

Contracted Services Sub-Board
Agenda 14th October 2008
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
1	K Barns	Welcome/Apologies/ Introductions	Information	Verbal	6.30 – 6.35
2	K Barns	Declaration of interests	Information	Verbal	6.30 – 6.35
3	K Barns	Questions from the public	Information	Verbal	6.35 – 6.55
4	K Barns	Minutes of last meeting 19 th August 2008 and matters arising	Decision	1	6.55 – 7.05
5	S Kwong	Risk Register	Decision	7	7.05 – 7.15
6	S Kwong	Performance Indicators August 08	Monitoring	11	7.15 – 7.20
7	S Kwong	Performance of PFI 1 Contractor	Monitoring	31	7.20 – 7.45
8	S Kwong	Performance of PFI 2 Contractor	Monitoring	37	7.20 – 7.45
9	S Kwong	Performance of TMOs and TMCs	Monitoring	51	7.20 – 7.45
10	S Kwong	Modular Management Agreement - Discussion Session	Information	Verbal	7.45 – 8.20
11	S Kwong	Evaluation of the 2007/08 HFI Community Fund	Information	67	8.20 – 8.25
12	S Kwong	Update on Community Engagement Funds 08/09	Information	69	8.20 – 8.25
13	S Kwong	Forward Plan	Decision	83	8.20 – 8.25
14	K Barns	Any other business	Information	Verbal	8.25 – 8.30
15	K Barns	Date and time of next meeting 6.30pm, 9 th December 2008	Information	Verbal	8.25 – 8.30

**Homes for Islington
Contracted Services Sub-Board Meeting
Minutes of 19th August 2008**

Present: Kate Barns (Chair), Adam Borrie, Caroline Jenkinson, Joe Trotter, Louise Round (Board Directors)

In Attendance:

Eamon McGoldrick (Chief Executive)
Anthony Jonas (Performance Manager)
Jane Mugridge (Contract Commissioning Manager)
John Holman (Managing Director - Partners for Islington)
Ed Butler (Head of Quality - Partners for Islington)
Mike Sims (Company Secretary)
Shenika Francis (Governance Officer – Minutes)

Apologies: Simon Kwong (Head of Performance and Service Development)
Claudia Webbe, Theresa Coyle (Board Directors) Tom Kane,
Georgina Galliers (Associate Directors)

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.35pm. b) The Chair gave apologies for Theresa Coyle, Simon Kwong, Claudia Webbe, Tom Kane and Georgina Galliers.</p>	
2	<p>Declarations of Interest</p> <p>a) There were no declarations of interest.</p>	
3	<p>Questions from the public</p> <p>a) The following questions were received from Ms K Worker in advance of the meeting and the responses were read out.</p> <p>1. When will Homes for Islington produce a report reviewing progress regarding RESPECT?</p> <p>A) HFI is committed to meeting the 6 commitments outlined in the Respect standard for Housing Management and the subsequent requirements of the newly established Youth Task Force, which was created from the Respect Task Force. Progress on the actions taken and success in meeting these commitments is reported to, and scrutinised by our residents on a regular basis through both the Managed Property Sub Board and respective Consultative Panels. Copies can be viewed and downloaded from our website.</p> <p>The following four questions relate to issues that have already been the subject of extensive correspondence and between HFI and Keren Worker and have been dealt with</p>	

	<p>through the Council's complaints process. HFI wrote to Ms Worker on 4 June 2008 explaining that we would no longer respond to further questions on these matters. However, CSSB will repeat HFI's position briefly:</p> <p>2. What Council/HFI department is responsible for monitoring and managing TMOs MMA regarding the commitments within the Modular Management Agreement regarding the illegal and anti-social activities and Tenancy/Leaseholder agreements?</p> <p>A) The Tenant Management Team is responsible for clienting all TMO matters relating to the MMA but no TMOs have taken on responsibility for dealing with ASB under the MMA.</p> <p>3. Do Homes for Islington Contracted Services Sub Board have the responsibility of monitoring and managing this area of concern in the same way as they have the obligation to monitor and review TMO provided services such as caretaking and repairs as your last meeting show?</p> <p>A) CSSB is responsible for the scrutiny of HFI's performance in clienting TMOs but as per question B) above this does not include responsibility for dealing with ASB.</p> <p>4. How often have either Homes for Islington or a TMO intervened when the MMA Chapter 5 is being broken?</p> <p>A) HFI regularly advises and supports the TMO/Cs on all Chapters of the management agreement. No Breach Notices or Notice of Disputes have been served to any TMO in relation to Chapter 5.</p> <p>5. Have either Homes for Islington or any TMO board turned a wilful blind eye to such activities and refuses to intervene under MMA Chapter 5?</p> <p>A) No.</p> <p>b) The following question was received from Mr Shingi Njopera of 49 Athenaeum Court.</p> <p>1. Will HFI be repairing if not replacing the windows at Athenaeum Court?</p> <p>A) <i>A written response will be sent in 10 working days.</i></p>	<p>Eamon McGoldrick</p>
4	<p>Minutes of the Last Meeting, 17th June 2008 and Matters Arising</p> <p>a) The Chair announced that the results of the recent Audit Commission inspection would be published on either 28th August or the 4th September 2008.</p> <p>b) The Chair requested that if CSSB had any suggestions with regards to agenda items for the forthcoming development meeting of the Joint Sub - Boards (9th September 2008) they</p>	

	<p>should be forwarded to the Governance Team.</p> <ul style="list-style-type: none"> • Mike Sims advised that the meeting would not take place unless any development theme was felt to need attention. <p>The minutes were agreed as an accurate record.</p>	CSSB
5	<p>Business Plan Priorities 2009/10</p> <ol style="list-style-type: none"> a) Mike Sims introduced a report for decision asking CSSB to begin thinking about 3% efficiency savings on services for 2009/10 as well as options for possibly recycling a further 2 % savings as growth from one service area to another. b) It was noted that CSSB felt that where efficiencies are to be made productivity should be increased, therefore not effecting the service and where possible improving the service. c) CSSB requested that staff circulate, via email, their ideas on where efficiencies could be made, for CSSB to consider. <p>The report was agreed.</p>	Simon Kwong
6	<p>Risk Register</p> <ol style="list-style-type: none"> a) Kate Barns introduced a monitoring report presenting the current position with regards to all risks that relate to CSSB. b) CSSB noted there were no new risk amendments prepared by staff. <p>The report was agreed.</p>	
7	<p>Performance Indicators for June 2008</p> <ol style="list-style-type: none"> a) Anthony Jonas introduced a report providing performance figures for a range of HFI services within the remits of CSSB. <p>The report was noted.</p>	
8 & 9	<p>Reports back – Partners for Improvement in Islington – PFI 1 & PFI 2</p> <ol style="list-style-type: none"> a) The Chair requested that CSSB consider Items 8 and 9 together. b) Jane Mugridge introduced both monitoring reports asking CSSB to note and comment on the issues and developments in delivering services. c) CSSB queried why Partners for Islington is refusing to share the results of their recently conducted STATUS survey. <ul style="list-style-type: none"> • John Holman explained to CSSB that it was never the intention of Partners for Islington to share the information with HFI as the information was meant solely for internal purposes as part of Partners' own best value review process. • John Holman noted that HFI is currently undertaking its own STATUS survey with Partners residents and that the outcomes were likely to be similar. • CSSB noted that if the same STATUS survey is being 	

	<p>conducted then why are Partners for Islington reluctant to share the information, seeing as the relationship between HFI and Partners for Islington should be one of openness and transparency.</p> <p>d) CSSB queried why the targets in the equality and diversity plan for increasing the amount of diversity information held were only set at 5%.</p> <ul style="list-style-type: none"> • Ed Butler agreed to increase targets and set individual targets for specific items. • CSSB noted that Partners should be focusing more on disability in relation to the Equality and Diversity plan, considering that 43% of residents claim to have a person living with a disability in the household. <p>e) CSSB requested that Partners focus on the positive aspects of their work as well in future reports.</p> <p>The report was noted.</p> <p>(Jane Mugridge, John Holman and Ed Butler left the meeting at 7.23pm.)</p>	Partners
10	<p>Performance of TMO' / TMC's</p> <p>a) Anthony Jonas introduced a monitoring report on the performance of the 25 TMO's and TMC's delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.</p> <p>The report was noted.</p>	
11	<p>Consultative Panel Feedback Reports</p> <p>a) Kate Barns introduced a report providing CSSB with a summary of the views of Consultative Panels on the items presented for consultation.</p> <p>b) Mike Sims asked CSSB to consider removing the consultative panel feedback report from its agenda for future meetings as the feedback mainly related to Area Housing Panels which are outside of CSSB's remit.</p> <p>c) It was suggested that a report back to CSSB from the Tenant Management Forum could be fed into the TMO / TMC report.</p> <p>d) CSSB agreed to remove the report from the agenda for future meetings and for staff to feed back on consultative items in relation to TMO's, TMC's and Partners for Islington.</p> <p>The report was noted.</p>	Simon Kwong Mike Sims
12	<p>Forward Plan</p> <p>The forward plan was agreed.</p>	

13	<p>Any other Business</p> <p>a) Kate Barns and Claudia Webbe will meet in September to consider and review options about how the meeting might work in the future & specifically to consider whether a council-style "scrutiny panel" approach to reviewing performance might offer a better working model than the existing process of analysis by report.</p>	Kate Barns & Claudia Webbe
14	<p>Date and Time of Next Meeting</p> <p>a) 14th October 2008, Highbury House at 6.30pm</p>	

There being no other business to conclude, Kate Barns closed the meeting at 8.33 pm.

Chair: Kate Barns

Date

Report of	Team	Job Title
David Selo	Chief Executive Directorate	Director of Resources

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th October 2008	5	Decision

Subject of Report: Risk register – all Contracted Services Sub-Board risks

1. Synopsis

1.1 This report presents the current position with regard to all risks that relate to the Contracted Services Sub-Board (CSSB).

2. Recommendation

2.1 That CSSB approves the current assessment of the risks listed in Appendix A of the report.

3. Background

3.1 HFI's Audit Committee reviews the risk register on a quarterly basis. Meetings are held regularly with Service Directors to review risks in their areas. On 20th March 2006, Board agreed that all risks would be reported to each meeting of the relevant Sub-Board, Committee or Working Group. Since April 2007, the entire risk register is reviewed by Audit Committee and by Senior Management Team prior to going to Audit Committee.

3.2 The risks set out in Appendix A have been referred to the Contracted Services Sub-Board for approval.

3.3 At each meeting the Contracted Services Sub-Board considers issues raised in the 'Prevention and Mitigation' and 'Progress on action' columns. The risks set out in Appendix A below are updated from the last meeting of this Sub-Board.

3.4 There are no new risks included in Appendix A and no risks have been deleted since the last report to this meeting.

3.5 The risk register also contains the following 'coding' to identify updates to risks:

- + = new risk
- # = change in the overall rating of the risk
- * = update of text i.e. to the 'prevention' or 'progress' columns

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

- High risks – red (none at present for CSSB to consider)
- Medium-high risks – blue (none at present for CSSB to consider)
- Medium-low risks – yellow
- Low risks – green (none at present for CSSB to consider)

CSSB is asked to approve or otherwise amend the assessment that there are no High or Medium-high Risks and to make any other comments on the risks in Appendix A.

3.7 The Audit Committee meeting of 22nd May 2007 requested that risks that are considered to be subject to external factors or influences have an 'E' inserted after risk number on the register. However, there are no such risks that have been referred to this Sub-Board.

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

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

3.9 The risk abbreviations are:

- STR – Strategic risks
- OPE – Operational risks
- MND – Managing Diversity risks
- FIN – Financial risks
- COM – Compliance risks

4. Implications

4.1 Financial Implications

4.1.1 Capital Implications
Included within the report

4.1.2 Revenue Implications
Included within the report

- 4.1.3 **Efficiency Implications**
None specific to this report
- 4.1.4 **Risk**
Included within the report
- 4.2 **Legal Implications**
None specific to this report
- 4.3 **Equalities Implications**
None specific to this report
- 4.4 **Sustainability Implications**
None specific to this report
- 4.5 **Consultation Implications**
None specific to this report

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Item 5 - Appendix A

Potential Risks	Consequence H/M/L	Likelihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk owner (Board/Sub-Board/Committee)	Risk Owner (Staff)	Progress on actions
STR 011B * Poor resident satisfaction with contracted services and lack of opportunities for involvement	M 3	M 2	ML 6	<ul style="list-style-type: none"> Monthly performance management by SMT and quarterly monitoring by Board 	CSSB	S Kwong	<ul style="list-style-type: none"> Tenant satisfaction survey carried out July 08. Results due Oct. 08 Leaseholder satisfaction survey due autumn 08, in conjunction with 6 other ALMOs
STR 014 Failure to effectively client the PFI contracts	M 3	M 2	ML 6	<ul style="list-style-type: none"> Adequate clienting resources required to effectively manage contractor performance 	CSSB	S Kwong	<ul style="list-style-type: none"> Day to day services continue to be good Satisfaction with major works improving Works programme on target
OPE 017 * Failure to manage performance by TMOs, including their failure to implement recommendations of internal audit reports	M 3	M 2	ML 6	<ul style="list-style-type: none"> Recommendations from Internal Audit reports are being implemented Regular scrutiny by CSSB 	CSSB	S Kwong	<ul style="list-style-type: none"> Additional Internal Audit visits Discussions on revised monitoring system with TMO representatives ongoing
MND 006B Failure to develop HFI services to meet the needs of all its residents	M 3	L 2	ML 6	<ul style="list-style-type: none"> Programme of diversity analyses across services Outreach work with community and voluntary sector organisations 	CSSB	S Kwong	<ul style="list-style-type: none"> Action Plan produced on rent arrears, complaints and ASB/harassment HFI Disability Panel in place and funding agreed for ongoing work to December 08

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th October 2008	6	Monitoring

Subject of Report: Performance Indicators August 2008

1. Synopsis

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

2. Recommendation

That Contracted Services Sub-Board notes and comments on the report.

3. Background

Information on both Partners and Tenant Management Organisations is also provided in separate reports to the Contracted Services Sub-board.

Notable performance issues are:

- PFI 1 scored 7.07 in the August performance basket, PFI 2 scored 8.14.
- The average relet time for management voids for PFI 1 was 599 calendar days and PFI 2 was 15 calendar days in August.
- There was a 4.0% fall in the current arrears per tenant for PFI 1 compared to the end of 2007/08. PFI 2 has dropped by 14.5% during the same period.
- Tenant management organisations achieved a score of 92.3% in caretaking inspections with an A or B grade, above the target of 91.5%.
- 95.7% of urgent and 95.9% of non-urgent repairs were completed in time and 98.8% of repairs had appointments both made and kept.

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

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Performance Indicator Report



improving housing through partnership

Performance
Monitoring
Section

QMS
ISO 9001:2000
Certified



August 2008

Contracted Services

Sub-board

IMPORTANT – CHANGE OF PERFORMANCE INDICATOR REFERENCE NUMBERS: The references for all performance indicators have changed. To assist managers in being able to locate relevant performance indicators, a system has been introduced that will group indicators together and allow the references to be meaningful. The previous performance indicator reference will be shown alongside. All performance indicator references will begin with a key letter, followed by 3 digits. The key letters represent:

A: Anti social behaviour & tenancy services; **C:** Customer focus; **E:** Estate services; **H:** Corporate health; **L:** Leasehold service;
P: Repairs and maintenance; **R:** Rent management; **S:** Stock; **V:** Voids

For example, **BVPI 66a**, proportion of rent collected, is now **R100**.

