress is behind schedule on re-establishing the leaseholder focus group and other focus groups to look at lower satisfaction with some services. These should be progressed over the remainder of the year.

6. Conclusion

Partners continue to provide a very good repairs and housing management service. HFI is also satisfied that refurbishment satisfaction levels are being maintained and that the programme is on track to complete on time.

PFI 1
Performance Indicators September 2007

	Contract Target 07/08	June 2007	August 2007	September 2007	YTD
Complaints % replied to within 10 days	96%	100%	100%	100%	100%
Correspondence % replied to within 10 days	96%	100%	100%	100%	100%
Members Enquiries % replied to within 10 days	96%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	97.2%	97.5%	96.9%	97.5%
% gross rent collected	97%	100.4%	100.2%	98.6%	98.8%
Current arrears per tenant	Not a contract target	£247	£243	£242	£242.
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	26.99 days	21 days	21 days	24 days	21days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	21days	12.8 days	19 days	19 days
% of all repairs completed within time-scales year to date	95%	100%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	100%	99.8%	99.8%	99.9%
% of gas services completed against programme (YTD)	100% at year end	99.2%	98.8%	98.9%	98.9%

Report Author: Eileen Abbott, Contract Commissioning Manager
 Telephone: 020 7527 4267
 Email: eileen.abbott@homesforislington.org.uk

Appendix1

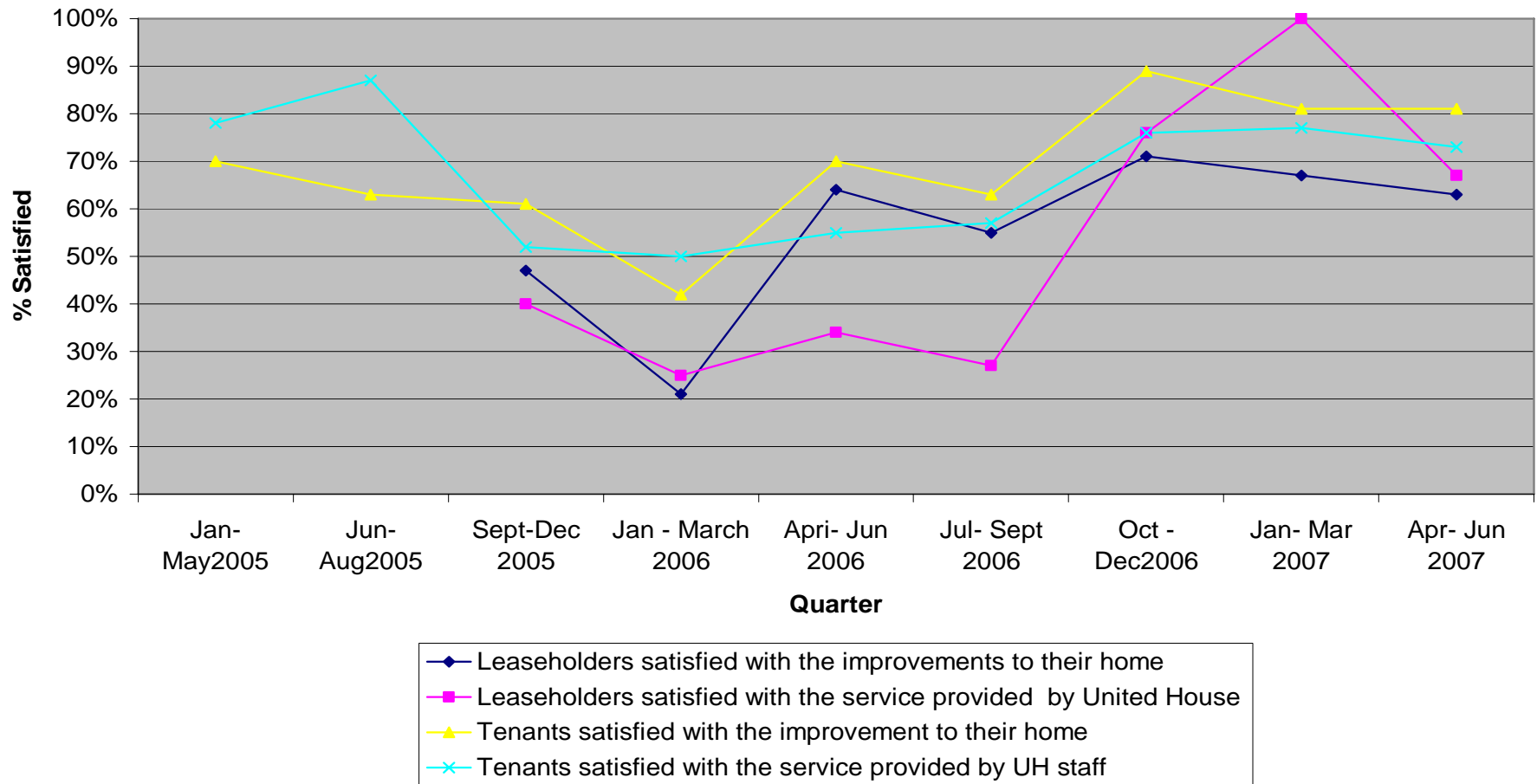
PFI Contract Variations - Summary 13/09/07

Variation Ref/Issue	Current Position/Timetable	Comments
05001- Electrical Sockets	Signed.	Additional sockets required reflecting what residents currently have in their homes. Call off charge to LBI.
05002- 100% heating systems	Not agreed.	Partners discussing with LBI on 3 rd December.
05003- water flow rates in boilers	Signed.	Revised water flow rates agreed as in some parts of the borough the mains water pressure is low. No financial implications.
05004- Communal Electric meters	Wording of variation in final stages of negotiation. Additional issues raised approach to variation being reviewed by HFI.	If meter supply outside contract will be a call off charge to LBI.
05005- RTB application/works for PFI 1 and 2	Agreed in principle pending defect liability period/ guarantees. Wording in final stages of negotiation.	LBI have confirmed policy is to continue works up to point when RTB sale is completed.
05006- Disrepair pre action protocol	Signed	Partners have agreed to the same time limits as the Legal repair team in responding to disrepair cases.
05007- Decorations	Not yet resolved, ongoing negotiations with HFI and UH.	Additional decorations to rooms damaged by Works. Call off charge to LBI.
05008- RWP voids	Signed	Reasonable Works period for voids 77 days.
05009 - Stage 2 complaints	Signed	Reflects change to HFI policy that service areas deal with stage 2 complaints. Additional costs to be met by LBI.
05010- Allocations (Choice-based lettings) and Void KPI	Agreed. Partners to computer redrafting of final document for sub-contractors to agree. Agreed to use new targets for PI reporting. Revised date for sign off with HFI is Dec	Reflects change to policy. Partners are working to these standards and revised voids target for 07/08.

Variation Ref/Issue	Current Position/Timetable	Comments
	CRM.	
05011-Void standards	Signed.	Reflects new HFI standards. Call off charge to HFI in exceptional cases.
05012- Decant Weeks	Signed.	HFI have agreed to an increase in number of property weeks permitted for temporary transfers while Works carried out providing Works completed in Reasonable Works period.
05013- Laminate Floors	Agreed in principle. Discussions on going. UH to provide further info on pricing.	Council agreed to share replacement costs of flooring unavoidably damaged by Works.
05014- Repairs rectification periods	Awaiting Contractor Notice of Change.	Partners to prepare Contractor Notice of Change.
05015- Communal Area Risk assessments	Discussions over potential cost savings. HFI and Partners working up proposal covering other areas.	HFI /Authority considering Partners proposal to reduce numbers of annual inspections of communal areas
05016- RWP tenanted	Signed.	RWP agreed for 8 weeks.
05017 Voids KPI PFI 2	Operating in practise. To be signed off Dec 07.	To agree to change wording of KPI from working days to calendar days.

