

Contracted Services Sub-Board
Agenda 15<sup>th</sup> August 2006
**6.30 PM to 8.30PM**

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
		<b>Open Items</b>			
1	Chair	Welcome/Apologies/ Introductions	Information	Verbal	6:30-6:35
2	Chair	Declaration of interests	Information	Verbal	6:30-6:35
3	Chair	Questions from the public	Information	Verbal	6:35-6:55
4	Chair	Minutes of last meeting (13 <sup>th</sup> June 2006) and matters arising	Decision	1 - 5	6:55-7:00
5	Chair & E McGoldrick	Chair and Director of Performance and Service Development Report	Information	Verbal	7:00-7:05
6	E McGoldrick	Performance Indicators	Monitoring	6 - 23	7:05-7:15
7	J Mugridge	Report back – Partners for Improvement in Islington	Monitoring	24 - 30	7:15-7:25
8	E McGoldrick	Report back – TMO's / TMC's	Monitoring	31 - 35	7:25-7:35
9	E McGoldrick	Capital Programme – TMO's / TMC's	Monitoring	36 - 42	7:35-7:45
10	Chair	Consultative Panel feedback reports	Information	43 - 61	7:45-7:50
11	Chair	Report back from Managed Property Sub-Board – 14 <sup>th</sup> June 2006	Information	62	7:50-8:00
12	Chair	Forward Planner	Information	63	8:00-8:10
13	Chair	Any other business	Information	Verbal	8:10-8:20
14	Chair	Date and time of next meeting 18 <sup>th</sup> October 2006, 6.30pm	Information	Verbal	8:10-8:20
		<b>Exempt Items</b>			
15	Chair	Confidential minutes of last meeting (13 <sup>th</sup> June 2006) and matters arising	Decision	1 - 2	8:20-8:30
16	C Worby	PFI2 update	Information	To be tabled	8:20-8:30



**Homes for Islington  
Contracted Services Sub-Board Meeting  
Minutes of 13<sup>th</sup> June 2006**

**Present:** William McGarvie (Chair)  
Ann Lucas (Independent Director)  
Des Smith (Resident Director)  
Steve Town (Independent Director)  
John Bevan (Associate Director, nominated by TMO/TMC Review Group)  
Georgina Galliers (Associate Director, nominated by Partners Resident Forum)  
Chris Radway (Associate Director, nominated by Islington Leaseholder Forum)

**In Attendance:** Simon Kwong (Head of Performance and Service Development)  
Graham Baugh (Commissioning Manager Tenant Management)  
Chris Worby (Assistant Director – Special Projects LBI) - part  
Mike Sims (HFI Governance Team Manager)  
Mark Jenkins (Senior Governance Officer - Minutes)

**Apologies:** Dawreen Veronica Charles (Associate Director, nominated by PFI 1 Residents' Forum)

	ITEM	ACTION
1	<p><b>Welcome/Apologies/Introductions</b></p> <p>a) The Chair opened the meeting at 6.35pm. b) The Chair gave apologies for Dawreen Veronica Charles and welcomed Georgina Galliers as her temporary replacement.</p>	
2	<p><b>Declarations of Interest</b></p> <p>a) There were no declarations of interest.</p>	
3	<p><b>Questions from the public</b></p> <p>a) The Chair confirmed that questions from the public would follow the format agreed by the Board at its meeting on 20<sup>th</sup> March 2006. That is that questions from the floor are allowed for the first 20 minutes of the meeting with a reply in writing to be sent within 10 working days if the question cannot be fully answered at the meeting. b) The following questions were received from Mr B. Potter:</p> <p>1) Has PFI 2 been signed off by LBI? <i>A: PFI 2 has not yet been signed off by LBI.</i></p> <p>2) Does entry into PFI 2 require the same criteria as for PFI 1? 3) Is there a phone number for residents who might be in PFI2</p>	Simon Kwong

	to call for a definitive answer?	
4	<p><b>Minutes of the Last Meeting (14th February 2006) and Matters Arising</b></p> <p><b>Matters Arising:</b></p> <p>a) Chris Radway asked that his previous comments concerning Consultative Panel feedback be noted in the minutes. This related to the fact that, in his view, two Panels were in favour of Leaseholder Association recognition, four were against and three did not state an opinion. Mike Sims noted Chris Radway's request and agreed that the minutes would reflect this although he stated that staff had drawn a different view from the Panels.</p> <p><b>The minutes were agreed as an accurate record.</b></p>	Mike Sims
6	<p><b>Future of Sub-Board Tours</b></p> <p>The Chair took item 6 before item 5.</p> <p>a) The Chair asked CSSB to vote in favour of option d).</p> <ul style="list-style-type: none"> <li>- 3 Directors voted in favour</li> <li>- 1 Director voted against</li> <li>- 1 Director abstained</li> </ul> <p><b>Recommendation d) was agreed - That the Chair and/or Vice-Chair visit particular areas within the remit of CSSB and report back to CSSB at the next meeting following the tour.</b></p>	
5	<p><b>Chair and Director of Performance and Service Development Report</b></p> <p><b>Chair Report</b></p> <p>a) Welcome to Georgina Galliers – the acting Associate Director for Partners Resident Forum. Dawreen Charles is unwell and convalescing in USA and is unlikely to be back in the short-term.</p> <p>b) Changes to HFI Board – Richard Rosser has resigned and been replaced by Caroline Jenkinson in accordance with the Board's Election and Selection policy. Jyoti Vaja, Euan Cameron and Steve Burd have been replaced as the Council directors by John Gilbert and Paula Belford. There is one Council vacancy remaining.</p> <p>c) There are two vacancies on CSSB due to Richard Rosser's and Jyoti Vaja's departures. These will be addressed following discussions with the new directors.</p> <p>d) As Jyoti Vaja has left the Board there is a vacancy for Vice-Chair. The Chair recommended that CSSB postpones a decision on this vacancy until the next meeting when, hopefully, the membership of CSSB is back to its full complement of</p>	

	<p>directors. CSSB agreed with this recommendation.</p> <p>e) The Board met FITA on 1<sup>st</sup> June to discuss issues relating to resident involvement. The meeting was generally positive and progressive.</p> <p><b>Head of Performance and Service Development report</b></p> <p>a) The next Board meeting is to take place on 19<sup>th</sup> June 2006.</p> <p><b>The reports were noted.</b></p>	
7	<p><b>Performance Indicators December 2005</b></p> <p>a) Simon Kwong introduced a report giving the performance figures for a range of HFI services within the remit of CSSB.</p> <p>b) It was noted that the TMO caretaking figure was lower than AHOs, which is unusual. This figure is made up from inspections of several TMO-managed estates but has been adversely affected by poor performance by one particular TMO. CSSB expressed its concern at such a low figure. Simon Kwong explained that remedial action had been taken (a breach notice had been served on the TMO in question).</p> <p>c) It was noted that the PI for complaints concerns the percentage of complaints received that are responded to within the target date.</p> <p><b>The report was noted</b></p>	
8	<p><b>Report Back – TMOs / TMCs</b></p> <p>a) Graham Baugh introduced a report giving information on the performance of the 25 larger TMOs and TMCs.</p> <p>b) It was noted that all TMCs by the end of this financial year will be on the new Modular Management Agreement (MMA). For TMOs the timescale is for the end of the next financial year.</p> <p>c) It was noted that there will be a report on progress made towards TMCs signing the new MMA at the CSSB meeting of 12<sup>th</sup> December.</p> <p>d) CSSB noted that there would be further discussions in the confidential section of the meeting on the outcomes of recent internal audit inspections.</p> <p><b>The report was noted</b></p>	Mike Slms

9	<p><b>Report Back – Partners For Improvement in Islington</b></p> <p>a) Simon Kwong presented a report giving information about the performance of Partners in delivering the PFI 1 contract.</p> <p>b) It was agreed that Simon Kwong would include in the next PFI performance report details of Partners’ action plan to raise satisfaction levels with refurbishment works.</p> <p>c) It was agreed that Simon Kwong would send Chris Radway the clauses in the contract regarding residents’ compensation claims.</p> <p>d) Simon Kwong agreed that quarterly reports from Consul Chartered Surveyors could be made available.</p> <p>e) It was noted that there was no immediate plan to conduct another survey as the results from this survey were in the process of being analysed / actioned. However, it was noted that if need be further surveys will be conducted.</p> <p><b>The report was noted</b></p>	<p>Simon Kwong</p> <p>Simon Kwong</p>
10	<p><b>Report Back – HFI Central Services</b></p> <p>a) Simon Kwong presented a report on the central teams within the Operations Division including the anti-social behaviour response team, estate parking team, HFI Direct, housing investigations team, reception centres and the transfer team.</p> <p><b>The report was noted</b></p>	
11	<p><b>Risks – High / Medium / Low</b></p> <p>a) Simon Kwong introduced a report giving the current position with regard to all risks that relate to CSSB.</p> <p>b) It was felt that this report could be improved and it was noted that the risk register will be re-formatted following a meeting with Zurich Insurance.</p> <p><b>The report was noted</b></p>	
12	<p><b>Consultative Panel Feedback Reports</b></p> <p>a) Simon Kwong introduced a report providing CSSB with a summary of the views of Consultative Panels on the items presented in May 2006 for consultation.</p> <p>b) It was agreed that the Governance Team will try to ensure that comments are as detailed as possible in the future.</p> <p><b>The report was noted.</b></p>	<p>Mike Sims</p>

13	<b>Report Back From Managed Property Sub-Board – 15<sup>th</sup> February 2006</b>  The report was noted.	
14	<b>Forward Planner</b>  The forward plan was noted.	
15	<b>Any Other Business</b>  a) It was clarified that questions from the public follow the format agreed by the Board. b) It was agreed that Simon Kwong would check the gas certification issue raised by John Bevan and ask John Phillips to reply.	Simon Kwong
16	<b>Date and Time of Next Meeting</b>  a) 15 August 2006 – 6:30pm, Board Room, Highbury House	

There being no other business to conclude, Willam McGarvie closed the meeting at 7.49pm.

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Chair: William McGarvie

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Date

Report of	Team	Job Title
Simon Kwong	Chief Executive's	Head of Performance and Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	15 August 2006	6	Monitoring

## Performance indicators June 2006

### 1. Synopsis

This report gives performance figures for a range of HFI services within the remits of the Contracted Services Sub-board.

### 2. Recommendation(s)

That the report is noted.

### 3. Background

Information on both Partners for Islington and Tenant Management Organizations will also be provided separately to the Contracted Services Sub Board.

Notable performance issues are:

- Partners for Islington scored 8.14 in the June performance basket.
- The average re let time of management voids for Partners for Islington was 22 calendar days in June, below the target of 25.
- Partners for Islington have also achieved a 6.1% drop in the current arrears per tenant compared to the same period last year.
- Tenant management organisations achieved a disappointing score in caretaking inspections with 81.9%, well below the target of 90%.
- 98.8% of urgent and 97.7% of non-urgent repairs were completed in time and 98.2% of repairs had appointments both made and kept, only non-urgent repairs in time performed above target.

Full details of performance are in the attached Appendix A.

### 4. Conclusion

Performance in June for contracted services was better than target in average re let time.

### Background papers



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# Performance Indicator Report



improving housing through partnership

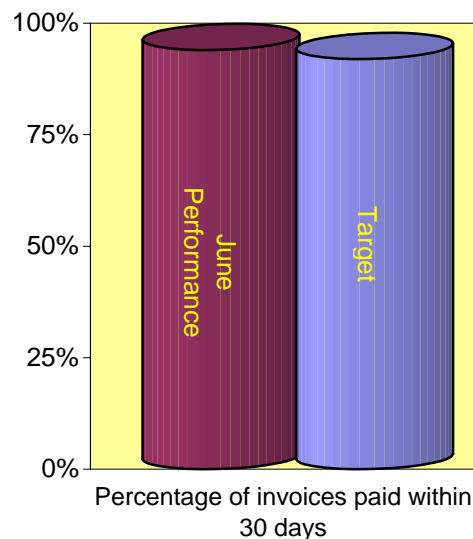
# June 2006

Performance Monitoring Section	QMS	 
	ISO 9001:2000 Certified	

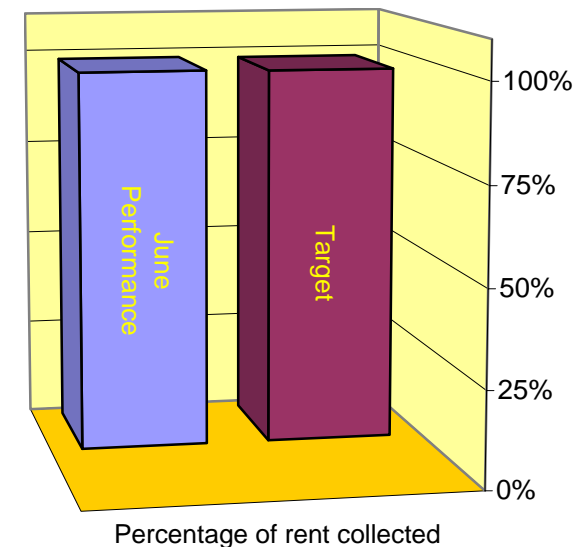
## Headline Performance

- Partners for Islington scored 8.14 points for June. Six of the ten indicators evaluated for Partners have attained maximum scores.

- During June, HFI managed to pay 94% of all invoices within 30 days! This is better than the target of 92%.



- For the third month in a row, the rent and arrears teams have beaten the target figure on rent collection, 98.1% in June!



## CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Current target	This period	Year to date	YTD Target met?	05/06 result	Responsible officer
4 to 5	<b>Performance basket</b>							AM
<b>OPERATIONS</b>								
<b>Anti-social behaviour &amp; hate crime</b>								
6	BVPI 174	Cumulative number of racial incidents recorded by the housing department	N/A	3	5	-	33	AR
6	BVPI 175	Percentage of racial harassment incidents resulting in further action	95%	100%	100%	-	100%	AR
7	LKPI 101a	Number of ABCs signed in month	45	4	18	-	92	AR
7	LKPI 101b	The number of NTQs / NSPs issued (Anti-social behaviour)	70	8	19	-	122	AR
7	LKPI 101c	The number of evictions (Anti-social behaviour)	22	0	1	-	7	AR
7	LKPI 101d	The number of injunctions obtained	8	2	5	-	19	AR
7	LKPI 101e	The number of ASBO's (anti-social behaviour orders) obtained	6	1	4	-	4	AR
<b>Rent Arrears</b>								
8	LI 22	Percentage of debt pool reduction. This is reported as a year to date position	N/A	-	-3.0%	-	-2.99%	AR
8	LKPI 23 (Hot 50)	Current arrears per tenant	£190.00	£203.51	£203.51	*	£209.52	AR
8	LKPI 24a	Total former rent arrears (£m)	N/A	£5.4	£5.4	-	£6.0	AR
8	LI 2a	Total rent arrears (£m)	N/A	£5.3	£5.3	-	£5.5	AR
8	LI 2b	Total arrears (£m)	N/A	£10.7	£10.7	-	£11.5	AR
9	LI 30 a & b	Rent arrears by banding	N/A	-	-	-	-	AR
<b>Caretaking</b>								
10	LKPI 69a	The percentage of caretaking inspections which achieved an A or B grade	90%	86%	89%	*	-	AM
<b>Home Ownership - Right to Buy</b>								
11	LKPI 74a	Right to Buy applications received and processed	N/A	33	117	-	266	AM
11	LKPI 74b	RTB2 - Valuations - time from request made to receipt (weeks)	8	8.0	8.8	*	8.5	AM
11	LKPI 74c	S125's - receipt of valuation to issue (weeks)	1.5	1.0	0.8	✓	1.7	AM
11	LKPI 74d	Plans - plans requested from valuers to receipt (weeks)	8	5.0	5.8	✓	9.7	AM
11	LKPI 74e	Time from receipt of RTB1 to issue RTB2 (weeks)	4	2.5	2.1	✓	2.9	AM

## CONTENTS AND SUMMARY OF RESULTS

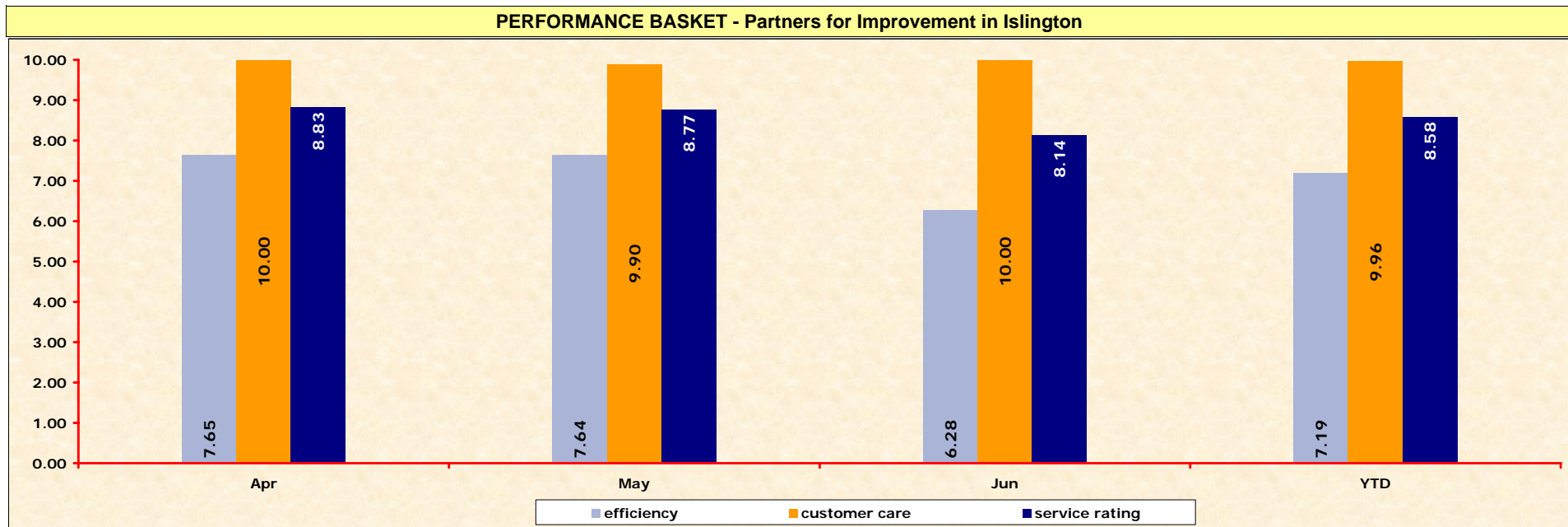
Page	Ref	Description	Current target	This period	Year to date	YTD Target met?	05/06 result	Responsible officer
<b>Home Ownership - Legal Action on Service Charges</b>								
12	LKPI 75a	Instructions Recorded	400	4	9	✓	428	AM
12	LKPI 75b	Cases Issued	N/A	6	26	-	257	AM
12	LKPI 75c	Judgments Obtained	N/A	4	34	-	160	AM
12	LKPI 75d	Judgment Cost (£)	N/A	£31,320	£69,821	-	£201,703	AM
<b>PROPERTY SERVICES</b>								
<b>Repairs</b>								
13	LKPI 35 (Hot 50)	The percentage of urgent repairs completed (priority H0, H1,H2 & H3 time limits)	99.0%	98.8%	98.2%	✗	98.7%	AM
13	LKPI 185	Percentage of repairs for which an appointment was made and kept	98.7%	98.2%	98.2%	✗	98.9%	AM
14	LKPI 36	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	8	9	9	✗	8	AM
14	LKPI 37	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	97.0%	97.7%	98.1%	✓	98.2%	AM
<b>RESOURCES</b>								
15	BVPI 8	% Invoices Paid within 30 days	92.00%	93.93%	93.90%	✓	96.0%	NP
16 to 17	Glossary of terms and abbreviations							

# Performance Basket Report June 2006

## Partners - Headline Performances

- Partners for Islington scored 8.14 points for June. Six of the ten indicators evaluated for Partners have attained maximum scores.
- **Changes to the basket weighting scores for 2006-2007 - Partners for Islington:**  
Under the efficiency PI's average relet time of minor voids and rents collected have their weighting reduced to 12.5%, and percentage reduction of average debt per tenant is raised to 7.5% in line with the weighting for area offices. Percentage of repairs completed in time is raised to 10% and percentage repairs appointments made and kept raised to 7.5%. All customer care PI's have either been raised to, or remain at 10%.
- Partners efficiency score was 6.28 for June, rating as "Good" and Customer Care scored 10.00 points, which rates as "Excellent".

Contact Alan Richards for more information on ext. 4281



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

Area Office	Ratings	Score
Partners	Good	8.58

Efficiency	Customer Care
6.28	10.00

- PI's Contributing to the basket**
- |                                      |   |
|--------------------------------------|---|
|                                      | <u>Wgt. (%)</u>   |
| Efficiency Performance Indicators    | 12.5 Average relet time of minor voids (Monthly)                                |
|                                      | 12.5 Rents collected as % of rent due (Monthly)                                 |
|                                      | 7.5 % Reduction of average debt per tenant (YTD)                                |
|                                      | 10 % of all repairs completed within timescale (YTD)                            |
|                                      | 7.5 % of responsive repairs for which an appointment was both made & kept (YTD) |
| Customer Care Performance Indicators | 10 Correspondence (Monthly)   |
|                                      | 10 Complaints (Monthly)   |
|                                      | 10 Members Complaints and Enquiries (Monthly)                                   |
|                                      | 10 Telephone (PFI) - Monthly  |
|                                      | 10 % of all new tenants visited within 20 working days                          |

**OPERATIONS**

The number of harassment incidents recorded by Homes For Islington;  
 BVPI 174; racial incidents  
 LKPI 20a; sexuality incidents  
 LKPI 21a; other incidents  
 This is the total of completed initial harassment incident reporting forms (HH1)

The percentage of harassment incidents resulting in further action.  
 BVPI 175; racial incidents - TARGET = 95%  
 (NB - This indicator is used in CPA calculations)  
 LKPI 20b; sexuality incidents - TARGET = 100%  
 LKPI 21b; other incidents - TARGET = 100%  
 Further actions include: detailed investigations, interviews, referral to policy/other agencies, mediation, rehousing of the victim and removal of graffiti. An incident has been acted upon if at least one action has been taken. This is shown by the completion of an investigation & recommendation Form HH2.

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

BVPI 174; Jun 2006 = 3, YTD = 5  
 BVPI 175; Jun 2006 = 100%, YTD = 100%  
 LKPI 20a; Jun 2006 = 1, YTD = 1  
 LKPI 20b; Jun 2006 = 100%, YTD = 100%  
 LKPI 21a; Jun 2006 = 6, YTD = 15  
 LKPI 21b; Jun 2006 = 100%, YTD = 100%  
 LKPI 1; Jun 2006 = 33%, YTD = 40%  
 LKPI 2; Jun 2006 = 0%, YTD = 0%  
 LKPI 3; Jun 2006 = 50%, YTD = 33%

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Jun 2006	BVPI 174			BVPI 175			LKPI 1		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	10	1	2	100%	100%	100%	100%	100%	100%
Lyon Street	5	1	1	100%	100%	100%	40%	0%	0%
Isledon Road	6	1	2	100%	100%	100%	100%	0%	0%
Boleyn Road	5	0	0	100%	Nil	Nil	20%	Nil	Nil
Upper Street	3	0	0	100%	Nil	Nil	33%	Nil	Nil
Central Street	4	0	0	100%	Nil	Nil	25%	Nil	Nil
Partners	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
<b>HFI Total</b>	<b>33</b>	<b>3</b>	<b>5</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>64%</b>	<b>33%</b>	<b>40%</b>

The number of sexuality incidents recorded by Homes for Islington

Jun 2006	LKPI 20a			LKPI 20b			LKPI 2		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Lyon Street	1	1	1	100%	100%	100%	0%	0%	0%
Isledon Road	1	0	0	100%	Nil	Nil	100%	Nil	Nil
Boleyn Road	3	0	0	100%	Nil	Nil	0%	Nil	Nil
Upper Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Central Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Partners	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
<b>HFI Total</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>20%</b>	<b>0%</b>	<b>0%</b>

The number of other incidents recorded by Homes for Islington

Jun 2006	LKPI 21a			LKPI 21b			LKPI 3		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	15	3	5	100%	100%	100%	100%	100%	100%
Lyon Street	17	3	8	100%	100%	100%	18%	0%	0%
Isledon Road	44	0	1	100%	Nil	100%	95%	Nil	0%
Boleyn Road	15	0	0	87%	Nil	Nil	7%	Nil	Nil
Upper Street	10	0	0	100%	Nil	Nil	90%	Nil	Nil
Central Street	6	0	1	100%	Nil	100%	33%	Nil	0%
Partners	4	0	0	100%	Nil	Nil	75%	Nil	Nil
<b>HFI Total</b>	<b>111</b>	<b>6</b>	<b>15</b>	<b>98%</b>	<b>100%</b>	<b>100%</b>	<b>68%</b>	<b>50%</b>	<b>33%</b>

**OPERATIONS**

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

**Comments:**

LKPI 101a = 4, LKPI 101b = 8, LKPI 101c = 0, LKPI 101d = 2, LKPI 101e = 1, LKPI 101f = 18

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

Clarification can be obtained from Alan Richards (Ext 4281)

**The number of evictions obtained**

LKPI 101c	2006		
	Last Year	This Month	YTD
Boleyn Road	1	0	0
Central Street	0	0	0
Holland Walk	3	0	0
Isledon Road	2	0	0
Lyon St	0	0	0
Upper Street	0	0	1
Partners (PFI)	1	0	0
<b>HFI Total</b>	<b>7</b>	<b>0</b>	<b>1</b>

**The number of injunctions obtained**

LKPI 101d	2006		
	Last Year	This Month	YTD
Boleyn Road	3	0	2
Central Street	0	0	0
Holland Walk	2	0	1
Isledon Road	4	1	1
Lyon St	4	0	0
Upper Street	5	1	1
Partners (PFI)	1	0	0
<b>HFI Total</b>	<b>19</b>	<b>2</b>	<b>5</b>

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

LKPI 101a & LKPI 101f	2006	Signed			Live
		Last Year	This Month	YTD	
Boleyn Road	4	0	0	3	
Central Street	20	0	1	14	
Holland Walk	8	2	5	10	
Isledon Road	12	0	8	12	
Lyon St	25	0	2	4	
Upper Street	18	1	1	6	
Partners (PFI)	5	1	1	2	
<b>HFI Total</b>	<b>92</b>	<b>4</b>	<b>18</b>	<b>51</b>	

**The number of NTQs/NSP's issued**

LKPI 101b	2006		
	Last Year	This Month	YTD
Boleyn Road	10	0	1
Central Street	19	1	5
Holland Walk	22	2	5
Isledon Road	23	2	2
Lyon St	11	0	1
Upper Street	32	2	3
Partners (PFI)	5	1	2
<b>HFI Total</b>	<b>122</b>	<b>8</b>	<b>19</b>

**The number of anti-social behaviour orders**

LKPI 101e	2006		
	Last Year	This Month	YTD
Boleyn Road	1	0	1
Central Street	1	0	0
Holland Walk	0	0	0
Isledon Road	0	0	0
Lyon St	0	0	0
Upper Street	2	1	3
Partners (PFI)	0	0	0
<b>HFI Total</b>	<b>4</b>	<b>1</b>	<b>4</b>

**OPERATIONS**

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

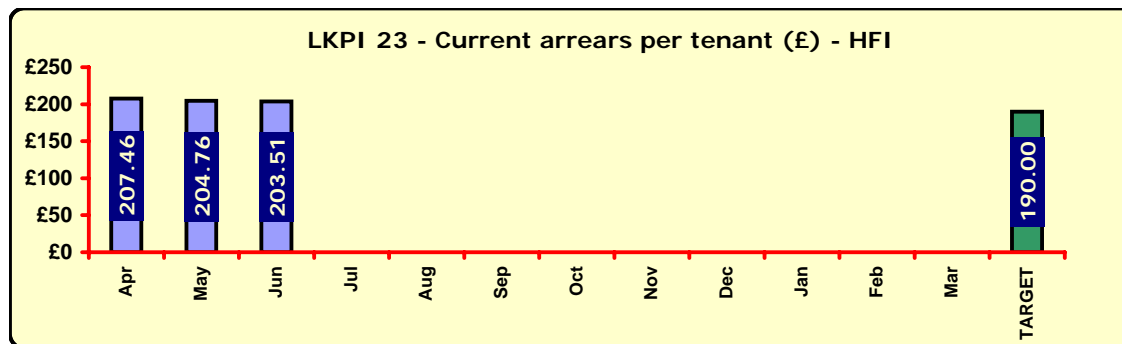
**Target = To be below £190 (year end).**

**LKPI 24a;**  
**Former tenant arrears**

**LI 2a;**  
**Total current rent arrears**

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

**LI 22;**  
**Overall debt pool reduction**  
 This indicator measures the percentage change in overall current rent arrears since the end of 2005-06 ie March 2006. This figure excludes reception centres.