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
5 to 6	Performance basket		AM
OPERATIONS			
Anti-social behaviour & hate crime			
7	A235 (ex BVPI 174)	Cumulative number of racial incidents recorded by the housing department	AR
7	A240 (ex BVPI 175)	Percentage of racial harassment incidents resulting in further action	AR
8	A100 (ex LKPI 101a)	Number of ABCs signed in month	AR
8	A110 (ex LKPI 101b)	The number of NTQs / NSPs issued (Anti-social behaviour)	AR
8	A120 (ex LKPI 101c)	The number of evictions (Anti-social behaviour)	AR
8	A130 (ex LKPI 101d)	The number of injunctions obtained	AR
8	A140 (ex LKPI 101e)	The number of ASBO's (anti-social behaviour orders) obtained	AR
8	A150 (ex LKPI 101f)	the number of live ABC's	AR
Rent Arrears			
9	R175 (ex LI 22)	Percentage of debt pool reduction. This is reported as a year to date position	AR

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
9	R150 (ex LKPI 23) MPG	Current arrears per tenant (end of year target)	AR
9	R160 (ex LI 2a)	Total current rent arrears (£m)	AR
10	R165 (ex LI 2b)	Total arrears - current + former (£m)	AR
10	R170 (ex LKPI 24a)	Former tenant arrears (£m)	AR
10	R171	Amount of debt passed to Former Tenants by Area Offices	AR
10	R172	Amount of former tenant arrears collected	AR
10	R173	Amount of former tenant debt written off	AR
11	R190 & R200 (ex LI 30a & b)	Rent arrears by banding	AR
		Caretaking	
12	E132 (ex LKPI 69b)	The percentage of caretaking inspections which achieved an A or B grade	MP
		Home Ownership - Right to Buy	
13	L500 (ex LKPI 74a)	Right to Buy applications received and processed	AM
13	L510 (ex LKPI 74b)	RTB2 - Valuations - time from request made to receipt (weeks)	AM
13	L520 (ex LKPI 74c)	S125's - receipt of valuation to issue (weeks)	AM

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
13	L530 (ex LKPI 74d)	Plans - plans requested from valuers to receipt (weeks)	AM
13	L540 (ex LKPI 74e)	Time from receipt of RTB1 to issue RTB2 (weeks)	AM
PROPERTY SERVICES			
Repairs			
14	P105	Percentage Urgent Repairs Completed in Time: PFI 1 and PFI 2	MP
14	P205	Percentage Non-Urgent Repairs Completed in Time: PFI 1 and PFI 2	MP
14	P235	Percentage of Appointments Made and Kept: PFI 1 and PFI 2	MP
15	P310	Percentage of jobs completed in timescale: PFI 1	MP
15	P311	Percentage of jobs completed in timescale: PFI 2	MP
RESOURCES			
16	H700 (ex BVPI 8)	% Invoices Paid within 30 days	MP
17 to 18	Glossary of terms and abbreviations		

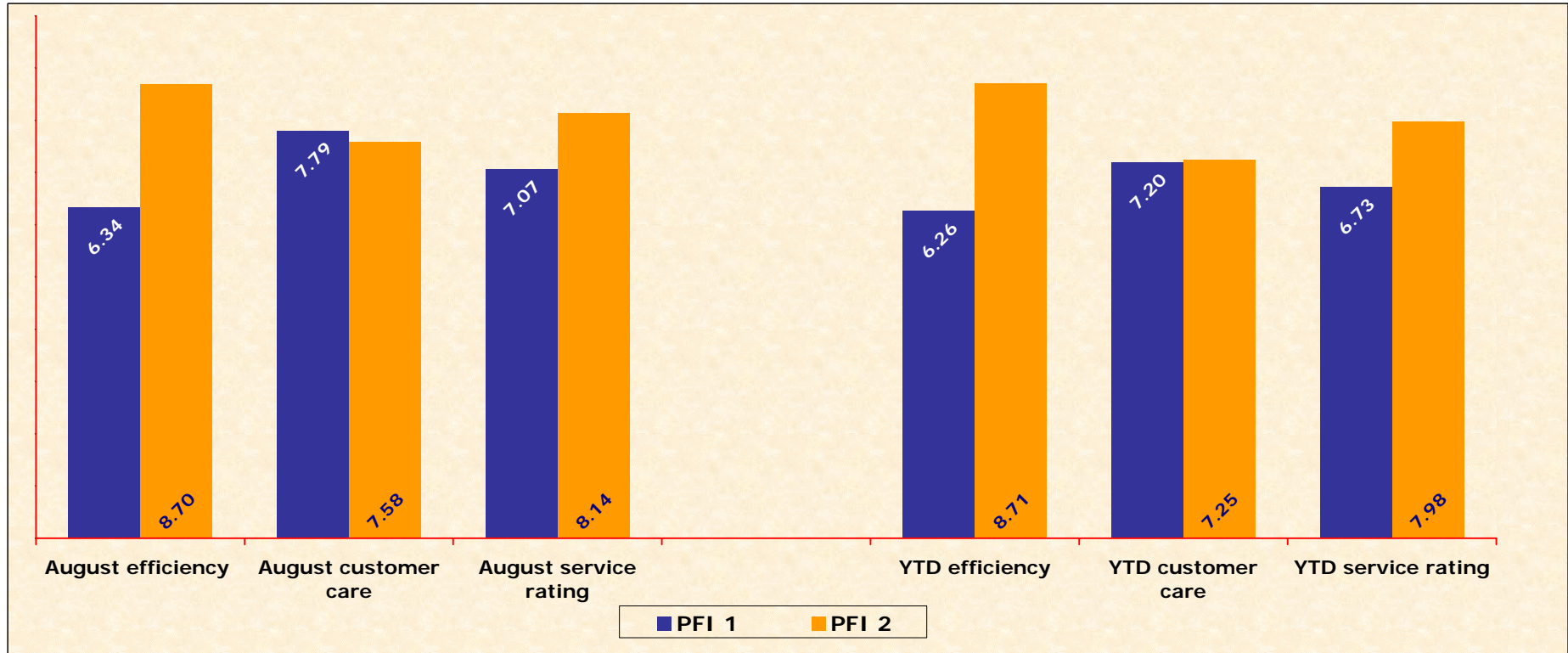
Performance Basket Report August 2008

Partners - Headline Performances

- **PFI 1 scored 7.07 points for August. PFI 1's efficiency score was 6.34 points, rating as "Satisfactory" and the customer care score was 7.79 points, which rates as "Good". Six of the ten indicators evaluated for PFI 1 attained maximum scores this month.**
- **PFI 2 scored 8.14 points for August. PFI 2 efficiency score was 8.70 for August rating as "Good" and the customer care score was 7.58 points, which rates as "Good". Four of the ten indicators evaluated for PFI 2 attained maximum scores this month.**

Contact Anne Mushington for more information on ext. 4113

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
PFI 1	Satisfactory	6.73
PFI 2	Good	7.98

Monthly Efficiency and Customer Care Scores		
	Efficiency	Customer Care
PFI 1	6.34	7.79
PFI 2	8.70	7.58

- 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) |
| Customer Care Performance Indicators | { | 7.5 % of responsive repairs for which an appointment was both made & kept (YTD) |
| | | 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;
 A235 (ex BVPI 174); racial incidents
 A250 (ex LKPI 20a); sexuality incidents
 A265 (ex LKPI 21a); other incidents

The percentage of harassment incidents resulting in further action.

A240 (ex BVPI 175); racial incidents

TARGET = 100%

A255 (ex LKPI 20b); sexuality incidents

TARGET = 100%

A270 (ex 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).

A245; racial incidents

A260; sexuality incidents

A275; other incidents

A235; Aug 2008 = 0, YTD = 7

A240; Aug 2008 = Nil, YTD = 100%

A245; Aug 2008 = Nil, YTD = 29%

A250; Aug 2008 = 0, YTD = 2

A255; Aug 2008 = Nil, YTD = 100%

A260; Aug 2008 = Nil, YTD = 0%

A265; Aug 2008 = 3, YTD = 35

A270; Aug 2008 = 100%, YTD = 94%

A275; Aug 2008 = 0%, YTD = 26%

These indicators are 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 racial incidents recorded by Homes for Islington

Aug 2008	A235			A240			A245		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	6	0	0	100%	Nil	Nil	83%	Nil	Nil
Lyon Street	1	0	3	100%	Nil	100%	0%	Nil	33%
Upper Street	6	0	0	100%	Nil	Nil	33%	Nil	Nil
Central Street	5	0	1	100%	Nil	100%	100%	Nil	100%
PFI 1	0	0	2	Nil	Nil	100%	Nil	Nil	0%
PFI 2	6	0	1	100%	Nil	100%	50%	Nil	0%
Total	24	0	7	100%	Nil	100%	63%	Nil	29%

The number of sexuality incidents recorded by Homes for Islington

Aug 2008	A250			A255			A260		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	3	0	0	100%	Nil	Nil	33%	Nil	Nil
Lyon Street	2	0	0	100%	Nil	Nil	50%	Nil	Nil
Upper Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
Central Street	4	0	0	100%	Nil	Nil	100%	Nil	Nil
PFI 1	1	0	2	0%	Nil	100%	0%	Nil	0%
PFI 2	4	0	0	100%	Nil	Nil	100%	Nil	Nil
Total	15	0	2	93%	Nil	100%	67%	Nil	0%

The number of other incidents recorded by Homes for Islington

Aug 2008	A265			A270			A275		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	14	0	2	100%	Nil	100%	43%	Nil	50%
Lyon Street	21	2	9	86%	100%	78%	24%	0%	22%
Upper Street	18	0	4	78%	Nil	100%	6%	Nil	50%
Central Street	10	0	8	100%	Nil	100%	100%	Nil	50%
PFI 1	2	0	4	0%	Nil	100%	0%	Nil	0%
PFI 2	30	1	8	93%	100%	100%	30%	0%	0%
Total	95	3	35	88%	100%	94%	33%	0%	26%

OPERATIONS

A100 ex LKPI 101a;

The number of ABC's (Acceptable Behaviour Contracts) arranged in the month

A110 ex LKPI 101b;

The number of NTQs/NSP's (Notice to Quit / Notice of Seeking Possession) issued

A120 ex LKPI 101c;

The number of evictions obtained

A130 ex LKPI 101d;

The number of injunctions obtained

A140 ex LKPI 101e;

The number of ASBO's (Anti Social Behaviour Orders) obtained

A150 ex LKPI 101f;

The number of live ABC's (Acceptable Behaviour Contracts)

Comments:

A100;

Arranged; Aug = 6, YTD = 14

Signed; YTD = 1

A110; Aug = 11, YTD = 44

A120; Aug = 0, YTD = 3

A130; Aug = 2, YTD = 15

A140; Aug = 0, YTD = 1

A150; Aug = 12

These indicators are 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 live ABC's and the number of ABC's arranged in the month

Aug	2008		Arranged	Signed	Live
	Last Year	This Month			
A100 & A150					
Central Street	5	1	2	0	1
Holland Walk	8	0	1	0	0
Lyon St	19	9	14	1	6
Upper Street	19	1	8	0	1
PFI 1	3	0	0	0	3
PFI 2	1	0	0	0	1
Total	55	11	25	1	12

The number of NTQs/NSP's served

Aug	2008		
	Last Year	This Month	YTD
A110			
Central Street	20	5	10
Holland Walk	16	0	5
Lyon St	20	5	11
Upper Street	28	0	11
PFI 1	6	1	4
PFI 2	12	0	3
Total	102	11	44

The number of evictions carried out

Aug	2008		
	Last Year	This Month	YTD
A120			
Central Street	0	0	0
Holland Walk	3	0	1
Lyon St	1	0	1
Upper Street	1	0	1
PFI 1	1	0	0
PFI 2	3	0	0
Total	9	0	3

The number of injunctions / undertakings obtained

Aug	2008		
	Last Year	This Month	YTD
A130			
Central Street	5	0	1
Holland Walk	3	0	0
Lyon St	11	0	4
Upper Street	6	1	7
PFI 1	5	1	3
PFI 2	3	0	0
Total	33	2	15

The number of anti-social behaviour orders obtained

Aug	2008		
	Last Year	This Month	YTD
A140			
Central Street	1	0	0
Holland Walk	1	0	0
Lyon St	1	0	0
Upper Street	1	0	1
PFI 1	1	0	0
PFI 2	0	0	0
Total	5	0	1

OPERATIONS

R150 (ex LKPI 23)

Current arrears per tenant

This figure excludes reception centres.

Target = To be below £185 (year end)

R175 (ex LI 22)

Overall debt pool reduction

This indicator measures the percentage change in overall current rent arrears since the end of 2007-08 ie March 2008. This figure excludes reception centres.

R160 (ex LI 2a)

Total current rent arrears

Comments:

R150 = £172.01

(HFI = £164.44, PFI = £206.68)

TOTAL

- down 1.8% (£3.13) since July 2008

- down 15.8% (£32.19) since August 2007

HFI

- down 1.2% (£2.01) since July 2008

- down 16.0% (£31.36) since August 2007

PFI

- down 3.8% (£8.21) since July 2008

- down 14.9% (£36.10) since August 2007

R175 = -7.2% decrease

(HFI = -9.0% decrease, PFI = -8.3% decrease)

NB: "Last Year" is March 2008

R160 = £4,342,182

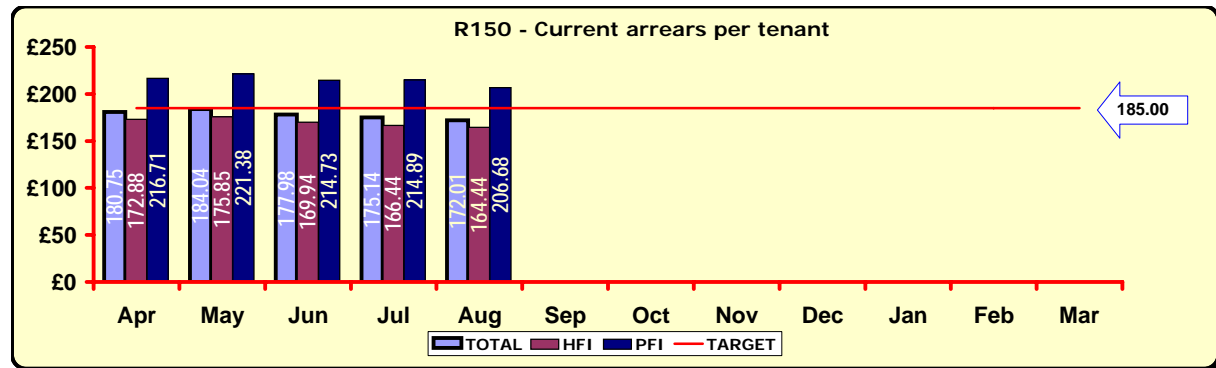
(HFI = £3,408,190 PFI = £933,993)

- down 1.8% since July 2008

- down 15.9% since August 2007

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

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



Current arrears per tenant

Aug 2008			
R150	Last Year	This Month	% Change
Holland Walk	£185.86	£175.33	-5.7%
Lyon Street	£221.56	£193.87	-12.5%
Upper Street	£178.45	£164.44	-7.9%
Central Street	£146.10	£129.50	-11.4%
TOTAL HFI	£180.88	£164.44	-9.1%
PFI 1	£213.85	£205.37	-4.0%
PFI 2	£242.53	£207.45	-14.5%
TOTAL PFI	£231.81	£206.68	-10.8%
TOTAL	£189.81	£172.01	-9.4%

Percentage of debt pool reduction (%)

Aug 2008		
R175	Last Year	This Month
Holland Walk	-0.7%	-5.6%
Lyon Street	-6.5%	-12.4%
Upper Street	-12.6%	-7.9%
Central Street	-14.8%	-11.2%
TOTAL HFI	-10.0%	-9.0%
PFI 1	-8.7%	-2.0%
PFI 2	-4.1%	-11.6%
TOTAL PFI	-5.7%	-8.3%
TOTAL	-9.1%	-8.8%

Total current rent arrears

Aug 2008		
R160	Last Year	This Month
SLUGS	£8,136	£8,470
Holland Walk	£938,601	£885,610
Lyon Street	£889,325	£779,369
Upper Street	£1,185,099	£1,091,895
Central Street	£723,774	£642,847
TOTAL HFI	£3,744,934	£3,408,190
PFI 1	£351,134	£344,002
PFI 2	£667,675	£589,991
TOTAL PFI	£1,018,808	£933,993
TOTAL	£4,763,742	£4,342,182

OPERATIONS

R172 (New for 2008-09)
Amount of Former Tenants Arrears collected
Target = To collect £524,084

R171 (New for 2008-09)
Amount of debt passed to Former Tenants by Area Offices

R170 (ex LKPI 24a)
Total Former Tenant Arrears

R173 (New for 2008-09)
Amount of former tenant debt written off

R165 (ex LI 2b)
Total rent arrears (current & former)

R172
August = £178,630 (£33,019, or 6.3%, below projected target at this stage of 2008-09) - Week 21 (week 22 not available)

R171
August = £131,633, YTD = £546,224

R170
August = £3,540,979

R173
August = £298,747

R165
August = £7,883,162

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

Amount of Former Tenants Arrears collected

Aug 2008	Actual		Projected	
R172	YTD	% of Annual Target Collected	YTD	% of Annual Target
2008-09	£178,630	34.1%	£211,649	40.4%
2007-08	£232,242	44.0%	£209,195	39.6%

