

Managed Property Sub-Board
Agenda 16th August 2006
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
1	Jessie White	Welcome/Apologies/ Introductions	Information	Verbal	6.30-6.35
2	Jessie White	Declaration of interests	Information	Verbal	6.30-6.35
3	Jessie White	Questions from the public	Information	Verbal	6.30- 6.50
4	Jessie White	Minutes of last meeting (14 th June 2006) and matters arising	Decision	1-6	6.50-7.00
5	Jessie White & Doug Goldring	Chair and Director of Operations Report	Information	Verbal	7.00-7.05
6	Doug Goldring	Performance Indicators	Monitoring	7-28	7.05-7.20
7	Jon Farrant	Report back – Central Street AHO	Monitoring	29-32	7.20-7.35
8	Pritpal Chhoker	Report back – Boleyn Road AHO	Monitoring	33-38	7.35-7.50
9	Greenspace	Scrutiny – Greenspace performance update	Monitoring	Verbal	7.50-8.05
10	Doug Goldring	Arsenal Positive Futures	Information	39-46	8.05-8.20
11	Doug Goldring	Tenant Incentive Scheme update	Information	47-50	8.05-8.20
12	Doug Goldring	Consultative Panels Feedback Reports	Information	51-70	8.05-8.20
13	Doug Goldring	Update on petitions received at Consultative Panels	Information	71-72	8.05-8.20
14	Jessie White	Report back from Contracted Services Sub-Board – 13 th June 2006	Information	73-74	8.05-8.20
15	Jessie White	Forward Plan	Decision	75-77	8.20-8.25
16	Jessie White	Any other business	Information	Verbal	8.25-8.30
17	Jessie White	Date and time of next meeting 6.30pm, 18 th October 2006	Information	Verbal	8.25-8.30

**Homes for Islington
Managed Property Sub-Board (MPSB) Meeting
Minutes of 14th June 2006
At Highbury House, 5 Highbury Crescent**

Present: Jessie White (Chair), Louise Round (Vice-Chair), Adam Borrie, Kate Barns, Barbara Coventry, Theresa Coyle, Eddie Niles (Directors)
Eileen Avis, Philip Boothby, Gloria Johnson, Dan Oakey (Associate Directors)

In Attendance: Eamon McGoldrick (Chief Executive)
Bernie O'Connor (Head of Responsive Repairs)
Chris Liffen (Kier Islington)
Jo Knight (Principal Operations Manager)
Mike Sims (Governance Team Manager)
Wendy Gajadhar (HFI Governance Officer – Minutes)

Apologies: Irene Spence (Associate Director)
Carol Johnson (Associate Director)
Francois Smit (Associate Director)
Doug Goldring (Director of Operations)

	ITEM	ACTION
1	<p>Apologies / Welcome / Introductions</p> <p>a) The chair opened the meeting at 6.30pm. b) The chair gave apologies for Irene Spence – Associate Director, Carol Johnson – Associate Director, Francois Smit – Associate Director and Doug Goldring – Director of Operations. c) It was noted that the Governance Team would arrange flowers and a card for Carol Johnson as she is unwell.</p>	Mike Sims
2	<p>Declarations of Interests</p> <p>There were no declarations of interest.</p>	
3	<p>Questions received from the public</p> <p>a) The Chair confirmed that questions from the public would follow the format agreed by the Board at its meeting on 20th 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.</p> <p>There were no questions received from the public.</p>	

4	<p>Minutes of last meeting 15th February 2006 and matters arising</p> <p>Matters Arising</p> <p>a) It was agreed that Doug Goldring would bring a report to the meeting on 16th August on the subject of Greenspace. As far as is practicable this will include a schedule of frequency of each operation for each estate in the Borough and will include details on penalty clauses.</p> <p>The minutes were agreed as an accurate record.</p>	Doug Goldring
5	<p>Chair and Service Director Report</p> <p>Chair's Report</p> <p>a) Richard Rosser has resigned from the Board and been replaced with Caroline Jenkinson. Steve Burd, Euan Cameron and Jyoti Vaja have been replaced as Council directors by Councillors Paula Belford and John Gilbert. There is one Council vacancy remaining.</p> <p>b) The Board met FITA on 1st June to discuss issues relating to resident involvement. The meeting was generally positive and progressive.</p> <p>Director of Operations Report</p> <p>a) There were no specific items to report for this meeting.</p>	
6	<p>Sub-Board Tours</p> <p>a) Eamon McGoldrick presented a report on the future of Sub-Board tours.</p> <p>It was agreed to have two tours in the financial year, each to go to three areas of the Borough.</p>	
7	<p>Performance Indicators</p> <p>a) Eamon McGoldrick presented a monitoring report on HFI's Performance Indicators.</p> <p>b) MPSB noted Boleyn Road and Isledon Road as performing particularly well and that congratulations were to be passed to these teams.</p> <p>c) Eamon McGoldrick explained that there are monitoring processes in place for tracking rent arrears at an early stage and gave assurances that cases over £10,000 resulted from historical debt rather than a lack of recovery action.</p> <p>d) It was noted that Bemmerton TMO has been served with breach notices in respect of cleaning and the 21 days rectification period had expired and HFI will now monitor compliance.</p>	Doug Goldring

	<p>e) It was noted that OTIS, not Kier Islington, are responsible for lift maintenance.</p> <p>The report was noted.</p>	
	<p>HFI / Kier Islington Repairs and Maintenance Performance</p> <p>a) This report had been sent out late and was therefore not an item on the agenda. The Chair proposed that it be discussed at this point in the meeting.</p> <p>b) Bernie O'Connor presented a report on Repairs and Maintenance.</p> <p>c) It was noted that the main highlight is that 99.79% of gas repairs have been carried out.</p> <p>d) It was noted that customer satisfaction is now being monitored using an independent agency- KWEST. The target for customer satisfaction is 65%. At present 64% has been achieved.</p> <p>e) The sub-board noted several cases regarding call outs by the London Fire and Civil Defence Authority (LFCDA). The sub-board recommended that staff consider proactive solutions to reduce calls including:</p> <ul style="list-style-type: none"> i. Replace lifts ii. Regular repairs to stop lifts from breaking down iii. Train caretakers to assist in breakdowns <p>f) It was agreed that Doug Goldring would consider changing the format of new leases to address responsibility for gas servicing.</p> <p>The report was noted.</p>	<p>John Phillips</p> <p>Doug Goldring</p>
8	<p>Central Services Operations</p> <p>a) Jo Knight presented a report on the operations of Central Services referring to anti-social behaviour, estate parking team, HFI Direct, housing investigations team, reception centres and the transfer team. The sub-board particularly noted the new Anti-Social Behaviour – out of hours service.</p> <p>b) It was noted that the activities of this team should receive greater publicity to bring it to the attention of residents.</p> <p>c) With regard to flexible hours the sub-board asked staff to consider varying hours of service dependent on demand.</p> <p>d) It was agreed that Doug Goldring would bring an Anti-Social Behaviour multi-agency report on a particular geographic area and hotspots so MPSB can develop a more informed view. Staff to consider similar reports for other geographical areas in future.</p> <p>The report was noted.</p>	<p>Doug Goldring</p> <p>Doug Goldring</p>

9	<p>Risk Register</p> <p>a) Eamon McGoldrick presented a report relating all risks that relate to MPSB.</p> <p>The report was noted.</p>	
10	<p>Scrutiny - Recycling</p> <p>a) Eamon McGoldrick introduced a report regarding the service and performance of the recycling collection services provided by Islington Council.</p> <p>b) It was noted that there needs to be more monitoring of the collections on estates as collections in the north would appear to be more reliable than the South.</p> <p>The report was noted.</p>	
11	<p>Report back from Consultative Panels</p> <p>a) Eamon McGoldrick introduced a report providing a summary of the views of Consultative Panels on the items presented in May 2006 for consultation.</p> <p>The report was noted.</p>	
12	<p>Update on petitions received at panels</p> <p>a) Eamon McGoldrick presented a report updating on petitions received at Consultative Panels and progress on resolution.</p> <p>b) It was agreed that 2 of the Holland Walk petitions should be closed.</p> <p>The report was noted.</p>	
13	<p>Report back from Contracted Services Sub-Board (CSSB) – 13 February 2006</p> <p>The report was noted.</p>	
14	<p>Forward Planner for Managed Property Sub-Board 2006/07</p> <p>a) It was agreed that Community Engagement would be added to the agenda on 18th October 2006.</p> <p>b) It was noted that Governance Team / Doug Goldring would consider when to agenda a presentation on responsive repairs.</p>	<p>Mike Sims</p> <p>Mike Sims</p>
15	<p>AOB</p> <p>a) There was no other business.</p>	

16	Date and time of next meeting 18th August 2006 at 6.30pm.	
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There being no other business to conclude, Jessie White closed the meeting at 8:11pm.

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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
MPSB	16 August 2006	6	Monitoring

Subject of report: Performance indicators June 2006

1. Synopsis

1.1 This report gives performance figures for a range of HFI services within the remits of the Managed Services Sub-Board (MPSB).

2. Recommendation(s)

2.1 That MPSB notes the report.

3. Background

3.1 Notable performance issues are:

- Boleyn Road Area Housing Office had the highest score in June of 7.30 on the basket of performance measures.
- Management voids (those needing only minor repairs) fell to 0.44% of HFI tenanted stock (118 properties), below the target of 0.55%.
- Current arrears per tenant at the end of June 2006 were 13.8% lower than the same time last year. Boleyn Road arrears had the greatest reduction, 23.1%.
- Central Street continues to have the lowest average arrears per tenant (£166.07).
- Average re-let time for void properties was 29 days in June and 27 days year to date against the target of 25 days. Holland Walk had the best result with 23 days average re-let time.
- 94% of invoices were paid in time in June compared with 96% in the last financial year.

3.2 Full details of performance are in the attached Sub-Board report.

4. Conclusion

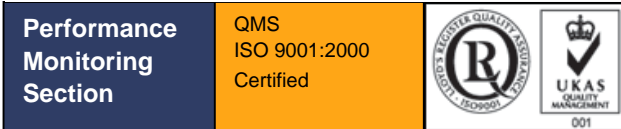
4.1 Performance in June was better than target in all key areas except current arrears per tenant and void turnaround time.

Report Author: Anthony Jonas, Performance Manager
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Performance Indicator Report



improving housing through partnership

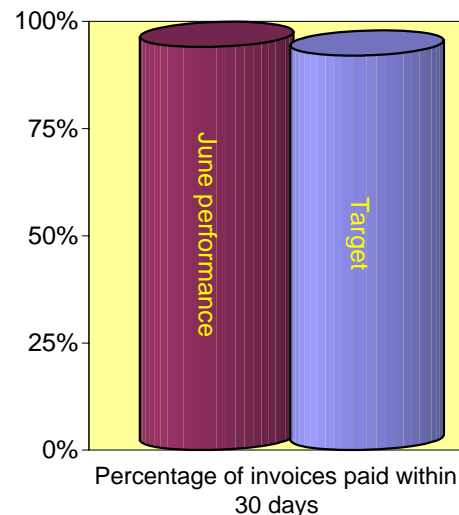


June 2006

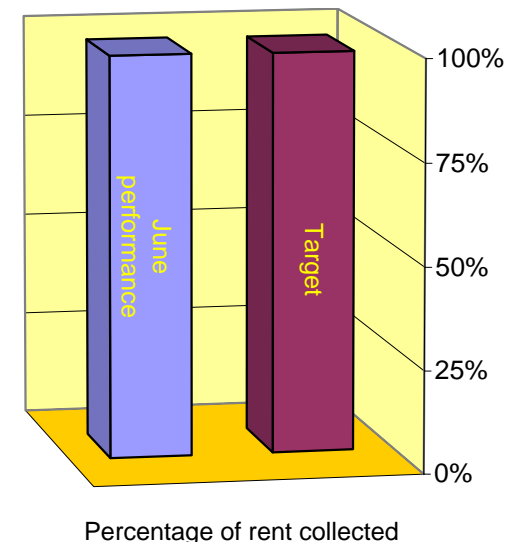
Headline Performance

- Boleyn Road are the highest scoring area housing office, with a score of 7.30 points for June. Isledon Road are the highest scoring area housing office for the year to date with a score of 7.49.

