

Homes for Islington
Board of Directors Agenda
19th April 2010
6.30 PM to 8.30 PM

Boardroom

Highbury House, 5 Highbury Crescent, London N5 1RN

| Item | Presenter | Subject | Status | Page number | Duration |
|------|--------------------------------|---|-------------|----------------|-------------|
| | | Open Items | | | |
| 1 | LBI and HFI staff | Local Deal/TSA Standards | Information | Presentation | 6.30 – 6.50 |
| 2 | Theresa Coyle | Welcome / Apologies / Introductions | Information | Verbal | 6.50 – 7.05 |
| 3 | Theresa Coyle | Declaration of Interests | Information | Verbal | 6.50 – 7.05 |
| 4 | Theresa Coyle | Questions Received From the Public and Questions From the Floor | Information | Verbal | 7.05 – 7.40 |
| 5 | Theresa Coyle | Minutes of Meeting 22nd February 2010 and Matters Arising | Decision | 1 | 7.05 – 7.40 |
| 6 | Theresa Coyle | Chairs Actions | Decision | Verbal | 7.05 – 7.40 |
| 7 | Theresa Coyle/Eamon McGoldrick | Chair and Chief Executive Report | Information | 7 | 7.05 – 7.40 |
| 8 | Eamon McGoldrick | Risk Register | Decision | 11 | 7.40 – 8.20 |
| 9 | Stephen Kirrage | Re-procurement of Repairs Contracts | Information | 25 | 7.40 – 8.20 |
| | | Reports back from Committees | | | |
| 10 | Eamon McGoldrick | a) Resources Management Committee - 24 th February 2010 b) Audit Committee - 3rd March 2010 c) Asset Management Committee- 24th March 2010 | Information | 31 32 33 | 7.40 – 8.20 |
| 11 | Michael Sims | Forward Plan | Decision | 35 | 8.20 – 8.30 |
| 12 | Michael Sims | Any Other Business | Information | Verbal | 8.20 – 8.30 |
| 13 | Theresa Coyle | Date and Time of Next Meeting – 14 th June 2010 6.30pm | Information | Verbal | 8.20 – 8.30 |
| | | Exempt Items | | | |
| 14 | Stephen Kirrage | R&M Contract Awards - Contracts 1 and 2 | Decision | Tabled | 8.20 – 8.30 |

**Homes for Islington
Board of Directors Meeting
Minutes of 22nd February 2010
Highbury House, 5 Highbury Crescent, London N5 1RN**

Present: Ann Lucas(Chair), Rosa Bellino, Adam Borrie, Barbara Coventry, Eddie Niles, Amran Raja, Joe Trotter, Jyoti Vaja, Jessie White, Ursula Woolley, Richard Greening, Claudia Webbe (Board Directors)

In attendance: Eamon McGoldrick (Chief Executive)
Doug Goldring (Director of Operations)
Stephen Kirrage (Director of Property Services)
Mike Sims (Company Secretary)
Quentin Paterson (Acting Deputy Company Secretary, Minutes)

Apologies: Theresa Coyle (Chair), Barbara Sidnell (Board Director)

| | ITEM | ACTION |
|---|--|-----------------|
| 1 | <p>Presentation of Decentralised Energy and Cavity Wall Insulation Programme</p> <p>a) Stephen Kirrage gave a presentation on Cavity Wall Insulation.</p> <p>b) Jessie White expressed a degree of dissatisfaction with work recently carried out by Enterprise the company undertaking the cavity wall insulation on behalf of HFI. Stephen Kirrage accepted that there had been some problems with individual staff members of Enterprise but was confident that these would be resolved and confirmed that no works would be signed off without staff being satisfied that the works were carried out properly.</p> <p>c) Stephen Kirrage to provide Joe Trotter with a list of estates programmed to receive cavity wall insulation.</p> <p>d) Lucy Padfield provided a presentation on Decentralised Energy proposals.</p> <p>The presentations were noted.</p> | Stephen Kirrage |
| 2 | <p>Welcome/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.30pm. b) The Chair gave apologies for Theresa Coyle and Barbara Sidnell.</p> | |
| 3 | <p>Declarations of Interest</p> <p>a) There were no declarations of interest.</p> | |

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| <p>4</p> <p>Q1</p> <p>A1</p> <p>Q2</p> <p>A2</p> <p>Q3</p> <p>A3</p> <p>Q4</p> <p>A4</p> | <p>Questions Received from the Public</p> <p>The following questions were received from members of the public at the meeting:</p> <p>Mr. Hockenjos had previously submitted a series of questions in writing.</p> <p>The Chair stated that a written response would be provided to Mr. Hockenjos within 10 working days.</p> <p>Oriel Hutchinson asked whether Partners funds disrepair litigation and remedial works in cases where Partners are the managing agents and where the works in dispute have been carried out by United House.</p> <p>Eamon McGoldrick stated that in cases where Partners had managed the properties, HFI would ensure that Partners paid for any additional works that were necessary as a result of bad workmanship on the part of Partner’s contractors. He stated further that the number of disrepair cases had dropped substantially compared to a few years ago and that HFI would pay for works that were HFI’s responsibility prior to the transfer of management to Partners. Very few of these cases existed.</p> <p>Brian Potter asked if Jessie White and Barbara Coventry could attend a future Leaseholder Meetings on behalf of the Board.</p> <p>The Chair stated that Board acknowledged his request for Directors to attend but it was for Board to determine who its representatives might be.</p> <p>Mr. Hockenjos asked why the Chief Executive made public pronouncements and then failed to deliver on them.</p> <p>The Chair responded that it was probably best if Mr Hockenjos provided the specifics of the example being referred to in writing, after which a response could be prepared.</p> | <p>Mike Sims</p> |
| <p>5</p> | <p>Minutes of the meeting 14th December 2009 and Matters Arising</p> <p>a) Page 1. Claudia Webbe asked for the spelling of her name to be corrected.</p> <p>b) Page 2. Paragraph 5(a). The Chair reported that an outstanding response to a question from the public had now been sent out.</p> <p>c) Page 4. Paragraph 16. Joe Trotter stated that a response concerning stackpipes at Peregrine House remained outstanding.</p> <p>With this amendment the minutes were agreed as an accurate record of the meeting.</p> | <p>Mike Sims</p> |

