

Managed Property Sub-Board
Agenda 12th December 2007
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
1	J White	Welcome/Apologies/ Introductions	Information	Verbal	6.30 – 7.00
2	J White	Declaration of interests	Information	Verbal	6.30 – 7.00
3	J White	Questions from the public	Information	Verbal	6.30 – 7.00
4	J White	Minutes of last meeting (10 th October 2007) and matters arising	Decision	1	6.30 – 7.00
5	J White & D Goldring	Chair and Director of Operations Report	Information	Verbal	6.30 – 7.00
6	D Goldring	Community Safety	Decision	5	7.00 – 8.20
7	D Goldring	Community Fund Allocation	Decision	19	7.00 – 8.20
8	J White	1) HFI / Kier Islington Repairs and Maintenance Performance 2) Performance Indicators 3) Estate Services Update 4) Risk Register 5) Consultative Panels Feedback Reports 6) Update on petitions received at Consultative Panels 7) Forward Plan	Information	73 81 103 109 113 123 129	8.20 – 8.30
9	J White	Any other business	Information	Verbal	8.20 – 8.30
10	J White	Date and time of next meeting 6.30pm, 13 th February 2008	Information	Verbal	8.20 – 8.30

**Homes for Islington
Managed Property Sub-Board (MPSB) Meeting
Minutes of 10th October 2007
At Highbury House, 5 Highbury Crescent**

Present: Louise Round (Vice-Chair), Barbara Coventry, Theresa Coyle, Eddie Niles, Steve Town (Directors)
Eileen Avis, Richard Beal, Robert Burbridge, Chris Clarke, Francois Smit (Associate Directors)

In Attendance: Doug Goldring (Director of Operations)
Barry Hatton (Anti-Social Behaviour Co-ordinator)
Jonathan Keeney (Head of Repairs)
Lee Farrow (Service Development Officer)
Mike Sims (Company Secretary)
Mark Jenkins (Senior Governance Officer – Minutes)

Apologies: Jessie White (Chair) Adam Borrie (Director)

	ITEM	ACTION
1	<p>Apologies / Welcome / Introductions</p> <p>a) The Vice-Chair opened the meeting at 6.35pm. b) The Vice-Chair gave apologies for Jessie White and Adam Borrie. c) The Vice-Chair welcomed Robert Burbridge to the meeting as the new Associate Director representing Upper Street North Area Housing Panel.</p>	
2	<p>Declarations of Interests</p> <p>a) There were no declarations of interest.</p>	
3	<p>Questions received from the public</p> <p>a) There were no questions received in writing from the public. b) A petition was presented from residents of Cyrus House regarding the lack of major works on blocks. It was noted that this petition had been heard at Central Street Area Housing Panel but that the Panel felt that the answer given was not sufficient and asked the Sub-Board to consider the matter.</p> <p><i>A: The Sub-Board noted that this matter fell outside its remit. It was agreed to refer the matter to the Investment and Delivery Committee (IDC) to consider at its meeting on 17th October 2007 and that a response with the outcome of IDC's decision would be provided to the residents of Cyrus House by 31st October 2007.</i></p>	John Phillips

4	<p>Minutes of last meeting 15th August 2007 and matters arising</p> <p>a) Pg. 3, Item 5a) – It was noted that Associate Directors should be invited to attend the tour of the Reception Centres on 16th October and that the date should be re-arranged if necessary to ensure maximum attendance.</p> <p>The minutes were agreed as an accurate record.</p>	Mike Sims
5	<p>Chair and Director of Operations Report</p> <p>Chair's Report</p> <p>a) The Chair informed the Sub-Board that the results of the HFI Board elections for 2007 have been counted and the following candidates have been elected – Joe Trotter, Barbara Coventry, Jessie White and Eddie Niles.</p> <p>b) The Chair informed the Sub-Board that Ann Lucas and Claudia Webbe have also been selected as Independent Board directors.</p> <p>c) It was noted that the Audit Commission is inspecting HFI this Autumn.</p> <p>d) It was noted that HFI, in partnership with Partners for Improvement in Islington, will host the first leaseholder information fair from 2pm to 8pm on 22 October, at The Resource Centre, 356 Holloway Road. The fair will advise leaseholders about the services HFI provides.</p> <p>Director of Operations Report</p> <p>a) It was noted that an Assignment Pack and a plain English guide to framework contracts have been developed.</p> <p>b) It was noted that FITA had signed the new SLA.</p> <p>The reports were noted.</p>	
6	<p>Scrutiny Item – Anti Social Behaviour Update</p> <p>a) Barry Hatton introduced a report providing an update on the provision of services across the Areas being used to tackle issues of Anti-Social Behaviour and to outline initiatives being taken to deliver a service to our tenants and residents.</p> <p>b) It was noted that Good Neighbour Agreements are signed with new tenants and that there are 2 schemes each in the north and south of the borough.</p> <p>c) The Sub-Board commended both the Access to Sport and the Arsenal Positive Future schemes.</p> <p>d) It was noted that staff are looking to improve the number of ABC's issued.</p> <p>The report was noted.</p>	

7	<p>HFI Community Fund</p> <p>a) Doug Goldring introduced a report informing the Sub-Board about applications to the HFI Community Fund.</p> <p>b) It was noted that future application summaries would include detail on the number and type of people that would be affected.</p> <p>c) It was noted that for future years staff would consider the need to bring an update report on how various schemes are progressing.</p> <p>d) MPSB did not agree to fund the scheme for New Orleans Community Centre but asked that it was brought to the meeting on 12th December with further detail.</p> <p>MPSB agreed to fund the schemes for Cyrus House TRA, Highbury Vale Blackstock Trust, Islington Pensioners Forum (the amount to be £1000), Girdlestone Pensioners Club and the Islington Bangladeshi Association.</p> <p>(Christian Clarke left the meeting at 7.05)</p>	<p>Simon Kwong</p> <p>Simon Kwong</p> <p>Simon Kwong</p>
8	<p>HFI / Kier Islington repairs and Maintenance Performance</p> <p>a) Jonathan Keeney introduced a report on the key areas of performance that HFI focuses on in the provision of a repairs and maintenance service to customers.</p> <p>b) It was noted that future reports would provide:</p> <p>i) Financial monitoring information</p> <p>ii) Up to date information on Gas performance</p> <p>iii) An explanation of the performance indicators LKPI 79a and LKPI 79b.</p> <p>The report was noted.</p>	<p>John Phillips</p>
9	<p>Performance Indicators</p> <p>a) Doug Goldring introduced a report giving performance figures for a range of HFI services within the remit of the Managed Property Sub-Board.</p> <p>b) It was noted that the figures for Rent Arrears are moving in the right direction.</p> <p>The report was noted.</p>	
10	<p>Risk Register</p> <p>a) Doug Goldring introduced a report presenting the current position with regard to all risks that relate to the Managed Property Sub-Board.</p> <p>The report was noted</p>	

11	<p>Consultative Panel Feedback Reports</p> <p>a) It was noted that the Panels had raised concern with the Digital TV proposals. In particular it was felt that there should be an opt-out clause for those residents who already had digital TV provided through Sky.</p> <p>b) The Sub-Board did accept that as communal aerials would not exist from 2012 and that HFI had to find the most cost-effective method to meet this demand.</p> <p>c) It was noted that the decision on charges would be made by LBI Executive in February 2008. The Sub-Board asked that this be considered at a Board / CE session as well.</p> <p>The report was noted.</p>	Mike Sims
12	<p>Update on Petitions Received at Consultative Panels</p> <p>The report was noted</p>	
13	<p>Forward Plan</p> <p>The forward plan was agreed</p>	
14	<p>Any Other Business</p> <p>No other business</p>	
15	<p>Date and Time of Next Meeting</p> <p>a) 12th December 2007, 6:30pm, Highbury House.</p>	

There being no other business to conclude, Louise Round closed the meeting at 8:10 pm.

Vice-Chair – Louise Round

Date

Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Agenda Item	Status
MPSB	12 th December 2007	6	Decision

Subject of report: Community Safety Budget 2008/9

1. Synopsis

- 1.1 This report sets out proposals for the security works part of the Community Safety and Neighbourhood renewal budget for 2008/9. The proposed allocation process for the Community safety budget was initially agreed by IDC on the 5th January 2005. The recommendation in April 2007 by Board was for this decision on funding allocation to be made by Managed Property Sub Board.

2. Recommendations

That MPSB:

- 2.1 Agrees which schemes should be proposed to be included in the 2008/9 programme under the Community Safety initiatives budget heading.
- 2.2 Considers setting a two year program owing to the significant demands placed on this resource or consider identifying a reserve priority list.
- 2.3 Notes that the proposed schemes will be provided to Consultative Panels in January 2008 to ensure that they do not double up with tenants compact funding.

3. Background

- 3.1 From 2005/6 Board agreed to allocate capital monies to community safety initiatives.
- 3.2 It was agreed that the priorities to be funded from the Community Safety budget were increased measures to tackle ASB and the fear of AS. Not just additional security doors but also looking at additional lighting and environmental improvements to achieve these outcomes. A priority was also to ensure maintaining the effective integrity of existing door entry schemes. This was based on the tenant's survey in 2004. However, subsequent surveys have shown that security and community safety remains a high priority for residents.
- 3.3 The budget for 2008/9 is proposed to be set at £800k for community safety initiatives. This is subject to MPSB ratification.
- 3.4 The priorities identified are for estates and blocks where there has been a considerable amount of ASB and where the current security is inadequate or non

existent. The community safety budget also gives the ability to invest in the environment or infra structure which would be commensurate with reducing the issues of safety.

4. Proposed Schemes

- 4.1 The schedule attached at Appendix A outlines the schemes identified. It highlights the costs of vandalism for the last 12 months and the crime data by ward.
- 4.2 The amount bid for is £1,279k. The budget is for £800k. Savings of £479k need to be found for 2008/9. These bids have come from the Areas but have been in conjunction with local resident requests for HFI to improve the security on estates. In addition a number also have Police support.
- 4.3 There are recommendations made as to which schemes should be included taking into account the Vandalism, Crime figures and local issues highlighted. Clearly these are merely recommendations and all schemes put forward have merit in being undertaken. **The recommended schemes are highlighted in yellow at Appendix A.**
- 4.4 This budget is primarily to be used for schemes which are of a larger nature than the local Consultative Panel tenants compact can fund as there are few alternative sources of funding available at present.
- 4.5 It should be considered that a reserve list of schemes in priority is agreed as there may be scope for savings in some schemes following further consultation with leaseholders and residents.
- 4.6 In September 2007 the Area Housing Offices were asked to look at schemes that could not be funded from the existing Local Tenants compact. As a guideline schemes of £50,000 or over were suggested.
- 4.7 It should be noted that some schemes have been submitted below this threshold.

5. Implications

5.1 Financial Implications

5.1.1 Capital Implications

The Director of Resources has confirmed that the proposed budget available for 2008/9 is £800k. This is funded from the overall capital resources available for 2008/9 to HFI.

5.1.2 Revenue Implications

Undertaking capital improvement work and providing new components will mean that repairs will not be required using the existing repairs budget.

5.1.3 Efficiency Implications

As above and the works themselves will not only reduce direct vandalism costs but have an impact on staff time in dealing with ASB and communal repairs.

5.1.4 Risk Implications

There has been a track record in delivering these improvements in the past and the timetable set for agreeing schemes in December for the following financial year allows sufficient time to ensure that schemes are delivered.

5.2 Legal Implications

5.2.1 Statutory S20 consultation with Leaseholders will be required for these schemes to progress. Full consultation with residents will be on each scheme before the work is commissioned.

5.3 Equality implications

5.3.1 Projects that are to be undertaken will take into account the needs of residents in terms of ensuring that the maximum number of residents are consulted and that consultation material is available in various languages.

5.4 Sustainability implications

5.4.1 Investment in community safety will have a number of sustainability benefits:

- It will reduce crime and the fear of crime, thus improving community cohesion and reducing the call on services to deal with community safety issues.
- Investment will protect other capital investment and thus reduce the need for more resources to make good further vandalism.
- Low energy lighting will be used for lighting elements of work.
- In line with the green procurement policy, we will work to ensure that the supply chain for these works is as green as possible.

5.5 Consultation Implications

5.5.1 The proposed method for consultation is similar to previous years. The decisions made by MPSB will be presented to the Consultative Panels in January 2008. This is so this can be factored into the local areas decisions around tenants compact spend.

5.5.2 For all projects there will local consultation on the scheme with those directly in the block or on the estate as per existing procedures. Statutory Leaseholder consultation will be undertaken where applicable.

6. Conclusion and reasons for recommendations

6.1 The purpose of this report is to agree a way forward for 2008/9 in delivering the security part of the Community safety and neighbourhood renewal program.

6.2 The Area Housing Offices have taken on board issues concerning repeat vandalism, local feedback and the overall level of crime. Their recommendations have identified areas where security is a concern for local residents. All these schemes are merited

and there have been preliminary discussions with the local residents in almost all cases.

- 6.3 It is accepted that it is a difficult task to rationalise the schemes to comply with the budget available for this financial year and the attached proposals merely make suggestions based on other possible funding options or the criteria set.
- 6.4 MPSB is asked to agree the schemes plus priority reserves for 2008/9 within the budget limitations. In addition MPSB may wish to consider setting a two year program to ensure that the majority of these schemes can be undertaken provided funding is available again for 2009/10.

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Appendix A - Community Safety Budget 2008/9 Draft Proposal

Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
1. Budget shortfalls from Previously approved schemes r Court	102 Upper st				<p>Gardner court - For the following scheme there was unfortunately a budget deficit when the tenders were returned of £51k.</p> <p>In 2006 IDC allocated £127k to provide entry phone systems in this block where none had existed previously. However, please note this scheme is currently on-hold due to a procurement problem regarding door specification and could potentially be required to be re-tendered.</p> <p>It was noted at the time that in this case costings were approximate.</p> <p>Recommend as scheme committed as was deemed a worthy scheme last year</p> <p>05/06 & 06/07 Popham Street Security – Although not strictly a budget shortfall it is clear that in previous years there has been a program of undertaking security works on this estate and there is one phase left to be completed . Currently we have 2 phases of these schemes on-going approximately £250k. A 3rd phase would be required to complete all blocks initially approved by IDC; this 3rd phase would bring the total budget to approximately £375,000 Budget is £252,251, therefore estimated shortfall is around £125k</p> <p>07/08 Bevin Court Door Entry - Tenders received for £239,325 against a budget of £210,000 thus £29,325 over budget. Similarly</p>	<p>Gardner £51k</p> <p>Popham continuation £125k</p> <p>Bevin ct £30k</p>

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
					to Gardner Court, this scheme is currently on-hold due to a procurement problem regarding door specification and could potentially be required to be re-tendered. Approximate additional funds required £30k	
Hillfield/Larchfield Highbury Estate	61 units	Install new Pensher security Door and Frames and Entryphone System		Mildmay 21 Violence 21 Burglary 7 Drugs 12 Criminal Damage Total crime all types 107	These are the only two blocks on the Highbury estate that have not had any security works carried out in regards to security doors or installation of entry phone systems. Both of these blocks are on main roads, and definitely suffer from youth problems/gatherings. The design allows congregation at present in the stairwells and is used to shelter from the rain. £50k funding has already been secured to complete this scheme however it would be useful to complete both blocks and therefore provide security for the whole estate. Recommended	£50k

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
2. New River Green estate.	Upper Street 500	Install 40 No. new col lights & top post lanterns + renew 15No existing col. Lights & top post lanterns + install 8No new 70watt son wall mounted lights throughout estate.	£50k which includes issues to the camera installation.	Total 1288 Canonbury. 22 Violence 22 Burglary 6 Drugs 15 Criminal Damage. Total crime all types 134.	<ul style="list-style-type: none"> There has been a significant increase in the volume of ASB activity on the Marquess Estate, resulting in HFI and our partners Southern Housing to develop a CCTV Scheme to help combat it. Since the cameras have been erected, they have constantly been under attack, causing the system to go down and making it totally in operable. Part of the problem is due to inadequate or extremely poor lit areas which were not identified at the initial stages of the project. <p>The funding is for the erection and enhancement of existing lighting, to support the system currently installed, thereby reducing the levels of ASB activity within the area.</p> <p>Recommended to compliment the works so far undertaken. New river green is a large estate and a significant issue for HFI in managing ASB.</p>	£62,000
3. Andover Estate plus other Arsenal Positive Futures estates.	Upper Street	To provide IT and sports equipment to supplement the work going on the estate with Arsenal Positive futures. This will be for assistance to the following estates: Andover , Harvist, Kings Square,	n/a	N/a	<p>Recent improvements to this scheme mean that on average almost 500 young people are engaged in these activities each week. The scheme has been successful and has expanded. We would like to build on the work undertaken on the Andover in conjunction with the TRA in order to provide assistance across the estates being used.</p> <p>This is for the replenishment and upgrade of IT equipment being used as part of the home work clubs as well as ensuring there is a CCTV link from the Andover ball area back to the new</p>	£25,000