Amount of debt passed to Former Tenants by Area Offices

Aug 2008			
R171	Last Year	This Month	YTD
Holland Walk	£227,070	£22,587	£86,276
Lyon Street	£150,507	£14,439	£114,318
Upper Street	£334,655	£25,818	£96,490
Central Street	£235,344	£11,652	£89,280
PF1 1	£75,870	£24,612	£30,227
PF1 2	£107,897	£12,850	£61,597
Managing Agent	£654	£18,889	£53,482
Reception Centres	£82,169	£785	£14,554
TOTAL	£1,214,166	£131,633	£546,224

Total Former Tenant Arrears

Aug 2008		
R170	Last Year	This Month
Holland Walk	N/A	£480,157
Lyon Street	N/A	£519,556
Upper Street	N/A	£877,558
Central Street	N/A	£435,911
PF1 1	N/A	£185,312
PF1 2	N/A	£306,254
Managing Agent	N/A	£38,484
Rec.Centre / Temp Sheltered	N/A	£685,053
TOTAL	£3,291,331	£3,540,979

Amount of former tenant debt written off

Aug 2008			
R173	Last Year	This Month	YTD
TOTAL	£775,202	£298,747	£298,747

Total arrears

Aug 2008		
R165	Last Year	This Month
TOTAL	£8,055,073	£7,883,162

OPERATIONS

R190 (ex LI 30a)
 Number of tenants in arrears by band
 (Area housing offices only)
R200 (ex LI 30b)
 Amount of arrears by band
 (Area housing offices only)

Comments
August 2008

R190 (ex LI 30a)
 40.5% of all tenants are in arrears
 (43.2% in August 2007)
 - 40.3% of Homes for Islington's tenants are in arrears
 - 41.0% of PFI 1 & PFI 2 tenants are in arrears.
 - Central Street has the lowest proportion of tenants with arrears at 35.4%.
 - Upper Street has the highest proportion of tenants with arrears at 43.7%.
 Overall, of those tenants that are in arrears:
 - 4.9% have arrears of £2000 or more
 - 12.3% have arrears of £1000 or more

R200 (ex LI 30b)
 Rent accounts where £1000 or more is owed hold 63.7% of the total current arrears balance (65.5% in August 2007)
 - Rent accounts where £1000 or more is owed hold 63.1% of the total current arrears balance of Homes for Islington
 - Rent accounts where £1000 or more is owed hold 66.0% of the total current arrears balance of PFI 1 & PFI 2
 - 59.2% (lowest) of the Central Street current arrears balance is held in accounts with more than £1000 in arrears.
 - 67.5% (highest) of Lyon Street's current arrears balance is held in accounts with more than £1000 in arrears.

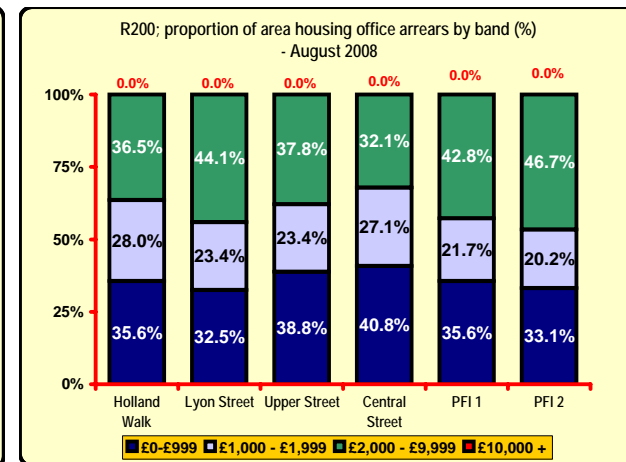
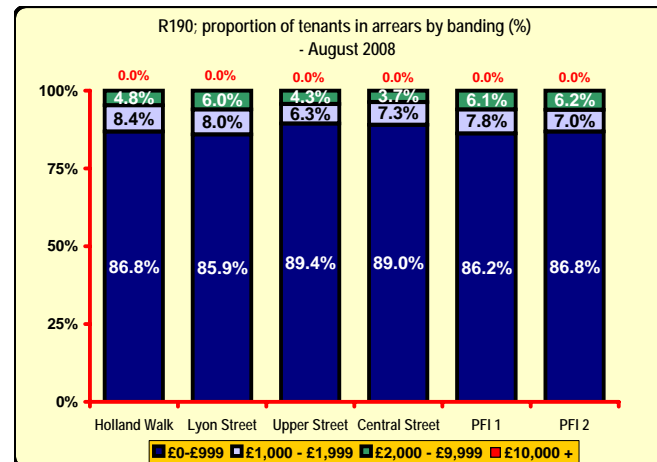
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

R190	Aug		2007		Total	Aug		2008		Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	2,020	176	114	0	2,310	1,801	174	99	0	2,074
Lyon Street	1,440	141	131	0	1,712	1,399	131	98	0	1,628
Upper Street	2,714	199	163	0	3,076	2,607	184	126	0	2,917
Central Street	1,728	151	93	1	1,973	1,569	128	66	0	1,763
TOTAL HFI	7,902	667	501	1	9,071	7,376	617	389	0	8,382
PFI 1	592	61	50	1	704	611	55	43	0	709
PFI 2	1,072	97	84	3	1,256	1,016	82	72	0	1,170
TOTAL PFI	1,664	158	134	4	1,960	1,627	137	115	0	1,879
TOTAL	9,566	825	635	5	11,031	9,003	754	504	0	10,261
% of total	86.7%	7.5%	5.8%	0.05%		87.7%	7.3%	4.9%	0.00%	

Amount of arrears by band

R200	Aug		2007		Total	Aug		2008		Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	£365,904	£248,413	£359,381	£0	£973,698	£314,859	£247,911	£322,840	£0	£885,610
Lyon Street	£294,151	£209,121	£457,741	£0	£961,013	£253,590	£182,080	£343,698	£0	£779,369
Upper Street	£492,151	£280,873	£544,904	£0	£1,317,928	£423,320	£255,317	£413,257	£0	£1,091,895
Central Street	£303,766	£206,032	£283,895	£11,504	£805,196	£262,224	£174,011	£206,612	£0	£642,847
TOTAL HFI	£1,455,971	£944,440	£1,645,921	£11,504	£4,057,835	£1,253,993	£859,319	£1,286,408	£0	£3,399,720
PFI 1	£118,978	£85,855	£174,910	£26,204	£405,948	£122,321	£74,614	£147,067	£0	£344,002
PFI 2	£203,922	£137,228	£314,898	£34,176	£690,224	£195,437	£119,281	£275,272	£0	£589,991
TOTAL PFI	£322,900	£223,084	£489,808	£60,380	£1,096,172	£317,758	£193,895	£422,339	£0	£933,993
TOTAL	£1,778,871	£1,167,524	£2,135,729	£71,884	£5,154,007	£1,571,751	£1,053,215	£1,708,747	£0	£4,333,713
% of total	34.5%	22.7%	41.4%	1.4%		36.3%	24.3%	39.4%	0.0%	



OPERATIONS (CARETAKING)

E132 (ex LKPI 69b) The percentage of caretaking inspections which achieved an A or B grade.

Target = 91.5%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:

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

E132 - The percentage of caretaking inspections achieving an A or B Grade.

The overall "A" and "B" score for August 2008 was 90.4%. The "A" and "B" score for the year to date of 92.5% is above target.

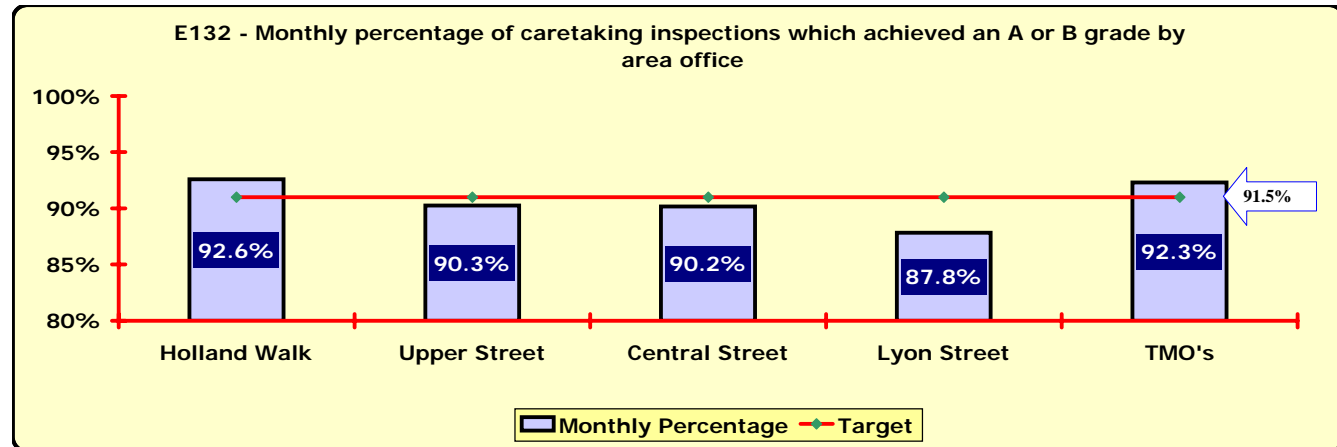
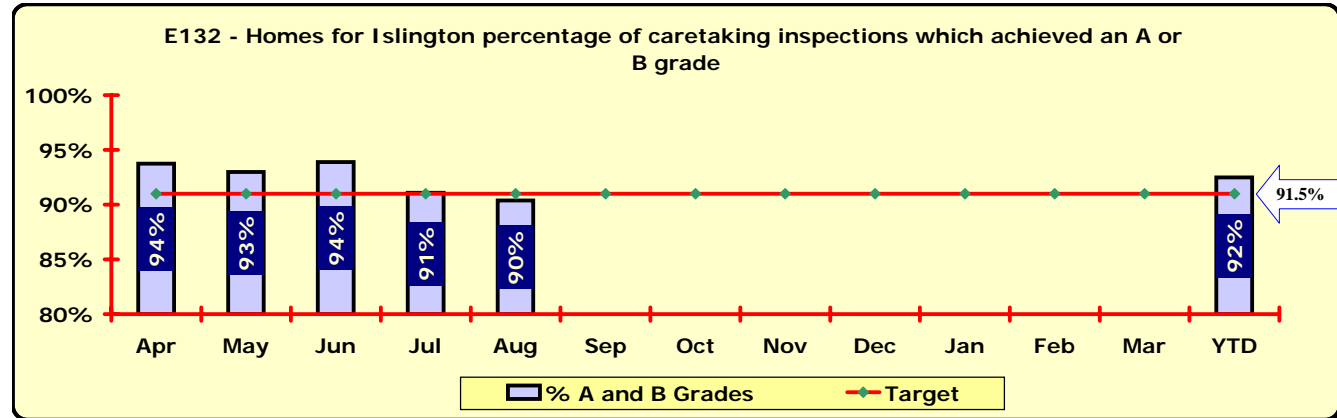
TMO inspections

The TMO "A" and "B" grades have achieved an average score of 92.3.9%, and a year to date score of 90.9% is below target.

Contact Matt Parsons for more information on ext 4219

Caretaking inspection total, percentage gradings and average percentage score

E132	Area office monthly breakdown										Success Rates - Grades "A" & "B"	
	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %	Monthly Avg %	YTD Avg %
Holland Walk	69	106	14	0	37%	56%	7%	0.0%	82.3%	82.9%	92.6%	93.7%
Upper Street	56	120	18	1	29%	62%	9%	0.5%	79.6%	81.1%	90.3%	93.1%
Central Street	81	84	17	1	44%	46%	9%	0.5%	83.5%	82.2%	90.2%	91.4%
Lyon Street	54	105	22	0	30%	58%	12%	0.0%	79.4%	81.7%	87.8%	92.8%
TMO's	18	30	4	0	35%	58%	8%	0.0%	81.7%	80.5%	92.3%	90.9%
HFI Total	278	445	75	2	35%	56%	9%	0.3%	81.2%	81.8%	90.4%	92.5%



OPERATIONS - Home Ownership - Tenants Right To Buy

L500 (ex LKPI 74a) - RTB2's - Right to Buy Applications received and processed by Home Ownership.

L510 (ex LKPI 74b) - Valuations - period from request made to valuation received in weeks.

Target = 4 weeks

L520 (ex LKPI 74c) - S125's - Landlord offers to tenants in weeks.

Target = 1 weeks

L530 (ex LKPI 74d) - Plans - period of plans requested from valuers to receiving them in weeks.

Target = 4 weeks

L540 (ex LKPI 74e) - Processing - time taken in weeks to issue RTB1 form to RTB2 (admittance/denial).

Target = 2 weeks

Comments:

August 2008 Performance:

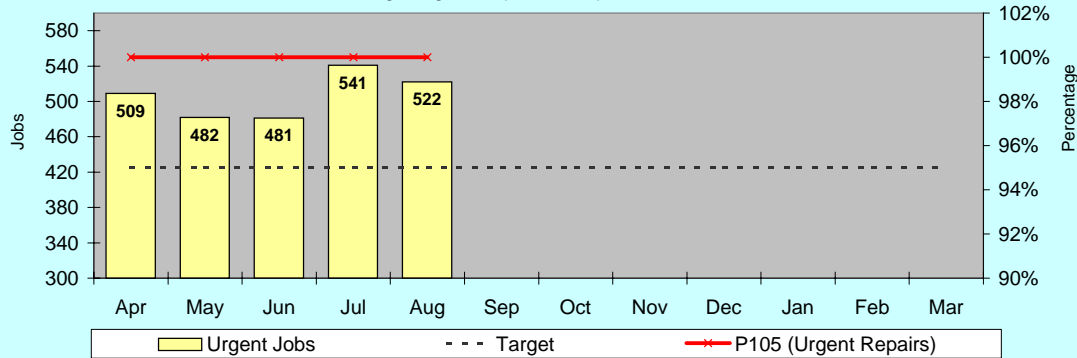
- L500 = 14 RTB's Received
- L510 = 3.5
- L520 = 0.7
- L530 = 1.4
- L540 = 1.5

Contact Anne Mushington for more information on ext 4113.