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| <p>6</p> | <p>Chair and Chief Executive Report</p> <p>The Chief Executive reported that:</p> <ol style="list-style-type: none"> 1. Theresa Coyle has recently been awarded an MBE in the New Year Honour's List. The Board expressed its congratulations. 2. HFI has been recommended for the Customer Service Excellence Award. 3. HFI and Arsenal Football Club have recently launched the inter-estate indoor bowls project. <p>The report was noted.</p> | |
| <p>7</p> | <p>Business Plan 2010-15</p> <ol style="list-style-type: none"> a) Eamon McGoldrick introduced a report for decision asking Board to agree the format and contents of next year's Business Plan. b) Board noted that Resource Management Committee (RMC) had met on 10th February 2010 to consider the financial robustness of the business plan proposals and that whilst this draft did not incorporate their recommendations, the final version would. Specifically it would include the percentage of the budget that the saving related to and a more precise commentary on how savings will be achieved. c) Board asked staff to consider changing references in the report from Central Street AHO to Old Street AHO given the recent move. d) Board recognised some concern about meeting the challenges faced by youth projects if their funding was reduced. Similarly, reductions in anti-social behaviour services might have an adverse impact on communities. Staff advised Board of the intention to attempt to mitigate this by leveraging in funds from other sources. e) Overall, Board noted that the vast majority of efficiencies relate to support services functions and not front line services. f) Eamon McGoldrick undertook to provide details to Claudia Webbe on action HFI is undertaking to make reporting crimes easier. <p>Board agreed:</p> <p>To the content and format of the draft business plan 2010-15</p> <p>To delegate to HFI's Chief Executive the authority to make the following amendments and additions that will be necessary after 22nd February 2010:-</p> <ul style="list-style-type: none"> • Outstanding performance indicator information and targets • Actions agreed at RMC on 10th February 2010 | <p>Simon Kwong</p> <p>Simon Kwong</p> <p>Doug Goldring</p> |

| | | |
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| 8 | <p>Efficiency and Procurement Strategy 2010/13</p> <p>a) Ann Lucas introduced a report for decision asking Board to approve the Efficiency and Procurement Strategy for 2010/13.</p> <p>Board agreed:</p> <p>To approve the Efficiencies and Procurement Strategy for 2010-13.</p> <p>(Ursula Wooley left the meeting at 7.40pm)</p> | |
| 9 | <p>Capital and Financial Performance Management- Quarter 3, 2009/10</p> <p>a) Eamon McGoldrick introduced a monitoring report providing Board with a strategic overview of Company Finance, Capital Programming and progress on Decent Homes targets.</p> <p>The report was noted.</p> | |
| 10 | <p>HFI Business Plan Objectives 2009/10 and Pls Qtr 3.</p> <p>a) Eamon McGoldrick introduced a monitoring report providing Board with a strategic overview of performance indicators (PIs), and progress on objectives in the Business Plan 2009-14.</p> <p>The report was noted.</p> | |
| 11 | <p>Progress on R & M Re-procurement – Key Decisions</p> <p>a) Eamon McGoldrick introduced a report for information providing Board with an update on progress made to date on re-procurement of the repairs and maintenance contracts.</p> <p>The report was noted.</p> | |
| 12 | <p>Reports back from Asset Management Committee 27th January 2010, Performance Management Committee 1st February 2010 and Resources Management Committee 9th December 2009.</p> <p>The reports were noted.</p> | |
| 13 | <p>Protocol for Council Elections 2010</p> <p>a) Ann Lucas introduced a report, for information, providing guidance for HFI Board on its communication and publicity policy in the period during the run up to the local government elections scheduled to take place on 6th May 2010.</p> <p>b) Board noted, in particular, that all Board Directors acting in their capacity whether they are candidates seeking election or not, must ensure that for the duration of the election period they do not in any way conduct themselves or attend any meetings outside HFI, that could be interpreted as HFI Board:-</p> | |

| | | |
|-----------|---|--|
| | <ul style="list-style-type: none"> • Supporting or furthering the cause of a political party or candidate seeking election • Aligning themselves to a viewpoint that is overtly political. <p>The report was noted.</p> <p>(Jyoti Vaja left the meeting at 7.55pm)</p> | |
| 14 | <p>Provisional Meeting Dates 2011/12</p> <p>a) Mike Sims introduced a report for decision that presented the Board with a list of meeting dates for the year 2010/11. Board noted the dates may be subject to revision dependent upon reconciliation with the Council's 2010-11 calendar.</p> <p>The dates were agreed.</p> | |
| 16 | <p>Any Other Business</p> <p>There was no other business.</p> | |
| 17 | <p>Date and Time of Next Meeting</p> <p>a) The next meeting will be held on 19th April 2010 at 6.30pm in the Board Room, Highbury House</p> | |

There being no further business to conclude, the Chair closed the meeting at 8.05pm.

Chair: Ann Lucas

Date

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

| Name of Meeting | Date of Meeting | Agenda Item | Status |
|-----------------|-----------------------------|-------------|-------------|
| Board | 19 th April 2010 | 7 | Information |

Subject of Report: Chair and Chief Executive Update

1 Synopsis

1.1 This report updates Board on recent HFI matters.

2 Recommendation

2.1 That Board notes the report.

3 Background

3.1 This report will be presented at each Board meeting to provide summary information to Board Directors on current activities within the organisation.

4 Street Properties - Decent Homes Partnership

4.1 Lovell, Mullalley and Balfour Beatty have been selected by Homes for Islington as a contractor partners for the £10.5 million Street Properties Decent Homes Framework.

Work will include the refurbishment and replacement of kitchens and bathrooms, along with external improvements.

5 Relocation of Home Ownership to Highbury House

5.1 From 12 April 2010 Home Ownership will be based at:

Highbury House
5 Highbury Crescent
London
N5 1RN

Telephone numbers and email addresses of staff will not be affected by the move.

HFI will not be able to offer a drop in service at Highbury House. Residents will be able to visit HFI offices to meet staff from Home Ownership, but this will have to be arranged this in advance.

- 5.2 For a three month trial period after the Home Ownership move, residents will be able to drop in at their local Area Housing Office to see staff from Home Ownership. Details below.

| Area Housing Office | When drop in service is available |
|--|---|
| Holland Walk Area Housing Office 85-88 Holland Walk London N19 3XS | Thursdays 2pm to 4.45pm from 15 April to 8 July 2010 |
| Lyon Street Area Housing Office 1 Lyon Street Islington N1 1DQ | Tuesdays 2pm to 4.45pm from 13 April to 6 July 2010 |
| Old Street Area Housing Office 41-47 Old Street London EC1V 9HX | Wednesdays 9am to 12 noon from 14 April to 7 July 2010 |
| Upper Street Area Housing Office Northway House 257 Upper Street London N1 1RU | Wednesdays 2pm to 4.45pm 14 April to 7 July 2010 |

6 New Allocations Policy/ Review of Transfer Applications

A revised re-housing allocations policy came into affect on 9 March 2010. One of the major changes is that the threshold for eligibility to bid for vacancies has been reduced from 140 to 120 points so that more applicants will have the chance to achieve a move. Severely overcrowded families will also find that they have more points.

All existing transfer applications will be re-assessed under the terms of the scheme. Applicants will shortly receive a letter confirming their new level of priority.

