

Contracted Services Sub-Board
Agenda 14th August 2007
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
1	W McGarvie	Welcome/Apologies/ Introductions	Information	Verbal	6.30 – 6.35
2	W McGarvie	Declaration of interests	Information	Verbal	6.30 – 6.35
3	W McGarvie	Questions from the public	Information	Verbal	6.35 – 6.55
4	W McGarvie	Minutes of last meeting (12 th June 2007) and matters arising	Decision	1-4	6,55 – 7.00
5	W McGarvie & E McGoldrick	Chair and Head of Performance and Service Development Report	Information	Verbal	7.00 – 7.05
6	M Sims	Sub-Board Training and Development	Consultation	5-10	7.05 – 7.15
7	E McGoldrick	Performance Indicators	Monitoring	11-30	7.15 – 7.30
8	A Jonas	Report back – Partners for Improvement in Islington – PFI 1	Monitoring	31-38	7.30 – 7.45
9	A Jonas	Report back – Partners for Improvement in Islington – PFI 2	Monitoring	39-54	7.45 – 8.00
10	E McGoldrick	Report back – TMOs / TMCs	Monitoring	55-60	8.00 – 8.10
11	E McGoldrick	Risk Register	Monitoring	61-63	8.10 – 8.20
12	W MCGarvie	Consultative Panel feedback reports	Information	64-72	8.20 – 8.25
13	W McGarvie	Forward Plan	Decision	73	8.20 – 8.25
14	W McGarvie	Any other business	Information	Verbal	8.25 – 8.30
15	W McGarvie	Date and time of next meeting 6.30pm, 9 th October 2007	Information	Verbal	8.25 – 8.30

**Homes for Islington
Contracted Services Sub-Board Meeting
Minutes of 12th June 2007**

Present: William McGarvie (Chair), Kate Barns (Vice-Chair), Caroline Jenkinson, Ann Lucas, Des Smith (Directors)
Georgina Galliers, Tom Kane (Associate Directors)

In Attendance: Simon Kwong (Head of Performance and Service Development)
Linden Downham (Commissioning Manager, Tenant Management)
Mark Jenkins (Senior Governance Officer – Minutes)

Apologies: None

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.35pm. b) The Chair welcomed Tom Kane as the new Associate Director representing the Tenant Management Forum. c) The Chair welcomed Linden Downham as the new Tenant Management Commissioning Manager.</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 from the public.</p>	
4	<p>Minutes of the Last Meeting (10th April 2007) and Matters Arising</p> <p>a) Pg. 1 item 4a – It was noted that the Community Payback presentation took place at the Tenant Management Forum meeting on 17th May 2007.</p> <p>The minutes were agreed as an accurate record.</p>	
5	<p>Chair and Head of Performance and Service Development Report</p> <p>Chair's Report</p> <p>a) The Chair informed CSSB that there is no Associate Director from ILF at this stage as the last meeting was inquorate. b) The Chair informed CSSB of changes to HFI Board – Paula Belford has been replaced as a Council nominee by Jyoti Vaja. There is a vacancy on CSSB due to the departure of Paula which will be addressed following discussions with Jyoti.</p>	

	<p>c) The Chair informed CSSB that the nomination period for the Resident Elections to HFI Board takes place in July. Any Council resident can stand for election. There is publicity in the Residents Newsletter and will be further publicity nearer the date.</p> <p>Head of Performance and Service Development's Report</p> <p>a) Simon Kwong reported that there has been success in the very first National Federation of ALMO (NFA) awards. The awards saw one win for the Sports Activities for Everyone (SAFE) Programme in the Best Community Initiative category and one commendation for work on the Brecknock Road playground in the Most Inspired Resident Led Programme.</p> <p>b) Simon Kwong informed the Sub-Board that a new management agreement has been signed between Islington's eight tenant management co-operatives and Homes for Islington (HFI) on behalf of Islington Council. The signing took place on Thursday 31st May at Islington Town Hall.</p> <p>The reports were noted.</p>	
6	<p>Terms of Reference</p> <p>a) Mark Jenkins introduced a report asking CSSB to note its terms of reference as agreed by Board on 23rd April 2007.</p> <p>b) It was confirmed that there is no conflict of interest in CSSB recommending CSA payments to TMOs and then arbitrating on management agreement disputes as the decision to allocate funding remains with LBI. CSSB can still only monitor the performance of TMOs and does not have the authority to issue penalties.</p> <p>The report was noted.</p>	
7	<p>Review of Tenants Compact</p> <p>a) Simon Kwong introduced a report presenting sub-board members with a draft revised Tenants' Compact Summary document.</p> <p>CSSB noted the contents of the report and agreed the draft document.</p> <p>CSBB agreed that a summary is published to residents and the public on HFI's website, and that a 'hard copy' version is available for resident involvement events.</p>	

8	<p>Performance Indicators April 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>The report was noted.</p>	
9	<p>Report back – TMOs / TMCs</p> <p>a) Linden Downham presented a report on the performance of the 25 larger estate based TMOs and TMCs delivering housing management and maintenance services to 4000 properties across the borough.</p> <p>b) It was noted that since the report had been drafted staff could confirm that the performance of Taverner and Peckett TMO had improved.</p> <p>c) CSSB raised concern that the diamond ratings only provide a snapshot of a TMO's performance. It was agreed that staff would consider how to take performance in the longer term into account in the current review of the TMO "KLOE" so that CSSB can take a more "risk based" approach.</p>	Simon Kwong
10	<p>Performance of PFI 1 Contractor - Partners for Improvement in Islington</p> <p>a) Simon Kwong presented 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) It was noted that the leaseholder satisfaction target remains at 60% while Partners have agreed to raise the level for tenants to 65%. It was agreed that Ann Lucas would provide comparable information from Hounslow Homes and Newham Homes.</p> <p>c) CSSB expressed disappointment that its previous comments for inclusion in the Improvement Plan had not been implemented.</p> <p>The report was noted.</p>	Ann Lucas
11	<p>Performance of PFI 2 Contractor - Partners for Improvement in Islington</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>The report was noted.</p>	

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) CSSB agreed that staff would ensure that the previous CSSB request to include a risk relating to inadequate funding of HFI's residual works under PFI 2 is included on the risk register.</p> <p>The report was noted.</p>	David Selo
13	<p>Report back from Consultative Panels – May 2007</p> <p>a) It was noted that the Tenant Management Forum had not approved of the proposal to centralise the ASB Team.</p> <p>b) CSSB noted that there had been concern expressed by the Panels at potential human rights issues regarding mosquito alarms.</p> <p>The report was noted.</p>	
14	<p>Forward Planner</p> <p>The forward plan was agreed.</p>	
15	<p>Any Other Business</p> <p>a) It was noted that no-smoking signage for estates is available free on the internet. It was agreed the Chair would provide details to Tom Kane.</p>	William McGarvie
16	<p>Date and Time of Next Meeting</p> <p>a) 14th August 2007 – 6:30pm, Board Room, Highbury House.</p>	

There being no other business to conclude, William McGarvie closed the meeting at 7.35 pm

Chair: William McGarvie

Date

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	14 th August 2007	6	Consultation

Subject of Report: Sub-Board Training and Development

1. Synopsis

1.1 This report asks the Sub-Board to comment on a number of options for development as identified at the joint Sub-Board Development session on 24th July 2007.

2. Recommendation

2.1 That the Sub-Board:

- 2.1.1 Notes and comments on the proposals for further development listed in the report;
- 2.1.2 Considers the action plan (Appendix 1);
- 2.1.3 Considers whether the annual joint Sub-Board development session should be an extra meeting or should replace an existing meeting.

3. Background

3.1 On 24th July 2007 a training and development session was held for both Sub-Boards. This was specifically targeted at the Chairs, Vice-Chairs and Associate directors and focussed on the subject of governance.

3.2 The event was well attended by both directors and Associate directors and a number of points were raised for the further development of the Sub-Boards, the links with the Consultative Panels and the links between directors and Associate directors.

4. Issues raised

4.1 Leaseholder representation on the Sub-Boards and the Islington Leaseholder Association

4.1.1 The meeting recognised the uncertainty relating to the Islington Leaseholder Association (ILA). It is not clear what the final status of the ILA will be but it will take the place of the current Islington Leaseholder Forum and will probably not be considered a Consultative Panel. Given that ILF elects a leaseholder onto each Sub-Board this could mean that there is inadequate leaseholder representation.

4.1.2 The meeting proposed that a minimum and maximum requirement for representation on the Sub-Boards could be defined (in much the same way as there has to be a minimum of one and a maximum of three leaseholders on the HFI Board).

- 4.1.3 While it is important to maintain leaseholder representation it has to be balanced against the importance of having a local representative from the Panels.
- 4.1.4 It is suggested that the Sub-Board delegate to staff to consider the best method to achieve this.

4.2 Panel agendas

- 4.2.1 Associate directors mentioned that it can be difficult to feedback from the Sub-Boards to the Panels as the agendas at Panels are often very congested.
- 4.2.2 This is more an issue for Panels rather than for the Sub-Boards. Apart from the central reports agendas are decided at a local level and HFI does not wish to impose additional agenda items on the Panels.
- 4.2.3 It is suggested that Associate directors discuss this matter directly with their Chairs. If the Sub-Board wishes the Governance Team will also write to the Chairs explaining the situation.

4.3 Associate director representation

- 4.3.1 There was discussion at the meeting concerning whether or not Associate directors are representative of the Panels or their TRA. It was felt by some that if a TRA was not given a hearing at the Panel then it should make representations to the Sub-Board.
- 4.3.2 HFI's governance arrangements are very clear that the Panels are the bodies to be represented on the Sub-Boards. Associate directors need to be aware that they represent their Panel and not their TRA as they are elected by the Panel. However, as the TRAs feed into the Panels This is arguably a semantic argument and should perhaps not be taken too seriously.

4.4 Deputies for Associate directors

- 4.4.1 The meeting considered whether or not Associate directors could have a "deputy" to attend meetings if the Associate could not.
- 4.4.2 This could be seen as desirable in that there would always be a representative for the Panel. On the other hand it raises charges of inconsistency in that the Board directors are not allowed a deputy as well as the fact that constant chopping and changing of membership will do little to aid the team-building development of the Sub-Boards into genuine collective bodies. Therefore it is suggested that at the moment idea is not taken up.

4.5 Sub-Board agendas

- 4.5.1 There was some concern raised that Associate directors do not know when to raise issues at the Sub-Board meetings.
- 4.5.2 Each meeting of the Sub-Board carries an agenda item called "Consultative Panel Feedback". This is used primarily to give the Sub-Board a summary of the views of

the Panels on the items for consultation presented at the last cycle of meetings. However, it has always been the intention that Associate should use this item as the chance to bring up any issues that they may have.

- 4.5.3 This intention has obviously not been communicated properly and it is therefore recommended that the Chairs remind the Associates when this item arises of the opportunity to bring anything to the Sub-Board's attention.

4.6 Petitions

- 4.6.1 There was some concern raised that the Consultative Panels do not fully understand that if a petition has not been concluded satisfactorily then it can be brought to Managed Property Sub-Board.
- 4.6.2 Consultative Panels need to be aware that this possibility does exist. It is recommended that Associate directors and directors who attend the Panels remind their Chairs accordingly.

4.7 Ineligibility of Associate directors to vote

- 4.7.1 The meeting considered whether or not Associate directors should be allowed to vote on items for decision. It was felt that as residents could make decisions at the Panel meetings they should be allowed to do the same at the Sub-Boards.
- 4.7.2 HFI's rules are very clear on this matter and legal advice has previously been sought. To allow Associate directors to vote would make them a party to the company's decision and therefore liable at law – in effect making them full directors. The Panels are not part of the company but are part of LBI which is the reason why residents may take decisions.
- 4.7.3 Therefore it is not possible to re-consider this position.

