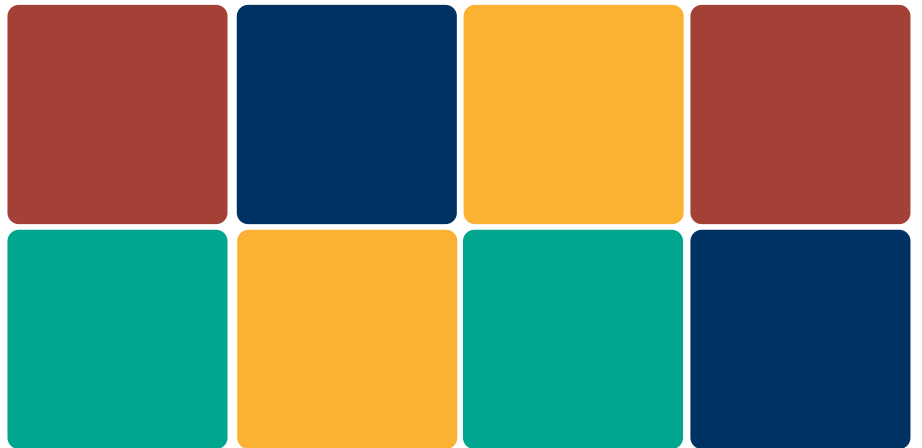


# Consultative panel reports

May 2009



[www.homesforislington.org.uk](http://www.homesforislington.org.uk)



# Consultative Panel Meeting Times and Venues

## **Central Street Area Housing Panel** **7pm**

Tompion Community Centre  
40 Percival Street  
EC1V 0EB  
Refreshments provided

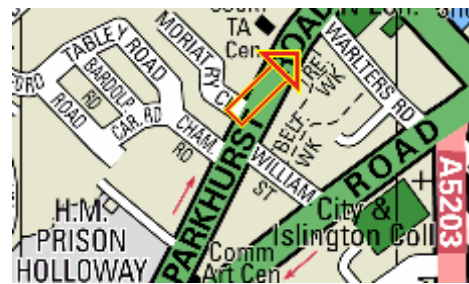
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## **Holland Walk Area Housing Panel** **7pm**

Williamson Street Community Centre  
Parkhurst Road N7  
Refreshments provided

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## **Lyon Street Area Housing Panel** **7pm**

Westbourne Community Centre  
Roman Way N7  
Refreshments provided

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## **Upper Street (North) Area Housing Panel** **6.30pm**

Andover Community Centre  
Corker Walk N7 7RY  
Refreshments provided

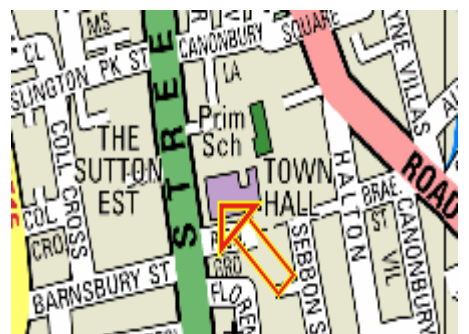
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## **Upper Street (South) Area Housing Panel** **7pm**

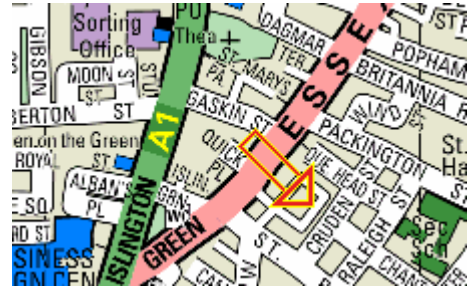
Town Hall  
Upper Street N1 2UD  
(See notice board for room)  
Refreshments provided

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# Partners For Improvement in Islington Residents Forum 6:30pm

Town Hall  
Upper Street N1 2UD  
(See notice board for room)



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**For more information about consultative panel meetings call one of the relevant numbers below:**

Central Street AHP	020 7527 6259
Holland Walk AHP	020 7527 7471
Lyon Street AHP	020 7527 6818
Upper Street North AHP and South AHP	020 7527 5379
PFI Residents Forum	020 7288 8343

***If you are unsure which meeting is relevant to you please call 020 7527 6148***

# Consultative Panel Dates for 2009/10

MEETING	MAY 09	JULY 09	SEPT 09	NOV 09	JAN 10	MAR 10
Holland Walk AHP	Wednesday 20 <sup>th</sup> May	Wednesday 22 <sup>nd</sup> July	Wednesday, 23 <sup>rd</sup> September	Wednesday 18 <sup>th</sup> November	Wednesday 20 <sup>th</sup> January	Wednesday, 17 <sup>th</sup> March
Central Street AHP	Wednesday 20 <sup>th</sup> May	Wednesday 15 <sup>th</sup> July	Wednesday, 16 <sup>th</sup> September	Wednesday, 25 <sup>th</sup> November	Wednesday, 20 <sup>th</sup> January	Wednesday, 17 <sup>th</sup> March
Upper Street (North) AHP	Thursday, 21 <sup>st</sup> May	Thursday, 23 <sup>rd</sup> July	Thursday, 24 <sup>th</sup> September	Thursday, 19 <sup>th</sup> November	Thursday, 21 <sup>st</sup> January	Thursday, 18 <sup>th</sup> March
Upper Street (South) AHP	Thursday, 21 <sup>st</sup> May	Thursday, 16 <sup>th</sup> July	Thursday, 17 <sup>th</sup> September	Thursday, 19 <sup>th</sup> November	Thursday, 21 <sup>st</sup> January	Thursday, 18 <sup>th</sup> March
Lyon Street AHP	Monday, 18 <sup>th</sup> May	Monday, 20 <sup>th</sup> July	Monday, 21 <sup>st</sup> September	Monday, 16 <sup>th</sup> November	Monday, 18 <sup>th</sup> January	Monday, 22 <sup>nd</sup> March
Partners Residents Forum	Thursday, 21 <sup>st</sup> May	Thursday, 16 <sup>th</sup> July	Thursday, 17 <sup>th</sup> September	Thursday, 19 <sup>th</sup> November	Thursday, 21 <sup>st</sup> January	Thursday, 18 <sup>th</sup> March