	Right To Buy (RTB)	Last Year	Aug-08	YTD
L500	RTB Received	415	14	88
	RTB 2 Admittance's	296	12	67
	RTB2 Denials	118	3	22
	Section 125 Offers Issued	293	13	92
	Offers Accepted	154	2	13
	Instructions to legal services	135	2	16
	RTB Completions	107	0	16
	RTB Processing			
	Within timescale	100%	100%	100%
	Outside timescale	0%	0%	0%
	Processing time measurement in weeks			
L510	Time taken from Valuation request to valuation received.	3.8	3.5	5.0
L520	Time from receipt of valuation to issue S125	0.9	0.7	0.9
L530	Time from requesting plans from valuers to receiving them.	3.1	1.4	2.2
L540	Time from receipt of RTB1 to issue RTB2	1.4	1.5	1.5

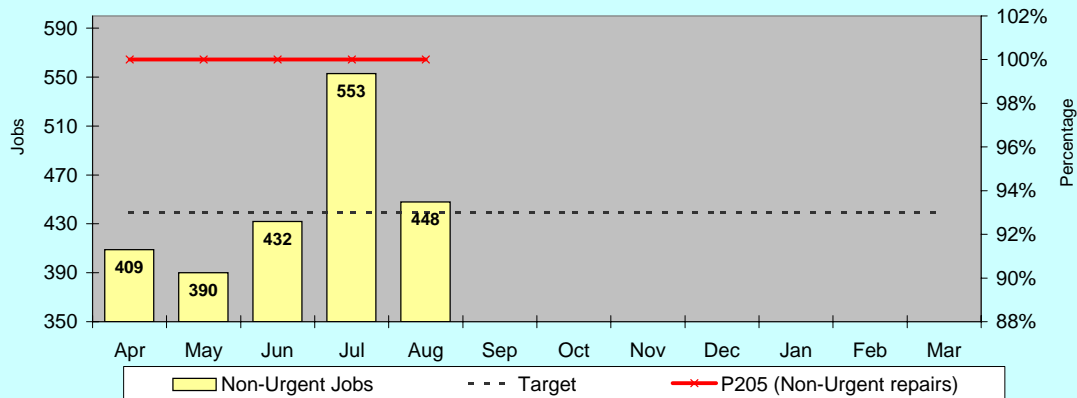
PROPERTY SERVICES (PFI REPAIRS)

P105: Percentage Urgent Repairs Completed in Time: PFI1 and PFI2



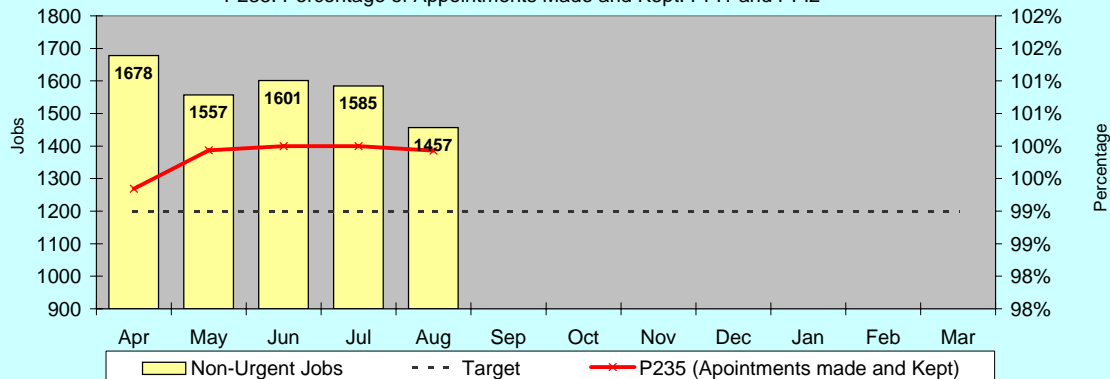
P105	✓
The percentage of urgent repairs completed in time (24 hours and 3 working days) by PFI1 and PFI2. Partners - using data from P310 + P311.	
Target	95.0%
This month	100.0%
Year to date	100.0%
2007/2008 Result	94.3%

P205: Percentage Non-Urgent Repairs Completed in Time: PFI1 and PFI2



P205	✓
Percentage of non-urgent repairs (7 and 28 working days) by PFI1 and PFI2. Partners - using data from P310 and P311.	
Target	80.0%
This month	100.0%
Year to date	100.0%
2007/2008 Result	93.0%

P235: Percentage of Appointments Made and Kept: PFI1 and PFI2



P235	✓
Percentage of repairs for which an appointment was made and kept by PFI1 and PFI2 This indicator measures the number of jobs where an appointment was given and kept. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs.	
Target	99.0%
This month	99.9%
Year to date	99.8%
2007/2008 Result	98.2%

PROPERTY SERVICES (REPAIRS)

P300 (ex LKPI 41 a, b, c, e, f, g & h)

Percentage of jobs completed in timescale:

Kier Islington -

H0 - 2hrs; H1- 24-72 hrs (out of hours); H2- (2hrs emergency); H4- 3-5 days; H5- 5-10 days; H6- 25 days; H8-1 day (Monday to Friday 08:00 to 18:00)

Target = 94.0%

Partners- 24hrs; 3days; 7days & 28 days.

Target = 94.0%

NB: All days (Kier Islington and Partners) are working days

Comments

Kier Islington's Performance

2008 data for urgent repairs have undergone a reconciliation, resulting in changes to previously reported figures.

August 2008 performance for jobs completed within time is 89.9%.

P310 - PFI 1

PFI 1 performance for August 2008 is 100%.

P311 - PFI 2

PFI 2 performance for August 2008 is 100%.

Contact Matt Parsons for more information on ext 4219

V190 (ex LKPI 104)

Recharges are where tenants have to pay for the repair to properties caused by deliberate damage or neglect.

NB: Partners are not required to provide V190 data

Target = 250

Comments:

V190

July 2008: 46 Repairs Recharged

YTD: 238 Repairs Recharged

Contact Matt Parsons for more information on ext 4219

P300

Percentage of jobs completed in timescale:

Kier Islington

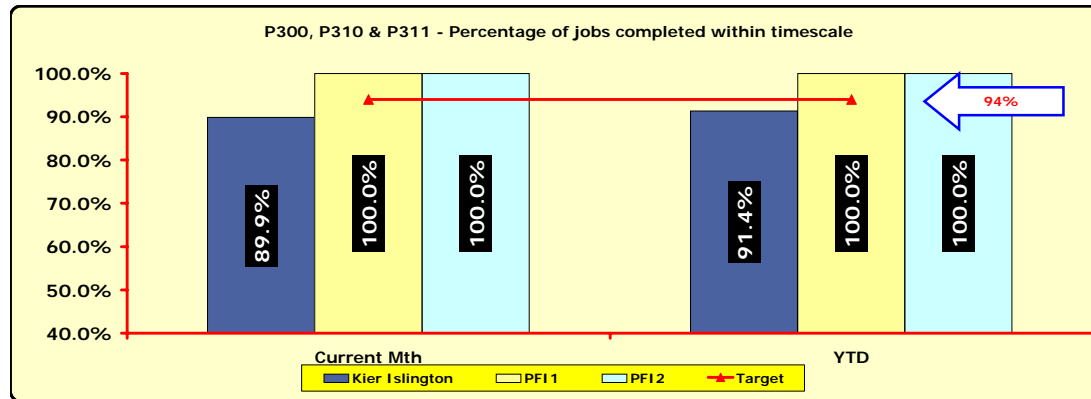
	P300	Last Year	Current Mth	YTD
a	H0	97.6%	92.0%	84.4%
b	H1	97.3%	50.0%	91.7%
c	H2	99.0%	88.6%	83.4%
e	H4	99.0%	95.4%	95.1%
g	H6	99.5%	100.0%	98.6%
h	H8	99.6%	60.9%	80.8%
Total		99.1%	89.9%	91.4%

PFI 1

	P310	Last Year	Current Mth	YTD
24 Hours		100.0%	100.0%	100.0%
3 Days		100.0%	100.0%	100.0%
7 Days		100.0%	100.0%	100.0%
28 Days		100.0%	100.0%	100.0%
Total		100.0%	100.0%	100.0%

PFI 2

	P311	Last Year	Current Mth	YTD
24 Hours		100.0%	100.0%	100.0%
3 Days		100.0%	100.0%	100.0%
7 Days		100.0%	100.0%	100.0%
28 Days		100.0%	100.0%	100.0%
Total		100.0%	100.0%	100.0%



V190 - Repairs Recharged

V190 - Repairs Recharged	Amount Recharged	Repairs Recharged	YTD
Holland Walk	£1,801	15	76
Lyon Street	£599	6	36
Upper Street	£1,438	12	71
Central Street	£1,081	13	55
HFI Direct	£0	0	0
Total	£4,919	46	238

RESOURCES

H700 (ex BVPI 8) The percentage of invoices paid within 30 days

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

Current Target = 94%

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

H752 (ex LI 20)

Local Personnel PI's

Staff profiles: Agency/Temp/leavers.

Comments:

H700

July 2008 = 91.3%
YTD = 89.6%

H752 - The agency staff is the total number of staff as at 30 June 2008. The number of voluntary leavers for quarter 1 is 8, which is 1.0% of total staff. The number of temp/agency staff is 79, which is 10.1% of total staff.

For further clarification please contact Matt Parsons on Ext 4219.

H700 - Percentage of invoices paid within 30 days.

	Last Year			Current Month			YTD		
	Inv. Paid last year	Inv. Paid within 30 days	Percentage	Inv. Paid within 30 days	Inv. Paid this Month	Percentage	Inv. Paid within 30 days	Inv. Paid this year	Percentage
Resources	10751	12318	87.3%	817	895	91.3%	4636	5167	89.7%
Reception Centre	77	77	100.0%	N/A	N/A	N/A	N/A	N/A	N/A
Performance & Service Development	247	328	75.3%	14	15	93.3%	109	130	83.8%
LBI (Housing)	3401	3696	92.0%	289	323	89.5%	1512	1673	90.4%
TOTAL (Excluding LBI)	11075	12723	87.2%	831	910	91.3%	4745	5297	89.6%

H752 - Local Personnel PI's

Quarter	1	2	3	4
No of Voluntary Leavers	8			
Voluntary Leavers as % of total staff	1.0%			
No of Temp / Agency Staff	79			
Temp / Agency Staff as % of total staff	10.1%			

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

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

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th October 2008	7	Monitoring

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

1. Synopsis

This report provides information on the performance of Partners in delivering the PFI1 contract for refurbishment, maintenance and housing management services to 2,334 street properties across the borough. It summarises current issues and developments in delivering services. Contract variations under discussion are attached at Appendix 1. Latest work satisfaction figures are at Appendix 2.

2. Recommendation

That the Sub-board notes and comments on the report.

3. General Performance - Basket

In the performance basket, Partners scored 7.07 for August, which is rated by HFI as good. This is an increase in the rating from satisfactory in June. The service rating score is made up of efficiency and customer care indicators. For the customer care indicators Partners scored 7.79 rated as good and for efficiency 6.34 rated as satisfactory. Efficiency scores are lower as a result of a longer turnaround time for empty properties. See below in 3.4 for further details.

3.1 Rent Arrears

The amount collected as a proportion of the amount due in August is 100.3%. The collection rate for the year to date is 99.8%. This is above the contract target of 97%.

3.2 Customer Care

Performance on answering correspondence, complaints and members enquiries within time scale are generally excellent and all reached 100% in August. Year to date figures are slightly lower reflecting lower compliance in June 2008.

In response to concerns over response times to the Council's Central Complaints Unit on Ombudsman cases, Partners have reduced their target completion time scales and the Commissioning team will be monitoring this to ensure these deadlines are met.

3.3 Responsive Repairs and Gas Servicing

Partners' repairs performance remains excellent on the indicators measured. In August they achieved 100% of repairs completed on time and 100% appointments made and kept.

At the end of August 98.6% of properties had a valid gas certificate.

HFI have been carrying out an audit of Partners' repairs service. The results will be available for the next meeting in December 2008.

3.4 Voids Management

At the end of August 2008 Partners had 23 voids. 11 of these were in use for temporary accommodation for tenants whilst refurbishment works to their home were being carried out.

The average re-let time for minor voids in the August HFI Performance Indicator report circulated submitted is 599 days. For the year to date the turnaround time is 72 days. An amendment has been agreed since Partners have now provided the evidence required and this is shown on the PI table in this report. The average relet time is now 35 days for August and this gives a total of 20 days average relet time year to date.

The average time taken to re-let all voids (with the period for major refurbishment works excluded) in August was 9 days. The year to date figure is 12 days. There is not a contract target for this performance indicator; however this data is included in the performance basket.

4. Contract variations

Attached at Appendix 1 is a summary of the variations that are outstanding. Progress is reviewed monthly at Contract Review Meetings and by using the protocol agreed by both parties. There are three new variations this month that cover works to dwellings that subsequently become void or additional dwellings that the Council has decided to include in the PFI 1 contract that will be refurbished after the end of the Works period on the 30th September 2008.

5. Refurbishment Programme

5.1 Summary

The refurbishment programme began at the end of August 2003 and is scheduled to finish on 30th September 2008. At the end of August 2008 Partners had completed 2212 dwellings to the full standard. This includes 622 leaseholders and 1590 tenants. There are just over 70 properties left to refurbish or in the process of being refurbished. The original decant programme is now complete and the majority of the dwellings have been relet. It is intended that 5 PFI1 properties will be used for decants in the PFI 2 programme as they are in locations that meet the needs of tenants.

5.2 No access cases

HFI are continuing to meet with Partners to minimise the number of properties that cannot reasonably be refurbished due the residents being vulnerable. There are

approximately 70 units that fall into this category, 4% of the contract stock. Properties that have not had their works carried out for this reason that become void after September 2008, (the official end of the works period) will have their refurbishment done when they become void and a variation to clarify the position is currently being negotiated with Partners (appendix 1).

5.6 Works Satisfaction

The latest satisfaction figures for April to September 2008 are not yet available. As the end of the contract is imminent these will be included in a summary report to cover the whole of the Works period which will be available for the December 2008 meeting.

6. Best Value Review of PFI 1 Contract

Partners and HFI are jointly carrying out the Best Value review. Data is being collected from a number of sources and resident focus groups are due to meet by mid October so their experiences can be fed into the review. A special meeting of Partners Residents Forum has been arranged for 6th November. The priorities agreed are raising customer satisfaction and reviewing services to deliver customer priorities. The final report is due in December 2008 for implementation in January 2009.

7. Conclusion

Partners continue to provide a good housing management and repair service and the works programme is on track to complete within the contractual target. HFI, the Council and Partners are working with Partners and residents to implement the Best Value Review.

PFI 1
Performance Indicators AUG 2008

	Contract Target 08/09	April 2008	June 2008	Aug 2008	YTD
Complaints % replied to within 10 days	96%	100%	90%	100%	96.7%
Correspondence % replied to within 10 days	96%	99.8%	98%	100%	99.3%
Members Enquiries % replied to within 10 days	96%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	96.5%	98.8%	98.8%	97.5%
% gross rent collected	97.5%	101.25%	101.7%	100.3%	99.8%
Current arrears per tenant	Not a contract target	£216	£212	£205	£205
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 days	16.3 days	8.8 days	35 days	20 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	16.3 days	9.4 days	9 days	12 days
% of all repairs completed within time-scales year to date	95%	100%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	100%	100%	100%	100%
% of gas services completed against programme (YTD)	100%	99.5%	99.5%	98.6%	98.6%

Background papers

Partners for Improvement in Islington contract documents.

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Appendix 1

Live PFI Contract Variations - Summary 24.09.2008

Variation Ref/Issue	Current Position/Timetable	Comments
05014- Repairs rectification periods	HFI awaiting further comments from Partners	HFI considering amending repair time-scales to align with PFI 2 if there are benefits to the Authority as well as the Contractor.
05015- Communal Area Risk assessments	Discussions over potential cost savings. HFI and Partners working up proposal covering other areas.	HFI /Authority considering Partners proposal to reduce numbers of annual inspections of communal areas
05019- Voids and additional dwellings July to end Sept 2008	Agreed in principle	Agreement to capture voids and additional properties that arise which cannot be completed in the last 3 months of the Works programme
05020- Deemed available subsequent works to dwellings from Oct 2008	In negotiation	HFI are awaiting Partners proposal on how voids that arise that have not had the Works completed due to elderly/vulnerable occupants will be completed after Oct 2008.
05021- Health and Safety method statement	Agreed in principle	Alignment of requirements in the Round 1 and 2 contracts

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th October 2008	8	Monitoring

Subject of Report: Performance of PFI 2 contractor - Partners for Improvement in Islington

1. Synopsis

This report provides information about the second PFI contract, referred to as PFI 2, delivering refurbishment, maintenance and housing management services to 1,871 street properties, comprising a total of 4,093 dwellings across the borough.

2. Recommendations

That the Sub-Board notes and comments on the report.

3. General Performance – Performance Basket

Partners scored 8.14 points for their overall service rating in the performance basket for August. The score was made up of 7.58 points for customer care and 8.70 points for efficiency. Scores between 7 and 9 attract a “good” rating and scores between 5 and 7 are considered to be satisfactory.

3.1 Rent Arrears

In August 100.3% of the rent due was collected and 99.9% for the year to date from 1st April. This exceeds the contract target of 97.25%. The debt per tenant continues to fall and reached a new low of £207 at the end of August.

3.3 Responsive Repairs

In August Partners had kept 100% of appointments that had been made (year to date 99.8%) and had completed 100% of day to day repairs within contractual time-scales (year to date 100%). HFI is carrying out an audit of repairs performance and the results will be discussed in the next report.

At the end of August, 32 tenanted dwellings (or 1.1% of the tenanted stock) were without valid gas safety certificates (CP12s). This is an increase on the 20 without CP12s found

at the end of June. Partners are still considering the use of magistrates court action and employing HFI's Legal Repair Team to do the legal work to gain access to residents' homes where they are unwilling to provide entry.

3.4 Voids Management

There were 47 voids in Partners' management in August. Three were on hold pending planning applications or detailed structural surveys and ownership verification. 18 were used to decant tenants whilst their permanent homes were undergoing renovation. 11 voids were being refurbished. Three were being let. 12 voids had been pre-allocated to prospective tenants, before the completion of works.

No minor voids were let in August. Since April a total of five minor voids have been re-let and these took on average 17 days to re-let. The contract target is 27 calendar days.

45 voids (minor and capital voids) have been re-let since the beginning of April and it took an average of 16 days to re-let them (excluding the time taken for major works).