Appendix 2

Resident satisfaction with the Works PFI 1



Appendix 3 – Partners Annual Service Plan 07-08 mid term review

Partners monitoring of 2007-08 annual service plan			
Strategic Aim	Action	Deadline	Progress
1. To work with customers to achieve high levels of customer satisfaction			
	Hold tenant forum election	May-07	Complete
	Develop new and existing resident representatives	Jun-07	Ongoing - initial consultation of new membership of Forum completed 19/07/07. We will be consulting further and working with the Forum to develop a programme to meet their development needs.
	Hold induction sessions	Jul-07	Complete
	Agree tenant training programme	Sep-07	Ongoing - To be discussed at Residents Forum on 22 November 2007
	Deliver training to new and existing resident representatives	from Jun 07	Ongoing - initial consultation of new membership of Forum completed 19/07/07. We will be consulting further and working with the Forum to develop a programme to meet their development needs.
	Hold resident's day	Aug-07	Complete
	Agree new strategy for tenant involvement with tenant representatives	Sep-07	ONGOING - Strategy has been developed. New Residents Forum is considering it.
	Involve residents in monitoring Partners service promise	Oct-07	Ongoing
	Customer survey on involvement	Jul-07	Completed by HFI. There will be a Partners survey in Autumn 2007
	Resident newsletter x 5 pa	Jun-07	On target - 3 produced this year.
	Produce a tenants handbook	Sep-07	Complete
	Produce revised PFI2 leaseholder handbook	Dec-07	On target
	Review leaflets and handouts available to leaseholders	Jun-07	Ongoing - new leaflets being produced.
	Publish Annual Report	May-07	Complete
	Review website; involve stakeholders	Jun-07	Ongoing - Review started.
	Suggest website improvements to Partners	Sep-07	Ongoing
	Publish updated website	Dec-07	
	Produce action plan from satisfaction review and agree with HFI	Apr-07	Agreed by HFI in March 07
	Carry out 6 month review including review of customer satisfaction	Sep-07	Ongoing. Focus groups arranged.
	Implement action plan and review customer satisfaction	Mar-08	
	Identify address and refurbish to use for R1 & R2 respite flat	Apr-07	33 Wharton Road is now being used as respite flat.
	Promote respite flat to residents and monitor use	Sep-07	Ongoing
	Establish focus groups as a tenant satisfaction feedback mechanism	Sep-07	Ongoing. Focus groups arranged.

Partners monitoring of 2007-08 annual service plan			
Strategic Aim	Action	Deadline	Progress
	Re-establish leasehold focus group for PF11 & develop for PF12	Jun-07	Jointly held leaseholder fair with HFI on 22 October. May lead to more involvement.
	Hold tenant and leaseholder focus groups on reasons for dissatisfaction	Dec-07	
	Reduce dissatisfaction by acting on issues	Dec-07	
2. To work in partnership			
	Branding; make it happen	Mar-08	
	Procurement: office equipment	Sep-07	Complete
	Procurement: Future planned works	Mar-08	
	Partners training plan: Learn from existing training plans	Jun-07	Complete, although under review.
	Partners training plan: Identify cross team issues	Sep-07	Complete
	Partners training plan: Deliver training	Mar-08	Ongoing
	Explore remote working	Mar-08	
	Achieve Chartermark	Aug-07	Moved to 2008 as Charter Mark standard is being reviewed.
	Effective complaints: work with ombudsman	Sep-07	Complete
	Review complaints system	Sep-07	Complete
	Build effective relationships with external stakeholders	Mar-08	
	Health and safety audit: appoint consultants	Sep-07	Complete
	Reporting H & S issues	Sep-07	Complete
	Review 06/07 H & S action plan	Sep-07	Ongoing - Working from Health & Safety Audit.
	Pull together CARA inspections that have taken place	Mar-08	
	Programme for ongoing CARAs	Nov-07	
	Implement risk management routing and update register	Sep-07	Complete
	Build a procedure manual for Partners and develop procedures: Financial	Mar-08	
	Build a procedure manual for Partners and develop procedures: Responsive repairs	Sep-07	Complete
	Build a procedure manual for Partners and develop procedures: Leasehold	Mar-08	
	Build a procedure manual for Partners and develop procedures: Tenancy	Mar-08	
	Internet/intranet review	Mar-08	
	Update communication strategy and include opportunities for positive PR	Mar-08	
	Away Day	Mar-08	Complete
	Cross Team Events	Mar-08	
	Spring staff event	Mar-08	
	Work shadowing programme	Mar-08	In place, but need to increase take up.
	Celebrate milestones in refurbishment contract	Mar-08	
3. Provide a responsive and flexible repairs service			

Partners monitoring of 2007-08 annual service plan			
Strategic Aim	Action	Deadline	Progress
	Solution to replace reliance on Amicus for out of hours responsive repairs call forwarding	Mar-08	
	Improve telephone answering response times for repairs service	Mar-08	Call handling review ongoing.
	Alternate means of transport: receive visits from manufacturers to demonstrate vehicles	Jun-07	Trials are ongoing including Mega electric vehicle, Piaggio, and Modec.
	Complete review of RPM fleet	Jun-07	Complete. We will downsize 65% of our fleet to the more economical Ford Connect sized vehicles, as opposed to the larger Ford transit in 2007.
	Implement changes	Mar-08	As above.
	Achieve 'first time fix' rate of 80%	Mar-08	Complete
	Identify service improvements by reviewing supply chain and skill set	Mar-08	Balanced score approach being utilised.
	Circulate monthly repair satisfaction reports	Apr-07	Complete
4. Improve homes to meet the availability standard			
	Asset management database: Produce IT specification	Jul-07	Initial options prepared.
	Asset management database: appoint IT provider	Jul-07	Initial options prepared.
	Asset management database: develop and test database	Sep-07	Ongoing
	Roll out database	Dec-07	
	Review implantation of database	Mar-08	
	Appoint asset manager	Aug-07	Completed
	Produce asset management strategy	Dec-07	
	Implement asset management strategy	Mar-08	
	Produce life cycle programme in conjunction with cyclical programme	Mar-08	
	Deliver the works programme according to the programme	Mar-08	
5. Deliver excellent housing management services			
	Develop more specific service promise for leaseholders	Jun-07	Part complete - To go into Leaseholder handbook.
	Explore with client new means of tenants paying rent	Mar-08	
	Expanding payment options for leaseholders	Sep-07	Under review by HFI & LBI
	Build relationships with local debt advice agencies	Sep-07	Ongoing. CAB surgeries starting 20 Nov 07.
	Develop relationship with county court	Mar-08	
	Housing benefit officer at North Road office	Sep-07	Not going ahead with this action.
	Housing benefit sign up team	Sep-07	Complete.
	Develop ASB partnership with Safer Neighbourhood Teams	Mar-08	
	Develop strategies to tackle ASB in street properties	Mar-08	Ongoing - ASB Officer in post.
	Develop a PFI2 database of social workers and floating support agencies	Sep-07	Part complete
6. To promote diversity			
	Provide HFI CRE information	Mar-08	Completed in April 2007 but due again in

Partners monitoring of 2007-08 annual service plan			
Strategic Aim	Action	Deadline	Progress
			March 2008.
	Equalities impact assessment training for Partners' Diversity Group	Sep-07	Ongoing
	Finalise risk register procedure	Sep-07	Complete
	Bring your children to work day	Mar-08	
	Promote opportunities for all across Partners teams	Mar-08	
	Develop 'respect for workers in your home'	Mar-08	
	Complete Partners 'Reception Action Plan (focuses on accessibility)	Mar-08	
	Maintain low staff turnover	Mar-08	
	Conduct staff survey to identify motivators for staff	Mar-08	
	Review the need for staff reward scheme	Mar-09	
7. To innovate			
	Establish resident theme group e.g. history of Islington group	Mar-08	
	Develop links to local schools/colleges/career service/employment organisations	Mar-08	
	Recruiting using: Partners website/rent statements. newsletters. open days	Mar-08	
	Write an eco strategy to include recycling	Mar-08	Strategy drafted.
	Review number of eco-vehicles	Mar-08	Ongoing - see above.
	Identify carbon footprint	Mar-08	

Report of		Team	Job Title
Simon Kwong		Chief Executive Directorate	Head of Performance and Service Development
Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 December 2007	9	Monitoring

Subject of Report: Performance of PFI 2 contractor - Partners for Improvement in Islington

1. Synopsis

This report provides information about the second PFI contract, referred to as PFI 2, delivering refurbishment, maintenance and housing management services to 1,871 street properties, comprising a total of 4,093 dwellings across the borough.

2. Recommendations

2.1 That the Sub-Board notes this report.

3. General Performance

Partners scored 7.2 points out of a maximum of 10 for their overall service rating in the performance basket for September and 7.6 points for the year to date. This attracts a “good” rating. For the month of September Partners scored 6.6 for efficiency (rent collection, repairs & voids) which is rated as “satisfactory” and 7.8 for customer care, which is rated as “good.”

