

Contracted Services Sub-Board
Agenda 17th June 2008
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
2	K Barns	Welcome/Apologies/ Introductions	Information	Verbal	7.00 - 7.05
3	K Barns	Declaration of interests	Information	Verbal	7.00 - 7.05
4	K Barns	Questions from the public	Information	Verbal	7.05 - 7.25
5	K Barns	Minutes of last meeting (15 th April 2008) and matters arising	Decision	1	7.25 - 7.35
6	K Barns & S Kwong	Chair and Head of Performance and Service Development Reports	Information	Verbal	7.35 - 7.40
7	S Kwong	Performance Indicators	Monitoring	5	7.40 - 8.25
8	S Kwong	Report back – Partners for Improvement in Islington – PFI 1	Monitoring	25	" "
9	S Kwong	Report back – Partners for Improvement in Islington – PFI 2	Monitoring	33	" "
10	S Kwong	Report back – TMOs / TMCs	Monitoring	43	" "
11	S Kwong	Risk register	Monitoring	55	" "
12	S Kwong	Consultative Panel feedback reports	Information	59	" "
13	K Barns	Forward Plan	Decision	61	7.40 - 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, 19th August 2008	Information	Verbal	8.25 - 8.30

**Homes for Islington
Contracted Services Sub-Board Meeting
Minutes of 15th April 2008**

Present: Kate Barns (Chair), Caroline Jenkinson, Theresa Coyle, Adam Borrie, Louise Round (Directors)

In Attendance: Simon Kwong (Head of Performance and Service Development)
Ivan Willis (Contract Commissioning Manager)
Ed Butler (Head of Quality - Partners for Islington) – part
Sharon Pearce (Partners for Islington - Deputy Director) – part
Shenika Francis (Governance Officer – Minutes)

Apologies: Tom Kane, Georgina Galliers (Associate Directors)
John Holman (Managing Director - Partners)

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.30pm. b) The Chair gave apologies for Tom Kane and John Holman. c) The Chair introduced Ivan Willis, Sharon Pearce and Ed Butler.</p>	
2	<p>Declarations of Interest</p> <p>a) Theresa Coyle made a declaration of interest as a tenant of a property managed by Partners.</p>	
3	<p>Questions from the public</p> <p>a) There were no questions received from the public.</p>	
4	<p>Minutes of the Last Meeting (12th February 2008) and Matters Arising</p> <p>a) Items 10a and 11a - Items to report back to CSSB and are included in the papers for this meeting. b) Item 10c - a letter has been sent to residents. c) Item 10 d- Simon Kwong noted that HFI are currently discussing the monitoring regime with TMOs and so the Employment Assessment Criteria are in abeyance.</p> <p>The minutes were agreed as an accurate record.</p>	
5	<p>New Tenant DVD</p> <p>a) The Sub-Board noted the content of The New Tenant DVD</p>	
6	<p>Chair and Head of Performance and Service Development Report</p> <p>Chair's Report:</p>	

	<p>a) Purdah Period for the Mayoral Elections – The chair informed the Sub-Board that due to the purdah period for the London Mayoral Election, the results of the HFI Audit Commission inspection would not be published until Thursday 8th May.</p> <p>b) United House – The Chair announced that United House were shortlisted for a building award at the recent Quality in Construction Awards for their work on the two Islington PFI contracts.</p> <p>Head of Performance & Service Development’s Report</p> <p>a) Nothing to add to Chair’s report.</p> <p>The report was noted.</p>	
7	<p>Performance Indicators</p> <p>a) Simon Kwong introduced a report giving the performance figures for a range of HFI services within the remit of CSSB, up to the month ending 29/02/08.</p> <p>The report was noted</p>	
8 & 9	<p>Reports back – Partners for Improvement in Islington – PFI 1 & PFI 2</p> <p>a) The Chair requested that the Sub-Board hear Items 8 and 9 collectively. The Sub-Board agreed.</p> <p>b) Ivan Willis delivered the main findings of the reports to the Sub-Board.</p> <p>c) The outcome of the Leaseholders Valuation Tribunal was queried.</p> <ul style="list-style-type: none"> • The Sub-Board was informed that a figure of 28.25% was still to be agreed by Partners and the Leaseholders in question (PFI1). • It was noted that individual leaseholders will still have the opportunity to query their charges. • It was queried as to what budget the decrease in charges would come from. • It was noted that the contractor (United House) would incur any losses brought about as a result of the Leaseholders Valuation Tribunal <p>d) It was noted that there was increase in satisfaction with major works for tenants and a decrease in satisfaction for leaseholders.</p> <ul style="list-style-type: none"> • It was noted that the results of the survey were from a small sample. • It was noted that there is a survey currently being conducted, which meets the Government’s STATUS methodology and that the results would be due in 2 months’ time. • CSSB requested feedback on the findings of the survey and a report to be delivered to the August CSSB meeting. <p>e) It was noted that a new Equality and Diversity plan for Partners was in draft form.</p>	Simon Kwong