4.8 Associate directors to be involved in Business Planning process

- 4.8.1 The meeting felt that more Associate director involvement in the Business Planning process would be beneficial in terms of their development.
- 4.8.2 Senior Management Team will discuss this proposal further and report back to the Sub-Boards verbally at the meeting.

4.9 Mechanism for Panel interaction

- 4.9.1 There was some discussion concerning whether it would be beneficial for the Panels to communicate directly on a number of issues.
- 4.9.2 This is again an issue for the Panels rather than the Sub-Boards. There is the possibility that this would merely be retrospective as the issues would have been presented at Panels in the past.
- 4.9.3 It is therefore recommended that no action is taken. However, HFI will provide a room for a meeting if necessary.

4.10 Ambassadorial function

4.10.1 It was felt that Associate directors could be asked to perform more ambassadorial functions to increase their development opportunities.

4.10.2 HFI's communications team has contact details of all the Associates and can and does invite them to events as applicable for their status. However, the recent Governance Review agreed by Board considered that too much time was already being placed on directors and Associate directors and that this should be reduced if possible.

4.10.3 Therefore it is not recommended to increase the ambassadorial duties for Associate directors.

5. Sub-Board Development session

5.1 There is one joint Sub-Board development session programmed in each year. The Sub-Boards are asked to consider whether this should be an extra meeting as in 24th July or whether it should take the place of one of the 6 planned meetings for the year. This would leave 5 "business" meetings for the year.

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Sub-Board Development Action Plan

Item	Owner	Action required
Leaseholder representation to be defined	Gov Team	Staff to consider correct balance of leaseholders on the Sub-Board and how best to achieve this
Panel agendas	Associate directors	Associate directors to discuss with Panel Chairs options for reporting back to Panels
	Gov Team	Staff to write to the Panel Chairs
Sub-Board agendas	Chairs	Chairs to remind Associates of the option for reporting back under item on “Consultative Panel feedback”
Petitions	Associate directors	Associate directors to remind Panels that petitions can be escalated to the Sub-Board if required
Associates to be involved in Business Planning	Gov Team	Staff to update at the meeting
Ambassadorial function	Gov Team	Recommendation of Governance Review not to increase workload. However, HFI communications team to be reminded to invite Associates to local events

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	14 August 2007	7	Monitoring

Subject of report: Performance indicators June 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 7.99 in the June performance basket, PFI 2 scored 8.37.
- The average relet time for management voids for PFI 1 was 21 calendar days in June and 26 days for the year to date. For PFI 2 there were no voids in June and the year to date turnaround was 0 days.
- Current arrears per tenant have risen by 8.1% compared to March 2007 for PFI 1 and by 1.4% for PFI 2. Rent collection is above contract targets (but below HFI targets) for both PFI1 and PFI2.
- Tenant management organisations achieved 96.2% of caretaking inspections at grade “A” or “B”, for June and 94.4% for the year to date, both above the target of 91%.
- 100% of urgent and 100% of non-urgent repairs were completed in time and 100% of repairs had appointments both made and kept.

3.3 Full details of performance are in the attached Sub-Board report (Appendix A).

4. Conclusion

4.1 Performance in June was better than target in all key areas for contracted services.

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Performance Indicator Report



improving housing through partnership

Performance
Monitoring
Section

QMS
ISO 9001:2000
Certified



June 2007

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		

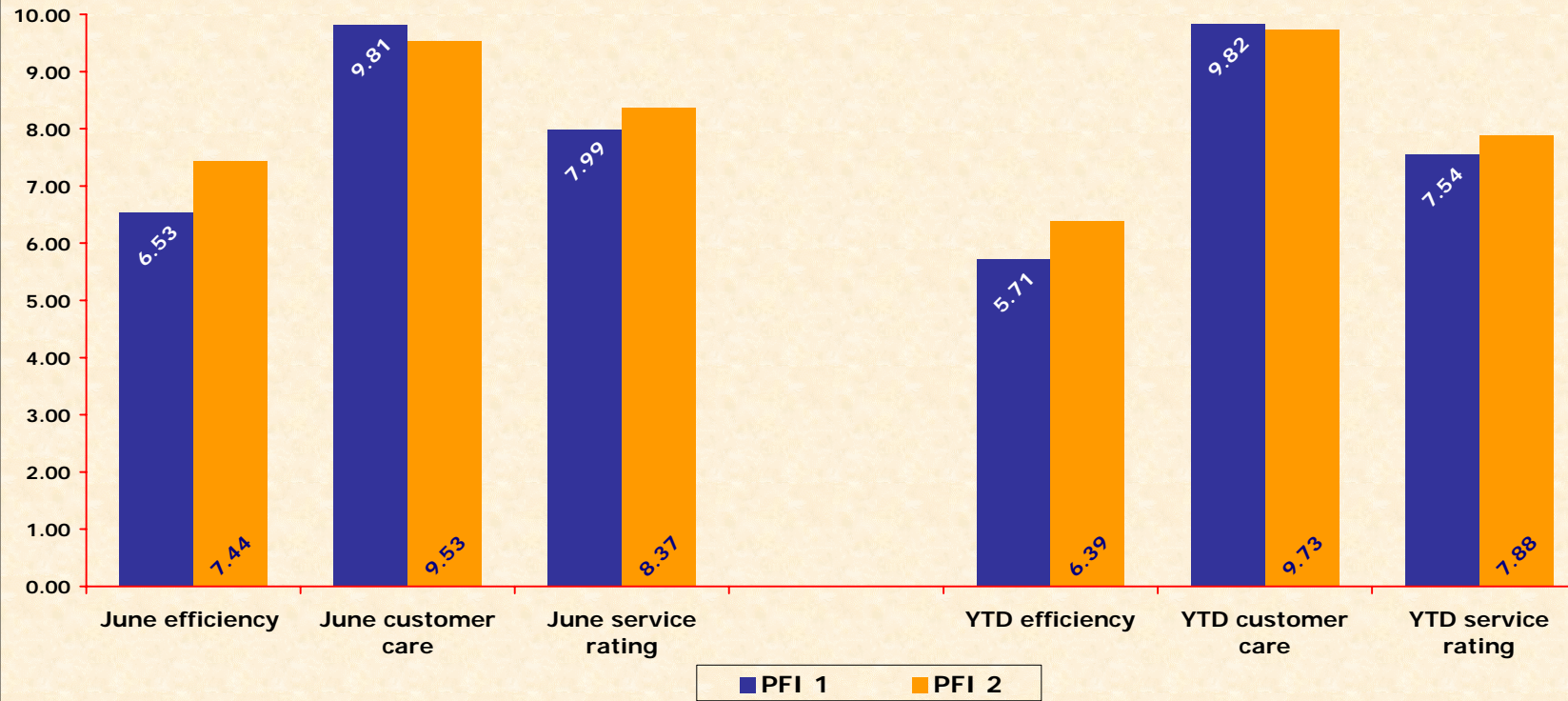
Performance Basket Report June 2007

Partners - Headline Performances

- PFI 1 scored 7.99 points for June, and PFI 2 scored 8.37 points for June. Five of the nine indicators evaluated for PFI 1 and PFI 2 have attained maximum scores this month.
- The Partners in Islington PI "percentage of tenants visits within 4 weeks" has not been recorded for the year to date so far. A new procedure for this indicator is being developed by IT and we await further developments. PFI 1 and PFI 2 scores have therefore been aggregated to compensate for this.
- PFI 1 efficiency score was 6.53 for June, rating as "Satisfactory" and the customer care score was 9.81 points, which rates as "Excellent".
- PFI 2 efficiency score was 7.44 for June, rating as "Good" and the customer care score was 9.53 points, which rates as "Excellent".

Contact Anne Mushington for more information on ext. 4113

PERFORMANCE BASKET - Partners for Improvement in Islington



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	7.54
PFI 2	Good	7.88

Monthly Efficiency and Customer Care Scores		
	Efficiency	Customer Care
PFI 1	6.53	9.81
PFI 2	7.44	9.53

PI's Contributing to the basket

	Wgt. (%)
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; Jun 2007 = 0, YTD = 8
 BVPI 175; Jun 2007 = 0, YTD = 4
 LKPI 20a; Jun 2007 = 4, YTD = 14
 LKPI 20b; Jun 2007 = Nil, YTD = 100%
 LKPI 21a; Jun 2007 = Nil, YTD = 100%
 LKPI 21b; Jun 2007 = 100%, YTD = 93%

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

Jun 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	4	100%	Nil	100%	86%	Nil	0%
Lyon Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
Upper Street	4	0	0	100%	Nil	Nil	75%	Nil	Nil
Central Street	2	0	3	100%	Nil	100%	100%	Nil	0%
PFI 1	1	0	0	100%	Nil	Nil	0%	Nil	Nil
PFI 2	3	0	1	100%	Nil	100%	0%	Nil	0%
HFI Total	24*	0	8	100%	Nil	100%	50%*	Nil	0%

The number of sexuality incidents recorded by Homes for Islington

Jun 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	0	1	Nil	Nil	100%	100%	Nil	0%
Lyon Street	3	0	0	100%	Nil	Nil	67%	Nil	Nil
Upper Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Central Street	0	0	2	Nil	Nil	100%	Nil	Nil	0%
PFI 1	2	0	0	Nil	Nil	Nil	0%	Nil	Nil
PFI 2	1	0	1	N/A	Nil	100%	100%	Nil	0%
HFI Total	8	0	4	100%	Nil	100%	20%	Nil	0%

The number of other incidents recorded by Homes for Islington

Jun 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	3	4	100%	100%	100%	100%	0%	0%
Lyon Street	24	1	3	100%	100%	67%	8%	0%	0%
Upper Street	17	0	0	100%	Nil	Nil	94%	Nil	Nil
Central Street	10	0	2	100%	Nil	100%	100%	Nil	0%
PFI 1	2	0	4	100%	Nil	100%	50%	Nil	0%
PFI 2	7	0	1	N/A	Nil	100%	0%	Nil	0%
HFI Total	107*	4	14	98%	100%	93%	68%*	0%	0%

OPERATIONS

- LKPI 101a;**
The number of ABC's (Acceptable Behaviour Contract's) 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 Contract's)

Comments:

LKPI 101a; Jun = 2, YTD = 8 LKPI 101d; Jun = 0, YTD = 5
 LKPI 101b; Jun = 14, YTD = 23 LKPI 101e; Jun = 0, YTD = 0
 LKPI 101c; Jun = 1, YTD = 2 LKPI 101f; Jun = 16

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 evictions obtained

LKPI 101c	2007			
	Jun	Last Year	This Month	YTD
Central Street	0	0	0	0
Holland Walk	0	1	2	2
Lyon St	1	0	0	0
Upper Street	3	0	0	0
PFI 1	0	0	0	0
PFI 2	0	0	0	0
HFI Total	8*	1	2	2

The number of injunctions obtained

LKPI 101d	2007			
	Jun	Last Year	This Month	YTD
Central Street	2	0	0	0
Holland Walk	2	0	0	0
Lyon St	2	0	2	2
Upper Street	4	0	2	2
PFI 1	4	0	1	1
PFI 2	0	0	0	0
HFI Total	20*	0	5	5

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

LKPI 101a & LKPI 101f	2007	Signed		Live
		Jun	2007	
	Last Year	This Month	YTD	
Central Street	4	0	0	0
Holland Walk	3	0	0	3
Lyon St	5	0	4	4
Upper Street	0	2	4	9
PFI 1	1	0	0	0
PFI 2	0	0	0	0
HFI Total	28*	2	8	16