3.1 Rent Arrears

For the month of September Partners collected 99.2% of the rent and 99.4% on a year to date basis to the end of September. This is better than the contract target of 97.25%. However the average debt per tenant at the end of September had risen slightly to £244 from £242 at the end of August.

3.2 Responsive Repairs

Partners continue to show excellent performance in managing the repairs service. In September Partners had kept 99.9 % of appointments and recorded 99.9% for the year to date. 100% of repairs were completed within contractual time-scales for the month and for the year to date.

The number of dwellings without valid gas safety certificates (CP12s) was 35. This was an improvement on the figure of 45 at the end of August but is some way off the year's best result of 24 at the end of June. The contract target is to have 100% of tenanted homes with a valid CP12 certificate.

3.3 Voids Management

At the end of September there were 52 voids, one more than at the end of August. 19 were used as decants for tenants whose homes were being refurbished and another 15 voids were undergoing renovation. Three were being let. One void was on hold pending negotiations with Islington Planning about self-containment works. 14 had been pre-allocated to prospective tenants in advance of the completion of rehabilitation works.

From 1st April to the end of September, 47 voids had been relet and these had taken an average 17 days to relet discounting the period for major works. Empty properties that have not been previously refurbished are put in the refurbishment programme.

3.4 Customer Care

In September Partners replied to 100% of correspondence, complaints and members' enquiries within 10 days of receipt.

4. Caps and Call-Offs

4.1 Call-offs

The Council retains responsibility for a number of repairs that are not covered by the PFI 2 contract and HFI can award this work to Partners for additional fees. A budget has been provided by Islington Council (LBI), which HFI is managing. Spend to date has amounted to £14,000 and commitments in the region of a further £37,000 have been made.

In addition repairs to rear walls and fences are the responsibility of HFI and HFI's Legal Repair Team is selectively carrying them out on a priority basis. The budget for these works is limited and HFI is carefully managing it to ensure value for money but the queue of outstanding work is substantial.

4.2 Caps

Under the PFI 2 contract there is a cap on the number of active cases for some areas of work that is included in the contract price, for example for window replacement, electrical wiring, void refurbishment and out of sequence renewals of major building components. Funding for works beyond that number has to come from the Council. The cap limit for voids is 40 and also 40 for major repairs in advance of improvement works. As of 23 November the number of cases in the combined group of voids and major works was 73, which was below the cap limit of 80.

The caps for the other area of work have not been exceeded.

5. Refurbishment Programme

5.1 Progress on programme

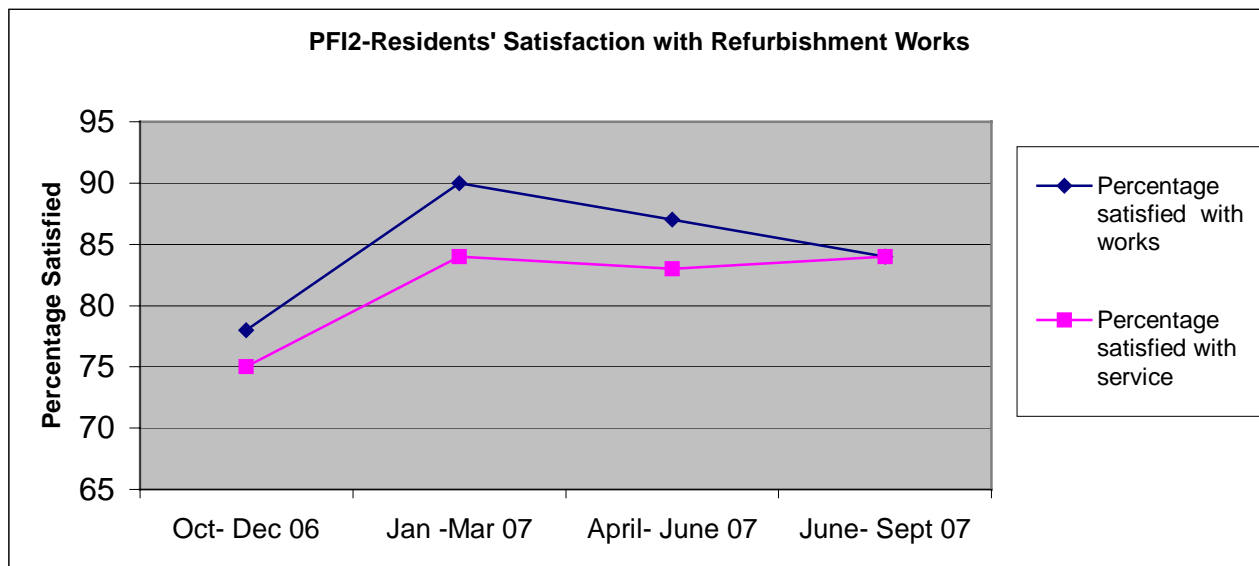
The refurbishment programme began on the 2nd October 2006 and is scheduled to finish on 31st March 2012. The contract rewards Partners financially when they reach contractual milestones for the refurbishment of dwellings. Partners did not quite reach the refurbishment milestone for the end September and some contract fees were retained as a result. However they recovered the position at the end of October and their full entitlement to associated fees was paid.

At the end of September internal refurbishment works had been completed to 465 tenanted homes and external works to 209 tenanted homes had been completed. A total of 201 tenanted dwellings had reached the contractual Full Availability Standard. (Both internal and external works completed). Progress has been made in completing works to 19 leaseholder homes (works to exteriors and common parts) after earlier delays in agreeing charges for section 20 notices. At the end of September 54 other leasehold homes were undergoing refurbishment works.

6. Refurbishment KPIs

6.1 Satisfaction Survey

Partners carry out satisfaction surveys every quarter of residents whose homes have been refurbished. The refurbishment contractor United House leaves questionnaires with residents. The completed surveys are collected by the resident liaison officer where possible or posted back by the resident. The graph below shows that satisfaction levels are high, with both the service provided and the refurbishment works. The results exceed the contract target. There has been a small dip in satisfaction with the works from the peak of 90% at the end of March to 84% at the end of September. The satisfaction levels with the refurbishment service remains more or less constant at 84% (see graph below).



7. Equality & Diversity Plan

Partners have now agreed internally a final version of their equalities and diversity plan, which adopted some of the recommendations made by HFI to enhance it. Some objectives still have targets or deadlines that are unspecific. Appendix A shows Partners' progress in implementing the plan and HFI's comments. Whilst Partners have met many individual plan objectives, a number are outstanding. In some cases it is hard to judge success because details have not been disclosed.

8. Performance Indicators

PFI 2	Contract Target 07/08	JUNE 2007	August 2007	September 2007	YTD
Complaints % replied to within 10 days	96%	100%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98.8%	100%	100%	99.8%
Members Enquiries % replied to within 10 days	96%	100%	100%	100%	100%
% Telephone	80%	97%	97.5%	96.9%	97.5%

PFI 2	Contract Target 07/08	JUNE 2007	August 2007	September 2007	YTD
calls answered within 18 seconds (excl out of hours)					
% gross rent collected	97.25%	101.7%	99.5%	99.2%	99.4%
Current arrears per tenant	Not a contract target	£246	£242	£244	£244
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 working days	None	None	20 days	13 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	16 days	12 days	18 days	17 days
% of all repairs completed within time-scales year to date	95%	100%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	100%	100%	99.9%	99.9%
% of gas services completed against programme (YTD)	100% at year end	99.2%	98.4%	98.8%	98.8%

9. Conclusion

Partners are continuing to show generally good performance. Although there was a small shortfall in meeting refurbishment programme milestones in September, Partners were back on track by the end of October. The repairs service continues to perform well.

HFI has some reservations about the detail and robustness of the equality and diversity plan and about some of the shortfalls in meeting targets or disclosure of details.