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
		Hollins/McCall, Highbury Quadrant.			<p>conciierge.</p> <p>The cameras were bid for in 2007/8 and this was unsuccessful.</p>	
4. Pangbourne and Moultsford House	Lyon Street 86 (20 leaseholders)	<p>Due to problems caused by the poor communal door entry system at Pangbourne and Moultsford House a bid is being made to renew and upgrade the door entry systems.</p> <p>Upgrading of the communal door entry system will play a pivotal role to deter and reduce crime, disorder and the fear of crime at Pangbourne and Moultsford House. It would be a daily source of comfort and security for venerable residents.</p>	<p>During the 12 month period September 06 to August 07 there has been 20 recorded repairs carried out to the communal door entry system at Pangbourne House at a total of £2418.98. Vandalism can be accounted as the caused for majority of the repairs carried out to the communal entry door system.</p>	<p>Holloway</p> <p>Violence 24 Burglary 21 Drugs 6 Criminal damage 15</p> <p>Total crime all types 120</p>	<p>Pangbourne and Moultsford Houses are two 10-story blocks on the Camden Estate. These blocks were built in 1964 with each containing 11 one-bed flats and 32 two bed flats. The communal entry doors are old wooden doors with Yale key access. The constant vandalism has done severe damage to the doors making it easy to force entry.</p> <p>In the past the Anti social behaviour team has requested tasking patrol to be done. It is the opinion of many that as Landlords in the area make their properties more secure the displaced crime and anti social behaviour would move to the lesser secure properties.</p> <p>Significant lobbying from police and petitions from residents on this need. Unsuccessful bid last year. Recommended</p>	£80,000
5. Boston/Nailour Estate	Lyon Street 333	Install barrier gate to main estate entrance(Nailour) +	£4557	<p>Caledonian</p> <p>Violence 28</p>	<p>According to our survey 36% percent of respondents described themselves as "Very concerned" about Antisocial Behaviour, while a</p>	£104,000

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
	units 117 leasehold/freehold	Keys Install speed humps across the estate(Nailour) Improve/Additional lighting on the estate (Boston) Improve/Additional lighting on the estate (Nailour) Garages- Renew all damaged doors (Boston) Make Current gates electric/fob to garage entrance (Boston) Key operated metal security gates Line Marking (For Estate to go controlled) (unattended cars) Moped Barriers (Nailour).		Burglary 14 Drugs 8 Criminal damage 20 Total crime all types 133	further 43% stated that they were "Fairly concerned". When asked to indicate when most problems took place, 58% of total respondents stated that most problems took place between 6pm and 10pm, with equal numbers stating that such problems extended into the adjoining time periods of 3pm to 6pm and 10pm to 2am. The largest proportion of respondents (43%) indicated that most problems occurred "In Communal Areas" although it must be taken into consideration that the definitions of "Communal Areas" and "Inside" or "Outside" of the block may overlap. We have also had reports made to the office for youths sitting on the stairs, driving mopeds across the estate, drinking on the estate and generally causing a nuisance. High crime area with significant issues on the estates where residents have expressed concerns. Recommended.	
6. Bentham Court	Central Street 160 units	1. Install steel roof encasement and steel door to access area from New North Road. 2. Removal of seating / brick planters x 4. 3.Reduce level of brick planters and reformation x 8. 4. Removal of	£8000	St Peters Violence 27 Burglary 20 Drugs 7 Criminal damage 24 Total crime all types 187	There have been significant ASB issues on this estate which have been exasperated by the design and the joint management between HFI and Circle Anglia. HFI are working in partnership with Circle Anglia, the Safer Neighbourhood Team and Councillors within St Peter's ward to tackle this problem. There have been regular liaison meetings and this I what has led to this scheme being bid for.	£50,000

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
		existing bin chambers and replacement with steel enclosures. 5. Removal and relocation of main entrance door with access control of 9-16 New Bentham Court. 6. Removal and disposal of canopy roof and walls. 7. Replacement of existing intake cupboard door with steel door with gerda key at main entrance to estate.			<p>Consultation was carried out with residents on Bentham Court by Groundworks in 2004 to establish what changes residents wanted on their estate. This was not progressed due to shortage of funds.</p> <p>Significant further consultation was completed by HFI, Circle Anglia and the Safer Neighbourhood Team in July 2007 to establish the priorities of the residents at Bentham Court</p> <p>On going for some years and has remained a persistent issue owing to lack of available funds. Backing for residents and police it makes the case. Recommended.</p>	
7. Hilldrop estate - Rushmore	Holland Walk	Renewal of Door Entry System at Rushmore House.	£3,000	<p>St Georges</p> <p>26 Violence 18 Burglary 6 Drugs 14 Criminal Damage</p> <p>Total crime all types 116</p>	<p>Police state that due to the faulty door entry system ASB has prevailed within the block of nearly 3 years. All communal entrance doors to Upper Hilldrop have been upgraded with the exception of Rushmore Hse. Residents regularly complain about the H&S issues arising from the flooring that could lead to serious a serious accident. Also recommended by LVT.</p> <p>A high degree of ASB both internally and externally by youths congregating on communal stairwell and intimidating residents.</p> <p>Only block without upgraded entry phone. needs to be done but suggest reserve scheme as can look to Tenants compact funding through panel.</p>	£22,000

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<p>8. New Orleans Estate</p> <p>Iberia and Monroe House</p>	<p>Iberia/ Monroe</p> <p>88 units</p>	Install new Pensher security Door and Frames and Entryphone System.	£71,794 Oct06 –Oct-07 this figure includes protection work especially around gerda entrances carried out in the year	<p>Hillrise</p> <p>Violence 20 Burglary 14 Drugs 3 Criminal damage 11</p> <p>Total crime all types 89</p>	<p>There is a Police Crime Analysis Report indicating the difficulty of patrolling this particular estate due to many linking walkways and subterranean areas. In September 07 Iberia & Monroe experienced two serious crimes including a gun crime. Walkways and communal areas are frequently congregated by large numbers of youths drinking alcohol, smoking cannabis and other forms of ASB impacting on the lives of residents.</p> <p>Identified by area as their highest priority although not a high crime area and case for vandalism/criminal damage is not proven. In addition New Orleans received funding last year and the year before through this forum for works to the security hatches to combat pirate radio and environmental; improvements</p>	£118,000
9. Palmers Estate	Holland Walk	Renewal of Football Cage and Provision of CCTV	£2500	<p>Junction</p> <p>31 Violence 20 Burglary 6 Drugs 16 Criminal Damage</p> <p>Total crime all types 140</p>	<p>Palmers Estate is the hub for youth from Camden and Islington and well known for ASB. The football cage in the estate has been made unusable because its design encourages criminal activities including drug smoking and dealing, sexual activities and youth misdemeanour to go on within the cage without being noticed. The concrete wall around the cage serves as a haven for youth engaging in these activities. Proposal is to replace the concrete wall with steel wire mesh fence and provision of CCTV</p> <p>High crime area and a known ASB hot spot recommended.</p>	£45,000
10. Dovercourt	Upper	Install CCTV system	£3267	Canonbury	To counter ASB problems on block which	£134,000

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
Estate	Street 134 Units	to Ilford and Threadgold House.		22 Violence 22 Burglary 6 Drugs 15 Criminal Damage Total crime all types 134	includes drug taking, youths congregating on landings and stairwells. Was originally agreed in 2004/5. However funding allocated was insufficient. Area Housing office advised at the time this is no longer an ASB Hot spot. It would appear this has changed and although bid made in 2006/7 it was placed on reserve list. Recommend.	
11. Spring Gardens	71 Upper Street			Mildmay Total 988 21 Violence 21 Burglary 7 Drugs 12 Criminal Damage Total crime all types 107	Continual ASB from youths and pupils from Highbury Grove School, using the blocks stairwells to congregate smoke drugs, leave food containers, spray offensive graffiti and urinate. Reports of drug selling taking place in some locations. Please note that this estate is neighbouring Highbury Estate and suffers from the same type of ASB problems which resulted in a death last year. Given that there is NO door entry system at all and the increased in ASB activity in the communal areas this is recommended.	£105,000
12. Penderyn/Trestle Way	112	Renewal of Play area and Provision of CCTV.	£3,456.69	St George's The police crime analysis report states that the ward is an 'emerging location' for crime. There were 57 robbery or snatch offences in	Residents of Trecastle & Penderyn Way want to bring back into use the play area which has become desolate. For over 25 years it was serving as sanctuary for birds, rodents, drug dealers and thieves. It became a hideaway for stolen goods, gangs and criminals and because of its position visitors of inmates of the Holloway Prisons has always been found lurking in the area. The place has been cleared and residents want it to be renewed with CCTV	£62,000

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Address of Scheme	Units	Type of scheme	Vandalism / Repair costs in last twelve months	Ward crime data 3 month data only available	Comments / reason for work	Estimated Costs
				the last 12 weeks and two of the robberies took place on or adjacent to the Highbury estate. Total crime all types 116.	provided. Case not proven although significant police support. Possibly look to some match funding from the Tenants compact or external sources. Possibly utilize Groundwork.	
13. Colman Mansions	40	Door Entry, Fencing & Bow Top Railings	£2000	Hillrise Violence 20 Burglary 14 Drugs 3 Criminal damage 11 Total crime all types 89	Incessant ASB problems have been highlighted and emphasised in conjunction with Police. The estate suffers from regular anti-social activity including vandalism, graffiti and youths intimidating residents (mainly elderly) and children. Small mansion style blocks which have proven problematic to secure however overall crime low suggest reserve scheme.	£90,000
14. Holbrooke Court	80	Blocking entrances and providing Communal Door Entry System.	£3000	St George's 26 Violence 18 Burglary 6 Drugs 14 Criminal Damage Total crime all types 116	Holbrooke Court is an open estate with no communal doors to its blocks. Because it lies between Parkhurst and Tufnell Park Road, its been used as a thoroughfare by pedestrians to reach either side of the road. The openness has made the estate target for criminals with recent police report showing increase in robbery, drug related issue, ASB and general intimidation. Residents therefore do not feel protected as they live in fear. No Entry phone doors at all. ASB issues are emerging. Recommend. Reserve scheme	£130,000
					Costs Total of all Bids	£1,279k
					Suggested recommendations	£857k

Report of		Team	Job Title
Simon Kwong		Chief Executive Directorate	Head of Performance & Service Development
Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	12 th December 2007	7	Decision

Subject of Report: HFI Community Fund

1. Synopsis

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

2. Recommendations

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

3. Background

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

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

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

	PROJECTS RECOMMENDED	COST
1	Appendix 26 - Vaudeville Court TRA	£5,741.00
2	Appendix 25 - YouthReach	£10,000.00
3	Appendix 24 - Andover Youth & Community Trust	£2,500.00
4	Appendix 21 - Islington Chinese Association	£1,500.00
5	Appendix 10 - Whitbread TRA	£1,000.00
6	Appendix 7 - Groove Your Arts	£7,100.00
7	Appendix 5 - African Youth Trust	£3,750.00
8	Appendix 4 - Elthorne Community Project	£3,965.00
9	Appendix 12 - Hornsey Lane TRA (Community Centre Nursery)	£5,770.00
10	Appendix 3 - Thornhill 50 Plus Club	£3,000.00
11	Appendix 11 - King Square TRA	£900.00
12	Appendix 28 - Mersey Estate TRA	£3,000.00
13	Appendix 27 - Somali Welfare Centre	£5,000.00
	PROJECTS NOT RECOMMENDED	
1	Appendix 1 - African & Caribbean Senior Citizens Organisation	£7,780.00
2	Appendix 2 - Islington Faith Forum	£10,000.00
3	Appendix 6 - African Swahili Community Project	£9,500.00
4	Appendix 8 - Mildmay Community Partnership	£9,261.00
5	Appendix 9 - Jean Stokes Hall	£9,527.20
6	Appendix 13 - Friends of Gillespie	£6,328.00
7	Appendix 14 - Caris Islington	£5,254.00
8	Appendix 15 - Lyndhurst Boys FC	£2,080.00
9	Appendix 16 - Sunnyside Community Garden	£9,996.00
10	Appendix 17 - Latin American Elderly Project	£8,040.00
11	Appendix 18 - Six Acres TRA	£8918.00
12	Appendix 19 - St Pancreas FC	£1,555.00
13	Appendix 20 - Angel Shed Theatre Company	£10,000.00
14	Appendix 22 - Sickle Cell support Group	£7,265.00
15	Appendix 23 - Talking News Islington	£5,000.00
16	Appendix 29 - Turkish & Kurdish Women's Welfare Group	£5,732.00
17	Appendix 30 - Turkish & Kurdish Children's Group	£5,310.00
18	Appendix 31 - New Orleans TRA	£10,000.00

- 3.5 The Contracted Services Sub-Board is considering 4 applications on 11th December to the total value of £22,000. The Service Development Team is recommending funding one project at a cost of £5000. If the Managed Property Sub-Board agrees the recommended applications, totalling £53,226, the £79,000 community fund will be reduced to £2,726 (this figure includes £5,000 for the Bemerton Villages Management Organisation recommended for funding by the CSSB).

3.6 The total of the recommended bids listed above plus the CSSB bid is:

	Total recommended Dec 2007	£53,226.00
	Projects agreed October 2007	£18,048.00
	Bemerton Villages Management Organisation (recommended to CSSB)	£5,000.00
	Total	£76,274.00

4. Implications

4.1 Financial Implications

4.1.1 Capital Implications

None specific to this report.

4.1.2 Revenue Implications

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

4.1.3 Efficiencies Implications

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

4.1.4 Risk

None specific to this report.

4.2 Legal implications

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

4.3 Equalities Implications

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

4.4 Sustainability Implications

4.4.1 None specific to this report.

4.5 Consultation Implications

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

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Appendix 1 - HFI Community Fund - Application summary - Dec 07

Organisation	African & Caribbean Senior Citizen Organisation (ACSCO)	
Amount applied for	£7,780	
About the organisation: The ACSCO provides social and recreational activities for senior citizen's living in Islington & Hackney. Providing information on welfare rights, social security, health care and healthy eating. Provide African and Caribbean meals and contribute to a harmonious multi-cultural community.		
Summary of application: Funding to support venue hire for one year, purchase of computer and printer. To pay for 2 outings and for food and drinks for members and volunteers. Outings to include visits to other older person's organisations in other boroughs.		
What difference will the activity make to the community and how will HFI residents benefit? Enabling a continuation of events, encouraging new members and allowing greater networking with other similar groups in other boroughs. Application does not make clear the number of HFI residents that are members and the group is across Hackney & Islington		
Match funding: None		
Number of people / residents benefiting from the project: Not specified.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: The Service Development Team recommends that the sub-board do not fund this project as the direct link benefit to HFI residents is not made clear enough.		

Appendix 2 HFI Community Fund - Application summary Dec 07

Organisation	Islington Faiths Forum (IFF)	
Amount applied for	£10,000	
About the organisation: The IFF seeks to develop extensive and inclusive network of faith groups in the borough, promoting a greater understanding amongst faith groups and the wider community. Providing representation of faith communities to statutory and other agencies, campaigning on issues of importance for those communities. Playing a role in encouraging community development and cohesion. Empowering and supporting individual faith groups to engage in community initiatives.		
Summary of application: Funding to be spent on development and delivery of workshops for young people on HFI estates to address six key themes – building self-esteem, community building and co-operation, trust, communication skills, problem solving and conflict resolution. Workshops based on Alternative to Violence Projects (using range of activities including discussion, games, exercises, and role-play to develop skills and experiment with ways of dealing with difficult situations). Funding to be used for training for 18 facilitators from faith communities, publicity, resources to deliver workshops, certificates, room hire and facilitators fees.		
What difference will the activity make to the community and how will HFI residents benefit? Increased co-operation between faith communities and with the wider community. Majority of projects to be run for and with HFI residents. Outcomes of workshops include increased trust, rapport, increased self-esteem, team building, awareness of different forms of violence and developing a reflective approach to problem solving.		
Match funding: Applied for £5K from Metropolitan Police – decision pending (Dec 07)		
Number of people / residents benefiting from the project: 18 workshops each with 15 young people (270). Recruited from existing youth clubs etc. and via existing contacts in the faith community. Would look to deliver courses in HFI community centres.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes

Improving local resident's health e.g. healthy eating, exercise	No
Application checklist	
Groups rules or constitution	Yes
Groups annual accounts & financial position	Yes
Groups most recent bank statement	Yes
<p>Comment and recommendation: The Service Development Team recommends that the sub-board do not fund this project as the project premise, content and potential outcomes are not clear.</p>	

HFI Community Fund - Application summary

Organisation	Thornhill's 50 plus Club (Thornhill Neighbourhood Project)	
Amount applied for	£6446	
About the organisation: Promoting welfare and interests of older people within Islington. Promoting services for the benefit of local older people. Promotion and provision of leisure and social activities. Providing a platform where matters of concern to older people can be raised with statutory and other bodies. Promoting quality of life, well being and social inclusion of older people.		
Summary of application: To support a lunch club for older residents two days a week. To promote healthy living and advice on falls prevention and safety in the home. In partnership with Aquaterra, provide chair based exercise and line dancing for over 50's.		
What difference will the activity make to the community and how will HFI residents benefit? Encourage more involvement in local activities, providing a safe and pleasant environment. Help to reach isolated people. Empowering older people to improve their quality of life by providing access to services and resources including information on nutrition, diet and health issues.		
Match funding: £3000 benefactor (confirmed), Help the Aged £250 (pending)		
Number of people / residents benefiting from the project: 290 members on the mailing list and approximately 86 users every week. 80 – 90% of users are HFI residents.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes

Groups most recent bank statement	No
Comment and recommendation:	

HFI Community Fund - Application summary

Organisation	Elthorne Community Project (ECP)	
Amount applied for	£3965.66	
About the organisation: ECP works with local residents, TRA's and estate based community centre management committees to improve and increase the range of events, activities and facilities that exist across the Elthorne area of north Islington.		
Summary of application: Development funding for North Islington Media Project comprising 2 elements: 1. Introduction to Journalism Training Course (Open Community Network accredited). To be provided by Headliners (10 years experience working with children and young people in this field). 20 week course for 8 to 10 young people. 2. Practical work opportunities / experience using ECP newsletter and website, local Islington newspapers, magazines, radio and TV		
What difference will the activity make to the community and how will HFI residents benefit? Young people encouraged to participate in activities promoting social and personal development and learning transferable skills. Raise expectations and motivations to learn and give young people an effective voice on issues that concern them (sexual health, substance misuse, racism, teenage pregnancy)		
Match funding: LBI North Area Committee (£1417)		
Number of people / residents benefiting from the project: 8 – 10 HFI residents (young people)		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		No

Comment and recommendation:

A sound project with established links with HFI and local TRA's, with scope to invite young people to contribute to the resident newsletter. The service development team recommends that the sub-board fund this project.