The number of NTQs/NSP's issued

LKPI 101b	2007			
	Jun	Last Year	This Month	YTD
Central Street	17	3	3	3
Holland Walk	14	5	7	7
Lyon St	12	3	6	6
Upper Street	8	3	7	7
PFI 1	5	0	0	0
PFI 2	0	0	0	0
HFI Total	88*	14	23	23

The number of anti-social behaviour orders

LKPI 101e	2007			
	Jun	Last Year	This Month	YTD
Central Street	0	0	0	0
Holland Walk	0	0	0	0
Lyon St	0	0	0	0
Upper Street	4	0	0	0
PFI 1	0	0	0	0
PFI 2	0	0	0	0
HFI Total	5*	0	0	0

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 = £210.44

(HFI = £202.53, PFI = £246.56)

- down 1.2% (£2.59) since May 2007
- up 3.4% (£6.90) since June 2006

LKPI 24a = £3,535,405

- down 8.8% since May 2007
- down 34% since June 2006

LI 2a = £5,356,583

(HFI = £4,239,662 PFI = £1,116,921)

- down 2.2% since May 2007
- up 0.8% since June 2006

LI 2b = £8,891,989

- down 4.9% since May 2007
- down 16.1% since June 2006

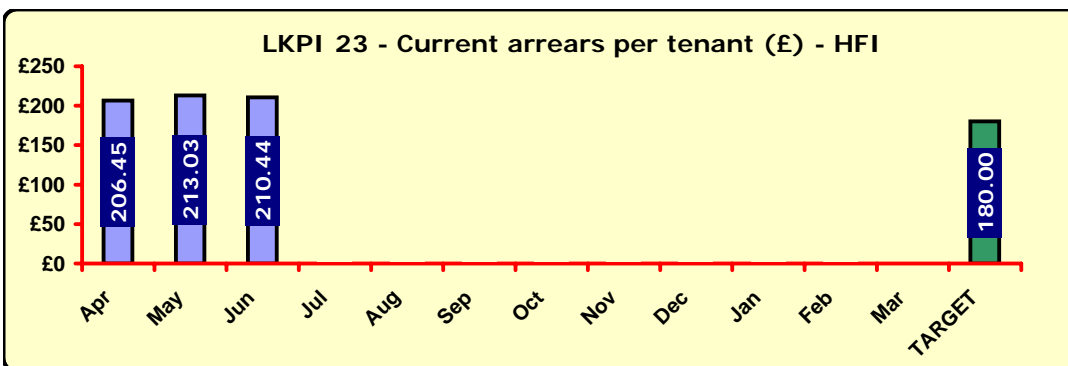
LI 22 = 2.2% increase

(HFI = 1.9% increase, PFI = 3.4% increase)

NB: "Last Year" is March 2007.

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

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



Current arrears per tenant

Jun 2007			
LKPI 23	Last Year	This Month	% Change
Holland Walk	£186.32	£197.23	5.9%
Lyon Street	£235.11	£247.92	5.4%
Upper Street	£192.24	£201.40	4.8%
Central Street	£170.95	£172.62	1.0%
TOTAL HFI	£194.01	£202.53	4.4%
PFI 1	£228.45	£247.00	8.1%
PFI 2	£242.82	£246.30	1.4%
TOTAL PFI	£237.51	£246.56	3.8%
TOTAL	£201.72	£210.44	4.3%

Percentage of debt pool reduction (%)

Jun 2007		
LI 22	Last Year	This Month
Holland Walk	-4.0%	5.5%
Lyon Street	-19.8%	5.0%
Upper Street	-11.4%	-1.4%
Central Street	-10.9%	0.8%
TOTAL HFI	-15.7%	1.9%
PFI 1	-10.1%	7.5%
PFI 2	N/A	1.0%
TOTAL PFI	-10.1%	3.4%
TOTAL	-15.3%	2.2%

Total current rent arrears

Jun 2007		
LI 2a	Last Year	This Month
SLUGS	£60,139	£50,093
Holland Walk	£945,187	£997,401
Lyon Street	£950,774	£998,120
Upper Street	£1,356,083	£1,337,525
Central Street	£849,803	£856,523
TOTAL HFI	£4,161,986	£4,239,662
PFI 1	£384,476	£413,484
PFI 2	£696,177	£703,437
TOTAL PFI	£1,080,653	£1,116,921
TOTAL	£5,242,639	£5,356,583

Total former tenant arrears

Jun 2007		
LKPI 24a	Last Year	This Month
TOTAL	£6,006,748	£3,535,405

Total arrears

Jun 2007		
LI 2b	Last Year	This Month
TOTAL	£11,249,387	£8,891,989

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;

43.6% of all tenants are in arrears (44.0% in June 2006).

- 43.7% of Homes for Islington's tenants are in arrears (44.3% in June 2006).

- 43.1% of PFI 1 & PFI 2 tenants are in arrears (40.4% in June 2006).

- Central Street has the lowest proportion of tenants with arrears at 40.4%.

- Upper Street has the highest proportion of tenants with arrears at 45.4%.

Overall, of those tenants that are in arrears:

- 6.2% have arrears of £2000 or more.

- 13.4% have arrears of £1000 or more.

LI 30b;
Rent accounts where £1000 or more is owed hold 66.2% of the total current arrears balance (66.2% in June 2006)

- Rent accounts where £1000 or more is owed hold 65.1% of the total current arrears balance of Homes for Islington (65.5% in June 2006).

- Rent accounts where £1000 or more is owed hold 70.4% of the total current arrears balance of PFI 1 & PFI 2 (73.8% in June 2006).

- 63.0% (lowest) of Central Street current arrears balance is held in accounts with more than £1000 in arrears.

- 71.1% (highest) of Lyon Street's current arrears balance is held in accounts with more than £1000 in arrears.

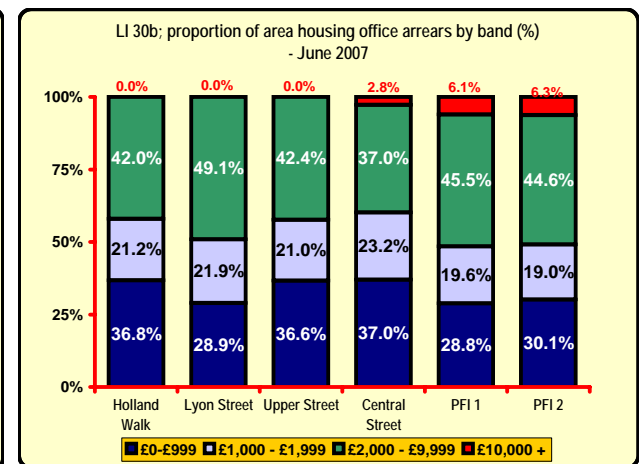
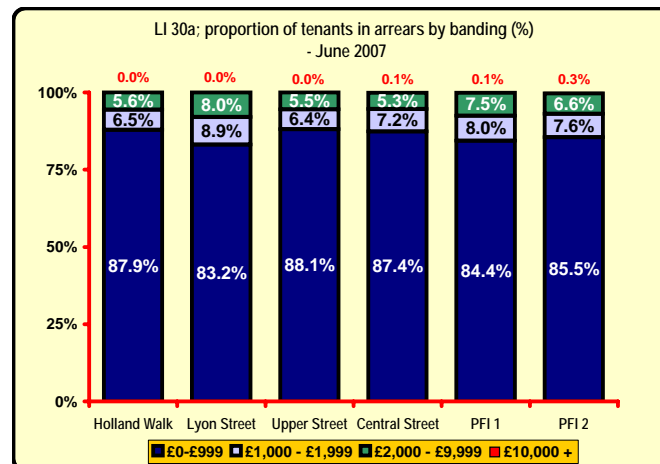
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

LI 30a	Jun 2006					Total	Jun 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	1,764	121	97	0	1,982	2,031	150	130	0	2,311	
Lyon Street	1,349	124	124	1	1,598	1,451	155	139	0	1,745	
Isledon Road	2,017	153	156	1	2,327	N/A	N/A	N/A	N/A	N/A	
Boleyn Road	1,161	71	94	0	1,326	N/A	N/A	N/A	N/A	N/A	
Upper Street	1,597	111	91	1	1,800	2,710	198	168	0	3,076	
Central Street	1,607	123	73	0	1,803	1,765	146	107	2	2,020	
TOTAL HFI	9,495	703	635	3	10,836	7,957	649	544	2	9,152	
PFI 1	578	60	55	1	694	622	59	55	1	737	
PFI 2	N/A	N/A	N/A	N/A	N/A	1,070	95	83	4	1,252	
TOTAL PFI	578	60	55	1	694	1,692	154	138	5	1,989	
HFI	10,073	763	690	4	11,530	9,649	803	682	7	11,141	
% of total	87.4%	6.6%	6.0%	0.03%		86.6%	7.2%	6.1%	0.06%		

Amount of arrears by band

LI 30b	Jun 2006				Total	Jun 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	£291,670	£172,345	£313,343	£0	£777,359	£366,909	£211,597	£418,895	£0	£997,401
Lyon Street	£253,592	£179,729	£448,759	£13,448	£895,528	£288,947	£218,913	£490,260	£0	£998,120
Isledon Road	£388,577	£212,561	£513,541	£10,696	£1,125,375	N/A	N/A	N/A	N/A	N/A
Boleyn Road	£194,656	£103,660	£320,945	£0	£619,261	N/A	N/A	N/A	N/A	N/A
Upper Street	£252,460	£157,078	£313,775	£11,352	£734,665	£489,556	£280,454	£567,516	£0	£1,337,525
Central Street	£289,473	£176,186	£228,525	£0	£694,184	£317,006	£198,514	£317,211	£23,791	£856,523
TOTAL HFI	£1,670,429	£1,001,560	£2,138,888	£35,496	£4,846,372	£1,462,418	£909,477	£1,793,882	£23,791	£4,189,569
PFI 1	£105,914	£82,782	£195,649	£20,588	£404,933	£119,052	£81,202	£188,122	£25,108	£413,484
PFI 2	N/A	N/A	N/A	N/A	N/A	£211,725	£133,944	£313,723	£44,045	£703,437
TOTAL PFI	£105,914	£82,782	£195,649	£20,588	£404,933	£330,776	£215,146	£501,845	£69,153	£1,116,921
HFI	£1,776,343	£1,084,342	£2,334,536	£56,084	£5,251,305	£1,793,195	£1,124,624	£2,295,727	£92,945	£5,306,490
% of total	33.8%	20.6%	44.5%	1.1%		33.8%	21.2%	43.3%	1.8%	



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 June 2007 was 92.5%. The "A" and "B" score for the year to date of 91.9% is above target.

TMO inspections

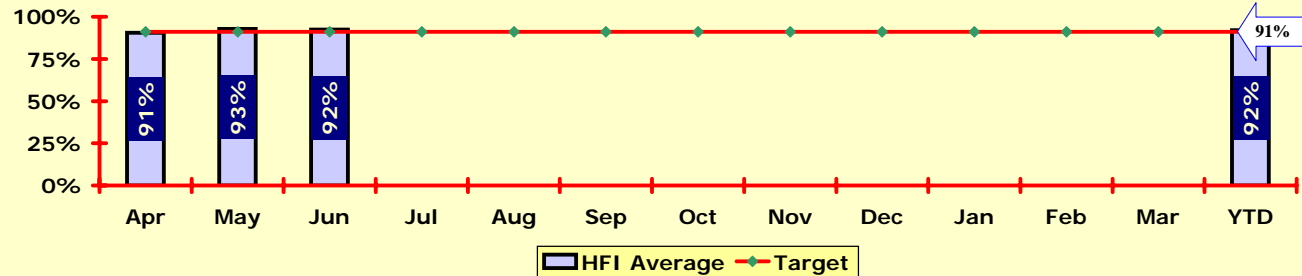
June's "A" and "B" grades have achieved an average score of 96.2%, and a year to date score of 94.4% is above target.