	<ul style="list-style-type: none"> • It was requested that at the very least the final draft be presented to CSSB at the June meeting and that the final report be presented at the August meeting. • The Sub-Board were assured that the Equality and Diversity plan is a priority at Partners and stressed that partners take Equality and Diversity very seriously. <p>f) It was noted that actual service charge bills for 06/07 were still to be sent out. Partners to produce an action plan for next CSSB detailing how they will deal with billing problems and a risk analysis of what happens if the action plan fails.</p> <p>g) The potential strain on LBI's income was noted.</p> <p>h) Sub-Board also noted that partners were not as prepared for questions as had been expected.</p> <p>The report was noted.</p>	Simon Kwong
10	<p>Report back - TMO's / TMC's</p> <p>a) Simon Kwong introduced a report giving information on the performance of the 24 TMOs and TMCs delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.</p> <p>b) CSSB expressed its preference for the diamond ratings system for reporting on TMO monitoring.</p> <p>c) However CSSB also agreed that the written details of HFI's concerns regarding some aspect of TMO's performance clarified certain aspects of the diamond ratings</p> <p>The report was noted</p>	Simon Kwong
11	<p>Risk Register</p> <p>a) Simon Kwong presented a report on the current position with regard to all risks that relate to the Contracted Services Sub-Board.</p> <p>The report was noted.</p>	
12	<p>Report back from Consultative Panels – March 2008</p> <p>The report was noted.</p>	
13	<p>Forward Planner</p> <p>a) The forward plan was agreed subject to the actions requested at items 8 and 9 being added to the plan.</p> <p>The forward plan was agreed.</p>	Mike Sims
15	<p>Date and Time of Next Meeting</p> <p>a) 12th February 2008, Highbury House at 6.30pm</p>	

There being no other business to conclude, Kate Barns closed the meeting at 8.30 pm

Chair: Kate Barns

Date

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	17 June 2008	7	Monitoring

Subject of report: Performance indicators April 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 the report is noted.

3. Background

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

Notable performance issues are:

- PFI 1 scored 7.81 in the April performance basket, PFI 2 scored 8.22.
- The average re-let time of management voids for PFI 1 was 16 calendar days and PFI 2 was 14 calendar days in February.
- There was a 0.5% fall in the current arrears per tenant for PFI 1 compared to the end of 2007/08. PFI 2 has dropped by 5.7% during the same period.
- Tenant management organisations achieved a score of 90.5% in caretaking inspections with an A or B grade, below the target of 91.5%.
- 98.4% of urgent and 99.7% of non-urgent repairs were completed in time and 99.6% 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



April 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
4 to 5	Performance basket		AM
OPERATIONS			
Anti-social behaviour & hate crime			
6	A235 (ex BVPI 174)	Cumulative number of racial incidents recorded by the housing department	AR
6	A240 (ex BVPI 175)	Percentage of racial harassment incidents resulting in further action	AR
7	A100 (ex LKPI 101a)	Number of ABCs signed in month	AR
7	A110 (ex LKPI 101b)	The number of NTQs / NSPs issued (Anti-social behaviour)	AR
7	A120 (ex LKPI 101c)	The number of evictions (Anti-social behaviour)	AR
7	A130 (ex LKPI 101d)	The number of injunctions obtained	AR
7	A140 (ex LKPI 101e)	The number of ASBO's (anti-social behaviour orders) obtained	AR
Rent Arrears			
8	R175 (ex LI 22)	Percentage of debt pool reduction. This is reported as a year to date position	AR
8	R150 (ex LKPI 23) MPG	Current arrears per tenant	AR

