

Managed Property Sub-Board
Agenda 15th August 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 – 6.35
2	J White	Declaration of interests	Information	Verbal	6.30 – 6.35
3	J White	Questions from the public	Information	Verbal	6.35 – 6.55
4	J White	Minutes of last meeting (13 th June 2007) and matters arising	Decision	1-4	6.55 – 7.00
5	J White & D Goldring	Chair and Director of Operations Report	Information	Verbal	7.00 – 7.05
6	M Sims	Sub-Board Training and Development	Consultation	5-10	7.05 – 7.15
7	J Barnes	Responsive Repairs	Monitoring	11-18	7.15 – 7.35
8	D Goldring	Performance Indicators	Monitoring	19-40	7.35 – 7.45
9	N Freeman	Home Ownership Services Scrutiny	Monitoring	41-46	7.45 – 8.05
10	D Goldring	Risk Register	Monitoring	47-50	8.05 – 8.15
11	J White	Consultative Panels Feedback Reports	Information	51-60	8.15 – 8.20
12	J White	Update on petitions received at Consultative Panels	Information	61-63	8.15 – 8.20
13	J White	Forward Plan	Decision	64	8.20 – 8.30
14	J White	Any other business	Information	Verbal	8.20 – 8.30
15	J White	Date and time of next meeting 6.30pm, 10 th October 2007	Information	Verbal	8.20 – 8.30

**Homes for Islington
Managed Property Sub-Board (MPSB) Meeting
Minutes of 13th June 2007
At Highbury House, 5 Highbury Crescent**

Present: Jessie White (Chair), Louise Round (Vice-Chair), Adam Borrie, Barbara Coventry, Theresa Coyle, Steve Town (Directors)
Eileen Avis, Richard Beal, Chris Clarke, Francois Smit (Associate Directors)

In Attendance: Doug Goldring (Director of Operations)
John Farrant (Senior Area Housing Manager)
Lorenzo Heanue (Operations Manager - Responsive Repairs)
Dennis Paddyfoot (Head of Services Engineering)
Bill Sinfield (ICSL)
Mike Sims (Governance Team Manager)
Mark Jenkins (Senior Governance Officer – Minutes)

Apologies: Marion Spall (Associate Director)

	ITEM	ACTION
1	<p>Apologies / Welcome / Introductions</p> <p>a) The Chair opened the meeting at 6.30pm. b) The Chair gave apologies for Marion Spall. c) The Chair welcomed Richard Beal to the meeting as the new Associate Director for Lyon Street Area Housing Panel. d) Those present introduced themselves to the meeting. e) The Chair thanked retiring Associate Directors Phil Boothby, Carol Johnson and Gloria Johnson for their contribution to the Sub-Board.</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 from the public.</p>	
4	<p>Minutes of last meeting 11th April 2007 and matters arising</p> <p>The minutes were agreed as an accurate record.</p>	
5	<p>Chair and Service Director Report</p> <p>Chair's Report</p> <p>a) The Chair reported that a joint training day for the two Sub-Boards is being arranged. This will hopefully take place in July –</p>	

	<p>before the next round of Sub-Board meetings. It will be specifically for Chairs / Vice – Chairs and Associate Directors but all directors will be welcome.</p> <p>b) The Chair reported that Paula Belford has been replaced as the Council nominee on the Board by Jyoti Vaja.</p> <p>c) The Chair reported that the nomination period for the Resident Elections to HFI Board takes place in July. Any Council resident can stand for election. There is publicity in the Residents Newsletter and there will be further publicity nearer the date.</p> <p>Director of Operations Report</p> <p>a) It was noted that there has been success in the very first National Federation of ALMO (NFA) awards. The awards saw one win for the Sports Activities for Everyone (SAFE) Programme in the Best Community Initiative category and one commendation for work on the Brecknock Road playground in the Most Inspired Resident Led Programme.</p> <p>b) It was noted that HFI is committed to signing up to the Government’s Respect Standard for Housing Management. This will be approved by the Board on 28th June. An event to celebrate this will happen on 17th July.</p> <p>c) It was noted that the ASB Out of Hours Team has now moved to 7 days a week and will move into police accommodation in mid-July.</p> <p>The report was noted.</p>	
6	<p>Terms of Reference</p> <p>a) Mike Sims introduced a report asking Managed Property Sub-Board (MPSB) to note its terms of reference as agreed by Board on 23rd April 2007.</p> <p>b) It was noted that the authority to allocate spend in local areas will not impact on the Consultative Panels authority to allocate tenants compact money.</p> <p>c) MPSB agreed to recommend to Board that it delegates the authority to MPSB to allocate Community Engagement spend. It was requested that the Board makes a decision on this as soon as possible.</p> <p>d) MPSB asked staff to clarify in the next Responsive Repairs report the process for allocating spend on Planned Maintenance.</p> <p>The report was noted.</p>	<p>Mike Sims</p> <p>John Phillips</p>
7	<p>HFI / Kier Islington Repairs and Maintenance Performance</p> <p>a) Lorenzo Heanue introduced a report on the HFI/Kier Islington Repairs and Maintenance Performance.</p> <p>b) It was agreed that staff would inform the Sub-Board of the sample size used by Kwest in its surveys.</p> <p>c) It was noted that to assist equality and diversity the survey</p>	<p>John Phillips</p>

	<p>includes a diversity monitoring form and that residents can use a translation line.</p> <p>d) Dennis Paddyfoot introduced the gas servicing element of the report.</p> <p>e) It was noted that the performance of British Gas has not triggered any penalty clauses.</p> <p>f) It was noted that the communications / IT elements of British Gas had not been up to standard although this was improving especially with the introduction of an office in the borough.</p> <p>g) It was noted that the performance of British Gas had been within one percent of Kier Islington. This should be commended given that Kier Islington has 5 years experience in the borough compared with 1 year for British Gas and that British Gas only had a 6 week lead in period.</p> <p>h) It was agreed that staff would check whether or not there had been any surveying appointments missed recently on the Andover Estate.</p> <p>The report was noted.</p>	John Phillips
10	<p>Scrutiny Item Estate Services – Communal Repairs and Waste Management</p> <p>a) John Farrant introduced a report providing the Sub Board with an overview of estate services communal repairs and refuse collection processes.</p> <p>b) MPSB noted that tenants compact money is for estate improvements and not repairs.</p> <p>c) It was noted that the cost for a repair had been broken down to, on average, £42. Staff were looking at patterns of spend to ascertain how the budget can be spent in future years.</p> <p>d) It was agreed that staff would consider if it was possible to provide a summarised version of the ICSL Accord to tenants.</p> <p>e) It was noted that excess waste forms part of the protocol and measures are in place to ensure effective action is taken – for example providing extra bins.</p> <p>f) It was agreed that staff would check the issue of spillage on the Andover Estate and if this could be used as a KPI at the regular monitoring meetings.</p> <p>g) It was noted that if residents had a complaint with the ICSL service then they should report this through Contact Islington giving the vehicle number.</p> <p>h) MPSB raised concern that a number of estate repairs were funded through other budgets although it was appreciated that there was not enough money to fund the budget sufficiently.</p> <p>The report was noted.</p>	<p>Doug Goldring</p> <p>Doug Goldring</p>

8	<p>Review of Tenants Compact</p> <p>The sub-board noted the contents of the report and agreed the draft document.</p> <p>The sub-board agreed that a summary is published to residents and the public on HFI's website, and that a 'hard copy' version is available for resident involvement events.</p>	
9	<p>Performance Indicators</p> <p>a) MPSB noted that although the Performance Indicators were only for one month Rent Arrears was causing great concern.</p> <p>The report was noted</p>	
11	<p>Risk Register</p> <p>The report was noted</p>	
12	<p>Consultative Panel Feedback Reports</p> <p>a) It was noted that Central Street Area Housing Panel queried why the Arsenal Positive Futures Scheme cost £80k from HFI.</p> <p>b) It was agreed that staff would provide a summary document to the Consultative Panels for September 2007 and MPSB members to explain the scheme.</p> <p>The report was noted</p>	Doug Goldring
13	<p>Update on Petitions Received at Consultative Panels</p> <p>The report was noted</p>	
14	<p>Forward Plan</p> <p>The forward plan was agreed</p>	
15	<p>Any Other Business</p> <p>No other business</p>	
16	<p>Date and Time of Next Meeting</p> <p>a) 15th August 2007, 6:30pm, Highbury House.</p>	

There being no other business to conclude, Jessie White closed the meeting at 7:55 pm.