Report Author: Ivan Willis, Contract Commissioning Manager
Telephone 020 7527 4197
Email: ivan.willis@homesforislington.org.uk

Appendix A

Partners Equality & Diversity Plan 2007 / 2008				
Action	Milestones / Progress	Deadline	Progress	HFI's Comments
1. To ensure that our service delivery takes into account the needs of the diverse community we serve and that all our services are fully accessible				
Get to know our customers better	Analyse information provided by HFI regarding demographic breakdown	Aug-07	Completed.	
	Collect new information at sign ups	Sep-07	Completed.	Target to be set later on for percentage to be collected. But Partners have achieved collection rates for all tenants as follows: PFI 1 -Percentage collected so far Age 96.6%, gender 99.94%, Ethnicity 49%, language 34%, and disability 35%. PFI 2-Age 86%, gender 99.8%, Ethnicity 52%, Language 34%, Disability 35%.
	Identify hard to reach groups e.g. BME, working, young, disabled, etc.	Sep-07	Completed.	Now defined as young people aged 18-24, working people, disabled, BME, East Europeans, Mental health, those with children, the housebound.
	Target communication in order to deliver services according to residents needs	Dec-07		
	Define documents to be translated and key languages.	Oct-07	Diversity Group has suggested a list of key documents. Need to consult more widely.	Documents recommended for translation include: Conditions of tenancy, residents guide to refurbishment works, leaseholder guide to works, tenancy handbook. Partners website and Complaints/comments leaflets. But languages to be translated for these documents to be decided later.
Mystery Shopping	Complete Reception Action Plan	Sep-07	Outstanding issues on signage.	Largely met apart from street signage, which needs LBI approvals.
	Residents training on mystery shopping	Oct-07	Going to Residents Forum on 22 November 2007	Target completion date not met but last 2 forums have been disrupted and item has not been discussed. HFI has doubts about

Partners Equality & Diversity Plan 2007 / 2008

Action	Milestones / Progress	Deadline	Progress	HFI's Comments
				how representative the forum members are as the vehicle for mystery shopping. Topic to be "shopped" yet to be decided.
	Complete Mystery Shopping exercise	Dec-07		Awaiting mystery-shopping topics to be defined.
Develop website and ensure that it is customer friendly	Establish % of customers who use the website, have access to the Internet	Jun-07	Receiving stats on Internet access so we know usage. Need to move on developing website.	Target completion not met and no commitment given on when this will be finalised.
	Look at including extra facilities on the website e.g. browse aloud, large text, sign language.	Aug-07	Need to move on developing website.	Target completion not met and no commitment given when this will be completed.
Apply for Charter Mark		Amended to 2008	due to review of Charter Mark standard	
Review Partners appointment letters	Possibly to include clock (time), house (venue), picture of visiting officer, translation service details			
Put all translated documents on shared drive and on website		When Available	Complete	Translated documents have not been put on been put on Partners website. Paper copies are available but details of what these document's are have not yet been disclosed to HFI.
Ensure that there is a computer in all reception areas to enable better use of Choice Based Lettings scheme		Apr-07	On order	
Ensure that Partners complies with CRE Code of Practice for Rented Housing		Mar-08	Partners comply with the CRE Code of Practice.	
Ensure that all procedure reviews include a Equality Impact Assessment		Ongoing	Equality Impact Training being organised with Navalette Williams.	No detail provided on which procedures/policies have been or are to be impact assessed this year.
Review Partners services against Diversity and Accessibility KLOEs		Dec-07	Part complete. Initial analysis with HFI undertaken.	HFI doing audit with Partners diversity group

Partners Equality & Diversity Plan 2007 / 2008

Action	Milestones / Progress	Deadline	Progress	HFI's Comments
Review Partners online documentation to ensure all wording is correct and in line with the Diversity Policy		Dec-07		
Ensure that the benefit of the Risk Register is maximised.		Sep-07	Complete	
Investigate analysing complaints by ethnicity and when possible implement.		Mar-08		
Look at including ethnicity information on repairs satisfaction cards		Dec-07		
Support LBI in its efforts to gain Equalities Standard Level 4 in 2007 and level 5 in 2008.		On request		This objective is about Partners providing general support when asked for by HFI/LBI. Whilst the plan might be considered deficient in meeting that aim because there are no references to governance in it, Partners operational governance on Diversity is through its SPV management team and not its Board. The details of how this operates are not provided in this plan.
2. To encourage residents from the diverse community to participate fully in resident participation activities				
Resident Forums	Bi-monthly meetings		Complete	
Resident Elections	Invite nominations, send out voting slips, publish results	May-July 07	Complete.	
Ensure that the Resident Forum is representative of Partners residents, including age, sex, race and disability	Identify demography of Partners residents	Jul-07	Complete.	
	Review the categories of age, sex, race and disability in light of local demographics.	Sep-07	Complete.	
	If Forum is unrepresentative, actively encourage under represented groups	Oct-07		Partners consider that the demographics of the residents' forum match those of the broad make up of all HFI residents in terms of ethnicity. HFI has not seen the details of

Partners Equality & Diversity Plan 2007 / 2008

Action	Milestones / Progress	Deadline	Progress	HFI's Comments
				the comparison.
	Co-opt if necessary to make the panel representative			No co-options done because partners consider forum to be representative but would use quarterly newsletter if needed to do so to secure co-optees.
Resident Involvement Strategy		Aug-07	Resident Involvement Strategy drafted and considered by Forum, but needs to go back to Forum.	
Set up a register of people willing to be involved in focus groups, surveys, etc.		Dec-07		
Residents Fun Day	Define the aims of the day, including engaging PFI2 residents and hard to reach groups (see above).	May-07	Complete	
	Engage with all services to support the day.	May-07	Complete	
		Summer 2007	Complete	
Ensure that all residents have an opportunity to feedback to Partners in the way that they want to.	Review resident feedback mechanisms, including surveys, complaints, Resident Forum, comments and suggestions, compliments, mystery shopping, focus groups, etc.	Aug-07	Feedback mechanisms now include a feedback form on the customer newsletter, Fun Day, but still need to increase.	Partially met because mystery shopping and focus groups not yet held.
	Formally link to resident involvement through the Resident Involvement Strategy	Aug-07	Ongoing	
	Ensure that feedback mechanisms are in place to reach hard to reach groups. This will enable services to be targeted.	Sep-07	Ongoing - as above	Not met. No details provided on how this is /was achieved.

Partners Equality & Diversity Plan 2007 / 2008

Action	Milestones / Progress	Deadline	Progress	HFI's Comments
Plan service taking into account the diverse needs of our customers and staff	Diversity issues to be fed into annual planning process and be reviewed by the Performance Review Group.	Mar-08		
3. To ensure that, as an employer, Partners is committed to equal opportunities and to develop partnerships which will support this work				
Monitor Partners for recruitment, retention and promotion. Review 2006 / 07 and monitor bi annually.		Dec-07		
Bring your sons / daughters to work day focusing on where men / women are under represented		Sep-07	Will not be completed.	
Investigate work experience placements within Partners		May-07	Will not be completed.	
Distribute multi faith calendars to staff and resident representatives to increase awareness of religious and other faith festivals in the workforce		Jun-07	Complete	
Partners-wide social events / meetings (inc. residents meetings):	Housing management to organise summer staff social event to encourage diverse attendance	Ongoing, next event Summer 07	Complete	
- to be held in accessible venues that respect different cultures			Complete	
- catering arrangements to respect cultural traditions, including labelling of food			Complete	
- promote offer of childcare/transport to residents meetings			Complete	
- all team leaders to be asked to make sure invitations ask attendees to specify special requirements			Complete	
Produce a monthly newsletter, including staff profiles and contributions		Monthly	Complete	

Partners Equality & Diversity Plan 2007 / 2008

Action	Milestones / Progress	Deadline	Progress	HFI's Comments
Introduce work shadowing to enable staff to learn about and understand different areas of work		Jun-07	Work shadowing scheme is available, but need to increase take up.	
Introduce a system of Internal Quality Audits conducted by a team of staff members.		Jun-07	IQA system is there but there is a need for training. IQA of complaints and ASB have happened.	
Evaluate whether a Partners Staff Communications Group would increase cross service communication, improve services, and increase the number of staff suggestions		Jun-07	Staff group agreed but not implemented fully.	
Introduce a staff feedback mechanism, possibly an e-mail box and a feedback form on the staff newsletter		Jun-07	Ongoing.	
Monitoring staff take up of training		Sep-07	Ongoing	
4. To ensure that staff working for Partners understand equal opportunities and diversity				
Investigate need to increase size of Diversity Group	Advert in staff newsletter for extra members	May-07	Complete	
Meet monthly in response to large agenda		Monthly	Complete	
Evaluate added value of Diversity Group		Jun-07	Ongoing	
Diversity item on team meeting agendas across Partners		Jun-07	Ongoing	
Ensure Partners induction has a strong diversity element		Quarterly indications	Complete	

Partners Equality & Diversity Plan 2007 / 2008

Action	Milestones / Progress	Deadline	Progress	HFI's Comments
Design specific half day training course on diversity for Partners	Trainers fee, possibly venue costs	6 monthly, but dependant on demand	Contacted trainer. Ongoing.	
5. To ensure the commitment of contractors and consultants working with Partners to equal opportunities				
Ensure that all sub contractors have an appropriate Equalities Policy		Sep-07	Good progress being made across all teams.	There is one overarching policy which applies to the partners in the consortium. Partners checks that diversity/employment policies of subcontractors comply with the head policy.