- 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 6	Performance basket							AM
OPERATIONS								
Anti-social behaviour & hate crime								
7	BVPI 174	Cumulative number of racial incidents recorded by the housing department	N/A	3	5	-	33	AR
7	BVPI 175	Percentage of racial harassment incidents resulting in further action	95%	100%	100%	-	100%	AR
8	LKPI 101a	Number of ABCs signed in month	45	4	18	-	92	AR
8	LKPI 101b	The number of NTQs / NSPs issued (Anti-social behaviour)	70	8	19	-	122	AR
8	LKPI 101c	The number of evictions (Anti-social behaviour)	22	0	1	-	7	AR
8	LKPI 101d	The number of injunctions obtained	8	2	5	-	19	AR
8	LKPI 101e	The number of ASBO's (anti-social behaviour orders) obtained	6	1	4	-	4	AR
9	LI 27g	Number of new nuisance / anti-social behaviour cases opened in the month	N/A	24	106	-	512	AR
9	LI 27h	Number of new nuisance / anti-social behaviour cases closed in the month	N/A	36	145	-	39	AR
9	LI 27i	Number of live nuisance / anti-social behaviour cases	N/A	351	351	-	385	AR
9	LI 27j	Number of professional witness deployments	N/A	1	3	-	25	AR
9	LI 27k	Number of parental support referrals	N/A	3	15	-	104	AR
9	LI 27l	Number of mediation referrals	N/A	4	10	-	81	AR
9	LI 27m	Number of demoted tenancies	N/A	0	0	-	0	AR
9	LI 27n	Court applications - antisocial behaviour	N/A	0	2	-	25	AR
Rent Arrears								
10	LI 22	Percentage of debt pool reduction. This is reported as a year to date position	N/A	-	-3.0%	-	-2.99%	AR
10	LKPI 23 (Hot 50)	Current arrears per tenant	£190.00	£203.51	£203.51	*	£209.52	AR
10	LKPI 24a	Total former rent arrears (£m)	N/A	£5.4	£5.4	-	£6.0	AR
10	LI 2a	Total rent arrears (£m)	N/A	£5.3	£5.3	-	£5.5	AR
10	LI 2b	Total arrears (£m)	N/A	£10.7	£10.7	-	£11.5	AR
11	LI 30 a & b	Rent arrears by banding	N/A	-	-	-	-	AR

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Current target	This period	Year to date	YTD Target met?	05/06 result	Responsible officer
Voids and re-lets								
12	LKPI 31(ex ACPI B2a)	Percentage of Voids (management)	0.55%	0.44%	0.44%	✓	0.53%	NP
13	BVPI 212 (ex LKPI 33)	Average re-let time (days)	25	29	27	✗	26	NP
Caretaking								
14	LKPI 69a	The percentage of caretaking inspections which achieved an A or B grade	90%	86.3%	88.7%	✗	-	AM
Home Ownership - Right to Buy								
15	LKPI 74a	Right to Buy applications received and processed	N/A	33	117	-	266	AM
15	LKPI 74b	RTB2 - Valuations - time from request made to receipt (weeks)	8	8.0	8.8	✗	8.5	AM
15	LKPI 74c	S125's - receipt of valuation to issue (weeks)	1.5	1.0	0.8	✓	1.7	AM
15	LKPI 74d	Plans - plans requested from valuers to receipt (weeks)	8	5.0	5.8	✓	9.7	AM
15	LKPI 74e	Time from receipt of RTB1 to issue RTB2 (weeks)	4	2.5	2.1	✓	2.9	AM
Home Ownership - Legal Action on Service Charges								
16	LKPI 75a	Instructions Recorded	400	4	9	✓	428	AM
16	LKPI 75b	Cases Issued	N/A	6	26	-	257	AM
16	LKPI 75c	Judgments Obtained	N/A	4	34	-	160	AM
16	LKPI 75d	Judgment Cost (£)	N/A	£31,320	£69,821	-	£201,703	AM
PROPERTY SERVICES								
Repairs								
17	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
17	LKPI 185	Percentage of repairs for which an appointment was made and kept	98.7%	98.2%	98.2%	✗	98.9%	AM
18	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
18	LKPI 37	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	97.0%	97.7%	98.1%	✓	98.2%	AM
RESOURCES								
19	BVPI 8	% Invoices Paid within 30 days	92.00%	93.93%	93.90%	✓	96.0%	NP
20 to 21	Glossary of terms and abbreviations							

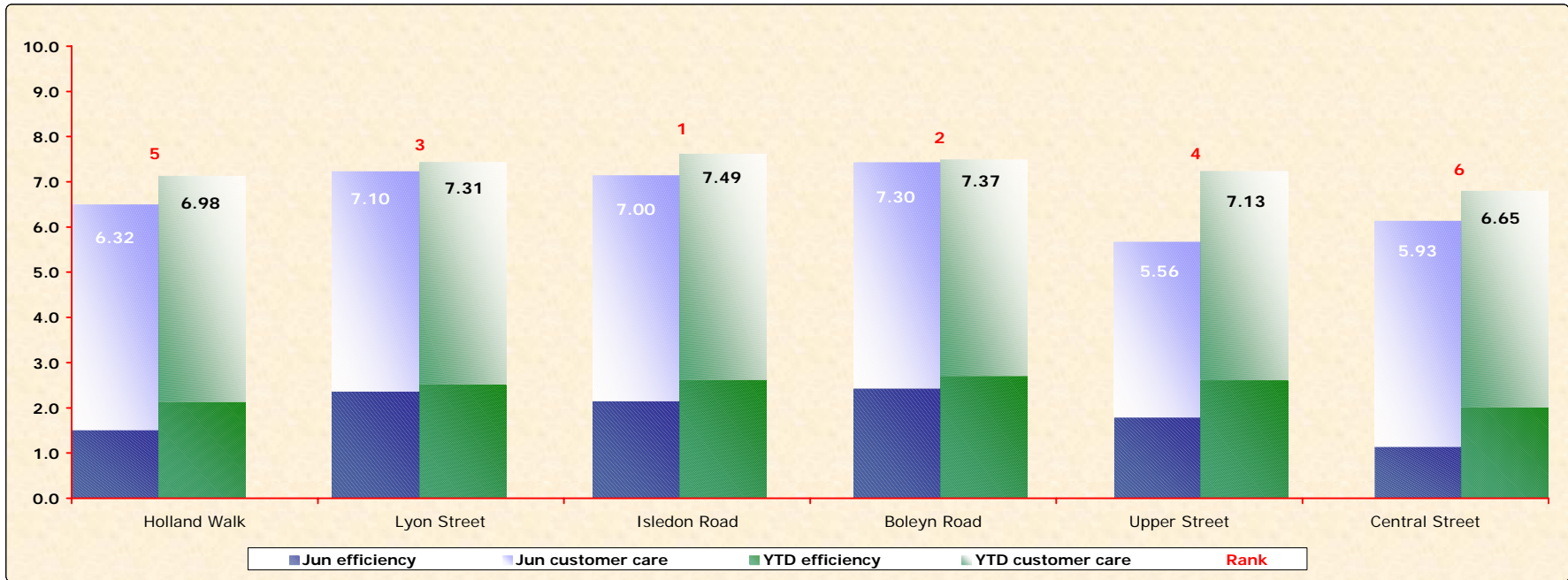
Performance Basket Report June 2006

Headline Performances

- **Boleyn Road is in first place for June, scoring 7.30 points.**
- **Isledon Road is in first place for the year to date, scoring 7.49 points.**
- **All Area Housing Offices scored maximum points on responses to stage 1 complaints and the proportion of court applications made.**
- **Partners for Islington scored 8.14 points for June, with an aggregate score for the year to date of 8.58 points. Six of the ten indicators evaluated for Partners have attained maximum scores.**
- **Efficiency scores have averaged 3.79 points across the area offices for June. This performance is rated as "Below Target." Customer Care scores have averaged 9.59 points across the area offices for June and based on the ratings key this performance rates as "Excellent." Partners efficiency score was 6.28 for June, rating as "Good" and the customer care score was 10 points, which rates as "Excellent".**

Contact Alan Richards for more information on ext. 4281

PERFORMANCE BASKET - HFI Managed Area Offices



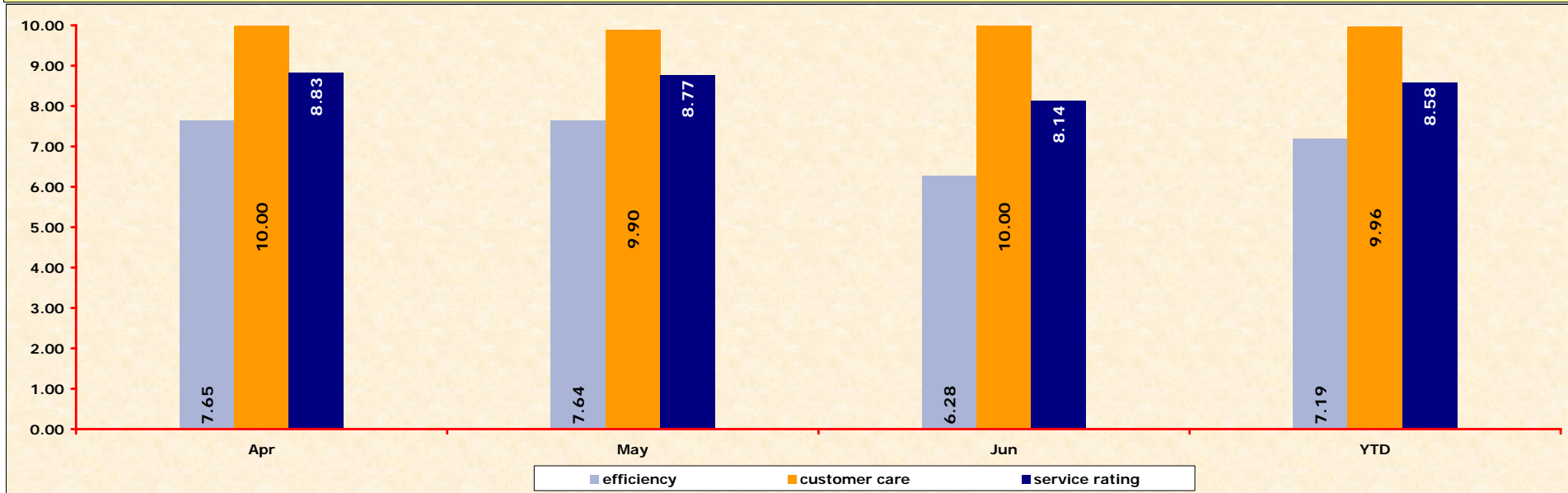
YTD Overall Ratings		
Area Office	Ratings	Ranking
Holland Walk	Satisfactory	5
Lyon Street	Good	3
Isledon Road	Good	1
Boleyn Road	Good	2
Upper Street	Good	4
Central Street	Satisfactory	6

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

Monthly Efficiency and Customer Care Scores		
Area Office	Efficiency	Customer Care
Holland Walk	3.00	10.00
Lyon Street	4.72	9.75
Isledon Road	4.29	10.00
Boleyn Road	4.86	10.00
Upper Street	3.57	7.78
Central Street	2.27	10.00

- PI's Contributing to the basket**
- Wgt. (%)
 - Efficiency Performance Indicators {
 - 12.5 Average relet time of minor voids (Monthly)
 - 12.5 Rents collected as % of rent due (Monthly)
 - 7.5 % Reduction of average debt per tenant (YTD)
 - 12.5 Caretaking - Monthly average percentage (Monthly)
 - Customer Care Performance Indicators {
 - 5 % Invoices paid within 30 days
 - 10 Correspondence (Monthly)
 - 10 Complaints (Monthly)
 - 10 Members Complaints and Enquiries (Monthly)
 - 5 % Tenant court appearances
 - 10 % of telephones answered a) within 6 rings, b) achieving the full corporate greeting

PERFORMANCE BASKET - Partners for Improvement in Islington



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

YTD Ratings		
Area Office	Ratings	Score
Partners	Good	8.58

Monthly Efficiency and Customer Care Scores	
Efficiency	Customer Care
6.28	10.00

PI's Contributing to the basket

- | | Wgt. (%) |
|--------------------------------------|---|
| Efficiency Performance Indicators | 12.5 Average relet time of minor voids (Monthly) |
| | 12.5 Rents collected as % of rent due (Monthly) |
| | 7.5 % Reduction of average debt per tenant (YTD) |
| | 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
HFI Total	33	3	5	100%	100%	100%	64%	33%	40%