3.5 Correspondence, Complaints and Members' Enquiries

In August 100% of complaints and members' enquiries were replied to within 10 days of receipt. The performance in replying to correspondence was 98.9%. The figures exceed the contract target of 96%.

4. Refurbishment Programme

4.1 Progress on programme

The refurbishment of properties continues to meet the quarterly contractual milestones.

Internal refurbishment works have been completed to 1236 tenanted homes and external works to 803 tenanted homes had been finished. A total of 745 tenanted dwellings had reached the contractual Full Availability Standard. (Both internal and external works completed). Work (for external and common parts only) to 243 leasehold properties has been completed and work is in progress at another 170 leasehold dwellings.

4.2 Satisfaction Survey

In the last report, the figures and associated graph given for tenants' satisfaction with renovation works (for April to June) were provisional. Those figures have now been confirmed and are:

- Satisfaction with refurbishment works 97%
- Satisfaction with the service provided 82%.

The results are better than the contract targets of 66% for customer satisfaction with completed works and satisfaction with the service provided. Partners are developing a plan to maintain & exceed these satisfaction levels.

5. Equality & Diversity Plan

Although HFI had made some recommendations to enhance their plan, Partners have been unable to adopt most of them because of the lack of time left in the financial year to implement them. Following recommendations made at the last sub-board meeting, Partners have now agreed to increase their customer data collection targets as follows:

Data Group	PFI1 April Performance in Data Collection	PFI 1 New Target for Data Collection	PFI2 April Performance in Data Collection	PFI 2 New Target for Data Collection
Age	96.%	98%	97%	98%
Gender	99%	100%	99.9%	100%
Ethnic Origin	52%	55%	49%	60%
Language	34%	50%	33%	60%
Disability	35%	50%	37%	50%

Appendix 2 is Partner's latest position statement. This shows that there has been significant increase in the collection of customer information in terms of ethnic origin, language and disability which has exceeded the new collection targets. Partners are analysing the results of their April customer survey in order to inform the best value review of the PFI 1 contract, in terms of improving services for minority residents. Partners have started to work with Disability in Islington to review Partners' publicity leaflets about services and their diversity plan. Partners' Works Team has produced a specific diversity plan in relation to the refurbishment of homes and other service providers within the Partner's consortium are being encouraged to do the same.

Progress on the implementation of Partners' Equality and Diversity Plan is shown in Appendix 3.

6. Leasehold Recovery Account

Partners have agreed to pay the interest charge for their late payment of LBI's share of the leasehold recovery account due on 2 January 2008 and an invoice has been sent.

7. Removal of Properties from the Contract

30 dwellings were removed from the contract during contract negotiations in order to make the scheme work within the available PFI finance. The PFI 2 contract provides for compensation to be paid to Partners until the end of the contract when properties are withdrawn from the contract. In order to make best use of the capital resources retained with the contract and to limit the amount of compensation payable, both parties have agreed in principle to put 30 properties back into the contract. HFI has given a provisional

list of homes to Partners to consider in detail and HFI expects a decision from them shortly.

8. Conclusion

Partners are continuing to meet or exceed contract targets. Partners' are renovating properties in line with the contract milestones. Satisfaction levels with improvement works and the associated service are high. Partners have made some headway in implementing their Equality and Diversity plan.

Background papers

PFI2 contract documents and performance indicator information.

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Appendix 1

Principal Performance Indicators

PFI 2	Contract Target 08/09	April 2008	June 2008	Aug 2008	2008/9 YTD
Complaints % replied to within 10 days	96%	100%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98.3%	99.3%	98.9%	98.8%
Members Enquiries % replied to within 10 days	96%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	94.4%	98.8%	99%	97.5%
% gross rent collected	97.25%	104.3%	102.1%	100.3%	99.9%
Current arrears per tenant	Not a contract target	£220	£215	£207	£207
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 calendar days	7 days	21days	None	17 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	14 days	15 days	15 days	16 days
% of all repairs completed within time-scales year to date	95%	100%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	99.9%	100%	100%	99.8%
% of gas services completed against programme (YTD)	100% at year end	99.5%	99.3%	98.9%	98.9%

Appendix 2

Partners Diversity Position Statement September 2008

1. Where we are now?

Partners has moved from being led by the Council and HFI to producing its own strategies to improve its performance on diversity.

We are working hard at data collection and building relationships with our customers to put ourselves in a position to shape services and make them as accessible as possible.

Partners Board delegates the leadership and management of diversity to Partners Managing Director, John Holman. Partners Diversity Group consists of staff representatives from each team and is chaired by Partners Head of Quality, Ed Butler. The Diversity Group produces and monitors Partners Diversity Plan.

Our contractual obligations on diversity are limited to having regard to Islington Council policy and statute, and Partners already does far more than this.

Partners Residents Forum inputs into Partners Diversity Plan and then reviews performance against the plan.

2. What have we improved?

We have improved the profile of diversity amongst staff and customers through newsletters and events. Summarised below are other areas of improvement.

a) Data collection

We are putting a lot of effort into diversity data collection. In July 2008, we mailed out our data collection form to every leaseholder. Every tenant will be handed a copy at their annual gas safety inspection. Our improvement in data collection is outlined in the tables below.

PFI 1 Tenants	August 2007	July 2008	Improvement
DOB / Age	96%	96%	0%
Sex	99%	99%	0%
Ethnic Origin	49%	50%	1%
National Language	34%	52%	18%
Disability	37%	47%	10%

PFI 2 Tenants	August 2007	July 2008	Improvement
DOB / Age	96%	97%	1%

Sex	99%	99%	0%
Ethnic Origin	52%	55%	3%
National Language	34%	56%	22%
Disability	35%	47%	12%

Partners has formally identified predominant languages for translation as: Turkish, Spanish, Somali, Greek, Bengali, Portuguese. Partners Tenant Handbook has already been translated into these 6 languages, although we usually translate on demand.

We recognise the following hard to reach groups:

- Young people aged 18 – 24
- Working people
- People with physical / learning disabilities
- BME communities
- Eastern European communities recently settled
- People with mental health issues
- People with children
- People who are housebound

We are still analysing data but early indications are that partners needs to engage with wheelchair users to address their dissatisfaction with our services.

b) Customer Survey

Partners conducted a customer survey in April / May 2008. The survey focused on service areas including anti social behaviour, repairs and refurbishment works. The survey also requested monitoring information which we will analyse further. The survey showed that 43% of our tenants have a disabled person in the household and 3% of tenants have a wheelchair user in the household. 15% of leasehold households include a disabled person. We are hoping that we can use the customer survey to improve how we deliver our services and also to improve customer satisfaction.

Partners is producing a report for the PFI 1 Best Value Review identifying areas for improvement based on feedback from the customer survey.

c) Resident Involvement

We have made the following improvements in the last 12 months:

- Our PFI 1 and PFI 2 Residents Forums joined together to become Partners Residents Forum
- Partners reintroduced a Residents Fun Day and joined HFI in a leaseholder event
- Increased the number of customer newsletters from 4 to 5 per year
- Introduced Partners Involvement Register

d) Partnerships

We work in partnership with and have made referrals to the following agencies:

- Dorcus Project
- Mary Ward Legal
- APNA GHAR
- Single Homeless Project
- Alcohol Recovery Project (ARP)
- Mosaic Floating Support
- Social Services
- CHAS
- CAB
- Essex Road Advice Project

Partners has adopted the Council's Harassment and Domestic Violence procedures and attends MAGPIE.

Partners worked with HFI to compare Partners services against the Diversity KLOE between November 2007 and January 2008. HFI's conclusion was that 'Partners as a whole are meeting a large number of the criteria set out by the Audit Commission'. The KLOE sets out what the Audit Commission expects of an excellent organisation.

Partners has started to work with Disability Action In Islington (DAII) on reviewing Partners leaflets and Diversity Plan. We are investigating whether DAII can provide Partners Diversity Group with training on Disability issues.

e) Shaping services

Partners does shape services for individuals although this is currently done on an ad hoc basis using our Risk Register and other means.

Our strategy is to collect as much diversity data as possible in 2008 and then start shaping services more strategically in 2009. Partners Involvement Register will also be used to shape Partners services, and we will work in partnership with Partners Residents Forum.

Partners Works Team has produced a service specific diversity action plan and we will be encouraging our other services to produce similar action plans.

Partners new website is going live in September 2008. We are working with our service provider to finalise how we can make the website as accessible as possible.

3. Moving forward

To begin shaping our services more strategically, we will use the results from the PFI 1 Best Value Review which ends in December 2008, Partners customer survey, and our data collection work.

Appendix 3

Partners Equality and Diversity Plan 2008-09



Our Aims for Equalities and Diversity:

1. Ensure that everyone can access our services in a way that is appropriate to them
2. Encourage two-way communication between all stakeholders
3. Promote and encourage equality awareness

Our vision for equality:

- Get to know our customers better
- Treat our tenants and leaseholders as individuals
- Meet our customers' needs
- Involve our residents in the way that enables them to be involved
- Break down barriers to accessing services
- Break down barriers to involvement in the decision making process
- Make sure that our sub contractors work to our diversity principles

Our aims for equality and diversity and our vision for equality should be read in the context of the Partners mission, vision, and values shown opposite.

Our Mission Statement

To improve homes and provide excellent services through partnership and innovation

Our Vision

To be the best in our sector

Key Values

1. Excellence
2. Partnership
3. Innovation

Underpinning Values

Respect
Loyalty
Team Work
Trust
Reputation
Keeping Promises
Co-operation

1. Ensure that everyone can access our services in a way that is appropriate to them

Desired Outcome	Action	Measure of success	Deadline
1.1 Improved knowledge of our customers	Collect diversity information	Diversity collection form produced Information we currently have for PFI 1: DOB / Age 96% (Target 98%) Sex 99% (Target 100%) Ethnic Origin 50% (Target 55%) National Language 52% (Target 55%) Disability 47% (Target 50%) Information we currently have for PFI 2: DOB / Age 97% (Target 98%) Sex 99% (Target 100%) Ethnic Origin 55% (Target 60%) National Language 56% (Target 60%) Disability 47% (Target 50%)	Completed March 2009
	Explore inclusion of ethnicity information on repairs satisfaction cards	Decision taken as to whether ethnicity information should be included on repairs satisfaction card	September 2008
1.2 Provide services accessible to all	Review Accessibility Key Line of Enquiry (KLOE)	Review conducted by Diversity Group Gap analysis produced Report including recommendations produced	December 2008 February 2009 March 2009
	Ensure Partners continue to comply with legal obligations under the Disability and Discrimination Act (DDA)	Partners are DDA compliant	December 2009

	<p>Introduce a series of customer information leaflets</p> <p>Develop Partners standards for audits (to include a review of access via type talk, text, minicom and hearing loop)</p> <p>Ensure that staff are aware of needs of individuals before visiting them</p>	<p>The following leaflets are available in appropriate formats: complaints, repairs, refurbishment, tenancy, anti social behaviour, rent, leasehold, resident involvement, gas safety.</p> <p>Reception audit complete</p> <p>Telephone audit complete</p> <p>Individuals needs are taken into account</p>	<p>March 2009</p> <p>Audit complete. Reviewing checklist.</p> <p>Call handling checklist complete.</p> <p>Being achieved through 1.1 above.</p>
1.3 Achieve Customer Service Excellence	Apply for Charter Mark accreditation	Chartermark application submitted	December 2009
1.4 Develop the service to meet residents' needs	Explore annual visits / repair checks to vulnerable residents	A decision is made as to whether annual visits / repair checks will be conducted	March 2009
1.5 Checking that we're getting it right	Undertake mystery shopping exercise using resident volunteers of external company	Mystery shopping exercise held and report received	March 2009
2. Encourage two-way communication between all stakeholders			
Desired Outcome	Action	Measure of success	Deadline
2.1 All residents to have the opportunity to give feedback in a way that suits them	<p>Undertake customer survey</p> <p>Hold Partners customer satisfaction review</p> <p>Establish customer contact</p>	<p>Survey completed</p> <p>Action plan inc. recommendations in place</p> <p>Areas of dissatisfaction identified</p> <p>Questions included in customer survey</p>	<p>Completed</p> <p>Draft strategy complete.</p> <p>Ongoing.</p> <p>Completed</p>

	<p>preferences</p> <p>Update and review the website</p>	<p>Survey results included in communications strategy</p> <p>Development website set up to enable consultation</p> <p>Carry out consultation with staff and Residents' Forum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure website is accessible <p>Website launched</p>	<p>March 2009</p> <p>Completed</p> <p>Completed</p> <p>September 2008</p>
2.2 Improved resident satisfaction with the opportunities to get involved	<p>Develop Resident Involvement Strategy for 2008/9</p> <p>Launch the Partners Involvement Register, ensuring diversity information is collected as part of the process</p> <p>Hold a residents fun day</p> <p>Promote offer of childcare and transport at Residents' Forum meetings</p>	<p>Strategy developed with the Residents Forum and Partners Involvement Register consulted on its content.</p> <p>Form and database set up</p> <p>Advertised in newsletter and at fun day</p> <p>Programme of involvement developed to include focus groups, surveys etc.</p> <p>Fun day held with 75 residents having attended</p> <p>Information included in the Resident Forum invitation letters</p>	<p>July 2008</p> <p>Completed</p> <p>Completed</p> <p>March 2009</p> <p>4 October 2008</p> <p>September 2008</p>
2.3 Residents Forum	<p>Encourage Forum to engage more widely</p> <p>Meet training needs of Forum</p>	<p>Residents' Forum article 'What the Forum stands for' published in the Partners Gazette</p> <p>Residents' Forum insert for the Partners Gazette developed</p> <p>Training organised on chairing meetings</p>	<p>Partially complete</p> <p>December 2008</p> <p>October 2008</p>

	<p>Introduce a Residents' Forum induction pack</p> <p>Review location of meetings</p>	<p>Equalities and diversity information included</p> <p>Residents Forum decide whether to hold any of their meetings in the community</p>	<p>December 2008</p> <p>Raised at Forum meeting. Decision delayed depending on response to article in newsletter.</p>
2.4 Keep staff up to date on diversity issues	<p>Diversity group to meet bi-monthly</p> <p>Raise profile of diversity group with partners</p> <p>Continue to include equalities information at inductions</p> <p>Provide multi-faith diversity calendars for all staff</p> <p>Promote job shadowing across teams</p>	<p>Every team is represented</p> <p>Articles included in the staff newsletter</p> <p>80% of new staff have completed the induction by September 2008</p> <p>95% of new staff have completed the induction by March 2009</p> <p>Calendars ordered and delivered to each member of staff</p> <p>Articles included in the staff newsletter</p>	<p>On target</p> <p>Completed</p> <p>September 2008</p> <p>March 2009</p> <p>January 2009</p> <p>Ongoing</p>
2.5 Staff involvement in planning and diversity	<p>Get regular feedback from staff</p> <p>Encourage Partners wide social events such as film events highlighting</p>	<p>Mini staff survey repeated</p> <p>Staff suggestion scheme in place</p> <p>Accessible venues, catering respecting cultural traditions, team leaders promote to all staff etc</p>	<p>October 2008</p> <p>Completed</p> <p>Ongoing</p>
3. Promote and encourage equality awareness			
Desired Outcome	Action	Measure of success	Deadline
3.1 Ensure racial equality	Ensure that Partners complies with	Partners complies with CRE Code of Practice.	Completed

	Commission for Racial Equality (CRE) Code of Practice for rented housing		
3.2 Equalities standard	Support LBI in its efforts to gain Equalities Standard level 4 and 5		On request
3.3 Raise profile of diversity issues within Partners and externally	<p>Finalise Partners diversity policy</p> <p>Develop a procedure review template to include Equality Impact Assessment</p> <p>Sub contractors to have appropriate equality policies</p> <p>Establish programme of Internal Quality Audits</p> <p>Monitor Partners for recruitment, retention and promotion</p>	<p>Policy drafted by Diversity Group</p> <p>Staff and Residents Forum consulted</p> <p>Policy finalised and distributed to all staff</p> <p>Procedure reviews include an equalities impact assessment</p> <p>Sub contractors policies received and checked</p> <p>IOA programme takes account of diversity issues</p> <p>Core receive Partners wide monitoring information</p>	<p>Draft complete</p> <p>September 2008</p> <p>October 2008</p> <p>September 2008</p> <p>Completed</p> <p>Partially complete</p> <p>Partially complete</p>

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th October 2008	9	Monitoring

Subject of Report: Performance of Tenant Management Organisations (TMOs) and Co-operatives (TMCs)

1. Synopsis

1.1. This report gives information on the performance of the 25 TMOs and TMCs, delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.