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
8	R170 (ex LKPI 24a)	Total former rent arrears (£m)	AR
8	R160 (ex LI 2a)	Total rent arrears (£m)	AR
8	R165 (ex LI 2b)	Total arrears (£m)	AR
9	R190 & R200 (ex LI 30a & b)	Rent arrears by banding	AR
		Caretaking	
10	E132 (ex LKPI 69b)	The percentage of caretaking inspections which achieved an A or B grade	MP
		Home Ownership - Right to Buy	
11	L500 (ex LKPI 74a)	Right to Buy applications received and processed	AM
11	L510 (ex LKPI 74b)	RTB2 - Valuations - time from request made to receipt (weeks)	AM
11	L520 (ex LKPI 74c)	S125's - receipt of valuation to issue (weeks)	AM
11	L530 (ex LKPI 74d)	Plans - plans requested from valuers to receipt (weeks)	AM
11	L540 (ex LKPI 74e)	Time from receipt of RTB1 to issue RTB2 (weeks)	AM

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
PROPERTY SERVICES			
Repairs			
13	P101 (ex LKPI 35) MPG	The percentage of urgent repairs completed (priority H0, H1,H2 & H3 time limits)	MP
13	P130 (ex LKPI 185)	Percentage of repairs for which an appointment was made and kept	MP
14	P132 (ex LKPI 36) MPG	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	MP
14	P133 (ex LKPI 37)	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	MP
RESOURCES			
15	H700 (ex BVPI 8)	% Invoices Paid within 30 days	MP
16 to 17	Glossary of terms and abbreviations		