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
HFI Total	5	1	1	100%	100%	100%	20%	0%	0%

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
HFI Total	111	6	15	98%	100%	100%	68%	50%	33%

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
HFI Total	7	0	1

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
HFI Total	19	2	5

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	
HFI Total	92	4	18	51	

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
HFI Total	122	8	19

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
HFI Total	4	1	4

OPERATIONS

LI 27g - The number of new nuisance / anti-social behaviour cases opened in the month

LI 27h - The number of nuisance / anti-social behaviour cases closed in the month

LI 27i - The number of live nuisance / anti-social behaviour cases

LI 27j - Professional witness deployment

LI 27k - Referrals; parental support

TARGET = 70

LI 27l - Referrals; mediation

TARGET = 75

LI 27m - Demoted tenancies

TARGET = 2

LI 27n - Court applications - antisocial behaviour

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

Jun	2006				
LI 27g / h / i	CASES B/F	NEW CASES	CLOSED CASES	CASES C/F	CASES OPENED YTD
Boleyn Road	48	2	0	50	7
Central Street	64	2	0	66	11
Holland Walk	46	2	7	41	11
Isledon Road	44	2	18	28	13
Lyon St	45	1	1	45	29
Upper Street	116	15	10	121	35
HFI Total	363	24	36	351	106

Comments:

LI 27g = 24, LI 27h = 36, LI 27i = 351, LI 27j = 1, LI 27k = 3, LI 27l = 4, LI 27m = 0, LI 27n = 0

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)

Professional witness deployment

Jun	2006		
LI 27j	Last Year	This Month	YTD
Boleyn Road	4	0	0
Central Street	2	0	1
Holland Walk	5	1	1
Isledon Road	5	0	0
Lyon St	3	0	1
Upper Street	6	0	0
HFI Total	25	1	3

Referrals; parental support

Jun	2006		
LI 27k	Last Year	This Month	YTD
Boleyn Road	1	0	2
Central Street	29	0	2
Holland Walk	7	1	3
Isledon Road	14	2	3
Lyon St	25	0	5
Upper Street	28	0	0
HFI Total	104	3	15

Referrals; mediation

Jun	2006		
LI 27l	Last Year	This Month	YTD
Boleyn Road	15	0	0
Central Street	13	1	2
Holland Walk	12	2	7
Isledon Road	10	0	0
Lyon St	14	1	1
Upper Street	17	0	0
HFI Total	81	4	10

Demoted tenancies

Jun	2006		
LI 27m	Last Year	This Month	YTD
Boleyn Road	0	0	0
Central Street	0	0	0
Holland Walk	0	0	0
Isledon Road	0	0	0
Lyon St	0	0	0
Upper Street	0	0	0
HFI Total	0	0	0

Court applications - antisocial behaviour

Jun	2006		
LI 27n	Last Year	This Month	YTD
Boleyn Road	5	0	0
Central Street	0	0	0
Holland Walk	2	0	1
Isledon Road	5	0	0
Lyon St	3	0	1
Upper Street	10	0	0
HFI Total	25	0	2

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

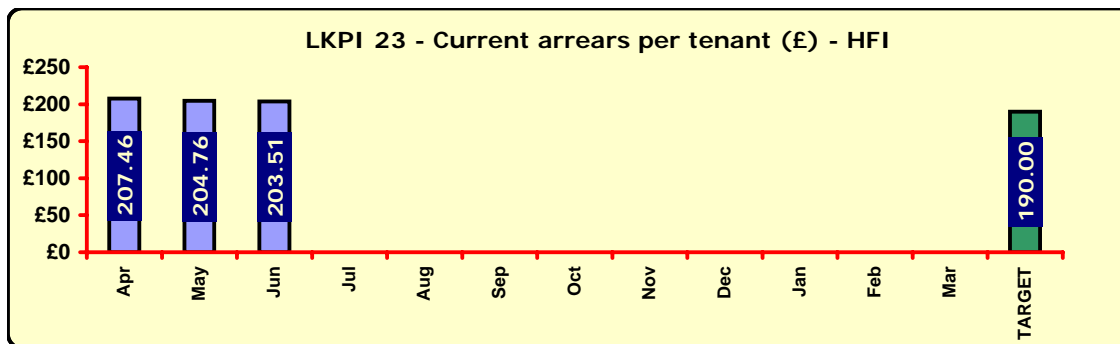
LI 2b = £10,700,788

- 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
LKPI 23			
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%
HFI	£235.95	£203.51	-13.8%

Percentage of debt pool reduction (%)

Jun 2006	Last Year	This Month
LI 22		
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%
HFI	-15.26%	-2.99%

Total current rent arrears

Jun 2006	Last Year	This Month
LI 2a		
SLUGS	£60,610	£64,143
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
Area Arrears	£5,412,891	£5,251,305
Current Arrears	£5,473,501	£5,315,448

Total former tenant arrears

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

Total arrears

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

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.

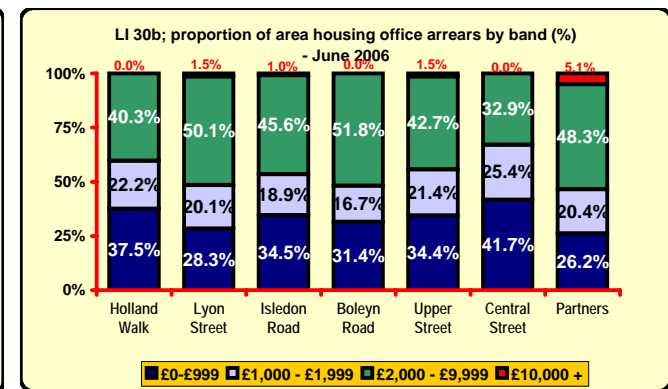
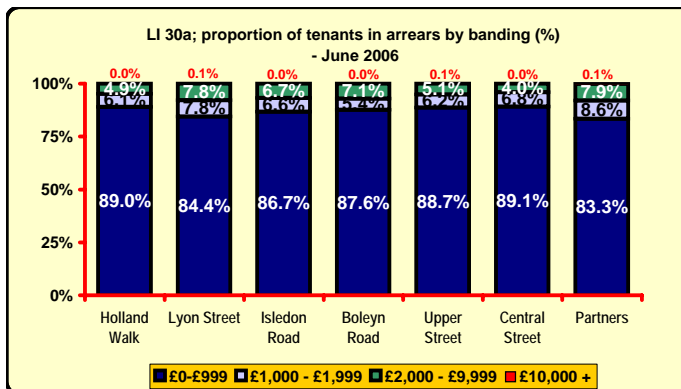
Clarification can be obtained from Alan Richards (Ext 4281)

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
HFI	10,615	914	807	6	12,342	10,073	763	690	4	11,530
% of total	86.0%	7.4%	6.5%	0.05%		87.4%	6.6%	6.0%	0.03%	

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



OPERATIONS (VOIDS)

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

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

Target: 0.55%

Comments:

LKPI 31

JUNE 06 = 0.44%

Currently, 0.44% of dwellings are classed as management voids. This is a decrease of 0.04 percentage point when compared with May 06. Performance is better than target.

The performance data is retrieved using a Business Objects report and given to area offices to reconcile the status for each void property.

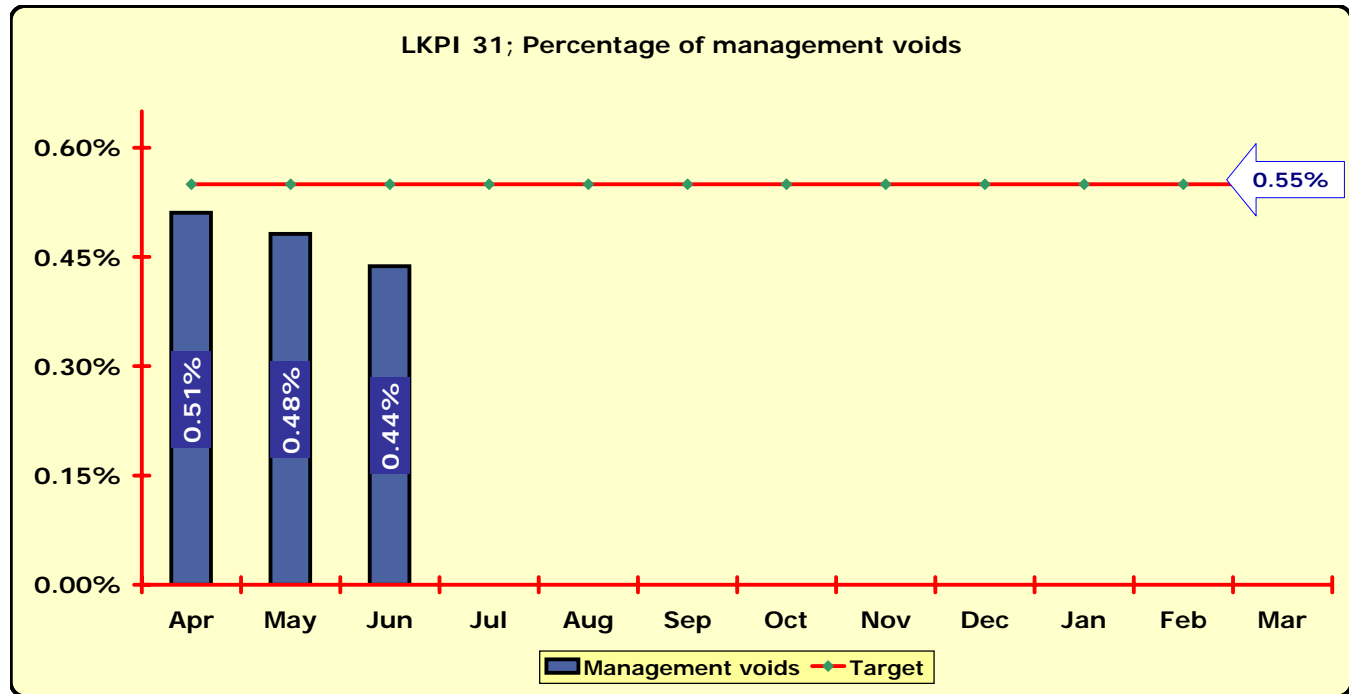
This figure excludes Packington and Churnfield properties with no void end date at the month end, ie 30/06/2006.

For further clarification contact Nasser Patel ext 4219

LKPI 31 - Percentage Management voids: area office monthly breakdown

Area Breakdown	Voids	Total Stock	% void
Holland Walk	14	4908	0.29%
Lyon Street	15	3918	0.38%
Isledon Road	22	4979	0.44%
Boleyn Road	14	2882	0.49%
Upper Street	20	4345	0.46%
Central Street	30	4224	0.71%
Partners	3	1717	0.17%
HFI Total	118	26973	0.44%

This figure represents the monthly snap-shot position



OPERATIONS (RE-LET)

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

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

Target= 25 calendar days

(LI - 21)

Average void cost - Target = N/A

Comments:

BVPI 212 - Average void re-let time,

JUNE 06 - 29 CALENDAR DAYS

Currently Partners for Improvement in Islington (16 days) and Lyon St (25 days) met the target for year to date performance. All Partners voids included in the major refurbishment programme have had the period of capitalised works deducted from the turnaround time. The YTD performance 27 days, is below target.

Housemark benchmarking of performance against other London boroughs and ALMO's for 2005-06 shows that HFI is in the upper quartile for this indicator.