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	15 th August 2007	6	Consultation

Subject of Report: Sub-Board Training and Development

1. Synopsis

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

2. Recommendation

2.1 That the Sub-Board:

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

3. Background

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

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

4. Issues raised

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

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

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

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

4.2 Panel agendas

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

4.3 Associate director representation

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

4.4 Deputies for Associate directors

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

4.5 Sub-Board agendas

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

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

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

4.6 Petitions

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

4.7 Ineligibility of Associate directors to vote

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

4.8 Associate directors to be involved in Business Planning process

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

4.9 Mechanism for Panel interaction

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

4.10 Ambassadorial function

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

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

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

5. Sub-Board Development session

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

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Sub-Board Development Action Plan

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

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub Board	August 2007	7	Monitoring

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

1. Synopsis

- 1.1 Homes for Islington understands that not all customers are happy with the repairs service provided and that there is always room for improvement. Therefore HFI and its partners, London Borough of Islington and Kier Islington undertook a review of the Joint Venture Contract and the way it delivers the repairs service.
- 1.2 This report explores ways that HFI can close the gap between how the service is seen by our customers and the picture painted by the performance statistics.

2. Recommendations

That MPSB:

- Notes the current outturn for KPI's & customer satisfaction information at items 4 and 5
- Notes the benefits of the Kier Islington Review at item 7
- Considers the development 'Sense Check' programme at item 8 and notes that an update will be provided to next MPSB.

3. Planned Maintenance

- 3.1 A 'responsive repair' is the term used to describe all the work that is needed to remedy a single defect to a building or the area of land associated with a building that can be carried out within *28 calendar days*.
- 3.2 Repairs that fall outside of this definition will be dealt with as planned or cyclical repairs.
- 3.3 Numbers of repair orders raised to Kier Islington

06/07	YTD 07/08
69,746	21,064

% repair orders completed

06/07	YTD 07/08
99%	81% **

***There will always be a significant number of orders that have not yet been completed and in fact are not yet due to be completed.. We call these 'works in progress'. This is why the YTD figure is only a snapshot and will always be fluid.*

4. Performance Update

4.1 Measuring the performance of the service is of paramount importance, it is the way in which HFI measures the success of Kier Islington to deliver the service and is used as a benchmark to see how well HFI performs against other ALMO's, Local Authorities and RSL's.

4.2 The data is also used:

- By the Audit Commission when making judgements
- To measure the efficiency of the service
- By contractors to attract new business

HFI uses a suite of performance indicators to monitor its performance across the service from overall customer satisfaction to the amount of money spent on responsive and planned repairs.

<u>Performance indicators</u> <u>year on year</u>	2005/06	2006/07	<u>Year to date</u> <u>07/08</u>	<u>Direction</u> <u>of Travel</u>	<u>2007/08</u> <u>Target</u>
Overall satisfaction with the way that HFI deals with repairs and maintenance	NP	74%	79%	↑	75%
LKPI 185: % of responsive repairs for which an appointment was made and kept	98.88%	99%	99.6%	↑	99.1%
LKPI 35: % of urgent repairs completed	98.69%	98.6%	99.7%	↑	99.1%
LKPI 36: Average time taken to complete non-urgent repairs (calendar days)	8 days	9 days	8 days	↑	7 days
LKPI 37: % of non-urgent repairs completed on time	98.24%	98.8%	99.8%	↑	97%
LKPI 81: % of repairs completed in a single visit	NP	83%	90%	↑	87.1%
LKPI 41 a,b,c,d,e,f and g: % of jobs completed within timescale	98.65%	98.3%	99.6%	↑	97%
LKPI 79a (formerly BVPI 211a): % of planned repairs and maintenance to responsive repairs and maintenance expenditure	46%	45%	NP		60%
LKPI 79b (formerly BVPI 211b): Emergency and urgent repairs to non-urgent repairs expenditure	8%	13%	30%	↓	20%

5. Complaints

- 5.1 HFI also focuses in on complaints from residents, board members councillors etc to help understand what is happening out on the ground. These complaints are taken forward for analysis with Kier to help us to deliver a more efficient service.

Type of Complaint	06/07	YTD 07/08
Complaints	102	45
Members Enquiries	187	3
Ombudsman	2	0

- 5.2 In April 2006, HFI and Kier Islington engaged an independent company Kwest to carry out monthly customer satisfaction surveys over the phone with customers that had had a repair carried out in the previous month.

Overall Repair Service					
07/08					
Questions asked	06/07	April	May	YTD (June)	Target
1. Satisfaction with the with repairs and maintenance service	74%	75%	83% ↑	79%	75%

- 5.3 Overall customer satisfaction levels continue to improve month on month, the target for this year is 75%, the current year to date figure is 79%, 4% above target. However this still means that 21% of tenants are unhappy to varying degrees with the service and HFI needs to drill down into that figure to see what the customers want HFI to do further to improve their experiences with the repairs service.
- 5.4 The current performance outturn shows that HFI is performing well and that in most cases targets are being met or exceeded.
- 5.5 However, with such large numbers of repairs even marginal failures amount to a significant number of unhappy customers. For example of the 69,700 jobs logged for 2006/7 if there were problems, real or perceived, with 3% of those jobs then that would be around 2100 jobs that would be of concern to us. It is these service failures that both HFI and Kier focus in on to learn what has happened, take that learning forward and change procedures and processes to improve the service. We then monitor and review them to ensure they are achieving what is expected.

6 What are we doing with this information to improve the service?

- 6.1 HFI has a regular monthly cycle of management meetings with Kier Islington at which service issues are discussed. These operate at both strategic, i.e. Chief Executive and Director level and operational levels i.e. managers working in the service on a day to day basis.

6.2 Last year HFI and its partner contractor Kier Islington established a forum to learn from customer experiences and change the way in which we deliver the service. This meets on a regular monthly basis.

6.3 Examples of the outcome of those meetings are:

- 21 new procedures for Mechanical and Electrical
- New independent customer satisfaction survey provider
- Property Health Checks for blind and partially sighted
- Damp and condensation advice leaflet
- Review of the recharge policy

7 Kier Review

7.1 The Partnering contract with Kier Islington has a within it a review structure, which is an opportunity for all of the partners to look at current performance, efficiency and effectiveness of the service it is providing.

7.2 The 2005 review identified a number issues that the partnership needed to focus in on. These were mainly:

- Current contract delivered through traditional contractor/client arrangements
- Duplication of processes – Inspections
Ordering
Variations
- Bureaucratic invoicing procedures
- The average spend on day to day management is consistent with that spent before the Joint Venture thus not allowing the partnership to deliver efficiencies that could be used to further improve the service provided to residents

7.3 The review concluded that set against the contractual objective of a 'flagship service, worthy of emulation by others', that whilst this was initially achieved the housing world has moved on.

7.4 Therefore the review undertook to address the following:

- Innovation – a move away from traditional relationships
- Higher customer satisfaction ratings
- Efficiency gains – increased services for the same costs
- An improved partnering relationship

7.5 Implementing the aims of the review

7.5.1 Below are the major changes that will be achieved from the implementation of the review:

- A basket of 55,000 jobs at an average price therefore there will be no need to seek a variation – this feeds into the Right First Time PI (above)
- One invoice per month rather than 4
- Kier carrying out inspections, thus reducing the amount of appointments made with customers and protracted completions, leading to higher customer satisfaction and better performance on the average time repairs take to complete (LKPI 36 – as above)
- HFI and Kier Islington have set up a Resolution Team within HFI Direct. This team will contact customers soon after their repair has been completed to canvass their opinion of the service, this will provide Kier Islington with the ability to better understand the nature of dissatisfaction and what steps need to be taken to ensure there is no further repetition
- More strategic approach to planned maintenance, leading to better financial controls and budget management
- Reduced role for HFI operationally leading to a more 'Intelligent Client'
- Audit checks to be physical & desktop
- Centrally managed complaints
- Budget management
- Increased planned work
- Performance monitoring

7.5.2 A number of HFI staff were TUPE transferred to Kier on 21st May 07, since then the staff now working for Kier Islington are undertaking pre and post inspections. This move has already delivered some efficiencies as there is no longer a requirement for the contractor to carry out their own inspection.

7.5.3 During the Post Inspections, there will be opportunities for the officer carrying out the inspection to remedy any defect should one be identified. This further reduces the need for more appointments for the customer.

7.5.4 It is expected that whilst these changes are in the process of being implemented, improved customer satisfaction with the service will take some time in filtering through to the overall figures

8 Future Initiatives

8.1 HFI is currently working on a new initiative, 'Sense Checks', the aim of which is to reconcile stated performance with good quality evidence that is sometimes lost behind the clutter of performance figures.