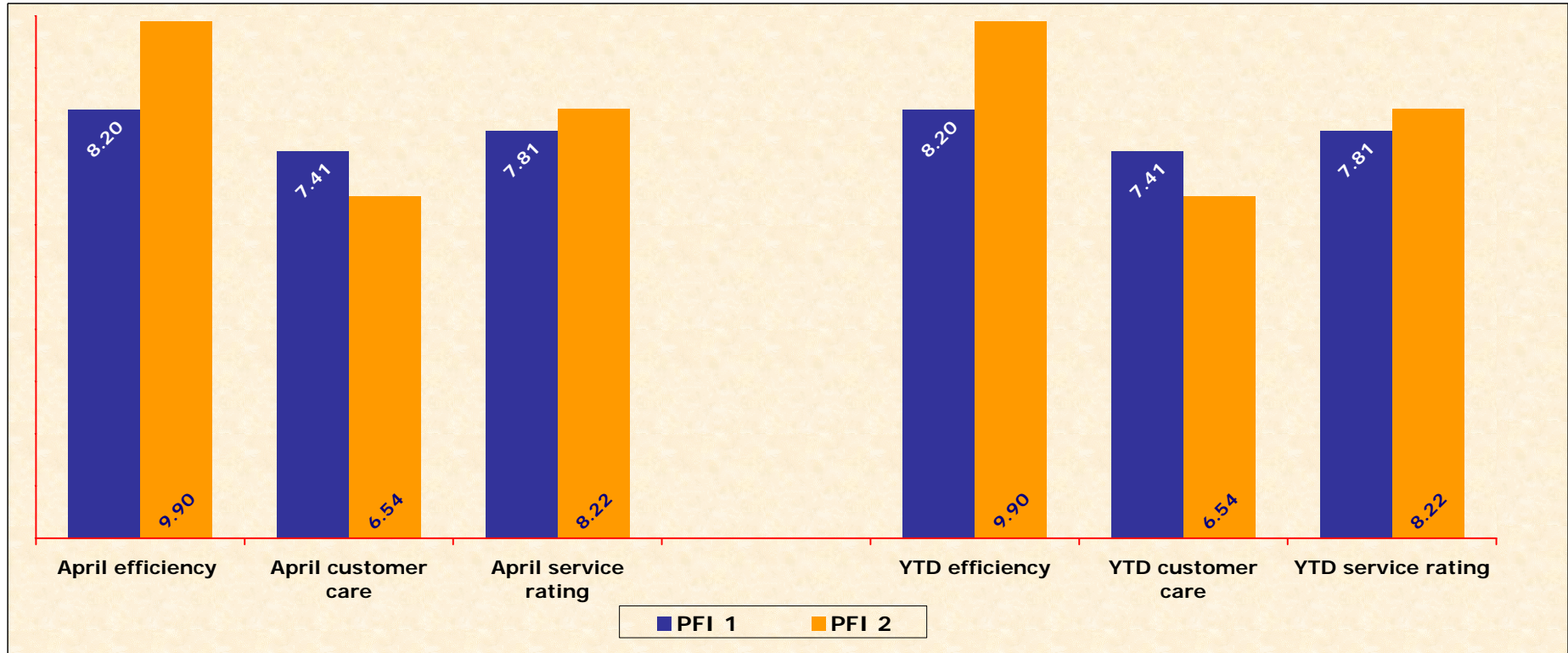
Performance Basket Report April 2008

Partners - Headline Performances

- PFI 1 scored 7.81 points for April. PFI 1's efficiency score was 8.20 points, rating as "Good" and the customer care score was 7.41 points, which rates as "Good". Four of the ten indicators evaluated for PFI 1 attained maximum scores this month.
- PFI 2 scored 8.22 points for April. PFI 2 efficiency score was 9.90 for April rating as "Excellent" and the customer care score was 6.54 points, which rates as "Satisfactory". Five 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	Good	7.81
PFI 2	Good	8.22

Monthly Efficiency and Customer Care Scores		
	Efficiency	Customer Care
PFI 1	8.20	7.41
PFI 2	9.90	6.54

PI's Contributing to the basket

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

OPERATIONS

The number of harassment incidents recorded by Homes For Islington;
A235 (ex BVPI 174); racial incidents
A245 (ex LKPI 20a); sexuality incidents
A255 (ex LKPI 21a); other incidents

The percentage of harassment incidents resulting in further action.

A240 (ex BVPI 175); racial incidents

TARGET = 100%

A250 (ex LKPI 20b); sexuality incidents

TARGET = 100%

A260 (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).

A265; racial incidents

A270; sexuality incidents

A275; other incidents

A235; Apr 2008 = 0, YTD = 0

A240; Apr 2008 = Nil, YTD = Nil

A245; Apr 2008 = 0, YTD = 0

A250; Apr 2008 = Nil, YTD = Nil

A255; Apr 2008 = 0, YTD = 0

A260; Apr 2008 = Nil, YTD = Nil

A265; Apr 2008 = Nil, YTD = Nil

A270; Apr 2008 = Nil, YTD = Nil

A275; Apr 2008 = Nil, YTD = Nil

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

Apr 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	0	100%	Nil	Nil	0%	Nil	Nil
Upper Street	6	0	0	100%	Nil	Nil	33%	Nil	Nil
Central Street	5	0	0	100%	Nil	Nil	100%	Nil	Nil
PFI 1	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
PFI 2	6	0	0	100%	Nil	Nil	50%	Nil	Nil
HFI Total	24	0	0	100%	Nil	Nil	63%	Nil	Nil

The number of sexuality incidents recorded by Homes for Islington

Apr 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	0	0%	Nil	Nil	0%	Nil	Nil
PFI 2	4	0	0	100%	Nil	Nil	100%	Nil	Nil
HFI Total	15	0	0	93%	Nil	Nil	67%	Nil	Nil

The number of other incidents recorded by Homes for Islington

Apr 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	0	100%	Nil	Nil	43%	Nil	Nil
Lyon Street	21	0	0	86%	Nil	Nil	24%	Nil	Nil
Upper Street	18	0	0	78%	Nil	Nil	6%	Nil	Nil
Central Street	10	0	0	100%	Nil	Nil	100%	Nil	Nil
PFI 1	2	0	0	0%	Nil	Nil	0%	Nil	Nil
PFI 2	30	0	0	93%	Nil	Nil	30%	Nil	Nil
HFI Total	95	0	0	88%	Nil	Nil	33%	Nil	Nil