7 Mayor's award for Islington TRA's

- 7.1 Rose McDonald and Katherine McInerney of Hollins, McCall and Daren Tenants and Residents Association won the Mayor's award for bringing together a wide range of people to help organise, sponsor and manage Islington's got Talent (sponsored by Homes for Islington). The final event was attended by over 1000 residents, young people and professionals.

8 HFI ISO 14001 Standard

- 8.1 In February, HFI's Environmental Management System (EMS) underwent a successful surveillance audit to the international ISO 14001 standard. Initial certification was awarded in August 2009. Successful retention of the standard ensures that the EMS is effective in identifying and reducing HFI's environmental impacts.

The auditor was pleased with the progress and development of the system and no non-conformities were raised.

9 Young Peoples Day on New Orleans Estate 10 April

- 9.1 HFI, Islington Council and the Hillrise Community Safety Team worked in partnership in order to hold a youth engagement day on the New Orleans estate on Saturday April 10. The aim of the day was to promote healthy living for young people and to set up a youth forum so that young people who live on the estate can have a voice.

10 Green Day on the Girdlestone Estate 24 April 2010

- 10.1 HFI, Islington Council, and Groundwork will host an event in the Girdlestone community centre on Sat April 24 from 11-3pm promoting the energy doctor in the home, the Archway Low Carbon Zone and other Green Issues.

11 Bright Sparks - Repair, reuse and recycle

- 11.1 A new reuse and repair project is due to begin this spring that will benefit Islington residents. Named "Bright Sparks", this new project will mean residents can take their small appliances to be repaired, or get a replacement that has been tested and repaired, or recycle old and broken appliances.

The aim of the project is to provide a convenient repair and recycling service for people and to avoid useful appliances getting in the waste stream. The Bright Sparks shop will be based on Seven Sisters Road also there will be lots of events around the borough to enable people to pick up or drop off appliances near their doorstep.

Report Author: Shenika Francis, Governance Officer
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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 |
|-----------------|-----------------------------|-------------|----------|
| Board | 19 th April 2010 | 8 | Decision |

Subject of Report: Risk register

1. Synopsis

1.1 This report presents the latest version of the risk register for review by Board.

2. Recommendations

That Board:

2.1 Comment on the prevention and mitigation and progress on actions for risks as shown in Appendix A to the risk register.

2.2 Note that there are no new risks included in Appendix A since the last report.

2.3 Note the four risks deleted by Audit committee of 3rd March 2010 (see the end of appendix A).

3. Update

3.1 Board reviews the risk register on a regular basis, (alternate meetings). Board last reviewed its risks from the risk register at its meeting on 14th December 2009. The full risk register was last reviewed at the Audit Committee meeting of 3rd March 2010. The report includes as Appendix A, the current version of the risk register for risks owned by Board.

3.2 Meetings have been held with the Chief Executive and Service Directors to review the risks in their areas. HFI's Senior Management Team has reviewed the risk register as part of the overall risk management process. Reports have been submitted to Committees on the risks under their ownership.

3.3 The risk register 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
- E = risks that have external influences that impact upon them

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

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

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 | | | | | | | |
|-----------------|---|-----------------|---|---|---|-----------------|------------------|
| | | | | | | Consequence | Likelihood |
| Likelihood | 4 | | | | | 4 = major | 4 = very likely |
| | 3 | | | | | 3 = serious | 3 = likely |
| | 2 | | | | | 2 = significant | 2 = unlikely |
| | 1 | | | | | 1= minor | 1= very unlikely |
| | | 1 | 2 | 3 | 4 | | |
| | | Conse quence | | | | | |

3.5 Where the risk has an overall rating of high, this is shaded in red in the register. Currently, it is considered that HFI has two items that are within the overall category of high risk, namely:

- STR 008 E – Changes in Government and/or Council policies (including to funding arrangements) resulting in changes in strategic direction.
- STR 037 E – Failure to maintain homes post 2011 due to lack of resources.

These two risks have both been assessed as a high risk due to the current difficult economic climate and the need for Government to make significant reductions in public sector spending, including housing.

3.6 Where the risk has an overall rating of medium high, they are shaded in light blue in the register. It is considered that Board has two medium-high risks, which are:

- STR 027 – Failure to achieve LBI (Islington Climate Change Partnership) target for reducing CO₂ emissions by 15% by 2010.
- FIN 003 – Failure to collect income from major works bills from leaseholders.

3.7 There are 9 Medium-low (yellow) and 12 Low (green) risks owned by Board.

3.8 Board is asked to note that there are no new risks under Board ownership since the last report to Board.

- 3.9 There are no risks that have changed in their assessment level since the last report to Board.
- 3.10 There are no risks to be proposed for Board to recommend to Audit Committee for deletion from the risk register. However, Board is asked to note the risks that were deleted by Audit Committee on 3rd March 2010 at the end of Appendix A.

4. Implications

4.1 Financial Implications

- 4.1.1 Capital Implications
Included within the individual risks in the register.
- 4.1.2 Revenue Implications
Included within the individual risks in the register.
- 4.1.3 Efficiency Implications
Included within the individual risks in the register.
- 4.1.4 Risk
Covered in the main report and appendix.

- 4.2 **Legal Implications**
Included within the individual risks in the register.

- 4.3 **Equalities Implications**
Included within the individual risks in the register.

- 4.4 **Sustainability Implications**
Included within the individual risks in the register.

- 4.5 **Consultation Implications**
Covered in the main report.

Background Papers

HFI risk register report to Audit Committee 03/03/10

HFI risk register report to Board 14/12/09

Risk register report to SMT 10/02/10

Report Author: Stephen Walsh, Resources and Risk Manager
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| 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 |
|---|----------------------|---------------------|---------------------------|---|---|--------------------------|---|
| Strategic | | | | | | | |
| STR 001 * Failure of Board and MT to effectively manage risk | M 3 | L 2 | ML 6 | <ul style="list-style-type: none"> Risks regularly reviewed by Board, Committees and SMT. All HFI decision reports contain risk implications | Board | E McGoldrick | <ul style="list-style-type: none"> |
| STR 002 * Lack of robust long-term Business Plan and failure to deliver on its aims, objectives and targets, including failure to ensure systematic challenge of HFI's operations | M 3 | L 2 | ML 6 | <ul style="list-style-type: none"> Quarterly monitoring of the current year's business plan objectives by HFI SMT Steering Group and LBI as client Board monitors Business Plan objectives quarterly Service review programme is part of new efficiency and procurement strategy | Board | S Kwong | <ul style="list-style-type: none"> 3 year financial planning process has been embedded. 2010/15 Business Plan has been consulted on and a final draft goes to Board on 22/2/10. 09/10 service review programme delivered. 2010/11 service review programme discussed at January's Efficiencies and Performance Review Group (EPRG). Final programme to be reviewed at March EPRG. |
| STR 004 * Failure of the Board and Senior Management Team (SMT) to govern and lead effectively <ul style="list-style-type: none"> Lack of strategic direction and expertise within the board Lack of strategic options and information for decision making | M 3 | L 2 | ML 6 | <ul style="list-style-type: none"> Individual development plans / PDR targets for 09/10 meetings agreed in April and May 09. Chair of Board to ensure CE manages the staff team effectively. Board only training sessions also attended by CE and other SMT members as required. | Board | E McGoldrick | <ul style="list-style-type: none"> SMT has no vacancies as of 18/1/10. 09/10 development plans agreed, including 360s for April/May; 1-2-1s with Chair; Directors attending CIOH course; dedicated member of staff facilitating other development. Election and selection process for Residential and Independent Directors completed in autumn 2009. |