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

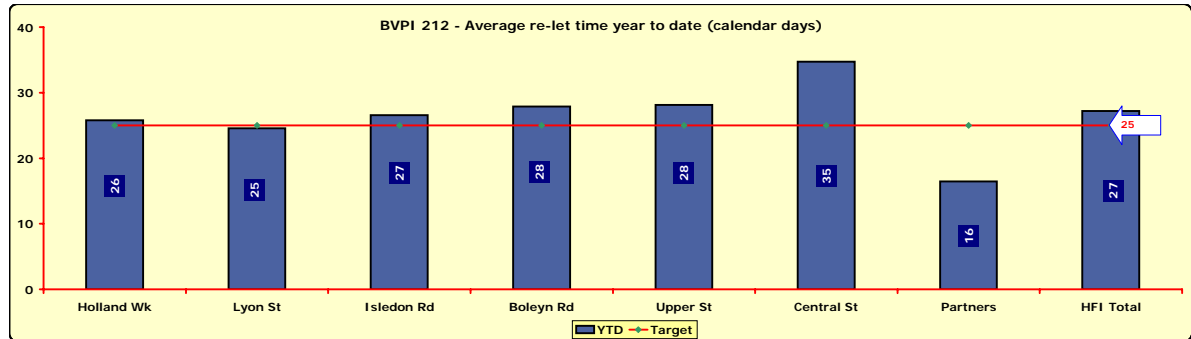
LI 21 - Average void cost:

JUNE 06 (YTD) - £3,119

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

In June 06, there were some final invoices processed. The small number (61) is explained by the fact that due to the timelag between invoices raised and reaching final status. We envisage more final invoices to be processed for future months which will impact upon the figure.

For clarification please contact Nasser Patel ext 4219.



BVPI 212 - Average re-let time

Areas	Last Year	Current Month	YTD
Holland Walk	27	23	26
Lyon Street	25	27	25
Isledon Rd	22	27	27
Boleyn Rd	31	25	28
Upper Street	27	32	28
Central Street	25	37	35
Partners	16	22	16
Total (Area Offices)	26	29	27
TMO & TMC	28	16	37

LI - 21 Average void cost (£)

Areas	Last Year	Current Month
Holland Walk	£3,429	£2,726
Lyon Street	£3,356	£3,072
Isledon Road	£3,056	£3,939
Boleyn Road	£2,916	N/A
Upper Street	£3,146	N/A
Central Street	£3,175	£2,639
HFI Monthly Average	£3,189	£3,119

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%.

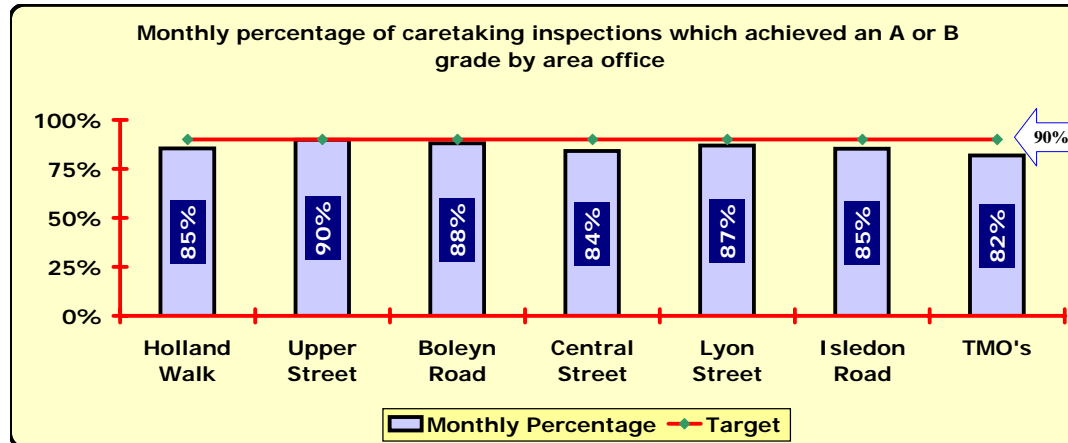
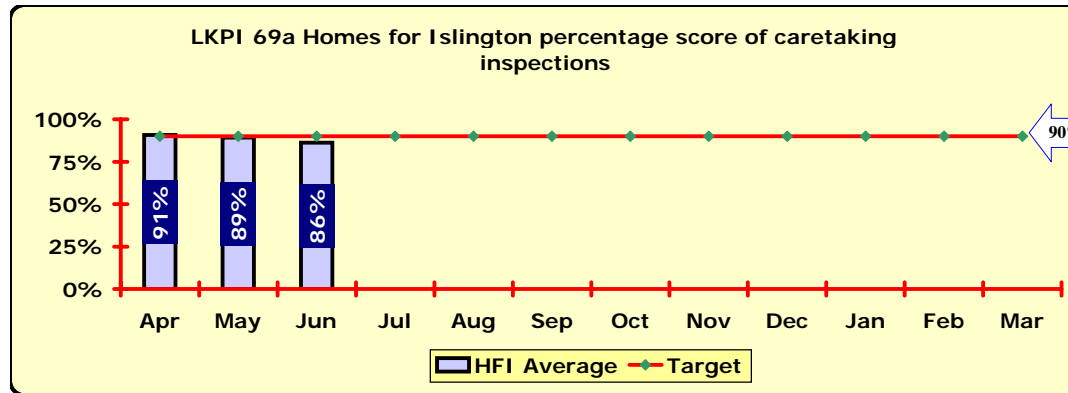
TMO inspections

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%
HFI Total	218	554	121	2	24%	62%	14%	0.2%	86.26%	88.69%



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 Mushingon for more information on ext 4113

	Right To Buy (RTB)	Last Year	Jun-06	YTD
LKPI 74a	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
	RTB Processing			
	Within timescale	85.8%	91.0%	92.7%
	Outside timescale	14.3%	9.0%	7.3%
Processing time measurment in weeks				
LKPI 74e	Time from receipt of RTB1 to issue RTB2	2.9	2.5	2.1
LKPI 74b	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
LKPI 74c	Time from receipt of valuation to issue S125	1.7	1	0.8
LKPI 74d	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.

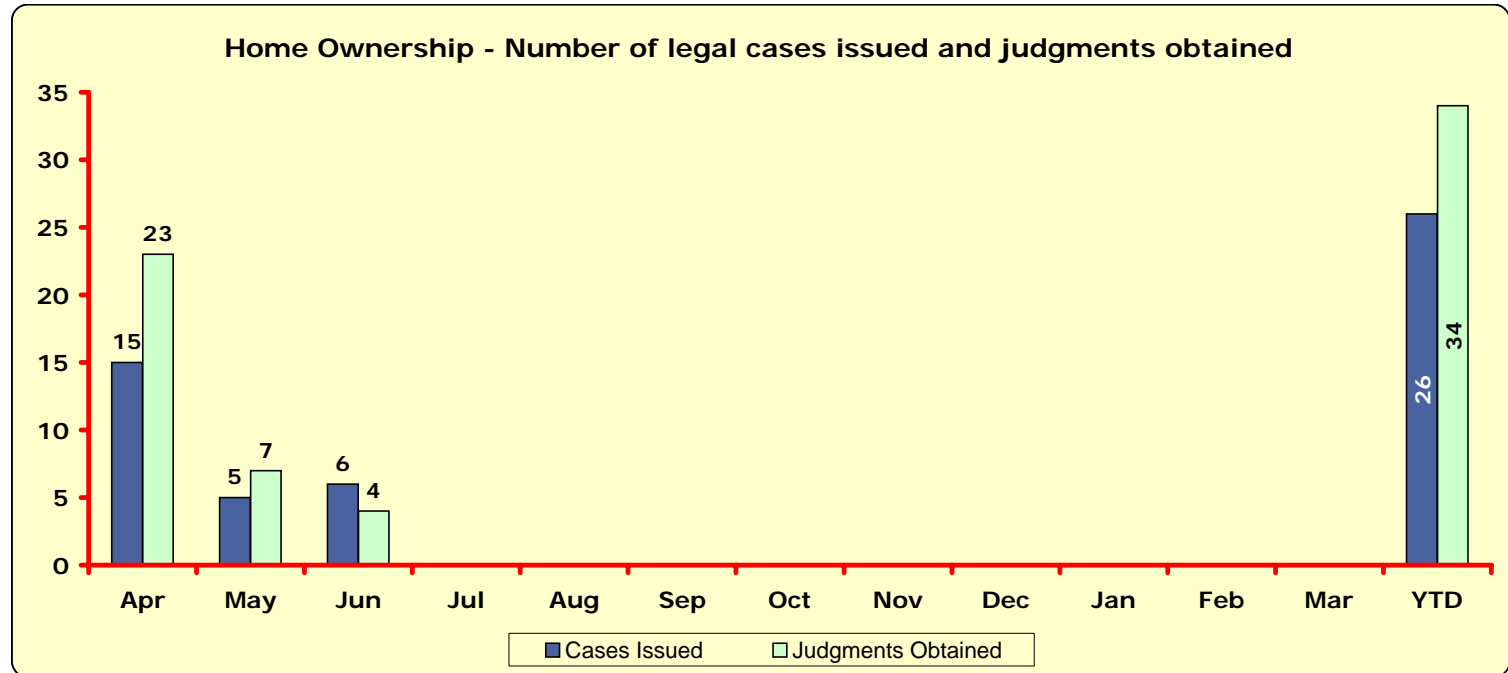
LKPI 75a
Instructions recorded
Target = 400

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%
TOTAL	11438	11288	98.7%	820	810	98.8%	2503	2459	98.2%

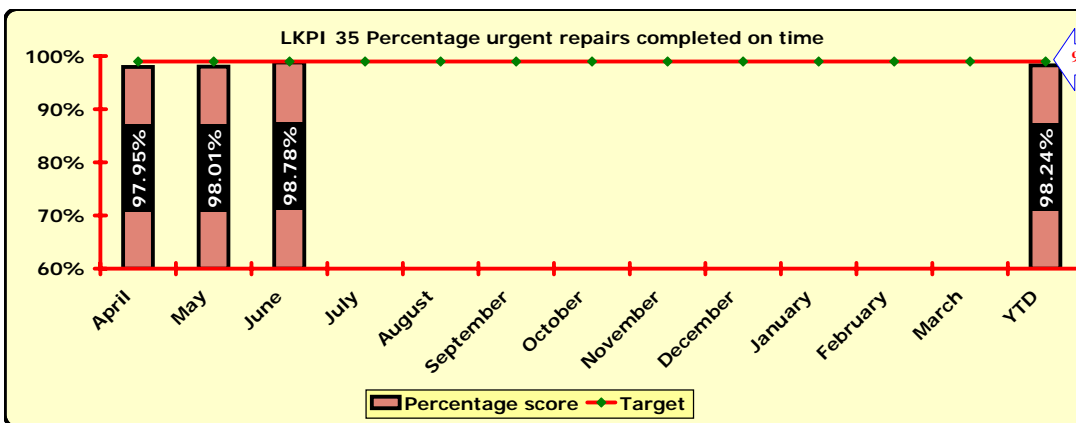
(LKPI 185)

Percentage of repairs for which an appointment was made and kept

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

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%
TOTAL	22647	22394	98.9%	2849	2798	98.2%	8082	7940	98.2%

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 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%

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.

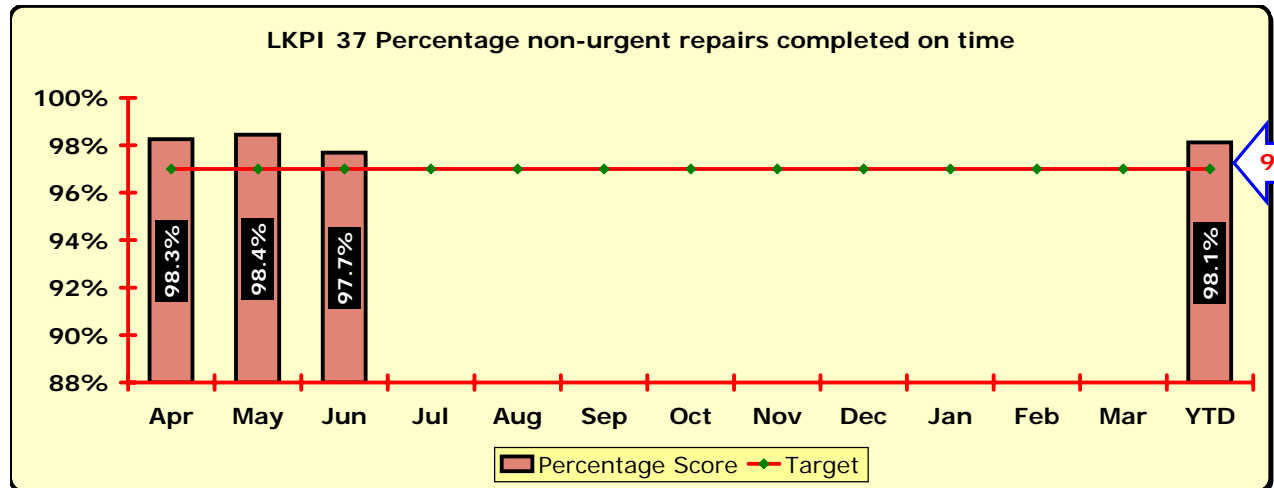
Contact Anne Mushington for more information on ext 4113

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
TOTAL	25128	213027	8	2436	21885	9	6765	61644	9

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%
TOTAL	26050	25592	98.2%	2463	2406	97.7%	6853	6724	98.1%



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%
Total Area Offices	4766	4744	99.54%	388	403	96.28%	52	1265	1283	98.60%
Resources	7342	6833	93.07%	526	565	93.10%	65	1704	1858	91.71%
Reception Centre	915	891	97.38%	76	87	87.36%	17	239	261	91.57%
Performance & Service Development	307	273	88.93%	32	33	96.97%	1	86	106	81.13%
LBI (Housing)	6325	5608	88.66%	422	570	74.04%	N/A	1425	1735	82.13%
TOTAL (Excluding LBI)	13330	12741	95.58%	1022	1088	93.93%	135	3294	3508	93.90%

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
David Salenius	Area Housing Office	Area Housing Manager

Name of Meeting	Date of Meeting	Agenda item	Status
MPSB	16 th August 2006	7	Monitoring

Subject of Report: Report back - Central Street Area Housing Office

1. Synopsis

- 1.1 This report seeks to provide the sub-board with a performance overview of the key services provided by the Central Street Area Housing Office from January 2006 to June 2006.