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Head of Performance & Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 December 2007	10	Monitoring

Subject of Report: Performance of Tenant Management Organisations (TMOs) and Co-operatives (TMCs)

1. Synopsis

- 1.1. This report gives information on the performance of the 24 TMOs and TMCs delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.

2. Recommendations

- 2.1. That the Sub-Board notes this report.

3. Background

- 3.1. Homes for Islington's Tenant Management Team monitors the performance of all TMOs and TMCs on behalf of the Council. Tenant Management Officers hold quarterly monitoring meetings with each organisation and review all the services provided as well as the governance and finance arrangements.

4. Performance

- 4.1. The performance monitoring table with performance data and monitoring assessments is shown in Appendix A. The governance and finance assessments are for the second quarter of 2007/08.
- 4.2. The caretaking assessment is drawn from the latest inspection by HFI's Quality Monitoring Officers. All TMOs and co-ops are inspected on a quarterly cycle. The performance indicators are drawn from the monthly monitoring information supplied by TMOs and TMCs for October 2007.
- 4.3. The eight Tenant Management Co-ops agreed to provide eighteen monthly performance indicators to HFI as part of the new Management Agreement signed in May 2007. Only Charteris Co-op has provided a return in line with the Management Agreement for October 07 (omitting just one PI). Elthorne 1st Co-op has provided eleven out of eighteen. Newbery House has not previously been asked for monthly PIs, as they are a small Co-op without an office or staff. Newbery House has now been asked to submit the monthly figures and has provided twelve out of eighteen in their first month. The other

five Co-ops have either provided no return or sent in information about their rent collection that is mostly not in line with the PI.

- 4.4. HFI Tenant Management Team will raise this formally with each Committee and will consider taking further action in line with the Management Agreement.
- 4.5. HFI have asked the TMOs to provide similar information. Consultation on this began in July and was discussed at the September meeting of the Tenant Management Forum and reported to the October CSSB. TMOs have responded well to this and most TMOs have provided most of the information at the first time of asking. We expect the amount of information provided to increase over the next few months as TMOs get used to collecting the specific information required.
- 4.6. The HFI Tenant Management Team are working with those TMOs that have provided information in a format that we cannot use (Braithwaite) or less than half of the information required (Brunswick and Pleydell) to ensure better information is provided for November.
- 4.7. We have provided information on caretaking collected by HFI Quality Monitoring Officers throughout 2007. QMOs inspect each TMO estate at least once in every quarter. The Quarter 3 results are for October alone. Future reports will compare TMO caretaking scores with HFI caretaking scores.

5. Monitoring

The following provides information on notable issues with individual TMOs and those organisations that have either given cause for concern in the past or are being closely monitored.

5.1. Samovar

HFI took over management of the former Samovar Homestead Co-op on 5 November 2007. The Co-op consisted of two houses converted into 7 leasehold flats and one tenanted flat. Samovar have promised to provide their 06/07 accounts but these had not been received as of 23rd November 2007.

5.2. Grimaldi, Pluto, Northern Line and Wholenut Co-ops

These four Homestead Co-ops are due to merge and sign a new Management Agreement with LBI during this financial year. There have been some procedural delays with the Financial Services Authority, which have now mostly been overcome. We will update the CSSB meeting if there is any progress before 11th December.

5.3. New Roof and Moonshine Co-ops

New Roof is committed to going through the option of voluntary sale. This process is under way and is being led by the Council. LBI have received the valuation and hope to complete early next year.

The Tenant Management Team is liaising with Moonshine to discuss their long-term strategy and explore its housing options. This will either be merging with another co-op or dissolving and being managed directly by HFI.

5.4. Braithwaite House TMO

HFI has many concerns about Braithwaite House TMO's financial management. These include their ordering and payment systems, insurance, previous years' annual accounts and employment practices.

For the last two complete financial years the TMO has spent more money than they received in allowances, including all the major works funds which should be held towards a future cyclical painting and repair programme. The TMO has budgeted to spend all the major works allowance again this year.

HFI has taken the following steps:

- Met with the TMO and made clear our concerns;
- Followed this up in writing with a request for an urgent response for an action plan to put the TMO into a secure financial position;
- Made arrangements to start paying major works funds into a new joint account from January 2008 at the latest. This can only be released with at least one HFI signature.

LBI Internal Audit has been through the TMO's financial systems and is due to report in December 2007. HFI will take any necessary enforcement action with this TMO, with the aims of:

- securing the major works funds previously paid to the TMO;
- ensuring proper use of the public money paid to the TMO;
- ensuring the continuation of the TMO.

5.5. Dixon Clark Court TMO – no diamonds for finance

We have no serious concerns about the TMO's financial management, however the monitoring score in quarter 2 was because committee members had not signed a Register of Interests. We expect them to do so at their meeting on December 4th.

5.6. Newbery House Co-op – one diamond for governance; no diamonds for financial management

The Co-op meets the basic requirements for one diamond for governance. The long-term Chair and Treasurer have recently moved from the estate. Existing Committee members have taken on their roles and responsibilities are being shared out more than before. Co-op representatives are attending a variety of meetings, including AITMO, the Tenant Management Forum and the liaison meetings with Upper Street AHO. The HFI Tenant Management Team expects Newbery House to achieve two diamonds for governance at the January monitoring meeting.

Newbery House Co-op received no diamonds for financial management only because they did not have a Register of Interests. The HFI Tenant Management Team attended the Co-op Committee and discussed this issue with them on November 13th. All Committee members have now signed.

5.7. Taverner & Peckett Square TMO – one diamond for finance

This TMO was assessed as no diamonds for either finance or governance in April 2007. In July they were assessed as one diamond for both, and continued this improvement in time for the October meeting, where they were awarded two diamonds for governance, but only one for finance. The HFI Tenant Management Team has asked the TMO to concentrate on training for the newly-elected TMO Treasurer and to ensure that they hold regular Committee meetings that receive financial reports which detail actual spending against budgeted spending.

5.8 Management Letters

It is a requirement of the Management Agreement that TMOs and Co-ops provide HFI with a copy of their management letters. Management letters are where the Auditor sets out either their concerns to the TMO Committee, or spell out that they have a clean bill of health. As such they are extremely useful in monitoring TMOs. Only Harry Weston Co-op has failed to provide theirs. The Tenant Management Team has formally requested the management letter and will take this further if it is not provided.

6. Equality and diversity

- 6.1. The HFI Tenant Management Team held a training event on Saturday 29 September 2007, which explored ways of recruiting more members to TMO Committees and looked at equality and diversity issues both in membership and services provided by the TMO. Twenty-nine Committee members and staff from fourteen TMOs and Co-ops attended the event. The new HFI three-way telephone interpreting service has been made available and was launched at this training event. All TMOs are now able to use it.
- 6.2. The HFI Tenant Management Team is working with the TMOs to implement the recommendations made in the access audit by Disability Action in Islington (DAII). Work is in progress to improve areas such as signage, visibility and physical accessibility for residents.
- 6.3. Signage on some TMO estates was part of the DAII report and HFI has commissioned new signs on those TMO estates where the signage was poor. A total of seven new estate signs have been installed, and amendments have been ordered to seventeen estate signs.
- 6.4. Dixon Clark Court RMO approved a Disability Access Statement at their AGM in October that sets out a timetable for improving access to their office/meeting room in this financial year and achieving full accessibility in the following financial year. HFI Tenant Management Team members have made this

Statement available to all TMOs and TMCs and asked all Committees to discuss their own plans for accessibility in a Committee meeting by January 2008 at the latest.

7. Lower Hilldrop: Right to Manage Proposal

- 7.1. On 7th November 2007 HFI accepted a Right to Manage Notice from the Lower Hilldrop Community Residents' Association. The LHCRA represent Buckhurst House, Coombe House, Ivinghoe House, Saxonbury Court, Bramber House and Dalmeny Avenue.
- 7.2. The HFI Tenant Management Team will keep the CSSB updated on progress with the development of the TMO. The Right to Manage process can take 2-3 years. The last TMO to go live in Islington was Pleydell in 2004.
- 7.3. The Tenant Management Team will be monitoring this development and providing support to the Residents' group.