| Potential Risks | Consequence H/M/L | Likelihood H/M/L | Overall Risk Rating | Prevention & Mitigation | Risk owner (Board/Sub- Board/ Committee) | Risk Owner (Staff) | Progress on actions |
|--|----------------------|---------------------|---------------------------|---|---|--------------------------|--|
| STR 008 E * Changes in Government and/or Council policies (including to funding arrangements) resulting in changes in strategic direction | M 3 | H 4 | H 12 | <ul style="list-style-type: none"> • Regular meetings of HFI CE & LBI Senior Staff • Bi-monthly LBI / HFI partnership meetings • Monthly operational liaison meetings for: <ul style="list-style-type: none"> • Finance • Capital programme • Performance • Operations ▪ Monitor changes to government policy that may have impact ▪ HFI representation on various NFA (National Federation of ALMOs) Working Groups ▪ Quarterly reports to Council Executive on performance | Board | E McGoldrick | <ul style="list-style-type: none"> • EMcG has regular meetings with P. Odling-Smee, Service Director, Housing. • Anticipated tougher funding settlements from 2011/12 onwards. • Need to forge new links with HCA (Homes and Communities Agency) and TSA (Tenancy Services Authority). • Audit Committee decision to raise 'likelihood' from M to H, thus making overall risk rating as High. • Board Awayday 26/3/10 will continue to discuss future direction of HFI. • National and local elections due to take place before summer 2010. |

| 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 |
|--|----------------------|---------------------|---------------------------|---|---|--------------------------|---|
| <p>STR 010</p> <p>* Failure to manage HFI's image and manage residents' expectations, (including through poor resident satisfaction scores).</p> | M 3 | M 2 | ML 6 | <ul style="list-style-type: none"> Ensure lessee satisfaction survey questions are designed to address this issue and to produce and deliver actions to mitigate dissatisfaction. Aim to increase leaseholder satisfaction to 45% by 2010/11. Board will regularly review communications strategy and other communications issues. HFI Resident Involvement Register to be developed to extend consultation to residents who are not normally part of formal consultation process. Monthly performance management by SMT and quarterly monitoring by Board Agree action plan to implement recommendations from Audit Committee report on leaseholder satisfaction. | Board | E McGoldrick | <ul style="list-style-type: none"> SMT closely monitoring complaints, surveys and customer feedback. Next surveys for tenants in 2010 and Leaseholders in 2011. Action Plan for dealing with lower leaseholder satisfaction agreed. |
| <p>STR 013</p> <p>* Failure to establish effective procurement and commissioning processes and not follow BV guidelines (including any future external trading arrangements)</p> | M 3 | M 2 | ML 6 | <ul style="list-style-type: none"> Procurement Strategy in place. Quarterly Service Director/Board portfolio holder meetings ongoing. Commission user survey for Procurement Team. | Board | S Kirrage | <ul style="list-style-type: none"> Board has started to investigate more extensive external trading arrangements. Report on trading agreed by SMT Aug 09. Survey of users of Procurement Team's services to be carried out in autumn 09. Continuous updates reported to committees for information and comment. |

| Potential Risks | Consequence H/M/L | Likelihood H/M/L | Overall Risk Rating | Prevention & Mitigation | Risk owner (Board/Sub- Board/ Committee) | Risk Owner (Staff) | Progress on actions |
|---|----------------------|---------------------|---------------------------|--|---|--------------------------|---|
| STR 016 * Failure to achieve Decent Home Standard by 2010, including a lack of effective and appropriate investment in the Housing Stock | M 3 | L 2 | ML 6 | <ul style="list-style-type: none"> Ensure Framework Constructors and M&E contractors deliver value for money in delivering the decent homes programme Quarterly monitoring by Board through Strategic Performance Management report and by AMC | Board | S KIRRAGE | <ul style="list-style-type: none"> Resources secured to 2010/11 following successful Audit Commission assessment Street property contract start delayed until January 2010. |
| STR 020 * Failure to have adequate insurance cover for HFI's operations | H 4 | L 1 | L 4 | <ul style="list-style-type: none"> Insurance cover in place and policies reviewed annually New policies taken out as and when identified as necessary Quarterly progress meetings held with insurer to consider issues | Board | D Selo | <ul style="list-style-type: none"> Negotiated one year extension to the current arrangements. |
| STR 024 * Delivery of the Finsbury Park Neighbourhood Arrangements project | M 2 | M 3 | ML 6 | <ul style="list-style-type: none"> SLA signed between HFI and Islington Strategic Partnership Board. Monthly meetings of Steering Group ongoing. | Board | S Kwong | <ul style="list-style-type: none"> Project extended beyond March 2010. 'Connect Project' has been live since April 09. |
| STR 027 E Failure to achieve LBI (Islington Climate Change Partnership) target for reducing CO ₂ emissions by 15% by 2010 | M 3 | M 3 | MH 9 | <ul style="list-style-type: none"> Monitoring arrangements for CO₂ reductions plan in place via the Housing Carbon Management Project Board. Climate Change Programme Co-ordinator appointed. | Board | S KIRRAGE | <ul style="list-style-type: none"> HFI has bid for LBI climate change funding to assist meeting LBI CO₂ target of 15% reduction by 2010 HFI/LBI has obtained resources from (London) Mayor's funding to implement CO₂ reduction plan. £4.3m bid to HCA for cavity wall insulation successful, although procurement issues have still to be resolved. |
| STR 030 E * Failure to secure funding for future new build programme/s | M 3 | M 2 | ML 6 | <ul style="list-style-type: none"> Secure commitment from HFI Board and Council Establish Governance and management arrangements Develop strategy and submit bids | Board | S KIRRAGE | <ul style="list-style-type: none"> HFI has been accepted as a HCA development partner. Funding obtained for further new build. Bid for new build submitted in October 09. Only one scheme has been approved and discussions are being held with HCA. |