**Comments:**  
**LKPI 23 = £203.51**  
 - down 0.6% (£1.25) compared to May 2006  
 - down 13.8% (£32.44) compared to June 2005

**LKPI 24a = £5,385,340**  
 - down 7.8% compared to May 2006  
 - down 10.4% compared to March 2006

**LI 2a = £5,315,448**  
 - down 0.3% since May 2006  
 - down 2.9% since March 2006

**LI 2b = £10,700,788**  
 - down 4.2% since May 2006  
 - down 6.8% since March 2006

**LI 22 = -2.99% reduction**

NB: "Last Year" is March 2006.

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

**Current arrears per tenant**

Jun 2006	Jun 2005	This Month	% Change
<b>LKPI 23</b>			
Holland Walk	£176.66	£173.83	-1.6%
Lyon Street	£284.27	£243.81	-14.2%
Isledon Road	£288.49	£234.70	-18.6%
Boleyn Road	£284.51	£218.67	-23.1%
Upper Street	£199.34	£176.22	-11.6%
Central Street	£186.37	£166.07	-10.9%
Partners	£256.15	£240.60	-6.1%
<b>HFI</b>	<b>£235.95</b>	<b>£203.51</b>	<b>-13.8%</b>

**Percentage of debt pool reduction (%)**

Jun 2006	Last Year	This Month
<b>LI 22</b>		
Holland Walk	-4.00%	2.27%
Lyon Street	-19.80%	-4.11%
Isledon Road	-21.65%	-2.41%
Boleyn Road	-19.06%	-11.46%
Upper Street	-11.44%	-5.19%
Central Street	-10.88%	1.67%
Partners	-10.11%	-0.93%
<b>HFI</b>	<b>-15.26%</b>	<b>-2.99%</b>

**Total current rent arrears**

Jun 2006	Last Year	This Month
<b>LI 2a</b>		
<b>SLUGS</b>	<b>£60,610</b>	<b>£64,143</b>
Holland Walk	£760,084	£777,359
Lyon Street	£933,867	£895,528
Isledon Road	£1,153,153	£1,125,375
Boleyn Road	£699,399	£619,261
Upper Street	£774,897	£734,665
Central Street	£682,774	£694,184
Partners	£408,717	£404,933
<b>Area Arrears</b>	<b>£5,412,891</b>	<b>£5,251,305</b>
<b>Current Arrears</b>	<b>£5,473,501</b>	<b>£5,315,448</b>

**Total former tenant arrears**

Jun 2006	Last Year	This Month
<b>LKPI 24a</b>		
<b>Total</b>	<b>£6,006,748</b>	<b>£5,385,340</b>

**Total arrears**

Jun 2006	Last Year	This Month
<b>LI 2b</b>		
<b>Total</b>	<b>£11,480,249</b>	<b>£10,700,788</b>

**OPERATIONS**

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

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

**Comments**

**LI 30a;**  
**Roughly 45.8% of Homes for Islington's tenants are in arrears (47% in June 2005)**

- Partners has the lowest proportion of tenants with arrears at 43.7%.

- Boleyn Road has the highest proportion of tenants with arrears at 48.8%.

Overall, of those tenants that are in arrears:

- 5.8% have arrears of £2000 or more.

- 12.2% have arrears of £1000 or more.

**LI 30b;**

**Rent accounts where £1000 or more is owed hold 66.0% of the total current arrears balance of Homes for Islington (68.9% in June 2005)**

- 58.3% (lowest) of Central Street current arrears balance is held in accounts with more than £1000 in arrears.

- 73.8% (highest) of Partners current arrears balance is held in accounts with more than £1000 in arrears.

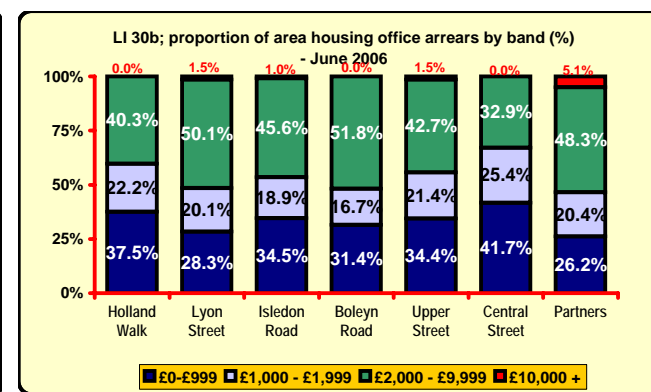
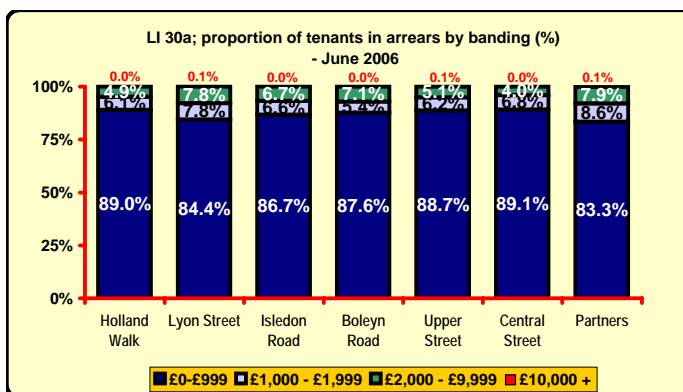
Clarification can be obtained from Alan Richards (Ext 4281)

**Number of tenants in arrears by band**

LI 30a	Jun 2005					Jun 2006				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	1,896	120	97	0	2,113	1,764	121	97	0	1,982
Lyon Street	1,510	160	143	2	1,815	1,349	124	124	1	1,598
Isledon Road	2,196	216	192	1	2,605	2,017	153	156	1	2,327
Boleyn Road	1,158	108	122	0	1,388	1,161	71	94	0	1,326
Upper Street	1,627	112	109	2	1,850	1,597	111	91	1	1,800
Central Street	1,599	134	84	0	1,817	1,607	123	73	0	1,803
Partners	629	64	60	1	754	578	60	55	1	694
<b>HFI</b>	<b>10,615</b>	<b>914</b>	<b>807</b>	<b>6</b>	<b>12,342</b>	<b>10,073</b>	<b>763</b>	<b>690</b>	<b>4</b>	<b>11,530</b>
<b>% of total</b>	<b>86.0%</b>	<b>7.4%</b>	<b>6.5%</b>	<b>0.05%</b>		<b>87.4%</b>	<b>6.6%</b>	<b>6.0%</b>	<b>0.03%</b>	

**Amount of arrears by band**

LI 30b	Jun 2005					Jun 2006				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	£305,158	£170,154	£319,676	£0	<b>£794,988</b>	£291,670	£172,345	£313,343	£0	<b>£777,359</b>
Lyon Street	£288,044	£237,532	£549,019	£22,980	<b>£1,097,576</b>	£253,592	£179,729	£448,759	£13,448	<b>£895,528</b>
Isledon Road	£427,128	£303,026	£669,585	£10,978	<b>£1,410,717</b>	£388,577	£212,561	£513,541	£10,696	<b>£1,125,375</b>
Boleyn Road	£221,620	£151,916	£439,318	£0	<b>£812,854</b>	£194,656	£103,660	£320,945	£0	<b>£619,261</b>
Upper Street	£265,151	£157,124	£392,844	£22,319	<b>£837,439</b>	£252,460	£157,078	£313,775	£11,352	<b>£734,665</b>
Central Street	£286,791	£183,945	£265,967	£0	<b>£736,704</b>	£289,473	£176,186	£228,525	£0	<b>£694,184</b>
Partners	£110,155	£90,018	£221,050	£14,737	<b>£435,961</b>	£105,914	£82,782	£195,649	£20,588	<b>£404,933</b>
<b>HFI</b>	<b>£1,904,048</b>	<b>£1,293,716</b>	<b>£2,857,460</b>	<b>£71,015</b>	<b>£6,126,239</b>	<b>£1,776,343</b>	<b>£1,084,342</b>	<b>£2,334,536</b>	<b>£56,084</b>	<b>£5,251,305</b>
<b>% of total</b>	<b>31.1%</b>	<b>21.1%</b>	<b>46.6%</b>	<b>1.2%</b>		<b>33.8%</b>	<b>20.6%</b>	<b>44.5%</b>	<b>1.1%</b>	



**OPERATIONS (CARETAKING)**

**(LKPI 69a)**  
 The percentage of caretaking inspections which achieved an A or B grade  
 Target = 90%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:  
 "A" (All Clear) 75%-100%  
 "B" (Satisfactory) 50%-74%  
 "C" (Poor) 25%-49%  
 "D" (Very Poor) 0%-24%

**Comments:**

For 2006-07 we have introduced columns showing the percentage of area office inspections achieving "A" or "B" grades for the month and year to date.  
 The overall "A" and "B" score for June 2006 was 86.26%. A performance of 3.74% below the success rate target of 90%.

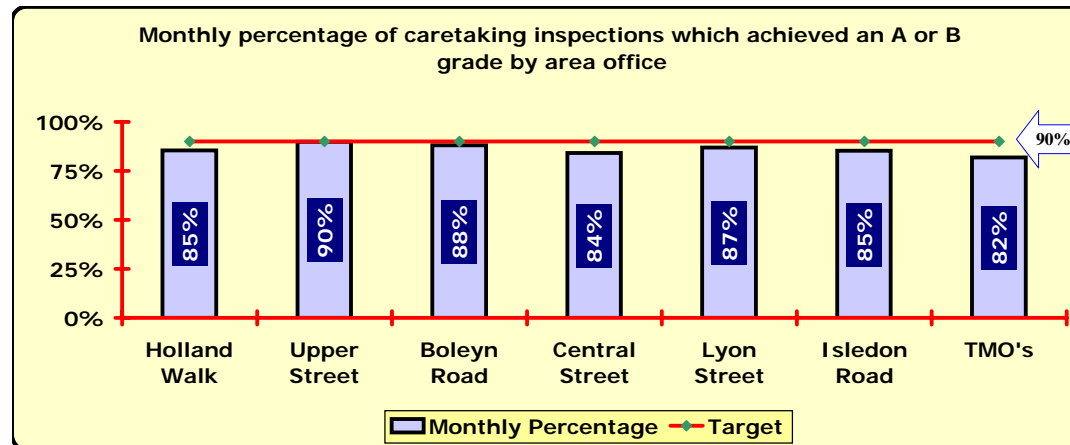
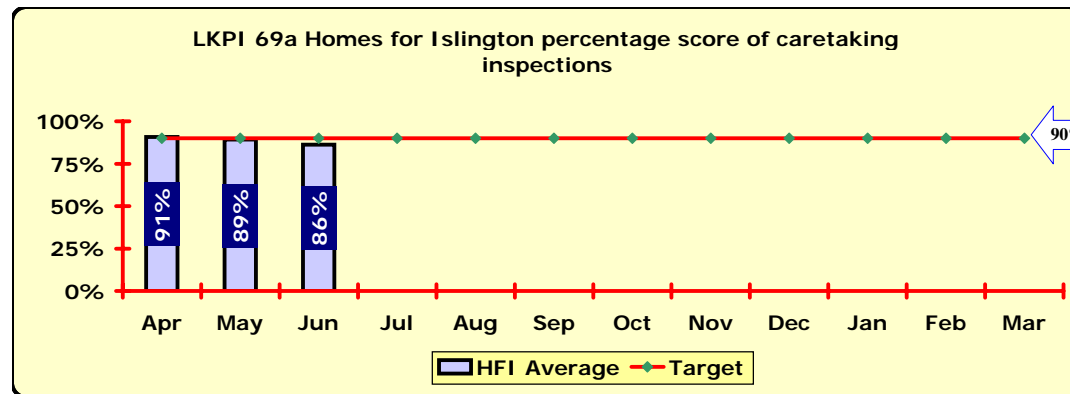
**TMO inspections**

June's "A" and "B" grades have achieved an average score of 81.94%, 8.06% below the success rate target.

Contact Anne Mushington for more information on ext 4113

**Caretaking inspection total, percentage gradings and score**

LKPI 69a	Area office monthly breakdown								Success Rates - Grades "A" & "B"	
	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %
Holland Walk	36	93	20	2	24%	62%	13%	1%	85.43%	90.21%
Upper Street	29	95	14	0	21%	69%	10%	0%	89.86%	90.07%
Boleyn Road	34	99	18	0	23%	66%	12%	0%	88.08%	88.00%
Central Street	42	86	24	0	28%	57%	16%	0%	84.21%	89.71%
Lyon Street	24	76	15	0	21%	66%	13%	0%	86.96%	87.98%
Isledon Road	23	76	17	0	20%	66%	15%	0%	85.34%	88.38%
TMO's	30	29	13	0	42%	40%	18%	0%	81.94%	84.11%
<b>HFI Total</b>	<b>218</b>	<b>554</b>	<b>121</b>	<b>2</b>	<b>24%</b>	<b>62%</b>	<b>14%</b>	<b>0.2%</b>	<b>86.26%</b>	<b>88.69%</b>



OPERATIONS - Home Ownership - Tenants Right To Buy

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

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

**Target = 8 weeks**

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

**Target = 1.5 weeks**

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

**Target = 8 weeks**

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

**Target = 4 weeks**

**Comments:**

**June 2006 Performance:**

**LKPI 74a** = 33

**LKPI 74b** = 8 weeks

**LKPI 74c** = 1 week

**LKPI 74d** = 5 weeks

**LKPI 74e** = 2.5 weeks

Contact Anne Mushington for more information on ext 4113

	Right To Buy (RTB)	Last Year	Jun-06	YTD
<b>LKPI 74a</b>	RTB Received	487	33	117
	RTB 2 Admittance's	442	33	101
	RTB2 Denials	76	8	13
	Section 125 Offers Issued	688	38	107
	Offers Accepted	379	22	51
	Instructions to legal services	263	15	44
	RTB Completions	266	14	38
	<b>RTB Processing</b>			
	Within timescale	85.8%	91.0%	92.7%
	Outside timescale	14.3%	9.0%	7.3%
<b>Processing time measurment in weeks</b>				
<b>LKPI 74e</b>	Time from receipt of RTB1 to issue RTB2	2.9	2.5	2.1
<b>LKPI 74b</b>	Time taken from Valuation request to valuation received.	8.5	8	8.8
	Time from RTB2 to when offer is sent	13.4	11	10.5
<b>LKPI 74c</b>	Time from receipt of valuation to issue S125	1.7	1	0.8
<b>LKPI 74d</b>	Time from requesting plans from valuers to receiving them.	9.7	5	5.8