2. Recommendations

- 2.1 That MPSB notes the report

3. Background

- 3.1. The performance information noted below comes from the HFI Management Team Performance Report for March 2006 which includes the previous 11 months and the report for June 2006 which covers performance for the first quarter this year.

4. Service Areas

4.1. Customer Services

- 4.1.1. In the year ending March 2006, a total of 9,607 customers visited the office. This compares to a total of 16,065 customers visiting the office in the 12 months ending March 2005. In the first quarter this year 2036 customers have visited the office, 1026 of these for housing benefit. We believe this reduction is in part a reflection of improved services and the decline in reasons for our customers to visit us.
- 4.1.2. The percentage of telephone calls answered last year in 6 rings was 98%. Between April and June this year we have achieved 99%.
- 4.1.3. Last year we achieved 99.52% of correspondence responded to on time, 98.73% for complaints and 100% for member's enquiries and complaints. This year so far we have achieved 100%, 100% and 99% respectively.
- 4.1.4 We have received the third highest level of correspondence this quarter, the highest level of member's enquiries and complaints and the highest level of complaints out

of the Area Housing Offices. We upheld 8 of these complaints. Three of these were regarding Anti Social Behaviour. We monitor the upheld complaints each month and we are learning lessons from these to reduce the complaints level. We are also monitoring the quality of our correspondence to try and reduce the level of follow on correspondence from our customers.

Volumes Correspondence Received April – June 06

	Correspondence	Members Enquiries Complaints	Complaints
Central St.	267	74	21
Average other AHOs	250	45	14

4.1.5 This calendar year we have been promoting the return of customer comment cards in the Area Housing Offices with the target of receiving 25 each month. Between April and June we have received 78 cards. These show a high satisfaction rating of how they have been dealt with. A total of 90% of them rated the overall service as good or very good.

4.2 Voids

4.2.1 The average void re-let period achieved for last year was 25 days just below the target of 26 days. This year so far we have not done so well with difficulties encountered in a new process for electrical repairs and an increase in the number of voids so far received. Our performance so far this year has been 35 days. These problems are being resolved and improved performance is expected for the rest of the year.

4.2.2 Central Street's average void cost figure for last year was £3,160. In June this year it was £2,639.

4.3 Rent Arrears income recovery

4.3.1 Central Street finished the last financial year with the lowest level of outstanding rent arrears of all the Area Housing Offices at £682,774.

4.3.2 Average debt per tenant within the Central Street area for last year was £162.60, also the lowest for the offices.

4.3.3 The low arrears are making it more difficult for us to perform well against the other offices. This, coupled with a lack of permanent staff in the team, has meant that we have not performed so well for the first quarter this year. Our arrears have increased to £694,184 and our average debt to £166.07, although the latter is still the lowest of all the Area Housing Offices.

4.3.4 Bearing in mind our lower debt, this difficulty is reflected in our relatively high activity rates compared to other offices in terms of letters sent and visits made as shown in the table below. Our level of action in terms of possession orders, evictions, and applications to court is generally lower because of our lower average

debt. We are reviewing our the effectiveness of our activity and we hope to get the office's performance back on track in terms of rent collected etc. in the remaining two thirds of the year.

Rent Arrears Activity April –June 2006

	Central St.	Average Other Offices
Letters	2,883	2,240
Visits	413	248

4.4. Anti Social Behaviour

- 4.4.1. Tackling anti social behaviour (ASB) in partnership with our residents, the police service, the Council and other agencies such as EC1 New Deal for Communities remains a high priority for the Central Street management team.
- 4.4.2 Our support for youth activities with our partners has helped achieve a reduction in reported nuisance in public spaces to the police. Last year we had relatively high levels of activity. This year's lower levels may be in reaction to a lower level of reported incidents, although we do not have the evidence to confirm this.
- 4.4.3 Our activity on possession orders, injunctions and professional witnesses was however lower than the other offices last year. This maybe a reflection on the relatively low level of ASB being reported, however we do aim to increase the activity on these this year.

Anti Social Behaviour Activity

Activity	Central St. 2005/6	Av. for other AHOs 2005/6	Central St this Year to Date
ABCs	20	13	1
NTQs/NSPs	19	20	5
ASBOs	1	0.6	0

4.5. Estate Services and Caretaking

- 4.5.1 The estates services reorganisation being completed at the moment should result in officers spending more time on the estates checking and resolving any issues they find. They are aiming to inspect blocks twice every month.
- 4.5.2 Last year we achieved the highest rating for caretaking inspection results with a rating of 79.75% for the year. Using the same method of marking we have achieved a rate of 80.32%, the highest of the Area Housing offices. However this year the method of marking has changed and we have found ourselves not to be doing as well as we thought compared to the other offices. We are third at the moment year to date with 89.71% compared to the leading office which has 90.21% However with the high standards achieved last year we are hopeful that we can adapt quickly to the new marking system and regain our high performance rating.

5. Conclusion

- 5.1 Our performance for last year in reaching second place overall out of the AHOs was an improvement on the previous year's performance. Because of difficulties with our voids turn around and rent arrears collection noted above we have not done as well so far this year. However despite the problems we are hopeful that we will overcome them and regain our high performance standards compared to the other offices in the remaining part of the year.

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Report of	Team	Job Title
Pritpal Chhoker	Area Housing Office	Area Housing Manager

Name of Meeting	Date of Meeting	Agenda item	Status
MPSB	16 th August 2006	8	Monitoring

Subject of Report: Report back - Boleyn Road Area Housing Office

1. Synopsis

- 1.1 This report seeks to provide the sub-board with a performance overview of the key services provided by the Boleyn Road Area Housing Office from January 2006 to June 2006.

2. Recommendations

- 2.1 That MPSB notes the report.

3. Background

- 3.1 Following a considerable change in 2004 in the way housing services were delivered by the area offices, Homes for Islington gained the two star status as a result of the Audit Commission inspection. The focus for the last year has been to consolidate and build upon the achievements of the previous year. The main objectives for Boleyn Road Area Housing Office, during this period, has been to improve performance and efficiency in all areas and to bring the standard of service provided on par with the 'best in class'. This report shows that Boleyn Road was the top performing office in the borough in June and occupies the 2nd position in the 'year to date' league table. In this context, the Boleyn Road staff have shown a high level of commitment and worked very hard to achieve this objective.
- 3.2 The challenge now will be to further improve and maintain the services that we provide and to help assist HFI in achieving 3 star rating from the Audit Commission in 2007.

4. Service Areas

4.1 Customer Services

Reception: Our Customer Services staff provide an excellent service to our residents (see below). The average waiting time is below 5 minutes in Boleyn Road against a target of 10 minutes. Efforts are being made to further reduce waiting times for customers with a twice-monthly monitoring exercise.

Mystery Shopping: A recent equality/disability related mystery shopping exercise carried out by an outside agency in respect of the service accessibility, staff awareness/helpfulness relating to the HFI service access points in the borough, revealed a very high standard of performance and service delivery by the Boleyn Road staff. The office achieved the highest rating in the borough. The Area Management Team is already putting in place measures to implement the

recommendations of the mystery shopping report so that we can further improve our services to customers. Boleyn Road is now, together with other Area offices, applying for the Chartermark accreditation.

Customer Exit Survey: Please note also that a borough wide customer exit survey was conducted earlier this year. This showed that Boleyn Road customers expressed the highest levels of satisfaction in the borough, in respect of the services that they received. The management team will be taking action to plug any gaps that were identified as a result of this survey.

Customer Comments Cards: Customer Comment cards continue to act as a vital source of information in identifying areas for improvements in respect of service delivery at the reception. However, in the main, we are receiving very positive responses from clients who complete these cards.

4.2 Housing Services including housing support and antisocial behaviour

4.2.1 Rent arrears recovery

The Board members are requested to note that Boleyn Road office continues to be the top performing area office in respect of the rent arrears recovery. For the year April 2005 to March 2006, Boleyn Road reduced its total level of rent arrears from £864,108 to £699,399, a total reduction of £164,709. This equates to a reduction in the total average rent arrears per tenant from £302.45 in April 2005 to £246.70 in March 2006. This equates to 18% reduction and at the end of last financial year placed Boleyn Road in second place in this area of office performance across the six offices.

And so far this financial year, Boleyn Road has continued to perform very strongly in this area and by 6th August 2006, we had further reduced our arrears by £91,482 bringing the total owed down to £610,490, the lowest level across the six offices. This equates to 13% reduction, the highest across the six offices, against the 18% target for March 2007.

In most cases, satisfactory repayment arrangements were achieved, but in the period, April 2006 to June 2006, 150 tenants were issued with Notices Seeking Possession and 25 cases went to court. Over the period April 2005 to March 2006, a total of 425 Notices Seeking Possession were issued with 111 going to court, 51 possession orders being obtained and 25 evictions carried out.

4.2.2 Housing Support and Advice

You may wish to note that all possible action is taken to provide support to tenants in managing their rent accounts satisfactorily. Weekly welfare/debt counselling and housing law surgeries are held at this office by Islington Peoples Rights and Islington Law Centre. In appropriate cases, tenants with financial problems are also referred to CHAS (Catholic Housing Aid Society).

Additionally, support is provided for our vulnerable tenants by our Housing Support Officer. In ensuring that our tenants continue to receive necessary support, vulnerable tenants such as the elderly, disabled, people with mental health needs, domestic violence cases and refugees among others, are offered a housing support service. In addition to this our Housing Support Officer attends every pre-eviction interview to ascertain whether a tenant may be vulnerable and offer support, wherever necessary. This has, in addition to the normal housing management processes, proven to be a useful measure in supporting our vulnerable tenants.

4.2.3 Anti-social Behaviour

Regular police liaison meetings are held to discuss reports of antisocial behaviour as part of the multi-agency approach to dealing with instances of this nature. As at June 2006 Boleyn Road had a total of 50 live cases of anti-social behaviour with 7 new cases being opened since April 06.

There is currently a total of 6 acceptable behaviour contracts (ABCs) being monitored in co-operation with the police. We have recently obtained one antisocial behaviour order (ASBO), which also gave us immediate possession of the property. This tenant was recently evicted and we have now re-gained possession of the flat. We have also recently obtained two injunctions against a tenant and a visitor to their home along with a possession order, which we are seeking to enforce to have the perpetrators of anti-social behaviour evicted from their home.

We have adopted a multi-agency approach to issues of antisocial behaviour, specifically on the Hathersage Court and Besant Court. We have, with assistance from MAGPI, secured funding to have CCTV installed to both of these estates. As a further measure, and at the recommendation of the police, we have sealed communal entrances to Hathersage Court. This has helped to reduce instances of anti social behaviour.

We are still receiving reports of ASB on the Highbury Estate and the area office staff are working closely with the affected tenants and the police to effectively tackle this issue. We are also using a private contractor to help collect evidence with a view to taking legal action against the perpetrators.