| Potential Risks | Consequence H/M/L | Likelihood H/M/L | Overall Risk Rating | Prevention & Mitigation | Risk owner (Board/Sub- Board/ Committee) | Risk Owner (Staff) | Progress on actions |
|---|----------------------|---------------------|---------------------------|--|---|--------------------------|--|
| STR 031 E * Failure to satisfactorily procure new repairs contract | H 4 | L 1 | L 4 | <ul style="list-style-type: none"> Consultants assessing strategic options. Working group established. Procurement Plan being implemented by Project Board. | Board | S KIRRAGE | <ul style="list-style-type: none"> Procurement Strategy being implemented as per plan. Legal and procurement consultants in place. The process is currently underway and at an advanced stage. Update being reported. |
| STR 035 E * Failure to maintain the equivalent of a 3-star service under the new Tenant Services Authority inspection regime | M 3 | L 1 | L 3 | <ul style="list-style-type: none"> Maintain regular service review and benchmarking process of HFI's activities Deliver on outstanding actions identified in Audit Commission inspection report Regular monitoring of HFI Business Plan | Board | E McGoldrick | <ul style="list-style-type: none"> HFI continues to benchmark performance through the Housemark organisation. Business planning carried out over 5-year periods. Financial planning carried out over 3-year cycles. HFI will continue to ensure that there is a high quality of monitoring data provided. Report to SMT 3/6/09 re Short Notice Inspections (SNI). Agreed to carry out mock-SNI later in 2010. |
| STR 036 E Failure to address issues raised by Corporate Manslaughter legislation | H 4 | L 1 | L 4 | <ul style="list-style-type: none"> Carry out training to HFI Board and Staff on what legislation involves and what measures HFI needs to adopt to avoid action and prosecution in this area | Board | E McGoldrick | <ul style="list-style-type: none"> Process embedded in HFI. Recommend to keep risk on register, as it will always remain a risk. |
| STR 037 E * Failure to maintain homes post 2011 due to lack of resources. | H 4 | H 4 | H 16 | <ul style="list-style-type: none"> Asset Management Strategy identifies investment needs and implications of under-investment. Options appraisal to be developed. | Board | S KIRRAGE | <ul style="list-style-type: none"> Asset Management Strategy (AMS) currently being updated for presentation and comment to HFI and LBI. Option appraisal report to LBI in autumn 2010. |

| Potential Risks | Consequence H/M/L | Likelihood H/M/L | Overall Risk Rating | Prevention & Mitigation | Risk owner (Board/Sub- Board/ Committee) | Risk Owner (Staff) | Progress on actions |
|---|----------------------|---------------------|---------------------------|---|---|--------------------------|---|
| STR 038 * Absence of satisfactory arrangements to test electrical equipment | H 4 | L 1 | L 4 | <ul style="list-style-type: none"> Proposals being drawn up with Kier. Financial provision identified. Report to SMT Aug 09. Testing regime to be included in new repairs contract. | Board | S Kirrage | <ul style="list-style-type: none"> Current and future monitoring reports to SMT. Electrical testing contract in place from September 09. Ongoing monitoring of the issue. |
| STR 039 * Failure to identify blocks that may be vulnerable to the spread of fire (similar to block in Camberwell where the July 2009 fire occurred) and other related fire risk issues. | H 4 | L 1 | L 4 | <ul style="list-style-type: none"> Programme of inspections to identify possible blocks and carry out preventative works as required. Funding from Decent Homes resources if required. | Board | S Kirrage | <ul style="list-style-type: none"> Report to SMT autumn 09. Inspections indicate no blocks found to be of comparable construction to that in Camberwell. H&S Team are continuing to liaise and monitor with statutory authorities. |

| 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 |
|--|----------------------|---------------------|---------------------------|---|---|-----------------------|--|
| Operational | | | | | | | |
| OPE 006 * Failure to manage third party relationships | M 3 | L 1 | L 3 | <ul style="list-style-type: none"> Manage ISSCs (Islington Support Services Contracts) through quarterly review meetings Partnership meetings with LBI on a quarterly basis, with LBI as client | Board | S Kwong | <ul style="list-style-type: none"> All ISSCs negotiated with LBI for 2009/10 and signed-off. 2010/11 ISSCs need to be negotiated and signed. 3 ISSCs to include efficiencies for 10/11. |
| OPE 009 * Failure to respond effectively to a major disaster in Islington | M 3 | L 1 | L 3 | <ul style="list-style-type: none"> HFI acts in accordance with role defined in Council's emergency plan. Review current Plan. | Board | S Kirrage | <ul style="list-style-type: none"> To be reviewed with LBI. HFI to liaise with LBI by April 10. |

| 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 |
|---|----------------------|---------------------|---------------------------|-------------------------|---|-----------------------|---------------------|
| Managing Diversity | | | | | | | |
| There are no risks under this section of the register for Board to consider | | | | | | | |

| 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 |
|---|----------------------|---------------------|---------------------------|---|---|--------------------------|--|
| Financial | | | | | | | |
| FIN 003 * Failure to bill and collect income from Major Works bills from leaseholders <ul style="list-style-type: none"> Poor recovery rate of leaseholder contributions arising from expanded capital programme Leaseholders do not want to pay for the major works | M 3 | M 3 | MH 9 | <ul style="list-style-type: none"> Staffing resources in place to pursue non-paying leaseholders | Board | D Goldring | <ul style="list-style-type: none"> Issue remains with major works collection and IT system. Significant increase in arrears activity September 09. Invoicing up-to-date. Recent collection has improved but still unlikely to meet target. |
| FIN 007 * Risk of inadequate funding for HFI's retained responsibilities under the PF12 contract | M 3 | L 1 | L 3 | <ul style="list-style-type: none"> Monthly monitoring of committed and projected expenditure by both LBI and HFI | Board | S Kwong | <ul style="list-style-type: none"> LBI has provided resources on an ongoing basis. Liaising with LBI on approach to subsidence cases. PMC proposed keeping this risk on the register until further notice. |

| 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 |
|---|----------------------|---------------------|---------------------------|---|---|-----------------------|---|
| Compliance | | | | | | | |
| COM 001 * Failure to comply with the management agreement <ul style="list-style-type: none"> Council via management agreement serve a notice to terminate the agreement Imprecise management agreement leading to "grey areas" or disputed terms | L 2 | L 1 | L 2 | <ul style="list-style-type: none"> HFI has robust Performance Indicator, budget monitoring and other systems in place to ensure that it effectively complies with the management agreement Also refer to information in risk STR 008 Regular liaison meetings held Governance and LBI Client Team reviewing Management Agreement | Board | E McGoldrick | • |
| COM 005 * Failure to achieve gas safety standards and to manage the British Gas maintenance contract, or Health and Safety Notice served on HFI | M 3 | M 2 | ML 6 | <ul style="list-style-type: none"> HFI continuing with revised procedures established in 2004/05 HFI has implemented a Health & Safety | Board | S Kirage | • 09/10 performance for year to date is 99.3% overall (joint HFI and PFI figure). |
| COM 006 * Failure to ensure staff safety, including physical attacks on staff. | M 3 | L 1 | L 3 | <ul style="list-style-type: none"> HFI has continued to adopt good practice previously in place from the council and will continue to review this area of the service. Its health and safety policy will supplement this. Employer's liability insurance in place. <ul style="list-style-type: none"> Policies and procedures reviewed regularly. Health and Safety incidents are monitored regularly. | Board | D Selo | • |

| 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 |
|--|----------------------|---------------------|---------------------------|---|---|-----------------------|--|
| COM 007 Failure to comply with Freedom of Information legislation | L 2 | L 1 | L 2 | <ul style="list-style-type: none"> Policy and procedures in place Monitoring where risk of response being out of time Training has been delivered to staff Monthly report to CE | Board | S Kwong | <ul style="list-style-type: none"> CE has met with ICO (Information Commissioner's Office) Good Practice Manager to discuss HFI's approach. |