**OPERATIONS - Home Ownership - Legal Action on Service Charges**

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

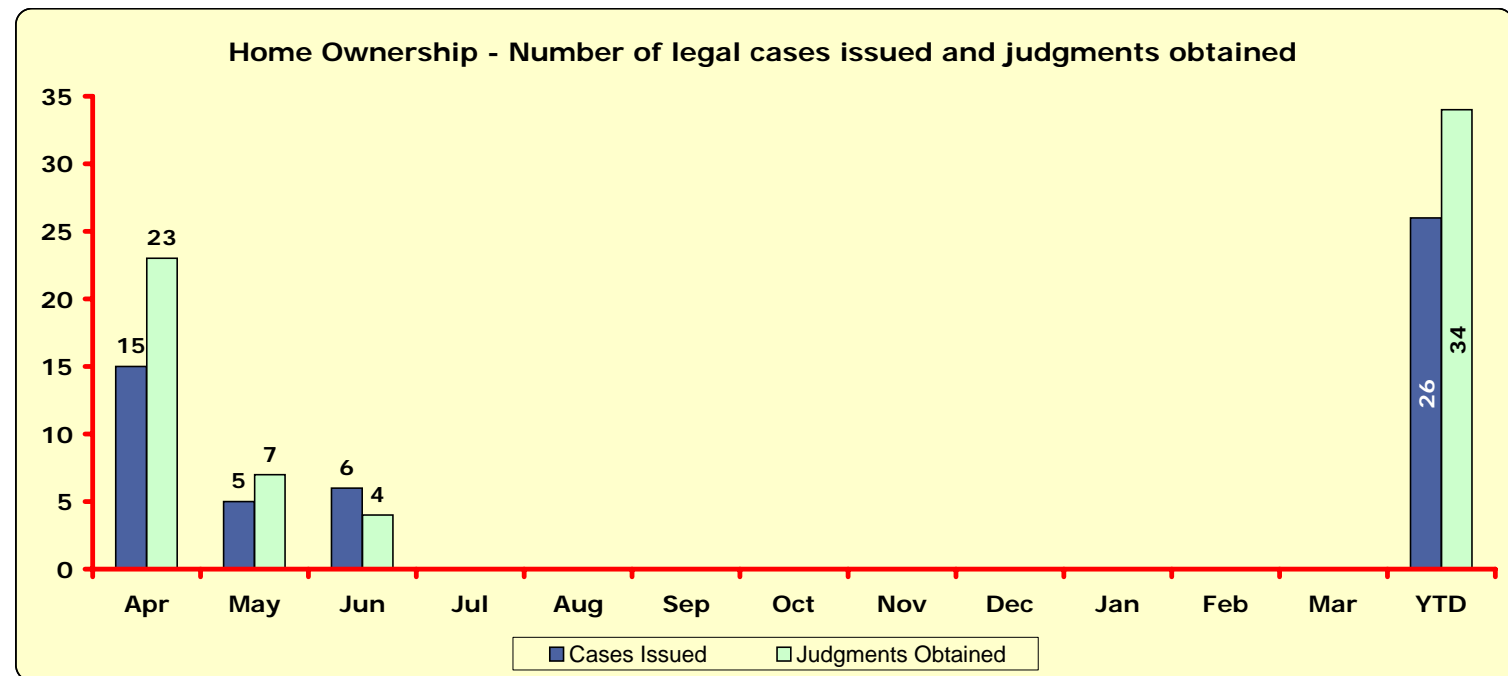
**LKPI 75a**  
Instructions recorded  
Target = 400

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

**Instructions recorded:**  
June = 4  
YTD = 9

Contact Anne Mushington for  
more information on ext 4113

NEW CASES	Jun	YTD
LKPI 75a - Instructions Recorded	4	9
LKPI 75b - Cases Issued	6	26
LKPI 75c - Judgments Obtained	4	34
LKPI 75d - Judgment Cost	£31,320.08	£69,821.02



**PROPERTY SERVICES (REPAIRS)**

**(LKPI 35 MPG)**

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

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

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

**Target = 99%**

**LKPI 35; percentage of urgent repairs completed**

LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	1813	1795	99.0%	128	126	98.4%	387	373	96.4%
Lyon Street	1194	1184	99.2%	81	81	100.0%	268	267	99.6%
Isledon Road	2113	2086	98.7%	145	143	98.6%	437	433	99.1%
Boleyn Road	1265	1234	97.5%	75	73	97.3%	263	255	97.0%
Upper Street	1437	1423	99.0%	115	113	98.3%	336	326	97.0%
Central Street	1535	1507	98.2%	103	102	99.0%	319	313	98.1%
Partners	2081	2059	98.9%	173	172	99.4%	493	492	99.8%
<b>TOTAL</b>	<b>11438</b>	<b>11288</b>	<b>98.7%</b>	<b>820</b>	<b>810</b>	<b>98.8%</b>	<b>2503</b>	<b>2459</b>	<b>98.2%</b>

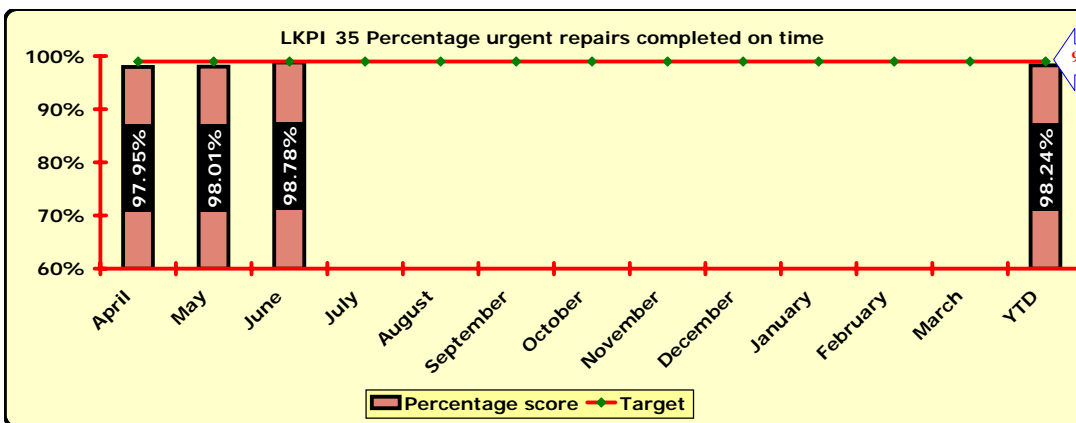
**(LKPI 185)**

Percentage of repairs for which an appointment was made and kept

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

**This indicator is included in the CPA calculation.**

**Target = 98.7%**



**Comments:**

**LKPI 35: Urgent jobs**

The current month score for June 2006 is 98.78%, this is 0.22% below target. Year to date performance of 98.24%, is 0.76% below target.

**LKPI 185: Repair appointments made and kept**

The percentage of responsive repairs appointments made and kept across HF1 for June 2006 was 98.21%. Year to date performance of 98.24%, is 0.46% below target.

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

Contact Anne Mushington for more information on ext 4113

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

LKPI 185	Last Year			Current Mth			YTD		
	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%
Holland Walk	3349	3299	98.5%	472	456	96.6%	1328	1290	97.1%
Lyon Street	2255	2234	99.1%	338	335	99.1%	949	936	98.6%
Isledon Road	3559	3511	98.7%	517	506	97.9%	1521	1487	97.8%
Boleyn Road	2282	2257	98.9%	300	293	97.7%	816	801	98.2%
Upper Street	3152	3112	98.7%	458	449	98.0%	1266	1241	98.0%
Central Street	1884	1848	98.1%	251	246	98.0%	746	731	98.0%
Partners	6166	6133	99.5%	513	513	100.0%	1456	1454	99.9%
<b>TOTAL</b>	<b>22647</b>	<b>22394</b>	<b>98.9%</b>	<b>2849</b>	<b>2798</b>	<b>98.2%</b>	<b>8082</b>	<b>7940</b>	<b>98.2%</b>

**PROPERTY SERVICES (REPAIRS)**

**(LKPI 36 MPG)**  
**The average time taken to complete non-urgent repairs.** (£1000 upper limit - priority H4 & H6) in calendar days.  
  
**This indicator is included in the Comprehensive Performance Assessment (CPA) calculation which provides a framework for the overall assessment of performance for Islington Council.**  
  
**Target= 8 calendar days**

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

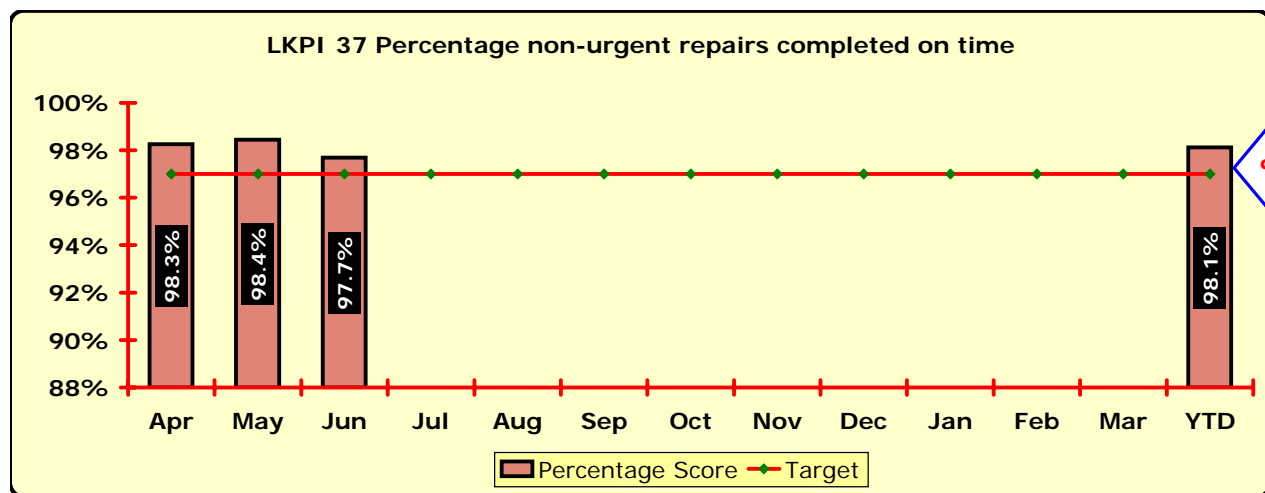
LKPI 36	Last Year			Current Mth			YTD		
	Repairs	Days	Avg	Repairs	Days	Avg	Repairs	Days	Avg
Holland Walk	4886	42168	9	473	4811	10	1316	13780	10
Lyon Street	3602	29638	8	320	2595	8	941	8306	9
Isledon Road	5388	45665	8	556	5324	10	1550	15136	10
Boleyn Road	3518	30071	9	331	2906	9	872	7120	8
Upper Street	4623	40071	9	478	4493	9	1303	11652	9
Central Street	3111	25414	8	278	1756	6	783	5650	7
<b>TOTAL</b>	<b>25128</b>	<b>213027</b>	<b>8</b>	<b>2436</b>	<b>21885</b>	<b>9</b>	<b>6765</b>	<b>61644</b>	<b>9</b>

**(LKPI 37)**  
**Percentage of non-urgent repairs completed on time**  
 Partners - using data from LKPI 41(c+d+e)  
 H4 - Respond within 3-9 days and complete by 25 days in one visit.  
 H6 - Respond within 3-9 days and complete by 25 days.  
**Target = 97%**

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

LKPI 37	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	4897	4808	98.2%	473	458	96.8%	1316	1282	97.4%
Lyon Street	3602	3540	98.3%	320	315	98.4%	941	927	98.5%
Isledon Road	5399	5302	98.2%	556	539	96.9%	1550	1512	97.5%
Boleyn Road	3520	3453	98.1%	331	326	98.5%	872	863	99.0%
Upper Street	4637	4550	98.1%	478	468	97.9%	1303	1281	98.3%
Central Street	3114	3065	98.4%	278	273	98.2%	783	771	98.5%
Partners	881	874	99.2%	27	27	100.0%	88	88	100.0%
<b>TOTAL</b>	<b>26050</b>	<b>25592</b>	<b>98.2%</b>	<b>2463</b>	<b>2406</b>	<b>97.7%</b>	<b>6853</b>	<b>6724</b>	<b>98.1%</b>

**Comments:**  
**LKPI 36** - June 2006 performance of average time taken to complete non-urgent repairs was 9 calendar days. Year to date performance is also 9 calendar days.  
  
**(Note Partners are not required to provide LKPI 36 data above)**  
  
**LKPI 37** - June 2006 performance on the percentage of non-urgent repairs completed on time was 97.69. This is 0.69% above target. Year to date performance of 98.12%, is 1.12% above target.  
  
 Contact Anne Mushington for more information on ext 4113



RESOURCES

**BVPI - 8 Percentage of invoices paid within 30 days.**

**(BVPI 8) The percentage of invoices paid within 30 days**  
 - numerator is the total number of invoices paid within 30 days  
 - denominator is the total number of invoices paid this month  
**Current Target = 92%**

**Comments:**  
**JUNE 06 - 94%**  
**BVPI 8** - The HFI YTD overall performance, 94%, is 2% points above target. It is also 12% points greater than LBI Housing, 82%.  
 Comparison with London BVPI 2004-05 full results suggests HFI's performance is top quartile.  
 For further clarification please contact Nasser Patel on Ext 4219.

	Last Year			Current Mth			YTD			
	Inv. Pd last year	Inv. Pd within 30 days	Percentage	Inv. Pd within 30 days	Inv. Pd this Mnth	Percentage	Invoices outstanding	Inv. Pd within 30 days	Inv. Pd this Mnth	Percentage
Holland Walk	882	878	99.55%	100	100	100.00%	5	215	216	99.54%
Central Street	974	971	99.69%	76	77	98.70%	29	208	211	98.58%
Boleyn Road	579	577	99.65%	14	16	87.50%	0	118	120	98.33%
Iseldon Road	1013	1005	99.21%	75	75	100.00%	4	231	231	100.00%
Lyon Street	235	233	99.15%	57	57	100.00%	8	228	228	100.00%
Upper Street	1083	1080	99.72%	66	78	84.62%	6	265	277	95.67%
<b>Total Area Offices</b>	<b>4766</b>	<b>4744</b>	<b>99.54%</b>	<b>388</b>	<b>403</b>	<b>96.28%</b>	<b>52</b>	<b>1265</b>	<b>1283</b>	<b>98.60%</b>
<b>Resources</b>	<b>7342</b>	<b>6833</b>	<b>93.07%</b>	<b>526</b>	<b>565</b>	<b>93.10%</b>	<b>65</b>	<b>1704</b>	<b>1858</b>	<b>91.71%</b>
<b>Reception Centre</b>	<b>915</b>	<b>891</b>	<b>97.38%</b>	<b>76</b>	<b>87</b>	<b>87.36%</b>	<b>17</b>	<b>239</b>	<b>261</b>	<b>91.57%</b>
<b>Performance &amp; Service Development</b>	<b>307</b>	<b>273</b>	<b>88.93%</b>	<b>32</b>	<b>33</b>	<b>96.97%</b>	<b>1</b>	<b>86</b>	<b>106</b>	<b>81.13%</b>
<b>LBI (Housing)</b>	<b>6325</b>	<b>5608</b>	<b>88.66%</b>	<b>422</b>	<b>570</b>	<b>74.04%</b>	<b>N/A</b>	<b>1425</b>	<b>1735</b>	<b>82.13%</b>
<b>TOTAL (Excluding LBI)</b>	<b>13330</b>	<b>12741</b>	<b>95.58%</b>	<b>1022</b>	<b>1088</b>	<b>93.93%</b>	<b>135</b>	<b>3294</b>	<b>3508</b>	<b>93.90%</b>

### GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

### GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

Report of	Team	Job Title	
Simon Kwong	Chief Executive Directorate	Head of Performance and Service Development	
Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	15th August 2006	7	Monitoring

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

## 1. Synopsis

- 1.1 This report gives information about the performance of Partners in delivering the PFI 1 contract for refurbishment, maintenance and housing management services to 2,400 street properties across the borough. It also outlines current issues and developments in delivering services and includes an update on Partners action plan to raise refurbishment satisfaction as requested by the sub-board at the last meeting. It also includes a review of Partners last years annual service plan.