4.2.4 Estate Services, Including Caretaking

As the Sub-Board members may be aware, the way the caretaking and estate services team is managed has changed with affect from May 2006. Within the Boleyn Road area, the management of the caretaking service is now more estate based with three quality assurance officers spending up to 70% of their day out and about on the estates. Since the last report of August 2005, resident caretakers have taken on the task of minor repairs. This has contributed to both financial and service delivery improvements. In addition to this, repairs are now carried out more readily before they have a chance to worsen or escalate.

Presently Boleyn Road is leading the way with the introduction of Service Level Agreements (SLAs) in regards to the provision of the caretaking service. Service Level Agreements are negotiated and discussed with the TRAs, the caretakers and the management team of Boleyn Road. Although it can be a slow process in development, the end results of these SLA's are beneficial to all as they are tailored to meet the requirements of our residents. Presently we have five SLAs in place within the Boleyn Road area, with four more likely to go live within the next six weeks.

Boleyn Road Area Housing Panel have decided to form a separate caretaking sub-panel and the last meeting was held on 10th August 2006. This is helping to receive quality customer feedback and suggestions for service improvements.

For the second year running Boleyn Road had a caretaker make the last three of the caretaker of the year award. This award is as a result of nominations from residents and as such is highly valued by its recipients. The caretaker management is making strenuous efforts to build upon good work done to date.

4.2.5 Correspondence

In the period April 2005 to March 2006, Boleyn Road received 1621 pieces of day to day correspondence, 49 complaints, 129 members enquiries/complaints and 6 ombudsman's enquiries. All of these items of correspondence were responded to within the agreed timescale of 10 days and the Boleyn Road office consistently reached a 100% each month in this area of the offices performance. Again, so far during the current financial year, Boleyn Road has been achieving 100% of correspondence answered within target.

Management Team is now very much concentrating their efforts on the quality of responses to correspondence and will be undertaking random checks as part of this process.

4.3 Partnership

There are currently 14 Tenant & Resident Associations (TRA) in the Boleyn Road area and 6 community centres (this includes 2 TRA flats). Since the last report in August 2005, 2 new TRA's have been formed, Woodlands TRA and John Kennedy Court TRA. The Walnut Tree Community Centre is now under the management of the Factory (a local community organisation), with secured and agreed access protected and granted for the local TRA. The Birchmore Hall Community Centre is presently undergoing DDA compliance works.

Groundwork continues to be active in the Boleyn Road area in partnership with local staff and residents. As a result of this partnership working the Mayville Estate has benefited from a newly created landscape garden in an area adjacent to its community centre. Groundwork are also presently active on the Highbury Quadrant Estate with a view, with local residents input, to creating a toddlers play area and allotments.

4.4 Tenants Compact and Estate Security Works

Sub-Board may wish to note that the Tenants Compact budget of £250,000 is now fully committed. The Estate Security Budget is partially committed and staff and residents are currently identifying suitable works and projects for the unallocated element of this budget.

4.5 Voids

Generally our performance on voids has not been as good as we would have wished. However, improvements are being achieved and this is reflected in the fact that for June 2006 Boleyn Road did meet the target of 25 days for the turnaround/re-servicing of its void properties.

The issue of void turnaround at Boleyn Road is acknowledged and noted by Homes for Islington management and it is hoped that, the co-location of Homes for Islington's technical team with Kiers will continue to bring the benefits that saw us meet the 25 days target in June 06.

5. Performance Indicators Summary

The table outlines our performance over the first quarter 2006/07:

	ACTIVITY	PERFORMANCE INDICATOR	HFI TARGET	Apr-06	June-06
1	Voids	Average re-let time of minor voids	25	25.50	25
2	Rents	Rents collected as % of rent due	101%	102.61 %	101.2%
3		% reduction of average debt per tenant	-10%	-22.15%	-23.1%
4		Caretaking	90%	91.61%	88.00%
5		% Invoices paid within 30 days	90%	100.00 %	87.50%
6	Correspondence from the public	% of letters from the Public replied within target time	95%	100.00 %	100.00%
7	Complaints	% of stage one complaints replied to within target time	95%	N/A	100.00%
8	Member's complaints & enquiries	% of Member complaints replied to within target time	95%	100.00 %	100.00%
9		% of tenant court applications	0.54%	0.32%	0.28%
10	Telephone	% of telephone calls answered within 18 seconds	93%	100%	100%

6. Staff Training and Development

In order to achieve the stated aims and objectives of our organisation, it is vital that our staff, who are our biggest asset, feel valued and properly trained so that they feel fully confident when serving and interacting with our residents. The Area Management Team is committed to providing maximum opportunities to staff in this area. Our employees are encouraged to enrol on the in-house and post entry training programmes. They are also encouraged to apply for internal/external secondments to broaden their experience and knowledge base.

Please note that the last Staff Attitude Survey showed that Boleyn Road staff members were the most satisfied group of staff within Homes for Islington and all credit for this should go to the Area Management Team. However, we are not complacent. The weaknesses identified in the Staff Attitude Survey are being addressed as part of our Action Plan. A staff focus group has also been set up to discuss the issues in detail and make proposals for improvements.

7. Conclusion

Once again, there have been very significant improvements in a number of areas such as rent arrears, antisocial behaviour and customer care. In many of our monthly targets, we have achieved the maximum score. However, we recognise that there is much that still remains to be achieved. The Area Management Team is

determined to stay focused on our objectives of improving performance, efficiency and customer care. In addition to maintaining the existing high performance levels, we will now be focusing our attention on the voids turnaround times and improvements in the caretaking service.

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

Name of Meeting	Date of Meeting	Agenda item	Status
MPSB	16 th August 2006	10	Information

Subject of Report: Arsenal Positive Futures Update

1. Synopsis

- 1.1 This report sets out the activity undertaken with Arsenal Football Club following the funding allocated to support this initiative.

2. Recommendation

- 2.1 That MPSB notes the report.

3. Outcomes from 2005/6

- 3.1 Funding for Arsenal Positive futures was allocated for 2005/6 by Homes For Islington main board. The amount allocated was £30k.
- 3.2 From October 2005 we seconded a staff member to Arsenal (John Lane) to drive this initiative through.
- 3.3 The following tables highlight the amount of young people involved in football training on our estates.

The tables give a snapshot of the three HFI managed estates listed where Arsenal Positive Futures on-estate initiative has been established.

(i) Tollington estates (includes Six Acres; Andover and Haden & Clifton Ct)

Month	Number of registered young people	Monthly attendance levels	Overall group participation levels - outcomes good/fair/poor
Oct 2005	73	42	fair/good
Nov 2005	73	41	good
Dec 2005	73	30	fair/good
Jan 2006	87	51	good
Feb 2006	87	53	good
Mar 2006	87	51	good
Cumulative	480	268 – (55.83%)	good

totals			
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(ii) Harvist estate

Month	Number of registered young people	Monthly attendance levels	Overall group participation levels - outcomes good/fair/poor
Oct 2005	47	25	good
Nov 2005	47	24	fair
Dec 2005	47	29	good
Jan 2006	53	35	good
Feb 2006	53	37	good
Mar 2006	53	35	good
Cumulative totals	300	185 – (61.66%)	good

(iii) Crouch Hall Court estate

Month	Number of registered young people	Monthly attendance levels	Overall group participation levels - outcomes good/fair/poor
Jan 2006	18	17	good
Feb 2006	18	11	fair
Mar 2006	24	20	good
Cumulative totals	50	48 – (96%)	good

3.4 2005-06 Arsenal Positive Futures on-estate primary achievements includes:

3.4.1 **Equality of opportunity.** For the first time, HFI and Arsenal Football Club working in partnership provided an inclusive on-estate weekly, supervised series of Arsenal Positive Futures football coaching sessions. The on-estate initiative being specifically designed for estate-based young people aged between 10-19.

3.4.2 **Positive outcomes.** A primary aim and objective was, and remains, the building and sustaining of trusting relationships between the young people and coaches – positive outcomes. Weekly sessions were divided up equally, so as to cater for the differing age groups and maximise participation of every young person.

3.4.3. **Commitment to develop on-estate communities.** Arsenal Positive Futures initially provided and paid for, one evening of football coaching per week on the Harvist and Tollington estates.

3.4.4 **HFI's commitment.** As a primary and caring partner HFI subsequently agreed to invest in additional on-estate weekly coaching sessions from Oct 2005 through to March 2006 inclusive, for: -

- **Tollington estates.** To receive two additional weekly sessions. The additional mid week session comprised of a 4-hour slot, with Saturday sessions consisting of 2 hours.
- **Harvist estate.** To receive one additional 3 hourly weekly session.
- **Crouch Hall Court. (January-March 2006)** To receive two 4 hourly weekly sessions.

3.4.5 **Financial outputs and outcomes.** The table below provides a simple summary of the value-for-money achieved, via HFI's investment for the Oct 05-March 06 inclusive periods – * **see unit costs in table below.**

3.4.6 Arsenal Positive Futures charged £15 per hour for providing weekly on-estate coaching sessions; excluding travel; administration; purchase of individual team kits and equipment costs.

3.4.7 * **Harvist estate:** Attracted additional costs, as young people coached at Sobell Centre, during refurbishment of on-estate kick-about area.

Estate (Oct 05 – March 06)	Number of people in attendance	Costs to HFI per estate	* Unit cost per participant per estate
Tollington	268	£1,020.	£3.81 per person
Harvist	185	£1,852	* £10.01 per person
Crouch Hall Ct	48 (Jan-Mar)	£660	£13.75 per person
Cumulative totals	501	£3,532	Average unit cost = £7.50

3.5 **Positive engagement, stimulation and interest.** HFI's excellent investment of **£3,532** funding for on-estate weekly football coaching sessions on these estates for periods Oct 2005-March 2006 (Crouch Hall Ct Jan 06-March 06) inclusive, has also proven successful in the following terms: -

- ◆ Arsenal Positive Futures provided consistent and well supervised coaching sessions resulting in –
- ◆ Consistent on-estate individual and group attendances producing –
- ◆ Positive month-on-month group participation outcomes.

3.6 **Effective consultation.** From the outset, HFI and Arsenal fully recognised both the value and significance of working closely with on-estate residents, their bona-fide representatives and young people.

3.6.1 Initial detailed letters clearly setting out proposals for Arsenal Positive Futures, inclusive of simple questionnaires and business reply envelopes, were sent out to residents on the Harvist and Crouch Hall Court estates. Tollington estates initiative involved HFI and Arsenal staff working closely with elected members of the bona-fide Tenant and Resident Associations.

3.6.2 The majority view expressed in the returned questionnaires, determined, whether or not, an on-estate initiative was progressed. If the majority of residents approved

a proposal, hand-delivered updates were then circulated to every household. Consulting in this way with on-estate residents; their bona-fide representatives and young people, has been well received.

3.7 **Arsenal Positive Futures Roadshow.** In order to fully engage on-estate residents, potential sponsors and partners alike, HFI and Arsenal staff created an Arsenal Positive Futures initiative computerised roadshow. Residents of Harvist also received hard copies of the presentation at a recent meeting.

3.7.1 The plan is to adapt, as necessary, this computerised template, as and when, other subsequent on-estate initiatives are up and running. Local presentations will form a key part of the Arsenal Positive Futures ongoing borough-wide process.

3.7.2 Future presentations will include the use of a projector and screen, accompanied by appropriate handouts. The Arsenal Positive Futures partnership team will continue to facilitate and promote future presentations to on-estate residents, sponsors etc.

4. **On-estate achievements – Harvist estate.** Following successful applications for funding from a variety of sources the following projects on this estate were completed on time and within budget: -

- **Satisfactory completion** of the refurbishment of the on-estate kick-about area, inclusive of a FIFA approved, third generation astro-turf.
- **First HFI and Arsenal Positive Futures on-estate base.** This new and exciting partnership initiative was made possible following successful negotiations between HFI and Arsenal Football Club. Resulting in the upgrading a semi-redundant, ground floor communal flat directly overlooking the newly refurbished kick-about area.
- The specific aim being to continue to work into 2006-07 with registered estate-based young people by providing: -
 - a) **New** weekly After School Homework Club.
 - b) **New** IT skills courses.
 - c) **Continuing** successful weekly on-estate football coaching.
 - d) **Local employment opportunities for young people**, via a training programme, to become part time, paid, on-estate Arsenal Positive Futures football coaches.