Contact Matt Parsons for more information on ext 4219

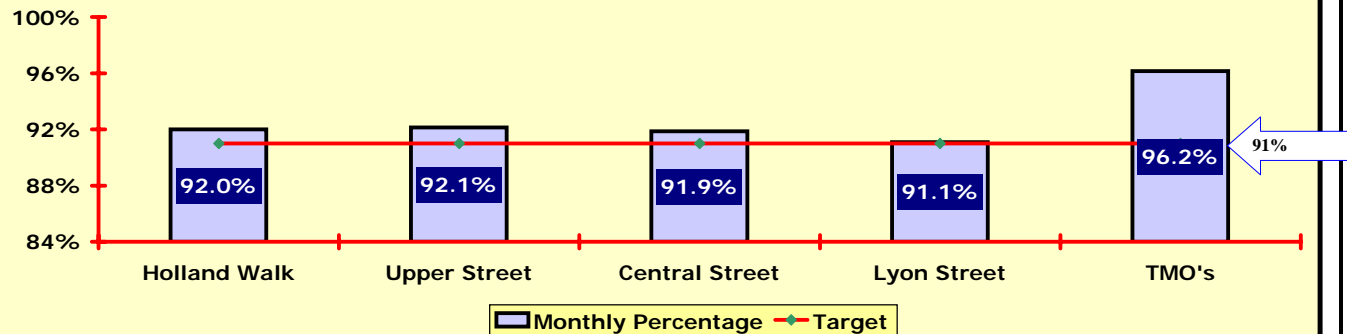
Caretaking inspection total, percentage gradings and average percentage score

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	81	149	19	1	32%	60%	8%	0.4%	81.0%	78.8%	92.0%	90.4%
Upper Street	48	116	12	2	27%	65%	7%	1.1%	79.5%	79.0%	92.1%	90.0%
Central Street	88	160	22	0	33%	59%	8%	0.0%	81.1%	80.4%	91.9%	92.4%
Lyon Street	61	164	22	0	25%	66%	9%	0.0%	78.9%	79.3%	91.1%	92.8%
TMO's	58	117	7	0	32%	64%	4%	0.0%	82.0%	81.0%	96.2%	94.4%
HFI Total	336	706	82	3	30%	63%	7%	0.3%	80.5%	79.7%	92.5%	91.9%

LKPI 69b Homes for Islington percentage of caretaking inspections which achieved an A or B grade



LKPI 69b Monthly percentage of caretaking inspections which achieved an A or B grade by area office



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:

June 2007 Performance:

LKPI 74a = 45 RTB's Received

LKPI 74b = 2.8 weeks

LKPI 74c = 1 weeks

LKPI 74d = 2 weeks

LKPI 74e = 1.5 weeks

Contact Anne Mushingon for more information on ext 4113

	Right To Buy (RTB)	Last Year	Jun-07	YTD
LKPI 74a	RTB Received	483	45	135
	RTB 2 Admittance's	384	29	87
	RTB2 Denials	79	17	46
	Section 125 Offers Issued	458	19	94
	Offers Accepted	182	9	37
	Instructions to legal services	201	20	42
	RTB Completions	128	26	49
	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	2.8	3.5
LKPI 74c	Time from receipt of valuation to issue S125	1.4	1	1.2
LKPI 74d	from valuers to receiving them.	3.9	2	3.0
LKPI 74e	Time from receipt of RTB1 to issue RTB2	2.2	1.5	1.7

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**

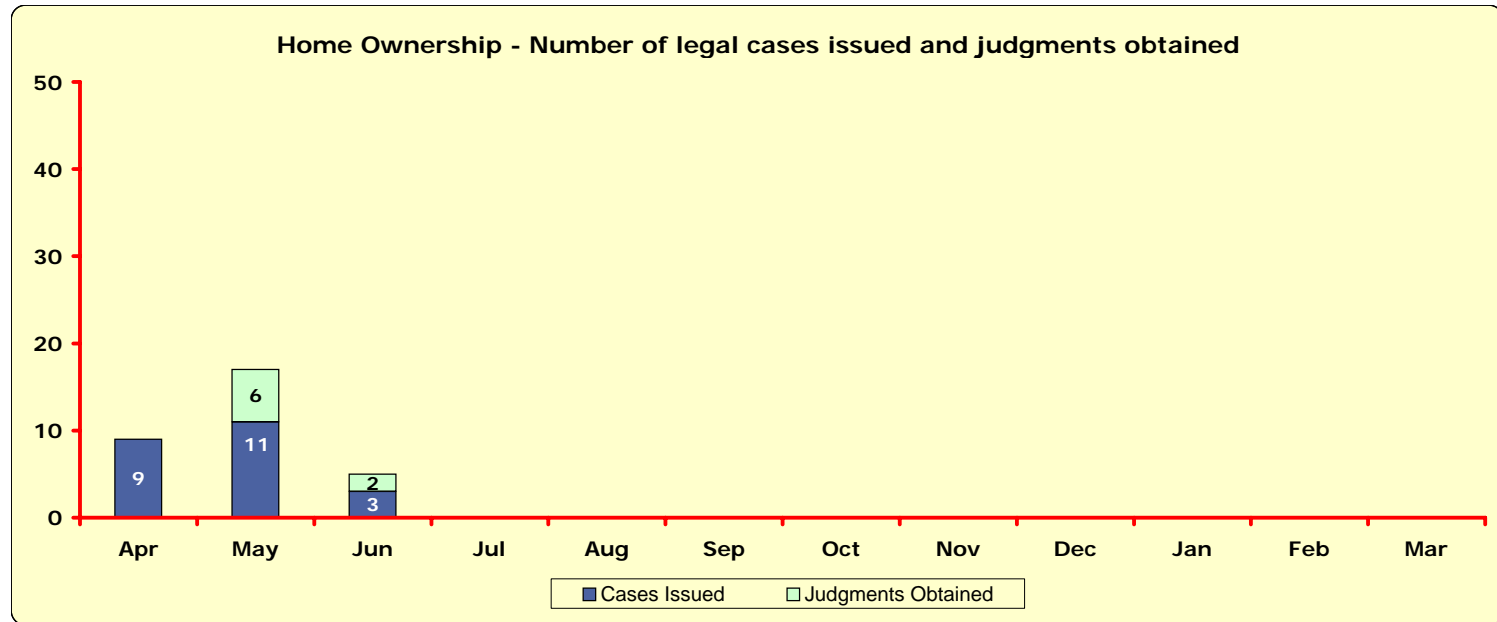
**Comments:
Judgments obtained** may
refer to cases issued in
previous years.

**Instructions recorded:
June = 12
YTD = 38**

NP= Not Provided

Contact Anne Mushington for
more information on ext
4113

NEW CASES	Last Year	Jun	YTD
LKPI 75a - Instructions Recorded	486	12	38
LKPI 75b - Cases Issued	149	3	23
LKPI 75c - Judgments Obtained	95	2	8
LKPI 75d - Judgment Cost	£162,283.73	£3,918.05	£22,645.00



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

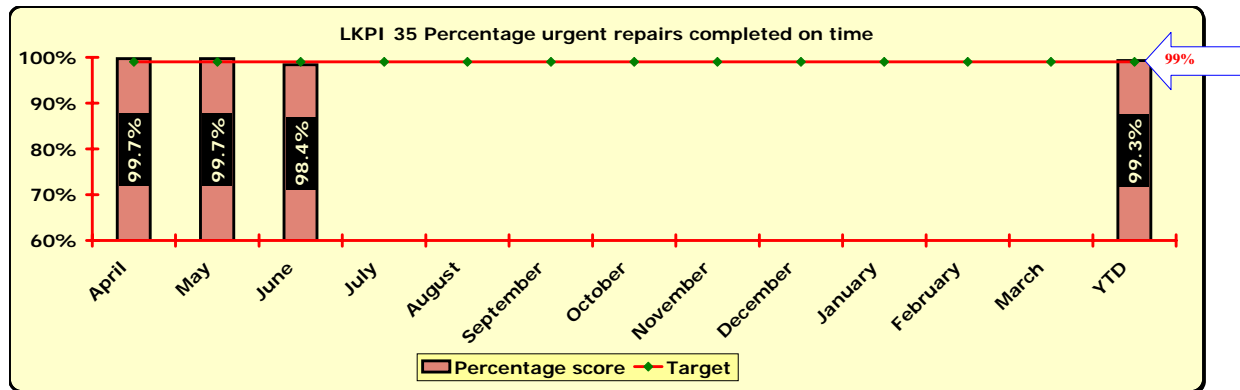
LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	1619	1581	97.7%	197	192	97.5%	522	516	98.9%
Lyon Street	1105	1089	98.6%	129	127	98.4%	383	379	99.0%
Upper Street	1458	1419	97.3%	287	280	97.6%	814	803	98.6%
Central Street	1546	1518	98.2%	194	186	95.9%	568	559	98.4%
PFI 1	3069	3062	99.8%	224	224	100.0%	854	854	100.0%
PFI 2	1886	1884	99.9%	326	326	100.0%	1127	1127	100.0%
TOTAL	13626	13434	98.6%	1357	1335	98.4%	4268	4238	99.3%

(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 June 2007 is 98.4%. Year to date performance of 99.3%, is above target.

LKPI 185: Repair appointments made and kept

The percentage of responsive repairs for June 2007 is 99.4%. 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%	641	634	98.9%	1395	1383	99.1%
Lyon Street	3426	3375	98.5%	320	320	100.0%	1017	1011	99.4%
Upper Street	5318	5244	98.6%	770	765	99.4%	2149	2136	99.4%
Central Street	3019	2982	98.8%	375	373	99.5%	982	977	99.5%
PFI 1	5870	5862	99.9%	371	371	100.0%	1507	1507	100.0%
PFI 2	6002	5997	99.9%	657	657	100.0%	2579	2578	100.0%
TOTAL	38337	37938	99.0%	2477	2463	99.4%	7050	7014	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.

This indicator is included in the Comprehensive Performance Assessment (CPA) calculation which provides a framework for the overall assessment of performance for Islington Council.

Target= 7 calendar days

(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%

Comments:

LKPI 36 - June 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 - June 2007 performance on the percentage of non-urgent repairs completed on time is 99.5%. Year to date performance of 99.6%, is above target.