8.2 It is intended that customers be invited to carry out the sense checks with HFI client staff and jointly evaluate the effectiveness and efficiency of the service.

8.3 The full implementation of the Kier Review should be complete by the end of September; it is at this point we intend to start operating our sense checks programme.

8.4 HFI has put together some model questions but they are not exhaustive, but do provide an insight into a number of 'bear traps'

Example:

Question	Explanation & Evidence	Response
Can we reconcile our performance for completing repairs on time with other information available?	High numbers of 'chase up calls' to Resolution Team coupled with high numbers of overdue jobs provides a clear indication that the stated performance is not being achieved.	

9 Conclusion

- 9.1 Even though customer satisfaction levels are high and the majority of performance indicator targets are being achieved, there is still a significant amount of work to be done to resolve dissatisfaction with the service.
- 9.2 The Kier Islington Review has fundamentally changed the way in which the service is to be delivered to Islington residents, with the resolution team capturing dissatisfaction at the first hurdle, the client focusing on quality audits and future initiatives such as the sense checks all being developed to take the service forward.

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Item 7 - Appendix 1

The last MPSB asked for feed back relating to:

- Clarifying the process for allocating spend on Planned Maintenance

Answer:

The term planned maintenance in relation to the repairs budget ie revenue expenditure relates to work such as annual gas servicing, lift servicing, servicing of the communal boilers and any associated repair which is identified from that service. These are all works which are undertaken as part of a planned maintenance programme.

However the Audit Commission have for some time now been pushing organisations to look at the whole of their repairs budget to see what efficiencies can be achieved by widening the scope of their planned programme. The figure they have set is a 60:40 split between planned and responsive.

What that could be included in this planned programme are annual gutter clearance programmes, drainage jetting, water tank replacements etc. This figure is always going to be difficult to achieve in a reducing budget situation but it is expected that the efficiency savings from the Kier review will allow us to begin to look at a number of planned programmes in the future.

- Information about the selection of the sample size used by Kwest in its surveys

Answer:

Selection by Kwest – each month Kwest receive a list of orders completed by Kier Islington within the responsive & gas contracts within the last month. They usually contact 430 – 450 each month which is a good sample size.

Orders are selected from within each priority band a percentage of customers are contacted.

Kwest then produce an analysis of their findings to HFI. All negative responses are forwarded to Kier Islington and HFI during the course of the survey to allow us to deal with the issue without awaiting the final report.

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	15 August 2007	8	Monitoring

Subject of report: Performance indicators June 2007

1. Synopsis

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

2. Recommendation

2.1 That MPSB note the report.

3. Background

3.1 Notable performance issues are:

- Lyon Street Area Housing Office had the highest score in June of 7.45 on the basket of performance measures.
- Management voids (those needing only minor repairs) increased to 0.35% of HFI tenanted stock (91 properties), still below the target of 0.40%.
- Current arrears per tenant at the end of June 2007 were 4.4% higher than at the end of 2006/07.
- Central Street has the lowest average arrears per tenant (£172.62).
- Average re-let time for void properties was 20 days in June. Upper Street showed the best performance with 14 days average re-let time.
- 92.5% of caretaking inspections in June and 91.9% year to date were at grade “A” or “B” April compared with a target of 91%.

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

4. Conclusion

4.1 Performance in June was better than target in all key areas other than arrears.

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Performance Indicator Report



improving housing through partnership

Performance
Monitoring
Section

QMS
ISO 9001:2000
Certified



June 2007

Managed Property

Sub-board

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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 June 2007

Headline Performances

- **Lyon Street moves into first place for the month and year to date, scoring 7.06 points and 7.45 points for the month of June. Upper Street moves to second place, scoring 6.94 points and 6.95 points for June.**
- **Efficiency scores have averaged 4.97 points across the area offices for June. This performance is rated as "Below Target". Customer care scores have averaged 9.03 points across the area offices for June 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	Good	1
Upper Street	Satisfactory	2
Central Street	Satisfactory	4

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	5.63	8.70
Lyon Street	4.89	10.00
Upper Street	6.11	7.78
Central Street	3.26	9.65

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

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

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

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Jun 2007	BVPI 174			BVPI 175			LKPI 1		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	7	0	4	100%	Nil	100%	86%	Nil	0%
Lyon Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
Upper Street	4	0	0	100%	Nil	Nil	75%	Nil	Nil
Central Street	2	0	3	100%	Nil	100%	100%	Nil	0%
PFI 1	1	0	0	100%	Nil	Nil	0%	Nil	Nil
PFI 2	3	0	1	100%	Nil	100%	0%	Nil	0%
HFI Total	24*	0	8	100%	Nil	100%	50%*	Nil	0%

The number of sexuality incidents recorded by Homes for Islington

Jun 2007	LKPI 20a			LKPI 20b			LKPI 2		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	2	0	1	Nil	Nil	100%	100%	Nil	0%
Lyon Street	3	0	0	100%	Nil	Nil	67%	Nil	Nil
Upper Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Central Street	0	0	2	Nil	Nil	100%	Nil	Nil	0%
PFI 1	2	0	0	Nil	Nil	Nil	0%	Nil	Nil
PFI 2	1	0	1	N/A	Nil	100%	100%	Nil	0%
HFI Total	8	0	4	100%	Nil	100%	20%	Nil	0%

The number of other incidents recorded by Homes for Islington

Jun 2007	LKPI 21a			LKPI 21b			LKPI 3		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	25	3	4	100%	100%	100%	100%	0%	0%
Lyon Street	24	1	3	100%	100%	67%	8%	0%	0%
Upper Street	17	0	0	100%	Nil	Nil	94%	Nil	Nil
Central Street	10	0	2	100%	Nil	100%	100%	Nil	0%
PFI 1	2	0	4	100%	Nil	100%	50%	Nil	0%
PFI 2	7	0	1	N/A	Nil	100%	0%	Nil	0%
HFI Total	107*	4	14	98%	100%	93%	68%*	0%	0%

OPERATIONS

- LKPI 101a;**
The number of ABC's (Acceptable Behaviour Contract's) signed in the month
- LKPI 101b;**
The number of NTQs/NSP's (Notice to Quit / Notice of Seeking Possession) issued
- LKPI 101c;**
The number of evictions obtained
- LKPI 101d;**
The number of injunctions obtained
- LKPI 101e;**
The number of ASBO's (Anti Social Behaviour Orders) obtained
- LKPI 101f;**
The number of live ABC's (Acceptable Behaviour Contract's)

Comments:

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

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

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

Clarification can be obtained from Alan Richards (Ext 4281)

The number of evictions obtained

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

The number of injunctions obtained

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

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

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

The number of NTQs/NSP's issued

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

The number of anti-social behaviour orders

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

OPERATIONS

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

- 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

LI 27g / h / i	2007				
	CASES B/F	NEW CASES	CLOSED CASES	CASES C/F	CASES OPENED YTD
Central Street	51	12	10	53	26
Holland Walk	95	12	14	93	47
Lyon St	80	28	0	108	78
Upper Street	160	26	57	129	98
PFI 1	2	4	0	7	6
PFI 2	25	5	0	27	28
HFI Total	413	87	81	417	283

Comments:

LI 27g; Jun = 87 LI 27k; Jun = 2, YTD = 13
 LI 27h; Jun = 81, LI 27l; Jun = 9, YTD = 15
 LI 27i; Jun = 417, LI 27m; Jun = 0, YTD = 0
 LI 27j; Jun = 1, YTD = 1 LI 27n; Jun = 2, YTD = 4

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 exisiting AHO's.

Clarification can be obtained from Alan Richards (Ext 4281)

Professional witness deployment

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

Referrals; parental support

LI 27k	2007		
	Last Year	This Month	YTD
Central Street	10	0	0
Holland Walk	6	1	5
Lyon St	7	1	6
Upper Street	1	0	2
PFI 1	0	0	0
PFI 2	0	0	0
HFI Total	43*	2	13

Referrals; mediation

LI 27l	2007		
	Last Year	This Month	YTD
Central Street	4	2	3
Holland Walk	15	2	2
Lyon St	7	0	0
Upper Street	1	5	10
PFI 1	0	0	0
PFI 2	0	2	2
HFI Total	38*	9	15

Demoted tenancies

LI 27m	2007		
	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

Court applications - antisocial behaviour

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

OPERATIONS

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

Target = To be below £180 (year end).