## Glossary of Housing Terms and Acronyms

Term	Explanation
<b>A</b>	
ABC	Acceptable Behaviour Contract
ACG	Annual Capital Guidelines
ACC	Association of County Councils
ADC	Association of District Councils
ADH	Assistant Director of Housing
ADP	Approved Development Programme
AHO	Area Housing Office
AHP	Area Housing Panel
ALG	Association of London Government
ALMO	Arms Length Management Organisation
ALS	Approved Landlord Scheme
AMA	Association of Metropolitan Authorities
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Order
<b>B</b>	
BAFO	Best and Final Offer
BCA	Basic Credit Approval
BME	Black and Minority Ethnic
BS4I	Building Solutions for Islington
BV	Best Value
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
BVTMO	Bemerton Villages Tenant Management Organisation
B'Wide	Boroughwide
<b>C</b>	
CAB	Citizens Advice Bureau
Caxton Islington	Company providing repair service to Homes for Islington
CBL	Choice-based lettings – system that allows tenants to bid for properties according to how many housing register points they have
CCTV	Closed Circuit Television
CDM	Construction Design and Maintenance Regulations
CE	Chief Executive
CIH	Chartered Institute of Housing
CIS	Cash Incentive Scheme – a scheme which enables council tenants to purchase property in the private sector
CLLRS	Councillors
C&NRS	Community and Neighbourhood Renewal Strategy
Confidence Limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CORE	Continuous Recording of New lettings
CREP	Cyclical Remedial and Enhancement Programme
CRI	Capital Receipts Initiative
CSAHO	Central Street Area Housing Office
CSAHP	Central Street Area Housing Panel
CSSB	Contracted Services Sub-Board
<b>D</b>	
DCLG	Department for Communities and Local Government
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
DFG	Disabled Facilities Grant

DHS	Decent Homes Standard
DIYSO	Do-it-yourself Shared Ownership
DLO	Direct Labour Organisation
DTI	Department of Trade and Industry
<b>E</b>	
EHA	Empty Homes Agency
ERCF	Estates Renewal Challenge Fund
ESF	European Social Fund
ESO	Estate Services Officer
ESOL	English as a Second Language
<b>F</b>	
FC	Finance Committee
FEFC	Further Education Funding Council
FITA	Federation of Islington Tenant & Resident Associations
<b>G</b>	
GF	General Fund
GLA	Greater London Authority
GNI	General Needs Index
GOL	Government Office for London
<b>H</b>	
HA	Housing Association
HAC	Housing Aid Centre
HAG	Housing Association Grant – Now SHG – Social Housing Grant
HAWP	Housing Associations Working Party
HAZ	Health Action Zone
HB	Housing Benefit
HC	Housing Corporation
HCOM	Housing Committee
HECA	Home Energy Conservation Act
HEES	Housing Energy Efficiency Scheme
HFI	Homes for Islington
HIP	Housing Investment Programme
HMO	Housing in Multiple Occupation
HNI	Housing Needs Index
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
HFISMT	Homes for Islington Senior Management Team
HO	Housing Officers
Hot 50	Monthly report to members of key indicator performance (also known as MPG, Management Performance Group)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
HRC	Human Resources Committee
HSE	Health and Safety Executive
HWAHO	Holland Walk Area Housing Office
HWAHP	Holland Walk Area Housing Panel
<b>I</b>	
ICSL	Islington Cleansing Services Limited
IDC	Investment and Delivery Committee
IGP	Innovation and Good Practice
iIP	Investors in People
ILD	Index of Local Deprivation
IRL	Islington Repair Line - Call centre for tenants and leaseholders to report repairs
ISP	Islington Strategic Partnership

ITN	Invitation to Negotiate
iWorld	Housing Management IT system
<b>K</b>	
KPI	Key Performance Indicators
KXP	Kings Cross Partnership
<b>L</b>	
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LBI	London Borough of Islington
LCP	London Capital Programme
LDA	London Development Agency
LHC	Local Housing Company
LGA	Local Government Association
LI	Local Indicator
LKPI	Local Key Performance Indicator
LLIC	Local Labour in Construction
LSAHO	Lyon Street Area Housing Office
LSAHP	Lyon Street Area Housing Panel
LVSC	London Voluntary Sector Council
LVSRC	London Voluntary Sector Resource Centre
<b>M</b>	
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 (+/-)
MRA	Major Repairs Allowance
MP	Member of Parliament
MEP	Member of European Parliament
MPG	Management Performance Group
MPSB	Managed Property Sub-Board
<b>N</b>	
NHCM	Neighbourhood Housing Contract Manager
NHER	National Home Energy Rating
NHF	National Housing Federation
NHS	National Health Service
NLCB	National Lotteries Charity Board
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H3 timescales
NRF	Neighbourhood Renewal Fund
NW	Neighbourhood Warden
NWU	Neighbourhood Warden Unit
<b>O</b>	
OHMS	Open Housing Management System
Operations	Division within Homes for Islington consisting of the following functions: tenancy management, contact centre, central services
<b>P</b>	
P.E.P.	Priority Estates Project
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Improvement in Islington
PFI	Private Finance Initiative
PFI1	Partners for Improvement in Islington – company contracted to manage PFI 1 scheme for roughly a third of street properties
PHO	Principal Housing Officer
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services