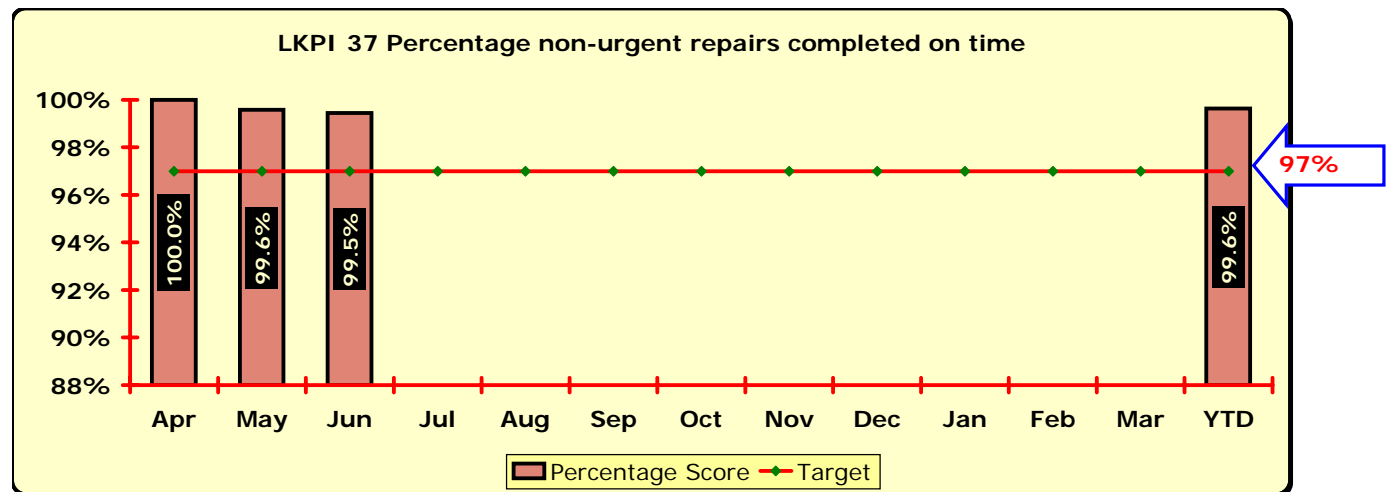
Contact Matt Parsons for more information on ext 4219

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	633	5232	8	1627	12867	8
Lyon Street	3443	29276	9	327	2673	8	999	7846	8
Upper Street	5385	48535	9	774	6498	8	2118	16822	8
Central Street	3071	24745	8	350	2812	8	923	7067	8
TOTAL	26759	238000	9	2084	17215	8	5667	44602	8

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%	633	629	99.4%	1627	1621	99.6%
Lyon Street	3443	3406	98.9%	327	325	99.4%	999	995	99.6%
Upper Street	5385	5315	98.7%	774	766	99.0%	2118	2105	99.4%
Central Street	3071	3041	99.0%	350	350	100.0%	923	921	99.8%
PFI 1	1300	1300	100.0%	147	147	100.0%	368	368	100.0%
PFI 2	1308	1308	100.0%	331	331	100.0%	945	945	100.0%
TOTAL	29367	29027	98.8%	2562	2548	99.5%	6980	6955	99.6%



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; June 2007 = 80.8%
YTD = 87.3%

LI 20 - Reported Quarterly

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%	746	924	80.7%	2065	2401	86.0%
Reception Centre	1052	999	95.0%	0	0	N/A	77	77	100.0%
Performance & Service Development	365	284	77.8%	20	24	83.3%	47	55	85.5%
LBI (Housing)	5224	4449	85.2%	266	305	87.2%	532	610	87.2%
TOTAL (Excluding LBI)	14258	13498	94.7%	766	948	80.8%	2189	2533	87.3%

LI - 20 Local Personnel PI's

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

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	14 th August 2007	8	Monitoring

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

1. Synopsis

1.1 This report provides information on the performance of Partners in delivering the PFI1 contract for refurbishment, maintenance and housing management services to 2,400 street properties across the borough. It summarises current issues and developments in delivering services. Contract variations under discussion are attached at Appendix 1.

2. Recommendation

2.1 That the Sub-board notes this report.

3. General Performance

- In the performance basket, Partners PFI 1 contract was the highest performer across the area housing offices for June although not all issues are directly comparable. The HFI performance basket score for PFI 1 for June is 7.99, which is rated by HFI as “good.” The performance basket score is made up of efficiency and customer care indicators. For customer care PFI 1 scored 9.81 for June which is rated as “excellent” and for efficiency 6.53 which is rated as “satisfactory.”
- No contractual deductions have been made over the period April to June.

3.1 Rent Arrears

The amount collected as a proportion of the amount due in June is 100.4%. The year to date collection rate is 98.97. This is above the contract target but below the HFI target of 100.75%. This ranks third out of the housing offices (including PFI 2 which is first).

3.2 Tenancy Management - Respect Agenda

Partners signed up to the Respect Standard along with HFI on 17th June. The standard is designed to help deliver six core commitments. Each commitment involves Partners working in partnership with residents and other organisations to tackle anti-social behaviour (ASB). It also involves offering support services, to intervene and prevent ASB before it gets out of hand. The commitments are:

- 1) Accountability, leadership and commitment;
- 2) Empowering and reassuring residents;
- 3) Prevention and early intervention;
- 4) Tailored services for residents and provision of support for victims and witnesses;
- 5) Protecting communities through swift enforcement;
- 6) Support to tackle the causes of ASB.

3.3 Customer Care

Performance on answering correspondence, complaints and members enquiries continues to be excellent with all items responded to within 10 days in April, May and June.

3.4 Responsive Repairs and Gas Servicing

Partners' repairs performance in completing jobs within timescales and making and keeping appointments continues to be excellent, achieving 100% on both indicators April to June.

99.23% of Partners properties had a valid gas safety certificate (CP12) at the end of June.

3.5 Voids Management

At the end of June 2007 Partners had 30 voids. 15 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 (excluding the period for major refurbishment works) for the year to date is 23 days. This is within the HFI target of 24 days. The average re-let time for minor voids is 26 days for the year to date. This performance meets the contract target but is just outside HFI's target of 24 calendar days.

3.6 Leasehold Issues

Following the withdrawal of their Leasehold Valuation Tribunal application, Partners have reviewed the level of preliminary costs, overhead and profits that can be charged to leaseholders. Revised figures are more comparable with HFI. A meeting is taking place at the end of July between Partners and Partners Leasehold Action Group (PLAG) with the aim of trying to reach

agreement on the final costs to be charged. Section 20s including the revised costs will be sent out from 1st August.

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 June 2007 Partners had fully completed 1475 dwellings, made up of 1117 tenanted homes and 358 leasehold homes. This is in line with the programme and Partners are maintaining good progress.

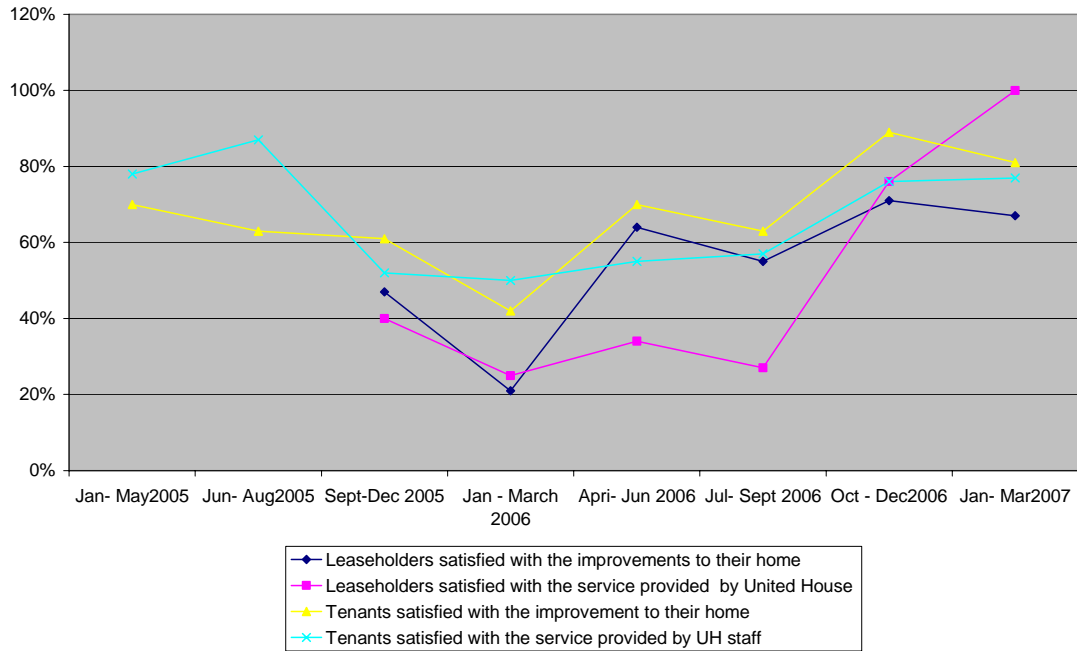
5.2 Works Satisfaction Survey

The latest Partners quarterly survey of satisfaction covering the period January to March 2007 has been received. The results plotted on the graph below show a sustained improvement in satisfaction trends. However it must be noted that the sample size for this quarter was much lower than previous samples, particularly of leaseholders (15 responses), which means that the results are less statistically reliable.

- 81% tenants satisfied with improvements
- 77% tenants satisfied with service
- 67% leaseholders satisfied with improvements
- 100% leaseholders satisfied with service.

The survey interview script has been changed and this is the first report that has used comparable questions to those used by HFI in its survey of residents following major works. It is hoped that, once more data is available, we will be able to benchmark results with HFI. Due to the significant change in the survey questions it is not possible to compare results with previous surveys except for the general questions above.

Overall satisfaction with the works programme Jan 05 – March 07



5.3 Quality of works

HFI is currently carrying out sample checks on quality of works and residents satisfaction and results should be available for the October meeting.

6. Conclusion

Partners continue to provide a very good repairs and housing management service. HFI is also pleased that the works KPIs and satisfaction levels are continuing to show improved performance and it is hoped that these can be further enhanced.

7. Performance Indicators June 2007

	Contract Target 07/08	HFI Target 07/08	March 2007	June 2007	YTD
Complaints % replied to within 10 days	96%	98%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98%	99.9%	100%	100%
Members Enquiries % replied to within 10 days	96%	99%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	95%	98%	97.23%	96.84%
% gross rent collected	97.5%	100.75%	100.20%	100.43	98.97%
Current arrears per tenant	Not a contract target	£180	£228.45	£247.00	£247.00
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	26.99 days	24 days	25.31 days	21 days	26 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	24 days	21 days	21 days	23 days
% of all repairs completed within time-scales year to date	95%	99.0%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	98.8%	100%	100%	100%
% of gas services completed against programme (YTD)	100% at year end	100% at year end	99.60%	99.23%	99.27%

Background papers

Partners for Improvement in Islington contract documents.

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Appendix1

Table 1 - PFI Contract Variations - Summary 19/07/07

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 at 6 monthly review.
05003- water flow rates in boilers	Agreed for signing Aug CRM.	Revised water flow rates agreed as in some parts of the borough the mains water pressure is low. No financial implications.
05004- Disrepair pre action protocol	Agreed for signing July CRM.	
05005- RTB application/works	Agreed in principle. Draft with Partners to estimate any costs. Target for signing revised to Oct CRM.	LBI have confirmed policy is to continue works up to point when RTB sale is completed.
05006- RWP voids	Signed.	Reasonable Works period for voids 77 days.
05007- Decorations	Agreed in principle. Requires redrafting by Partners. Revised date for signing Aug CRM.	Additional decorations to rooms damaged by Works. Call off charge to LBI.
05008- Communal Electric meters	Wording of variation in final stages of negotiation. Revised target date for signing Sep CRM.	If meter supply outside contract will be a call off charge to LBI.
05009 - Stage 2 complaints	In final negotiations over price of the service. Revised target date for	Reflects change to HFI policy that service areas deal with stage 2

	signing Aug CRM.	complaints. Additional costs to be met by LBI.
05010- Allocations (Choice-based lettings) and Void KPI	Agreed. Partners circulating to sub-contractors for signing at Aug CRM.	Reflects change to policy. Partners are working to these standards and revised voids target for 07/08.
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. Target signing date Aug CRM.	Council agreed to share replacement costs of flooring unavoidably damaged by Works, awaiting costs from Partners.
05014- Repairs rectification periods	Awaiting drafting.	Partners to draft.
05015- Communal Area Risk assessments	Awaiting drafting.	Partners to draft.
05016- RWP tenanted	Operating in practice but not formally signed. Target date for signing Oct CRM.	RWP agreed for 8 weeks. HFI have drafted and sent to Partners for comment.

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	14 August 2007	9	Information

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

1. Synopsis

1.1 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 4,096 dwellings across the borough.

2. Recommendations

2.1 That the Sub-Board notes this report.

3. General Performance

In the June performance basket Partners scored 8.37 points for the month out of a maximum of 10 for their overall service rating and 7.88 for the year to date. This is rated as “good”. For the month Partners scored 7.44 for efficiency - rent collection, repairs & voids – which is rated as “good” and 9.53 for customer care, which is rated as “excellent.”