Appendix 5 HFI Community Fund - Application summary Dec 07

Organisation	African Youth Trust (AYT)	
Amount applied for	£9625	
About the organisation: AYT aims to advance the education, promote the well being and relieve the poverty of young people of African origin or parentage who live or study in Islington by providing counselling for children having difficulties at school or home, advocacy and representation, homework classes, (8-18 years old), Saturday school and summer IT classes, studying cultural or societal differences and parent support group.		
Summary of application: AYT seeking funding to provide advice, counselling, advocacy, representation and homework classes for African young people (8 to 18). Teaching maths and English to around 36 pupils per week. Staff delivering the projects are qualified experienced teachers in mainstream education.		
What difference will the activity make to the community and how will HFI residents benefit? Increase in educational attainment for children involved in the project (compared to local, regional and national average). Increase in number of African children returning to higher education. Supporting these young people will reduce the number of African youngsters involved in ASB. Supporting these youngsters will increase their employability.		
Match funding: None		
Number of people / residents benefiting from the project: Approximately 55 children living in HFI properties		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

A sound project with clear goals and outputs. There is scope to part fund this project to allow delivery of homework classes and purchase of materials. The service development team does not recommend funding rent costs and advocacy work. This would mean funding £3750.

Appendix 6 HFI Community Fund - Application summary Dec 07

Organisation	African Swahili Community Project	
Amount applied for	£9,500	
About the organisation: African Swahili community project provides advice, advocacy, information, referral, sign posting and support services on health (focusing on drug and alcohol abuse, HIV / AIDS, teenage pregnancy), education, employment, housing, immigration. Also teach young people Swahili and African culture.		
Summary of application: Funding would support the set up of a youth club where children and young people from the Swahili speaking community in Islington can meet and discuss issues important to them, particularly crime. Funding to include a youth facilitator, travel and venue hire, volunteer expenses, contribution to project running costs, overheads and management and administration costs.		
What difference will the activity make to the community and how will HFI residents benefit? Most children are from disadvantaged backgrounds. The project will increase self esteem amongst young people, allowing them to discover their individuality and strive for success		
Match funding: None		
Number of people / residents benefiting from the project: Approximately 10 children will attend the youth club.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

Although this may be a project with some merit, the link with HFI residents is not made clear. The service development does not recommend funding this project.

Appendix 7 HFI Community Fund - Application summary Dec 07

Organisation	Groove Your Arts	
Amount applied for	£7100	
About the organisation: A new dance based arts organisation aiming to work with young people in developing their skills, talents and self-esteem. Aiming to provide high quality dance and graffiti art workshops for young people, making arts education accessible and providing a positive focus to keep young people off the streets. Have made links with youth and community organisations such as Connexions, Hornsey Lane TRA, Whittington Park Community Centre and their Drama group, Prosperity Outreach Services & Education, Laundry Youth Project, Cornwallis Play Ground and LBI YPS (S Loizou).		
Summary of application: Seeking funding to run a 'street dance meets graffiti' project for young people – four different dance sessions (10 people) and 'spray' sessions (5 people) delivered to 11 to 18 year olds living on HFI estates – two days a week for 9 weeks. Each workshop will be delivered by qualified specialist tutor and sessions will culminate in an outdoor show in April 2008. Funding to support room hire, x2 tutors, material, volunteer expenses and performance costs.		
What difference will the activity make to the community and how will HFI residents benefit? Consultations carried out have revealed young people in the area would like this kind of opportunity to be made available. Projects will provide a new way for of communicating and expressing themselves and will keep them off the streets.		
Match funding: None		
Number of people / residents benefiting from the project: Approximately 60 young people mainly from HFI housing estates such as Holly Park, New Orleans, Hornsey Rise and Ashmount estates.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes

Groups annual accounts & financial position	No
Groups most recent bank statement	Yes
Comment and recommendation: A well presented project with clear aims and objectives, aimed at young people living on HFI estates. The service development team recommend that the sub-board fund this project.	

Appendix 8 HFI Community Fund - Application summary Dec 07

Organisation	Mildmay Community Partnership (MCP)	
Amount applied for	£9261	
About the organisation: MCP is a community regeneration organisation that works primarily in Mildmay. MCP is a registered charity and is a membership organisation with a Board of Directors elected from the membership. A lead agency for neighbourhood management. Manages Mayville community centre, produces a newsletter and instigates and manages community projects such as football4estates and Mayville Community Garden Project.		
Summary of application: Improving amenities for Mayville community centre users. The kitchen is dilapidated and furniture unsuitable for older people, disabled or children. Funding would be used to purchase 125 stackable chairs, 30 chairs designed for older people, 30 folding tables, 30 tables for children. This application sits beside work being undertaken to upgrade kitchen facilities (funded by donation from Mulalley's), grants from Islington PCT (Staying Alive Project) and LBI Neighbourhood Management Programme.		
What difference will the activity make to the community and how will HFI residents benefit? MCP's overall redevelopment plans for the Mayville Community Centre will provide an accessible, modern and receptive centre for the whole community to use. This phase of the redevelopment will immediately provide users with comfortable appropriate chairs and tables, which will allow them to engage in their activities and projects in comfort. The work in the dining area will directly assist the well being of older people particularly those with infirmities. The kitchen improvements will ensure that the centre meets more than the minimal kitchen hygiene standards. The nucleus of centre users are local residents and in the main tenants and leaseholders of HFI, who use the centre for educational, training, social and health activities. The centre is also used by partner organisations - Mayville TRA, Hathersage Court TRA, Factory Children's Centre, Islington PCT, City and Islington College, Islington Council (Learn Direct, Tracks To Employment) and HFI's own housing advice surgeries.		
Match funding: (for full refurbishment works) – Mulally's - £15K and LBI Neighbourhood Management Programme £5K		
Number of people / residents benefiting from the project: Average 675 visitors per week. MCP has 125 active members		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes

Provision of support and / or positive opportunities for young people	No
Contributing to renewal and regeneration	No
Improving community cohesion and inclusion	Yes
Improving local resident's health e.g. healthy eating, exercise	No
Application checklist	
Groups rules or constitution	No
Groups annual accounts & financial position	No
Groups most recent bank statement	No
<p>Comment and recommendation: The service development team does not recommend funding this project as there is little 'community engagement' involved in the bid.</p>	

Appendix 9 HFI Community Fund - Application summary Dec 07

Organisation	The Jean Stokes Hall	
Amount applied for	£9527.20	
About the organisation: Jean Stokes Community Hall provides a venue for a number of user groups such as kick boxing, yoga, a library and meeting point for local forums.		
Summary of application: To support a weekly group for a diverse group of elderly citizens of the local community. A hot nutritious meal would be provided followed by a game of bingo. Over a 50 week period, funding to provide x2 kitchen workers, volunteer expenses, food, promotion and publicity, material for activities and £400 to support x2 'events' during the year.		
What difference will the activity make to the community and how will HFI residents benefit? Will provide a relaxing and safe environment for older people to socialise and have a well-balanced meal once a week. It will provide volunteering opportunities for local HFI residents.		
Match funding: None		
Number of people / residents benefiting from the project: 35 members		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		No
Groups annual accounts & financial position		No
Groups most recent bank statement		Yes
Comment and recommendation: The service development team does not recommend funding this project. By recommending to fund the Thornhill Fifty Plus Club, there will be an avoidance of duplication.		

Appendix 10 HFI Community Fund - Application summary Dec 07

Organisation	Whitbread TRA	
Amount applied for	£1000	
About the organisation:		
The Whitbread TRA aims to represent tenants and residents on the Whitbread estate. To encourage neighbours to communicate with one another and maintain good relations around the estate. Carries out quarterly meetings allowing residents to voice any concerns.		
Summary of application:		
To continue gardening project which highlights the TRA's commitment to good housekeeping, behaviour and respect for other people's property. To involve all residents into a recreational programme to enhance unison. £500 to be spent on social activities (as agreed at TRA AGM) and £500 to be spent on renewal of plants, flowers and gardening equipment.		
What difference will the activity make to the community and how will HFI residents benefit?		
Activities allowed by the funding will create good relations with one another and a feeling of being part of the community. It will enhance relations between the TRA and HFI.		
Match funding: None		
Number of people / residents benefiting from the project:		
Approximately 290 residents living on the estate		
Funding priorities met:		
Improving estate environments		Yes
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation:		
A TRA led project with potential benefits for the whole estate. The service development team recommend that the project is funded, provided the local CSDO has an input in project development.		

Appendix 11 HFI Community Fund - Application summary Dec 07

Organisation	King Square TRA	
Amount applied for	£10,000	
About the organisation: King Square TRA aims to involve tenant and residents in issues affecting the estate and monthly meetings. The TRA produces regular newsletters and provides activities to bring the community together.		
Summary of application: To provide several trips / outings and on estate fun days. <ul style="list-style-type: none"> - Coach hire (x3) - Seaside trip, Pantomime and theatre trip - Estate fun day - Purchase of digital camera, printer and laptop to record events 		
What difference will the activity make to the community and how will HFI residents benefit? Events will bring the estate together as a whole, encourage use of TRA rooms and more communication between diverse groups.		
Match funding: None		
Number of people / residents benefiting from the project: 400+ living on the estate		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: The application does not make clear the potential benefits to the local community, lacks detail and does not provide value for money. The service development team recommend that the sub-board fund the estate fun day idea with £900.		

Appendix 12 HFI Community Fund - Application summary Dec 07

Organisation	Hornsey Lane Estate TRA (community centre & nursery)	
Amount applied for	£5770	
About the organisation: The main aims of the group is to provide educational and recreational activities for the community of Hornsey Lane and surrounding areas. The main services are providing child care for under 5's and after school provisions for children aged 5-11. Community activities such as mother toddler drop ins, tenant advice service and 'art for little fingers'.		
Summary of application: To provide a 4 week summer play scheme with capacity for 45 children with an 'arts and health' angle (dance, drama and healthy eating) and also to enable at least 10 children from deprived homes to attend the scheme free of charge. To employ 3 NVQ Level 2 skilled workers for 4 weeks. Plus a dance instructor, drama instructor and nutritionist.		
What difference will the activity make to the community and how will HFI residents benefit? It will help to keep local children in a safe environment and 'out of trouble'. The scheme will expose children to new experiences and enable parents to work in the knowledge that their children are in a safe environment. It will enable 10 children to attend the scheme that would not otherwise be able to (due to financial circumstances)		
Match funding: LBI £1600 (pending)		
Number of people / residents benefiting from the project: 45 children and their families.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

A sound TRA led project with provision for potentially excluded children and families. The service development team recommends that the sub-board fund the project in full.

Appendix 13 HFI Community Fund - Application summary Dec 07

Organisation	Friends of Gillespie (FoG)	
Amount applied for	£6328	
<p>About the organisation: FoG is the Home School Association (or PTA) of Gillespie Primary School. It was set up to advance the education and quality of life of all pupils. As volunteers, we support the school fundraising for better facilities and opportunities for the children, co-ordinating social events and building relationships across the school community between staff, families and governors. We organise events such as the summer fair, Eid celebrations, quiz nights and international food evenings. These funds supplement our other fundraising activities.</p>		
<p>Summary of application: Providing fun exercise clubs after school at Gillespie Primary School aimed at children who do not normally choose physical exercise. Through consultation, children have expressed an interest in experimenting with new activities such as African and Asian dance and gymnastics, for the Juniors and Infants, creative dance for the youngest children and a yoga group. Clubs will be offered free to any who might find a subsidised rate difficult. We also want to use parent/carer volunteers to help. The dance classes will have live musical percussion accompaniment for the final 2 lessons of each term to enable a performance to take place for family members. Subsidising the cost of hiring specialist trained staff from outside the school to run these clubs. Paying the fees for CRB checks on parent/carer volunteers to help with these clubs. And for volunteers to walk any children over to Elizabeth House (after-school care scheme) after the 1 hour-long clubs finish until 6pm, enabling the clubs to be used by working families.</p>		
<p>What difference will the activity make to the community and how will HFI residents benefit? Just over 50% of Gillespie pupils come from Twyford Hse, Hurlock Hse, Aubert Court, Quill St, Otley Hse, Deepdale Hse and other estates in Highbury such as Highbury Quadrant. 46% of our children are on Free School Meals so it is these children who are likely to directly benefit from the grant.</p>		
<p>Match funding: £2000 (from club membership fees who can pay £20 per term)</p>		
<p>Number of people / residents benefiting from the project: Open to all the approximately 200 children at the school</p>		
<p>Funding priorities met:</p>		
Improving estate environments		No
Increasing the use of estate based community centre		No

Provision of support and / or positive opportunities for young people	Yes
Contributing to renewal and regeneration	No
Improving community cohesion and inclusion	Yes
Improving local resident's health e.g. healthy eating, exercise	Yes
Application checklist	
Groups rules or constitution	Yes
Groups annual accounts & financial position	Yes
Groups most recent bank statement	Yes
<p>Comment and recommendation: There is not a clear enough link / benefit to HFI residents (50% of pupils are identified as living on HFI estates). The service development team recommends that the sub-board do not fund this project.</p>	

Appendix 14 HFI Community Fund - Application summary Dec 07

Organisation	Caris Islington	
Amount applied for	£5254	
About the organisation: Caris Islington is a registered charity which runs two projects in Islington - a Bereavement Counselling Service for children and adults, and a Cold Weather Shelter. Seeking funding to support the Cold Weather Shelter for 3 months of the year in 7 churches throughout the borough.		
Summary of application: To enable the project co-ordinator to be employed once overnight shelters have closed so that re-settlement work can continue with guests who have been assessed as being in need of further help e.g. in finding accommodation, drug and alcohol treatment, employment and / or access to benefits.		
What difference will the activity make to the community and how will HFI residents benefit? Supporting and helping clients back into mainstream society, reducing rough sleeping and social problems resulting from homelessness.		
Match funding: £10,500 (restricted reserves and Church Urban fund)		
Number of people / residents benefiting from the project: 110 users of cold weather shelter		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: The service development team recommend that the sub-board do not fund this project, as there is no clear link or benefit to HFI residents.		

Appendix 15 HFI Community Fund - Application summary Dec 07

Organisation	Lyndhurst Boys Football Club	
Amount applied for	£2080	
About the organisation: To provide opportunities for young people to learn new skills, provide training courses for people to gain qualifications, arrange matches and social activities. Improve health through sports activities.		
Summary of application: To support venue hire (Whittington Park & Market Road) for training along with volunteer and coaching expenses over a 19 week period.		
What difference will the activity make to the community and how will HFI residents benefit? Promoting community participation, provision and support of opportunities for young people. Giving young people motivation to progress and be appreciated as part of an organisation.		
Match funding: £350 donation		
Number of people / residents benefiting from the project: 112 members (87% living in Islington). Not in a position to confirm how many members live in HFI managed properties.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the Sub-Board do not fund this project as there is not a clear enough link to HFI residents and does not necessarily fit with HFI strategic aims to provide sport opportunities for young people.		

Appendix 16 HFI Community Fund - Application summary Dec 07

Organisation	Sunnyside Community Garden	
Amount applied for	£9,996	
About the organisation: To maintain a public garden for the use, benefit and education of people living in Islington and surrounding boroughs in the interest of social welfare with the objective of improving life conditions and employment prospects, particularly for people with special needs and other socially excluded groups.		
Summary of application: 6 month salary for a project worker to continue mental health project. The post supports participants to gain work place skills, plans and leads garden activity sessions and co-ordinates activities to contribute to Elthorne regeneration.		
What difference will the activity make to the community and how will HFI residents benefit? Some existing volunteers are HFI residents (though no specific numbers)		
Match funding: None		
Number of people / residents benefiting from the project: The group has 60 members (15 to 20 participants per week), though it is not clear how many are HFI residents.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the Sub-Board do not fund this project as there is not a clear enough link / benefit specific to HFI residents.		

Appendix 17 HFI Community Fund - Application summary Dec 07

Organisation	Latin American Elderly Project (LAEP)	
Amount applied for	£8040	
About the organisation: LAEP is a voluntary organisation aiming to enable elderly Latin Americans to live fulfilled lives. Raising awareness of health and dietary issues and providing opportunity to forge friendships. Aiming to integrate into UK society and with other cultural and ethnic groups		
Summary of application: To fund a healthy living programme for elderly, disadvantaged Latin Americans who do not speak English. This would include keep fit activities, folk singing and dancing, health workshops, safety talks and various skills workshops. Contribution toward rent, qualified tutors, printing costs and volunteer expenses.		
What difference will the activity make to the community and how will HFI residents benefit? Improve health and quality of life and reduce isolation and loneliness amongst Latin American elders. There is no reference to HFI residents.		
Match funding: None		
Number of people / residents benefiting from the project: 225 members		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the Sub-Board do not fund this project as there is not a clear enough link / benefit specific to HFI residents.		