LKPI 24a;
Former tenant arrears

LI 2a;
Total current rent arrears

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

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

Comments:

LKPI 23 = £210.44
(HFI = £202.53, PFI = £246.56)
 - down 1.2% (£2.59) since May 2007
 - up 3.4% (£6.90) since June 2006

LKPI 24a = £3,535,405
 - down 8.8% since May 2007
 - down 34% since June 2006

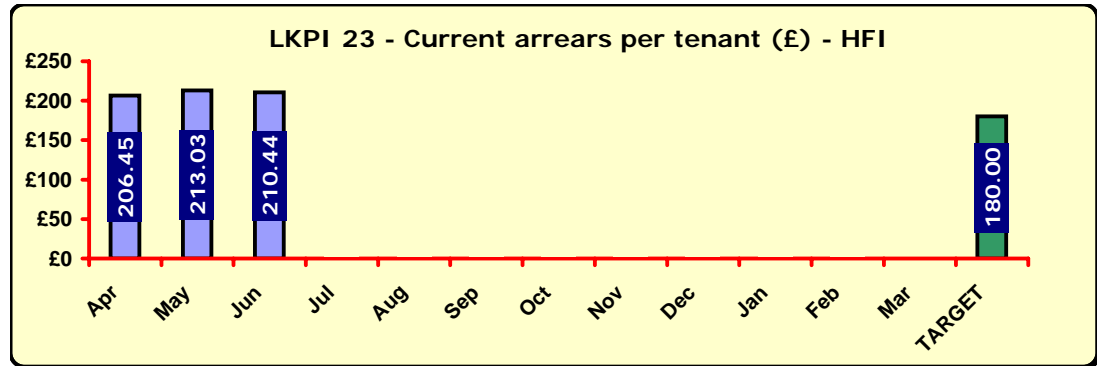
LI 2a = £5,356,583
(HFI = £4,239,662 PFI = £1,116,921)
 - down 2.2% since May 2007
 - up 0.8% since June 2006

LI 2b = £8,891,989
 - down 4.9% since May 2007
 - down 16.1% since June 2006

LI 22 = 2.2% increase
(HFI = 1.9% increase, PFI = 3.4% increase)
 NB: "Last Year" is March 2007.

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

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



Current arrears per tenant

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

Percentage of debt pool reduction (%)

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

Total current rent arrears

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

Total former tenant arrears

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

Total arrears

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

OPERATIONS

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

Comments

LI 30a;
43.6% of all tenants are in arrears (44.0% in June 2006).
 - 43.7% of Homes for Islington's tenants are in arrears (44.3% in June 2006).
 - 43.1% of PFI 1 & PFI 2 tenants are in arrears (40.4% in June 2006).
 - Central Street has the lowest proportion of tenants with arrears at 40.4%.
 - Upper Street has the highest proportion of tenants with arrears at 45.4%.
 Overall, of those tenants that are in arrears:
 - 6.2% have arrears of £2000 or more.
 - 13.4% have arrears of £1000 or more.

LI 30b;
Rent accounts where £1000 or more is owed hold 66.2% of the total current arrears balance (66.2% in June 2006)
 - Rent accounts where £1000 or more is owed hold 65.1% of the total current arrears balance of Homes for Islington (65.5% in June 2006).
 - Rent accounts where £1000 or more is owed hold 70.4% of the total current arrears balance of PFI 1 & PFI 2 (73.8% in June 2006).
 - 63.0% (lowest) of Central Street current arrears balance is held in accounts with more than £1000 in arrears.
 - 71.1% (highest) of Lyon Street's current arrears balance is held in accounts with more than £1000 in arrears.

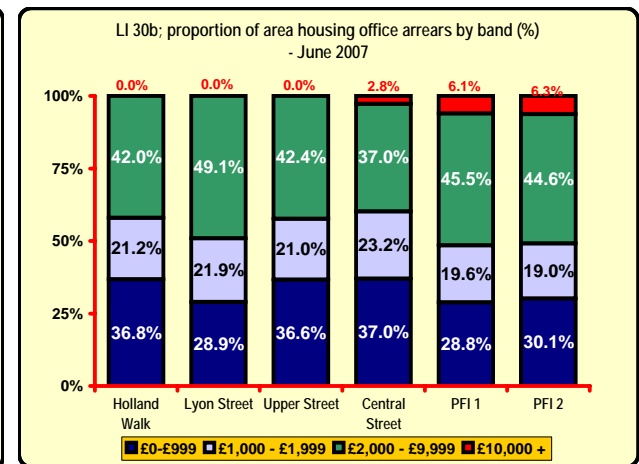
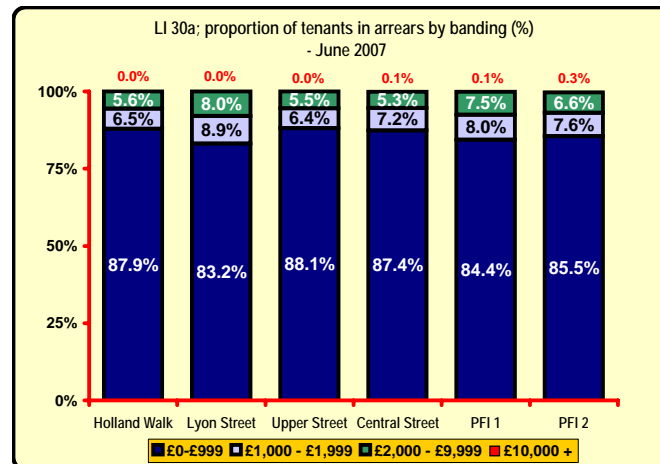
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

LI 30a	Jun 2006					Total	Jun 2007					Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	£0-£999		£1,000 - £1,999	£2,000 - £9,999	£10,000 +			
Holland Walk	1,764	121	97	0	1,982	2,031	150	130	0	2,311		
Lyon Street	1,349	124	124	1	1,598	1,451	155	139	0	1,745		
Isledon Road	2,017	153	156	1	2,327	N/A	N/A	N/A	N/A	N/A		
Boleyn Road	1,161	71	94	0	1,326	N/A	N/A	N/A	N/A	N/A		
Upper Street	1,597	111	91	1	1,800	2,710	198	168	0	3,076		
Central Street	1,607	123	73	0	1,803	1,765	146	107	2	2,020		
TOTAL HFI	9,495	703	635	3	10,836	7,957	649	544	2	9,152		
PFI 1	578	60	55	1	694	622	59	55	1	737		
PFI 2	N/A	N/A	N/A	N/A	N/A	1,070	95	83	4	1,252		
TOTAL PFI	578	60	55	1	694	1,692	154	138	5	1,989		
HFI	10,073	763	690	4	11,530	9,649	803	682	7	11,141		
% of total	87.4%	6.6%	6.0%	0.03%		86.6%	7.2%	6.1%	0.06%			

Amount of arrears by band

LI 30b	Jun 2006					Total	Jun 2007					Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	£0-£999		£1,000 - £1,999	£2,000 - £9,999	£10,000 +			
Holland Walk	£291,670	£172,345	£313,343	£0	£777,359	£366,909	£211,597	£418,895	£0	£997,401		
Lyon Street	£253,592	£179,729	£448,759	£13,448	£895,528	£288,947	£218,913	£490,260	£0	£998,120		
Isledon Road	£388,577	£212,561	£513,541	£10,696	£1,125,375	N/A	N/A	N/A	N/A	N/A		
Boleyn Road	£194,656	£103,660	£320,945	£0	£619,261	N/A	N/A	N/A	N/A	N/A		
Upper Street	£252,460	£157,078	£313,775	£11,352	£734,665	£489,556	£280,454	£567,516	£0	£1,337,525		
Central Street	£289,473	£176,186	£228,525	£0	£694,184	£317,006	£198,514	£317,211	£23,791	£856,523		
TOTAL HFI	£1,670,429	£1,001,560	£2,138,888	£35,496	£4,846,372	£1,462,418	£909,477	£1,793,882	£23,791	£4,189,569		
PFI 1	£105,914	£82,782	£195,649	£20,588	£404,933	£119,052	£81,202	£188,122	£25,108	£413,484		
PFI 2	N/A	N/A	N/A	N/A	N/A	£211,725	£133,944	£313,723	£44,045	£703,437		
TOTAL PFI	£105,914	£82,782	£195,649	£20,588	£404,933	£330,776	£215,146	£501,845	£69,153	£1,116,921		
HFI	£1,776,343	£1,084,342	£2,334,536	£56,084	£5,251,305	£1,793,195	£1,124,624	£2,295,727	£92,945	£5,306,490		
% of total	33.8%	20.6%	44.5%	1.1%		33.8%	21.2%	43.3%	1.8%			