3.1 Rent Arrears

Partners collected 101.68% of the rent due for June and 99.36% for the year to date. This is better than the contract target of 97.25% but below the HFI target of 100.75%. This is the best performance of the six area housing offices. However the average debt per tenant at £246.30 is one of the highest.

3.2 Responsive Repairs

Up to the end of June, Partners had kept 100% of appointments that had been made and 100% of completed repairs were done within set time scales.

The number of dwellings without valid gas safety certificates (CP12s) has continued to drop and at the end of June, 24 homes lacked a certificate (0.83% of the tenanted stock). This does not quite meet the contract target of 100% of tenanted homes with a valid CP12 certificate.

3.3 Voids Management

The number of voids has increased from 44 at the end March to 49 at the end of June. 16 were used as decants and another 16 were being refurbished. Six were being let, 2 were on hold pending their withdrawal from the project or survey before works. Nine had been pre-allocated in advance of the completion of renovation works.

Since April there has been only one minor void and this was let with a zero turnaround time. All empty properties are earmarked for renovation. For the 24 refurbishment voids that have been let since the 1st of April, the average turnaround time from date void to tenancy start date was 19 days excluding the period for refurbishment works.

3.4 Correspondence, Complaints and Members' Enquiries

Partners have replied to very nearly 100% of correspondence, complaints and members' enquiries within the 10 day target response times.

4 Caps and call-offs

4.1 Call-offs

The Council retains responsibility for a number of repairs such as rear garden walls, boundary fences, underground drainage and for the payment of this work which cannot be met from PFI 2 contract fees. LBI has now indicated that it will increase the notional budget of £100,000 to £450,000 to cover PFI2 responsibilities retained by HFI. Committed work to the value of £41,000 has been made so far by HFI in respect of call off works. £11,000 has been spent on walls and fences and commitments of £23,000 have been made. In addition, work to the estimated value of £312,000 is needed for walls and fences which have not been surveyed. HFI is currently managing this by limiting work to urgent health and safety items and where legal action is taken.

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. There are no caps currently exceeded or areas of work that are close to the cap.

Figures for early July show that there were 16 out of sequence major repairs/renewal cases/disrepair cases against a cap of 40. A further 20 cases were waiting for section 20 notices to expire, start dates or resolution of access issues. However there were 46 other cases in the "queue" where detailed structural and damp surveys were being carried out. If surveys identified that works were needed and all these cases were started at the same time, the cap would be breached. Partners and HFI are working together to decide how to manage them within the limits of the cap.

5. Residents Forum

A joint meeting of the PFI 1 and PFI 2 Forums was held on 19 July with the view to merge the two forums and to introduce the new representatives to each other. A further special meeting is to be held on 23 August to ratify the merger, agree a named chair and to agree a constitution.

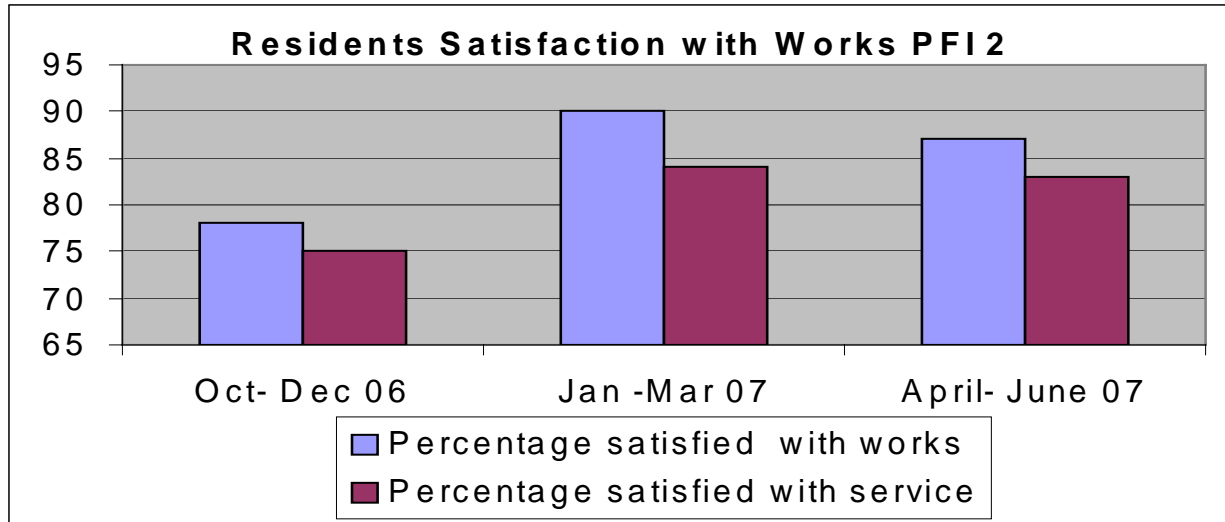
6. Refurbishment Programme

6.1 Progress on programme

The refurbishment programme began on the 2nd October 2006 and is scheduled to finish on 31st March 2012. Partners did not reach the refurbishment milestone for June. They achieved 431 refurbishment points against a target of 529. This was partly due to revisions to the works programme needed after Partners' withdrawal from the Leasehold Valuation Tribunal and the consequent delays in issuing section 20 notices. At the end of June, internal refurbishment works had been completed to 254 tenanted homes and external works to 105 tenanted homes had also been completed. A total of 96 tenanted dwellings had reached the contractual Full Availability Standard. (Both internal and external works completed). This means that there are 9 tenanted homes (105 minus 96) which have received external but not internal works. Works have started to 16 leaseholders' homes.

6.2 Refurbishment KPIs

United House carries out satisfaction surveys of residents and data is collected by them after residents have returned survey questionnaires. Although there are high levels of satisfaction, there has been a small dip in satisfaction with the works and the service provided by United House since the last survey at the end of March. It should be noted that the first survey was based on a small sample of homes so the figures may not be fully comparable.



The data on satisfaction only relates to tenants as no leasehold refurbishment work has been completed.

Other works key performance indicators show that Partners are meeting the targets for protecting and maintaining security and services to homes, staff contact with residents, length of refurbishment works period and complying with pre-works and commencement of works standards. There was a performance shortfall in the last quarter in connection with the refurbishment of one void which exceeded the target completion time and for which a penalty of £1350 will be charged by HFI. There was also a substantial shortfall in the tenant sign off compliance at the end of refurbishment works. (This ensures that all the handover protocols are carried out and that tenants are given the opportunity to verify that the committed works have been completed.) A deduction of £2750 will be made from contract fees. This figure could change as the final surveys for the period are received. Some residents delay returning their survey forms. The figures will be finalised in mid August.

6.2 Inspection of Quality of Works

HFI used to use Consul, an external firm of surveyors, to undertake surveys and check the quality of completed works. Following the appointment of a Technical Contract Manager in the PFI Contract Commissioning Team, HFI is now carrying out its own surveys. The results of the latest surveys should be available for the next sub-board meeting.

7. Section 20 Notices Leaseholders

Partners have now completed their review of preliminary costs, overheads and profits to be charged to leaseholders for refurbishment works. These are in line with the new and lower figures agreed for PFI 1 leaseholders. This follows Partners' withdrawal of their application to the Leasehold Valuation tribunal to determine these costs. Partners started serving section 20 notices in June as the first step in commencing the renovation of the first batch of leaseholders' homes.

8. Equality & Diversity Plan

Partners have produced a plan (see Appendix A) and HFI have made a number of recommendations to improve it. These are being reviewed internally by Partners and a final plan will be agreed by the end of August. HFI will be tracking the implementation of the plan with Partners.

9. Performance Indicators

PFI 2	Contract Target 07/08	HFI Target 07/08	March 2007	JUNE 2007	YTD
Complaints % replied to within 10 days	96%	98%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98%	97.8%	98.8%	99.6%
Members Enquiries % replied to within 10 days	96%	99%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	95%	98%	97%	97.4%
% gross rent collected	97.25%	100.75%	101.29%	101.68%	99.36%
Current arrears per tenant	Not a contract target	£180	£242.82	£246.30	£246.30
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 working days	24 days	18.85 days	No voids	0 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	24 days	29 days	16 days	19 days

PFI 2	Contract Target 07/08	HFI Target 07/08	March 2007	JUNE 2007	YTD
% of all repairs completed within time-scales year to date	95%	99.0%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	98.8%	100%	100%	100%
% of gas services completed against programme (YTD)	100% at year end	100% at year end	97.81%	99.17%	98.8%

9. Conclusion

The contract was launched well and Partners have made good progress. Generally Partners are meeting contract targets across a range of activities. The repairs service is showing good performance. However the refurbishment milestone for June was not reached. Partners are working on a revised works programme to show how this and future milestones will be achieved. This will be available at the end of August. Surveys of tenants are showing high levels of satisfaction with the refurbishment works and the service provided by Partners. Partners have met nine of the 11 works performance indicators and minor penalties will be charged for the two shortfalls. Works have now started to leaseholders' homes and this will assist in meeting the refurbishment milestones.

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APPENDIX

Partners For Improvement in Islington Equalities & Diversity Action Plan 2007 / 08

This is Partners For Improvement in Islington's 2007 / 08 Diversity Plan.

Equalities & Diversity Aims

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
2. To encourage residents from our diverse community to participate fully in resident involvement activities
3. To ensure that, as an employer, Partners is committed to equal opportunities and develops partnerships that support this work
4. To ensure that staff working for Partners understand equal opportunities and diversity
5. To ensure the commitment of contractors and consultants working with Partners to equal opportunities

Our vision for equality:

- Get to know our customers better
- Treat our tenants and leaseholders as individuals
- Meet our customers' needs
- Involve our residents in the way that enables them to be involved
- Break down barriers to accessing services
- Break down barriers to involvement in the decision making process
- Make sure that our sub contractors work to our diversity principles

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

Desired Outcome	Action	Milestones	Resources	Timescale	Person Responsible
1.1 Improved market intelligence	Get to know our customers better	Analyse information provided by HFI regarding demographic breakdown Identify hard to reach groups e.g. BME, working, young, disabled, etc. Target communication in order to deliver services according to residents needs	Alternate methods of communication may incur costs.	March 2008	Head of Quality Housing Manager
1.2 Accessible services	Mystery shopping Develop website and ensure that it is customer friendly Apply for Charter Mark Review Partners appointment letters possibly to include clock (time), house (venue), and picture of visiting officer. Put all translated documents on shared drive and on website Ensure that there is a	Complete Reception Action Plan Residents training on mystery shopping Complete Mystery Shopping exercise Establish % of customers who use the website, have access to the Internet	Trainers fee Application fee, constancy support Design costs Cost of translation	September 2007 October 2007 December 2007 June 2007 August 2007 When available	Head of Quality Office Manager, Partnership

	<p>computer in all reception areas to enable better use of Choice Based Lettings scheme</p> <p>Implement reception criticisms of Disability Islington mystery shopping exercise.</p>		Part of IT review	April 2007	Team & Customer Services Supervisor
1.3 Racial Equality	Ensure that Partners complies with CRE Code of Practice for Rented Housing			March 2008	Project & Performance Manager, Housing Management
1.4 Assess and review the impact of Diversity Plan	<p>Ensure that all procedure reviews include a Equality Impact Assessment</p> <p>Review Partners services against Diversity and Accessibility KLOEs</p> <p>Review Partners online documentation to ensure all wording is correct and in line with the Diversity Policy</p> <p>Ensure that the benefit of the Risk Register is maximised.</p>			<p>Ongoing</p> <p>December 2007</p> <p>December 2007</p> <p>September 2007</p>	<p>Head of Quality</p> <p>Project & Performance Manager, HM</p>
1.5 Equalities	Support LBI in its efforts to gain Equalities Standard Level			As necessary	Head of Quality