PSA	Public Service Agreement
<b>Q</b>	
QSP	The Council/Homes for Islington's financial management system
<b>R</b>	
Reception Centres	Units of temporary accommodation, managed by the Operations division of Homes for Islington
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: HO = 2 hours (weekends); H1=3 calendar days; H2= 2 hours (week days); H3=3 working days; H4= 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within Homes for Islington 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 residents
<b>RH</b>	Racial Harassment
RSG	Revenue Support Grant
ROLECS	Replacement of Life Expired Components
RPI	Retail Price Index
RSL	Registered Social Landlords (same as Housing Associations)
RTB	Right to Buy
<b>S</b>	
<b>SAP</b>	Standard assessment procedure (for energy efficiency)
S&C	Strategy and Commissioning
SCA	Supplementary Credit Approval
SCG	Specified Capital Grants
SCP	Single Capital Plot
Seasonal trend	Variations in performance due to seasonal factors
SEU	Social Exclusion Unit
SER	Social and Economic Regeneration
SERPS	State Earnings Related Pension Scheme
Sheltered	Sheltered accommodation for the elderly and infirm
SHG	Social Housing Grant
SLUG	Short Life User Group
SNMA	Special Needs Management Allowance
SPO	Suspended Possession Order
SPV	Special Purpose Vehicle
SRB	Single Regeneration Budget
SSA	Standard Spending Assessment
<b>T</b>	
TC	Tenants Compact
TCNC	Tenants Compact Negotiating Committee
T & RA's	Tenants and Residents Associations
TEC	Training and Enterprise Council
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organisation
Tenant participation compacts	Locally negotiated agreements between Homes for Islington and its tenants, that sets out how tenants can be involved in decisions in services
Top quartile performance	Top quartile performance scores (that is, within the top 25%) attained during the previous year (used as a benchmark), either on a national or London level
TOR	Terms of Reference
TSA	Tenant Services Authority
TUPE	Transfer of Undertakings Protection of Employment
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant

<b>U</b>	
UDC	Urban Development Corporation
UDP	Unitary Development Plan
URA	Urban Regeneration Agency
Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
USAHO	Upper Street Area Housing Office
USAHP	Upper Street Area Housing Panel
<b>V</b>	
VFM	Value for Money
Voids	Properties that are vacant
<b>Y</b>	
Year End	The final performance at the end of the financial year (end of March)
YOT	Youth Offending Team



## **Feedback from Panels in March 2009**

### **Implementation of Estate Services Efficiencies**

Thank you for your feedback on the implementation of Estate Services Efficiencies. Your comments have been noted by staff and will be considered during the implementation of actions arising out of the Estate Services Efficiency Review.

### **Review of Tenant and Resident Association Constitution**

Thank you for your comments on the Review of the Tenant and Resident Association Constitution. Your feedback has been noted by staff and will be considered when making amendments to the Constitution. Feedback may also be considered by the performance Management Committee.

Consultative Panels - Central Reports  
May 2009

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<b>Homes for Islington Items</b>			
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2	Options for Supporting Tenants and Residents Associations	Consultation	9
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4	Election of Panel Officers	Information	19
5	Homes for Islington - Consultative Panel Update	Information	21
6	Forward Plan	Information	25



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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	May 2009	1	Consultation

**Subject of Report: Review of Tenant Compact Summary**

**1 Synopsis**

1.1 This report provides Consultative Panels with the revised summary of the Tenants Compact for 2009/10 (Appendix 1).

**2 Recommendation**

2.1 That Panels note and comment on the revised summary for 2009/10.

**3 Background**

3.1 The Tenant Participation Compact Summary is reviewed annually in order to reflect any changes in HFI’s existing consultation arrangements with residents. The purpose of this report is to update Panels on proposed changes to the Compact summary and to seek feedback on these.

3.2 The document is published via the HFI website and can be printed off as required.

**4 Changes to the document**

4.1 The 2009/10 document has been revised to incorporate the following changes:

- The Islington Leaseholders Association has taken over the role of the Islington Leaseholders Forum as the consultative body for leaseholders
- Following a service efficiency review of resident involvement, HFI is looking to improve the support available to Tenant and Resident Associations (TRAs) and this is the subject of a separate paper to this round of Panels
- Following the same review the Service Level Agreement with FITA has been ended
- The range of additional ways that HFI consults with residents is now listed within the document.

**Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of HFI staff to feed in to the review process. If you were unable to provide feedback at the Consultative Panel meeting itself or would like to give further feedback to HFI on the report please e-mail or write to the author of this report with your own views or views of your TRA.**

Report Author: Simon James, Head of Service Development  
 Telephone: 020 7527 4115  
 E-mail: simon.james@homesforislington.org.uk

## **Summary of Tenant Participation Compact (agreement) – 2009/10**

### **Introduction**

The Government first published the 'National Framework for Tenant Participation Compacts' in 1999, setting out the principles for involving residents in issues that affect their homes and communities, and updated it in March 2005. Compacts are part of the Government's agenda to improve local services for local people. They are agreements between local councils and their tenants, setting out:

- how tenants can get involved collectively in local decisions on housing matters that affect them
- what councils and tenants want to achieve locally through compacts, such as better ways of working together, improving local services or a better quality of life, and
- how the compact is implemented and checked to make sure it is working properly.

### **Islington Tenant Participation Compact**

The general principles set by the government are followed in the 'tenant participation compact' between the London Borough of Islington and the tenants and leaseholders in Islington. It also makes provisions to set up local compacts with individual consultative panels. The first Islington Tenant Participation Compact was signed in March 2002, following extensive discussion and negotiation with residents.

The main principles of the compacts are that they:

- give residents the chance to decide the range of housing and related issues they want to be involved in, and
- allow residents to choose the level of their involvement – from simply being kept informed, through consultation, to being closely involved in developing policy and strategic decision-making.

This summary covers the main elements of the compact. It is reviewed annually to reflect changes in circumstances, any issues the Housing Inspectorate may raise, feedback from residents, and experience we have gained.

### **Homes for Islington**

In 2004 the management of most of Islington Council's housing stock was transferred to Homes for Islington (HFI), following consultation with residents about the future of Islington's council housing. HFI is owned by Islington Council and overall responsibility for housing services was passed from the Council's Executive to a Board of Directors at HFI. The Board includes Council-nominated members, residents and independent members of the community. HFI has responsibility for ensuring that the Tenants Compact is met for the

housing services it provides, including involving residents in consultation about major capital works required to meet the Decent Homes Standard as set by the government.

## **Private Finance Initiatives - Partners for Improvement in Islington**

Under the Private Finance Initiative, and again following extensive consultation with residents, most of Islington Council's street properties are now managed by 'Partners for Improvement in Islington' under two long-term contracts. Arrangements for consultation have been agreed with residents, including a consultative panel for all residents of properties managed by Partners – the Partners Residents' Forum (see below).