OPERATIONS (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

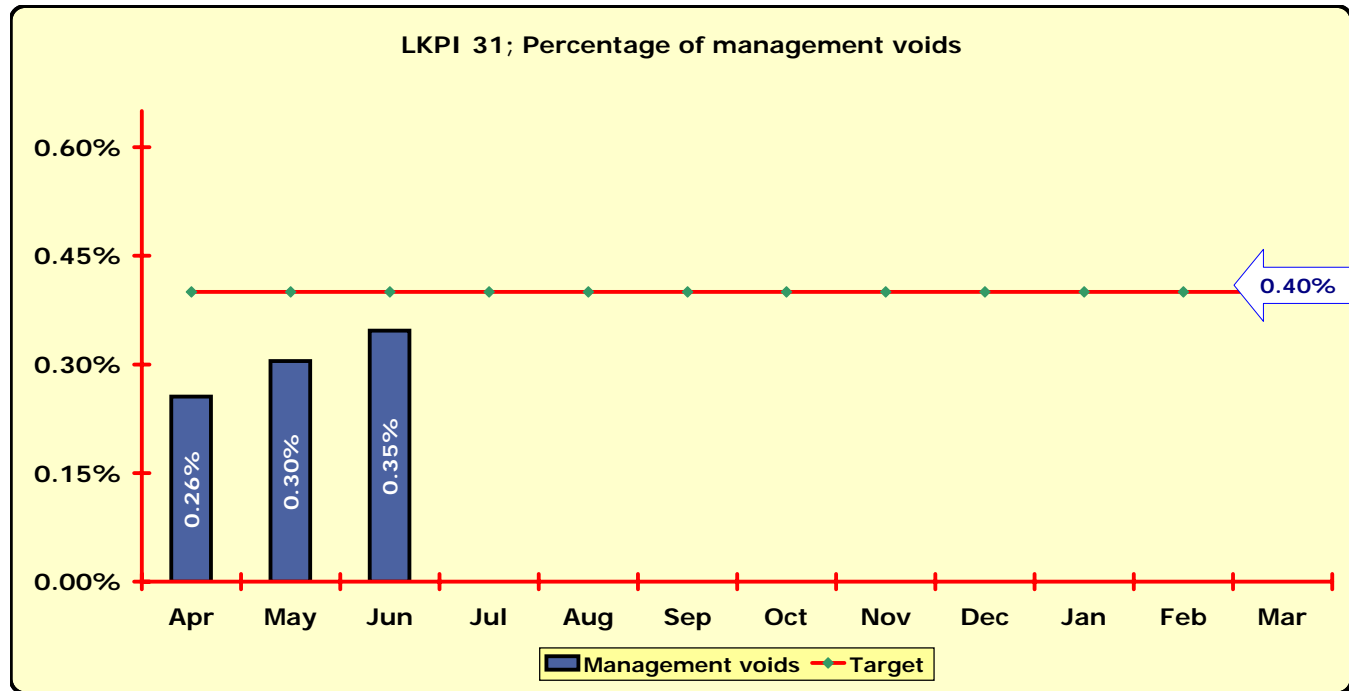
June 2007 = 0.35%

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	22	5498	0.40%
Lyon Street	22	4233	0.52%
Upper Street	33	6889	0.48%
Central Street	11	5005	0.22%
PFI 1	3	1707	0.18%
PFI 2	0	2906	0.00%
HFI Total	91	26238	0.35%

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,

June 07 = 20 CALENDAR DAYS

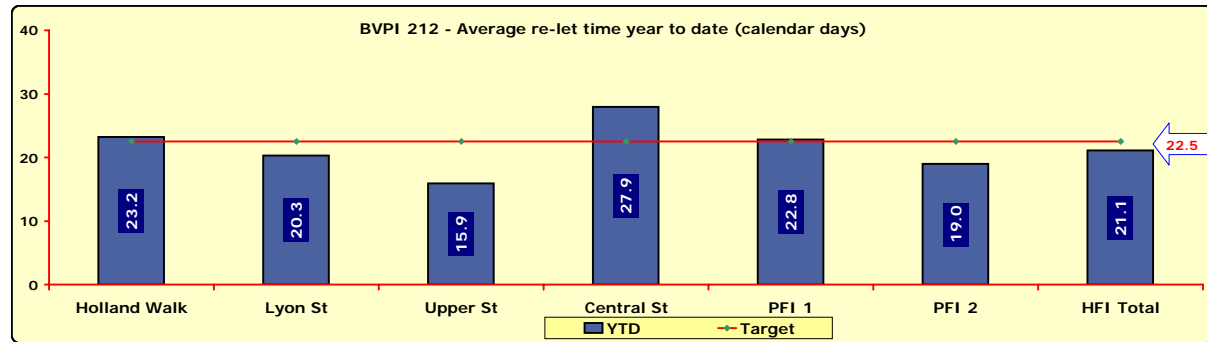
Three area housing offices and PFI 1 and PFI 2, have either met or exceeded the 22.5 day re-let target for June.

LI 21 - Average void cost:

June 07 (YTD) = £2,438

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	23
Lyon Street	19	21	20
Upper Street	20	14	16
Central Street	27	32	28
PFI 1	21	21	23
PFI 2	29	16	19
Total (Area Offices, TMO & TMC)	23	20	21

LI - 21 Average void cost (£)

Areas	Last Year	Year to Date
Holland Walk	£4,657	£755
Lyon Street	£4,447	£3,639
Upper Street	£3,640	£3,270
Central Street	£3,664	£427
HFI Monthly Average	£4,028	£2,438

OPERATIONS (CARETAKING)

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

Target = 91%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:

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

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

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

TMO inspections

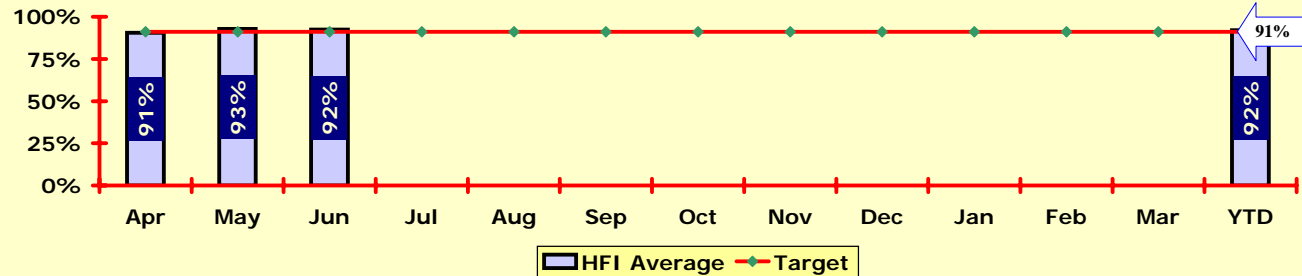
June's "A" and "B" grades have achieved an average score of 96.2%, and a year to date score of 94.4% is above target.

Contact Matt Parsons for more information on ext 4219

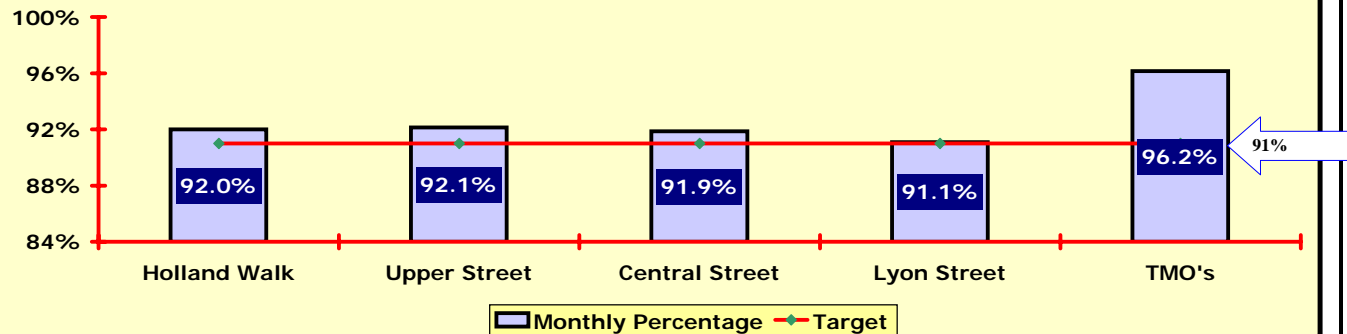
Caretaking inspection total, percentage gradings and average percentage score