Appendix 18 HFI Community Fund - Application summary Dec 07

Organisation	Six Acres TRA	
Amount applied for	£8918	
About the organisation: Six Acres TRA have been running since 1992 aiming to represent residents in all housing related agendas. Developed good relations with LBI/HFI and have been partners in bringing large amounts of capital money for regeneration of the estate.		
Summary of application: To purchase a photocopier machine and toner to be used by a consortium of voluntary and community organisations including Six Acres TRA, Andover TRA, Clifton & Haden TRA, Somali welfare centre, community action services, Tollington Community Association and Andover Brightstart centre. This will enable copying of minutes, training brochures and flyers enabling the groups to become empowered and independent.		
What difference will the activity make to the community and how will HFI residents benefit? Having the photocopier will enable residents to get more newsletters designed and printed meaning more up to date information		
Match funding: None		
Number of people / residents benefiting from the project: 300 households and over 1000 people		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the Sub-Board do not fund this project as there is little community engagement built into the bid and there is a specific budget for community centres to apply for equipment.		

Appendix 18 HFI Community Fund - Application summary Dec 07

Organisation	Six Acres TRA	
Amount applied for	£8918	
About the organisation: Six Acres TRA have been running since 1992 aiming to represent residents in all housing related agendas. Developed good relations with LBI/HFI and have been partners in bringing large amounts of capital money for regeneration of the estate.		
Summary of application: To purchase a photocopier machine and toner to be used by a consortium of voluntary and community organisations including Six Acres TRA, Andover TRA, Clifton & Haden TRA, Somali welfare centre, community action services, Tollington Community Association and Andover Brightstart centre. This will enable copying of minutes, training brochures and flyers enabling the groups to become empowered and independent.		
What difference will the activity make to the community and how will HFI residents benefit? Having the photocopier will enable residents to get more newsletters designed and printed meaning more up to date information		
Match funding: None		
Number of people / residents benefiting from the project: 300 households and over 1000 people		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the Sub-Board do not fund this project as there is little community engagement built into the bid and there is a specific budget for community centres to apply for equipment.		

Appendix 19 HFI Community Fund - Application summary Dec 07

Organisation	St Pancreas Football Club	
Amount applied for	£1555	
About the organisation: St Pancreas Football Club provides good quality football training in a safe caring environment. The organisation believes in inclusion and aims to raise players self esteem and belief.		
Summary of application: To take 3 teams to Clacton for a residential football tournament. Funding to cover venue hire for training, footballs and residential expenses.		
What difference will the activity make to the community and how will HFI residents benefit? 40 members plus 8 volunteers) from Islington and Camden		
Match funding: £1000 Jack Petchey Foundation		
Number of people / residents benefiting from the project: 40 members (not able to		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: The service development team recommends that the Sub-Board do not fund this project as there are no specific links / benefits to HFI residents.		

Appendix 20 HFI Community Fund - Application summary Dec 07

Organisation	Angel Shed Theatre Company	
Amount applied for	£10,000	
About the organisation: Angel Shed Theatre Company provides a unique and inclusive theatre experience for the Islington community. Running weekly performing arts activities for children and young people aged 7-16, providing opportunities for participants to meet with other children from all over north London. Members with disabilities are able to integrate with those that attend mainstream schools.		
Summary of application: Funding will contribute towards the running of the programme of the inclusive theatre activities for the next academic year (2007-08). This includes salaries for part time staff, office and admin costs, volunteer expenses, training for staff and trustees, theatre trip and contingency.		
What difference will the activity make to the community and how will HFI residents benefit? Young people learn about positive aspects of working together and can take this attitude back to the community that they live in. Angel Shed is helping to break down barriers within Islington and encouraging respect.		
Match funding: £12,000 confirmed (Local Network Fund and Community Chest)		
Number of people / residents benefiting from the project: 50 members. No detail as to how many are HFI residents		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the Sub-Board do not fund this project as there are no specific links / benefits to HFI residents.		

Appendix 21 HFI Community Fund - Application summary Dec 07

Organisation	Islington Chinese Association (ICA)	
Amount applied for	£9,600	
About the organisation: Islington Chinese Association provides a multi-cultural resource centre for Chinese people and the wider community locally. Established in 1986, ICA is committed to advancing the rights of Chinese people and promoting diversity through integration, challenging limitations and facilitating social change.		
Summary of application: To deliver community base activities over 50 weeks to encourage community cohesion. Activities will include Tai Chi and exercise classes, children's choir meetings, women's singing group, drop-in information service, Chinese New Year celebrations and ping pong classes and competitions for young people.		
What difference will the activity make to the community and how will HFI residents benefit? Promoting increased understanding of different cultures and improving community cohesion.		
Match funding: None		
Number of people / residents benefiting from the project:		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: HFI Service Development Team recommends that the sub-board fund the £1,500 earmarked for Chinese New Year celebrations. This is in line with HFI strategic objectives around community outreach work and engaging 'hard to reach' groups. The application came to HFI as a direct result of an outreach meeting.		

Appendix 22 HFI Community Fund - Application summary Dec 07

Organisation	Islington Sickle Cell Support Group	
Amount applied for	£7,265	
About the organisation:		
Support group for people with Sickle Cell – to help each other and increase general understanding of the disorder		
Summary of application:		
Request is for employing a part time worker, providing transport for vulnerable members, venue hire, communication, & record keeping (laptop). Activities based in Northern Health Centre, Holloway Rd.		
What difference will the activity make to the community and how will HFI residents benefit?		
More people will benefit from their work, learn coping skills, and understanding of the hidden disability. Those benefiting are parent, children, teenagers and older people. BME community and poor will benefit. (NB. No specific link to HFI residents, though some will be)		
Match funding:		
None		
Number of people / residents benefiting from the project:		
Group represents 700 users predominantly from Islington – cross section of BME community (Afro-Caribbean and Asian)		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Some
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		No
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		No
Comment and recommendation:		
Recommend not to fund – the group does not clearly link to HFI residents and is only a modest fit with strategy objectives. Also the financial account indicate over £208,427 funds brought forward in March 2007, so need for money not clear.		

Appendix 23 HFI Community Fund - Application summary Dec 07

Organisation	Talking News Islington	
Amount applied for	£5,000	
About the organisation: Set up in July 2007 to produce talking newspapers for blind and visually impaired in Islington. (Old recording and copying equipment has been donated by RNID)		
Summary of application: Requesting money to service donated tape copiers, stock up and replace tapes, postage, volunteer expenses and general running costs		
What difference will the activity make to the community and how will HFI residents benefit? Blind and visually impaired in Islington will have better access to local news, activities, events and local decision making		
Match funding: £1200 from LBI, £500 from Morris trust (& awaiting IVAC ICT decision on £700)		
Number of people / residents benefiting from the project: 1400 people currently registered with LBI who will potentially benefit		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		No
Groups most recent bank statement		No
Comment and recommendation: Recommend not to fund. Link to HFI residents not strong, & unsure of the technology being used (it seems old and maybe should be using CDs now). However the intention of the group is sound and HFI may be able to support in other ways (eg. using them to record HFI newsletters etc).		

Appendix 24 HFI Community Fund - Application summary Dec 07

Organisation	Andover Youth & Community Trust	
Amount applied for	£8940	
About the organisation: Aims of Andover Youth & Community Trust to continue partnership with HFI, and Arsenal Positive Futures. To compliment and dovetail on estate weekly football sessions.		
Summary of application: The application is in three parts: <ul style="list-style-type: none"> - Provide outings for young people that regularly attend the football and educational activities, including youngsters from the 5 HFI managed estates taking part in APF – engaging different estates. - Provide outings for over 55's (particularly those living alone) - To purchase a camcorder and software. 		
What difference will the activity make to the community and how will HFI residents benefit? By providing a portfolio of appropriate social outlets to people who might not be able to afford, the aim is to bring about greater community cohesion amongst HFI residents.		
Match funding: None		
Number of people / residents benefiting from the project: Tollington estates house in excess of 3000 residents (1600 dwellings). Around 52 people per coach outing.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

The service development team recommend that the sub-board part fund this project, contributing £2000 for coach hire and £500 toward entrance tickets (Thorpe Park). The application has a direct link and benefit to HFI residents and is linked to existing projects supported by HFI community engagement strategy (Arsenal Positive Futures).

Appendix 25 HFI Community Fund - Application summary Dec 07

Organisation	YouthReach	
Amount applied for	£10,000	
About the organisation: Through collaborative work with young people, the organisation seeks to achieve the development of young people's transferable skills, emotional literacy, to equip young people to make appropriate choices and the creation of opportunities for achieving real and relevant outcomes.		
Summary of application: To fund detached youth work and group work focus projects. Targeted at young people not currently accessing mainstream youth provision. Detached youth sessions will take place on EC1 estates and in parks to engage and build relationships before sign posting available youth services. Funding will provide 20 detached youth sessions (2 staff members), targeted focus work, opportunity for 2 trips / outings and first aid training for new volunteers / youth workers.		
What difference will the activity make to the community and how will HFI residents benefit? HFI residents will benefit in the short term by youth workers targeting young people choosing to spend time on estates and in parks (in the evenings) often at risk of becoming involved in ASB. In the long term residents will benefit from the results of focus projects, seeing first hand the positive contribution that young people can make in themselves and the wider community.		
Match funding: £5000 (Met Police – confirmed), £3000 (LBI Holiday Provision - confirmed), £50,000 (EC1 New Deal – continuation of funding TBC)		
Number of people / residents benefiting from the project: Since April 2007, YouthReach has worked with 149 young people. This project would be focused on HFI estates (and parks) in the EC1 area.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes

Groups annual accounts & financial position	Yes
Groups most recent bank statement	Yes
<p>Comment and recommendation: HFI Service Development recommends that the sub-board fund the scheme in full. It provides positive opportunity for young people, is focused on HFI estates (EC1 area) and was previously funded by EC1 New Deal (a key partner in the HFI community engagement strategy).</p>	

Appendix 26 HFI Community Fund - Application summary Dec 07

Organisation	Vaudeville Court TRA	
Amount applied for	£5741	
<p>About the organisation: Vaudeville Court TRA activities include: Promotion of residents rights and in the maintenance and improvement of housing condition, amenities and environment. Provision of facilities for recreation and amenity and encouraging community spirit. Promotion of harmonious functioning of a multi-racial community.</p>		
<p>Summary of application:</p> <ul style="list-style-type: none"> - To provide a community and educational service via the website and low cost internet - Provide a local web server and online archive for TRA members and the wider community - To provide a communications platform for members of the community - To create training and educational opportunities for members of the community in the construction and maintenance of the service - To create an online time bank which users can use to exchange these services and build community participation in the project - To initiate a local reminiscence project based around the history of the buildings (the original site of the Finsbury Park Empire) 		
<p>What difference will the activity make to the community and how will HFI residents benefit? The project will give the TRA a concrete focus, building community engagement and participation in activities within the community and wider area. The project addresses issues of divide, providing free internet access to a disadvantaged community and encouraging exchanges between older and younger people.</p>		
<p>Match funding: None</p>		
<p>Number of people / residents benefiting from the project: 28 dwellings with potential for all residents to be involved in the project</p>		
<p>Funding priorities met:</p>		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
<p>Application checklist</p>		

Groups rules or constitution	Yes
Groups annual accounts & financial position	Yes
Groups most recent bank statement	Yes
<p>Comment and recommendation: HFI Service Development Team recommends that the sub-board fund the project in full. It is TRA led and potentially involves all residents of Vaudeville Court with potential to feed into the wider community via the Finsbury Park Community Festival.</p>	

Appendix 27 HFI Community Fund - Application summary Dec 07

Organisation	Somali Welfare Centre (SWC)	
Amount applied for	£9754	
About the organisation: SWC was established to assist members of the Somali community in London. Aiming to ensure that Somali's receive services and activities appropriate to their cultural and linguistic background to meet their integration needs.		
Summary of application: Funding to set up ESOL classes for refugee parents to allow them to have better knowledge and skills to support their children with their school work and to encourage greater interaction and involvement.		
What difference will the activity make to the community and how will HFI residents benefit? Increased language skills among Somali refugees (especially women), increased confidence to interact, increased understanding of British culture, and shared cultural understanding.		
Match funding: None		
Number of people / residents benefiting from the project: The project will directly benefit 20 Somali families in HFI managed properties.		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendation: This application came about as a result of outreach work undertaken by the service development team and there is a direct link and benefit to HFI residents. The service development team recommends that the project is part funded to allow for classes to take once a week (£5000)		

Appendix 28 HFI Community Fund - Application summary Dec 07

Organisation	Mersey Estate TRA	
Amount applied for	£10,000	
About the organisation: The main aims of Mersey Estate TRA are to improve the environment and lives of the residents of the Mersey Estate is to improve the local environment and the lives of the residents, encouraging them to play an active part in their community. Recent work has included work with Lyon Street AHO to resolve ASAB issues, installing a recycling programme and feeding into environmental improvements.		
Summary of application: The application is in two parts: - To match fund a project to improve play equipment on the estate's small park. £5,000 has been secured from Cripplegate. This will be supplemented with a gardening project (purchase of planters and plants) with all residents invited to be involved in the development of the garden. - To purchase a laptop (£2621+VAT) to help set up an office to for the TRA.		
What difference will the activity make to the community and how will HFI residents benefit? The additional play equipment will be used by them and by children living on the estate and by neighbouring estates - Morgan Mansions and Papworth Gardens. The gardening project will involve younger and older residents and will go toward breaking down barriers between the two groups.		
Match funding: £5000		
Number of people / residents benefiting from the project: There are 252 residents on the Mersey estate, 25% of which are children (as well as neighbouring estates)		
Funding priorities met:		
Improving estate environments		Yes
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes

Groups most recent bank statement	Yes
Comment and recommendation: The project has match funding and is TRA led with input from the local CSDO. The service development team recommends that the sub-board part fund this project (£3,000) to allow play equipment to be installed, but not the purchase of a laptop, which has not been built into or connected with the application.	

Appendix 29 HFI Community Fund - Application summary Dec 07

Organisation	Islington Turkish & Kurdish Women's Welfare Group	
Amount applied for	£5732	
About the organisation: The group was established to benefit the Turkish, Kurdish and Cypriot women living in Islington, to promote good relations and advancement of education and training. To promote or provide advice and information on health and social welfare to empower Turkish, Kurdish and Cypriot women and children in the community.		
Summary of application: To run an arts based craft project for Turkish, Kurdish and Cypriot women living in Islington. This will include jewellery making, beading, crochet, quilting and other handcraft technique. The aim is to provide disadvantaged women with an opportunity to be self-expressive with a view to opening up the possibility of pursuing further training or careers in this area.		
What difference will the activity make to the community and how will HFI residents benefit? 'A large number of the women that will participate are HFI residents'. The application does not make clear how many women the organisation anticipates will be participating in the classes.		
Match funding: None		
Number of people / residents benefiting from the project: The organisation has 200 members		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		No
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

The application does not make clear how many HFI residents will be affected by the project (nor the number of people likely to attend classes). The service development team recommends that the sub-board do not fund this project.

Appendix 30 HFI Community Fund - Application summary Dec 07

Organisation	Turkish & Kurdish Children's Group	
Amount applied for	£5310	
About the organisation: A self help group aiming to promote the advancement of education for children of Turkish & Kurdish descent through the provision of supplementary and after school classes, recreational and social activities. To improve Turkish & Kurdish children's awareness of their cultural identity, which is the only service of its kind in Islington		
Summary of application: To fund activities such as cooking and fitness classes to promote the advancement of healthy eating and exercise. To give young people an opportunity to learn new skills. Provision of healthy nutritious food will be provided. Funding will include a project co-ordinator, venue hire, volunteer expenses, entry cost for swimming and travel costs.		
What difference will the activity make to the community and how will HFI residents benefit? Promotion and encouragement of independence. Providing children with an opportunity to learn cooking skills, about healthy eating and opportunity to participate in exercise and physical fitness.		
Match funding: None		
Number of people / residents benefiting from the project: 50 Turkish & Kurdish Children. The applications does not make clear how many members are HFI residents		
Funding priorities met:		
Improving estate environments		No
Increasing the use of estate based community centre		No
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		No
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		Yes
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes

Comment and recommendation:

The application does not make clear how many HFI residents will be affected by the project and the idea is a little underdeveloped. The service development team recommends that the sub-board do not fund this project.

Appendix 31 - HFI Community Fund - Application Summary Dec 2007

Organisation	New Orleans Community Centre (New Orleans Estate TRA)	
Amount applied for	£10,000	
About the organisation: The aims of the TRA are to provide an inclusive community hall that reflects the make up of the estate. Inclusion of families from all cultures to enjoy the comfort of lovely surroundings of the landscaped area and community hall.		
Summary of application: To re-decorate the community centre and lay new flooring in the main hall and toilet. To landscape the surrounding area utilising Groundwork to assist in planning and delivery		
What difference will the activity make to the community and how will HFI residents benefit? Nearly 300 residents and families will be able to hire the hall and attend planned activities run by the TRA. Landscaping the open space would benefit children and allow them to play safely. 'Budding Gardeners' (a young person's gardening group) will be encouraged to take ownership of the landscaped area.		
Match funding: £10,000 Cripplegate (awarded July 07)		
Funding priorities met:		
Improving estate environments		Yes
Increasing the use of estate based community centre		Yes
Provision of support and / or positive opportunities for young people		Yes
Contributing to renewal and regeneration		Yes
Improving community cohesion and inclusion		Yes
Improving local resident's health e.g. healthy eating, exercise		No
Application checklist		
Groups rules or constitution		Yes
Groups annual accounts & financial position		Yes
Groups most recent bank statement		Yes
Comment and recommendations: A quote for works to the community centre has been received (£5020.78). It is still a little unclear why an application for £10K has been received. HFI is funding £15k to Groundwork already for the landscaping. With this in mind, the service development team recommend that the sub-board do not fund this project.		