8. Five Year Reviews

- 8.1 The Miranda TMO review is at its final stages. HFI received the Internal Audit report on 20th November. The report looks at the TMO's financial controls and also HFI Tenant Management Team's monitoring of the TMO. It highlights eleven "high risk" concerns and eleven "medium risk" concerns. Although the overall rating given was "limited assurance," Internal Audit stated that "a detailed examination of underlying expenses and income revealed there was no evidence of abuse of the system or significant error."
- 8.2 The HFI Tenant Management Team met with the TMO on 27th November 2007 and is both working with the TMO to address all issues raised, and considering any changes that are needed to HFI procedures as a result of this review. We expect that all recommendations will be dealt with promptly and will report progress to future CSSB meetings.
- 8.3 The Spa Green final report will be sent out in December, along with the results of the five-year continuation ballot. This is being conducted at present.
- 8.3 Work on the Blackstock review is in progress and the completion date is expected in December 2007.

9. Five Year Ballot

- 9.1 Miranda has successfully completed their five-year ballot. On a 52.3% turnout, 89% of those voting supported the TMO to continue managing the estate for the next five years.

10. Consultation with TMOs on 08/09 allowances

- 10.1. HFI and LBI staff met with 35 representatives of Islington TMOs and Co-ops on 19th November 2007. The meeting received an extensive presentation on

LBI and HFI budget issues and the methodology applied to calculating TMO allowances.

- 10.2. Provisional allowance figures will be sent out in December. There will be an opportunity for TMOs to discuss their impact with the Tenant Management Team in January. The process to finalise allowances will be completed at the end of January, subject to the council's budget decision in February.

Report Author: Peter Sutton – Tenant Management Manager
Telephone: 0207 527 4335
E-mail: peter.sutton@homesforislington.org.uk

HOMES FOR ISLINGTON

TMO/TMC MONITORING REPORT TO CONTRACTED SERVICES SUB-BOARD

2nd Quarter 2007/08

TMO/TMC		Governance				Finance			
		Q3* 06/07	Q4 06/07	Q1 07/08	Q2 07/08	Q3* 06/07	Q4 06/07	Q1 07/08	Q2 07/08
1	Arch-Elm Co-op		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆◆
2	Bemerton Villages TMO		◆◆◆	◆◆◆	◆◆		◆◆◆	◆◆◆	◆◆◆
3	Blackstock TMO	◆	◆◆	◆◆	◆◆	No Diamonds	◆◆◆	◆◆◆	◆◆◆
4	Braithwaite House TMO		◆◆	◆◆	◆◆		◆	◆	No Diamonds
5	Brooke-Park Co-op		◆◆◆	◆◆◆	◆◆◆		◆◆◆	◆◆◆	◆◆◆
6	Brunswick Close TMO	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
7	Charteris Co-op		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆◆
8	Dixon Clark Court TMO		◆◆	◆◆	◆◆		◆	◆	No Diamonds
9	Elthorne 1st Co-op		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆
10	Gambier House TMO		◆◆	◆◆◆	◆◆		No Diamonds	◆◆	◆◆◆
11	Halfmoon Crescent Co-op		◆◆◆	◆◆◆	◆◆◆		◆◆◆	◆◆◆	◆◆◆
12	Harry Weston Co-op		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆
13	Holbrook Co-op		◆◆	◆◆	◆◆		◆◆◆	◆◆◆	◆◆◆
14	Hornsey Lane EMB		◆◆	◆◆	◆◆		◆◆◆	◆◆◆	◆◆◆
15	Miranda TMO		◆◆	◆◆	◆◆		◆◆◆	◆◆◆	◆◆
16	Newbery House Co-op		◆	◆	◆		No Diamonds	No Diamonds	No Diamonds
17	Pleydell TMO		◆◆	◆◆	◆◆		◆◆◆	◆◆◆	◆◆◆
18	Quaker Court TMO		◆◆◆	◆◆	◆◆		◆◆	◆◆◆	◆◆◆
19	Redbrick TMO		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆◆
20	Spa Green TMO		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆
21	Stafford Cripps TMO	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
22	Taverner & Peckett TMO		No Diamonds	◆	◆◆		No Diamonds	◆	◆
23	Wenlake TMO		◆◆◆	◆	◆◆		◆◆◆	◆	◆◆◆
24	Weston Rise TMO		◆◆	◆◆	◆◆		◆◆	◆◆	◆◆
Total Stock reporting									

Notes

HFI monitors each TMO quarterly and rates their performance on finance and governance against a standard set out in the form of key lines of enquiry similar to those pioneered by the Audit Commission.

Data excludes Homestead Co-ops

* No monitoring of Q3 2006/07 except for TMOs shown because of work associated with completion of new management agreement for co-ops.

HOMES FOR ISLINGTON**TMO/TMC CARETAKING**

TMO/TMC		Stock	2007/08				Average for 2007
			06/07	Q1	Q2	Q3	
1	Arch-Elm Co-op	95	77.5	93.3	92.9	NA	87.9
2	Bemerton Villages TMO	735	79.2	84.15	94.5	90	87.0
3	Blackstock TMO	185	83.55	100	95.25	NA	92.9
4	Braithwaite House TMO	108	75	81	85.7	81	80.7
5	Brooke-Park Co-op	111	80.9	72.4	93.8	86.7	83.5
6	Brunswick Close TMO	268	76.5	NA	83.65	NA	80.1
7	Charteris Co-op	127					
8	Dixon Clark Court TMO	60	81	100	100	NA	93.7
9	Elthorne 1st Co-op	133	79.5	92.9	100	NA	90.8
10	Gambier House TMO	115	75	85.7	95.5	NA	85.4
11	Halfmoon Crescent Co-op	226	75	93.8	82.4	NA	83.7
12	Harry Weston Co-op	124	85.22	77.1	100	100	90.6
13	Holbrook Co-op	103	76.39	100	92.9	NA	89.8
14	Hornsey Lane EMB	173	74.3	100	55	94.7	81.0
16	Miranda TMO	148	81.54	82.1	100	81.8	86.4
17	Newbery House Co-op	54	82.39	NA	90.9	95.2	89.5
18	Pleydell TMO	280	81.9	95.5	88.65	NA	88.7
19	Quaker Court TMO	76	78.91	69.1	100	89.5	84.4
20	Redbrick TMO	160	79.26	100	96.65	NA	92.0
21	Spa Green TMO	129	NA	100	85.7	NA	92.9
23	Stafford Cripps TMO	180	NA	94.6	81.8	100	92.1
24	Taverner & Peckett TMO	165	80.26	94.7	77.8	68.4	80.3
25	Wenlake TMO	119	80.5	100	93	NA	91.2
26	Weston Rise TMO	144	78.45	NA	78.8	NA	78.6
Total Stock reporting		4018					
Average TMO figures per quarter			79.16	90.82	89.78	88.73	87.1
Average HFI figures per quarter			77.1	79.4	79.2	79.8	78.4

NA = not available.

HFI Quality Monitoring Officers inspect each estate-based TMO at least once a quarter. They inspect across twenty-two caretaking standards. Each standard is graded between A and D. The scores provided are a percentage of A and B grades achieved. If any D grades are awarded, the estates are subject to a re-inspection.

The scores for Q3 are for the month of October only. Full scores for Q3 will be available at the February CSSB.

Hornsey Lane

HFI staff met with Hornsey Lane EMB to discuss the score of 55% given in Q2 07/08. The EMB accepted that the standard of cleaning was not good at this time and explained that this was due to staff sickness and poor quality agency staff. This was seen as a temporary blip that has since been rectified. Quality Monitoring staff returned in October and scored Hornsey Lane at 94.7%.