2. Recommendations

2.1. That the Sub-Board notes this report.

3. Background

3.1. Homes for Islington’s Tenant Management Team monitors the performance of all TMOs and TMCs on behalf of the Council. Tenant Management Commissioning Officers hold quarterly monitoring meetings with each organisation and review all the services provided as well as the governance and finance arrangements.

4. Support and training

4.1. HFI is arranging training for new TMO committee members and their staff in early November on how TMOs work and their responsibilities and duties as committee members. There will be training on anti-fraud measures for TMOs on 25 November run by the council’s Internal Audit team.

4.2. A TMO Managers’ Forum session was held on 26 September to discuss allocations and the use of the local lettings policy for TMOs. The managers’ forum meeting in January will look at procurement of cyclical maintenance and major works and approved lists of contractors.

5. Monitoring

5.1. Appendices A, B and C provide the CSSB with the most recent information gathered by HFI about TMO governance and financial management, caretaking and performance respectively.

5.2. Tenant Management Commissioning Officers assess the governance and financial management of each TMO every quarter. Appendix A shows the assessments made over the last three quarters, with the most recent assessment carried out in July 2008 for quarter 1 of 2008/09.

5.3. Governance issues are mainly around TMOs not assessing the training needs of their committee members and arranging training.

5.4. Finance issues include failure of TMOs to provide a copy of the bank account mandates and information on signatories to bank accounts, not having all the necessary insurance policies and not providing meaningful financial reports to committees. Further information is given in section 6 below.

5.5. Performance information

As reported to the August CSSB meeting, agreement has been reached with the Tenant Management Forum on the PIs to be collected monthly. These are to be provided to both HFI and TMO Committees. The first PIs will be reported for the month of September and will be included in future reports to CSSB. The performance reported in appendix C is for the old performance indicators. In the current transition period between the old and the new indicators it is not surprising that reporting of the old indicators has been poor.

5.6. Caretaking

HFI Quality Monitoring staff inspect caretaking standards at each estate-based TMO at least once a quarter. The results are presented at Appendix B for quarter 1 (quarter 2 results are not yet completed). The table also shows the average score for each TMO over the last four quarters and the average HFI score for each quarter.

5.7. Revised monitoring system

The Tenant Management Commissioning Team has done further work to revise the monitoring system for TMOs, to reduce the workload for TMOs and HFI whilst making it more effective in ensuring TMOs meet their management agreement, statutory requirements and service obligations.

5.8. The objective is for HFI to monitor core performance monthly and quarterly through information supplied by TMOs and to review broader performance matters annually. Core performance would include reviewing TMOs' finance and performance reports to their committees and their minutes and agenda papers. Annual reviews would focus on finance, governance, performance, equality and diversity, customer service and employment through meetings with TMOs and information supplied by TMOs.

HFI will seek to meet with the Monitoring Review Group to agree a revised system and will report to CSSB on the outcome at its next meeting. In the mean time HFI will continue to use its temporary monitoring system.

6. TMO Issues

This section updates CSSB on issues at individual TMOs.

6.1. Arch-Elm Co-op

Reports since the new financial year show the Co-op is making savings and is keeping within budget. The Co-op needs to continue its savings policy for at least another year before its financial position will be comfortable. HFI continues to monitor.

6.2. Braithwaite House TMO

The TMO financial position remains critical. The TMO's expenditure is just within its budget but there is no provision for contingencies and its reserves are low. The TMO has not cut its costs as recommended by HFI. HFI is seeking detailed information from the TMO on the disputed major works fund amounts before a decision is made on whether HFI should reclaim that amount from the TMO.

On a separate matter, HFI has served a Repair Notice on the TMO for failing to carry out a responsive repair.

6.3. Taverner & Peckett Square TMO

HFI remains seriously concerned that this TMO:

- does not hold sufficient committee meetings to comply with its Rules;
- does not take minutes of its committee meetings;
- does not provide HFI with agendas, papers and minutes prior to Committee meetings.

HFI proposes to meet with the TMO committee urgently. HFI will serve a breach notice if the TMO does not take action to comply with the management agreement.

6.4. Spa Green

The TMO wants a variation to their management agreement to hand back responsibility for glazing of windows to HFI. This should result in a reduction in the allowance paid to the TMO but the TMO is disputing that.

6.5. Gambier TMO

A variation to the management agreement is in process to cover the maintenance of a water feature which is being installed on the estate and which will be maintained by the TMO.

6.6. Stafford Cripps

The TMO has served a Repair Notice on HFI for failing to carry out a repair. Property Services will respond to the notice.

7. Developing TMOs

7.1. Lower Hilldrop

A General Meeting was held on the 22nd Sept of which a new Chair was elected. HFI attended the meeting and briefed the group in taking the next stages to develop. The TMO will begin the development phase under new right to manage regulations starting 1 October.

7.2. Holly Park/Ilex House

The two tenant and resident associations (TRA's) met on 10/9/08 to discuss the possibility of becoming a TMO. HFI met with the chairs of both TRA's on the 24/9/08 to give a briefing on what options they could take. The TMO is still at pre-feasibility stage and no right to manage notice has been served.

7.3. Highbury estates

A Steering Committee has been formed with 2 members per block, a committee of 10 members. A progress meeting was planned in first week of September 2008, but this was cancelled. Another meeting is scheduled in October 2008. The group propose to publicise the TMO to residents on the estate.

8. Equality and diversity strategy

8.1. Every TMO has an equality and diversity policy as part of its management agreement with the council. The nine co-ops have a version that was agreed in 2007 and this is shown in appendix D. The remaining TMOs have an older version which has similar requirements though focussing on equal opportunities rather than diversity issues.

8.2. HFI is working with TMOs to ensure their compliance with the Disability Discrimination Act. Every TMO now has a disability access statement that shows what the TMO will do to ensure its premises are DDA compliant or what reasonable adjustments it is making to provide its services where premises are not yet compliant. Recent actions include:

- In 2007 HFI gave each TMO an induction loop for their offices to assist hard of hearing residents.
- TMOs have free access to HFI's interpretation service, The Big Word.
- TMO staff and committee members have been signed up for HFI's online equality and diversity training.
- HFI and TMOs have developed an information sharing protocol so that personal information can be shared between organisations and services can be targeted more appropriately.

- 8.3. As part of revised monitoring arrangements HFI will monitor and assess each TMO's compliance with its equal opportunities policy annually. The results of that assessment will show what additional support TMOs need to meet the standards expected by HFI and the council. The results will be reported to CSSB.

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HOMES FOR ISLINGTON

TMO/TMC MONITORING REPORT TO CONTRACTED SERVICES SUB-BOARD

1st Quarter 2008/09

	TMO/TMC	Governance				Finance			
		Q3 07/08	Q4 07/08	Q1 08/09	Q1 08/09 Issues	Q3 07/08	Q4 07/08	Q1 08/09	Q1 08/09 Issues
1	Arch-Elm Co-op	NC	NC	C	Training	C	C	C	Reserves, bank mandate
2	Bemerton Villages TMO	C	C	C	Register of interests, training	C	C	NC	
3	Blackstock TMO	NC	NC	NC		C	NC	C	Bank mandate
4	Braithwaite House TMO	NC	C	C	Training, ordering system, performance indicators, out of hours service	C	C	C	Excessive and inappropriate expenditure
5	Brooke-Park Co-op	NC	NC	NC		NC	NC	NC	
6	Brunswick Close TMO	C	NC	NC		C	C	C	Annual return to FSA, finance report to committee
7	Charteris Co-op	NC	C	NC		NC	C	C	Bank mandate, high rent arrears, insurance
8	Dixon Clark Court TMO	C	C	NC		C	C	C	Bank mandate
9	Elthorne 1st Co-op	NC	NC	NC		NC	NC	NC	
10	Gambier House TMO	NC	NC	NC		C	C	C	Register of interests
11	Halfmoon Crescent Co-op	C	NC	NC		C	C	C	Finance reports to committee
12	Harry Weston Co-op	C	C	C	Training	C	C	C	Finance reports to committee, authorised signatories
13	Holbrook Co-op	NC	C	C	Rules of the co-op outdated	C	C	C	Account and signatory details, insurance ordering process, insurance
14	Hornsey Lane EMB	C	NC	C	Training	NC	NC	NC	
15	Miranda TMO	NC	C	NC		NC	C	C	Bank mandate, insurance
16	Newbery House TMO	C	C	C	handbook	C	C	C	Insurance
17	Pleydell TMO	NC	C	C	Register of interests, performance indicators, training	NC	NC	NC	
18	Quaker Court TMO	NC	C	C	Data Protection Act compliance	NC	NC	NC	
19	Redbrick TMO	NC	NC	NC		NC	NC	NC	
20	Seaview Co-op			NC				C	Bank accounts and signatories, insurance, ordering process
21	Spa Green TMO	C	C	C	Training	C	C	C	Bank mandate, financial reports to committee insurance
22	Stafford Cripps TMO	C	C	C	Register of interests, handbook, inquorate meetings	C	C	C	Insurance, financial report to committee

HOMES FOR ISLINGTON

TMO/TMC MONITORING REPORT TO CONTRACTED SERVICES SUB-BOARD

1st Quarter 2008/09

TMO/TMC		Governance				Finance			
		Q3 07/08	Q4 07/08	Q1 08/09	Q1 08/09 Issues	Q3 07/08	Q4 07/08	Q1 08/09	Q1 08/09 Issues
23	Taverner & Peckett TMO	NC	C	C	Agendas, papers & minutes of meetings compliance with rules	C	C	C	Bank mandate
24	Wenlake TMO	C	NC	NC		C	C	C	Bank mandate
25	Weston Rise TMO	C	NC	NC		C	NC	C	Insurance, financial report to committee

HFI monitors each TMO quarterly and rates their performance on finance and governance against a standard set out in the form of key lines of enquiry similar to those pioneered by the Audit Commission. In the last three quarters this has been replaced with a system of reporting Concerns ("C") or No concerns ("NC") pending completion of a review of the monitoring system being conducted jointly with TMO/C representatives.

Appendix B

HOMES FOR ISLINGTON

TMO/TMC CARETAKING

	TMO/TMC	Stock	YEAR 07'08			YEAR 08'09
			Q2	Q3	Q4	Q1
1	Arch-Elm Co-op	95	92.9	100	100	100
2	Bemerton Villages TMO	735	94.5	90	100	85
3	Blackstock TMO	185	95.25	100	100	95
4	Braithwaite House TMO	108	85.7	81	90.5	90.5
5	Brooke-Park Co-op	111	93.8	86.7	80	91.7
6	Brunswick Close TMO	268	83.65	86.4	94.4	85.7
7	Charteris Co-op	127				
8	Dixon Clark Court TMO	60	100.0	100	100	95.5
9	Elthorne 1st Co-op	133	100.0	94.1	86.7	100
10	Gambier House TMO	115	95.5	N/A	N/A	N/A
11	Halfmoon Crescent Co-op	226	82.4	93.8	76.5	81.3
12	Harry Weston Co-op	124	100.0	100	100	100
13	Holbrook Co-op	103	92.9	100	100	81.3
14	Hornsey Lane EMB	173	55.0	94.7	94.4	90.5
15	Miranda TMO	148	100.0	81.8	100	94.1
16	Newbery House Co-op	54	90.9	95.2	90.5	100
17	Pleydell TMO	280	88.65	90.9	100	90.9
18	Quaker Court TMO	76	100.0	89.5	82.4	89.5
19	Redbrick TMO	160	96.65	92.9	93.3	100
20	Spa Green TMO	129	85.7	100	100	89.5
21	Stafford Cripps TMO	180	81.8	100	100	100
22	Taverner & Peckett TMO	165	77.8	68.4	100	100
23	Wenlake TMO	119	93.0	100	100	100
24	Weston Rise TMO	144	78.8	86.4	100	71.4
	Total Stock reporting	4018				
	Average TMO figures		89.78	92.35	94.94	91.97
	Average HFI figures		91.2	93.9	94.3	93.8

Figures in red indicate that the TMO scored higher than HFI

NA = not available.

HFI Quality Monitoring Officers inspect each estate-based TMO at least once a quarter. They inspect across twenty-two caretaking standards. Each standard is graded between A and D. The scores provided are a percentage of A and B grades achieved. If any D grades are awarded, the estates are subject to a re-inspection.

Performance Information provided by TMOs

Appendix C

Reporting month August 2008

Reporting year 2008/09

HOMES FOR ISLINGTON

TMO/TMC MONITORING REPORT TO CONTRACTED SERVICES SUB-BOARD

April 2008

	No. of complaints received	No. of complaints replied within 10 days	% of complaints replied within 10 days	No. of repair requests received	No. of non-urgent repairs completed	% of non-urgent repairs completed	No. of urgent repairs completed	% of urgent repairs completed	% of repairs completed in a single visit	Average time taken to complete non-urgent repairs	No. of voids completed	Average re-let time
Arch-Elm Co-op	0	N/A	N/A	6	6	100	0	N/A	100	24 HRS	0	N/A
Bemerton Villages TMO	NP	NP	NP	100	85	98	15	100	NP	NP	NP	NP
Blackstock TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Braithwaite House TMO	0	N/A	N/A	8	8	100	0	N/A	NP	48 HRS	0	N/A
Brooke-Park Co-op	0	N/A	N/A	7	7	100	0	N/A	100	24 HRS	0	N/A
Brunswick Close TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Charteris Co-op	0	N/A	N/A	6	5	100	1	100	100	12 HRS	0	N/A
Dixon Clark Court TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Elthorne 1st Co-op	0	N/A	N/A	2	2	100	0	N/A	NP	24 HRS	0	N/A
Gambier House TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Halfmoon Cres. Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Harry Weston Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Holbrook Co-op	1	1	100	15	8	100	7	100	80	6 DAYS	0	N/A
Hornsey Lane EMB	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Miranda TMO	NP	NP	NP	15	13	100	2	100	NP	NP	NP	NP
Newbery House Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Pleydell TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Quaker Court TMO	0	N/A	N/A	9	8	100	1	100	100	10 DAYS	NP	NP
Redbrick TMO	0	N/A	N/A	12	8	100	4	100	92.86	10 DAYS	NP	NP
Seaview Co-op	0	N/A	N/A	1	0	N/A	1	100	100	N/A	0	N/A
Spa Green TMO	0	N/A	N/A	20	0	N/A	20	100	NP	24 HRS	0	N/A
Stafford Cripps TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Taverner & Peckett TMC	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Wenlake TMO	0	N/A	N/A	3	0	N/A	3	100	100	N/A	N/A	N/A
Weston Rise TMO	0	N/A	N/A	14	12	100	2	100	100	48 HRS	0	N/A

NP = Data not provided by the TMO.

N/A = Not applicable because there was no activity for that PI in the month.

	Rent collected as a % of rent due plus arrears of current tenants	No. of tenants with more than 7 wks arrears	% of tenants with more than 7 wks arrears	Average current arrears per tenant	Total current arrears	Total former arrears
Brooke-Park Co-op	103%	10	NP	NP	22608.91	0
Charteris Co-op	95%	15	25.00%	793.70	57287.26	10458.45
Elthorne 1st Co-op	100.4%	NP	NP	NP	NP	NP
Halfmoon Cres. Co-op	NP	NP	NP	NP	NP	NP
Harry Weston Co-op	NP	NP	NP	NP	NP	NP
Holbrook Co-op	88.35%	15	23%	310.89	20208	2234.01
Newbery House Co-op	NP	NP	NP	NP	NP	NP
Seaview Co-op	127.50%	0	0	37	373.85	0

Co-op Equality and Diversity policy

1.0 *DECLARATION OF INTENT*

Policy statement

- 1.1 We are committed to promoting equality and diversity among our customers and staff. For our customers equality means ensuring that all our services meet their needs and aspirations, that we provide our services in a fair and equitable way that they are accessible to all. To do this, we will ensure that our policies and practices are not discriminatory and actively encourage people to access our services or take up and remain in employment with us.
- 1.2 By promoting diversity we appreciate and value the different life experiences, skills and perspectives different individuals can bring. We will celebrate the diversity of our community and staff and look at how we as an organisation can actively value those differences. This means that we will recognise people's different service needs and make our services relevant to their individual needs. As an employer, we will actively empower our staff to develop their potential and take pride in their abilities and resources.
- 1.3 We are committed to ensuring equality of opportunity and valuing the diversity within our community and workforce. It is our policy that everyone should be treated fairly and without discrimination regardless of disability, sex, ethnicity, colour, age, sexuality, language, HIV status, national or social origin, religious or other belief, or other status. We believe that diversity benefits and adds value to our organisation and the work we do.
- 1.4 We welcome and are committed to fulfilling our legal duties under the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976, the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1995, the Disability Discrimination Act 2005, the Human Rights Act 1998, Employment Equality Regulations 2003 and all other current and impending equalities legislation. We also accept the definition of institutionalised racism as defined by the Stephen Lawrence Inquiry and will extend it to apply beyond racism to discrimination against disabled people and all forms of discrimination.