## 2. Recommendation

- 2.1 That Contracted Services Sub-Board notes this report.

## 3. General Performance

- 3.1 In the Performance Basket for June 2006 Partners scored 8.35 points out of a maximum of 10, which is rated as “good”. The aggregate score for the year to the end of June is 8.65. This is an improvement on the figures reported to CSSB in June. The basket for Partners contains some different performance indicators to the other area offices and direct comparison with their scores is not possible.
- 3.2 £1353.19 unavailability deductions were made in June for five ‘capital’ voids where the refurbishment works went over the contractual reasonable works period of 77 days.

### 3.3 Partners annual service plan 05/06 review

- 3.3.1 It is a requirement of the contract that Partners produce an annual service plan by the end of April each year. This plan is developed in consultation with HFI and residents. The purpose of the plan is to ensure continuous improvement and to feed into HFI’s service planning process. As part of the Commissioning Team’s end of year performance assessment, Partners progress on their 05/06’s service plan was reviewed. Generally the achievements made in 05/06 were very pleasing. Most of the improvement targets were achieved (in excess of the contract targets). A summary is included in the table below. (*Items in italics were not achieved*).

Service	Contract target	Improvement target	Achievement /new initiative 05/06
<b>Customer care</b>			
Telephone answering	Answer 80% calls within 18 secs	Answer 90% calls within 18 secs	98.4% calls answered within 18 secs
Correspondence	Answer 96% of letters within 10 working days	Answer 98% of letters within 10 working days	100% letters answered within 10 working days 25% quality checks carried out
Complaints and members enquires	Answer 96% complaints within 10 working days	Answer 100% complaints within 10 working days	100% complaints answered within 10 working days. A Partners wide group meets monthly to review complaints and learn lessons. Bi-monthly reports go to the Residents Forum.
Compensation	95% compliance with requirements	100% compliance with requirements	<i>23 % of compensation claims and 0% for refurbishment works overruns were processed in time</i>
<b>Tenancy management</b>			
Rent collection	Collect 97.5% of rent roll	Collect 98.5% of rent roll	99.7% rent collected
Voids and lettings	Relet revenue voids under 30 days (average)	Relet revenue voids within 26 days	<i>Relet In 25 days</i>
Tenancy changes	95% compliant	98% compliant	100% compliant
Tenancy Audit	95% compliant	98% compliant	100% compliant
<b>Repairs</b>			
Appointments	Make and keep 97.5% repairs appts	Keep 100% of appointments	<i>99% appointments kept</i>
Individual repairs	Complete 95% repairs within timescales	Complete 97% within timescales, of which 70% completed on first visit	98.85% completed within timescales 80% completed on first visit
Tenant satisfaction with repairs	65% satisfied	75% satisfied	88.06% satisfied
Post inspections	10% jobs post inspected (Contract dispute)	10% post inspected	10% post inspections completed.
Communal area risk assessments	100% assessments completed	100%	<i>86% completed</i>
<b>Refurbishment</b>			
Customer communication		Residents to be prepared for scope of works and disruption	DVD released
Code of conduct		Formal daily checks carried out to ensure compliance	Compliance figures reported monthly to HF1 since March 06
Quality of works		95% of properties will receive certification first time	<i>60% achieved.</i>

<b>Service</b>	<b>Contract target</b>	<b>Improvement target</b>	<b>Achievement /new initiative 05/06</b>
Duration of works		90% of programmed works will be completed within target time or will overrun by less than 10% of the target time.	<i>Targets still under negotiation with HFI.</i>
Resident satisfaction with works		60% of tenants and leaseholders satisfied with works team service.	<i>58% (leaseholders and tenants) satisfied with improvements to their homes and 49% satisfied with service provided by United House. Dec 05. Jan to March figures overdue.</i>
<b>Resident involvement</b>			
Residents forum		Review chairing of the forum. Carry out training programme.	Resident chair in post. Training carried out.
Leasehold focus group		Improve information to leaseholders	Quarterly meetings held.
Open days		Bi-monthly open days to inform residents about the works.	Bi-monthly meetings held.
<b>Communication and PR</b>			
Website and e-mail		Review website and make further info available. Establish e-mail consultation groups.	Mini review – added leasehold info, works programme, code of conduct. Leasehold consultation group set up.
Handbooks		Produce a leasehold handbook	Issued.
Information to members		Produce quarterly members briefings.	<i>2 briefings produced.</i>
<b>Equality and diversity</b>			
Equality and diversity task group		Meet quarterly to review issues.	<i>2 meetings held.</i>
Access		Entrance to building to meet wheelchair accessibility standards.	Alterations made to meet standards.
Liaison with other agencies		Form links with agencies dealing with diversity issues.	Additional Project Officer recruited.

### 3.3.2 The key areas of concern are:

- Delays in paying compensation for works over-runs;
- Resident satisfaction with works;
- The duration and quality of refurbishment works; and

- A shortfall in the number of completed communal area risk assessments of street properties.

3.3.3 The contractor has failed to reach the annual target number of communal area risk assessments for the past two years. Partners have indicated that all outstanding risk assessments for 2005-6 will be carried out by end August.

### **3.4 Rent Arrears**

3.4.1 For the period April to the end of June, Partners collected 99.47% of the rent due. This is above the contract target of 97.5% but below the HFI target of 101%. This ranks fifth out of the seven area offices. The current arrears per tenant were £240.60 at the end of June. Although Partners have reduced arrears by 47% since the start of the contract, the debt per tenant figure for June is ranked sixth out of the seven area offices and Partners recent performance on reducing the debt has lagged behind HFI's offices. The Commissioning Team is working with Partners to ensure that the previous high level of arrears collection can be maintained.

### **3.5 Tenancy Management**

3.5.1 Tenancy management continues to be good. In April and May the Commissioning Team carried out an audit to check how well Partners deal with anti-social behaviour and harassment.. The audit looked at 11 out of the 30 anti-social behaviour cases (ASB) and 4 out of the 4 harassment cases reported in 05/06. No cases failed to meet agreed standards to the extent that the outcome for the complainant was significantly affected (the contract definition). One ASB case was found to have been wrongly identified and should have been classified as a harassment case however the action taken was reasonably appropriate. On the whole casework was very good. The key best practise recommendations included:

- Building closer links with the police to prevent delays in getting information;
- Holding a briefing session for staff to ensure harassment cases correctly identified.

### **3.6 Customer Care**

3.6.1 Partners continue to perform excellently against the targets for response times on correspondence, complaints and members enquiries and have achieved 100% compliance for the year to date in all categories. Complaints levels remain lower and HFI are monitoring this to ensure this is maintained and lessons learnt. An audit has recently been carried out on Partners complaints systems and the findings will be reported to the next CSSB.

### **3.7 Responsive Repairs**

3.7.1 Partners' repairs performance for the year continues to be excellent, with 99.74% of repairs completed within time-scale for the year to date to the end of June. In April and May 100% repairs were completed in timescale. This figure is above the contract and HFI targets. They also achieved 100% for repairs for which an appointment was made and kept up to the end of June. This is an excellent achievement. Currently an audit of repairs and tenant satisfaction is being carried out and the results will be reported to a future CSSB meeting. HFI is not happy with

Partners' proposal to reduce the percentage of completed repairs that are post-inspected from 10% to 5 % and is discussing this with them.

### **3.8 Voids Management**

- 3.8.1 At the end of June 2006 Partners had 34 empty properties, reduced from 41 at the end of March. 18 of these are used for temporary accommodation for residents whilst the refurbishment works in their properties are carried out. The remainder were in the process of being refurbished and re-let. For the period to the end of June Partners achieved an average 25.2 days turnaround time for minor voids. The average for all voids re-let in June was 22.14 days. This figure includes voids that were classed as major works voids (primarily those being refurbished) and therefore have the works period excluded from the calculation.
- 3.8.2 For 06/07 the definition of the contractual target has changed to take into account the Audit Commission's new best value performance indicator definition and to ensure that continuous improvement is made comparing turnaround time with top quartile performance of a similar benchmarking group. We are still in negotiation with Partners about the relevant benchmarking group to use.

## **4. Refurbishment Programme**

### **4.1 Summary**

- 4.1.1 The refurbishment programme began at the end of August 2003 and is scheduled to finish on 30<sup>th</sup> September 2008. At the end of June 2006, Partners had completed 872 properties to the full standard (internal and external refurbishment) and 315 to the interim standard (internal only). 113 properties were completed to the full standard in June. Based on these figures the Commissioning Team believes that Partners will reach the contractual milestone of 944 properties completed to the full standard by December 2006.

### **4.2 Satisfaction survey – HFI Consul report**

- 4.2.1 At the last CSSB meeting in June board members asked for feedback on how Partners were going to improve the disappointing satisfaction with works figures reported by Partners last independent survey. This will be reported below. However since this time HFI's consultant surveyors, Consul, have produced their latest report on the quality of works and tenant satisfaction. The report is based on 21 visits to works in progress in tenanted properties, 8 visits to works in progress in leasehold properties and 23 visits to completed properties at handover and certification.
- 4.2.2 The average satisfaction rating of tenants for the project overall was 7.6 out of 10. Tenants were asked to rate communication, timekeeping, cleanliness and tidiness, politeness of workers, management of project, standard of finish and complaints out of ten. Results were positive with average scores between seven and nine for all issues. This is very similar to the June '05 survey and a marked improvement on the December '04 survey. There was a small decrease in satisfaction with the management of the refurbishment.
- 4.2.3 Leaseholders gave an average satisfaction rating for the overall project of 4.5 out of 10. This is disappointing. Dissatisfaction focused around the cost of the works,

management of the works, scaffolding being left up longer than necessary, lack of consultation before and during works, damage to property and poor standard of work.

4.2.4 Tenants were also asked if dust sheets were used, storage boxes provided, services reconnected daily, damage caused, security of the home, use of residents' electricity and wearing of ID by workforce. The results for these questions were disappointing with a reduction in scores across all issues except damage to property and providing storage, which remains at 100%. These figures are out of line with United House's code of conduct checks And an audit of the code of conduct checks will be undertaken later this year.

4.2.5 The quality of properties inspected has greatly improved since the December 04 survey with the majority of properties at a satisfactory standard or better. However Consul still identified some significant customer care and health and safety issues including loose floorboards, protruding nails or screws, badly fitting floor protection and poor electrical installations in a minority of properties.

### **4.3 Partners satisfaction survey and action plan**

4.3.1 HFI's conclusion from Partners' survey is that there remain two main areas of dissatisfaction, standard of work / attention to detail and informal communication.

4.3.2 The key actions being taken by the works team in response to the satisfaction survey results from September to December 2005 include:

- Provision of additional Resident Liaison Officers to improve informal communication during the works. Currently two new staff have been appointed and this will be reviewed monthly.
- Recently the works team have been granted permission to set up site offices and once set up they will be used so that residents can have regular meetings during the works.
- Using independent hand-over teams to carry out minor defects and snagging to reduce time lags and improve the service.
- Sub-contractors restricted to opening and closing the same number of properties each week so resources are not spread across too many properties.
- Reviewing the inspection procedure to reduce the time between handover and inspection.
- To arrange a workshop with residents to look at the results of the survey.

4.3.3 HFI welcomes these actions and will monitor the effect these have on the satisfaction levels. HFI are working with Partners and residents to address all the issues identified in both survey reports. Following further analysis and the workshop with residents Partners will provide a single action plan to cover all issues identified from the satisfaction survey and the Consul report.

### **4.4 Compensation for works over-runs.**

4.4.1 Following the poor performance in paying compensation for works over-runs for the second year running, Partners were asked to provide a service improvement plan. This has been received and reviewed by HFI. We are continuing to meet with all parties and insist that a robust approach is taken by both United House and Partners to ensure that poor performance is not repeated.

## 5. Performance

	Contract Target 06/07	HFI Target 06/07	Year end March 2006	June 2006	YTD
Complaints % replied to within 10 days	96%	97%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98%	100%	100%	100%
Members Enquiries % replied to within 10 days	96%	98%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	94%	98%	96.69%	98%
% gross rent collected	97.5%	101%	99.7%	99.47%	100.5%
Current arrears per tenant	Not a contract target	£190	242.85	£240.60	£240.60
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	Under negotiaion	25 days	25 days	28 days	25.2 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	25 days	16 days	22.14	16.47 days
% of all repairs completed within time-scales year to date	95%	99.0%	98.8%	99.74%	99.52%
% responsive repairs for which an appointment was made and kept	Not a contract target	98.7%	99%	100%	99.58%
% of gas services completed against programme (YTD)	100% at year end	100% at year end	99.64%	99.52%	99.52%

## 6. Conclusion

6.1 Partners continue to provide a generally good housing management and very good repair service. On refurbishment works, HFI believes that Partners will meet their first contractual milestone in December 2006. HFI believes there is still room for improvement in tenant satisfaction and service on the refurbishment works and continues to work to ensure that Partners improve the quality of works, reduce their duration and raise the satisfaction of tenants and leaseholders.

### Background papers

Partners for Improvement in Islington contract documents.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	15 <sup>th</sup> August 2006	8	Monitoring

## Performance of Tenant Management Organisations (TMOs) and Co-operatives (TMCs)

### 1 Synopsis

This report gives information on the performance of the 25 larger estate based TMOs and TMCs, delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington. The four small homestead co-ops remaining after the latest round of mergers, which between them manage 46 dwellings, are excluded from this report, as they are not part of the quarterly monitoring scheme.

### 2 Recommendations

That the Sub-Board notes this report.