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; Apr = 1, YTD = 1

Signed; YTD = 0

A110; Apr = 8, YTD = 8

A120; Apr = 0, YTD = 0

A130; Apr = 3, YTD = 3

A140; Apr = 0, YTD = 0

A150; Apr = 15

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

A100 & A150	Apr	2008		Arranged	Signed	Live
		Last Year	This Month	YTD	YTD	
Central Street		5	0	0	N/A	5
Holland Walk		8	1	1	N/A	2
Lyon St		19	0	0	N/A	2
Upper Street		19	0	0	0	6
PFI 1		3	0	0	N/A	0
PFI 2		1	0	0	N/A	0
HFI Total		55	1	1	0	15

The number of NTQs/NSP's served

A110	Apr	2008		
		Last Year	This Month	YTD
Central Street		20	1	1
Holland Walk		16	2	2
Lyon St		20	2	2
Upper Street		28	2	2
PFI 1		6	1	1
PFI 2		12	0	0
HFI Total		102	8	8

The number of evictions carried out

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

The number of injunctions / undertakings obtained

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

The number of anti-social behaviour orders obtained

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

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 2006-07 ie March 2008. This figure excludes reception centres.

R160 (ex LI 2a)

Total current rent arrears

R170 (ex LKPI 24a)

Former tenant arrears

R165 (ex LI 2b)

Total rent arrears (current & former)

Comments:

R150 = £180.75

(HFI = £172.88, PFI = £216.71)

- down 3.9% (£8.71) since March 2008

- down 12.6% (£25.97) since April 2007

R175 = -3.1% decrease

(HFI = -3.0% decrease, PFI = -3.7% decrease)

NB: "Last Year" is March 2007

R160 = £4,563,407

(HFI = £3,583,450 PFI = £979,957)

- down 3.1% since March 2008

- down 14.9% since April 2007

R170 = £3,350,958

- up 1.8% since March 2008

- down 15.0% since April 2007

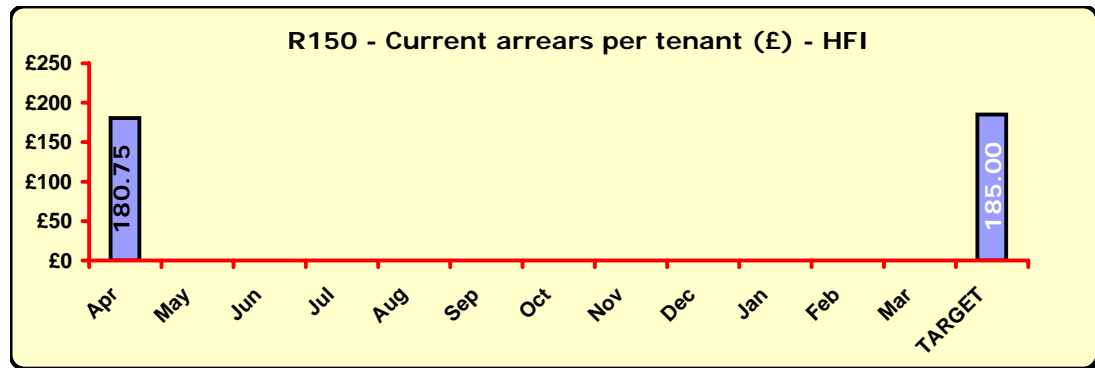
R165 = £7,914,333

- down 1.1% since March 2008

- down 37.5% since April 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

Apr 2008			
R150	Last Year	This Month	% Change
Holland Walk	£183.12	£180.98	-1.2%
Lyon Street	£219.44	£211.63	-3.6%
Upper Street	£176.17	£171.72	-2.5%
Central Street	£142.33	£134.78	-5.3%
TOTAL HFI	£178.16	£172.88	-3.0%
PFI 1	£210.96	£209.98	-0.5%
PFI 2	£233.95	£220.66	-5.7%
TOTAL PFI	£225.42	£216.71	-3.9%
TOTAL	£186.63	£180.75	-3.2%

Percentage of debt pool reduction (%)

Apr 2008		
R175	Last Year	This Month
Holland Walk	N/A	-1.2%
Lyon Street	N/A	-3.6%
Upper Street	N/A	-2.7%
Central Street	N/A	-5.3%
TOTAL HFI	N/A	-3.0%
PFI 1	N/A	-0.6%
PFI 2	N/A	-5.4%
TOTAL PFI	N/A	-3.7%
TOTAL	-4.2%	-3.1%