Performance Information provided by TMOs

Appendix C

Reporting month

October 2007

Reporting year

2007/08

	No. of complaints received	No. of complaints replied within 10 days	% of complaints replied within 10 days	No. of repair requests received	No. of non-urgent repairs completed	% of non-urgent repairs completed	No. of urgent repairs completed	% of urgent repairs completed	No. of repairs completed in a single visit	Average time taken to complete non-urgent repairs	No. of voids completed	Average re-let time
Arch-Elm Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Bemerton Villages TMO	0	N/A	N/A	129	112	100	17	100	NP	NP	0	N/A
Blackstock TMO	0	N/A	N/A	24	20	100	4	100	20	1 HR	0	N/A
Braithwaite House TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Brooke-Park Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Brunswick Close TMO	NP	NP	NP	27	22	91	5	80	NP	NP	NP	NP
Charteris Co-op	0	N/A	N/A	28	18	100	10	100	28	NP	0	N/A
Dixon Clark Court TMO	0	N/A	N/A	6	6	100	N/A	N/A	NP	3 DAYS	N/A	N/A
Elthorne 1st Co-op	0	N/A	N/A	6	0	N/A	6	100	NP	24 HRS	0	N/A
Gambier House TMO	0	N/A	N/A	14	3	66.6	11	100	NP	NP	0	N/A
Halfmoon Crescent Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Harry Weston Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Holbrook Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Hornsey Lane EMB	0	N/A	N/A	27	9	100	7	100	28	24 HRS	N/A	N/A
Miranda TMO	0	N/A	N/A	16	NP	100	NP	100	NP	NP	0	N/A
Newbery House Co-op	0	N/A	N/A	2	100	0	0	100	2	2	0	0
Pleydell TMO	NP	NP	NP	23	NP	NP	20	100	NP	NP	NP	NP
Quaker Court TMO	0	N/A	N/A	9	9	100	0	N/A	NP	NP	0	N/A
Redbrick TMO	0	N/A	N/A	29	29	100	0	N/A	NP	NP	0	N/A
Spa Green TMO	0	N/A	N/A	20	19	100	1	100	NP	NP	0	N/A
Stafford Cripps TMO	0	N/A	N/A	13	4	100	9	100	13	24 HRS	0	N/A
Taverner & Peckett TMO	0	N/A	N/A	8	N/A	N/A	4	100	NP	NP	0	0
Wenlake TMO	0	N/A	N/A	5	1	100	4	100	0	2 DAYS	N/A	N/A
Weston Rise TMO	0	N/A	N/A	27	21	100	6	100	NP	4 DAYS	0	N/A

NP = Data not provided by the TMO.

N/A = Not applicable because there was no activity for that PI in the month.

Performance Information provided by TMOs

Appendix C

Reporting month

October 2007

Reporting year

2007/08

	Rent collected as a % of rent due plus arrears of current tenants	No. of tenants with more than 7 wks arrears	% of tenants with more than 7 wks arrears	Average current arrears per tenant	Total current arrears	Total former arrears
Brooke-Park Co-op	101	9	NP	NP	£19,976	0
Charteris Co-op	100.8	7	8.5	£650	£38,367	£9,448
Elthorne 1st Co-op	113.4	NP	NP	NP	NP	NP
Halfmoon Crescent Co-op	NP	NP	NP	NP	NP	NP
Harry Weston Co-op	NP	NP	NP	NP	NP	NP
Holbrook Co-op	88.32	9	NP	NP	£16,371	NP
Newbery House Co-op	NP	NP	NP	NP	NP	NP

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 th December 2007	11	Monitoring

Subject of Report: Risk register – all Contracted Services Sub-Board risks

1. Synopsis

- 1.1 This report presents the current position with regard to all risks that relate to the Contracted Services Sub-Board (CSSB).

2. Recommendation

- 2.1 That CSSB notes the current assessment of the risks listed in Appendix A of the report. These have been updated since the previous report to this meeting and to Audit Committee and comments are sought on them.

3. Background

- 3.1 HFI's Audit Committee reviews the risk register on a quarterly basis. Meetings are held regularly with Service Directors to review risks in their areas. On 20th March 2006 the Board agreed that all risks would be reported to each meeting of the relevant Sub-Board, Committee or Working Group. Since April 2007, the entire risk register is reviewed by Audit Committee and by Senior Management Team prior to going to Audit Committee.
- 3.2 The risks set out in Appendix A have been referred to the Contracted Services Sub-Board for monitoring.
- 3.3 At each meeting the Contracted Services Sub-Board considers issues raised in the 'Prevention and Mitigation' and 'Progress on action' columns. The risks set out in Appendix A below have been updated since the last meeting of this Sub-Board and are as they were presented to the Audit Committee meeting on 27th November 2007.
- 3.4 There are no new risks included in Appendix A and no risks have been deleted since the last report to this meeting.
- 3.5 The risk register also contains the following 'coding' to identify updates to risks:
- + = new risk
 - # = change in the overall rating of the risk
 - * = update of text i.e. to the 'prevention' or 'progress' columns (not indicated in this report as all risks have been updated)

3.6 Each risk has been colour-coded using the following basis:

- High risks – red (none at present for CSSB to consider)
- Medium-high risks – blue (none at present for CSSB to consider)
- Medium-low risks – yellow
- Low risks – green (none at present for CSSB to consider)

There are no High or Medium-high Risks. Comments are sought from Contracted Services Sub-Board on the risks in Appendix A.

3.7 The Audit Committee meeting of 22nd May 2007 requested that risks that are considered to be subject to external factors or influences have an ‘E’ inserted after risk number on the register. However, there are no such risks that have been referred to this Sub-Board.

3.8 The risk register, the ‘Consequence’ and the ‘Likelihood’ are assessed on a score of between 1 and 4. The two numbers are then multiplied together to produce an ‘Overall risk rating’ listed in Appendix A.

The risk matrix							
						Likelihood	Impact
Likelihood	4					4 = very likely	4 = major
	3					3 = likely	3 = serious
	2					2 = unlikely	2 = significant
	1					1 = very unlikely	1 = minor
		1	2	3	4		
		Impact					

3.9 The risk abbreviations are:

- STR – Strategic risks
- OPE – Operational risks
- MND – Managing Diversity risks
- FIN – Financial risks
- COM – Compliance risks

3.10 The Vice-Chair of this meeting was invited to the Audit Committee meeting on 27th November to discuss risk OPE 017. Actions taken to mitigate this risk were discussed, as well as HFI’s general approach to clienting of TMOs and co-ops. Audit Committee was generally satisfied with the approach taken by CSSB in managing this risk. The Vice-chair and the Head of Performance & Service Development will report back in more detail verbally at this meeting.

Item 11 - Appendix A

Potential Risks	Consequence H/M/L	Likelihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk owner (Board/Sub-Board/Committee)	Risk Owner (Staff)	Progress on actions
STR 011B Poor resident satisfaction with contracted services and lack of opportunities for involvement	M 3	M 2	ML 6	<ul style="list-style-type: none"> Monthly performance management by SMT and quarterly monitoring by Board 	CSSB	S Kwong	<ul style="list-style-type: none"> 07 Status Survey overall satisfaction result 68% (up from 64%) 60% satisfied with opportunities for participation (up from 54%)
STR 014 * Failure to effectively client the PFI contracts	M 3	M 2	ML 6	<ul style="list-style-type: none"> Adequate clienting resources required to effectively manage contractor performance 	CSSB	S Kwong	<ul style="list-style-type: none"> Day to day services continue to be good Satisfaction with major works improving Works programme on target
OPE 017 * Failure to manage performance by TMOs, including their failure to implement recommendations of internal audit reports	M 3	M 2	ML 6	<ul style="list-style-type: none"> Recommendations from Internal Audit reports are being implemented Regular scrutiny by CSSB 	CSSB	S Kwong	<ul style="list-style-type: none"> Recommendations from Internal Audit report being implemented On-line diversity training offered to all TMO staff and committee members Diversity training event held 29/9/07
MND 006B * Failure to develop HFI services to meet the needs of all its residents	M 3	L 2	ML 6	<ul style="list-style-type: none"> Programme of diversity analyses across services Outreach work with community and voluntary sector organisations 	CSSB	S Kwong	<ul style="list-style-type: none"> Action Plan produced on rent arrears, complaints, ASB/harassment and now repairs Disability Forum established and meetings have been held from August 07 onwards, including TMOs and Partners, and are feeding back to HFI

Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Governance Team Manager

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	11 th December 2007	12	Information

Subject of Report: Report Back from Consultative Panels – November 2007

1. Synopsis

- 1.1 This report provides the Sub-Board with a summary of the views of Consultative Panels on the items presented in November 2007 for consultation.

2. Recommendation

- 2.1 That the Sub-Board notes the report and the Consultative Panel feedback listed in Appendix 1.