## **Consultative Panels**

Consultative Panels have an important role within the Tenants Compact. The stock managed by HFI has evolved over time, with the introduction of the two PFI contracts and a growing number of leaseholders as tenants exercise the 'Right to Buy'. The Area Housing Office (AHO) structure has also been reviewed, changing to four offices from April 2007. To reflect these changes, and following consultation with the panels, the consultative panel structure is now made up of:

- Area Housing Panels that reflect the AHO structure: Upper Street (split into North and South), Holland Walk, Lyon Street and Central Street
- Islington Leaseholders Association
- Partners Residents' Forum.

## **The compact**

The compact defines the principles of resident involvement. It then goes on to set out the range of issues residents have said they want to take part in.

The type of issues covered by the compact are:

- regeneration programmes;
- budgets, setting rent and service charges;
- managing housing services;
- leaseholder issues (including major work);
- services and performance strategies;
- customer care;
- consulting residents and complaints procedures;
- proposals for transferring housing and
- proposals for private finance schemes.

There are different levels of involvement which are reflected throughout HFI's consultative structures

- **Advice.** Issues under this heading will simply be reported to, and noted for information, by the Consultative Panel before we refer them to HFI's Executive or Board.

- **Consultation.** We will refer any views the Consultative Panels have identified through consultation to HFI's Executive or Board.
- **Participation.** With issues marked as participation, the tenants and residents' representatives on the Consultative Panels will nominate members to form subgroups to consider policy for these issues. The Consultative Panels will consider the subgroups' reports before highlighting their views and passing them to HFI's Executive or Board.

## Resources for tenant participation

HFI will continue to fund TRA 'start-up' and administration and publicity grants as well as training and resource materials such as equalities information packs. We also pay the travelling and childcare expenses of residents attending recognised meetings, and provide meeting places or help with hire charges.

A paper setting out proposals on how to improve the support offered to TRAs is being presented to May 2009 Consultative Panels. Apart from financial assistance to TRAs, resources (in the form of funding and/or staff time) will be available for:

- Regular meetings and estate walkabouts with TRAs
- Community events
- Consultative Panels
- the Resident Involvement Register
- the Readers' Panel
- Resident mystery shopping
- Focus groups
- the Disability Panel
- Postal/telephone/email/office surveys
- Facilitated meetings to hear the "independent voice" of TRAs.

## Local compacts and budgets

The tenants' compact is allocated an annual budget for environmental and capital works, plus supplementary budgets such as estate security. The budget is split between the Area Housing Panels with the split being proportionate to the managed housing stock for each panel. The Area Housing Panels prioritise money locally under the following budgets:

- **Environmental and Capital Works** (currently approx. £1.5 million annually)

The local 'environmental' budgets are for items such as communal lighting, fencing and pathways, play areas and equipment, re-surfacing pathways and roads and laying speed bumps, repairing or demolishing outbuildings, and planning gardens.

The local 'capital' issues can include security gates, doors and entryphones, community centres, repairing garages and putting up new walls or fences.

- **Estate Security** (currently approx. £185,000 annually)

Area Housing Panels have freedom to decide how this budget is spent, provided it is linked to improving estate security. It may be allocated to items already mentioned under 'Environmental and Capital Budget', or to play and youth schemes.

## **Performance indicators**

We have developed performance indicators to assess the efficiency of Housing Services, and these form part of the consultation arrangements with residents. The performance indicators include:

- Voids and letting
- Collecting income
- Harassment
- Answering phone calls
- Repairs
- Contact from the public
- Enquiries from members
- Rent arrears
- Complaints
- Enquiries from the Ombudsman.

Area panels may also add to the list of performance indicators to reflect issues of particular local concern.

## **Consulting and involving leaseholders**

While tenants and leaseholders share many common interests there are issues that are of particular concern to leaseholders, ranging from initial applications to buy their homes to how we work out service charges. Increasingly too, leaseholders have bought their homes on the open market. They may have no 'council-tenant' experience or identity and so have different priorities and expectations.

In 2008 following a ballot, the Islington Leaseholders Forum, HFI's vehicle for consulting those who have purchased their properties, was closed. In its place an independent organisation, the Islington Leaseholder Association, was formed as the formal consultative body to represent leaseholders on issues that affected them. Following a borough-wide election of leaseholders, a Management Committee was then formed and start-up funding provided to constitute and publicise the new organisation.

## **Resident Involvement Strategy 2007-10**

HFI's Resident Involvement Strategy is reviewed and presented to Board every three years with the next review due in 2010. One of the main aims is to ensure that HFI engages with residents in a variety of ways and offers more choice and opportunities to participate. To achieve this we have strengthened our existing resident involvement structures, developed a new approach in the form of the Resident Involvement Register and used a wider variety of methods to gauge resident opinion (such as focus groups, community events and the Disability Panel).

## **Resident Involvement Register**

The register encourages a wide range of residents to express their preferences for how to get involved, in what and how often. In addition to the structured participation through Tenant and Resident Associations, consultative panels and Board, residents may choose to be consulted or involved in other ways because they do not have time or feel disinclined to get involved in the formal consultation mechanisms

The register is used by HFI to target resident involvement to different groups of people with different interests, and is particularly useful for getting a wider range of views from residents who may not be involved in the traditional involvement structures using a range of consultation methods such as surveys, questionnaires and focus groups. Currently, over 700 tenants and leaseholders are signed up and it is envisaged that this will continue to grow.

## **Listening to Residents**

HFI is committed to using all possible means to gauge resident opinion and listed below is a summary of some of these methods:

- Individual customer comments and complaints
- The Disability Panel – made up of twelve residents representing each of the disability stands
- Focus groups - HFI residents have been actively involved in consultations on the National Conversation, HRA funding and a range of other service areas
- Mystery shopping - HFI has trained a team of residents to act as mystery shoppers and a third round of “shops” is now underway with the findings being used to improve front line responses.
- Community events
- HFI is committed to carrying out a range of visits to community and voluntary groups as well as consulting established forums about what residents want to see in the annual business
- HFI carries out a comprehensive satisfaction survey of its tenants every two years in a process that involves up to 2000 residents
- HFI also undertakes targeted surveys on repairs and other specific services and also surveys of leaseholder satisfaction.
- Residents are involved in influencing procurement decisions and interviewing potential deliverers of HFI services and are participating in the re-procurement of HFI's Repairs and Maintenance providers in 2010.