Standard	4 in 2007 and level 5 in 2008.				
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2. To encourage residents from the diverse community to participate fully in resident participation activities

Desired Outcome	Action	Milestones	Resources	Timescale	Person Responsible
2.1 Formal involvement of residents in the Partners decision making process	Resident Forums	Bi monthly meetings	Possible phone, design, printing, & postage costs, etc.	May – July 2007	Head Of Quality
	Resident Elections	Invite nominations Send out Voting slips Publish results			Customer First Manager
	Ensure that the Resident Forum is representative of Partners residents, including age, sex, race and disability.	Identify demography of Partners residents			Customer First Manager
		Review the categories of age, sex, race and disability in light of local demographics.			Customer First Manager
		If Forum is unrepresentative, actively encourage under represented groups			Customer First Manager
		Co-opt if necessary to make the panel representative			Customer First Manager
Resident Involvement Strategy		Customer First Manager			
2.2 Informal involvement of residents in the partners decision making process	Residents Fun Day	Define the aims of the day, including engaging PF12 residents and hard to reach groups (see above).	Venue Refreshments Printing Entertainment Staff costs Etc.	May 2007	Head of Quality
		Engage with all services to support the day.		May 2007	

		Hold the fun day.		Summer 2007	
2.3 Feedback from Partners residents	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. Formally link to resident involvement through the Resident Involvement Strategy Ensure that feedback mechanisms are in place to reach hard to reach groups. This will enable services to be targeted.	Cost of extra feedback mechanisms	August 2007 August 2007 September 2007	Head of Quality Customer First Manager Head of Quality
2.4 Effective business planning	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.		March 2008	Head of Quality

3. To ensure that, as an employer, Partners is committed to equal opportunities and to develop partnerships which will support this work

Desired Outcome	Action	Milestones	Resources	Timescale	Person Responsible
3.1 Partners commitment to equalities	Monitor Partners for recruitment, retention and promotion. Review 2006 / 07 and monitor bi annually. Bring your sons / daughters to work day focusing on where men / women are under represented Investigate work experience placements within Partners			December 2007 September 2007 May 2007	Head of Quality Office Manager Head of

					Quality
3.2 Informing staff on diversity issues	Distribute multi faith calendars to staff and resident representatives to increase awareness of religious and other faith festivals in the workforce			June 2007	Customer First Officer
3.3 Team building across Partners	Partners-wide social events / meetings (inc. residents meetings): <ul style="list-style-type: none"> - to be held in accessible venues that respect different cultures - catering arrangements to respect cultural traditions, including labelling of food - promote offer of childcare/transport to residents meetings - all team leaders to be asked to make sure invitations ask attendees to specify special requirements 	Housing management to organise summer staff social event to encourage diverse attendance	Cost of venue, refreshments, etc.	Ongoing, but next event will be summer 2007.	Partners Social Committee; led by Office Manager
3.4 Staff Involvement in planning and diversity	Produce a monthly newsletter, including staff profiles and contributions Introduce work shadowing to enable staff to learn about and understand different areas of work Introduce a system of Internal Quality Audits conducted by a team of staff members. Evaluate whether a Partners Staff Communications Group would increase cross service communication, improve services, and increase the number of staff suggestions Introduce a staff feedback mechanism, possibly an e-mail box and a feedback form on the staff newsletter			Monthly June 2007 June 2007 June 2007 June 2007	Head of Quality / CORE
3.5 Monitoring staff take up of training	Monitoring staff take up of training			September 2007	Head of Quality

4. To ensure that staff working for Partners understand equal opportunities and diversity

Desired Outcome	Action	Milestones	Timescale	Person Responsible
4.1 Staff awareness of Diversity issues	Investigate need to increase size of Diversity Group Meet monthly in response to large agenda Evaluate added value of Diversity Group	Advert in staff newsletter for extra members	May 2007 Monthly June 2007	Head of Quality
4.2 Communicating diversity issues	Diversity item on team meeting agendas across Partners		June 2007	Head of Quality CORE
4.3 Trained workforce Raise awareness of diversity issues	Ensure Partners induction has a strong diversity element Design specific half day training course on diversity for Partners	Trainers fee, possibly venue costs	Quarterly inductions Six monthly, but dependant on demand	Head of Quality

5. To ensure the commitment of contractors and consultants working with Partners to equal opportunities

Desired Outcome	Action	Milestones	Timescale	Person Responsible
5.1	Ensure that all sub contractors have an appropriate Equalities Policy		September 2007	Repairs Manager Director of Construction Head of Housing

The following is an extract from Partners Service Plan 2007 / 08:

Desired Outcome	Action	Milestones	Timescale	Person responsible
Committed to diversity	Complete 2007 / 08 actions in Partners Diversity Action Plan Bring your daughters and sons to work day Promote opportunities for all across all Partners teams Develop 'respect for workers in your home'	Provide HFI CRE information Equalities impact assessment training for Partners Diversity Group Finalise Risk Register procedure	March 2008 September 2007 September 2007 March 2008 March 2008 March 2008	Diversity Group and Partners
An accessible service	Complete Partners 'Reception Action Plan'	Focuses on accessibility	March 2008	Diversity Group
Good employer	Maintain low staff turnover Maintain high staff satisfaction	Conduct staff survey to identify motivators for staff Review the need for a staff reward scheme	March 2008	Partners Quality Team

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	14 August 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 estate-based TMOs and TMCs, delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.

2. Recommendation

2.1 That the Sub-Board notes this report.

3. Background

3.1 HFI’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

The performance monitoring table with performance data and monitoring assessments is shown in Appendix A. Please note this report is now in a new format, with the governance and finance assessments being on a separate page from the other information. This allows for the three previous governance and financial management assessments to be shown as well as the most recent assessments, thereby improving on the “snapshot” that CSSB previously received (showing the most recent quarter only).

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 June 2007.

Six of the 24 TMO/TMCs did not provide some PI information for June. CSSB may wish to consider requiring non-providers to attend a future meeting to explain their failure to provide this information as discussed at a previous meeting.

The following provides information on those organisations that have either failed to achieve the minimum one diamond rating for either governance or financial management in either of the last two quarters or are being closely monitored.

4.1. Taverner & Peckett Square TMO

Taverner TMO has now been assessed as achieving the minimum standard of one diamond for both governance and finance. The reasons for this improved assessment are that the TMO held two committee meetings in the quarter and approved a budget. HFI remains concerned about the poor standard of the TMO's minutes.

4.2. Newbery House TMO

Newbery House Co-op was assessed as no diamonds for finance in the last quarter of 06/07 as it had not set a budget for 2007/08. The co-op has again been assessed as no diamonds for finance as it has still not agreed a budget for 07/08, but has agreed to ask its accountant to draw up a budget that can be approved at its September Committee.

However a different view was provided by Neal Purvis of First Call Consultants, who carried out an independent assessment of the co-op's competence in May 2007. On financial management the report concluded as follows:

"The Co-op has an understanding of financial control and has demonstrated the ability to provide a high quality maintenance and caretaking and maintenance service with the allowances it has received. The Co-op have a book keeper who deals with the rent accounting and financial issues of the Co-op. Officers monitor income and expenditure monthly."

4.3. Samovar

A Termination Notice has been served on this homestead co-op to take effect on 5 November 2007. The co-op consists of two houses converted into seven leasehold flats and one tenanted flat. Management of the properties will be taken over by HFI on the termination date.

4.4. Gambier House TMO

Gambier did not receive any diamonds for financial management for the last quarter of 06/07 as they failed to agree a budget for the forthcoming year by March 31st. The TMO have subsequently agreed a budget and have achieved a three-diamond rating for the first quarter of 07/08.

5. New Modular Management Agreement for Co-ops

- 5.1 Signing of the new agreements by eight co-ops took place at the town hall on 31 May 2007. Some minor omissions in the text of the agreement have

meant that the co-ops and the council have had to initial some amendments to the agreements. These have now been completed by all of the co-ops.

6. Equality and diversity

- 6.1.** Disability Action in Islington produced an assessment of all 23 TMO offices with recommendations of how to achieve disability access. The HFI Tenant Management Team is working with all TMOs to implement immediate changes in areas like signage and visibility. For longer-term improvements, such as ramped access or relocation, the aim is to produce Disability Access Statements that will set out plans to achieve these improvements.
- 6.2.** The HFI Tenant Management Team is organising a training event in autumn that will explore ways of recruiting more members to TMO committees. This will include ensuring there is awareness of equality and diversity issues.

7. Voids seminar

A 'New Voids Standard' briefing was held at the London Voluntary Sector Resource Centre on Thursday 19th July, for all TMO/Cs. Trevor Bates from the HFI Client Voids Quality Team talked the TMO/Cs through the document and briefed the organisations on changes within the Kier review. A total of 17 organisations attended this event.

8. Conclusion

Performance by TMOs is generally good and there are no issues of serious concern at present.

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HOMES FOR ISLINGTON

TMO/TMC PERFORMANCE REPORT TO CONTRACTED SERVICES SUB-BOARD

June 2007

TMO/TMC		Stock Number	Data Supplied	PERFORMANCE INDICATORS				Caretaking*
				Repairs	Correspondence	Voids	Arrears	
1	Arch-Elm Co-op	95	N	NP	NP	NP	N/A	93.3%
2	Bemerton Villages TMO	735	Y	100%	None	None	N/A	97.0%
3	Blackstock TMO	185	Y	100%	None	None	N/A	100.0%
4	Braithwaite House TMO	108	Y	100%	None	None	N/A	85.7%
5	Brooke-Park Co-op	111	Y	100%	None	100%	103%	70.3%
6	Brunswick Close TMO	268	Y	100%	None	None	N/A	Not Inspected
7	Charteris Co-op	127	Y	99%	100%	100%	100%	N/A
8	Dixon Clark Court TMO	60	Y	100%	None	100%	N/A	100.0%
9	Elthorne 1st Co-op	139	N	NP	NP	NP	NP	92.9%
10	Gambier House TMO	115	Y	91%	100%	100%	N/A	85.7%
11	Halfmoon Crescent Co-op	228	N	NP	NP	NP	NP	93.8%
12	Harry Weston Co-op	124	N	NP	NP	NP	NP	100.0%
13	Holbrook Co-op	103	Part	NP	NP	NP	110%	100.0%
14	Hornsey Lane EMB	173	Y	100%	None	None	N/A	100.0%
15	Miranda TMO	148	Y	100%	100%	None	N/A	100.0%
16	Newbery House Co-op**	54	**					Not Inspected
17	Pleydell TMO	280	Y	82%	None	None	N/A	95.5%
18	Quaker Court TMO	76	Y	100%	84%	None	N/A	76.5%
19	Redbrick TMO	111	Y	100%	80%	None	N/A	100.0%
20	Spa Green TMO	129	Y	100%	None	None	N/A	100.0%
21	Stafford Cripps TMO	180	Y	100%	None	None	N/A	92.8%
22	Taverner & Peckett TMO	165	Y	100%	None	100%	N/A	94.7%
23	Wenlake TMO	119	N	NP	NP	NP	N/A	100.0%
24	Weston Rise TMO	144	Y	100%	None	None	N/A	Not Inspected
Total Stock reporting		3977						