Report of	Team	Job Title
John Phillips	Chief Executive Directorate	Director of Property Services

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub Board	12 December 2007	8	Monitoring

Subject of report: HFI / Kier Islington Repairs and Maintenance Performance

1. Synopsis

- 1.1 Homes for Islington (HFI) monitors and reviews as part of its performance monitoring system a range of KPI's (Key Performance Indicators) and LKPI's (Local Key Performance Indicators) to assess the actual performance being delivered by its repairs and maintenance partners.
- 1.2 Listed below are the key areas of performance that staff focus on in the provision of a repairs and maintenance service to customers:

Appendix 1 Shows output LKPI's and performance targets (October 2007).

Appendix 2 Shows of the most recent customer satisfaction data (September 2007)

Key Performance Indicators

- Voids
 - Gas
 - Communal Heating
 - Lifts
 - Responsive
- 1.3 It was recognised at the last meeting of MPSB that certain changes could be introduced to this report. The Chair of MPSB met with the Director of Operations and the Director of Resources to address these issues. Some of them have been incorporated into this report – the format has been changed and financial detail has been added. However, it is recognised that a couple of issues remain outstanding, specifically greater financial details and a section on recharging. These will be included in the next report to MPSB in February 2008.

2. Recommendations

- To note the feedback from the customer satisfaction survey as delivered by Kwest
- To note void performance
- To note client functions as part of Kier Review
- To note key performance indicators
- To note compensation payments from Kier & British Gas
- To note continuous improvement

3. Client Team

- 3.1 As part of the implementation of the recent Kier review, the Technical Client Team is now carrying out an audit function in performance monitoring.
- 3.2 These include targeted audits of pre and post-inspections carried out by Kier to ensure Kier operational processes in these areas are being carried out satisfactorily in terms of standard of inspections and appropriate outcomes.
- 3.3 A representative sample of invoiced repair orders is audited to ensure quality and value of the repair is acceptable, and that repair policy has been applied appropriately.
- 3.4 A further selection of invoiced repair order audits are to be carried out on a targeted basis. The Technical Quality Assurance team will target these audits primarily on the basis of results from the representative sample. Examples of these targeted audits would include:
- Recall orders carried out by Kier
 - Orders within the value £225 - £999 - to primarily validate Kier self vary orders for appropriate application of repair policy, and value for money.
 - Orders valued at over £1,000
 - Trade targeted audits - if issues identified through representative audit and/or repair complaints / satisfaction surveys.
- 3.5 Targeted audits are designed to be flexible in terms of quantity carried out, and the reasons for targeting. Targeting decisions will be based on scrutiny information collected from various sources including representative audits, complaints and satisfaction survey feedback.

4 Customer Satisfaction

- 4.1 Kwest Research is contracted to undertake a 6 monthly independent customer phone survey of the responsive repair service on behalf of Homes for Islington, which includes the following responsive repair service areas:
- Overall Service
 - HFI Direct
 - Kier Responsive Repairs
 - Kier Gas Responsive Repairs
 - British Gas Responsive Repairs

HFI use this survey to:

- Benchmark satisfaction
 - Identify service failure
 - Improve the service
- 4.2 **Overall satisfaction with the way HFI deals with repairs and maintenance**
September's satisfaction figure is **87%**. This brings year to date figure to **81%**, which is 6% above the target of **75%**.

5. Key Performance Indicators

5.1 Contract Performance Scrutiny Team continues to performance manage and ensure contract compliance with HFI's repairs & maintenance contractors. Generally KPI performance across the service is good, there are some indicators just below target.

5.2 LKPI 79a Planned repairs and maintenance to responsive repair maintenance expenditure

The target for this performance indicator is a ratio of 60% planned repairs to 40% responsive. This target was set by the Audit Commission with a view that planned repairs offers better value for money than deploying operatives on demand driven repairs. HFI are helping to reduce this ratio with the introduction of Property Health Checks and handymen.

5.3 LKPI 79b Emergency and urgent repairs to non-urgent repairs expenditure

The target for this performance indicator is that emergency and urgent jobs should only be 20% of repairs expenditure. Similarly as above this performance indicator looks at value for money and centres on the priorities repairs are raised on. The higher the priority i.e. emergency or urgent, the higher the cost.

5.4 Average cost of emergency and urgent repair to non-urgent repairs

5.4.1 The average cost of an emergency and urgent job from April 2007 to Nov 2007 is £103.47.

5.4.2 The average cost of a non-urgent job from April 2007 to Nov 2007 is £91.24.

6. Voids

6.1 BVPI 212 (Ex LKPI 33) - Average re-let times-scales measured in calendar days
Target: 25 calendar days.

6.2 The YTD figure to March 2007 achieved an average re-let of 22 days.

7. Gas

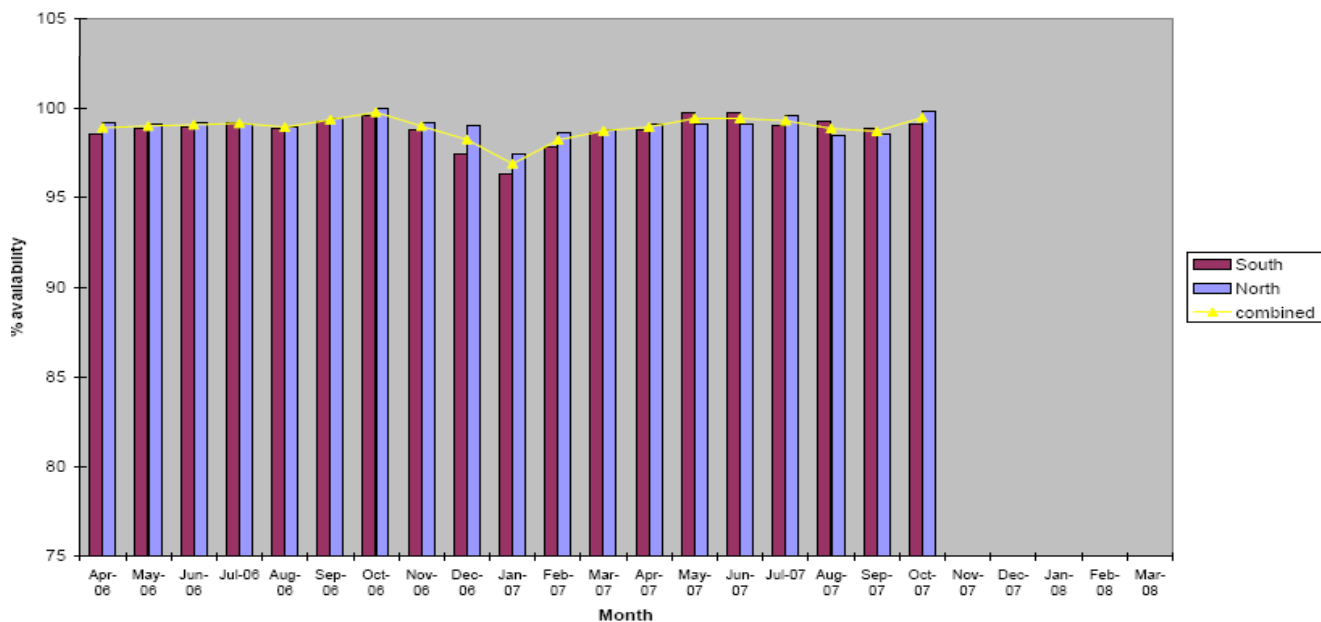
7.1 LKPI 14: Individual gas systems – % of services completed

The rolling figure for North/South contract for October 2007 was 97.30%.
Current figures as at Nov 18th is 99.16%.

8. Lifts

Availability of lift service indicator relates to lifts that are out of commission for more than 24 hours, and the target for 2006/07 is 98% availability.

- For October the North outturn was 99.81%
- For October the South outturn was 99.11%



9. Missed appointment compensation payments

- 9.1 Contract Performance and Scrutiny team (CPST) is currently reconciling figures for missed appointment with the customer satisfaction survey where it asks "Did the contractor keep the appointment". CPST are also looking at resolution team missed appointment calls received in order to resolve any discrepancies. This will also be linked with complaints received.

Contractor	Year to date payments	Year to date cost
Kier day to day	143	£2145.00
Kier Gas	60	£900
British Gas	236	£3540.00
Total	439	£6585.00

10. Continuous Improvement

10.1 Repairs & maintenance and Recharge Policies

The repairs and maintenance policy and the recharge policy are currently being reviewed. The target date for the completion of these reviews is April 2008. HFI will be consulting with resident focus groups throughout this process. The review of these policies is essential to ensure HFI continue to provide a cost effective repair service and is able to meet the targets set by LBI and expectations of our governors.

10.2 Tenants toolbox

HFI have initiated a unique pilot scheme, which assists residents, and helps them to undertake repairs on their own properties.

Working in partnership with our construction supply chain, we have assembled a repairs kit which provides a small toolkit, spare parts and a DIY manual, to enable tenants to deal with problems in their own homes. These type of repairs include:-

- Replacing washers
- Oiling locks
- Replacing fuses
- Replacing light bulbs
- Refix loose handles

- Refixing loose drawers and doors

The toolkit and spare parts have been specifically put together, with reference to the Tenants Handbook, to identify those repairs which the tenants are responsible for. Consultation with our supply chain, LBI, tenant panels and shareholders will commence shortly.

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Appendix 1

<u>Performance indicators year on year</u>	2003/04	2004/05	2005/06	2006/07	<u>Year to date</u>	<u>Direction of Travel</u>	<u>2007/08 Target</u>
Overall satisfaction with the way that HFI deals with repairs and maintenance	48%	NP	NP	74%	81%😊	↑	75%
LKPI 185: % of responsive repairs for which an appointment was made and kept	97%	97.11%	98.88%	99%	99.5%😊	↑	99.1%
LKPI 35: % of urgent repairs completed	95%	94.96%	98.69%	98.6%	99.2%😊	↓	99.1%
LKPI 36: Average time taken to complete non-urgent repairs (calendar days)	9 days	10 days	8 days	9 days	8 days	=	7 days
LKPI 37: % of non-urgent repairs completed on time	94%	96.50%	98.24%	98.8%	99.5%😊	=	97%
LKPI 81: % of repairs completed in a single visit	NP	NP	NP	83%	91%😊	↓	87.1%
LKPI 41 a,b,c,d,e,f and g: % of jobs completed within timescale	93%	95%	98.65%	98.3%	99.2%😊	=	97%
LKPI 79a (formerly BVPI 211a): % of planned repairs and maintenance to responsive repairs and maintenance expenditure	NP	NP	46%	45%	56%😞	↑	60%
LKPI 79b (formerly BVPI 211b): Emergency and urgent repairs to non-urgent repairs expenditure	NP	NP	8%	13%	23%😞	↑	20%
BVPI 212: Average void re-let time (calendar days)	22 days	22 days	26 days	23 days	21 days 😊	↑	22.5 days
LI21: Average void cost	£2081	£2716	£3169	£3551	£3,609	=	NP
LKPI 14: Individual gas systems – % of services completed	85%	99.13%	99.79%	99.04%	97.3%😞	↑	100%

NP – Not provided

Direction of travel ↑ Performance has improved compared to last month
 ↓ Performance has declined compared to last month
 = Performance is the same as last month

Appendix 2 - Customer Satisfaction Survey Result

April 2007 to September 2007

Overall Repair Service									
Questions asked	06/07	April	May	June	July	August	Sept	Target	YTD
1. Satisfaction with the way HFI deals with repairs and maintenance	74%	75%	83%↑	80% ↓	79%↓	82%↑	87%↑	75%	81% 😊
HFI Direct									
2. Answering the phone quickly. % Satisfied.	96%	98%	99%↑	98%↓	99%↑	99%=	98%↓	99%	99% 😊
3. How well staff dealt with your repair request % satisfied.	94%	98%	98%=	97%↓	98%↑	99%↑	98%↓	95%	98% 😊
4. Clear info about how the repair will progress. % Satisfied.	92%	97%	92%↓	93%↑	95%↑	96%↑	96%=	98%	95% 😞
5. Offered an appt for the contractor to visit	93%	93%	93%=	95%↑	96%↑	94%↓	93%↓	98%	94% 😞
Kier Islington									
6. Did Kier call within the timescales you expected/ within 24 hours? % Yes (Urgent repairs)	87%	89%	93%↑	89%↓	92%↑	90%↓	95%↑	99%	92% 😞
7. Did the operative call ahead two days before, to remind you of your appointment.	62%	55%	57%↑	46%↓	53%↑	66%↑	86%↑	65%	61% 😞
8. Did Kier keep their appointment % Yes?	90%	95%	93%↓	94%↑	96%↑	97%↑	95%↓	99%	95% 😞
17 Satisfied with quality of repair work	92%	93%	93%=	86%↓	94%↑	96%↑	93%↓	100%	93% 😞
18 Was the work carried out to your satisfaction? % Yes.	84%	83%	88%↑	89%↑	91%↑	86%↓	87%↑	100%	87% 😞
Kier Islington Gas									
19 Did Kier contractors complete the repair on the first visit? (Gas repairs only)	69%	78%	75%↓	78%↑	75%↓	76%↑	74%↓	87%	76% 😞
British Gas									
20 Did British Gas contractors complete the repair on the first visit? (Gas repairs only)	N/A	67%	64%↓	68%↑	75%↑	68%↓	72%↑	87%	69% 😞

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
Managed Property Sub-Board	12 December 2007	8	Monitoring

Subject of report: Performance indicators October 2007

1. Synopsis

1.1 This report gives performance figures for a range of HFI services within the remit of Managed Property Sub-Board.

2. Recommendation

2.1 That the report is noted.

3. Background

3.2 Notable performance issues are:

- Central Street Area Housing Office had the highest score in October of 7.77 on the basket of performance measures.
- Management voids (those needing only minor repairs) rose to 0.52% of HFI tenanted stock (136 properties), above the target of 0.40%.
- Current arrears per tenant at the end of October 2007 were £201.05. This is 0.3% lower than the end of 2006/07.
- Central Street has the lowest average arrears per tenant (£161.82).
- Average re-let time for void properties was 18 days in October. Central Street had the best result with 15 days average re-let time.
- 91.4% of invoices were paid in time in October compared with 94.7% in the last financial year.