3. Background

- 3.1 Each Panel meeting (including 5 Area Housing Panels, Islington Leaseholder Forum, Partners for Improvement in Islington Residents Forum and the Tenant Management Forum) now receives a pack of Consultative Panel reports from Homes for Islington. As of May 2005, Consultative Panel reports have been labelled as information, decision or consultation items.
- 3.2 Where a report is for consultation, previously, the views of Consultative Panels have been recorded in the minutes of Panel meetings and reported back to Sub-Board by Associate Directors, along with other items from Consultative Panel meetings.
- 3.3 The purpose of this report is to provide the Sub-Board with a clear summary of Consultative Panel views specifically on consultation items. The Sub-Board can then refer to this summary and take into account Consultative Panel feedback before making informed decisions on the items listed, if items on the agenda require it to do so.

4. Consultation Reports for November 2007

- 4.1 For the November 2007 round of Consultative Panel meetings, there were 4 reports for Consultation:
- **Business Plan 2008-13**
 - **Consultative Panels Terms of Reference**

- **Charging proposals - concierge services, green parking, digital TV and unpooling of service charges**
- **Repairs Budget Policy**

4.2 Appendix 1 of this report is a summary of the views of all Consultative Panels from November 2007 on these two items. Where no comment was recorded in the minutes of a Consultative Panel meeting, this has been noted.

5. Conclusion

5.1 The Sub-Board is asked to note the feedback on consultation items from Consultative Panels in Appendix 1, referring specifically to those Panels within its remit.

Report Author: Mark Jenkins, Senior Governance Officer
Telephone: 0207 527 6148
Email: mark.jenkins@homesforislington.org.uk

HFI Consultative Panels – November 2007 - **Central Street**

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
<p>Customer Relationship Management - One member had experienced problems with her emails to HFI bouncing back.</p> <p>Phone Recording Equipment – A complaint was made that staff do not call back.</p> <p>It was commented that the first 10 items were all relating to IT with priority 1 or 2, but not all residents have access to IT and not all are of benefit to residents.</p> <p>One member complained that on 2 occasions Kier had said they attended a repair but there was no access – although the resident had been sitting in all day both times.</p>	<p>1 in 1000 It was commented that it would be more unlikely to get three 1 in 1000 reps now, because of the change in demographics.</p> <p>TMOs and TMCs TMOs present were queried as they were more affected by the proposal. There was no opposition to the change.</p> <p>Other Organisations The TMO vs. TRA preference was queried and it was confirmed that there was only 1 estate with a TMO and TRA (Pleydell Estate – TRA not formally recognised). No further comments made.</p> <p>Councillors The panel agreed that Cllrs</p>	<p>Digital TV The funding gap was explained and it was confirmed that the Panel’s comments would be fed back to the Council’s Executive.</p> <p>It was commented on that better communication was needed.</p> <p>It was queried why Sky was providing the service rather than anyone else.</p> <p>There was further concern why the existing cabling couldn’t be used.</p> <p>Service Charges The panel agreed this sounded reasonable. One member queried if this would allow HFI to increase the charges to these unpooled services that were previously capped when included within the rent charge.</p>	<p>It was felt important that residents were advised HFI would now be sticking to the policy.</p> <p>It was confirmed that caretakers could go up to a certain height using a ladder and all had been trained.</p> <p>It was confirmed that diagrams were in the handbook and on line.</p>

<p>It was queried whether HFI would use CCTV footage to catch/evidence dog fouling.</p> <p>One member from the Whitbread Estate complained that residents were being charged for Greenspace services but had no green areas on the estate.</p>	<p>have no voting rights and couldn't be members.</p> <p>Partners Agreed by panel</p> <p>Frequency Agreed by panel</p> <p>Conduct The panel went through the list and no objections were made.</p>	<p>Green Parking Panel agreed proposals.</p> <p>Concierge Services The panel agreed with the principle of differential charging.</p> <p>It was queried what would happen to properties on the ground floor of blocks that benefited from CCTV but were not linked to the concierge via a handset. It was felt these properties should be charged 45% rather than 75 or 100% as they were not getting the same service as other properties in the block. It was therefore felt that the differential charging should be on a block by block basis, and in some cases property by property.</p> <p>There was one comment made that people were paying for a service that they weren't getting when scaffolding blocked CCTV. This member felt residents should get a refund.</p>	
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HFI Consultative Panels – November 2007 Partners for Improvement

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
The Panel made no comments on the report.	The Panel made no comments on the report.	The Panel made no comments on the report.	The Panel made no comments on the report.

HFI Consultative Panels– November 2007 Islington Leaseholders Forum

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
The report was noted.	The Panel did not think that the point concerning confidentiality was needed.	The report was noted.	The report was noted.

HFI Consultative Panels– November 2007 Tenant Management Forum

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
The Panel made no comments on the report.	The Panel made no comments on the report.	The Panel made no comments on the report.	The Panel made no comments on the report.

HFI Consultative Panels– November 2007 Upper Street North

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
<p>The Panel made no comments on the report.</p>	<p>1 in 1000 reps The Panel agreed to drop post if co-option powers were extended beyond initial meeting.</p>	<p>Digital TV No questions or comments</p> <p>Unpooling of Service charges The Panel had assumed that residents were entitled to full replacement cover and felt that any change should be made known to all residents.</p> <p>It was queried if charges were unpoled would residents have the optiion to increase service (and therefore charge).</p> <p>Concern that the worst estates – which need most caretaking – would incur highest charges.</p> <p>Request that parking charges are equalised with street parking – currently more than double.</p> <p>Parking</p>	<p>The Panel felt that the re-charge option was a positive move.</p>

		<p>Concern that green charges will hit poorer members of community with older cars more heavily.</p> <p>Concierge and CCTV No comments.</p>	
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HFI Consultative Panels– November 2007 **Upper Street South**

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
It was agreed that members of the panel would questions directly with staff.	It was agreed to defer the item to Jan 08 Panel.	<p>Digital TV – Panel felt residents should not be getting charged for this.</p> <p>Unpooling of services charges – Panel in favour of this aspect of the report</p> <p>Green Parking – Panel in favour of this aspect of report</p> <p>Concierge Services – Concern expressed in regards to charges to leaseholders.</p>	The Panel made no comments on the report.

HFI Consultative Panels– November 2007 Lyon Street

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
<p>The Panel made no comments on the report.</p>	<p>The Panel advised that there should be no changes to the posts of 1/1000 representatives and that they played an important role. Panel voted unanimously to keep the position.</p> <p>The Panel commented that there was no mention of how Leaseholder Associations fitted into the AHP structure. This should be made clearer.</p> <p>The Panel voted unanimously in favour of allowing panels to retain local discretion and recognised the constructive role councillors play in LS.</p> <p>Page 26 of the appendix makes reference to LBI which should be changed to HFI. Some panel members also commented that item 14.1 (confidentiality) of the document should be removed</p>	<p>The Panel commented that digital TV should not be a cost bourn by residents so would not discuss how it should be apportioned.</p> <p>The Panel voted in favour of un-pooling service charges and that individual charges should reflect the work that is carried out on individual estates.</p> <p>On the whole the Panel rejected the proposal to link emissions with estate parking and garage fees.</p> <p>The Panel noted that blue badge users can park anywhere on highway for free so could not see that it would be correct to introduce fees on estates.</p> <p>The Panel felt that as this area did not have many CCTV or concierge systems in place it would not be fair to comment.</p>	<p>The Panel agreed that more stringent enforcement of repairs policy would be a positive move toward reducing costs. The panel however asked that there should be no reduction in spending and that these funds should be diverted to pro-active maintenance.</p>

	<p>as these were public meetings.</p>		
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HFI Consultative Panels– November 2007 Holland Walk

Business Plan	Consultative Panel Terms of Reference	Charging Proposals	Repairs Budget policy
<p>Meeting inquorate. An additional meeting to be held 10/12/07. Comments to be tabled.</p>	<p>Meeting inquorate. An additional meeting to be held 10/12/07. Comments to be tabled.</p>	<p>Meeting inquorate. An additional meeting to be held 10/12/07. Comments to be tabled.</p>	<p>Meeting inquorate. An additional meeting to be held 10/12/07. Comments to be tabled.</p>

Forward Plan for Contracted Services Sub-Board 2007-08

Date of meeting	Items on the Agenda	Status
12/02/2008	Election of Chair / Vice Chair	D
	Management Fee for TMOs	D
	TMO KLOEs - Employment and Diversity	D
	PIs - December	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M
	Risk Register	M
	CP Feedback Reports	I
April	PIs - February	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M M M
	Risk Register	M
	CP Feedback Reports	I
June	PIs - April	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M M
	Risk Register	M
	CP Feedback Reports	I
August	PIs - June	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M M M
	Risk Register	M
	CP Feedback Reports	I