High-quality accessible services for all

- 1.5 We are committed to providing high-quality services that meet the needs of all our diverse community. We will act to:
- Remove any barriers preventing our customers from accessing our services or participating in our decision-making structures.
 - Provide information that is accessible and available in appropriate formats on our services and advertise the availability of translation & interpreting services.
 - Consult and involve all our customers in our work to promote equality and diversity.
 - Work with our contractors and partners and those we buy services from to ensure they do not operate discriminatory practices in employment or service delivery and that they adhere to good equalities practice in the employment of their staff and in the delivery of their services in respect of disability, gender, ethnicity, colour, nationality, language, age, religion or belief and sexuality.
 - Promote a community in which all our residents can live freely of prejudice and discrimination and in harmony with each other.

Combating discrimination and valuing diversity in our workforce

- 1.6 We will develop and promote policies and procedures that give equal access to employment and development opportunities to all our potential and existing staff members. We will seek to achieve a workforce reflective of our community at all levels. We will make sure that our employment practices are accessible to everyone and we will take action plan to:
- Develop and promote policies giving all our staff equal access to employment and career development opportunities.
 - Develop a workforce that understands and reflects our community.
 - Make sure all our staff know of their right to be protected from discrimination, harassment and bullying.
 - Train all our staff and board / committee members on our equality and diversity policy.
- 1.7 Every member of our staff has the responsibility of complying with and actively promoting our Equality and Diversity Policy. Our contractors and members are also responsible for complying with and promoting this policy in their delivery of services to our residents.
- 1.8 With the help of feedback from our members and staff we will monitor, review and evaluate the effectiveness of our service delivery and employment practices, and where there are any areas of weakness we will take action to address them.

3 TRAINING

- 3.1 New staff should be aware of training opportunities available to them, and be positively encouraged to take them up.
- 3.2 Members of the Co-op's Management Committee will receive training in their responsibilities as Committee Members, Co-op Service Delivery and equalities implications of these issues.

4 EMPLOYMENT

- 4.1 All workers should have access to support. If a worker feels isolated, provision should be made for support from other parts of the Co-op or outside the organisation.

5 DISCIPLINE and GRIEVANCE PROCEDURES

- 5.1 It will be made clear to all employees that discrimination, abuse or harassment on the grounds of race, gender, disability or sexuality - if proven - is a dismissible offence. There needs to be a code of conduct for staff that makes it clear the standards of behaviour, what constitutes misconduct and gross misconduct and what they can be dismissed for. Staff must be given a copy and sign that they have received it and will be bound by it.

6 THE SCOPE OF THIS POLICY

- 6.1 This policy applies to:
 - a. All staff employed by the Co-op irrespective of funding agent.
 - b. All aspects of promotional, educational, and campaigning functions of The Co-op.
 - c. Members and affiliate organisations. The Co-op would expect its membership to concur with and actively promote these objectives.

7 EMPLOYMENT

- 7.1 Employment procedures and practices will be undertaken strictly in accordance with all relevant legislation identified in 1.0:
- 7.2 In order to implement this equal opportunities policy; The Co-op accepts that it needs to ensure that all members and staff involved in selection and recruitment within the organisation are given adequate and appropriate

training in:

- a. Interview techniques
- b. Codes of practice
- c. Disciplinary and grievance procedures as contained in the Co-op staff manual.

7.3 How recruitment will be dealt with is set out in the Co-op's Recruitment Procedure.

8 EQUAL OPPORTUNITY POLICY IN SERVICE DELIVERY

8.1 The Co-op's commitment

The Co-op is committed to ensuring equality of access to all its services. The committee will take action to provide genuine equality of opportunity, to counter discrimination, and to monitor the outcome. The committee will aim to ensure that no one shall be denied access or receive a lesser service on the grounds of age, race, gender, disability, sexuality, marital status, ethnicity or religious belief.

The Committee will work to ensure that all its services are provided in line with this anti discrimination policy. In order to promote equality of access the executive will aim to ensure the following:

- i. that services are based on consultation with those who receive the services and positive steps are taken to include all sections of the community in decision making.
- ii. that all services are flexible and responsive to the changing needs in the community.
- iii. that information on services is widely available and pro-actively provided in formats appropriate to the individual needs of residents.
- iv. that systems are developed to audit and monitor service delivery and consumer satisfaction.
- v. that an accessible complaints procedure will be developed to ensure against discrimination in service allocation and delivery.
- vi. that positive action programmes will be developed to target the needs of usually excluded groups.
- vii. that in advertising and publicity the Co-op will be presented as an organisation committed to promoting equality of access to employment and services.
- viii. That services will take into account the age, race, gender, disability, sexuality, marital status, ethnicity or religious belief of individual residents.

IMPLEMENTATION

- All staff have a duty to implement The Co-op's Equal Opportunities Policies.
- The Management Committee of the Co-op will be responsible for the implementation of the Equality and Diversity Policy by:
 - i. Devising and advising on Co-op priorities.
 - ii. Receiving and monitoring organisational work programmes.
 - iii. Overseeing the work and pursuing the recommendations of any sub-committee.
 - iv. Overseeing priorities and performance of the organisation as a whole.

8.3 Sub-committees may be set up to develop action plans based on this statement. This should include short or long term objectives:

- i. Developing and producing mechanisms for consumer consultation
- ii. Establishing guidelines for service monitoring
- iii. Design training packages for the organisation which ensure that staff feel confident to promote the policy.
- iv. Progressing and updating the corporate equal opportunities work programme

9 REVIEW

9.1 The Co-op will monitor and review the composition of its committee with the aim of ensuring it is representative of the community it serves.

9.2 The co-op will, no less than once every three years or whenever there is a material change, impact assess its services and policies and procedures against the six standard equality strands: age, gender, ethnicity, disability, faith and sexuality. The co-op will report the outcome to members and HFI and take appropriate action to deal with the issues raised in the impact assessment

10 INFORMATION

10.1 This document shall be circulated to all employees and job applicants.

This equal opportunities policy has been adapted on a model produced by IVAC, amended by Brooke Park Co-op and amended by AITMO.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub - Board	14 th October 2008	11	Information

Subject of Report: Evaluation of the 2007/08 HFI Community Fund

1. Synopsis

- 1.1 This report provides a brief evaluation of the 2007/08 HFI Community Fund, which formed part of HFI's community engagement action plan in that year.

2. Recommendations

- 2.1 That the report is noted.

3. Background

- 3.1 The HFI Community Fund was run in 2007/08 as a community engagement initiative. The fund, of around £80,000, gave local voluntary and community groups the opportunity to bid for amounts of money between £500 and £10,000. In order to be approved for funding, groups had to show that their projects aimed to support and promote a vibrant cohesive community, contributing to the improvement of environments and empowering people to take an active part in their communities.
- 3.2 The decision-making process for who received funding was via the Managed Property and Contracted Services Sub-boards (MPSB & CSSB). All applications for funding were received by the Service Development Team (SDT) for an initial assessment and recommendation on whether they should receive funding. A summary of the SDT's assessment, along with the application, then went to the MPSB or CSSB where the final decision was made.
- 3.3 22 different groups were funded over the year. As part of the process, they were required to keep a record, and copies, of their finances. These were then to be sent to the SDT along with an evaluation form detailing their project and where the money had been spent. (See 5.1 for further details).

4. Findings

- 4.1 Of the 22 groups that were funded in 2007/08, three are yet to spend the money and therefore unable to feedback on their projects. This is for a variety of reasons, such as the nature and size of the project being undertaken and unexpected obstructions to the initiation of certain projects. Other groups have simply not responded to multiple requests for information (See 5.1 for further details).

- 4.2 A total of 24 groups that applied for funding were declined. The reasons for rejection were usually to do with a lack of benefit to HFI residents and estates or a lack of detail given in the application form. (See 5.2 for further details).
- 4.3 On the whole, the MPSB or CSSB supported SDT recommendations. On the occasions that this wasn't the case, the sub-boards did not always give a qualified explanation as to why their decision differed from the SDT assessment and recommendation. This could be a potential issue in the event of any auditing of the process.
- 4.4 The Community Fund was not advertised until several months into the 07/08 financial year. This resulted in many groups being unable to commence work on their funded projects until towards the end of the financial year. For those projects that were ongoing for several months, this created obvious difficulties with supplying HFI with an evaluation and financial records within the first quarter of 08/09.
- 4.5 Many of the organisations that successfully applied for funding were voluntary with a very small skeleton staff and high staff turnover. As a result, management and use of funds is not always as stated in the application. In most cases it would be very difficult to resolve this problem, as it is due to the nature of small, voluntary organisations.
- 4.6 The financial records sent to HFI by some of the funded groups do not bear heavy scrutiny. The Islington Chinese Association completed an evaluation form but sent no record of their financial outgoings. However, the evaluation form does suggest that the funding was spent on the intended activity. The Islington Pensioners Forum was granted £1,000 but only supplied receipts to the value of £300. There is no suggestion of any financial wrongdoing, simply that not all outgoings have been accounted for.
- 4.7 In some cases, there were discrepancies with the projects delivered and the projects described in the initial application forms. The African Youth Trust successfully applied for funding to provide education, advice and opportunity to young people of African origin or parentage, living or studying in Islington. There was no mention of these activities only being made available to boys, but the evaluation form suggests that no girls at all have benefited from them.
- 4.8 On the whole, the diversity of people benefiting from the funded projects was broad and largely representative of Islington's population. This is discounting those projects that had a specific aim to reach a certain part of the community, e.g. ESOL classes for the Somali community.

5. Background papers and appendices

- 5.1 Appendix 1 - Funded Projects spreadsheet
5.2 Appendix 2 - Unfunded projects spreadsheet

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub - Board	14 th October 2008	12	Information

Subject of Report: Update on Community Engagement Funds 08/09

1. Synopsis

This report updates Contracted Services and Managed Property Sub-boards on the progress on delivering the community engagement objectives agreed at a joint meeting of the Sub-boards on 14 May.

2 Recommendation

2.1 That this report is noted.

3 Background

3.1 Following the success of last years' LBI-financed community engagement activities, HFI identified growth of £100k for further community engagement activities during 2008/09.

3.2 At a joint meeting of the Sub-boards on 14 May, it was agreed to allocate £70k to projects that would tackle worklessness, a theme that had increasingly concerned the Government since the publication of the Hills Report in 2007. This would also tie in with the major priorities outlined by the Islington Strategic Partnership.

3.3 This report will also include updates on the remaining £30K funding for other community engagement activities.

4 Worklessness-related projects

4.1 Working closely with LBI, HFI has agreed a range of training opportunities that will be promoted throughout October. They are as follows:

- SIA-certificated security training - The attraction of security training is that it offers an excellent chance of getting into work quickly and can also present career development opportunities in an expanding industry. This course offers 12 places for residents and is run by a company called Learn Assist who have an expertise in supporting people into work but who also have a thorough vetting process for suitable candidates. The total cost of this project is **£9,540** and with a likelihood of getting more than 50% of attendees into work is a relatively inexpensive form of training.

Target - 12 residents training with 6 job outcomes

- Menu of vocational courses - This offers tenants the option of accessing a range of training opportunities offered through LBI and includes amongst others courses such

as City and Guilds Computerised Accounts and accreditation in Book-keeping, Administration, Travel and Tourism, Catering, Food Hygiene, Childcare, Nursery Work, IT training, Teaching Assistants, PCV theory and licence, Youth work. It is proposed that **£15,000** is spent on these courses.

Target - 10 job outcomes

- NVQ level 2 in Childcare - This course costing **£25,000** will be run from the Andover Community Centre but be offered to residents borough-wide. It will however target tenants who recently completed a level one course at the same venue funded by LBI and will depend on the continuation of childcare provision from the centre. HFI have discussed this course with Childrens' Services and the Regeneration team who believe there are excellent prospects for employment for many in Council-run services.
- **Target - 4 job outcomes**

- 4.2 This training provision has been publicised in the most recent HFI newsletter and also through FITA. It is of course difficult to predict the likely level of interest at present although it is known that nearly 2000 HFI residents sought training opportunities through LBI and Job Centre Plus last year. In the unlikely event of low take up, further promotional work including leafleting in Area Housing Offices will take place. Additionally, 140 people who responded to the latest tenant satisfaction survey have indicated an interest in job opportunities and these people will be written to.
- 4.3 In partnership with Circle 33 and Women and Manual Trade (WAMT), HFI have committed **£5,000** to a "Do it Yourself" project for women. It is targeted at those wishing to improve their skills but who may in future have an interest at working in the building trade. The course begins in November and a suitable HFI venue is currently being sought.
- 4.4 HFI have committed **£10,000** to support a pilot project in the Finsbury Park area that will concentrate on contacting residents who may be workless and have often fallen away from using mainstream resources. The scheme will be led by the Finsbury Park Neighbourhood Management Board, which has committed approximately £20k for the first year of the project and will commission EC1 Connect (set up by EC1 New Deal for Communities) to launch a "Finsbury Park Connect" initiative that will be heavily based on the award-winning initiative in the south of the borough. The project will work closely with the Childrens' Centre and tie in with jobs and training initiatives and will involve better liaison with local partners and stakeholders. As Finsbury Park is one of the most deprived areas within the borough according to Government statistics, it will also tie in with Islington Strategic Partnership objectives. The project is due to begin imminently.
- 4.5 HFI is also involved in the following employment-related projects although they do not relate to this fund:
- 10 residents are currently receiving certificated training on "running a Community and Voluntary organisation". This course was targeted at residents who were looking to get back into work and is funded from the Resident Training budget.
 - "Access to Sports" are being funded by HFI to provide a range of accredited coaching courses for younger residents in cricket, football and basketball. It is projected that this could lead to five people getting work.

5 Remaining Community Engagement Funding

- 5.1 Outlined below is detail of the remaining **£30,000**:

- **Up to £15,000** has been allocated for a joint project with Groundwork. This resident-led scheme will seek to utilise under- or unused land in a greening project that will involve growing vegetables in containers. Sites are being chosen for this project in early October.
- The annual funding of area office fun-days has continued with an allocation of **£7,000** for 2008/9.
- **£7,000** has been allocated for soft play and sensory equipment to support the Mitford Centre for the under-5s, which has recently decanted to a new address.

6 Summary of projected spend

6.1 Worklessness funding £70k

Security training	£9,540
Vocational courses	£15,000
NVQ Childcare	£25,000
NM pilot-Finsbury Park	£10,000
DIY for Women	£5,000
Projected Total	£64,540

6.2 The projected underspend is being reserved to ensure that creche facilities for the NVQ Childcare course are available. If they are found elsewhere, it will be invested into further employment training.

6.3 HFI has a projected target of getting 20 people into work over the year including the training described in 4.5. This is a target set after discussions with LBI and is based on actual numbers getting into work as opposed to those receiving training. The overall cost should of course be set in the context of welfare benefit costs of residents remaining out of work.