## **Compact and resident involvement reviews**

We will review how the compact operates at least once a year. This will take into account changes in circumstances such as feedback from residents, comments from the Audit Commission inspections, what we have learned, structural changes within HFI, and annual budget changes.

These reviews aim to introduce amendments reflecting experience we have gained and changing circumstances. Changes will involve representations from all consultative panels.

## **Comments and suggestions**

This summary sets out the main principles and features of the compact and incorporates changes over time. For more details, or to make your comments or suggestions, contact:

Service Development Team  
Homes for Islington  
Highbury House  
5 Highbury Crescent  
London  
N5 1RN.

e-mail: [service.development@homesforislington.org.uk](mailto:service.development@homesforislington.org.uk)



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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	May 2009	2	Consultation

**Subject of Report:** Options for supporting Tenants and Residents Associations (TRAs)

## 1 Synopsis

- 1.1 This report presents options for enhancing resident involvement arrangements via TRAs and seeks feedback on these.

## 2 Recommendation

- 2.1 That Panels note and comment on the options raised in this report.

## 3 Background

- 3.1 HFI undertook a service efficiency review of its resident involvement arrangements during the latter part of 2008. Among the recommendations of the review were:
- build on the existing strong relationships between TRAs and Area Housing Office staff
  - continue with Tenant Compact funding decisions being made by panels but to bring this into line with HFI's Asset Management Strategy
  - diversify the ways in which residents are engaged beyond TRAs
  - discontinue the service level agreement with FITA and to provide better direct support to TRAs.
- 3.2 Consequently, an exercise has taken place in which HFI has sought views from TRAs with a view to finding out what residents see as their priorities in terms of consultation and participation. A questionnaire was sent to all TRA committee members and views were also canvassed at TRA meetings attended by HFI staff.
- 3.3 HFI has viewed this as a preliminary exercise only and the consultation itself will be via Consultative Panels (May 2009) and direct meetings between CSDOs and individual TRAs. We will feed back to the July round of Panels on the outcomes of these consultation exercises.
- 3.4 HFI accepts that the respective roles and functions of FITA and locally based CSDOs has often been confusing to residents and has involved duplication. One of the aims of this exercise is to clarify who takes the leading role in managing HFI's relationships with TRAs.

## **4 Summary of Responses**

4.1 Responses to the questionnaire were received from 16 TRAs, roughly a quarter of all formally recognised TRAs in the borough. A summary of comments is set out in Appendix 1.

## **5 Proposals for better supporting TRAs**

### **5.1 Building local relationships**

Consultation with TRAs confirms that many have strong links with their Area Housing Office and work well with Community & Service Development Officers (CSDOs), who are active in supporting TRAs and also often attend AGMs. As stated above, it is clear that these activities have often clashed with those carried out by FITA.

5.1.1 In recognition of these links, it is therefore recommended that Area Housing Offices are given the lead in encouraging and developing TRAs in each area.

5.1.2 To successfully carry out this task it is envisaged that the following support will be needed:

- Appropriate decentralised budgets to assist with the development of TRA activity including the promotion of biennial general meetings
- That the role of monitoring biennial general meetings will be managed centrally (by the Service Development Team) to ensure consistency, with CSDOs being copied into reminders when a meeting is due
- That CSDOs are able to influence the use of the resident training budget in response to identified local need.

5.1.3 To strengthen the direct relationship between AHOs and TRAs locally it is recommended that Area Housing Managers should offer an estate walkabout with each TRA in the areas on an annual basis.

5.1.4 Additionally, there is a concern that TRAs cover only half of residents of HFI-managed homes. One proposal is that local offices should have a specific budget that it can use to promote increased activity on estates where it is believed that interest exists in developing local involvement whether this is a TRA or a less formal body (eg. an estate-based group who may not wish to constitute itself as a TRA).

### **5.2 Stronger communication**

5.2.1 Until now, HFI has had no regular direct communication with TRAs, although it has sometimes used “HFI news” for this purpose. FITA produced a quarterly newsletter for TRAs but in the view of HFI this was of a varying quality and represented a missed opportunity.

5.2.2 It is proposed that HFI produce a twice yearly TRA newsletter. This will be a different publication to “HFI news” and will concentrate on TRA development issues both from a local and national perspective. More emphasis will also be given to community engagement issues and links with the community and voluntary sector. It will also contain a regular briefing that updates residents on changes in housing law and issues affecting the sector, something that has been requested by some TRAs. Where possible, HFI will seek to make this an online publication so as to reduce costs and will involve contributions and comment from TRAs.

5.2.3 The “TRA Induction Pack” provided for newly formed TRAs is, in the view of HFI staff, in need of reviewing and updating. It is recommended that this is examined in 09/10 with a view to producing a more attractive, simple and user-friendly document.

### 5.3 **Seeking a consensus view from TRAs**

5.3.1 HFI values TRAs as a means of communicating with residents and believes that there is a productive “conversation” to be had with TRAs as representatives of the borough’s residents. It may even be possible to broaden this “conversation” to include housing association TRAs. HFI wishes to hear the “independent voice” of TRAs as a single body.

5.3.2 Consequently, HFI propose to hold regular meetings with all TRAs to discuss housing issues of broad concern. It is proposed that these meetings be facilitated by an independent organisation and be used to address housing issues for both HFI and Islington Council.