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

4. Conclusion

4.1 Performance in October was better than target in all key areas other than complaints, gas servicing and arrears.

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Performance Indicator Report



improving housing through partnership

Performance
Monitoring
Section

QMS
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October 2007

Managed Property

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
8	LI 27g	Number of new nuisance / anti-social behaviour cases opened in the month	AR
8	LI 27h	Number of new nuisance / anti-social behaviour cases closed in the month	AR
8	LI 27i	Number of live nuisance / anti-social behaviour cases	AR
8	LI 27j	Number of professional witness deployments	AR
8	LI 27k	Number of parental support referrals	AR
8	LI 27l	Number of mediation referrals	AR
8	LI 27m	Number of demoted tenancies	AR
8	LI 27n	Court applications - antisocial behaviour	AR
Rent Arrears			
9	LI 22	Percentage of debt pool reduction. This is reported as a year to date position	AR
9	LKPI 23	Current arrears per tenant	AR
9	LKPI 24a	Total former rent arrears (£m)	AR
9	LI 2a	Total rent arrears (£m)	AR
9	LI 2b	Total arrears (£m)	AR

10	LI 30 a & b	Rent arrears by banding	AR
		Voids and re-lets	
11	LKPI 31(ex ACPI B2a)	Percentage of Voids (management)	AM
12	BVPI 212 (ex LKPI 33)	Average re-let time (days)	AM
		Caretaking	
13	LKPI 69b	The percentage of caretaking inspections which achieved an A or B grade	MP
		Home Ownership - Right to Buy	
14	LKPI 74a	Right to Buy applications received and processed	AM
14	LKPI 74b	RTB2 - Valuations - time from request made to receipt (weeks)	AM
14	LKPI 74c	S125's - receipt of valuation to issue (weeks)	AM
14	LKPI 74d	Plans - plans requested from valuers to receipt (weeks)	AM
14	LKPI 74e	Time from receipt of RTB1 to issue RTB2 (weeks)	AM
		Home Ownership - Legal Action on Service Charges	
15	LKPI 75a	Instructions Recorded	AM
15	LKPI 75b	Cases Issued	AM
15	LKPI 75c	Judgments Obtained	AM
15	LKPI 75d	Judgment Cost (£)	AM
PROPERTY SERVICES			
		Repairs	
16	LKPI 35	The percentage of urgent repairs completed (priority H0, H1,H2 & H3 time limits)	MP
16	LKPI 185	Percentage of repairs for which an appointment was made and kept	MP
17	LKPI 36	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	MP
17	LKPI 37	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	MP
RESOURCES			
18	BVPI 8	% Invoices Paid within 30 days	MP
19 to 20	Glossary of terms and abbreviations		

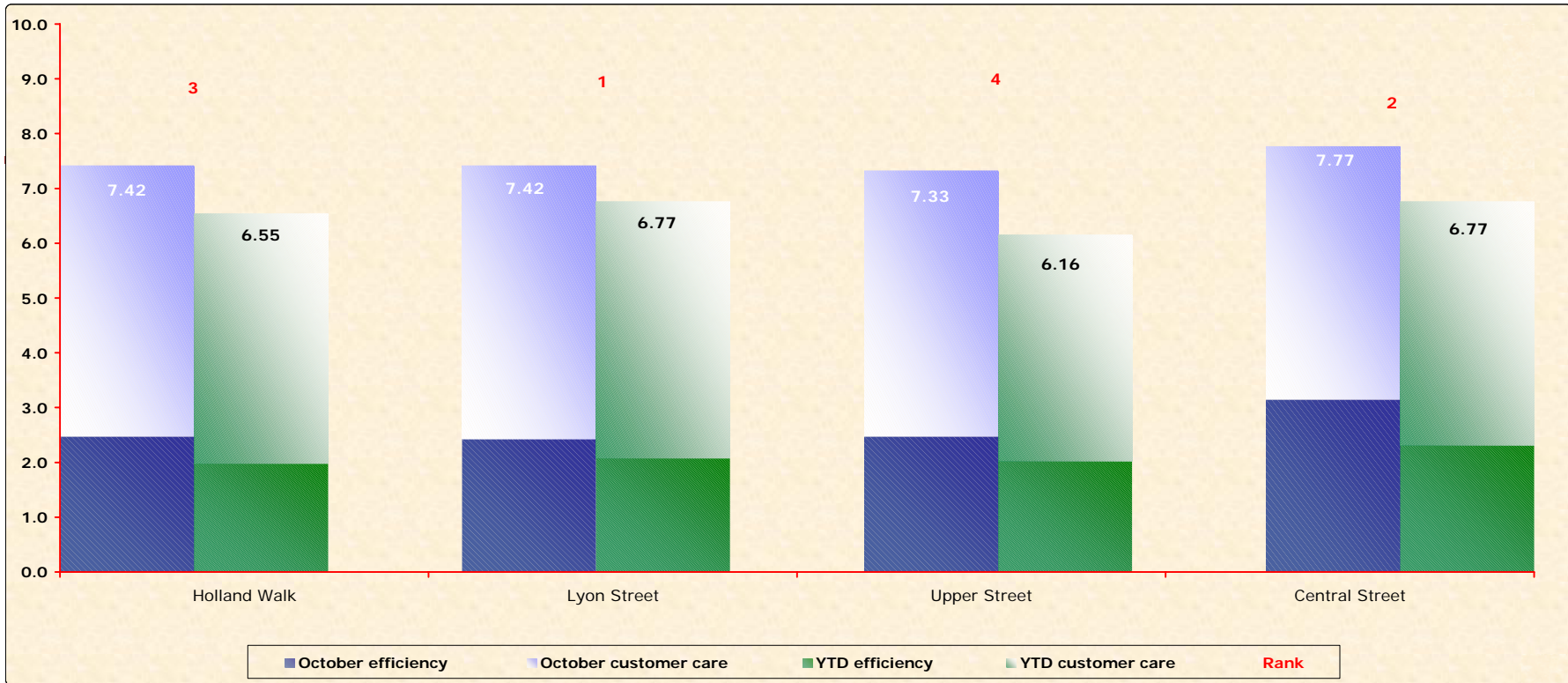
Performance Basket Report October 2007

Headline Performances

- **Central Street and Lyon Street share first place for the year to date, scoring 6.77 points. Central Street is in first place for the month of October, scoring 7.77 points with Lyon Street and Holland Walk in second place for the month, both scoring 7.42 points.**
- **Efficiency scores have averaged 5.26 points across the area offices for October. This performance is rated as "Satisfactory". Customer care scores have averaged 9.71 points across the area offices for October and based on the ratings key this performance rates as "Excellent".**

Contact Anne Mushington for more information on ext. 4113

PERFORMANCE BASKET - HFI Managed Area Offices



YTD Overall Ratings		
Area Office	Ratings	Ranking
Holland Walk	Satisfactory	3
Lyon Street	Satisfactory	1
Upper Street	Satisfactory	4
Central Street	Satisfactory	2

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

Monthly Efficiency and Customer Care Scores		
Area Office	Efficiency	Customer Care
Holland Walk	4.94	9.90
Lyon Street	4.84	10.00
Upper Street	4.95	9.70
Central Street	6.30	9.24

- 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)
 - 12.5 Caretaking - Monthly average percentage (Monthly)
 - Customer Care Performance Indicators
 - 5 % Invoices paid within 30 days
 - 10 Correspondence (Monthly)
 - 10 Complaints (Monthly)
 - 10 Members Complaints and Enquiries (Monthly)
 - 5 % Tenant court appearances
 - 10 % of telephones answered a) within 6 rings, b) achieving the full corporate greeting

OPERATIONS

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

The percentage of harassment incidents resulting in further action.

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

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

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

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

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

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

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

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

The number of sexuality incidents recorded by Homes for Islington

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

The number of other incidents recorded by Homes for Islington

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

OPERATIONS

LKPI 101a;

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

LKPI 101b;

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

LKPI 101c;

The number of evictions obtained

LKPI 101d;

The number of injunctions obtained

LKPI 101e;

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

LKPI 101f;

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

Comments:

LKPI 101a; Oct = 1, YTD = 21

LKPI 101b; Oct = 7, YTD = 70

LKPI 101c; Oct = 0, YTD = 4

LKPI 101d; Oct = 5, YTD = 21

LKPI 101e; Oct = 0, YTD = 1

LKPI 101f; Oct = 15

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

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

Clarification can be obtained from Alan Richards (Ext 4281)

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

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

The number of NTQs/NSP's served

Oct	2007	
	Last Year	This Month YTD
LKPI 101b		
Central Street	17	1 11
Holland Walk	14	1 13
Lyon St	12	0 14
Upper Street	8	3 20
PFI 1	5	0 1
PFI 2	0	2 11
HFI Total	88*	7 70

The number of evictions carried out

Oct	2007	
	Last Year	This Month YTD
LKPI 101c		
Central Street	0	0 0
Holland Walk	0	0 3
Lyon St	1	0 0
Upper Street	3	0 0
PFI 1	0	0 1
PFI 2	0	0 0
HFI Total	8*	0 4

The number of injunctions / undertakings obtained

Oct	2007	
	Last Year	This Month YTD
LKPI 101d		
Central Street	2	1 3
Holland Walk	2	0 2
Lyon St	2	2 8
Upper Street	4	1 4
PFI 1	4	0 2
PFI 2	0	1 2
HFI Total	20*	5 21

The number of anti-social behaviour orders obtained

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

OPERATIONS

LI 27g - The number of new nuisance / anti-social behaviour cases opened in the month
 LI 27h - The number of nuisance / anti-social behaviour cases closed in the month
 LI 27i - The number of live nuisance / anti-social behaviour cases
 LI 27j - Professional witness deployment
 LI 27k - Referrals; parental support
 LI 27l - Referrals; mediation
 LI 27m - Demoted tenancies
 LI 27n - Court applications - antisocial behaviour
 LI 27p - Possession orders obtained

Comments:

LI 27g; Oct = 85
 LI 27h; Oct = 92,
 LI 27i; Oct = 512,
 LI 27j; Oct = 2, YTD = 5
 LI 27k; Oct = 1, YTD = 14
 LI 27l; Oct = 8, YTD = 60
 LI 27m; Oct = 0, YTD = 0
 LI 27n; Oct = 4, YTD = 24
 LI 27p; Oct = 3, YTD = 14

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

* The 2006-07 year end figures include actions done by the former AHO's Boleyn Road and Isledon Road. There has been some reconciliation of nuisance case numbers by existing AHO's.

Clarification can be obtained from Alan Richards (Ext 4281)

- Number of new nuisance / anti-social behaviour cases opened
 - Number of nuisance / anti-social behaviour cases closed
 - Number of live nuisance / anti-social behaviour cases

Oct	2007				
LI 27g / h / i	CASES B/F	NEW CASES	CLOSED CASES	CASES C/F	CASES OPENED YTD
Central Street	71	18	5	84	81
Holland Walk	80	18	14	84	95
Lyon St	117	21	35	103	223
Upper Street	123	18	26	115	212
PFI 1	48	1	7	42	22
PFI 2	68	9	5	72	54
HFI Total	507	85	92	500	687

Professional witness deployments

Oct	2007		
LI 27j	Last Year	This Month	YTD
Central Street	3	0	1
Holland Walk	1	0	1
Lyon St	2	1	2
PFI 2	2	1	1
PFI 1	0	0	0
PFI 2	0	0	0
HFI Total	12*	2	5

Referrals; parental support

Oct	2007		
LI 27k	Last Year	This Month	YTD
Central Street	10	0	0
Holland Walk	6	1	5
Lyon St	7	0	7
Upper Street	1	0	2
PFI 1	0	0	0
PFI 2	0	0	0
HFI Total	43*	1	14

Referrals; mediation

Oct	2007		
LI 27l	Last Year	This Month	YTD
Central Street	4	1	11
Holland Walk	15	3	17
Lyon St	7	0	5
Upper Street	1	0	12
PFI 1	0	4	5
PFI 2	0	0	10
HFI Total	38*	8	60

Demoted tenancies

Oct	2007		
LI 27m	Last Year	This Month	YTD
Central Street	0	0	0
Holland Walk	0	0	0
Lyon St	0	0	0
Upper Street	0	0	0
PFI 1	N/A	0	0
PFI 2	N/A	0	0
HFI Total	0	0	0

Referrals to legal for court action

Oct	2007		
LI 27n	Last Year	This Month	YTD
Central Street	7	1	2
Holland Walk	3	0	7
Lyon St	10	2	8
Upper Street	7	0	0
PFI 1	N/A	0	2
PFI 2	N/A	1	5
HFI Total	38*	4	24

Possession orders obtained

Oct	2007		
LI 27p	Last Year	This Month	YTD
Central Street	0	0	2
Holland Walk	0	0	6
Lyon St	2	0	2
Upper Street	2	3	4
PFI 1	N/A	0	0
PFI 2	N/A	0	0
HFI Total	8*	3	14

OPERATIONS

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

Target = To be below £180 (year end)

LKPI 24a;
Former tenant arrears

LI 2a;
Total current rent arrears

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

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

Comments:

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

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

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

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

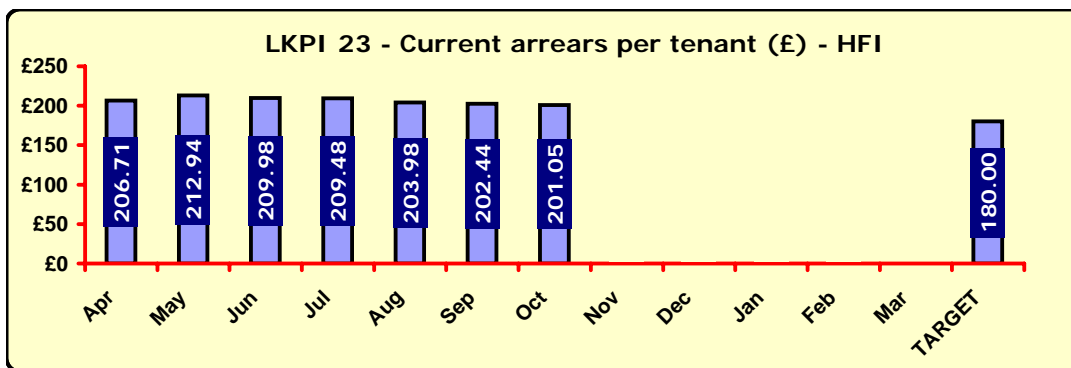
LI 22 = -3.2% decrease
(HFI = -4.0% decrease, PFI = 0.0%)

NB: "Last Year" is March 2007.

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

The arrears figure for SLUGS has been affected by a potential change in ownership

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



Current arrears per tenant

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

Percentage of debt pool reduction (%)

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

Total current rent arrears

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

Total former tenant arrears

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

Total arrears

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

OPERATIONS

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

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

Comments

LI 30a;

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

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

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

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

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

Overall, of those tenants that are in arrears:

- 5.7% have arrears of £2000 or more

- 13.2% have arrears of £1000 or more

LI 30b;

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

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

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

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

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

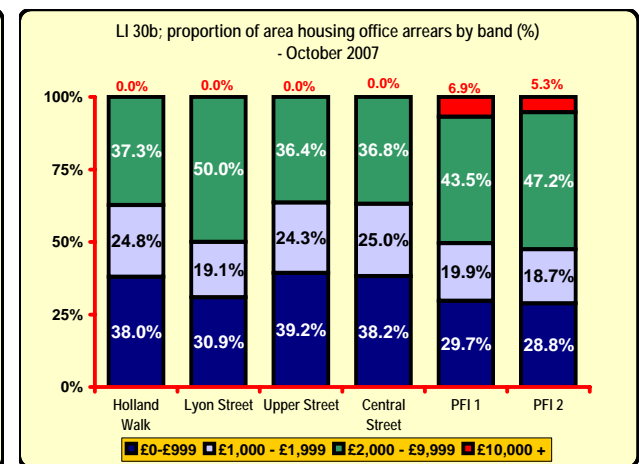
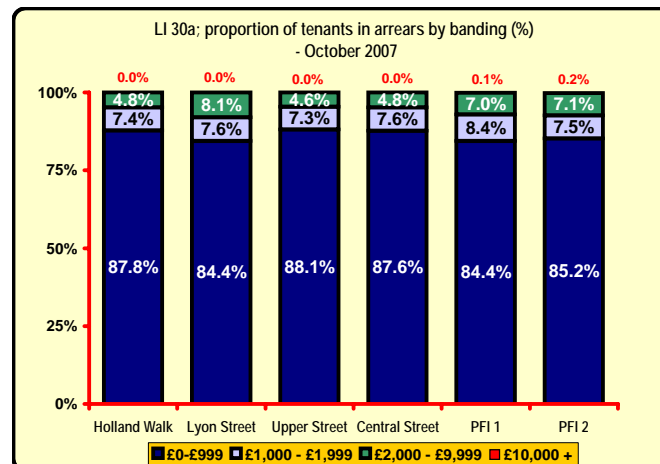
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

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

Amount of arrears by band

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



OPERATIONS (VOIDS)

(LKPI 31 ex ACPIB2a) (MPG)
 The percentage of Management Voids.

The percentage of dwellings that are empty & available for letting or awaiting minor repairs.

Target: 0.40%

Comments:

LKPI 31

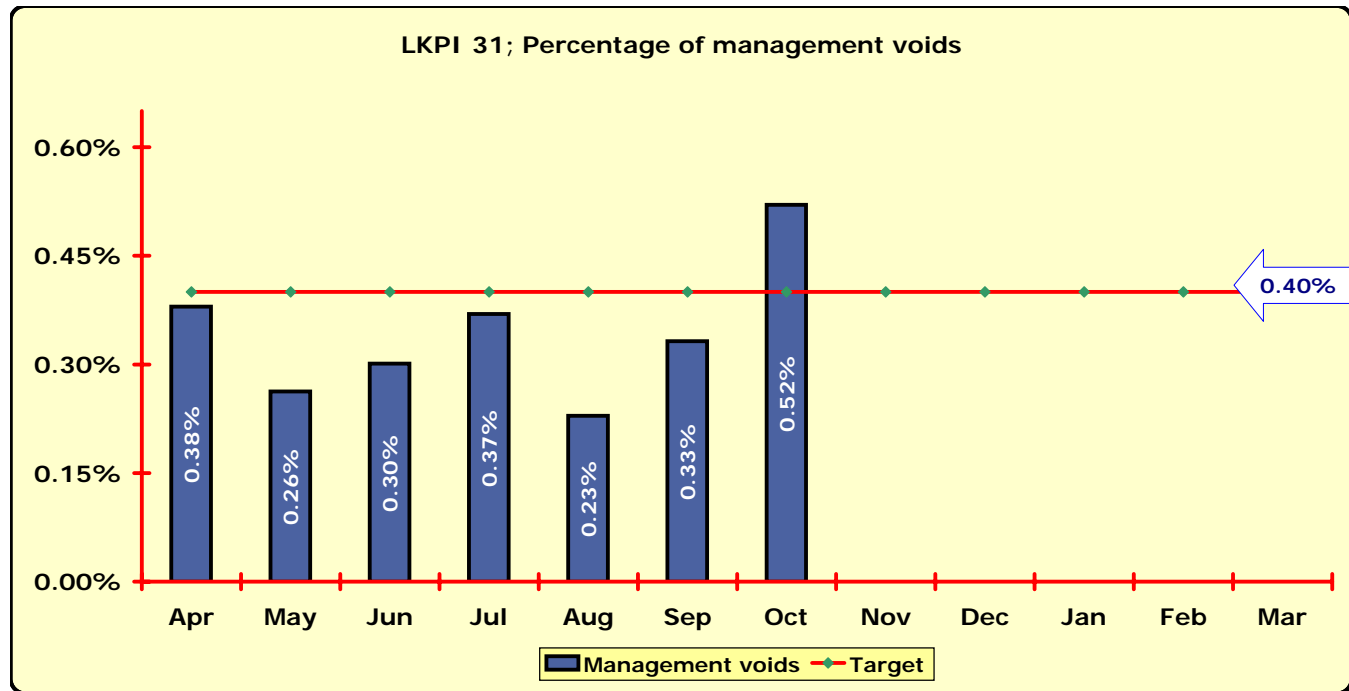
October 2007 = 0.52%

For further clarification contact Anne Mushington ext 4113

LKPI 31 - Percentage Management voids: area office monthly breakdown

Area Breakdown	Voids	Total Stock	% void
Holland Walk	41	5492	0.75%
Lyon Street	25	4227	0.59%
Upper Street	33	6814	0.48%
Central Street	31	4997	0.62%
PFI 1	5	1703	0.29%
PFI 2	1	2897	0.03%
HFI Total	136	26130	0.52%

This figure represents the monthly snap-shot position



(BVPI 212) (This indicator is included in the Comprehensive Performance Assessment calculation which provides a framework for the overall assessment of performance for Islington Council)

Average re-let time of management voids let in the year. The period is calculated from date void to tenancy commencement date. Expressed in calendar days.