Risks deleted by Audit Committee 3rd March 2010

| Potential Risks | Consequence H/M/L | Likelihood H/M/L | Overall Risk Rating | Prevention & Mitigation | Risk owner (Board/Sub- Board/ Committee) | Risk Owner (Staff) | Progress on actions |
|--|----------------------|---------------------|---------------------------|---|---|-----------------------|---|
| STR 003 Failure to ensure systematic challenge of HFI's operations | H 3 | L 2 | ML 6 | <ul style="list-style-type: none"> 5-year service review programme ensures efficiency issues are addressed across all of HFI's operations | Board | S Kwong | <ul style="list-style-type: none"> 09/10 programme being delivered. |
| STR 021 Failure to implement Kier Review | M 3 | L 2 | ML 6 | <ul style="list-style-type: none"> Kier Steering Group meets every 6 weeks Regular liaison over consequences of Review to Kier/HFI management fee | Board | S Kirrage | <ul style="list-style-type: none"> Commercial negotiations complete but still awaiting a Kier response for LBI to sign-off. |
| STR 023 E Failure to deliver new homes (council funded) to agreed quality and timescale | M 3 | M 2 | ML 6 | <ul style="list-style-type: none"> Establish effective client and design teams Produce costed scheme acceptable to LBI Establish effective procurement arrangements Establish realistic programme | Board | S Kirrage | <ul style="list-style-type: none"> LBI funded Phase 1 due to complete October 09. Phases 2-4 being developed with funding from HCA. |

| 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 |
|--|----------------------|---------------------|---------------------------|--|---|--------------------------|--|
| <p>STR 033B E</p> <p>* Failure to manage external trading contracts:</p> <ul style="list-style-type: none"> Lewisham Governance | L 2 | L 2 | L 4 | <ul style="list-style-type: none"> Monitoring procedures and meetings established to manage contracts | Board | M Sims | <ul style="list-style-type: none"> Board and LBI have agreed contractual arrangements. Professional Indemnity Insurance cover in place. This has been replaced by an overarching risk on managing external trading contracts which rests with PMC. |

| Report of | Team | Job Title |
|-----------------|-----------------------------|-------------------------------|
| Stephen Kirrage | Chief Executive Directorate | Director of Property Services |

| Name of Meeting | Date of Meeting | Agenda Item | Status |
|-----------------|-----------------------------|-------------|-------------|
| Board | 19 th April 2010 | 9 | Information |

Subject of Report: Re-procurement of Repairs/Capital Works Contracts

1. Synopsis

- 1.1 This report informs the Board of progress made to date with regard to the re-procurement of the repairs and capital works contracts. It confirms that the project is progressing as planned and outlines the procurement process.

2. Recommendations

- 2.1 That the Board note the progress made to date with regard to the re-procurement of the contracts leading to recommendations for provisional awards of Repairs, Void and Adaptations contract and Gas Servicing contracts.

3. Background

- 3.1 The majority of the repairs, maintenance and improvement works undertaken by Hfl (except lift, communal gas and one-off capital projects) are being procured under new partnering contracts that will start from the end of October 2010.
- 3.2 The procurement process is managed by the Repairs Project Board comprising of Board Directors and senior HFI and LBI staff. The Project Board is supported by a Project Manager who calls upon expert advice from consultants on technical, procurement and legal matters, whenever required.
- 3.3 Each contract will be awarded to the most economically advantageous tender based on an assessment of their submissions (60 marks for price and 40 marks for quality with total of 100 marks available). The selection and award criteria for all contracts are robust and compliant with the European and UK procurement regulations governing fair trade and competition.
- 3.4 The contract strategy has been agreed, with the work being grouped into four main contracts, which are broken down further into lots.

Contract 1: Responsive repairs, voids and disabled adaptations

Contract 2: Gas servicing

Contract 3: Other mechanical and & engineering (M&E) maintenance works

Contract 4: Capital and cyclical works

4. Tendering Process

- 4.1 The Project Board approved a tender, short lists and new contract documentation developed by Hfl staff in association with our procurement and legal consultants, with inputs from residents, on customers' priorities.
- 4.2 Tenders for Repairs, Maintenance and Gas contracts were returned on 8th February 2010 and evaluation panels including resident members assessed submissions and clarified the quality of bids by site visits using structured questionnaires, completed by the end of March 2010.
- 4.3 The selection and award process comprised of two clear stages. Firstly, the Panel assessed capability using a Pre-Qualification Questionnaire (PQQ), sent to all potential suppliers who expressed an interest in working with us.
- 4.4 The Tender Assessment panel membership was approved by the Repairs Project Board, facilitated by the Repairs Project Manager and comprising of client representative, Head of Repairs & Maintenance and specialist staff dealing with Voids, Adaptations, and I.T. systems, Call-Centre, Health and Safety, Risk Management and Finance, along with three Resident Panel members.
- 4.5 The key milestones of the tender process are shown below:
 - Invitation To Tender (ITT) issued – 21/12/09
 - Evaluation Panel members reviewed & scored proposals using a Scoring Matrix - from 9/02/10 to 22/02/10
 - Evaluation Panel members took part in site visits – from 8/03/10 to 22/03/10
 - Tender Panel met to moderate their scores – 25/03/10
 - Finalising pricing and clarifications – 29/03/10 to 9/04/10
- 4.6 Recommendations for provisional award of contracts will be presented in a separate exempt report to HFI Board 19 April 2010.

5. Contract 1: Repairs, Voids and Adaptations

- 5.1 The procurement was structured to enable either a separate or joint award of the contract lots', depending upon the economic advantages.
- 5.2 Six (6) contractors' demonstrated clearly their capability and suitability to manage a repairs maintenance and/or adaptation service of a comparative size and value were Invited to Tender (ITT), for both Lots (1 and 2).
- 5.3 Three (3) additional contractors were invited to submit a bid for Adaptations services (Lot 2) only.