5.3.3 Views are sought as to how these events should be organised:

- The independent facilitator could be a national organisation such as TPAS (Tenant Participation Advisory Service) or a local organisation such as IVAC (Islington Voluntary Aid Council). A national organisation may be more independent but less well attuned to the local environment, with the converse being true of a local organisation.
- There could be meetings with individual TRAs or these could be grouped or there could be one large meeting. If there is one large meeting then this could be attended by senior representatives from both HFI and Islington Council.
- This may be an opportunity to bring together residents of different social landlords by including housing association TRAs. This would have the advantage of providing a broader “conversation” and would fit with the Tenant Services Authority’s vision to provide a more level playing field across different providers of social housing.

### 5.4 **Better funding arrangements**

5.4.1 Currently only a small number of TRAs seek grant funding through HFI’s admin and publicity grant which is available to assist groups in their activities. Possible reasons for this are:

- The relative difficulty of setting up a bank account
- The fact that a TRA is not active enough to need such funding
- A small number of TRAs may prefer to do without the grant and fundraise themselves

5.4.2 HFI has had a preliminary discussion with Islington Credit Union regarding the possibility of utilising these services to assist TRAs. A change in the law proposed from October 09 will enable small organisations to use credit union banking facilities. It may therefore be possible to set up an arrangement which caters for low activity accounts that most TRA’s require. This will not only support the Credit Union but also be a simpler process for TRA.

5.4.3 The current method of applying for an admin grant could also benefit from simplification. An option is for this to be added to the actual recognition process rather than making it subject to a separate application for funding. Many TRAs are disinclined or do not have the time to carry out both tasks.

5.4.4 Some resident participation budgets have consistently under-spent either through the lack of take up of training opportunities or the non-claiming of TRA grant. More active TRAs meanwhile complain that there is insufficient funding to support their activities. It is

proposed that unspent monies are used to create a fund that will have the ability to fund TRA events and activities and that this is a fund where spending decisions should be made by residents. More investigation as to how this will work will be necessary if this idea is to work.

5.4.5 The current method of grant funding TRAs should also be reviewed with the view to examining both the current methodology used and the adequacy of the sum in comparison to other housing organisations. In addition to this, HFI will also review its current commitments with regards to childcare costs being paid for TRA meetings although there may be cost implications to this proposal.

## 5.5 **Creating Community Cohesion**

5.5.1 During the consultation, some TRAs indicated that they would like to see HFI be more supportive of community events. For example there are a number of existing TRAs which deliver services for young people, run events and generally play a crucial role in bringing the community together and HFI will review whether additional resources are available for this.

5.5.2 In recent years, HFI has committed resources each year for annual fun-days. HFI is open to reviewing AHO fun-days and using the same funding for TRAs to promote their own local events. It may also be possible to target funding at providing joint events with TRAs and local groups who represent communities and sections of the population who historically tend not to get involved.

5.5.3 HFI has an extensive youth engagement programme through which a number of TRAs engage. Many TRAs have historically commented that young people are not interested in becoming involved and this is an issue that HFI would like to address. One way of tackling this is to ask interested TRAs to directly provide events that will engage young people. Given the success of the recent HFI funded event "Snapshot" when 400 young people attended an event to celebrate an arts and drama project provided in each area, the interest is clearly there.

5.5.4 For this reason, HFI has funded some TRAs to run an "Islington's Got Talent" programme over the next five months and young people living in HFI managed properties will have the chance to get involved in this project. If it is successful, this may serve as something that can be run on an annual basis.

## 6 **What happens next?**

6.1 Views are sought on all the options presented in this paper. In addition to any feedback provided by panels, CSOs will be contacting every formally-recognised TRA individually to set up a meeting with them to seek their views. Final proposals will be reported back to the July round of panels.

**Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of HFI staff to feed in to the review process. If you were unable to provide feedback at the Consultative Panel meeting itself or would like to give further feedback to HFI on the report please e-mail or write to the author of this report with your own views or views of your TRA.**

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## **RESPONSES – TRA QUESTIONNAIRE**

**Included below is a summary of responses from a recent survey of Tenants and Residents Associations in the borough**

*Asking for HFI to facilitate an arrangement with banks to assist in the opening of accounts*

*Annual or bi-annual attendance of key offices at TRA meetings*

*Easier availability of community space*

*Quarterly TRA news across Islington*

*Training on rights and responsibilities, fundraising, events management, good practice in terms of governance, minute taking, housing revenue, chairing meetings*

*Clarity on funding system*

*Support on printing, notice of meetings, AGMs and outings and offering computers and printing facilities*

*Encourage successful TRAs to disseminate good practice*

*Increase in local support-more CSDOs*

*Assistance in providing better promotional literature*

*Support in running community events*

*Use of “freebies” during events*

*Support for TRAs from youth and community workers*

*Online contacts and resources handbook – a calender of events*

*Increased assistance in childcare*

*Regular legal briefings*

*Annual or bi-annual conference of Islington TRAs so we can hear how others work.*



Report of	Team	Job Title
Peter Taunton	Chief Executive Directorate	Interim Director of Property Services

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	May 2009	3	Consultation

**Subject of Report:** Reprourement of Repairs and Maintenance Contract (Hfi) – Consultative Panels Update

## 1. Synopsis

- 1.1. The contract between the Council and Kier Islington Ltd for the provision of repairs and maintenance service expires in 2010 and HFI has begun the process of procuring a new contract. This report informs the Panel of the issues and the progress made to date.

## 2. Recommendation

- 2.1. That Panels comment on the proposals for reprourement of the Repairs and Maintenance Contract.

## 3. Background

- 3.1. The current contract between LBI and Kier signed in 2000 and was for a maximum of 10 years. There can be no further extensions and a new contract must be in place by 29<sup>th</sup> October 2010.
- 3.2. The current contract covers housing repairs, voids, gas servicing (half the Borough), aids and adaptations, door entry system maintenance, tenants' compact and estate security works, a proportion of the Decent Homes programme and some services for the Council – mainly building cleaning.
- 3.3. The future contract will be for the housing service only and will be let by HFI. Decisions will need to be made, over the coming months, as to which services will be provided by the main repairs contractor and which ones will be provided by separate, specialist contractors.
- 3.4. The contract is likely to run for 5 years, with an option of extension to ten. The total value of the contract, over the 10 year period, could be in the region of £250 million.