### 3 Background

- 3.1** Homes for Islington's Tenant Management Commissioning Team monitors the performance of all tenant management organisations (TMOs) and tenant management co-ops (TMCs) on behalf of the council. Commissioning Officers hold quarterly monitoring meetings with each organisation and review all the services provided as well as the governance and finance arrangements.
- 3.2** As this report is being prepared while the monitoring meetings for quarter 1 in 2006/07 are still taking place, assessments of the finance and governance performance of the TMO/TMCs covered are not complete. Diamond ratings are supplied for schemes where the Commissioning Officer has completed their monitoring. This report provides updates on the progress of particular TMO/TMC's in dealing with issues highlighted in the last Sub-Board report.
- 3.3** The caretaking assessment in this report is drawn from the latest inspection by the Quality Monitoring Officers and the performance indicator figures are drawn from the monthly monitoring information supplied by TMOs and TMCs for June 2006.
- 3.4** Of the twenty-three TMO's and co-ops due to present monthly monitoring figures, sixteen (including one co-op) supplied all of the data required. One TMO presented no data and four of the remaining six co-ops supplied rent arrears monitoring data only. Co-ops are refusing to provide the full range of data on the grounds that there

is no provision in their management agreement. Only one TMO has failed to supply any data for two months running and this is Brunswick Close TMO, which has experienced staffing difficulties during this period. Where no monthly data return has been made by a TMO or co-op in relation to one or more Performance Indicators, the “not provided” abbreviation (**NP**) is entered.

- 3.5** The programme of joint visits by Commissioning Officers and a TSG engineer to resolve the outstanding Citrix problems has now been completed, with four sites still requiring additional or replacement hardware. Resolution of these issues is now in the hands of TSG.

## **4 Performance**

- 4.1** The performance monitoring table with the latest available performance data and monitoring assessments is shown in Appendix A. The following provides information on those organisations, which previously gave cause for concern and details the action being taken.

### **4.2 Bemerton Villages TMO**

This TMO is maintaining its standards of finance and governance and has responded positively to the service of a breach notice for poor caretaking by addressing the service failures listed and raising the standards of caretaking to the required level. At the re-inspection following the expiry of the breach notice, all the previously identified service failures had been addressed and the requirements of the notice were judged to have been met. No further enforcement action is therefore required and Bemerton will return to the standard monitoring cycle.

### **4.3 Brunswick Close TMO**

The staffing difficulties experienced by this TMO continue with considerable disruption to the office administration and management of the organisation, but caretaking still achieving acceptable levels. There has been a lengthy catalogue of staffing issues at Brunswick, including disputes with the caretaker, the dismissal of their handyperson and suspension of their manager. TMO Board members are continuing to deal with these issues and in the interim the TMO administrator is working full- rather than part-time to manage the office. Prior to the manager’s suspension HFI carried out a monitoring visit to bring the monitoring cycle up to date. Board officers remain committed to the TMO and are working hard to ensure that the organisation survives this very difficult period.

### **4.4 Islington Green Co-op**

At their Annual General Meeting on 6<sup>th</sup> July, the co-op decided to actively pursue amalgamation with an appropriate partner co-op. Islington Green members had already visited Newbery House Co-op with a view to possible partnership, but felt a link up with either the newly amalgamated homestead co-ops or with the Charteris Co-op would be a preferable option. Meetings to progress these options will be held in September. Should such a partnership not prove possible, the co-op will terminate its current management arrangements at the end of the financial year and management will pass to HFI.

### **4.5 Weston Rise TMO**

At the last monitoring round, this TMO lost its finance diamonds because it had failed to adopt a budget prior to the start of the financial year. The Board adopted a budget in June as anticipated, so rectifying this problem, but not within timescale. The TMO is also experiencing some dissent from members who wish to improve communication and transparency. These concerns were discussed at a Special General Meeting on 1<sup>st</sup> August and should be resolved at the Annual General Meeting in September.

## **5. Five Year Reviews**

- 5.1** The Five Year Review programme continues with work nearing completion on Bemerton Villages, Gambier House, Redbrick, Weston Rise, Quaker Court, Wenlake and Stafford Cripps TMO's. It is anticipated that the conclusions of these reviews will be reported to the next meeting of the CSSB. The review process is at an earlier stage with Miranda and Blackstock TMO's and is about to begin with Spa Green. Dates for Internal Audit inspections for these last three are currently being finalised.
- 5.2** The programme of return inspections by Internal Audit to TMO's included in the first tranche of inspections has also begun with an encouraging result for Wenlake TMO. The Internal Audit report of the re-inspection states that "the majority of the previous audit's recommendations have been implemented and controls have improved." This has led to the assurance rating of the TMO being raised to Reasonable Assurance, the second highest rating possible. Dates for return visits to the other TMO's in the first tranche are being negotiated between Internal Audit and the TMO's concerned and an update on findings will be included in the next CSSB report.

## **6. TMO/TMC Financial Management Review**

- 6.1** The review of TMO financial procedures by accountancy staff from HFI Resources division began with a visit to Wenlake. This review considered arrangements in relation to bank reconciliation, payments/invoices, payroll, petty cash, income, VAT and provided a follow-up on implementation of the Internal Audit recommendations "on the ground". Recommendations for improvement were made in relation to payments/invoices and petty cash, with an overall assessment that the "TMO is in compliance with financial procedures. There is an adequate audit trail and system of control in place."
- 6.2** This feedback will now be translated into model procedures and financial standards that are appropriate to the scale of TMO organisations, and all TMOs and TMCs can use as a benchmark for their own arrangements. The standards will also form the basis of the financial schedules to the new MMA and will become the measure by which HFI will monitor the financial management of all TMOs and TMC's.
- 6.3** Wenlake has achieved the improvement in standards of financial management required by the initial Internal Audit inspection and a strong and capable committee with a competent worker have been positive factors in enabling it to do this. The lessons learnt and the systems used by Wenlake should now be capable of being applied to other TMO/TMC's in order to improve overall standards. A further visit by

accountancy staff to a TMC to provide a second benchmark for the TMO standards and procedures is being arranged for the second half of August.

- 6.4** Also, in line with the decision of the last Contracted Services Sub-Board meeting, the scheduled autumn training event has now been refocused onto anti-fraud and financial management issues. A tentative date has been set for the first week of November and the task of finding appropriate presenters who can deliver the specifics of financial topics in an accessible and interesting way is currently underway.

## **7 New Modular Management Agreement (MMA)**

- 7.1** The programme of negotiation meetings on the new MMA is proceeding with meetings being held approximately every two weeks. These meetings are attended by representatives of HFI and representatives of the Association of Islington Tenant Management Organisations (AITMO), supported by their adviser from FIRST Call Housing Consultants. At each meeting HFI presents the requirements and standards it requires to be incorporated into the detailed schedules to the management agreement. HFI has engaged a consultancy, Somertext Ltd, to assist in drawing up the schedules and currently these arrangements are working well with good progress being achieved towards completion of the new agreement by the end of the Financial Year.

## **8. Conclusion**

- 8.1** The content of this report is limited as it is being written before the latest monitoring assessments are available. However, positive progress has been achieved with those schemes, which were previously identified as having problems, with solutions either achieved or in process.
- 8.2** The rate of return of monthly monitoring data is still an issue and needs to be improved across the board, though only the TMC's are explicitly refusing to provide the full range of information requested.
- 8.3** The results of the Wenlake re-inspection and review begin to address the Sub-Board's concerns about the standards of financial management amongst TMO/TMC's. The challenge now is to apply similar arrangements with all TMO/TMC's to ensure that appropriate standards are being achieved across the board.

## **Background papers**

TMO Management Agreements  
TMC Management Agreements

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# HOMES FOR ISLINGTON

## TMO/TMC PERFORMANCE REPORT TO CONTRACTED SERVICES SUB-BOARD AUGUST 2006

TMO/TMC		Stock Number	Data Supplied	PERFORMANCE INDICATORS				MONITORING ASSESSMENT Quarter 1		
				Repairs	Correspondence	Voids	Arrears	Governance***	Finance***	Caretaking*
1	Arch-Elm Co-op	95	N	NP	NP	NP	N/A			92.90%
2	Bemerton Villages TMO	735	Y	100%	None	None	N/A			79.17%
3	Blackstock TMO	185	Y	100%	100%	None	N/A			95.80%
4	Braithwaite House TMO	108	Y	100%	100%	None	N/A	◆◆	◆	79.55%
5	Brooke-Park Co-op	111	N	NP	NP	NP	103%			75.00%
6	Brunswick Close TMO	268	N	NP	NP	NP	N/A			91.70%
7	Charteris Co-op	127	Y	99%	100%	70 days	99%			N/A
8	Dixon Clark Court TMO	60	Y	None	None	None	N/A			87.50%
9	Elthorne 1st Co-op	133	N	NP	NP	NP	103%			82.50%
10	Gambier House TMO	115	Y	100%	100%	None	N/A	◆◆	◆◆	76.90%
11	Halfmoon Crescent Co-op	226	N	NP	NP	NP	97%			86.40%
12	Harry Weston Co-op	124	N	NP	NP	NP	NP			85.42%
13	Holbrook Co-op	103	N	NP	NP	NP	120%	◆◆	◆◆◆	79.17%
14	Hornsey Lane EMB	173	Y	100%	None	None	N/A	◆◆	◆◆◆	89.30%
15	Islington Green Co-op**	31	N/A							N/A
16	Miranda TMO	148	Y	100%	100%	None	N/A			86.90%
17	Newbery House Co-op**	54	N/A							76.39%
18	Pleydell TMO	280	Y	100%	None	None	N/A			75.00%
19	Quaker Court TMO	76	Y	100%	100%	None	N/A			77.78%
20	Redbrick TMO	111	Y	100%	100%	14 days	N/A	◆◆	◆◆	81.25%
21	Spa Green TMO	129	Y	100%	None	19 days	N/A			90.90%
22	Stafford Cripps TMO	180	Y	100%	None	N/A	N/A	◆	◆	83.30%
23	Taverner & Peckett TMO	165	Y	100%	None	None	N/A			75.26%
24	Wenlake TMO	119	Y	100%	None	None	N/A			80.95%
25	Weston Rise TMO	144	Y	100%	None	None	N/A			70.66%
Total Stock reporting		4000								

**Notation**

N/A Not a TMO/TMC responsibility  
 NP Not provided by the TMO/TMC

\*\*\* Governance and Finance ratings show the latest available scores for the first quarter, April to June  
 \*\* Scheme reports data quarterly as it has no office or citrix connection  
 \* Data shows latest inspection result: Overall percentage achieved

**Assessment Ratings**

◆◆◆ Excellent  
 ◆◆ Good  
 ◆ Fair

NB: Data excludes Homestead Co-ops

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Head of Performance and Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	15 August 2006	9	Information

**Subject of report:** Capital works programme (cyclical maintenance) on TMO and TMC estates

## 1 Synopsis

- 1.1 This report gives details of how cyclical maintenance works and funding is being organised on tenant-managed estates.

## 2 Recommendation

- 2.1 That Contracted Services Sub-Board notes the report.

## 3 Background

- 3.1 HFI currently monitors 16 tenant management organisations (TMOs) managing Islington Council housing stock. Of these, 15 were set up under the Right To Manage Regulations 1994 and one, the Hornsey Lane Estate Management Board, operates under a management agreement that is, in most practical ways, the same. Of these 16 schemes, 14 have exercised their statutory right to take responsibility for the cyclical maintenance of the properties they manage. None have taken responsibility for management of all major works.
- 3.2 The 14 TMOs have responsibility for the decoration of internal and external communal parts of the property and also the preparation and associated repair to those elements of the buildings. However, responsibility for the structure of the buildings and the replacement of life-expired components of the buildings remains with the council.
- 3.3 There are 13 Tenant Management Co-operatives (TMCs) set up under earlier legislation and using a very different management agreement. Of these, 4 are very small homestead co-operatives, which are currently undergoing rationalisation. For the other 9 TMCs the situation is significantly different:
- Most were set up on new build schemes with no backlog of cyclical works;
  - They have the advantage of more generous allowance arrangements;
  - Some have significant reserves;
  - They have carried out their own cyclical maintenance schemes.

3.4 The TMCs have been able to fund replacement and improvement works within their cyclical maintenance programmes without recourse to additional council funding. They therefore have some experience of letting contracts for and supervising this scale of work. TMCs will be moving onto a new management agreement in 2007 and will share a common funding structure with TMOs from that point. HFI is currently negotiating the terms of that agreement with the TMCs.

3.5 Appendix A gives information on the works for each TMO and TMC.

#### **4 Decent homes programme**

4.1 HFI's decent homes programme includes all TMO and TMC properties. Work on a number of TMOs has been completed or is under way and the remaining ones are programmed in. Feasibility studies on the TMC properties are under way and are due to be completed by September 2006. The information from these studies will be used to assess what work is needed to meet the decent homes standard and when the work should be done. HFI and the council are responsible for ensuring that all council housing stock meets the decent homes standard by 2010/11.

#### **5 Overlap of decent homes work and TMO/TMC responsibilities**

5.1 The exact nature of the decent homes work at each TMO/TMC varies according to the age and condition of the property. Nevertheless there is inevitable overlap between what HFI would wish to do to meet the decent homes standard and the TMO/TMC's responsibility under their management agreement. There are also significant savings to be made by doing cyclical maintenance at the same time (for example by using the same scaffolding). HFI has procured framework agreements to carry out the decent homes work and is in a strong position to get good value for money by getting the same contractor to do all the work at the same time.

5.2 It is desirable therefore that HFI and TMO/TMCs reach agreement in advance of each decent homes project on who will procure and manage the works needed to meet the decent homes standard and associated cyclical maintenance work. HFI project managers are working closely with TMOs and several TMOs have agreed on this occasion to allow HFI to do work that would normally be the TMO's responsibility.

#### **6 Funding of TMO Cyclical Maintenance Responsibilities**

6.1 TMOs receive funding from the council to carry out their management, repair and cyclical maintenance responsibilities through an allowance system. However the system does not guarantee them sufficient funding to pay for all the cyclical maintenance work they are responsible for. This is because their allowance is paid from HRA revenue budgets and when LBI/HFI carries out this work it is funded from revenue and topped up with capital funding. Therefore, TMOs have faced a funding shortfall.

#### **7 Amending TMO responsibilities for cyclical maintenance**

7.1 HFI recognised that the current split of responsibilities causes confusion and inherent inefficiencies. The funding system has created a shortfall for TMOs and for some the work of procuring and managing large contracts may be beyond their

resources. In March, April and May 2006 HFI met with each of the TMOs to discuss these issues. HFI suggested:

- The division of responsibility could be amended so that TMO's take responsibility for cyclical maintenance of internal communal areas and HFI take responsibility for everything else. This would give TMOs easier contracts to procure and manage and it would be a better fit with the current allowance system;
- TMOs could take over responsibility for all cyclical maintenance and major works including works that are currently HFI's responsibility;
- TMOs could hand back to HFI responsibility for all cyclical maintenance;
- TMOs could continue with the same responsibilities for cyclical maintenance as now.