Target= 22.5 calendar days

(LI - 21)
Average void cost - Target = N/A

Comments:

BVPI 212 - Average void re-let time,

October 07 = 18 CALENDAR DAYS

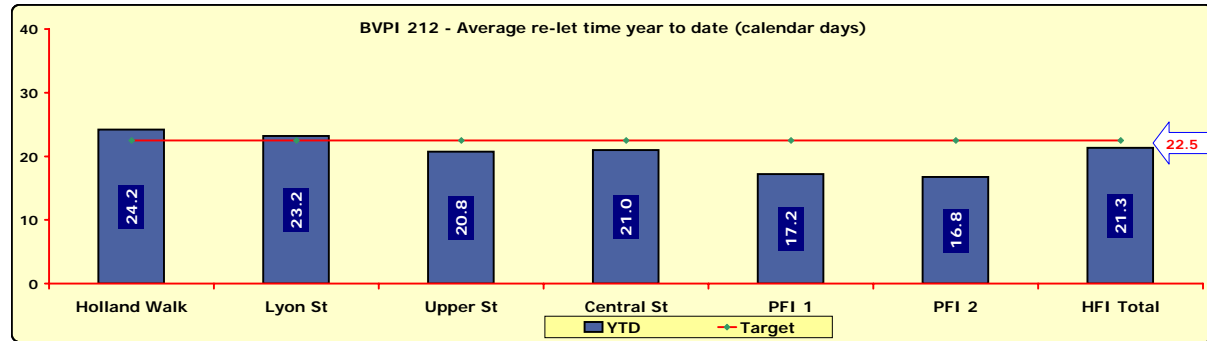
All area housing offices, PFI 1 and PFI 2, have either met or exceeded the 22.5 day re-let target for October.

LI 21 - Average void cost:

October 07 (YTD) = £3,609

The figure is reported directly from iWorld and OHMS. The calculation is made up of the sum of all finalised invoices, divided by the number of voids let. As invoices are finalised over varying periods of time this will be reported as a year to date figure.

For clarification please contact Anne Mushingon ext 4113



BVPI 212 - Average re-let time

Areas	Last Year	Current Month	YTD
Holland Walk	25	19	24
Lyon Street	19	19	23
Upper Street	20	21	21
Central Street	27	15	21
PFI 1	21	11	17
PFI 2	29	14	17
Total (Area Offices, PFI 1 & PFI 2)	23	18	21
TMO & TMC	32	N/A	7

LI - 21 Average void cost (£)

Areas	Last Year	Year to Date
Holland Walk	£4,657	£2,584
Lyon Street	£4,447	£3,262
Upper Street	£3,640	£4,324
Central Street	£3,664	£3,004
HFI Monthly Average	£4,028	£3,609

OPERATIONS (CARETAKING)

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

Target = 91%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:

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

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

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

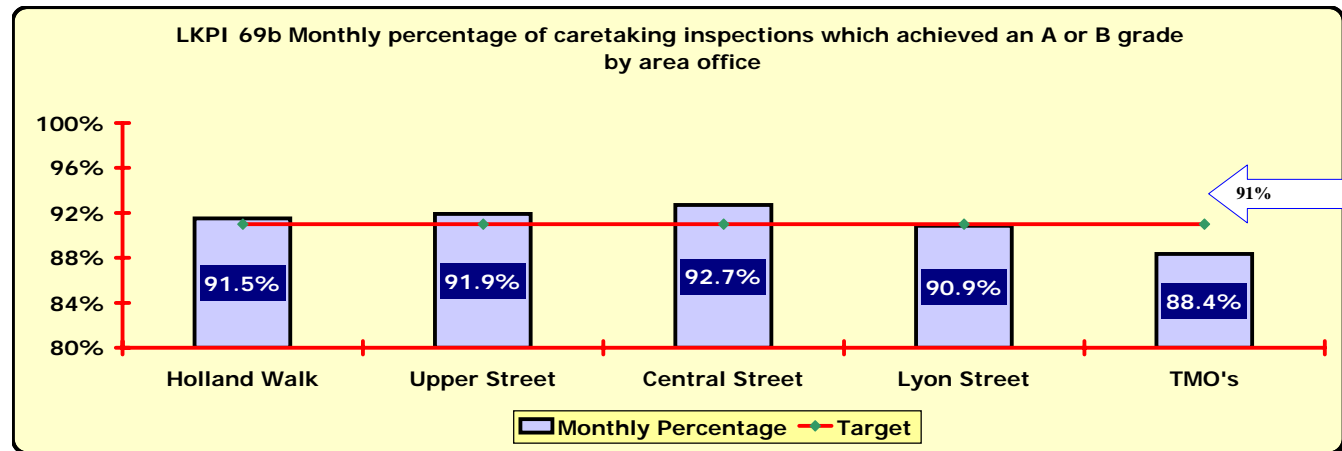
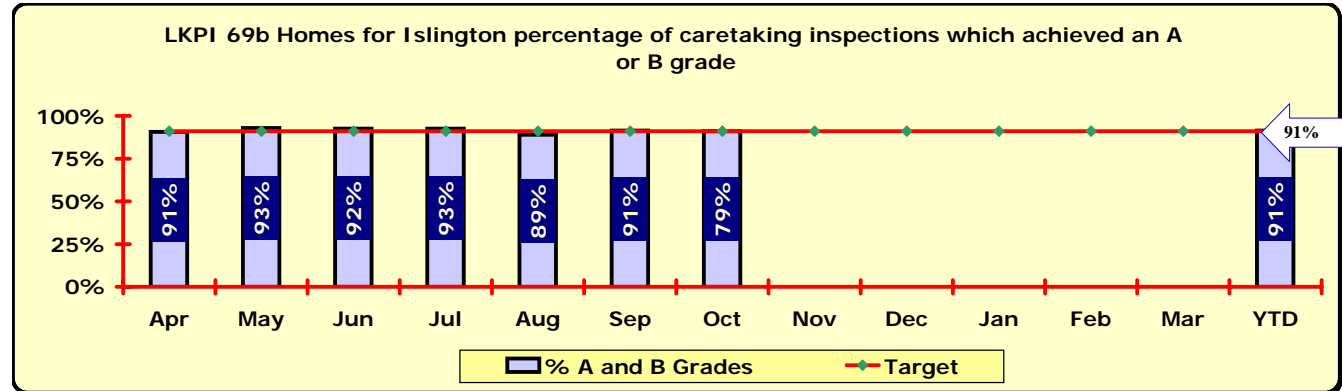
TMO inspections

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

Contact Matt Parsons for more information on ext 4219

Caretaking inspection total, percentage gradings and average percentage score

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



OPERATIONS - Home Ownership - Tenants Right To Buy

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

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

Target = 5 weeks

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

Target = 2 weeks

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

Target = 4 weeks

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

Target = 2 weeks

Comments:

October 2007 Performance:

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

LKPI 74a = 32 RTB's Received

LKPI 74b = 5.6 weeks

LKPI 74c = 0.8 weeks

LKPI 74d = 4.3 weeks

LKPI 74e = 1 week

Contact Anne Mushington for more information on ext 4113

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

OPERATIONS - Home Ownership - Legal Action on Service Charges

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

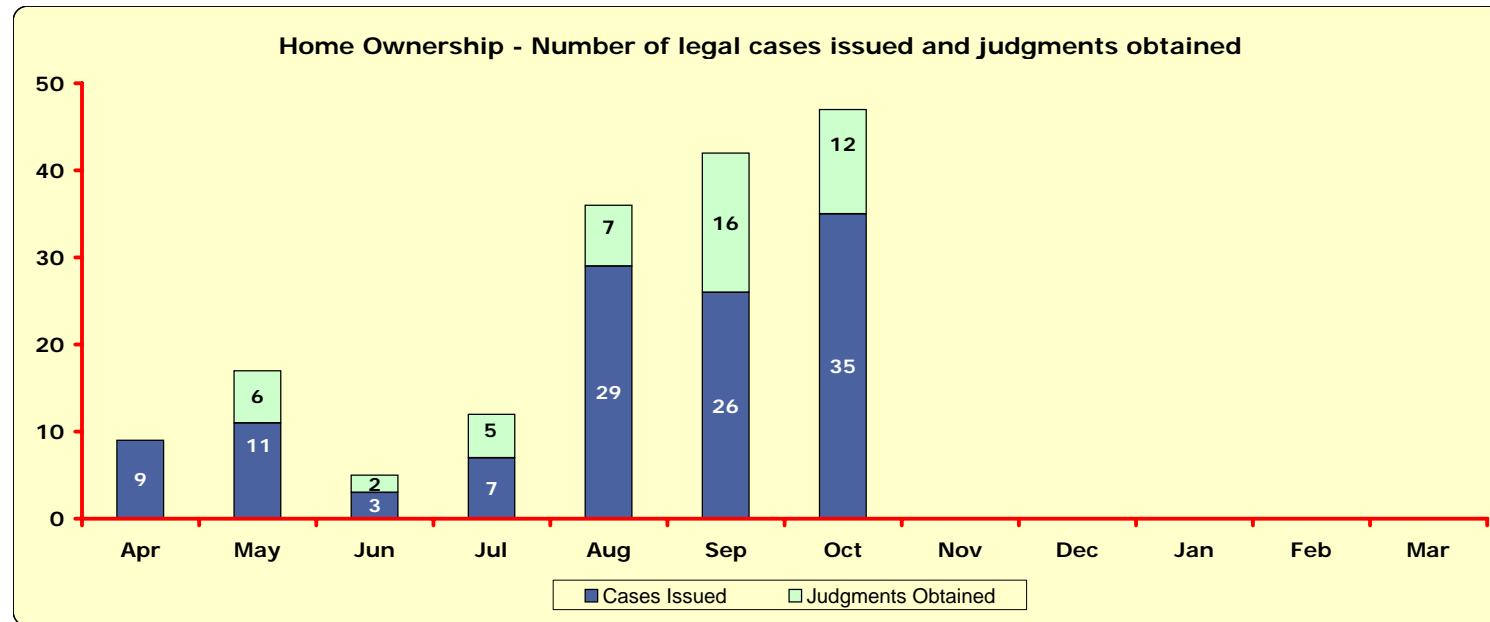
LKPI 75a
Instructions recorded
Target = 400

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

Instructions recorded:
October = 36
YTD = 236

Contact Anne Mushington for
more information on ext
4113

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



PROPERTY SERVICES (REPAIRS)

(LKPI 35 MPG)

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

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

Target = 99.1%

LKPI 35; percentage of urgent repairs completed

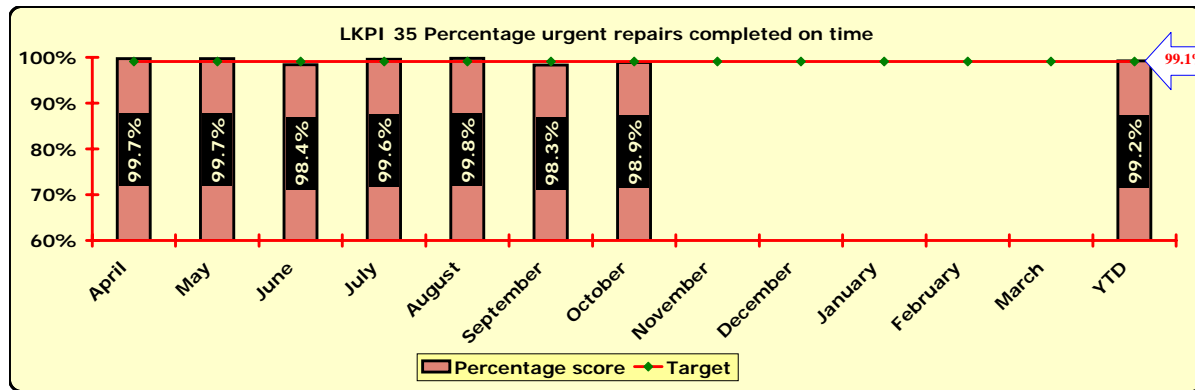
LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	1619	1581	97.7%	158	153	96.8%	1247	1230	98.6%
Lyon Street	1105	1089	98.6%	123	121	98.4%	863	852	98.7%
Upper Street	1458	1419	97.3%	267	262	98.1%	1846	1821	98.6%
Central Street	1546	1518	98.2%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

(LKPI 185)

Percentage of repairs for which an appointment was made and kept

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

Target = 99.1%



Comments:

LKPI 35: Urgent jobs

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

LKPI 185: Repair appointments made and kept

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

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

Contact Matt Parsons for more information on ext 4219

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

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

PROPERTY SERVICES (REPAIRS)

(LKPI 36 MPG)

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

Target= 7 calendar days

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

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

(LKPI 37)

Percentage of non-urgent repairs completed on time

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

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

Target = 97%

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

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

Comments:

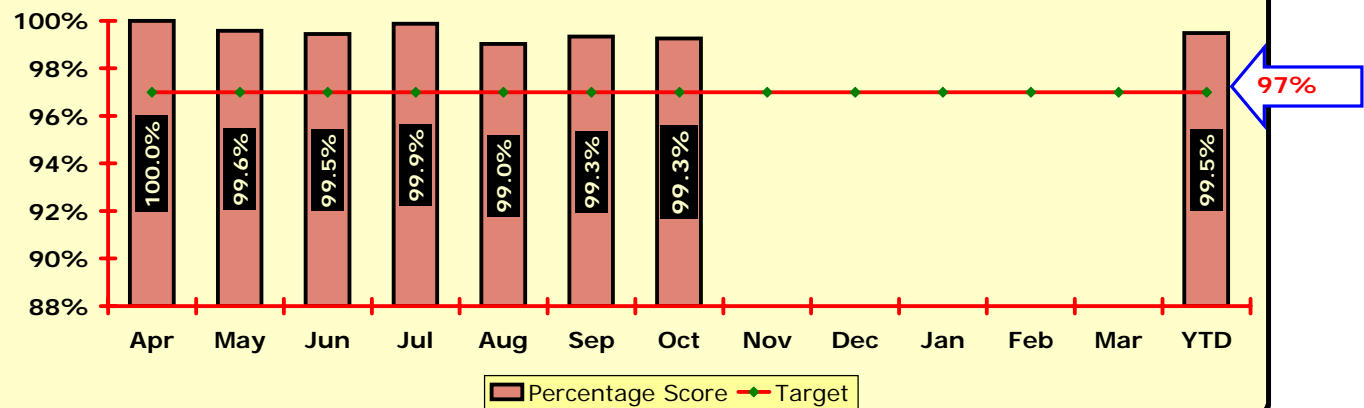
LKPI 36 - October 2007 performance of average time taken to complete non-urgent repairs is 8 calendar days. Year to date performance of 8 calendar days is worse than target.

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

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

Contact Matt Parsons for more information on ext 4219

LKPI 37 Percentage non-urgent repairs completed on time



RESOURCES

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

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

Current Target = 94%

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

(LI 20)

Local Personnel PI's

Staff profiles: Agency/Temp/leavers.

Comments:

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

LI 20 - Reported Quarterly

NP = Not Provided

For further clarification please contact Matt Parsons on Ext 4219.

BVPI - 8 Percentage of invoices paid within 30 days.

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

LI - 20 Local Personnel PI's

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

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	12 th December 07	8	Monitoring

Subject of report: Scrutiny Item Estate Services ~ Performance and Management

1. Synopsis

- 1.1. The purpose of this report is to provide the Sub Board with an update on performance and service delivery in relation to estate services and Caretaking.

2. Recommendation

- 2.1. That the sub board notes this report and gives consideration to the information provided.

3.0 Improving Performance

- 3.1. Homes for Islington has a comprehensive management system to monitor estate services. Over any two-week period Quality Assurance Officers will carry out over 1200 detailed inspections on the 305 estates managed by HFI and TMOs.
- 3.2. In August 2007 HFI developed this further with the introduction of a monthly management report that identifies and lists all locations that do not achieve the required performance standard on any two inspections over an eight-week period. These locations are classified as “Hotspots” and become immediately subject to a formal Action Plan to resolve the areas of concern.
- 3.3. Estate Services Managers have the authority to declassify a “Hotspot” once standards have been consistently maintained over three consecutive inspections, but should concerns continue the matter would become subject to the escalation process described in the procedure.
- 3.4. There were 49 “Hotspots” (or 3.9%) across all area offices at the end October 07, which represents a reduction of 16 since the system was first introduced in August 07. At the moment this figure is not produced as a formal performance indicator, but it is recommended for inclusion

in the Area offices basket of performance indicators for 08/09. In the meantime it was agreed with the Estates Improvement Group that they would receive regular reports on “hotspots”.