6. Contract 2 : Gas Servicing and Repairs

- 6.1 The gas servicing contract was divided into two lots (Lot 1 - North & Lot 2 - South) and bidders were encouraged to provide a price for both, but could only win one, for health and safety purposes.

7. Contract 3 : Mechanical and Engineering

- 7.1 Following a relatively poor response to our Invitation To Tender (ITT) on M&E Testing Contract 3 (lots 1 to 9) the Repairs Project Board approved the use of the Negotiated Procedure, where there are no bids submitted or irregular bids were received, to enable us demonstrate value for money.

8. Capital and cyclical works

- 8.1 The Repairs Project Board approved the short-list of contractors, following an evaluation of Pre-Qualification Questionnaires (PQQs) from those who expressed an interest in delivering our Capital and cyclical works contracts.
- 8.2 Tenders were returned 12 April 2010 and an assessment of returns is taking place throughout April to be concluded in May 2010.

9. Next Steps

- 9.1 The programme for the remainder of the process is set out in the following tables:

Contracts 1 and 2

| Date | Procurement milestone | Actions and issues |
|----------------|---|--|
| April 2010 | Complete Tenders evaluation for Repairs and Maintenance and Gas Servicing Contracts | <ul style="list-style-type: none">Recommendations to Project Board (15th) and Hfl Board (19th) of April 2010 |
| April/May 2010 | Recommendation of provisional Repair and Gas contracts award | <ul style="list-style-type: none">Advise unsuccessful bidders and debrief companies (ALCATEL Stand-still period) |
| April/May 2010 | Consult Leaseholders on intention to award Repairs contract (Stage 2) | <ul style="list-style-type: none">Take due regard of observations before an award |
| 17 June 2010 | LBI Executive sign-off recommendations for award | <ul style="list-style-type: none">Sign Repairs & Maintenance Contracts |

Contracts 3 and 4

| | | |
|------------------|---|--|
| April – May 2010 | Tenders evaluation for Capital contracts also Mechanical and Engineering Contract | <ul style="list-style-type: none">Recommendations to Project and Hfl Board at end of May. |
| May 2010 | Recommendation of provisional Capital and M&E contracts award | <ul style="list-style-type: none">Advise unsuccessful bidders and debrief companies (ALCATEL Stand-still period) |
| June 2010 | Consult Leaseholders on intention to award (Stage 2) Capital and M&E Contracts | <ul style="list-style-type: none">Take due regard of observations before an award |
| 8 July | LBI Executive sign-off | <ul style="list-style-type: none">Approval to award Capital |

| | | |
|------|--|-----------|
| 2010 | recommendations for award of Capital Contracts | Contracts |
|------|--|-----------|

All Contracts

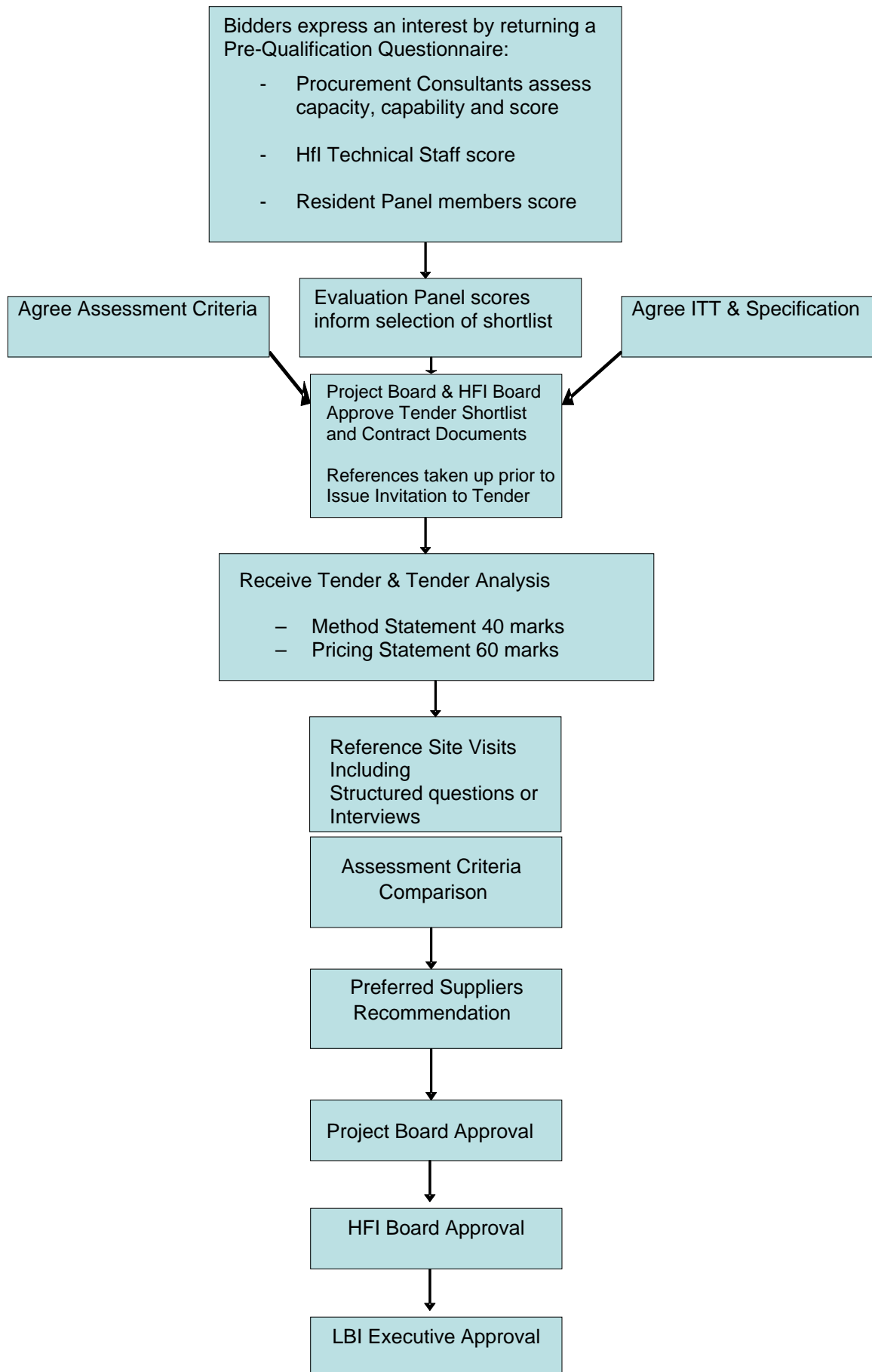
| | | |
|-----------------------|---|---|
| July-Sept 2010 | Finalise Sign Contracts and mobilise new service(s) | <ul style="list-style-type: none"> • Prepare new ways of working |
| 30 October 2010 | New contracts live | <ul style="list-style-type: none"> • New Repairs Service starts |
| Nov 2010 – March 2011 | Close old contracts | <ul style="list-style-type: none"> • Ensure all existing jobs are finished |

10. Conclusion

- 10.1 The re-procurement process is progressing well. It is a large-scale project, whose successful delivery is critical to HFI and the Council. The Project Management team deals with many issues on a daily basis, resolving many directly with Heads of Service and escalating any significant matters with available options and recommendations to the Project Sponsor and Project Board.
- 10.2 The Board will be asked to review the outcome of the Repairs and Gas tender evaluations, which are contained within separate exempt tender reports to be presented with recommendations from the Project Board for approval.