7.2 It is for each individual TMO to decide for itself whether to change its responsibilities. To date none has done so although several are still considering and several have decided on a one-off basis to let HFI take on their role as part of the current decent homes programme. HFI will continue to meet with TMOs to try to achieve a more workable split of responsibilities for the long-term. Where the allowance for a TMO continues to be less than they need to fulfil their cyclical maintenance responsibilities HFI will make arrangements to make up the difference with capital funding.

## **8 Contract Management & Supervision**

8.1 Where TMOs determine that they want to carry out the cyclical maintenance works themselves this is likely to involve them handling substantial contracts. For most TMOs this will not be a role they have experienced before. They therefore, would benefit from guidance to ensure that they achieve best value and quality and meet statutory requirements in terms of procurement and health and safety. Guidance notes on the specification, tendering and management of large contracts of works have been issued to all TMOs.

## **9 Joint bank accounts**

9.1 The TMO management agreement requires that funds for cyclical maintenance must be kept in a separate bank account held in joint name with the council and with joint signatories. This requirement has been implemented with less than half of the relevant TMOs. It is important that this provision of the agreement is fully implemented to ensure that all TMOs have properly accounted for this money and put it beyond other use. The council has confirmed that the signatories to these accounts should be from HFI and Senior Management Team has nominated the Head of Performance & Service Development and the Director of Property Services to fulfil this role. We are going ahead with setting up joint accounts now that we have completed consultation with TMOs on their cyclical maintenance responsibilities.

## **10 Works done by the council or HFI**

10.1 Of the fourteen TMOs with responsibility for cyclical maintenance, seven have had works carried out by LBI/HFI in the last three years that were actually the responsibility of the TMO under the terms of their management agreement. The TMOs have been paid allowances for that work, which have not been reclaimed. In

addition HFI is currently doing work under the decent homes programme that TMOs are also being paid to do through their allowances. HFI has received legal advice that the council can legitimately reclaim the allowances from TMOs where it has done work covered by the allowance. We are assessing the works done and their value and will discuss repayment of allowances with TMOs both for works done in the past and for current decent homes work. We will also use the opportunity to reach agreement on how TMOs should be funded for future works.

## **11 Conclusion**

- 11.1 There is currently confusion and inconsistency between HFI's major works procurement and funding and TMO management agreements. The work outlined in this report will give TMOs a clear basis for carrying out their responsibilities, a better funding process and will enable better partnership working between HFI's project managers and TMOs and TMCs.

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Item 9 – Appendix A

<b>Position of each TMO/TMC on decent homes work</b>							
	<b>Name</b>	<b>TMO / TMC</b>	<b>Decent homes work completed or programmed for 06/07</b>	<b>Feasibility Study completed or date for completion</b>	<b>Proposed likely programme date for works</b>	<b>Cyclical maintenance fund or major works reserve held by TMO</b> £	<b>Current TMO responsibility for cyclical works</b> 1=None, 2= Internal, 3= Internal & External
1.	Arch-Elm	TMC	No	September 2006	To be arranged	20,129	3
2.	Bemerton Villages TMO	TMO	Yes. Externals 2/3 to 5/6. Internals on site 5/6	N/A	N/A	670,000	3
3.	Blackstock TMO	TMO	No	Complete	To be arranged	130,064	3
4.	Braithwaite House TMO	TMO	No	Complete	To be arranged	30,561	3
5.	Brooke-Park Co-op	TMC	No	September 2006	To be arranged	91,596	3
6.	Brunswick Close TMO	TMO	No	Complete	To be arranged	141,781	3
7.	Charteris Co-op	TMC	No	September 2006	To be arranged	115,118	3
8.	Dixon Clark Court TMO	TMO	No	Complete	To be arranged	70,291	3
9.	Elthorne 1st Co-op	TMC	No	Complete	To be arranged	13,000	3
10.	Gambier House TMO	TMO	Yes. In 6/7 programme	N/A	N/A	96,169	3
11.	Half Moon Crescent Co-op	TMC	No	September 2006	To be arranged	112,635	3
12.	Harry Weston Co-op	TMC	No	September 2006	To be arranged	29,000	3
13.	Holbrook Co-op	TMC	No	Complete	To be arranged	57,493	3

### Position of each TMO/TMC on decent homes work

	Name	TMO / TMC	Decent homes work completed or programmed for 06/07	Feasibility Study completed or date for completion	Proposed likely programme date for works	Cyclical maintenance fund or major works reserve held by TMO £	Current TMO responsibility for cyclical works 1=None, 2= Internal, 3= Internal & External
14.	Hornsey Lane EMB	TMO	Yes. 4/5 and 5/6	N/A	N/A	109,414 Held by LBI	3
15.	Islington Green Co-op	TMC	No	September 2006	To be arranged	23,510	3
16.	Miranda TMO	TMO	No	Complete	To be arranged	135,725	3
17.	Newbery House Co-op	TMC	No	September 2006	To be arranged	25,523	3
18.	Pleydell TMO	TMO	No	Complete	To be arranged	N/A	1
19.	Quaker Court TMO	TMO	No	Complete	To be arranged	58,311	3
20.	Redbrick TMO	TMO	Yes. Externals 4/5, internals 6/7	N/A	N/A	76,497	3
21.	Spa Green TMO	TMO	in progress. Started 5/6	N/A	N/A	161,067	3
22.	Stafford Cripps TMO	TMO	No		To be arranged	136,888	3
23.	Taverner & Peckett TMO	TMO	6/7 prog – externals/ internals	N/A	N/A	114,554	3
	Wenlake TMO	TMO	Externals 4/5 internals 6/7 Roby House externals 6/7	Complete	N/A	101,676	3
24.	Weston Rise TMO	TMO	Yes 5/6	N/A	N/A	N/A	1
25.	Samovar	TMC	No	To be arranged	To be arranged	No current figure	3

### Position of each TMO/TMC on decent homes work

	Name	TMO / TMC	Decent homes work completed or programmed for 06/07	Feasibility Study completed or date for completion	Proposed likely programme date for works	Cyclical maintenance fund or major works reserve held by TMO £	Current TMO responsibility for cyclical works 1=None, 2= Internal, 3= Internal & External
26.	Moonshine	TMC	No	To be arranged	To be arranged	No current figure	3
27.	Grimaldi / Pluto /New Moon / Wholenut	TMC	No	To be arranged	To be arranged	No current figure	3
28.	New Roof	TMC	No	To be arranged	To be arranged	No current figure	3

#### Notes

N/A Not applicable

Grimaldi, Pluto, New Moon and Wholenut homestead co-ops are now amalgamated as one TMC.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	16 August 2006	10	Information

**Subject of Report:** Report Back from Consultative Panels – July 2006

**1. Synopsis**

- 1.1 This report provides the Sub-Board with a summary of the views of Consultative Panels on the items presented in July 2006 for consultation.

**2. Recommendation**

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

**3. Background**

- 3.1 Each Panel meeting (including 6 Area Housing Panels, Islington Leaseholder Forum, Partners for Improvement in Islington Residents Forum and the TMO/TMC Review Group) now receives a pack of Consultative Panel reports from Homes for Islington. As of May 2005, Consultative Panel reports have been labelled as information, decision or consultation items.
- 3.2 Where a report is for consultation, previously, the views of Consultative Panels have been recorded in the minutes of Panel meetings and reported back to Sub-Board by Associate Directors, along with other items from Consultative Panel meetings.
- 3.3 The purpose of this report is to provide the Sub-Board with a clear summary of Consultative Panel views specifically on consultation items. The Sub-Board can then refer to this summary and take into account Consultative Panel feedback before making informed decisions on the items listed, if items on the agenda require it to do so.

**4. Consultation Reports for July 2006**

- 4.1 For the May 2006 round of Consultative Panel meetings, there were 6 reports for Consultation:
- **Restructure of Housing Management Services post PFI2 contract**
  - **Anti-Social Behaviour Team Update**
  - **Repairs Action Plan**

- **Land Disposal Update**
- **Sustainability Strategy**
- **Consultative Panel processes**

Appendix 1 of this report is a summary of the views of all Consultative Panels from July 2006 on these six items. Where no comment was recorded in the minutes of a Consultative Panel meeting, this has been noted.

## **5. Conclusion**

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

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**HFI Consultative Panels – July 2006**

<b>ITEM 1 – Restructure of Housing Management Services post PFI2 Contract</b>	
<b>Boleyn Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel was not in favour of the report. It was felt that there was not enough information and it did not agree with the figures provided.</li> <li>- It was proposed that discussion of the report should be delayed until staff could bring back more information specifically concerning costings. The motion was carried.</li> <li>-</li> </ul>
<b>Central Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- It was questioned why Central Street Panel was being consulted with when the office closures did not affect the area.</li> <li>- There was concern that people would only be able to contact HFI by phone and the residents affected would be the elderly and the vulnerable.</li> <li>- The panel did not comment on the relocation of Home Ownership but did question whether the office space freed up in general could be considered for community use.</li> <li>- The panel voted to reject the report and the 2 options provided.</li> </ul>
<b>Holland Walk Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- It was asked if HFI has used the restructuring as an opportunity to rethink and improve the way HFI manages estates. It was confirmed that there is currently an Efficiencies Review taking place to look at how HFI provides customer services, HFI Direct etc and will include how residents access the services.</li> <li>- It was felt that Option B wasn't worth considering as the cutting of services and staff is not a viable option.</li> <li>- Concern was raised regarding previous experiences of working with Partners.</li> <li>- It was noted that Partners will need to deal effectively with the high proportion of vulnerable tenants in the Isledon Road area which could be done through a stipulation in the handover/package contact.</li> <li>- The Panel took a vote on which option to agree - unanimously in favour of option A.</li> </ul>

	<b>ITEM 1 – Restructure of Housing Management Services post PFI2 Contract</b>
<b>Isledon Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel showed appreciation of the difficulties faced by HFI following the reduction of their management fee by £1.5m, as a result of PFI2.</li> <li>- The Panel rejected any cuts to front line services as outlined in option B of the report. In respect of option A the Panel expressed particular concerns as to elderly and vulnerable residents who currently use Isledon Road Area Housing Office and what support package would be in place to meet their needs.</li> <li>- Concern was expressed around the Tollington estates which represent the largest group of estates within the Borough.</li> </ul>
<b>Lyon Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- Concern was raised about closure of Isledon Road resulting in lack of services for Andover Estate.</li> <li>- It was felt neither option was ideal.</li> <li>- It was explained that while staff may operate out of different offices the level of staff provision would not change. The Panel was in favour of the closure option. The Panel was also happy that the offices would be aligned with the area committees.</li> <li>- The Panel was happy with the relocation of the Home Ownership Unit.</li> </ul>
<b>Upper Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- Some doubt was expressed about whether PFI2 would go ahead.</li> <li>- The Panel accepted the need to make savings and that Boleyn Road AHO was a viable option in order to achieve this.</li> <li>- Figures of £1½m savings queried – £1¼ had been identified and that £1/4m more was required.</li> <li>- The opinion of the Panel was that Area Offices should not continue to bear brunt of savings.</li> <li>- It was suggested that Boleyn Road AHO should close but that Isledon Road AHO should remain open.</li> <li>- The Panel considered that cutting front line services was a serious matter.</li> <li>- The Panel felt that the paper did not contain enough information and that more detailed figures and proposals should be brought out urgently.</li> <li>- The Panel did not feel HFI was being open about impact of office closure on residents i.e. who will be managed by which office under the proposals.</li> <li>- Concern was raised that an office (Isledon Road) was being closed to accommodate Partners.</li> </ul>

	<b>ITEM 1 – Restructure of Housing Management Services post PFI2 Contract</b>
<b>Islington Leaseholder Forum</b>	<ul style="list-style-type: none"> <li>- Concern was raised that the level of service will be affected by closure of Area Housing Offices.</li> <li>- It was explained that non PFI stock in Isledon Road Area will still be managed by HFI through either Upper Street AHO or Holland Walk AHO.</li> <li>- Concern was raised that people will have to travel further to visit the remaining Area Housing Offices. It was suggested that staff should visit residents unable to make the visit.</li> <li>- The Panel accepted that AHO would be closed but did not express a concrete view on either of the proposed options.</li> </ul>
<b>Partners for Improvement in Islington Residents Forum</b>	<ul style="list-style-type: none"> <li>- The Forum commented that HFI should consider the needs of older and disabled residents for whom easy access to Area Housing Offices is important.</li> <li>- The Forum commented that an alternative might be to cut staff and keep the Area Offices open.</li> <li>- The Forum commented that it would welcome being presented with alternatives.</li> <li>- The Forum commented that on balance, the proposed closure of the Area Housing Offices identified might be “the least worst” option.</li> <li>- The Forum noted that Partners would under PFI2 open a second office in the North of the Borough.</li> <li>- The Forum decided by majority decision to support the proposal to reduce the number of Area Housing Offices.</li> <li>- The Forum did not comment on the relocation of Home Ownership.</li> </ul>
<b>TMO/TMC Review Group</b>	<ul style="list-style-type: none"> <li>- The group did not express any strong views on the proposed restructuring, but were concerned that this caused as little disruption as possible to their existing working relationships with HFI staff.</li> <li>- The meeting felt that the frequent changing of personnel and their responsibilities inhibited the maintenance of good working relationships between HFI and the TMO/TMC’s.</li> </ul>

**HFI Consultative Panels – July 2006**

	<b>ITEM 2 – Anti-Social Behaviour Team Update</b>
<b>Boleyn Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel agreed that the item would be deferred to a future meeting.</li> </ul>
<b>Central Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel agreed with the priorities listed by staff. In addition the Panel asked for the problems with scooters at President House be included. The Panel were also concerned about Bevin Court and wanted to make sure that this was included as part of the Margery Street priority.</li> <li>- The Panel suggested that posters could be put up in all blocks and estates and that fridge magnets could be produced for wider publicity.</li> <li>- The Panel requested that updates be brought to Consultative Panels in the future.</li> <li>- The Panel suggested that more facilities for young people could be introduced.</li> </ul>
<b>Holland Walk Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel agreed with the priorities listed but thought that fly tipping could have been listed, as it is a problem in the area.</li> <li>- The Panel felt that some residents had expressed confusion over the changes. Ideas from the Panel included having an article in the local press and using TRA notice boards to display information.</li> <li>- The Panel confirmed that it would like future update reports.</li> <li>- The Panel felt that it would be beneficial to co-locate the ASB team at the Police Station.</li> </ul>
<b>Isledon Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel confirmed that it would like future update reports.</li> <li>- The Panel recommended that the work of the team should be publicised in the local press.</li> </ul>