Notation

N/A

Not a TMO/TMC responsibility

NP

Not provided by the TMO/TMC

Monitoring Data is for the month of June 2007

* data shows latest inspection result: Overall percentage achieved

** figures for last quarter - TMO has no office or citrix connection

*** Governance and Finance ratings are from 1st quarter, April - June 2007 (where available)

NB: Data excludes Homestead Co-ops

HOMES FOR ISLINGTON

TMO/TMC MONITORING REPORT TO CONTRACTED SERVICES SUB-BOARD 1st Quarter 2007/08

TMO/TMC		Governance				Finance			
		Q2 06/07	Q3* 06/07	Q4 06/07	Q1 07/08	Q2 06/07	Q3* 06/07	Q4 06/07	Q1 07/08
1	Arch-Elm Co-op	◆◆		◆◆	◆◆	◆◆		◆◆	◆◆
2	Bemerton Villages TMO	◆◆		◆◆◆	◆◆◆	◆◆◆		◆◆◆	◆◆◆
3	Blackstock TMO	No Diamonds	◆	◆◆	◆◆	No Diamonds	No Diamonds	◆◆◆	◆◆◆
4	Braithwaite House TMO	◆◆		◆◆	◆◆	◆		◆	◆
5	Brooke-Park Co-op	◆◆◆		◆◆◆	◆◆◆	◆◆◆		◆◆◆	◆◆◆
6	Brunswick Close TMO	No Diamonds	◆◆	◆◆	◆◆	No Diamonds	◆◆	◆◆	◆◆
7	Charteris Co-op	◆◆		◆◆	◆◆	◆◆		◆◆	◆◆
8	Dixon Clark Court TMO	◆◆		◆◆	◆◆	◆		◆	◆
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 TMO	◆		◆	◆	◆		No Diamonds	No Diamonds
17	Pleydell TMO	◆◆◆		◆◆	◆◆	◆◆		◆◆◆	◆◆◆
18	Quaker Court TMO	◆◆◆		◆◆◆	◆◆	◆◆		◆◆	◆◆◆
19	Redbrick TMO	◆◆		◆◆	◆◆	◆◆		◆◆	◆◆
20	Spa Green TMO	◆◆		◆◆	◆◆	◆◆		◆◆	◆◆
21	Stafford Cripps TMO	No Diamonds	◆◆	◆◆	◆◆	No Diamonds	◆◆	◆◆	◆◆
22	Taverner & Peckett TMO	◆		No Diamonds	◆	◆◆		No Diamonds	◆
23	Wenlake TMO	◆◆◆		◆◆◆	◆	◆◆◆		◆◆◆	◆
24	Weston Rise TMO	◆◆		◆◆	◆◆	◆◆		◆◆	◆◆
Total Stock reporting									

Notes

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

Assessment Ratings

◆◆◆
◆◆
◆

NB: Data excludes Homestead Co-ops

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	14 th August 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 Board and comments are sought on them.
- 2.2 That CSSB comment on change of colour for Medium High risks from pink to blue, following comments by Audit and Risk Management Committee (ARMC) to improve its visibility against the red ‘High’ risks.

3. Background

- 3.1 HFI’s Board 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. The risk register is reviewed by Senior Management Team prior to going to ARMC.
- 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 they were presented to the Audit Committee meeting on 22nd May 2007.
- 3.4 There is one new risks included in Appendix A, which is MND 006B ‘Failure to develop HFI services to meet the needs of all its residents’. This is to replace the previous diversity risks MND 002B, 003B, 004B and 005B, which have been deleted from this report.
- 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

It is suggested that medium-high risks be changed to blue shading from pink to make it clearer to see, as some were having difficulty in distinguishing red from pink shading. High and Medium-high risks will be reviewed by Board each quarter, Medium-low risks will be reviewed every six months and Low risks will be reviewed every nine months. There are no High Risks or Medium-high Risks. Risks STR 014 and OPE 017 have both been reduced from Medium-high to Medium-low at the last report to this meeting. Comments are sought from Contracted Services Sub-Board on the risks in Appendix A.

3.7 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					

3.8 The risk abbreviations are:

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

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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 result 68% (from 64% in 06 survey) 60% satisfied with opportunities for participation (from 54% in 06 survey)
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 starting to improve
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
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 and ASB/harassment Disability Forum set up and due to meet from August onwards.

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	14 th August 2007	12	Information

Subject of Report: Report Back from Consultative Panels – July 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 July 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 Group) 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 July 2007

- 4.1 For the July 2007 round of Consultative Panel meetings, there were 2 reports for Consultation:
- **Estate Parking**
 - **Consultative Panel Development**

Appendix 1 of this report is a summary of the views of all Consultative Panels from July 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.

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HFI Consultative Panels – July 2007

	ITEM 1 – Estate Parking	ITEM 2 – Consultative Panel Development
Central Street Area Housing Panel	<p>There was concern that people with blue badges could park in resident's bays causing the resident to park elsewhere and potentially be clamped.</p> <p>There was much concern that contractors working on estates were the worst offenders of parking illegally or causing inconvenience to residents.</p> <p>It was commented that the report had no financial detail such as the number of people clamped and how much revenue this raised.</p> <p>Increase of enforcement fees The Panel agreed that it was reasonable for the charges to be increased, as they had not done so for a number of years, however the Panel was very concerned about the high level of charges suggested.</p> <p>The Panel felt that if the service could be provided for lower costs in other boroughs (e.g. £70 and £150 in Haringey), then there was no reason for them to be increased to £95 and £165 in Islington.</p> <p>Vehicle emissions and parking charges</p>	<p>The Panel liked the suggestion of joint training sessions with the other areas.</p> <p>A suggestion was made that a programme of training sessions were put together that Panel reps could pick from, similar to what happens for school governors each term at CEA.</p> <p>It was felt that sessions after the Panel meeting would drag on, as the meetings go on for some time already. The Panel thought separate/special sessions would work better.</p>

	<p>The Panel discussed CO2 emissions in general and the recent survey carried out by LBI. There was some concern that differential charges would penalise residents with older cars, but the idea of differential charges was not dismissed by the Panel.</p> <p>Amending terms and conditions The Panel supported the relaxation of the lettings agreement in relation to storage of vehicles (for example classic cars) but not to general storage. Reasons for this included concerns regarding terrorism, health and safety, storage of dangerous materials e.g. paint, petrol.</p> <p>A suggestion was made that non-residents or residents from different estates hiring parking spaces or garages should be made aware of the specific 'rules' of that estate, e.g. ensuring gates are closed and that these 'rules' should be added to the agreement.</p> <p>Annual permit renewal The Panel agreed for this to be moved to every 2 years.</p>	
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	ITEM 1 – Estate Parking	ITEM 2 – Consultative Panel Development
Holland Walk Area Housing Panel	<p>The Panel was concerned that there was not enough information in the report to make an informed decision on all the recommendations and raised numerous complaints about the current contractor.</p> <p>The suggestion was made for the contractor to have a list of all residents that have permits so they don't clamp residents with valid permits.</p> <p>The Panel felt that moving the permit renewal to every two years was a good idea.</p> <p>The Panel felt had mixed reviews on whether garages should be used to store goods.</p>	<p>The Panel felt that training should include TRA's to help entice people and help towards building up communities.</p> <p>The Panel welcomed the training but felt that there were issues around the days when training takes place as the majority of people have full time jobs. The Panel requested that HFI look at having training on evenings/weekends.</p> <p>The Panel suggested that panels should go to Trafford Hall or The Resource Centre for training.</p> <p>There was concern that working as a team and making collective decisions may turn the panel into a 'machine' and lose its effectiveness.</p> <p>The Panel felt that training on finance and democracy itself would be worthwhile</p> <p>Regarding the financial implications the Panel asked for a breakdown of the 12K and whether annual grants are included.</p> <p>There were suggestions that there should be trips for Panels to look at examples of good management practice.</p>

	ITEM 1 – Estate Parking	ITEM 2 – Consultative Panel Development
Lyon Street Area Housing Panel	<p>The Panel expressed concern over the perceived quality of the work being done on estate parking by the current contractor.</p> <p>It was felt that the no fee route was equivalent to an incentive to clamp and remove unfairly.</p> <p>The Panel did not agree the increased fees proposed in report.</p> <p>The Panel voted six in favour to increase charges to £75 for de-clamping and £150 for releasing impounded vehicles.</p> <p>Vehicle emissions and parking charges</p> <p>The Panel agreed to this in principle but requested more info on levels of charges.</p> <p>Amending terms and conditions</p> <p>There was no clear indication from the panel on how they would like this matter addressed.</p> <p>Annual permit renewal</p> <p>Panel agreed unanimously to move to bi annual renewal of estate permits.</p>	<p>The Panel did not feel that they would benefit from any training in this area.</p> <p>It was suggested that weekend courses should be offered.</p>

	ITEM 1 – Estate Parking	ITEM 2 – Consultative Panel Development
Upper Street Area Housing Panel (south)	<p>The Panel would like any rise in enforcement fees attached to improve performance by the contractors.</p> <p>The Panel was against using garages for storage.</p> <p>The Panel was in favour of permit issuing every two years.</p> <p>The Panel would like to see improvements with dilapidated garages.</p>	<p>The Panel unanimously agreed with priorities as set out in report.</p>
Upper Street Area Housing Panel (north)	<p>The Panel made no recommendations on charges but concerns were raised that £165 is a lot.</p> <p>The Panel raised concern that the contractor frequently clamps cars which are legitimately parked and displaying proper permit.</p> <p>The Panel raised concern at the number of reports of aggressive behaviour by clampers and office staff.</p> <p>The Panel felt that emission charging would not be practical and queried how charge would be judged.</p>	<p>The Panel welcomed the paper and would like to see all members receiving training as chair and vice chair to increase confidence to stand for election.</p> <p>The Panel felt that training would encourage networking and sharing of good practice.</p> <p>As well as training the Panel felt a social event to thank members for work they do would be welcome</p>

	<p>It was pointed out that most residents tend to be at lower end of economic scale and often own older vehicles – this would result in higher charges for those least able to afford.</p> <p>The Panel felt that rule over current MOT and tax for garaged vehicles should be relaxed at discretion of staff.</p> <p>The Panel felt that a move to bi-annual permit renewal was sensible.</p>	
<p>Islington Leaseholder Forum</p>	<p>The ILF was not quorate</p> <p>The ILF suggested that the de-clamping fee be increased to £75 and the fee for the release for impounded vehicles be kept at £125.</p> <p>The majority of the ILF were against the idea of introducing estate parking charges that vary according to vehicle emissions.</p> <p>The majority of the ILF were in favour of untaxed cars being allowed to use estate garages, provided the owner of the car was a resident of the estate.</p> <p>The ILF were in favour of amending permit renewal for estate parking to every two years.</p>	<p>The ILF was not quorate</p> <p>The ILF felt that people did not want to have training, and therefore they did not provide any suggestions as to what sort of development should be prioritised.</p>

	ITEM 1 – Estate Parking	ITEM 2 – Consultative Panel Development
Partners for Improvement in Islington (PFI 1 and 2) Residents Forums	The Forum represents residents living in street properties managed by Partners. The Forum therefore had no comment on this item as it is not of direct relevance to Partners residents.	The Forum suggested that it should receive training on understanding the Decent Homes Standard and particularly the Housing Health and Safety Rating System (HHSRS).
Tenant Management Forum	<p>The Forum was not in favour of increasing enforcement fees.</p> <p>The Forum expressed mixed views on the proposals for vehicle emission related parking charges.</p> <p>The Forum did not express a view on the proposals for garage usage.</p> <p>The Forum agreed to amend permit review to every two years.</p> <p>The Forum felt that parking charges should be kept the same or lowered.</p>	<p>The Forum was in favour of training in principle.</p> <p>The Forum felt that training away-days would be a good idea.</p>

Item 13

Forward Plan for Contracted Services Sub-Board 2007-08

Date of meeting	Items on the Agenda	Status
09/10/2007	TMO KLOE	D
	PIs - August	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M
	Risk Register	M
	CP Feedback Reports	I
11/12/2007	PIs - October	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M M M
	Risk Register	M
	CP Feedback Reports	I
12/02/2008	Election of Chair / Vice Chair	D
	PIs - December	M
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	M
	Risk Register	M
	CP Feedback Reports	I