Total current rent arrears

Apr 2008		
R160	Last Year	This Month
SLUGS	£8,136	£10,592
Holland Walk	£925,490	£913,929
Lyon Street	£881,949	£850,544
Upper Street	£1,171,354	£1,139,716
Central Street	£706,375	£668,668
TOTAL HFI	£3,693,303	£3,583,450
PFI 1	£353,563	£351,509
PFI 2	£664,432	£628,449
TOTAL PFI	£1,017,995	£979,957
TOTAL	£4,711,298	£4,563,407

Total former tenant arrears

Apr 2008		
R170	Last Year	This Month
TOTAL	£3,291,331	£3,350,926

Total arrears

Apr 2008		
R165	Last Year	This Month
TOTAL	£8,002,629	£7,914,333

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

R190 (ex LI 30a)
40.0% of all tenants are in arrears (43.8% in April 2007)
 - 39.9% of Homes for Islington's tenants are in arrears
 - 40.5% of PFI 1 & PFI 2 tenants are in arrears.
 - Central Street has the lowest proportion of tenants with arrears at 35.1%.
 - Upper Street has the highest proportion of tenants with arrears at 43.1%.
 Overall, of those tenants that are in arrears:
 - 5.4% have arrears of £2000 or more
 - 13.1% have arrears of £1000 or more
R200 (ex LI 30b)
Rent accounts where £1000 or more is owed hold 66.0% of the total current arrears balance (65.4% in April 2007)
 - Rent accounts where £1000 or more is owed hold 64.9% of the total current arrears balance of Homes for Islington
 - Rent accounts where £1000 or more is owed hold 69.9% of the total current arrears balance of PFI 1 & PFI 2
 - 61.4% (lowest) of the Upper Street and Central Street current arrears balances are held in accounts with more than £1000 in arrears.
 - 70.3% (highest) of Lyon Street's current arrears balance is held in accounts with more than £1000 in arrears.

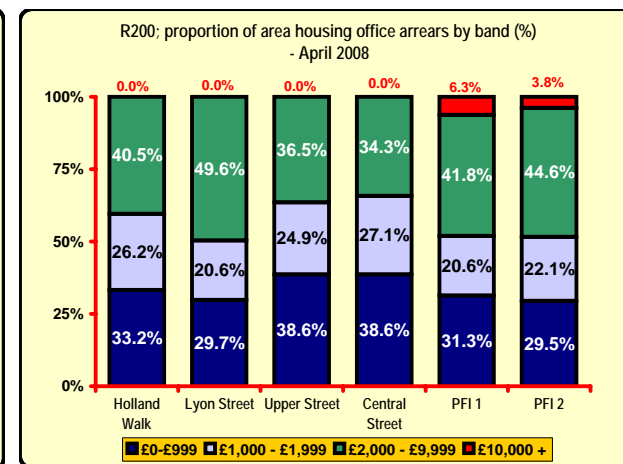
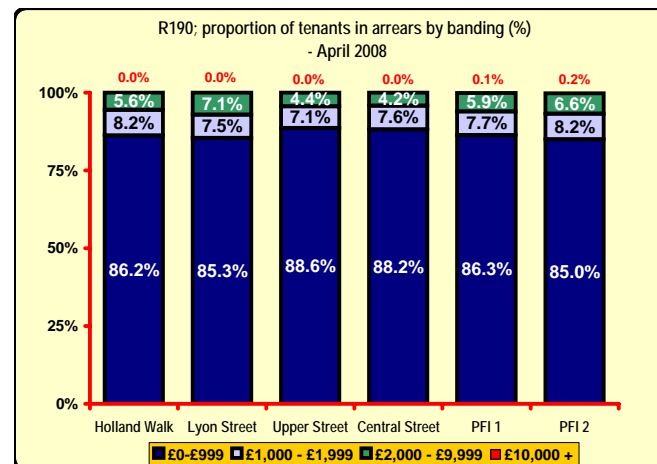
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