	<b>ITEM 2 – Anti-Social Behaviour Team Update</b>
<b>Lyon Street Area Housing Panel</b>	- The Panel would like to see more ASB out of hours staff and requested that the service should be advertised more.
<b>Upper Street Area Housing Panel</b>	- The Panel did not discuss this item.
<b>Islington Leaseholder Forum</b>	- The Panel felt that the initiative had not been publicised highly enough.
<b>Partners for Improvement in Islington Residents Forum</b>	- The Panel commented that Partners should examine HFI's proposals to ensure that Partners residents receive at least as good a service.
<b>TMO/TMC Review Group</b>	<ul style="list-style-type: none"> <li>- The Panel felt that the scheme was inadequately publicised as there was no prior consultation with TMO/TMC's who could have assisted with publicity.</li> <li>- The Panel felt that the lines of communication are too long and the response too slow.</li> <li>- The Panel asked to see an evaluation of effectiveness.</li> </ul>

**HFI Consultative Panels – July 2006**

	<b>ITEM 3 – Repairs Action Plan (Please see attached for the service priorities)</b>
<b>Boleyn Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The item was deferred to a future meeting.</li> </ul>
<b>Central Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel felt that quicker diagnosis without repeat visits was very important.</li> <li>- 1) The top 3 priorities were F (with the inclusion of all vulnerable tenants), D and E.</li> <li>- 2) Top 3 priorities were C (as long as details are secure), D and E.</li> <li>- 3) Panel selected 2 priorities, B and D.</li> </ul>
<b>Holland Walk Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- 1) The top three priorities were B, D and F.</li> <li>- 2) The top three priorities were A, B and C.</li> <li>- 3) The top three priorities were A, B, E</li> <li>- The Panel felt that the process of choosing three priorities was confusing.</li> </ul>
<b>Isledon Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel made no suggestions for specific priorities but did state that on occasions several appointments have been made to have the same repair fixed and that this was a waste of time and resources.</li> </ul>
<b>Lyon Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel made no objections to priorities listed in the plans and did not make any suggestions for specific priorities.</li> </ul>
<b>Upper Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel did not discuss this item.</li> </ul>

	<b>ITEM 3 – Repairs Action Plan (Please see attached for the service priorities)</b>
<b>Islington Leaseholder Forum</b>	- The Panel did not discuss this item.
<b>Partners for Improvement in Islington Residents Forum</b>	- The Panel did not comment on this item. Partners provide the responsive repairs service for Partners residents.
<b>TMO/TMC Review Group</b>	- The Panel did not discuss this item.

- 1) PROVIDE MORE CUSTOMER FOCUSED AND ACCESSIBLE SERVICES
  - a) Develop and implement a compensation scheme for missed appointments
  - b) Continue to improve customer care standards within the responsive repairs and mechanical and engineering departments
  - c) Obtain Chartermark status for the Gas Safety Management Team
  - d) Review repair appointment slots to ensure they meet customers' needs
  - e) Use the newly established Quality Improvement Group to consult customers on new initiatives and changes we are making as a result of customer feedback
  - f) Carry out a programme of property health checks for visually impaired and hearing impaired tenants
  - g) Improve arrangements for reporting repairs via the Internet
- 2) PROVIDE CLEAR AND CONSISTENT INFORMATION TO OUR CUSTOMERS
  - a) Review HFI's Repair Policy in consultation with customers and make it easier to access
  - b) Simplify the various repair timescales to emergency, urgent, routine and planned
  - c) Ensure HFI has clear and accurate information on its systems about whether customers are vulnerable, to enable staff to deliver the appropriate level of response
  - d) Improve the repair IT systems to ensure that accurate and detailed information is provided to customers when they call HFI Direct

- e) Re-write the void standard document to include more detail and provide a clearer commitment to customers about what they can expect from their new home
- 3) IMPROVE PERFORMANCE AND EFFICIENCY
- a) Implement changes to the way staff work with Kier on repairs, void servicing and gas safety – to improve customer satisfaction and increase efficiency from the partnership
  - b) Implement a rigorous monitoring system to ensure more repairs are completed on the first visit / develop a 'Right First Time Strategy'
  - c) Increase the proportion of planned repairs to responsive repairs
  - d) Review the way staff manage and monitor mechanical and engineering contracts (for example lifts, gas servicing) and implement improvements
  - e) Establish a specialist door entry and security team to be responsible for consultation, commissioning and maintenance
  - f) Develop an incentive scheme for providing first time access to gas servicing engineers

**HFI Consultative Panels – July 2006**

	<b>ITEM 4 – Land Disposal Update</b>
<b>Boleyn Road Area Housing Panel</b>	- The Panel did not feel that the procedure was being followed.
<b>Central Street Area Housing Panel</b>	- The Panel were concerned that decisions were being made and plans agreed with developers before residents were even consulted with. Tompion was raised as an example of a development being done against the views of the local community. - The Panel did not feel that the procedure was being followed. In addition the Panel did not think land should be sold.
<b>Holland Walk Area Housing Panel</b>	- The Panel noted the schemes put forward for disposal. - The Panel agreed that the Area Housing Office would look at suitable proposals for a Dog Training Centre and report back to the Panel for discussion.
<b>Isledon Road Area Housing Panel</b>	- The Panel did not raise any concerns.
<b>Lyon Street Area Housing Panel</b>	- The Panel did not raise any concerns.
<b>Upper Street Area Housing Panel</b>	- The Panel did not feel that this was being followed. In particular the Panel was concerned by the disposal of a resident's hall that had just been expensively refurbished.

	<b>ITEM 4 – Land Disposal Update</b>
<b>Islington Leaseholder Forum</b>	- The Panel felt that the procedure had not been followed.
<b>Partners for Improvement in Islington Residents Forum</b>	- The Panel did not comment on this item.
<b>TMO/TMC Review Group</b>	<ul style="list-style-type: none"> <li>- The Panel expressed concern that green spaces on estates were being lost as more housing was built.</li> <li>- The Panel felt that there was a loss of community facilities and car parking.</li> <li>- The Panel also queried the meaning of “affordable housing” and it’s target client group.</li> </ul>

**HFI Consultative Panels – July 2006**

	<b>ITEM 5 – Sustainability Strategy</b>
<b>Boleyn Road Area Housing Panel</b>	- The item was deferred to a future meeting.
<b>Central Street Area Housing Panel</b>	- The Panel's priorities were to build on the current hours and resources of the ASB team and a programme of works to design out ASB (however panel stressed that works must only be done with the agreement of residents). - The Panel asked that community spaces (including maintenance and supporting residents) be considered.
<b>Holland Walk Area Housing Panel</b>	- The Panel asked for further clarification on <ul style="list-style-type: none"> <li>• Combined heat and power initiative,</li> <li>• Whole life costing</li> <li>• The Green Travel Plan for HFI.</li> </ul> - The Panel felt that all the other options are priorities for inclusion in the strategy. - The Panel suggested that an option on renewable energy should be included. - It was noted that there was no option in relation to the best use of Greenspace.
<b>Isledon Road Area Housing Panel</b>	- The Panel welcomed the report but questioned why tree works did not appear to have enough funding to be completed.
<b>Lyon Street Area Housing Panel</b>	- The Panel did not raise any concerns.

	<b>ITEM 5 – Sustainability Strategy</b>
<b>Upper Street Area Housing Panel</b>	- The Panel did not discuss this item.
<b>Islington Leaseholder Forum</b>	- The Panel did not discuss the item.
<b>Partners for Improvement in Islington Residents Forum</b>	<ul style="list-style-type: none"> <li>- The Panel commented that there should be a choice between baths and showers during refurbishment – or preferably both.</li> <li>- The Panel commented that it supports the use of local labour and materials.</li> <li>- The Panel commented that this is a very important issue and should be subject to a wider consultation than just the Panels and Forums.</li> <li>- The Panel commented that there should be a holistic approach to sustainability with the Council, looking at issues including traffic calming and tree management.</li> <li>- The Panel commented that Partners should consider signing up to the HFI policy.</li> </ul>
<b>TMO/TMC Review Group</b>	<ul style="list-style-type: none"> <li>- The Panel felt that there should be more recycling bins on estates.</li> <li>- The Panel raised concern at the lack of control of dog fouling and requested information on dog fouling bye-laws.</li> </ul>

**HFI Consultative Panels – July 2006**

	<b>ITEM 6 – Consultative Panel Processes (please see attached for the list of questions asked)</b>
<b>Boleyn Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- 4.2 The Panel felt that this was a good idea.</li> <li>- 4.3 The Panel felt that this would depend on what local issues there are as it was felt that these should take precedent.</li> <li>- 4.4 The Panel felt that these are necessary and should be included.</li> <li>- 4.5 The Panel felt that this was definitely a necessary report.</li> <li>- 4.6 The Panel would like the format to continue all in one booklet as this is a process that residents have become familiar with.</li> <li>- 4.7 The Panel would like this presented as a local agenda item.</li> <li>- 4.8 The Panel felt that the processes had been an improvement.</li> <li>- 4.9 The Panel asked for a reduction in the amount of papers presented to panels for consultation at any one time.</li> </ul>
<b>Central Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- 4.2 Panel felt the forward plan should be included.</li> <li>- 4.3 No suggestions made</li> <li>- 4.4 The Panel would like to have a summary for information.</li> <li>- 4.5 No suggestions made</li> <li>- 4.6 The Panel would like the current format to continue i.e. all in one booklet.</li> <li>- 4.7 The Panel felt it was good to know what is going on in other areas so would like to receive the capital programme for other areas.</li> <li>- 4.8 The Panel felt they had been an improvement.</li> <li>- 4.9 It was suggested that consultation happened earlier so TRAs had a chance to discuss the papers with their committees before the meetings. It was also felt that 6 consultative papers was too much for one meeting. The Panel would prefer these papers spaced out evenly over meetings.</li> </ul>

	<b>ITEM 6 – Consultative Panel Processes (please see attached for the list of questions asked)</b>
<b>Holland Walk Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- 4.2 The Panel felt the forward plan should be included.</li> <li>- 4.3 No suggestions made.</li> <li>- 4.4 The Panel did not want extra unnecessary reports.</li> <li>- 4.5 The Panel felt that the HFI Update should be included.</li> <li>- 4.6 The Panel felt that the current format should continue.</li> <li>- 4.7 The Panel felt that the existing format should continue.</li> <li>- 4.8 The Panel agreed that there had been many improvements which had resulted in more involvement and engagement from all attendees.</li> <li>- 4.9 There were no suggestions made.</li> </ul>
<b>Isledon Road Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel welcomed the report and specified that the forward plan should be included for future meetings.</li> </ul>
<b>Lyon Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- The Panel was happy with the current format including all information in one booklet.</li> </ul>
<b>Upper Street Area Housing Panel</b>	<ul style="list-style-type: none"> <li>- 4.2 The Panel felt that the forward plan was useful.</li> <li>- 4.3 The Panel had no suggestions.</li> <li>- 4.4 The Panel felt that these were necessary.</li> <li>- 4.5 The Panel felt that the update should be included.</li> <li>- 4.6 The Panel felt that the current format should continue.</li> <li>- 4.7 The Panel felt that the Capital Programme report should be produced separately.</li> <li>- 4.8 The Panel did not comment on this item.</li> <li>- 4.9 The Panel felt that there should be no more than three consultation items per meeting.</li> <li>- The Panel asked that the process for putting forward projects for improvement funding under tenants compact should be more straightforward.</li> </ul>

	<ul style="list-style-type: none"> <li>- <b>ITEM 6 – Consultative Panel Processes (please see attached for the list of questions asked)</b></li> </ul>
<b>Islington Leaseholder Forum</b>	<ul style="list-style-type: none"> <li>- The Panel felt that the forward plan should be presented at every meeting.</li> </ul>
<b>Partners for Improvement in Islington Residents Forum</b>	<ul style="list-style-type: none"> <li>- The Panel asked that the forward plan should be brought to each meeting.</li> <li>- The Panel did not respond to the other questions in this report.</li> </ul>
<b>TMO/TMC Review Group</b>	<ul style="list-style-type: none"> <li>- The Panel felt that there was too much pre-planning and more flexibility would be positive.</li> <li>- The Panel asked that papers be provided 7 days in advance of the meeting.</li> </ul>

- 4.2 Do you think that the forward plan (see Appendix 2) that lists all reports that will be presented to Panels in the financial year should be brought to each meeting?**
- 4.3 Do you have any suggestions for items for inclusion in future agendas?**
- 4.4 Do you feel that the reports on Decisions Agreed and Sub-Boards and HFI Update should be included at each meeting? Or do you feel this is unnecessary?**
- 4.5 Do you have any suggestions for particular points of interest that could be included in the regular HFI Update? Or do you feel that this is a further unnecessary report?**
- 4.6 In general, should HFI send out items for information separately from the “booklet” of reports? Do you think that the “booklet” would be better used asking you to focus on items for consultation?**
- 4.7 Do you think that given the size of the Capital Programme report that is produced quarterly for Consultative Panels, would it be better to present it separately as a local agenda item?**
- 4.8 Do you think that the processes put in place have made a noticeable improvement to Panels?**
- 4.9 Are there any further suggestions to improve the Consultative Panel processes that you want to make?**

**Report back from Managed Property Sub-Board (MPSB) -  
14 June 2006  
Jessie White – Chair**

**Future of Sub-Board tours**

- MPSB agreed to have two tours in the financial year, each to go to three areas of the Borough.

**Performance Indicators**

- MPSB received and noted a report giving the performance indicators for April 2006.

**HFI / Kier Islington Repairs and Maintenance Performance**

- MPSB noted a report on the main areas that HFI and Kier Islington focus on in the provision of a repairs and maintenance service to customers.

**Report back – Central Services**

- MPSB noted a report back on the operations of HFI's Central Services.

**Risk Register**

- MPSB noted a report on the current risks that fall under the remit of MPSB.

**Scrutiny Item - Recycling**

- MPSB noted a report providing information on the recycling services provided by Islington Council.

**Update on petitions received by Area Panels**

- The report was noted.

**Consultative Panel Feedback report**

- The report was noted.

**Report back from CSSB – 14<sup>th</sup> February 2006**

- The report was noted.

Item 12

Forward Plan for Contracted Services Sub-Board 2006-07

Date of meeting	Items on the Agenda	Status
17th October 2006	Validation of Capital Programme	D
	PIs - August	M
	Performance - Partners - <b>TMO/TMCs</b>	M
	Risks - H/M/L	M
	CP Feedback Reports	I
12th December 2006	Election of Chair / Vice Chair	D
	Resident Involvement and Customer Focus Strategy 2005-08	D
	PIs - October	M
	Performance - <b>Partners</b> - TMOs/TMCs	M
	Risks - H/M/L	M
	MMA update	M
	CP Feedback Reports	I
13th February 2007	PIs - December	M
	Performance - Partners - <b>TMOs/TMCs</b>	M
	Risks - H/M/L	M
	CP Feedback Reports	I

**Non Allocated Items**