## 4. The procurement process

- 4.1. The re-procurement process is being managed through a Project Board which comprises the relevant managers from HFI and LBI, Board Directors and the Project Manager.
- 4.2. A programme has been set for the whole process and the key dates are set out below:-

<ul style="list-style-type: none"> <li>• Jan – April 2009</li> </ul>	<ul style="list-style-type: none"> <li>• Establish Project Board and teams within HFI to manage the project.</li> <li>• Establish resident consultation arrangements</li> </ul>
<ul style="list-style-type: none"> <li>• April – June 2009</li> </ul>	<ul style="list-style-type: none"> <li>• Appoint consultant advisers. Agree and sign off the tender strategy</li> </ul>
<ul style="list-style-type: none"> <li>• June – July 2009</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Tenant &amp; Leaseholder Consultation (stage 1) prior to advertisement</li> </ul>
<ul style="list-style-type: none"> <li>• July – August 2009</li> </ul>	<ul style="list-style-type: none"> <li>• Advertise the contract in the European Journal. Send pre-qualification questionnaires to those expressing an interest</li> </ul>
<ul style="list-style-type: none"> <li>• November 2009</li> </ul>	<ul style="list-style-type: none"> <li>• Tender panel including resident shortlist &amp; invite formal tenders</li> </ul>
<ul style="list-style-type: none"> <li>• January – March 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Residents involved in evaluation for tenders submitted</li> </ul>
<ul style="list-style-type: none"> <li>• April 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Formal resident &amp; leaseholder Consultation prior to appointment (stage 2)</li> </ul>
<ul style="list-style-type: none"> <li>• May 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Provisional contract award</li> </ul>
<ul style="list-style-type: none"> <li>• June 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Enter into new contract</li> </ul>
<ul style="list-style-type: none"> <li>• July – September 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Mobilisation of new services</li> </ul>
<ul style="list-style-type: none"> <li>• October 2010</li> </ul>	<ul style="list-style-type: none"> <li>• New contract live</li> </ul>
<ul style="list-style-type: none"> <li>• October – December 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Close old contracts</li> </ul>

4.3 Panels are asked to note that this timetable has been set in order to comply with relevant EU legislation.

## 5. Appointments

5.1. The re-procurement of this contract is a complex and extremely important one and existing HFI staff do not have the time, or skills, to undertake this work without additional help from specialist consultants.

5.2. A project manager (Tom Gillham) has been appointed to lead and co-ordinate the process, and it is anticipated that, by the time of this meeting, the main Procurement Consultant and the Legal consultant will have been appointed.

## **1. Resident involvement**

- 1.1. A customer panel has been appointed to enable residents to contribute to the process. This comprises representatives of the Panels, Resident Board Directors and members of the resident involvement panel. Housing Quality Network has been appointed to provide support and advice to the Panel. Three meetings have been held to date and the issues which are raised are referred to the Project Board.

**Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of HFI staff to feed in to the review process. If you were unable to provide feedback at the Consultative Panel meeting itself or would like to give further feedback to HFI on the report please e-mail or write to the author of this report with your own views or views of your TRA.**

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Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Company Secretary

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	May 2009	4	Information

## Subject of Report: Election of Panel Officers

### 1. Synopsis

1.1 This report summarises the election process for Consultative Panels in May 2009.

### 2. Recommendation

2.1 That the Consultative Panels elect a Chair, Vice-Chair, Associate Director and, where Terms of Reference apply, 1 in 1000 representatives.

### 3. Background

3.1 The formal elections for the financial year 2009/10 now need to take place for all Panels.

3.2 Elections should be carried out in respect of the following positions:

- i) Chair
- ii) Vice Chair
- iii) 1 in 1000 representatives
- iv) Associate Director

### 4. The Chair / Vice-Chair

4.1 A member of staff from Homes for Islington will assume the position of Chair whilst elections are carried for that position. Upon completion of the election to the position of Chair, the successful member may assume their position immediately or upon completion of elections to the remaining positions.

### 5. 1 in 1000 representatives

5.1 The position of a 1 in 1000 representative to the Consultative Panel is held as a way of HFI receiving input from and establishing consultation with residents who are not represented by tenant organisations.

5.2 Advertisements for 1 in 1000 representatives have been placed in the Islington Gazette on 1<sup>st</sup> and 8<sup>th</sup> May 2009. CSDOs and staff at local housing offices have also advertised these positions locally.

5.3 Residents interested in taking up a 1 in 1000 position have been asked to complete an application form and have been provided with some general information on what the role entails in advance of the Consultative Panel meetings. A copy of completed application forms will be available for the attention of the Chair at the respective Consultative Panel meeting.

5.4 Where there are more applicants than positions available, elections will need to be held, with the successful residents assuming their position at the table.

5.5 The number of 1 in 1000 representatives required per area is as follows:

Central Street	=	3 reps
Holland Walk	=	4 reps
Lyon Street	=	4 reps
Upper Street North	=	2 reps
Upper Street South	=	2 reps

5.6 Unsuccessful applicants will be placed on a reserve list, to be held by the Community and Service Development Officer at each Area Housing Office.

5.7 Residents who live in the housing area but whose homes are managed by Partners for Improvement in Islington are not eligible to stand as 1 in 1000 representatives to an Area Housing Panel and should contact Partners about getting involved in representing the views of Partners Residents should they wish to.

## **6. Associate Directors**

6.1 Election of Associate Directors is taking place as the present Directors have come to the end of the two-year cycle.

6.2 The position of Associate Director will have responsibility for attending both Consultative Panel meetings and HFI Performance Management Committee (PMC) meetings. PMC now replaces Managed Property and Contracted Services Sub-Boards but maintains a similar role in scrutinising performance of the organisation at a local level.

6.3 Consultative Panel meeting dates and times can be found in the papers with this report.

6.4 Performance Management Committee (PMC) meetings are scheduled to take place on:

- Tuesday 26<sup>th</sup> May 2009
- Monday 3<sup>rd</sup> August 2009
- Monday 23<sup>rd</sup> November 2009
- Monday 1<sup>st</sup> February 2009

6.5 Associate Director nominees are asked to note that every effort will be made to provide papers for the 26<sup>th</sup> May PMC meeting, however owing to the proximity of the meeting date to the Panels meetings, distribution is not guaranteed in advance of the PMC meeting.