Report Author: Tom Gillham, Repairs Project Manager
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Appendix A – Procurement Process Overview



Appendix B Tender Evaluation Panel & Allocation of Marks

| Clause | Invitation to Tender Questions | Points (200) | Marks (40) | Proc. Con. | Hfl Staff | Residents Panel |
|-------------|--|--------------|------------|------------|--------------|----------------------------|
| | Mobilisation of the new contract | | | | | |
| 32.1 (iii) | Proposed partnering timetable. | 10 | 2 | | Yes | |
| 32.1 (iv) | Proposed Risk Register. | 10 | 2 | | Yes | |
| 32.1 (v) | Proposals for managing TUPE transfers. | 10 | 2 | | Yes | |
| 32.1 (vi) | a) Proposals for effective integration of IT. b) Proposals for management and integration of call centre. | 30 | 4 2 | | Yes | |
| | Managing the Service | | | | | |
| 32.1 (vii) | Suitability of the proposed resources. | 40 | 8 | Yes | Yes | |
| 32.1 (viii) | Proposed partnering procedures and procedure for the selection of specialists (sub-contractors). | 20 | 4 | Yes | Yes | |
| 32.1 (ix) | a) Provision of legacy services. b) Specialist supply chain arrangements | 20 | 4 | | Yes (b) only | Yes (a) only |
| 32.1 (x) | Sustainability, waste recycling and disposal issue, energy efficiency in respect of transport and carbon emissions. | 10 | 2 | | Yes | |
| 32.1 (xi) | Insurances and Parent Company Guarantee available | 0 | 0 | | Yes | |
| | Customer Care | | | | | |
| 32.1 (xii) | Resident Involvement and customer care a) Detailed resident consultation process b) Managing health and safety in relation to occupied residential properties. c) Communication with diverse residents d) Monitoring resident satisfaction and dealing with complaints e) Managing appointments & access arrangements. f) Achieving zero defects and right first time. | 30 | 6 | | Yes (b) only | Yes to all, apart from (b) |
| | Training and Development | | | | | |
| 32.1 (xiii) | Details of training and employment for developing apprenticeships and meeting needs of long-term job seekers. | 10 | 2 | | Yes | |
| | Continuous Improvement | | | | | |
| 32.1 (xiv) | Proposals for of future incentive arrangements and proposals for linking to KPIs | 10 | 2 | | Yes | |
| | Totals | 200 | 40 | | | |

**Report back from Resources Management Committee
24th February 2010
Chair – Ann Lucas/Eddie Niles**

Minutes of the meeting 9th December 2009 and matters arising.

The minutes were agreed as an accurate record of the meeting.

Election of Chair

Eddie Niles was elected as Chair of the Committee.

Property Services Staffing Review

The Committee noted and commented on report.

Budget Approval 2010/11

The Committee agreed to approve the 2010/11 budget for the management fee.

Budget Monitoring and Efficiencies for 2009/10

The Committee noted the report.

Update of HFI's Sustainability Strategy and Action Plan

The Committee noted the report.

HR and Communications Strategic Activities

The Committee noted the report.

ITC Strategy Update

The Committee noted the report.

Risk Register

The Committee agreed:

- i) To recommend to Audit Committee that Pandemic Flu be deleted in favour of its inclusion within the Business Continuity Plan.
- ii) To recommend to Audit Committee that a risk relating to the repairs budget transferring to the management fee account, post introduction of the new repair and maintenance contracts, be added and considered.

**Report back from Audit Committee
3rd March 2010
Chair – Jyoti Vaja**

Minutes of the meeting 9th September 2009 and matters arising.

The minutes were agreed as an accurate record of the meeting.

Internal Audit Activity

The Committee agreed:

- i) To note the audit activity for the period Sept 09 – March 10.
- ii) To note the 2010/11 Audit Plan.

Company Audit Update – Grant Thornton and HFI Directors and Auditors' Report

The Committee noted and commented on report.

Risk Register – All Risks

The Committee agreed:

- i) The comments for the risks listed in Appendix A of the report in the 'Presentation /Mitigation' and 'Progress/Actions' columns.
- ii) The proposal to increase risk FIN002 'Failure to collect income effectively' from low to medium – low in view of current economic issues.
- iii) To merge or delete risks at 5.6 of the report with the exception of deleting the caretaking review risk.

Audit Benchmarking Exercise

The Committee noted and commented on the report.

**Report back from Asset Management Committee
24th March 2010
Chair – Jessie White**

Minutes of the meeting 27th January 2010 and matters arising.

The minutes were agreed as an accurate record of the meeting.

2011/12 Cyclical Improvement Programme

The Committee agreed:

- i) To the commissioning and development of the schemes as detailed in Appendix A.

Risk Register

The Committee agreed:

- i) To the current assessment of risks listed in Appendix A of the report.

Responsive Repairs Update

The report was noted.

New Build Programme – Progress Update

The report was noted.

Capital Programme Update

The report was noted.

Decent Homes Rewiring Review

The report was noted and will be for decision at next AMC after wider consultation.

Capital Programme Monitoring of Consultation

The report was noted.

Repairs Procurement Project Update

The report was noted.

Contracts Approved under delegated powers

The report was noted.

**HFI Board Meeting
Forward Plan – 14th June 2010**

| Report Title | Presenter | Status |
|---|------------------|--------------------------|
| Welcome / Apologies / Introductions | Information | Chair |
| Declaration of Interests | Information | Chair |
| Questions Received From the Public and Questions From the Floor | Information | Eamon McGoldrick |
| Minutes of Meeting 19th April 2010 and Matters Arising | Decision | Chair |
| Chairs Actions | Decision | Chair |
| Chair and Chief Executive Report | Information | Chair & Eamon McGoldrick |
| Health and Safety Policy | Decision | SFK |
| Repairs and Maintenance Re-procurement Strategy | Decision | SFK |
| Capital and Financial Performance Management | Monitoring | MS |
| HFI Business Plan Objectives 2009/10 and Performance Indicators Qtr 4 | Monitoring | SK |
| Reports back from Committees | Information | Chairs |
| Forward Plan | Decision | Chair |
| Any Other Business | Information | Chair |
| Date and Time of Next Meeting - 27th September 2010 6.30pm | Information | Chair |