6.4 Remaining funding £30k

Mitford Centre	£7,000
AHO fun-days	£7,000
Groundwork	£15,000
Projected Total	£29,000

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Project	Area	Details	Amount Funded	Report Back Status	Attendance / Diversity Info	Comments
Brecknock Rd Estate TRA	Holland Walk	Estate fun day	£900.00	Form received. Chase up receipts	Mixed	Fund info given fairly late in the year. Successful fun day with about 250 attendees. Activities included music, bouncy castles, face painting, games, competitions and goodie bags.
Cyrus House TRA (A4 Allstars Football Team)	Central Street	Mid week football team - around 30 participants aged 18-25yrs. Funding toward football association league costs, team kits, football and first aid equipment.	£2,170.00			Chase-up letter sent
Islington Pensioners Forum	All	Christmas / New Year party for members plus transport for disabled pensioners. First aid kits for hall and office.	£1,000.00	Form and receipts received	No diversity info collected	Event run successfully
Highbury Vale Blackstock Trust	Upper Street / Holland Walk	To fund a DJ project for 13-18 year olds. Sessions will run twice a week for a period of one year. The programme will give an opportunity for young people to learn about using music equipment, setting it up safely and learning about music history. Past experience has shown DJ sessions to attract above the usual attendance for other sessions. Funding will cover promotion, insurance, part of youth worker salary, workshop storage space DJ tutor costs and admin costs.	£9,838.00	Form received. Full finances to follow in Oct 08	10 users - all under 16. Mixed ethnicity.	Initially difficult to find a DJ. Project is running successfully.
Girdlestone Pensioners Club	Holland Walk	Christmas party / outing for members including transport.	£1,500.00	Form and receipts received	Mainly female (85%). All white british	Funded fish & chip evening, and trip to pantomime for almost 50 people in total.
Islington Bangladesh Association	All	The Bangladeshi Older People's Luncheon Club. Bangladeshi elderly persons provided with a hot nutritional meal at least twice a week. Sessions provide older users experiencing isolation with an opportunity to meet older people living in similar circumstances. Health awareness workshops are also delivered twice a month providing advice and information including nutritional advice, healthy eating, good diet, and the benefits of physical exercise and illnesses such as diabetes and heart disease.	£2,640.00	Form and receipts received	All attendees are Bangladeshi Muslim	Simplify the application form. Luncheon club has run successfully with around 20 attendees per week.

Whitbread TRA	Central Street	To fund estate based communal gardening project	£1,000.00	Form and accounts received	250 population	Gardens and party for whole estate.
Mersey Estate TRA	Lyon Street	To improve play equipment on the estate's small park and some planting / gardening.	£4,000.00	Form and receipts received	Difficult to measure	Good assistance from CSDO. Have installed 2 cradle swings and safety equipment. Have also been able to pay for a laptop and support for a year to produce newsletter and info etc.
King Square TRA	Central Street	To fund a series of outings (seaside trips, theatre), estate fun day and camera, laptop and printer to record the projects	£900.00			Chase-up letter sent
Thornhill Neighbourhood Project (Fifty Plus Club)	Lyon Street	Older persons lunch club. Promoting healthy living and providing advice on fall prevention, safety in the home and (in partnership with Aquaterra) provide chair based exercise and line dancing for the over fifties	£3,000.00			Chase-up letter sent
Elthorne Community Project	Holland Walk	Works with residents, TRA's CC management committees to increase range of events, activities and facilities across Elthorne area of north Islington. Seeking development funding for their north Islington Media Project - Journalism Training Course (provided by Headliners) and provision of practical work opportunities - ECP newsletter, and website, Islington newspapers and other publications.	£3,965.66			Chase-up letter sent
Six Acres TRA	Upper Street	Purchase of photocopier to be used by a consortium of voluntary and community groups. Enabling residents to produce their own newsletter in partnership with HFI/LBI and other statutory organisations. Also includes daily photocopying of meeting minutes, training brochures and flyers.	£8,918.00			Service Development Team recommended that the Sub-Board did not fund this project as there is little community engagement built into the bid and there is a specific budget for community centres to apply for equipment. Board funded in full.
African Youth Trust	All	AYT seeking funding to provide advice, counselling, advocacy, representation and homework classes for African young people (8 to 18). Teaching maths and English to around 36 pupils per week. Staff delivering the projects are qualified experienced teachers in mainstream education.	£3,750.00	Form and receipts received	322 users - all boys?! Diverse ethnicities.	Difficulties in reviewing budget after receiving a third of money applied for from HFI. Too much paperwork responding to all funders. Well set-out app. form. Money has funded tuition fees and books / stationary etc.

Hornsey Lane Estate TRA	Holland Walk	To provide a 4 week summer play scheme with capacity for 45 children with an 'arts and health' angle (dance, drama and healthy eating) and also to enable at least 10 children from deprived homes to attend the scheme free of charge. To employ 3 NVQ Level 2 skilled workers for 4 weeks. Plus a dance instructor, drama instructor and nutritionist.	£5,770.00		Chase-up letter sent
Islington Chinese Association	All	To deliver community base activities over 50 weeks to encourage community cohesion. Activities will include Tai Chi and exercise classes, children's choir meetings, women's singing group, drop-in information service, Chinese New Year celebrations and ping pong classes and competitions for young people.	£1,500.00		Form received. No financial records. Function held at Phoenix Palace Chinese Restaurant to celebrate New Year. 160 people from Chinese community plus special guests. This was as far as the £1500 stretched.
Andover Youth & Community Trust	Upper Street	The application is in three parts: Provide outings for young people that regularly attend the football and educational activities, including youngsters from the 5 HFI managed estates taking part in APF – engaging different estates. Provide outings for over 55's (particularly those living alone). To purchase a camcorder and software	£8,940.00		Chase-up letter sent. SDT recommended funding to the tune of £2,500. Board funded in full.
Youth Reach	Central Street	To fund detached youth work and group work focus projects. Targeted at young people not currently accessing mainstream youth provision. Detached youth sessions will take place on EC1 estates and in parks to engage and build relationships before sign posting available youth services. Funding will provide 20 detached youth sessions (2 staff members), targeted focus work, opportunity for 2 trips / outings and first aid training for new volunteers / youth workers.	£5,000.00	Form and financial update received	SDT recommended funding full £10,000. Since receiving funding, have worked with 60 young people from EC1 area, delivered several detached sessions and focus groups. They have put on 2 trips - one to a performance at the Hackney Empire, the other to a football tournament where the YouthReach boys came 3rd. Now working with Islington Community Safety Board to deliver peer work re: youth crime. Youthreach workers also attend TMO / TRA / Safer Neighbourhood and Youth Providers forums. Project ends June 08. Current projects include a boys football group and a girls healthy eating group.

Vaudeville Court TRA	Upper Street	To provide a community and educational service via the website and low cost internet. Provide a local web server and online archive for TRA members and the wider community. To provide a communications platform for members of the community. To create training and educational opportunities for members of the community in the construction and maintenance of the service. To initiate a local reminiscence project based around the history of the buildings (the original site of the Finsbury Park Empire)	£5,741.00	Update received. To chase up later.		Chase-up letter sent
Somali Welfare Centre	All	Funding to set up ESOL classes for refugee parents to allow them to have better knowledge and skills to support their children with their school work and to encourage greater interaction and involvement.	£5,000.00	Form and accounts received	18 users, men and women of mixed ages	
Bemerton Villages Management Organisation	Lyon Street	The main project is to demolish existing stairs and retaining wall and replacing with a ramp. The funding requested is to bring in a resident engagement angle to the landscaping work. Using local partner groups to engage young people to build planters followed by planting with Bemerton Gardening Group. Costs would include consultation, materials and project management.	£5,000.00	Update received. To chase up later.		Work has begun.
Popham & Cummings Community Centre Committee	Central Street	The application is to fund a youth worker so that an existing youth club can continue its activities. The club has been running successfully since Jan 2007. They wish to increase the club to 2 nights per week during school holidays and secure funds for 52 weeks. They have so far secured funds for 24 weeks through LBI.	£2,000.00			Chase-up letter sent

<p>Friends of King Henry's Walk Garden</p>	<p>Upper Street</p>	<p>The group requests funding to hold a community Day with Turkish food in the garden. They wish to target the large local Turkish population who were under-represented at the garden Open Day (which was a successful day with around 300 people). Turkish food would be cooked on a traditional BBQ, with Turkish cooking demonstrations and senior citizens cooking Turkish bread. A Turkish translator would be available to help explain the cooking techniques. The money would finance the food from a local café and marketing the event.</p>	<p>£1,500.00</p>	<p>Form and finances received</p>		<p>Successful day - 130 attendees, with at least 20 from local Turkish population. Good feedback for HFI. Commendation for the fact they could apply by email.</p>
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Project	Area	Details
New Orleans Community Centre	Holland Walk	To decorate the community hall and replace flooring throughout. Landscaping of large open space on the estate in partnership with Ground work
Lyndhurst Boys FC	Lyon Street / All	Football club Under 8's to Under 14's. Request for funding to hire a 'mud free' training facility during the winter months.
Angel Shed Theatre Company	All	Weekly performing arts activities for children and young people 7-16 - actively encouraging inclusivity. Funding to pay 3 part-time staff, admion, expenses and thatre trip.
African & Carribbean Senior Citezen	All	To provide social and recreational outings and activities throughout the year.
Islington Sickle Cell Support Group	All	The group aims to bring together people with this disorder to share good practices and support one another. To increase understanding of the disorder and breakdown negative images associated with the disorder. Providing vulnerable members with transport from door to door particularly where there are issues with mobility. This would include trips to group meetings and social events. Training courses to make the group more effective in meeting objectives. Printer and commputer for management group.
Islington Faith Forum	All	Funding to be spent on development and delivery of workshops for young people on HFI estates to address six key themes – building self-esteem, community building and co-operation, trust, communication skills, problem solving and conflict resolution.
African Swahili Community Project	All	Funding would support the set up of a youth club where children and young people from the Swahili speaking community in Islington can meet and discuss issues important to them, particularly crime. Funding to include a youth facilitator, travel and venue hire, volunteer expenses, contribution to project running costs, overheads and management and administration costs

Groove Your Arts	Holland Walk	Seeking funding to run a 'street dance meets graffiti' project for young people – four different dance sessions (10 people) and 'spray' sessions (5 people) delivered to 11 to 18 year olds living on HFI estates – two days a week for 9 weeks. Each workshop will be delivered by qualified specialist tutor and sessions will culminate in an outdoor show in April 2008. Funding to support room hire, x2 tutors, material, volunteer expenses and performance costs.
Mildmay Community Partnership	Upper Street	Funding would be used to purchase 125 stackable chairs, 30 chairs designed for older people, 30 folding tables, 30 tables for children. This application sits beside work being undertaken to upgrade kitchen facilities (funded by donation from Mulalley's), grants from Islington PCT (Staying Alive Project) and LBI Neighbourhood Management Programme.
Jean Stokes Hall	Lyon Street	To support a weekly group for a diverse group of elderly citizens of the local community. A hot nutritious meal would be provided followed by a game of bingo. Over a 50 week period, funding to provide x2 kitchen workers, volunteer expenses, food, promotion and publicity, material for activities and £400 to support x2 'events' during the year.
Friends of Gillespie	Upper Street	Providing fun exercise clubs after school at Gillespie Primary School aimed at children who do not normally choose physical exercise. Clubs will be offered free to any who might find a subsidised rate difficult.
Caris Islington	All	To enable the project co-ordinator to be employed once overnight shelters have closed so that re-settlement work can continue with guests who have been assessed as being in need of further help e.g. in finding accommodation, drug and alcohol treatment, employment and / or access to benefits.
Sunnyside Community Garden	Holland Walk	6 month salary for a project worker to continue mental health project. The post supports participants to gain work place skills, plans and leads garden activity sessions and co-ordinates activities to contribute to Elthorne regeneration.
Latin American Elderly Project	All	To fund a healthy living programme for elderly, disadvantaged Latin Americans who do not speak English. This would include keep fit activities, folk singing and dancing, health workshops, safety talks and various skills workshops. Contribution toward rent, qualified tutors, printing costs and volunteer expenses.
St Pancras FC	All	To take 3 teams to Clacton for a residential football tournament. Funding to cover venue hire for training, footballs and residential expenses.

Talking News Islington	All	Requesting money to service donated tape copiers, stock up and replace tapes, postage, volunteer expenses and general running costs
Islington Turkish & Kurdish Women's Welfare Group	All	To run an arts based craft project for Turkish, Kurdish and Cypriot women living in Islington. This will include jewellery making, beading, crochet, quilting and other handcraft technique. The aim is to provide disadvantaged women with an opportunity to be self-expressive with a view to opening up the possibility of pursuing further training or careers in this area.
Islington Turkish & Kurdish Children's Group	All	To fund activities such as cooking and fitness classes to promote the advancement of healthy eating and exercise. To give young people an opportunity to learn new skills. Provision of healthy nutritious food will be provided. Funding will include a project co-ordinator, venue hire, volunteer expenses, entry cost for swimming and travel costs.
Horseley Lane Estate Management Board	Holland Walk	Funds are to help refurbish the Hornsey Lane 'kick about' area, namely, a new playing surface (and removal of old surface) and supply and fitting of a new 5m high 'sports fence'.
Playdell Tenant Management Organisation	Central Street	To improve an area of the estate with planters, plants, bushes and a seating area.
Gambier House TMO	Central Street	Seeking funds to support a homework club, pensioner's coffee mornings and sports activities.
Cally Community Health Project	Lyon Street	The money would be used for a walking group, exercise classes. Over 55s activities and distribution of a newsletter.
The Manna Day Centre	All / Upper Street	The group seeks funding to continue and extend the post of catering assistant – so that users can be involved more.
Stitch in Time (Hilldrop Community Centre)	Holland Walk	The group wishes to establish a dressmaking course on a more sustainable basis (2 x 10 week courses have been run to date on a voluntary basis). The funding would be used to employ a tutor, provide equipment and contribute to community centre admin and running costs. It would fund 6 x 10 week courses.

Amount App	Reason for Rejection
£10,000.00	A quote for works to the community centre has been received (£5020.78). It is still a little unclear why an application for £10K has been received. HFI is funding £15k to Groundwork already for the landscaping.
£2,080.00	There is not a clear enough link to HFI residents and does not necessarily fit with HFI strategic aims to provide sport opportunities for young people.
£10,000.00	There are no specific links / benefits to HFI residents.
£7,780.00	Benefit to HFI residents is not made clear enough
£7,265.00	The group does not clearly link to HFI residents and is only a modest fit with strategy objectives. Also the financial account indicate over £208,427 funds brought forward in March 2007, so need for money not clear.
£10,000.00	The project premise, content and potential outcomes are not clear.
£9,500.00	Although this may be a project with some merit, the link with HFI residents is not made clear.

£7,100.00	Funding recommended by SDT - Board disagreed
£9,261.00	There is little 'community engagement' involved in the bid.
£9,527.20	By recommending to fund the Thornhill Fifty Plus Club, there will be an avoidance of duplication.
£8,328.00	There is not a clear enough link / benefit to HFI residents (50% of pupils are identified as living on HFI estates).
£5,254.00	There is no clear link or benefit to HFI residents.
£9,996.00	There is not a clear enough link / benefit specific to HFI residents.
£8,040.00	There is not a clear enough link / benefit specific to HFI residents.
£1,555.00	There are no specific links / benefits to HFI residents.

£5,000.00	Link to HFI residents not strong, & unsure of the technology being used (it seems old and maybe should be using CDs now).
£5,732.00	The application does not make clear how many HFI residents will be affected by the project (nor the number of people likely to attend classes).
£5,310.00	The application does not make clear how many HFI residents will be affected by the project and the idea is a little underdeveloped.
£10,000.00	Although this project does meet with a number of the criteria, it essentially amounts to capital improvements and does not tie in community engagement. The application form also lacked necessary detail.
£2,000.00	The application lacks detail and does not include any element of community engagement.
£2,000.00	It is not made clear who will run the project and overall the application lacks supporting detail.
£7,700.00	£5,000 funding was already provided to CCHP in 2007
£5,473.00	Not closely associated with HFI residents or estates. Also, reservations about faith-based projects.
£10,000.00	Only benefits a small number of residents relative to set-up costs.

**Contracted Services Sub-Board
Forward Plan 2008-09**

9th December 2008

Report Title	Presenter	Status
Partners for Islington - Presentation	John Holman	Information
Election of Chair / Vice-Chair	Mike Sims	Decision
Performance Indicators - October	Simon Kwong	Monitoring
Performance - Partners - PFI 1	Simon Kwong	Monitoring
Performance - Partners- PFI 2	Simon Kwong	Monitoring
Performance - TMOs/TMCs	Simon Kwong	Monitoring
Risk Register - Heat metering	Simon Kwong	Decision
Forward Plan	Chair	Decision

10th February 2009

Report Title	Presenter	Status
Performance Indicators - December	Simon Kwong	Monitoring
Performance - Partners - PFI 1	Simon Kwong	Monitoring
Performance - Partners- PFI 2	Simon Kwong	Monitoring
Performance - TMOs/TMCs	Simon Kwong	Monitoring
Risk Register	Simon Kwong	Decision
Forward Plan	Chair	Decision