- The teachers and coaching staff will be provided by Arsenal, with funding coming via HFI, as part of the ongoing and successful on-estate partnership.

4.1 In March 2006 the Minister of Sport, Richard Cabourn MP, visited the Harvist estate Arsenal Positive Futures initiative.

4.2 Also in attendance were the Director of Arsenal Football Club, Ken Friar, Chair of HFI Board of Directors; Ann Lucas, Deputy Chair of HFI Board of Directors, Jessie White, and other VIPs.

4.3 Both the Minister of Sport, his aides and other invited guests, expressed their appreciation of what had been achieved.

5. **Successful HFI branding.** To underpin the genuine progress made in on-estate partnership between HFI and Arsenal Football Club can be clearly demonstrated by the inclusion, without charge, of the HFI brand logo in every Arsenal home programme.

The launch date was the match-day programme between AFC and Manchester United on Tuesday 3rd January 2006. HFI's logo was also included in all home European match programmes from this date.

- 5.1 **Reaching people. 20,000** AFC home programmes are sold, on average, at every game. Further HFI branding includes some excellent articles highlighting to readers from near and far, the ongoing and successful on-estate partnership between HFI and Arsenal.

- 5.1.1. **Perfect example** is the article, inclusive of pictures, on page 32 in the Arsenal v Spurs home match programme on Saturday 2nd April 2006.

The article describes the visit to the newly refurbished kick-about area and new Arsenal base on the Harvist estate, by Minister of Sport, Richard Caborn. MP, and other VIPs. Copies of the programme are laid-around.

- 5.2 **Additional HFI branding** includes the recent purchase by HFI of 64 sets of football training bibs. 20 of which included both the Arsenal Positive Futures, and HFI brand logos, for use by participating young people.

- 5.3 **Two Arsenal Positive Futures banners**, inclusive of the HFI brand logo, were recently designed and purchased. These banners will be displayed, as and when, on-estate football coaching sessions are taking place.

- 5.3.1 The banners will also be used during football tournaments, inclusive of appropriate PR opportunities.

- 5.4 **Arsenal Positive Futures DVD.** This unique and exciting DVD, inclusive of the HFI brand logo, has just been produced. The plan is to include copies of the DVD when actively promoting future Arsenal Positive Futures on-estate initiatives.

- 5.4.1 The DVD will also be used, in part, when seeking to attract new funding from potential sponsors from both public and private sectors.

6. **Focus for 2006/7**

- 6.1. **New Online Positive Futures Home Office performance monitoring system.** This exciting, nation-wide, network template computer system is due to go live, later this financial year.

- 6.2 **Partnership.** Accordingly, when operational and accessible, key staff from HFI and Arsenal Positive Futures will be working closely together, in order to analyse outcomes, outputs, inclusive of primary +/- trends, specific to the Arsenal Positive Futures on-estate initiatives.

- 6.2.1 **Local on-estate Positive Futures performance monitoring.** Existing localised performance monitoring systems will also be evaluated, in order to, in part, ensure continued value-for-money is achieved.

- 6.2.2 **Data.** Additional data will come from gathering weekly feedback from Arsenal colleagues; staff from HFI; parents; residents, bona-fide representatives; other local partners; and of course, as equally important, the young people themselves.
- 6.3. **New Arsenal Positive Futures website.** The aim is to complete and go live with the new Arsenal Positive Futures website. Intention is to initially link the site to a number of partners, including; Arsenal Football Club's existing website; HFI; Islington Council; Home Office's National Positive Futures.
- 6.4 **Exploring of Individual estate-based Arsenal Positive Futures Team websites.** Allied to the Arsenal Positive Futures website going live, to actively encourage (where applicable), through on-estate Arsenal Positive Futures weekly IT skills courses, participating young people to design, and update their own estate-based Positive Future websites. All estate-based websites will subsequently be linked to the parent Arsenal Positive Futures website.
- 6.4.1 Local data will be monitored, checked and then passed by the IT teachers before articles go live on each site.
- 6.4.2 Thereafter to establish over forthcoming years, further links to other appropriate websites, both nation-wide and eventually, other countries
- 6.5 **New Tollington estates initiative.** Having successfully bid for funding from the Isledon Road's 2006-7 Tenant Compact, to upgrade the Sue Davies Memorial on-estate play area. Specification to be the same as the Harvist kick-about area. Once the works have been completed to hold an open day for residents, young people, partners and sponsors.
- 6.6 **New Saturday Arsenal After School Homework Club.** To get this on-estate Arsenal Positive Futures initiative up-and-running, by continuing to work closely with appropriate resident representatives.
- 6.7 **Future Arsenal Positive Futures borough-wide on-estate rolling programme.** Using appropriate templates, to negotiate and then subsequently agree, a joint and sustainable Arsenal Positive Futures, and HFI borough-wide, on-estate rolling programme.
- 6.8 **Estate based teams.** Adding to the existing programme of on-estate teams playing in tournaments and league matches. Under the guidance of Arsenal Positive Futures staff, to create and enter new teams into appropriate football tournaments within the borough and beyond.
- 6.9 **Ongoing social development.** To continue to positively work with registered on-estate young people in furthering both their individual and collective social skills through football, and other enjoyable supported activities
- 6.10 **Future HFI branding.** To continue to expand HFI branding in the market place by, in part: -
- 6.11 **Mobile Arsenal Positive Futures exhibitions and seminars.** Designing, facilitating and further promoting this on-estate initiative both within Islington and nation-wide.

- 6.12 **HF Arsenal Positive Futures on-estate fun days.** Providing localised fun days, as and when opportunities arise to promote the initiative, to both on-estate young people, their parents, residents, partners and sponsors.
- 6.13 **New HFI Arsenal Positive Futures on-estate DVD.** To look at developing a unique DVD, in which specifically highlights the excellent on-estate partnership work by HFI and Arsenal being achieved for the positive development of estate-based young people.
- 6.14 **Networking.** To provide opportunities for Arsenal Positive Futures and HFI to share information with other organisations who have similar aspirations for positively developing young people through football, sport and education.

7.1 **Financial issues.**

The costs for last year included the secondment costs for the staff member. This is the largest cost element of the allocated amount. However without the drive of the staff member to ensure activities are implemented and the scheme is promoted this would not be achieved. We perceive this element of the funding to be crucial to the development of this initiative. For 2006/7 the Board allocated £50k to the project which has enabled the project to use additional resources to fund estate improvements and additional activities.

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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
MPSB	16 th August 2006	11	Information

Subject of Report: HFI *just* Rewards - Tenant Incentive Scheme

1 Introduction

1.1 This report provides an update to managed property sub-board regarding the launch of HFI's tenant incentives.

2 Recommendation

2.1 That Managed Property Sub-Board (MPSB) notes the report.

3 Background

3.1 Homes for Islington will launch its incentive package under the title **HFI *just* Rewards** in September 2006.

3.2 The agreed incentives are as follows:

- £20 payable to any tenant who changes their method of rent payment to direct debit (one incentive payment only);
- £150 payable to a tenant who leaves their property and garden in a clear, tidy condition and in good repair;
- A quarterly prize draw competition for qualifying HFI tenants with a clear rent account and no tenancy breaches, with first prize of £500, second prize of £250 and four further prizes of £50.

3.3 HFI *just* Rewards also complement the more punitive action taken against tenants for breach of tenancy conditions. For example, tenants who leave their property in a poor condition may be recharged the cost of clearance as well as the cost of making good damage they have caused or unauthorised improvements they have carried out.

4 Launch and Publicity

4.1 The schemes will be launched in September and publicised in the September issue of Homes for Islington News and on the Homes for Islington web site.

4.2 Staff will be briefed so that the incentives can be promoted as widely as possible. Posters and leaflets will be displayed in the area office and details will be sent to tenants and residents associations. Staff will highlight appropriate rewards at new tenancy sign up stage, tenancy termination stage and as part of rent arrears recovery action.

4.3 Competition entry forms for the prize draw will be sent out with the September rent statements with copies available at the area offices. We will continue to offer tenants in arrears who have welfare benefit and/or debt problems, advice through our new Independent Advice Project, local Housing Benefit Service and Housing Support Service.

4.4 The competition draw dates for 2006/7 will be as follows:

Draw	Closing Date	Date for Clear Account	Draw Date
Draw 1	3 rd November 2006	5 th November 2006	6 th November 2006*
Draw 2	2 nd February 2006	4 th February 2006	5 th February 2006*

*We will ensure that we have confirmation on this date that there are no system problems that could have delayed payments.

5. Evaluating the Benefits

5.1 Currently less than 9% of our tenants choose to pay rent by the most efficient and cost effective method. An objective of our 2006/7 Business Plan is to increase the percentage of payers on direct debit by 12.5%. We will monitor take up of the Direct Debit *just* Reward as part of our evaluation of the project. The cost to HFI in rewards if we meet this target will be £5740.

5.2 The Moving Out – HFI *just* Reward will be publicised back-to-back with information outlining the circumstances in which a recharge will be payable and will be handed out at all accompanied viewings, new tenancy sign ups and with all tenancy termination notices.

5.3 In 2005/6 the area offices serviced 1346 void properties. The average void turnaround was 26 days and the average cost was £3169. Although other factors will impact on performance this year we will evaluate the benefit of this reward by comparing turn around time and average cost with those voids which did not attract a reward. We will also monitor the level of recharges processed in the same period as a useful comparison.

5.4 As at April 2006 almost 88% of our tenants who owed rent, had rent arrears up to £999. The debt owed by this band of tenants was in excess of £1.8million as at April 2006. We hope to encourage as many tenants as possible, who have the capacity, to maintain a clear rent account with the chance to enter our quarterly Clear Account *just* Reward competition. The annual cost in prize money will be £950. We will plot any reduction in our arrears figures as part of our evaluation of this reward.

6. Equalities

6.1 The data from the recent diversity mapping exercise will be uploaded to our computer management system. As our information base expands we will have more effective means of identifying take up of HFI *just* Rewards across the community. We will take all steps to ensure that HFI *just* Rewards are accessible to all tenants meeting the qualifying criteria and will ensure translated material is available.

7. Conclusion

7.1 HFI *just* Rewards are small in scale compared with incentives and reward schemes introduced by other authorities and ALMOs. Having successfully launched these schemes, depending on the findings of our evaluation, we would like to consider expanding the incentive package further. Membership of a discount card scheme is another popular incentive offered by various authorities and may be worth exploring further.

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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	12	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

ITEM 1 – Restructure of Housing Management Services post PFI2 Contract	
Boleyn Road Area Housing Panel	<ul style="list-style-type: none"> - 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. - 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. -
Central Street Area Housing Panel	<ul style="list-style-type: none"> - It was questioned why Central Street Panel was being consulted with when the office closures did not affect the area. - 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. - 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. - The panel voted to reject the report and the 2 options provided.
Holland Walk Area Housing Panel	<ul style="list-style-type: none"> - 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. - It was felt that Option B wasn't worth considering as the cutting of services and staff is not a viable option. - Concern was raised regarding previous experiences of working with Partners. - 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. - The Panel took a vote on which option to agree - unanimously in favour of option A.

	ITEM 1 – Restructure of Housing Management Services post PFI2 Contract
Isledon Road Area Housing Panel	<ul style="list-style-type: none"> - 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. - 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. - Concern was expressed around the Tollington estates which represent the largest group of estates within the Borough.
Lyon Street Area Housing Panel	<ul style="list-style-type: none"> - Concern was raised about closure of Isledon Road resulting in lack of services for Andover Estate. - It was felt neither option was ideal. - 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. - The Panel was happy with the relocation of the Home Ownership Unit.
Upper Street Area Housing Panel	<ul style="list-style-type: none"> - Some doubt was expressed about whether PFI2 would go ahead. - The Panel accepted the need to make savings and that Boleyn Road AHO was a viable option in order to achieve this. - Figures of £1½m savings queried – £1¼ had been identified and that £1/4m more was required. - The opinion of the Panel was that Area Offices should not continue to bear brunt of savings. - It was suggested that Boleyn Road AHO should close but that Isledon Road AHO should remain open. - The Panel considered that cutting front line services was a serious matter. - The Panel felt that the paper did not contain enough information and that more detailed figures and proposals should be brought out urgently. - 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. - Concern was raised that an office (Isledon Road) was being closed to accommodate Partners.