LKPI 69b	Area office monthly breakdown									Success Rates - Grades "A" & "B"		
	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %	Monthly Avg %	YTD Avg %
Holland Walk	81	149	19	1	32%	60%	8%	0.4%	81.0%	78.8%	92.0%	90.4%
Upper Street	48	116	12	2	27%	65%	7%	1.1%	79.5%	79.0%	92.1%	90.0%
Central Street	88	160	22	0	33%	59%	8%	0.0%	81.1%	80.4%	91.9%	92.4%
Lyon Street	61	164	22	0	25%	66%	9%	0.0%	78.9%	79.3%	91.1%	92.8%
TMO's	58	117	7	0	32%	64%	4%	0.0%	82.0%	81.0%	96.2%	94.4%
HFI Total	336	706	82	3	30%	63%	7%	0.3%	80.5%	79.7%	92.5%	91.9%

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



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



OPERATIONS - Home Ownership - Tenants Right To Buy

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

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

Target = 5 weeks

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

Target = 2 weeks

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

Target = 4 weeks

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

Target = 2 weeks

Comments:

June 2007 Performance:

LKPI 74a = 45 RTB's Received

LKPI 74b = 2.8 weeks

LKPI 74c = 1 weeks

LKPI 74d = 2 weeks

LKPI 74e = 1.5 weeks

Contact Anne Mushington for more information on ext 4113

	Right To Buy (RTB)	Last Year	Jun-07	YTD
LKPI 74a	RTB Received	483	45	135
	RTB 2 Admittance's	384	29	87
	RTB2 Denials	79	17	46
	Section 125 Offers Issued	458	19	94
	Offers Accepted	182	9	37
	Instructions to legal services	201	20	42
	RTB Completions	128	26	49
RTB Processing				
	Within timescale	92%	100%	100%
	Outside timescale	8%	0%	0%
Processing time measurment in weeks				
LKPI 74b	Time taken from Valuation request to valuation received.	5.7	2.8	3.5
LKPI 74c	Time from receipt of valuation to issue S125	1.4	1	1.2
LKPI 74d	from valuers to receiving them.	3.9	2	3.0
LKPI 74e	Time from receipt of RTB1 to issue RTB2	2.2	1.5	1.7

OPERATIONS - Home Ownership - Legal Action on Service Charges

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

LKPI 75a
Instructions recorded
Target = 400

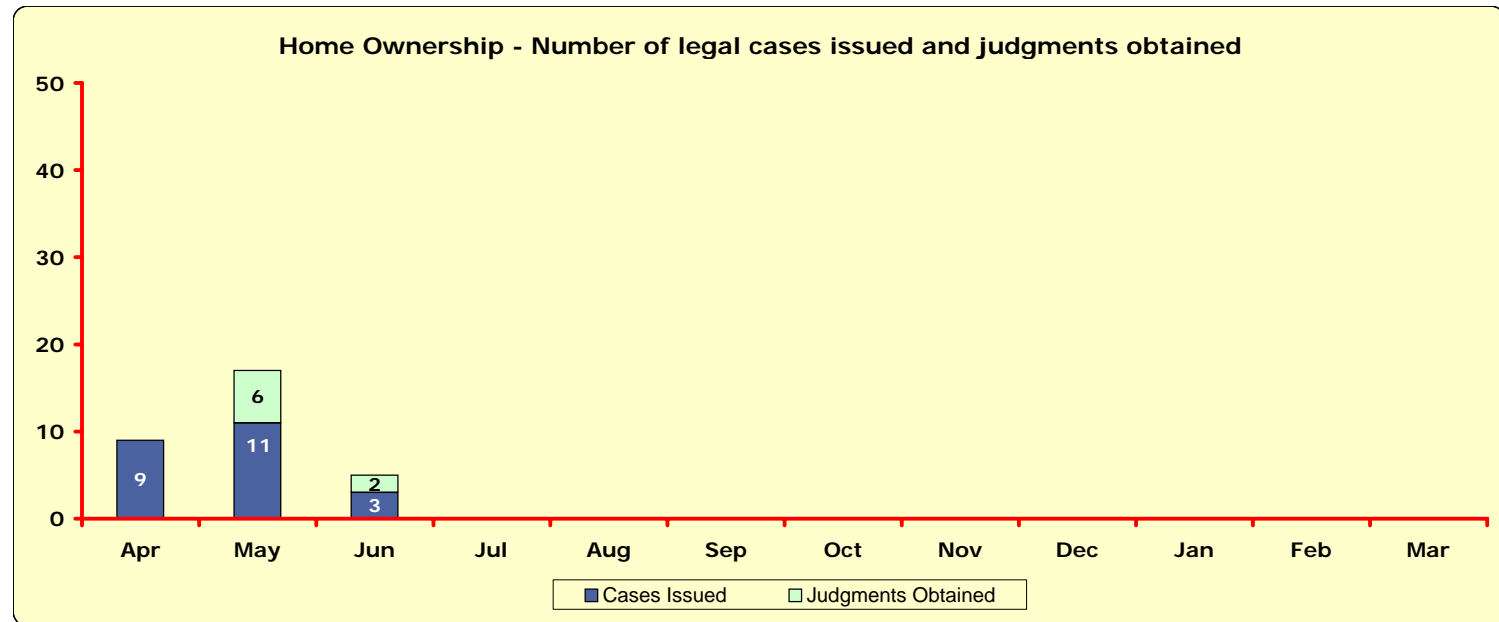
Comments:
Judgments obtained may
refer to cases issued in
previous years.

Instructions recorded:
June = 12
YTD = 38

NP= Not Provided

Contact Anne Mushington for
more information on ext
4113

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



PROPERTY SERVICES (REPAIRS)

(LKPI 35 MPG)

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

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

Target = 99.1%

LKPI 35; percentage of urgent repairs completed

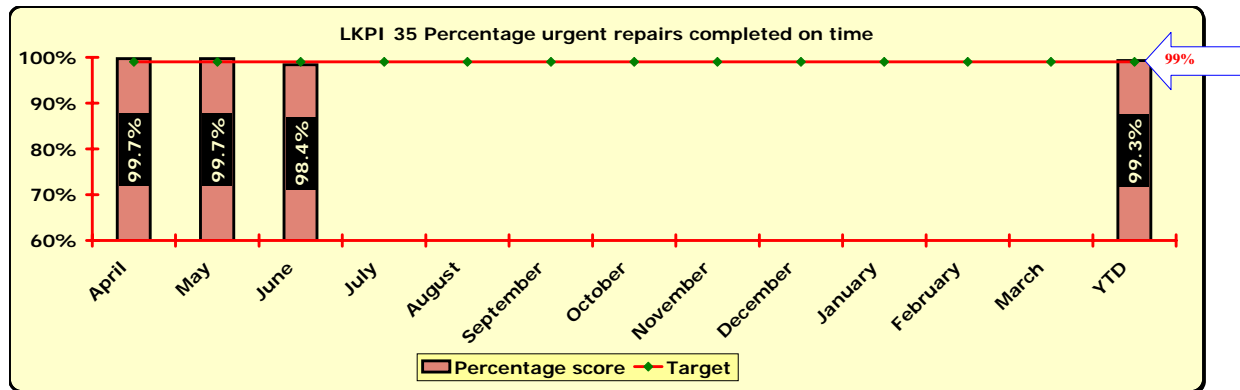
LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	1619	1581	97.7%	197	192	97.5%	522	516	98.9%
Lyon Street	1105	1089	98.6%	129	127	98.4%	383	379	99.0%
Upper Street	1458	1419	97.3%	287	280	97.6%	814	803	98.6%
Central Street	1546	1518	98.2%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

(LKPI 185)

Percentage of repairs for which an appointment was made and kept

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

Target = 99.1%



Comments:

LKPI 35: Urgent jobs

The current month score for June 2007 is 98.4%. Year to date performance of 99.3%, is above target.

LKPI 185: Repair appointments made and kept

The percentage of responsive repairs for June 2007 is 99.4%. Year to date performance of 99.5%, is above target.

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

Contact Matt Parsons for more information on ext 4219

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

LKPI 185	Last Year			Current Mth			YTD		
	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%
Holland Walk	5767	5674	98.4%	641	634	98.9%	1395	1383	99.1%
Lyon Street	3426	3375	98.5%	320	320	100.0%	1017	1011	99.4%
Upper Street	5318	5244	98.6%	770	765	99.4%	2149	2136	99.4%
Central Street	3019	2982	98.8%	375	373	99.5%	982	977	99.5%
PFI 1	5870	5862	99.9%	371	371	100.0%	1507	1507	100.0%
PFI 2	6002	5997	99.9%	657	657	100.0%	2579	2578	100.0%
TOTAL	38337	37938	99.0%	2477	2463	99.4%	7050	7014	99.5%

PROPERTY SERVICES (REPAIRS)

(LKPI 36 MPG)

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

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

Target= 7 calendar days

(LKPI 37)

Percentage of non-urgent repairs completed on time

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

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

Target = 97%

Comments:

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

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

LKPI 37 - June 2007 performance on the percentage of non-urgent repairs completed on time is 99.5%. Year to date performance of 99.6%, is above target.