R190	2007					2008				
	Apr		2007			Apr		2008		
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	2,062	142	128	0	2,332	1,762	168	114	0	2,044
Lyon Street	1,480	134	136	0	1,750	1,386	122	116	0	1,624
Upper Street	2,699	203	167	0	3,069	2,550	203	126	0	2,879
Central Street	1,814	142	110	2	2,068	1,542	133	73	0	1,748
TOTAL HFI	8,055	621	541	2	9,219	7,240	626	429	0	8,295
PFI 1	632	62	52	1	747	597	53	41	1	692
PFI 2	1,088	94	93	1	1,276	991	96	77	2	1,166
TOTAL PFI	1,720	156	145	2	2,023	1,588	149	118	3	1,858
TOTAL	9,775	777	686	4	11,242	8,828	775	547	3	10,153
% of total	87.0%	6.9%	6.1%	0.04%		86.9%	7.6%	5.4%	0.03%	

Amount of arrears by band

R200	2007					2008				
	Apr		2007			Apr		2008		
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	£375,017	£197,093	£406,795	£0	£978,904	£303,798	£239,720	£370,411	£0	£913,929
Lyon Street	£295,482	£194,081	£491,203	£0	£980,766	£252,953	£175,572	£422,020	£0	£850,544
Upper Street	£492,079	£283,952	£562,075	£0	£1,338,107	£439,707	£283,647	£416,363	£0	£1,139,716
Central Street	£339,904	£201,289	£320,102	£22,818	£884,113	£258,371	£181,106	£229,191	£0	£668,668
TOTAL HFI	£1,502,482	£876,415	£1,780,175	£22,818	£4,181,890	£1,254,828	£880,045	£1,437,984	£0	£3,572,858
PFI 1	£114,533	£82,407	£175,438	£24,011	£396,390	£109,900	£72,533	£146,982	£22,094	£351,509
PFI 2	£210,562	£130,324	£357,518	£11,832	£710,236	£185,125	£138,702	£280,477	£24,145	£628,449
TOTAL PFI	£325,095	£212,731	£532,956	£35,843	£1,106,626	£295,025	£211,234	£427,459	£46,239	£979,957
TOTAL	£1,827,577	£1,089,146	£2,313,131	£58,661	£5,288,516	£1,549,854	£1,091,279	£1,865,443	£46,239	£4,552,815
% of total	34.6%	20.6%	43.7%	1.1%		34.0%	24.0%	41.0%	1.0%	



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 April 2008 was 93.7%. The "A" and "B" score for the year to date of 93.7% is above target.