	ITEM 1 – Restructure of Housing Management Services post PFI2 Contract
Islington Leaseholder Forum	<ul style="list-style-type: none"> - Concern was raised that the level of service will be affected by closure of Area Housing Offices. - 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. - 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. - The Panel accepted that AHO would be closed but did not express a concrete view on either of the proposed options.
Partners for Improvement in Islington Residents Forum	<ul style="list-style-type: none"> - The Forum commented that HFI should consider the needs of older and disabled residents for whom easy access to Area Housing Offices is important. - The Forum commented that an alternative might be to cut staff and keep the Area Offices open. - The Forum commented that it would welcome being presented with alternatives. - The Forum commented that on balance, the proposed closure of the Area Housing Offices identified might be “the least worst” option. - The Forum noted that Partners would under PFI2 open a second office in the North of the Borough. - The Forum decided by majority decision to support the proposal to reduce the number of Area Housing Offices. - The Forum did not comment on the relocation of Home Ownership.
TMO/TMC Review Group	<ul style="list-style-type: none"> - 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. - 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.

HFI Consultative Panels – July 2006

	ITEM 2 – Anti-Social Behaviour Team Update
Boleyn Road Area Housing Panel	<ul style="list-style-type: none"> - The Panel agreed that the item would be deferred to a future meeting.
Central Street Area Housing Panel	<ul style="list-style-type: none"> - 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. - The Panel suggested that posters could be put up in all blocks and estates and that fridge magnets could be produced for wider publicity. - The Panel requested that updates be brought to Consultative Panels in the future. - The Panel suggested that more facilities for young people could be introduced.
Holland Walk Area Housing Panel	<ul style="list-style-type: none"> - The Panel agreed with the priorities listed but thought that fly tipping could have been listed, as it is a problem in the area. - 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. - The Panel confirmed that it would like future update reports. - The Panel felt that it would be beneficial to co-locate the ASB team at the Police Station.
Isledon Road Area Housing Panel	<ul style="list-style-type: none"> - The Panel confirmed that it would like future update reports. - The Panel recommended that the work of the team should be publicised in the local press.

	ITEM 2 – Anti-Social Behaviour Team Update
Lyon Street Area Housing Panel	- The Panel would like to see more ASB out of hours staff and requested that the service should be advertised more.
Upper Street Area Housing Panel	- The Panel did not discuss this item.
Islington Leaseholder Forum	- The Panel felt that the initiative had not been publicised highly enough.
Partners for Improvement in Islington Residents Forum	- The Panel commented that Partners should examine HFI's proposals to ensure that Partners residents receive at least as good a service.
TMO/TMC Review Group	<ul style="list-style-type: none"> - 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. - The Panel felt that the lines of communication are too long and the response too slow. - The Panel asked to see an evaluation of effectiveness.

HFI Consultative Panels – July 2006

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

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

	ITEM 4 – Land Disposal Update
Boleyn Road Area Housing Panel	- The Panel did not feel that the procedure was being followed.
Central Street Area Housing Panel	- 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.
Holland Walk Area Housing Panel	- 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.
Isledon Road Area Housing Panel	- The Panel did not raise any concerns.
Lyon Street Area Housing Panel	- The Panel did not raise any concerns.
Upper Street Area Housing Panel	- 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.

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

HFI Consultative Panels – July 2006

	ITEM 5 – Sustainability Strategy
Boleyn Road Area Housing Panel	- The item was deferred to a future meeting.
Central Street Area Housing Panel	- 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.
Holland Walk Area Housing Panel	- The Panel asked for further clarification on <ul style="list-style-type: none"> • Combined heat and power initiative, • Whole life costing • The Green Travel Plan for HFI. - 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.
Isledon Road Area Housing Panel	- The Panel welcomed the report but questioned why tree works did not appear to have enough funding to be completed.
Lyon Street Area Housing Panel	- The Panel did not raise any concerns.

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

HFI Consultative Panels – July 2006

	ITEM 6 – Consultative Panel Processes (please see attached for the list of questions asked)
Boleyn Road Area Housing Panel	<ul style="list-style-type: none"> - 4.2 The Panel felt that this was a good idea. - 4.3 The Panel felt that this would depend on what local issues there are as it was felt that these should take precedent. - 4.4 The Panel felt that these are necessary and should be included. - 4.5 The Panel felt that this was definitely a necessary report. - 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. - 4.7 The Panel would like this presented as a local agenda item. - 4.8 The Panel felt that the processes had been an improvement. - 4.9 The Panel asked for a reduction in the amount of papers presented to panels for consultation at any one time.
Central Street Area Housing Panel	<ul style="list-style-type: none"> - 4.2 Panel felt the forward plan should be included. - 4.3 No suggestions made - 4.4 The Panel would like to have a summary for information. - 4.5 No suggestions made - 4.6 The Panel would like the current format to continue i.e. all in one booklet. - 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. - 4.8 The Panel felt they had been an improvement. - 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.

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

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

- 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?**

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

Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Central Street Area Housing Panel	Received 20.03.06, presented at panel on 11.05.06	111 residents of the Spa Green Estate	Lack of heating and hot water being received from the communal boiler system and request for compensation.	<ul style="list-style-type: none"> - Meeting took place with Area Housing Manager and TMO as agreed at the last panel. - Level of compensation agreed and all residents notified by letter on 13.07.06. - Report still to panel from property services on technical issues
Isledon Road Area Housing Panel	Received 8.06.06, presented at panel on 17.07.06	TRA of Holly Park Estate	Petition from the TRA regarding play facilities on the estate.	<ul style="list-style-type: none"> - A feasibility study is already in hand to look at play facilities on the Holly Park estate, which is being carried out by Groundworks. - The formal consultation with residents will start in August 2006. - The panel considered that until Groundworks had started the consultation process the panel would consider the petition at a later date.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	16 August 2006	13	Information

Subject of Report: Update on Petitions Received by Consultative Panels

1. Synopsis

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

2. Recommendation

- 2.1 That the Sub-Board notes the report.

3. Background

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

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

4. Updates on Petitions Since 30th March 2004

- 4.1 Appendix 1 to this report provides up to date information on petitions received by Consultative Panels from April 2004 to date that remain “open”.
- 4.2 Since the last petitions update report to Managed Property Sub-Board on 14th June 2006:
- There have been no petitions presented at, Holland Walk Area Housing Panel, Boleyn Road Area Housing Panel, Upper Street Area Housing Panel, Islington Leaseholder Forum, Partners for Improvement in Islington Resident’s Forum or the TMO/TMC Review Group.

4.3 New Petitions and Updates to Existing Petitions

4.3.1 Holland Walk Area Housing Panel

- On 14th September 2005, residents of Merchon House presented a petition regarding anti-social behaviour by residents. MPSB closed this petition on 14th June 2006.
- On 9th November 2005, residents of Hillrise Road & Marie Lloyd Gardens presented a petition regarding antisocial behaviour. MPSB closed this petition on 14th July 2006.
- On 10th May 2006 residents of Hillrise and Waitersville presented a petition to renew / upgrade door entry systems to improve security on the estate. This petition was closed by the Panel at its meeting on 12th July 2006. The upgrade for door renewal has been added to the wish list for 2007/08 and the scheme will be put forward when new pots of funding become available.

4.3.2 Central Street Area Housing Panel

- On 11th May 2006 residents of the Spa Green Estate presented a petition regarding the failing of the communal boiler. Please see Appendix 1 for details.

4.3.3 Isledon Road Area Housing Panel

- On 17th July 2006 resident of the Holly Park estate TRA presented a petition regarding the play facilities on the estate. Please see Appendix 1 for details.

5. Conclusion

- 5.1 Overall, Consultative Panels have now received 28 petitions since April 2004 of which 1 remains unresolved in Isledon Road and 1 in Central Street.

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**Report back from the Contracted Services Sub-Board (CSSB) –
13 June 2006
William McGarvie - Chair**

Future of Sub-Board tours

- CSSB 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.

Performance Indicators

- The report on performance indicators for April 2006 was noted.

Report Back from Partners for Improvement in Islington

- CSSB noted a report back on the performance of Partners in delivering the PF1 contract.

Report Back from TMOs/TMCs

- CSSB noted a report back from TMOs/TMCs.

Report Back from HFI Central Services

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

Risk Register

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

Report Back from Consultative Panels

- CSSB received a report giving feedback from the May round of Consultative Panels on items for consultation.

Report back from Managed Property Sub-Board 15th February 2006

- The report was noted.

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	15	Decision

Subject of report: Managed Property Sub-Board Forward Plan 2006-7

1. Synopsis

- 1.1 This report asks Managed Property Sub-Board (MPSB) to consider changing its standard agenda items for the future.

2. Recommendation(s)

- 2.1 That MPSB agrees to remove reports back from Area Housing offices and replace with alternate meeting boroughwide reports on anti-social behaviour, estates services and leaseholder services and responsive repairs management reports at each meeting.

3. Background

3.1 Current “standard” agenda items.

- 3.1.1 Appendix 1 lists the existing forward plan for MPSB.

The standard agenda items that MPSB considers are:

- Performance Indicators
 - Reports back from either Area Housing Offices or Central Services
 - A report back on consultative items discussed at Consultative Panels
 - A report back on petitions received at Consultative Panels
 - A report back from the last Contracted Services Sub-Board
 - A risk management report
- 3.1.2 There are other “scrutiny” items such as repairs management, estates services and anti-social behaviour that are discussed periodically.

3.2 Proposed “standard” agenda items:

- Performance Indicators – every meeting
- Responsive repairs management – every meeting
- Report back on consultative items discussed at Consultative Panels

- Report back on petitions received at Consultative Panels
- Risk management report
- Anti Social behaviour report – every other meeting
- Leaseholder report – every other meeting
- Estate Services report – every other meeting

3.3 Reasons for change

3.3.1 Removal of specific area or central performance reports

Over the last 2 years these reports have assisted MPSB in getting to know each area. At present performance is converging between areas rather than diverging. It is proposed that the existing performance report should adequately allow MPSB to consider local performance.

3.3.2 Removal of report back from the last Contracted Services Sub-Board

This information can be obtained by MPSB through different means.

3.3.3 Retaining Consultative panel feedback reports and petitions.

These reports are for information but should be retained for any particular queries.

3.3.4 Retaining risk management report

Management by risk is part of the organisation's operating culture and the report should be retained

3.3.5 Focusing on service priorities – repairs and leaseholder services

Repairs service performance and Leaseholder service improvements - have been identified by the board as the key service areas of service improvement and require regular scrutiny

3.3.6 Focus on key areas of customer service – anti-social behaviour and estates services

It is clear that, over the last 2 years, much of the focus of MPSB has been on these two critical areas of service delivery. It is recommended that the focus is formalised in regular, borough wide reports.

4. Implications

4.1 Financial Implications

None specific to this report

4.2 Legal implications

None specific to this report

4.3 Sustainability Implications

None specific to this report

4.4 Equality Implications

The scrutiny reports on service priorities should consider and report the impact of policy changes for disadvantaged groups in the community.

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Forward Plan for Managed Property Sub-Board 2006-07

Date of meeting	Items on the Agenda	Status
18th October 2006	Validation of Capital Programme	D
	PIs - August	M
	Reports Back - Upper Street - Holland Walk	M M
	Scrutiny - Kier Islington / HFI Direct	M
	Risks - H/M/L	M
	Responsive Repairs	M
	Community Engagement	D
	CP Feedback Reports	I
	Petitions received at Panels	I
13th December	Election of Chair / Vice Chair	D
	Resident Involvement and Customer Focus Strategy 2005-08	D
	PIs - October	M
	Reports Back - Isledon Road - Lyon Street	M M
	Responsive Repairs	M
	Risks - H/M/L	M
	CP Feedback Reports	I
	Petitions received at Panels	I
13th February 2007	PIs - December	M
	Reports back - Homeownership - Reception Centres	M M
	Scrutiny - Kier Islington / HFI Direct	M
	Responsive Repairs	M
	Risks - H/M/L	M
	CP Feedback Reports	I
	Petitions received at Panels	I

Non Allocated Items

MPSB Tours	Dates
North	TBC
South	TBC