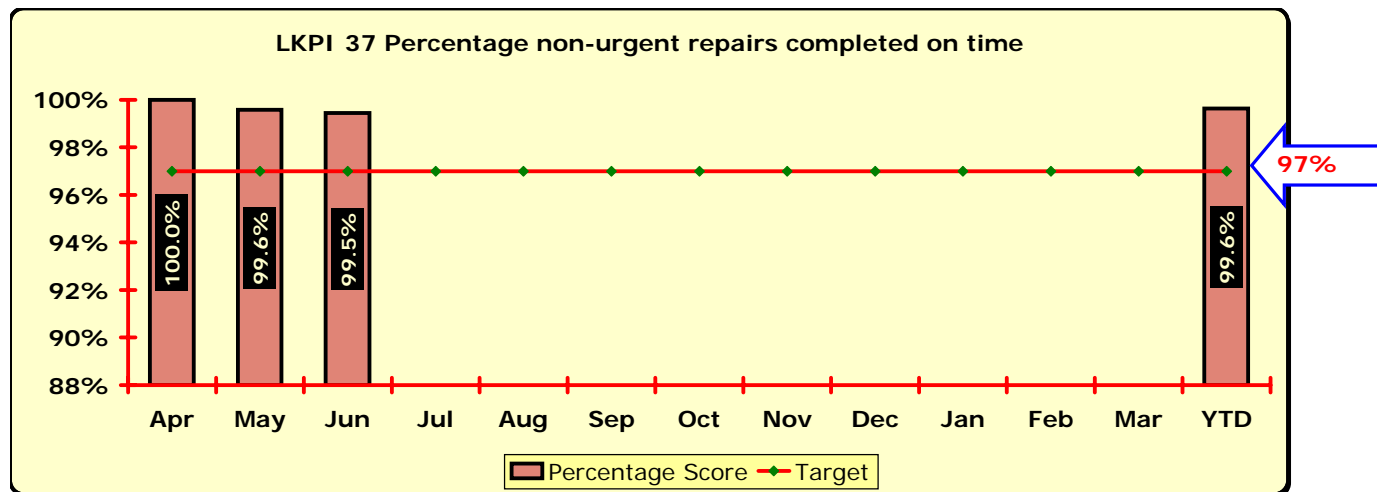
Contact Matt Parsons for more information on ext 4219

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

LKPI 36	Last Year			Current Mth			YTD		
	Repairs	Days	Avg	Repairs	Days	Avg	Repairs	Days	Avg
Holland Walk	5704	54144	9	633	5232	8	1627	12867	8
Lyon Street	3443	29276	9	327	2673	8	999	7846	8
Upper Street	5385	48535	9	774	6498	8	2118	16822	8
Central Street	3071	24745	8	350	2812	8	923	7067	8
TOTAL	26759	238000	9	2084	17215	8	5667	44602	8

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

LKPI 37	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	5704	5622	98.6%	633	629	99.4%	1627	1621	99.6%
Lyon Street	3443	3406	98.9%	327	325	99.4%	999	995	99.6%
Upper Street	5385	5315	98.7%	774	766	99.0%	2118	2105	99.4%
Central Street	3071	3041	99.0%	350	350	100.0%	923	921	99.8%
PFI 1	1300	1300	100.0%	147	147	100.0%	368	368	100.0%
PFI 2	1308	1308	100.0%	331	331	100.0%	945	945	100.0%
TOTAL	29367	29027	98.8%	2562	2548	99.5%	6980	6955	99.6%



RESOURCES

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

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

Current Target = 94%

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

(LI 20)

Local Personnel PI's

Staff profiles: Agency/Temp/leavers.

Comments:

BVPI 8; June 2007 = 80.8%
YTD = 87.3%

LI 20 - Reported Quarterly

For further clarification please contact Matt Parsons on Ext 4219.

BVPI - 8 Percentage of invoices paid within 30 days.

	Last Year			Current Month			YTD		
	Inv. Paid last year	Inv. Paid within 30 days	Percentage	Inv. Paid within 30 days	Inv. Paid this Month	Percentage	Inv. Paid within 30 days	Inv. Paid this year	Percentage
Resources	7318	6778	92.6%	746	924	80.7%	2065	2401	86.0%
Reception Centre	1052	999	95.0%	0	0	N/A	77	77	100.0%
Performance & Service Development	365	284	77.8%	20	24	83.3%	47	55	85.5%
LBI (Housing)	5224	4449	85.2%	266	305	87.2%	532	610	87.2%
TOTAL (Excluding LBI)	14258	13498	94.7%	766	948	80.8%	2189	2533	87.3%

LI - 20 Local Personnel PI's

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

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub Board	August 2007	9	Monitoring

Subject of Report: Home Ownership Services: Service Scrutiny

1. Synopsis

1.1 This report summarises current performance, recent developments and future issues relating to the service areas covered by Home Ownership Services.

2. Recommendation

2.1 That the Sub Board notes the report and comments on any of the areas described.

3. Update on Homeownership Services

3.1 Right to Buy

3.1.1 Right to Buy application rates have remained fairly steady at approximately 45 a month, but the number of completions continues to decline, as the table below illustrates.

	2006/07	2005/06	2004/05	2003/04
RTB applications received	483	487	570	584
Offer notices issued	458	688	575	1,906
Completed sales	141	258	600	693

3.1.2 Improvements are continuing in reducing processing times for applications, which was a key objective arising from the 2005 Audit Commission inspection report.

	2007/08 (Q1)	2006/07	2005/06	2004/05
RTB admittance in time Target : within 2 weeks of application	100%	92%	86%	33%
Offer notice :timeframe Target : within 12 weeks of admittance	5.7 wks.	8.4 wks.	13.7 wks.	39.4 wks.

3.1.3 A new Right to Buy step by step guide, which also sets out the right, responsibilities and financial implications of being a homeowner, will be completed by the end of September 2007. HFI is consulting on the content of the guide with residents who are members of the Resident Involvement Register.

3.2 Social HomeBuy

3.2.1 Social Home Buy (SHB) is a new shared ownership initiative for local authority and housing association tenants, and the government is encouraging landlords to set up pilot schemes. Under the scheme, tenants purchase a percentage of the equity in their home and pay rent on the share retained by the landlord.

3.2.2 Landlords have a significant flexibility in the details of how SHB scheme operate, and the main advantage to a local authority in comparison with the Right to Buy is that 100% of the capital receipts from sales can be reinvested in housing.

3.2.3 Home Ownership is working with Islington Council towards launching a pilot scheme by the end of the calendar year. HFI has mailed a questionnaire on their behalf to tenants who applied for the Right to Buy but did not proceed, and tenants paying full rent, which is designed to establish the level of interest in a SHB scheme.

3.3 Annual Service Charges

3.3.1 The collection target for 2007/8 is 102% of the annual debit, which equates to £6.5M.

3.3.2 Current and previous years' cash collection performance are shown in the table below.

Year	Q1	Q2	Q3	Q4
2007/08	£2.46m			
2006/07	£2.30m	£3.80m	£5.30m	£6.30m
2005/06	£2.22m	£3.41m	£4.66m	£5.39m

3.3.3 An Equalities Impact assessment for the annual service charge arrears process has just been completed. Among the improvements that will be introduced are : including on the reverse of arrears letters a translation in the main community languages of the key message, and encouraging vulnerable leaseholders to nominate a next of kin, carer or friend to act on their behalf.

3.4 Major Works

3.4.1 The collection target for Major Works for 2007/08 is £6.3m (2006/7 target £4.25m).

3.4.2 Current and the previous years' cash collection performance are shown in the table below.

Year	Q1	Q2	Q3	Q4
2007/08	£1.60m			
2006/07	£0.65m	£1.54m	£2.75m	£4.25m
2005/06	£0.62m	£1.42m	£1.92m	£2.81m

3.4.3 Improvements in collection performance have resulted from the restructuring of Home Ownership Services and the expansion of the Major Works team, which was implemented in the summer of 2006. The average monthly cash collection

increased from £215,000 in the first quarter of 2006/7 to £498,000 in the fourth quarter.

3.4.4 The decent homes programme has seen in HFI, and equally among other ALMO's and local authorities, a growth in the number and value of leaseholder charges.

3.4.5 High charges (which tend to be defined as those above £10,000) still remain in the minority. The average charge for 2005/06 was £6,000 and £4,400 for 2006/7.