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

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2009	5	Information

**Subject of Report:** Homes for Islington (HFI) - Consultative Panels Update

**1. Synopsis**

1.1 This report updates Consultative Panels on current events in HFI.

**2. Recommendation**

2.1 That Consultative Panels note this report.

**3. Background**

**3.1 Injunction for Racial Abuse**

Homes for Islington has obtained a 12 month injunction against tenants of Rawstorne Street, EC1, following racial abuse and harassment of another tenant living nearby.

Under the terms of the injunction the tenants are forbidden from:

- Assaulting the victim
- Threatening the victim with violence
- Intimidating, distressing, alarming or causing a nuisance to the victim
- Intimidating, distressing alarming or causing a nuisance to other residents of the block

The injunction also covers them instructing, encouraging or permitting other people to carry out the same activities. Failure to obey the injunction is an arrestable offence and could lead to imprisonment. Police have also charged them with offences under racially aggravated public order laws, and they have been bailed to stay at an address away from the Rawstorne Street area. HFI will now be taking action to repossess the flat.

Doug Goldring, Hfi's Director of Operations said: "HFI will not tolerate residents being subjected to harassment and we will always seek the strongest action against anyone committing racial abuse."

**3.2 Eviction of Tenant Following Drugs Closure Order**

Homes for Islington has evicted a tenant from Baker House, Melgund Road, N5, following a drugs closure order obtained by the Highbury East Safer Neighbourhood Team.

The drugs closure order was originally granted for a 3 month period and was extended for a further 3 months. Homes for Islington began legal action to evict the tenant and was granted an exclusion order, by Islington and Shoreditch Court, until the court hearing on possession took place.

The court hearing was on 12th February 2009 and, despite the tenant defending the court case, full possession of the flat was granted to Homes for Islington. The eviction was carried out by the court bailiffs last week. The 2 bed maisonette will now be improved and re-allocated to another family.

### **3.3 Anti-Social Behaviour on the Bemerton Estate**

HFI have obtained a successful interim antisocial behaviour injunction against an individual following a series of incidents of antisocial behaviour around the Bemerton estate.

The interim injunction orders that the individual is prohibited from engaging in conduct which causes or is likely to cause nuisance, harassment, annoyance, fear or intimidation to:

- any person residing on the Bemerton Estate
- any person lawfully present on the Bemerton Estate
- any person employed by Islington Council, Homes for Islington or Partners.

The interim injunction was granted following a successful court application to Clerkenwell & Shoreditch County Court. Failure to obey the injunction is an arrestable offence and could lead to imprisonment. A return court appearance is due on 22nd April to look at the full injunction.

A General Undertaking was also granted against a second individual, with a full injunction not being granted as the court felt there was not enough evidence to establish a threat of violence. Under the terms of the undertaking the individual has been banned from the Bemerton and surrounding area and around Thornhill Square on the other side of Caledonian Road.

Doug Goldring, Hfl's Director of Operations said: "We will not tolerate antisocial behaviour on Islington's estates. We will always work with the Council and the police take action against those people disrupting the lives of residents."

### **3.4 Hfl appointment to NFA Board**

Hfl has been successfully appointed to the National Federation of ALMOs (NFA) Board as one of three representatives from London and Southern ALMOs.

The first Board meeting takes place in June 2009 and will be attended by Eamon McGoldrick, Hfl's Chief Executive and Adam Borrie, Chair of the Hfl Board.

### **3.5 Update on New Build**

Hfl's current programme includes work at Armour Close and Boleyn Road, both of which are due for completion in July 2009.

Schemes are also in place for Neptune House and Clifton Court, whilst New Build at Docura House is on schedule to be completed in 2010.

### 3.6 **Hfl resident wins Mayor's Civic Award 2009**

Julie West of Britannia Row, London N1 has won this award for Islington's most outstanding resident. Julie has worked for many years as a volunteer in the community making a positive difference to her neighbours and life on her estate.

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Date of meeting	Items on the Agenda	Status	
July 2009	Capital Programme 2008/09 Monitoring 4th Qtr	Information	Tells you about local capital projects for quarter 4 2008/09
	TRA Support/Involvement Arrangements	Information	Tells you about TRA support and involvement arrangements
	Complaints Monitoring October 08 - March 09	Information	Tells you about complaints received by HFI between October 08 and March 09
	HFI and Consultative Panel Update	Information	Tells you about current news and events at HFI
September 2009	HFI Equality and Diversity Strategy Review	Consultation	Asks you for your views on the proposed HFI Equality and Diversity Strategy Review
	Capital Programme 2009/10 Monitoring 1st Qtr	Information	Tells you about local capital projects for quarter 1 2009/10
	HFI and Consultative Panel Update	Information	Tells you about current news and events at HFI
November 2009	HFI Community Engagement Strategy Review	Consultation	Asks you for your views on the proposed HFI Community Engagement Strategy Review
	Capital Programme 2009/10 Monitoring 2nd Qtr	Information	Tells you about local capital projects for quarter 2 2009/10
	Complaints Monitoring April 09 - September 09	Information	Tells you about complaints received by HFI between April and September 09
	HFI and Consultative Panel Update	Information	Tells you about current news and events at HFI
January 2010	HFI Efficiency & Procurement Strategy Review	Consultation	Asks you for your views on the proposed HFI Efficiency and Procurement Strategy Review
	HFI and Consultative Panel Update	Information	Tells you about current news and events at HFI
March 2010	Consultative Panel Meeting Dates and Venues	Consultation	Asks you to decide on Panel dates, times and venues for meetings in 2010/11
	Business Plan 2010-15 Feedback	Information	Tells you about the HFI Business Plan 2010-2015
	Capital Programme 2009/10 Monitoring 3rd Qtr	Information	Tells you about local capital projects for quarter 3 2009/10
	HFI and Consultative Panel Update	Information	Tells you about current news and events at HFI





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