- 3.6. In addition, the most recent independent assessment of estate cleanliness (October 07) reported that over 90% of all cleaning tasks undertaken by the caretakers met the required standards at every area office.

4.0. **Caretaking Quality Control**

- 4.1 The photographic Quality control manual referred to in an early report to the Sub-Board has now been produced and is in use by all estate services teams.
- 4.2 The easy to use manual is proving very popular as both a training and management tool, as it realistically sets out the cleanliness standards that residents should expect from the Caretaking service. The manual is available on-line and has been sent to all TRA chairs.

5.0. **Patch Re-measurement and Service Level Agreements**

- 5.1. The complete re-measurement of all caretaker patches and associated workload is well on target for completion by the end of the current financial year. Therefore by the end of March 07 HFI will have for the first time since 1994 a comprehensive and up to-date record of all estates and their cleaning requirements.
- 5.2. To accompany this process, HFI have contacted every Tenant and Resident Association (TRA) by letter and phone to assess the level of interest in negotiating a Service Level Agreements (SLA). The SLA would set out the service standards and performance management arrangements within the current resources available, which most accurately reflects the needs of the estate and the residents.
- 5.3. In response to this proactive approach, HFI has identified 13 TRAs who would like to work with the local area office to take this initiative forward.
- 5.4. HFI are currently developing the procedure and staff training programme that will ensure that the SLAs are negotiated and delivered consistently and this is expected to be completed and rolled out by the end of January 08. It must be noted that although the approach will be consistent, the agreements themselves will be specific to the needs of the estate and unique in that respect.
- 5.5. Homes for Islington have prioritised the re-measurement of estates where TRAs have expressed a wish to negotiate a SLA and we expect to be in a position to commence a proper dialogue with the first TRAs in February 08. The objective to have all 13 TRAs with SLAs in place

by the end of May 08. The new SLAs will be formally reviewed after three months in relation to both the processes of negotiation as well as the delivery and management. It is hoped that if successful HFI will seek to introduce 16 SLAs annually and further details on this will be achieved will presented to the ESIG in January 08.

6.0. Communal Repairs

- 6.1. Staff have previously reported to board the Quality Assurances Officers role in identification of communal repairs on estates and how these are ordered through HFI Direct.
- 6.2. Staff can now report that following a successful trial of a mobile repair role at the Lyon Street Area Office, that HFI in partnership with Kiers have now rolled out the service across the borough. This new service of two dedicated mobile communal repair operatives offers a more flexible and cost effective way of dealing with a wide range of minor repairs.
- 6.3. The mobile repair staff has so far successfully completed 450 minor repairs since the service was first introduced on 24th September 2007, and continues to receive approximately 50 new jobs each week. It has further been estimated that the introduction of this team will achieve a 20% reduction in the previously projected expenditure on communal repairs by the end of the current financial year.
- 6.4. As previously reported not all work required on estates can be identified for immediate repair either through the jobs issued by HFI direct or those raised by estate services teams with the new mobile repair team, where the emphasis on general maintenance and health and safety. Often larger items noted for repair, renewal or improvement will be subject to the normal process of progression with the Head of Repairs, the capital programmes project teams and the mechanical and electrical teams.
- 6.5. The following table sets out the estimated value of renewal and improvements that Estate Service staff has identified for future programmes.

6.6. Table 1

AHO	Total of Estimates provided	Number of Properties
Central Street	£40,000.00 (50% of outstanding)	5302
Lyon Street	£30,419.85 (100% of outstanding)	4757
Upper Street	£152,895.00 (39% of outstanding)	8674
Holland Walk	£110,420.55 (66% of outstanding)	6889

7.0. Other Service Improvement initiatives

- 7.1 HFI is currently working with the Recycling Manager to roll out co-mingle collection facilities at all HFI managed estates, where currently no service exists, by the end of the current financial year.
- 7.2. During the summer Estate Services Environmental co-ordinator has led a working group to completely review and update the Caretaking operational Manual. This work is nearing completion and should be ready for printing in early January 08.
- 7.3. The practice of caretakers visiting all new tenants to explain their role will be extended to all new Leaseholders from January 08. The Homeownership Manager will update the Leaseholders welcome pack to explain the additional service and how this will be managed and monitored from the area offices.
- 7.2 It is proposed to increase publicity in relation to the quarterly estate inspections. Ideas and recommendations on how this can be achieved will be presented to the ESIG in January 08.
- 7.4. HFI is currently participating in the council's scrutiny panel on open spaces on council estates. The panel is due to report in March 08.

8.0. Conclusion

- 8.1. HFI continues to develop methods to improve and monitor performance with the new process of identifying under-performing areas (hotspots) followed by the development of actions plans to resolve that under-performance, ensuring that standards continue to rise.
- 8.2. The creation of the photographic Quality Assurance Manual further tackles performance standards and assists with improving those standards. Both Estate Services and our residents have a clear standardised guide as to what cleaning standards can be expected on our estates This in turn assists in achieving consistently high standards
- 8.3. The re-measurement of all caretakers' patches will support clarity around work loads and provide HFI residents with a potential to order in part the frequency of cleaning tasks that they receive on their estate.
- 8.4. With the development of the mobile repair team Estate Services can now tackle minor repairs more directly and effectively. The team also clearly demonstrates value of money as the team are multi-skilled and are able to complete a variety of tasks which previously required greater administration and organisation.

- 8.5. Estate Services welcomes comments and feedback from the Sub-Board on the content of this report.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	11 th December 2007	8	Monitoring

Subject of Report: Risk register – all Managed Property Sub-Board risks

1. Synopsis

- 1.1 This report presents the current position with regard to all risks that relate to the Managed Property Sub-Board (MPSB), which were included in the risk register report reviewed by Audit Committee (AC) on 27th November 2007.

2. Recommendation

- 2.1 That MPSB notes the current assessment of the risks listed in Appendix A of the report.

3. Background

- 3.1 HFI's Audit Committee reviews the risk register on a quarterly basis. Meetings are held regularly with Service Directors to review risks in their areas. On 20th March 2006 the Board agreed that all risks would be reported to each meeting of the relevant Sub-Board, Committee or Working Group. The risk register is also reviewed by Senior Management Team, prior to going to Audit Committee.
- 3.2 The risks set out in Appendix A have been referred to the Managed Property Sub-Board for monitoring.
- 3.3 At each meeting, the Managed Property Sub-Board considers issues raised in the 'Prevention and Mitigation' and 'Progress on action' columns.
- 3.4 There is one new risk included in Appendix A, which is:
- STR 028 – Failure to manage repairs and maintenance expenditure within allocated resources

No risks have been deleted from the risk register since the last report to this meeting.

- 3.5 The risk register also contains the following 'coding' to identify updates to risks:

- + = new risk
- # = change in the overall rating of the risk
- * = update of text i.e. to the 'prevention' or 'progress' columns (not indicated in this report as all risks have been updated)

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

- High risks – red
- Medium-high risks – blue
- Medium-low risks – yellow
- Low risks - green

There are no High Risks but there is one new, Medium-high Risk for this meeting to consider. Comments are sought from the Sub-Board on the risks listed in Appendix A.

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

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

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

3.9 The risk abbreviations are:

- STR – Strategic risks
- OPE – Operational risks
- MND – Managing Diversity risks
- FIN – Financial risks (none for MPSB)
- COM – Compliance risks (none for MPSB)

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Item 8 - 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 028 + Failure to manage repairs and maintenance expenditure within allocated resources	M 3	M 3	MH 9	<ul style="list-style-type: none"> Action plan agreed to bring spend within budget Fortnightly reporting on spend and forecasts against budget 	MPSB	J Phillips	<ul style="list-style-type: none"> Finance Ctte request for Audit Ctte to consider adding this as a risk to the risk register
OPE 003 Failure to establish operational procedures, which result in a lack of consistent service standards	L 2	L 1	L 2	<ul style="list-style-type: none"> Service Development Team work plan to deliver appropriate operational procedures Service Improvement Group ensures learning from best practice and customer feedback is translated into better operational procedures 	MPSB	S Kwong	<ul style="list-style-type: none"> SIG meetings happening on a monthly cycle SDT workplan on target
OPE 011 Failure to establish a coherent strategy to manage Reception Centres with regard to their long-term retention or disposal and failure to manage staff redeployment following the phased closure of Reception Centres	M 3	L 1	L 3	<ul style="list-style-type: none"> Monitor effectiveness of reception centres Identify long-term strategy for dealing with Reception Centres Strategy in place with timescales, with five of the nine Reception Centres to be disposed of between 2006-10 Funding for retained Reception Centres secured 	MPSB	D Goldring	<ul style="list-style-type: none"> First phase complete in conjunction with LBI. Working on revised disposal strategy.

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
OPE 016A E * Termination of Supporting People contracts: Housing Support (This risk has returned to register as contract extended from July 07 to March 08)	L 1	H 4	L 4	<ul style="list-style-type: none"> ▪ Action Plans to be complied with ▪ LBI decision on continued funding awaited ▪ Meetings with LBI to assess business continuity ▪ Current Housing Support contract extended to Mar 08 	MPSB	D Goldring	<ul style="list-style-type: none"> • Tender process for 08/9 currently ongoing with bid submitted • Outcome of tender bids due Nov. 07
MND 006A 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. (Will also need to cover Repairs delivery – Property Services to action) • Outreach work with community and voluntary sector organisations 	MPSB	D Goldring	<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 07 onwards

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	12 th December 2007	8	Information

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

1. Synopsis

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

2. Recommendation

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

3. Background

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

4. Consultation Reports for November 2007

- 4.1 For the November 2007 round of Consultative Panel meetings, there were 3 reports for Consultation:
- **Business Plan 2008-13**
 - **Consultative Panels Terms of Reference**

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

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

5. Conclusion

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

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

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

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

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

HFI Consultative Panels– November 2007 Islington Leaseholders Forum

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

HFI Consultative Panels– November 2007 Tenant Management Forum

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

HFI Consultative Panels– November 2007 Upper Street North

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

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

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

HFI Consultative Panels– November 2007 Lyon Street

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

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

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

Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	12 th December 2007	8	Information

Subject of Report: Update on Petitions Received by Consultative Panels

1. Synopsis

- 1.1 This monitoring report updates the Sub-Board on petitions received at Consultative Panels and progress on their resolution.

2. Recommendation

- 2.1 That the Sub-Board notes the report.

3. Background

- 3.1 At its meeting in December 2004, Managed Property Sub-Board requested a report to come to the February meeting, providing information on the current protocol for receiving petitions and an update on any ongoing petitions at Consultative Panels.
At its February meeting the Sub-Board received a report detailing the procedure for receipt and action on petitions received at Consultative Panels, together with a summary of those petitions received since April 2004.
- 3.2 Since 30th March 2005, the report has been presented at each Managed Property Sub-Board meeting, providing information on petitions received by Consultative Panels from April 2004 to date.
- 3.3 The November 2005 cycle of Consultative Panels considered the procedure for the management of petitions received at these meetings. The Consultative Panels were in favour that petitions to Area Housing Panels, which are not resolved at Panels, would be escalated to the Managed Property Sub-Board.
- 3.4 On the 14th November 2005 the Board of Homes for Islington agreed that the current wording in the terms of reference for Managed Property Sub-Board be amended to read:

“To monitor that the petitions received at Consultative Panels are being properly addressed and to arbitrate on those petitions where residents have received what they consider to be an unsatisfactory conclusion to the matter.”

4. Updates on Petitions Since 30th March 2004

- 4.1 Appendix 1 to this report provides up to date information on petitions received by Consultative Panels from April 2004 to date that remain “open”.
- 4.2 Since the last petitions update report to Managed Property Sub-Board:
- There are no petitions open at Holland Walk Area Housing Panel, Lyon Street Area Housing Panel, Upper Street Area Housing Panel (north), Islington Leaseholder Forum, Partners for Improvement in Islington Resident’s Forum (1 and 2) or the Tenant Management Group.
- 4.3 New Petitions and Updates to Existing Petitions (for full details see Appendix 1).

4.4 Central Street Area Housing Panel

- 4.4.1 On 10th May residents of Grayson House, Playdell Estate presented a petition regarding noise nuisance.
- 4.4.2 On 19th July 2007 residents of Whitbread Estate presented a petition requesting window replacements.

4.5 Upper Street Area Housing Panel (south)

- 4.5.1 On 15th November 2007 residents of Hullbridge Mews Leaseholder Association presented a petition regarding private development work.

5. Conclusion

- 5.1 Overall, 2 petitions remain unresolved at Central Street and 1 at Upper Street south.

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Petitions Received at Consultative Panels remaining “open” since April 2004

Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Central St Area Housing Panel	Received April 07 and presented at panel 10.05.07	5 residents of Grayson House, Pleydell Estate	Regarding noise nuisance	<p>Background</p> <ul style="list-style-type: none"> - Noise nuisance caused by machinery was first reported as coming from a particular flat in Jan 06. - A counter allegation of nuisance was made in Feb 06. - Action taken by HFI included numerous visits to neighbouring properties and interviews however no noise was witnessed other than on one occasion a washing machine running in the flat of the alleged perpetrator. - DAT noise recorders were installed on 2 occasions (Mar and May 06) by environmental health however no noise detected. - HFI installed noise recorders on 2 further occasions (Jun and Dec 06) however no significant noise detected. - In between, further allegations of banging and machinery noise and further counter allegations were made. - The complainants visited the office to hear the recordings in Jan 07. The complainants acknowledged that the machine was sensitive but did not understand why the noise wasn't picked up. - Further visit made and noise consistent with domestic activity was witnessed. - In May 07, nuisance was witnessed coming from a different flat to that alleged by the complainants. Arrangement made for officer to visit and investigate. <p>Agreed for case and actions taken to be reviewed by Doug Goldring.</p>

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Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
		Pleydell Estate cont...		<p>July Update</p> <ul style="list-style-type: none"> • Doug Goldring reviewed the case and was satisfied with the extensive actions taken by the office. • Appreciation was given to the length of time and distress caused and mediation offered to assist in resolving the long running neighbour dispute. • It was stressed that staff were on hand to visit during office hours to witness the noise, with the out of hours team available until 1am. • Petitioners attended the panel meeting and advised they were not happy with this response. • Petitioners asked whether an officer could be positioned in the flat from 5-11pm on a number of evenings to try and witness the noise. • David Salenius, area housing manager, to look into the use of professional witnesses. <p>September Update</p> <ul style="list-style-type: none"> • Professional witnesses used who witnessed noise that was deemed obtrusive. • Further action against the alleged perpetrator to be taken now that the office has evidence of noise nuisance. <p>November Update No further update.</p>

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Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Central Street	Received 19.07.07	102 residents of the Whitbread Estate	Request for window replacement	<p>Request for new double glazed windows as current windows reported to be dangerous and cause a security risk (locks broken). Also properties are experiencing excess condensation causing window frames to rot.</p> <p>TRA advised that the petition was sent to Aiden Stapleton at end of August but no response received, so further letter handed in at Highbury House to Eamon McGoldrick and Aiden Stapleton on 19.09.07.</p> <p>November Update All signatories were responded to on 28.09.07 and a report was presented at the area housing panel on 15.11.07. The report advised HFI would not be looking to renew the windows as they could be retained by repair for a further 7 years. The report referred to IDC's decision in Jan 07 that if windows are double glazed but do not require renewal then they should be maintained. It was added that the number of repairs carried out did not warrant the windows being replaced.</p> <p>TRA/Panel Response to Report</p> <ul style="list-style-type: none"> • The TRA complained about the late response and the fact that the petition had been sent to Aiden but responded to by the project officer Lena Shah. • The TRA were also unsure if anyone had even visited the estate to carry out a survey. • There was concern from the panel that these windows were 26 years old and windows less old than this were being replaced. • The panel were also concerned that they had not been consulted on the IDC's decision re windows. <p>Actions Doug Goldring advised that the IDC's decision was reasonably binding, however residents were owed details of any surveys that had been carried out. Doug advised that the case would be reviewed to confirm whether the correct decision had been made on window replacement. The TRA accepted this. The panel Chair asked to be copied in to any survey results and the response to the TRA/residents.</p>

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Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Upper Street South Area Housing Panel	15.11.07	Hullbridge Mews Leaseholders Association	Adverse affect that private development works is having on the block	<p>Full response to the petition sent by the Estate Services Team.</p> <p>Issues dealt with were, alleged irregular refuse collection, caretaking problems, possible infestation, excessive noise and access to the blocks.</p> <p>Panel provided with a full report on current position.</p>

Forward Plan for Managed Property Sub-Board 2007-08

Date of meeting	Items on the Agenda	Status
13/02/20078	Election of Chair / Vice Chair	D
	PIs - December	M
	Responsive Repairs	M
	Leaseholder update	M
	Risk Register	M
	CP Feedback Reports	I
	Petitions received at Panels	I
April	Community Funding Allocation 2008/09	D
	PIs - February	M
	Risk Register	M
	Responsive Repairs	M
	Anti-Social Behaviour update	M
	CP Feedback Reports	I
	Petitions received at Panels	I
June	Estate Services update	M
	PIs - April	M
	Responsive Repairs	M
	Risk Register	M
	CP Feedback Reports	I
	Petitions received at Panels	I
August	PIs - June	M
	Responsive Repairs	M
	Leaseholder update	M
	Risk Register	M
	CP Feedback Reports	I
	Petitions received at Panels	I