3.4.6 The following tables show projected charges in band for 2006/07 and 2005/06.

2006/07

Band	Number	% of total charged	Value	Average
£1- £1500	796	32%	£677,098	£851
£1,501-£5,000	1,070	42%	£3,084,202	£2,882
£5,001-£10,000	345	14%	£2,446,484	£7,091
£10,001-£15,000	159	6%	£1,976,913	£12,433
£15,001-£20,000	103	4%	£1,830,556	£17,772
£20,001 +	56	2%	£1,262,823	£22,550
Total	2,529	100%	£11,278,077	£4,460

2005/06

Band	Number	% of total charged	Value	Average
£1- £1500	448	29%	£419,781	£937
£1,501-£5,000	570	38%	£1,639,209	£2,876
£5,001-£10,000	255	17%	£1,961,328	£7,691
£10,001-£15,000	92	6%	£1,122,266	£12,199
£15,001-£20,000	60	4%	£1,083,360	£18,056
£20,001 +	94	6%	£2,941,548	£31,293
Total	1,519	100%	£9,167,492	£6,035

3.4.7 Last year, the council approved a package of payment options and assistance for leaseholders. The take-up of some options such as HOUSEPROUD (an equity release scheme for older leaseholders) has been low, but this may in part reflect the fact that leaseholders are choosing other options. Current activity levels are as follows:

- Referrals to CHAS advice service 65
- 5-year repayment scheme 50 applications
- 2-year repayment scheme 400 (for new estimated invoices)
- Instalment arrangements
("old" final accounts) 445 (paying over 10 months)
- Houseproud 1 potential case

- Charge on the property 4 potential cases

3.5 Debt Advice Service

- 3.5.1 A competitive tendering exercise was carried out earlier this year for the provision of the debt advice service for leaseholders.
- 3.5.2 A number of tenders were received and CHAS CL, who were the existing service provider, was the successful bidder, and a 3-year fixed price contract has been entered into.

3.6 Repairs service for leaseholders

- 3.6.1 Leaseholders are responsible for all internal repairs and maintenance to their homes, but it is seen as good practice to offer leaseholders the opportunity to buy into the services of the landlord's repair and maintenance contractors to carry out internal repairs, gas servicing etc. to their homes.
- 3.6.2 Following positive feedback from the Islington Leaseholder forum, Kier Islington have sent a questionnaire to all leaseholders to gauge the level of interest in using Kiers for a number of services, including gas servicing. If the outcome is favourable, Kiers have indicated they could start offering services to leaseholders later this calendar year.
- 3.6.3 Where our framework constructors are carrying out kitchens and bathroom works, or fitting new central heating to tenanted properties, they now write to leaseholders asking if they want to employ them to carry out similar works for them inside their homes.

3.7 Block and Estate Repairs

- 3.7.1 When leaseholders receive their annual summary of service charge expenditure they can request a listing of the individual items that make up their Block and/or Estate Repairs charge.
- 3.7.2 Since service charge summaries are produced six months after the end of the financial year, a long period of time will have elapsed since the repairs were carried out. This can make it difficult to investigate and resolve any queries.
- 3.7.3 The Audit Commission has identified it as "best practice" to provide leaseholders with repair information in advance of producing the annual service charge summaries. Home Ownership is now offering leaseholders the opportunity to request repair listing so that they can "preview" what will provisionally be included in their next service charge summary.
- 3.7.4 This service was advertised in the spring 2007 edition of the HomeOwner newsletter. We will also be proactively contacting leaseholder associations with repair details for their estates.

3.8 Islington Leaseholder Forum

- 3.8.1 The bi-monthly “question and answer” meetings continue to be generally well attended. Leaseholders have an opportunity to question representatives of senior management from Hfl and Partners, as well as being addressed by guest speaker.
- 3.8.2 A separate series of “business meetings” for the elected forum representatives now run to discuss the consultative papers.

3.9 Islington Leaseholder Association

- 3.9.1 Following the result of the ballot carried out in February 2007, Hfl has been meeting regularly with a steering group formed from members of the existing Islington Leaseholder Forum to facilitate the setting up of the Association and the election process for its directors.
- 3.9.2 The steering group has recently been through a procurement process to appoint a consultant (Consensus) to assist them in producing a newsletter, publicising the opportunity for leaseholders to stand for election and organising nominations.
- 3.9.3 The election process, which will be organised by the Electoral Reform Society, is scheduled to be completed by October 2007
- 3.9.4 A Service Level Agreement with the Association is currently being drafted which will be negotiated and concluded with the elected Association Directors

3.10 Leaseholder Event

- 3.10.1 A number of ALMO's have held successful leaseholder events or conferences, and Hfl are planning to organise one for late October/early November.
- 3.10.2 Other organisations have been contacted to find out how they organised their events and the format they used so we can learn from their experience. Partners will be involved in organising and taking part in the event.
- 3.10.3 The format envisaged is for a weekday afternoon and evening “fair” or drop-in event with various stalls for Hfl/Partners and partner organisations (e.g. Kier Islington, CHAS CL, the Energy Centre etc), rather than a more formal conference.
- 3.10.4 Leaseholders who have joined the Resident Involvement Register are also being consulted regarding the format and content of the event.

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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	15 th August 2007	10	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 and Risk Management Committee (ARMC) on 22nd May 2007.

2. Recommendation

- 2.1 That MPSB notes the current assessment of the risks listed in Appendix A of the report.
- 2.2 That MPSB comment on change of colour for Medium High risks from pink to blue, following comments by ARMC.

3. Background

- 3.1 HFI's Board reviews the risk register on a quarterly basis. Meetings are held regularly with Service Directors to review risks in their areas. On 20th March 2006 the Board agreed that all risks would be reported to each meeting of the relevant Sub-Board, Committee or Working Group. The risk register is also now 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. The risks OPE 003 and OPE 011 set out in Appendix A below are as they were presented to the Audit Committee meeting on 22nd May 2007.
- 3.4 There is one new risk included in Appendix A, which is MND 006A 'Failure to develop HFI services to meet the needs of all its residents'. This is to replace the previous diversity risks MND 002A, 004A and 005A, which have been deleted from this report.
- 3.5 The risk register also contains the following 'coding' to identify updates to risks:

- + = new risk

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

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

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

It is suggested that medium-high risks be changed to blue shading from pink to make it clearer to see, as some were having difficulty in distinguishing red from pink shading. High and Medium-high risks will be reviewed by Audit Committee each quarter, Medium-low risks will be reviewed every six months and Low risks will be reviewed every nine months. There are no High or Medium-high Risks for this meeting to consider. The diversity risks (MND 002A, 004A and 005A inclusive) have been reviewed by Performance and Service Delivery along with the equivalent risks that belong to Contracted Services Sub-Board. Comments are sought from the Sub-Board on the risks listed in Appendix A.

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

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

3.8 The risk abbreviations are:

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

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Item 10 - 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
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"> • Staffing allocation work in progress. Due to complete March 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 • Outreach work with community and voluntary sector organisations 	CSSB	S Kwong	<ul style="list-style-type: none"> • Action Plan produced on rent arrears, complaints and ASB/harassment • Disability Forum set up and due to meet from August onwards.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	15 th August 2007	11	Information

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

1. Synopsis

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

2. Recommendation

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

3. Background

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

4. Consultation Reports for July 2007

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

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

5. Conclusion

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

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HFI Consultative Panels – July 2007

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

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

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

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

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

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

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	15 August 2007	12	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 on 18th October 2006:
- There are no petitions open at Holland Walk Area Housing Panel, Lyon Street Area Housing Panel, Upper Street Area Housing Panel (north and south), 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 12th July 2007 residents of Cyrus House presented a petition regarding lack of major works on blocks.

5. Conclusion

- 5.1 Overall, 1 petition remains unresolved at Central Street.

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Item 12 – Appendix 1

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 Street Area Housing Panel	Presented at panel on 12.07.07	37 residents of Cyrus House	Regarding lack of major works on block	<ul style="list-style-type: none"> • Petition complaining about the state of the kitchens and bathrooms and that major works are not being carried out on the block but are being done to other blocks nearby. • Petition with Property Services team to investigate. Report to be presented at next area panel on 13th September.

Item 13

Forward Plan for Managed Property Sub-Board 2007-08

Date of meeting	Items on the Agenda	Status
10/10/2007	PIs - August	M
	Anti-Social Behaviour update	M
	Responsive Repairs	M
	Risk Register	M
	CP Feedback Reports	I
	Petitions received at Panels	I
12/12/2007	Community Safety	D
	PIs - October	M
	Responsive Repairs	M
	Estate Services update	M
	Risk Register	M
	CP Feedback Reports	I
Petitions received at Panels	I	
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	