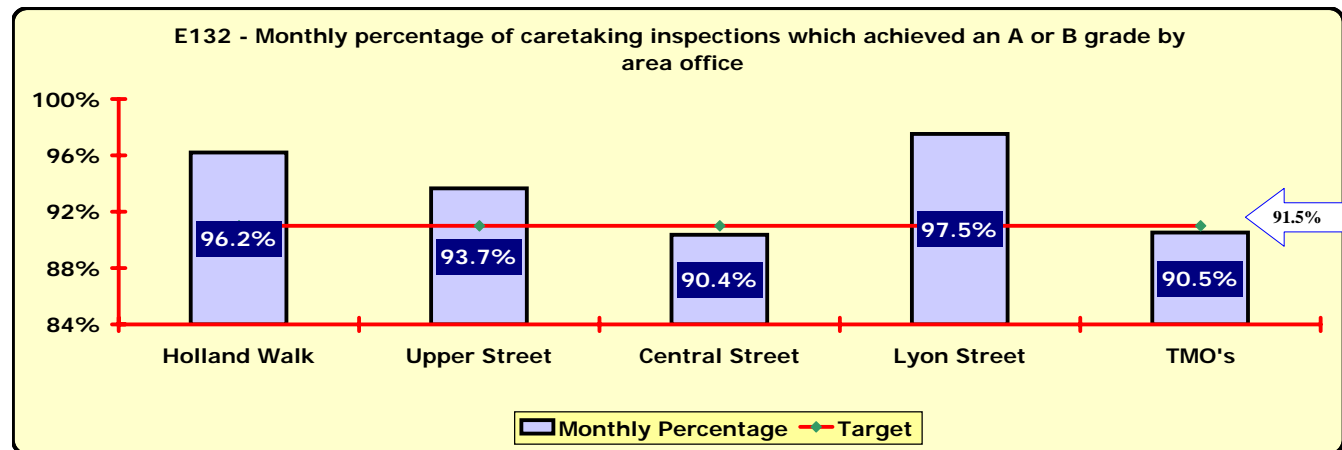
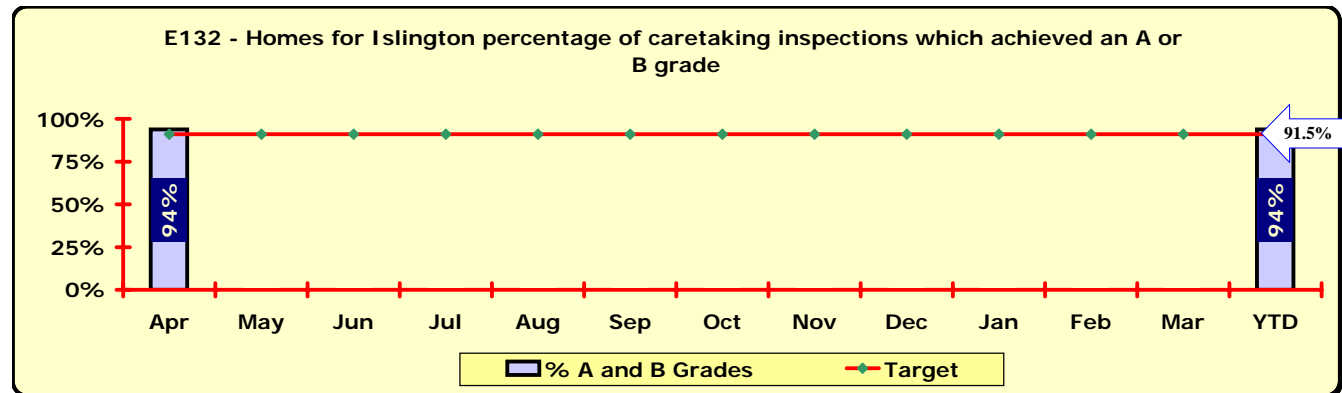
TMO inspections

The TMO "A" and "B" grades have achieved an average score of 90.5.0%, and a year to date score of 90.5% 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	94	109	8	0	45%	52%	4%	0.0%	85.2%	85.2%	96.2%	96.2%
Upper Street	72	135	9	5	33%	61%	4%	2.3%	81.0%	81.0%	93.7%	93.7%
Central Street	71	107	16	3	36%	54%	8%	1.5%	81.2%	81.2%	90.4%	90.4%
Lyon Street	68	129	5	0	34%	64%	2%	0.0%	82.8%	82.8%	97.5%	97.5%
TMO's	54	118	12	6	28%	62%	6%	3.2%	78.9%	78.9%	90.5%	90.5%
HFI Total	359	598	50	14	35%	59%	5%	1.4%	81.9%	81.9%	93.7%	93.7%



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:

April 2008 Performance:

- L500 = 27 RTB's Received
- L510 = 6.4 weeks
- L520 = 1.3 weeks
- L530 = 4.5 weeks
- L540 = 1.5 weeks

Contact Anne Mushington for more information on ext 4113.

	Right To Buy (RTB)	Last Year	Apr-08	YTD
L500	RTB Received	415	27	27
	RTB 2 Admittance's	296	17	17
	RTB2 Denials	118	4	4
	Section 125 Offers Issued	293	5	5
	Offers Accepted	154	3	3
	Instructions to legal services	135	1	1
	RTB Completions	107	4	4
	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	6.4	6.4
L520	Time from receipt of valuation to issue S125	0.9	1.3	1.3
L530	Time from requesting plans from valuers to receiving them.	3.1	4.5	4.5
L540	Time from receipt of RTB1 to issue RTB2	1.4	1.5	1.5

PROPERTY SERVICES (REPAIRS)

P101 (ex LKPI 35 MPG)

The percentage of urgent repairs (H0, H1, H2 and H8) completed in time (1, 3 and 7 days) as defined by the Right to Repair Regulations 1994.

(This is a NEW DEFINITION, past performance figures and targets are for the old definition).

Partners - using data from P162 & 163

Target = 95.0%

P101 - percentage of urgent repairs completed

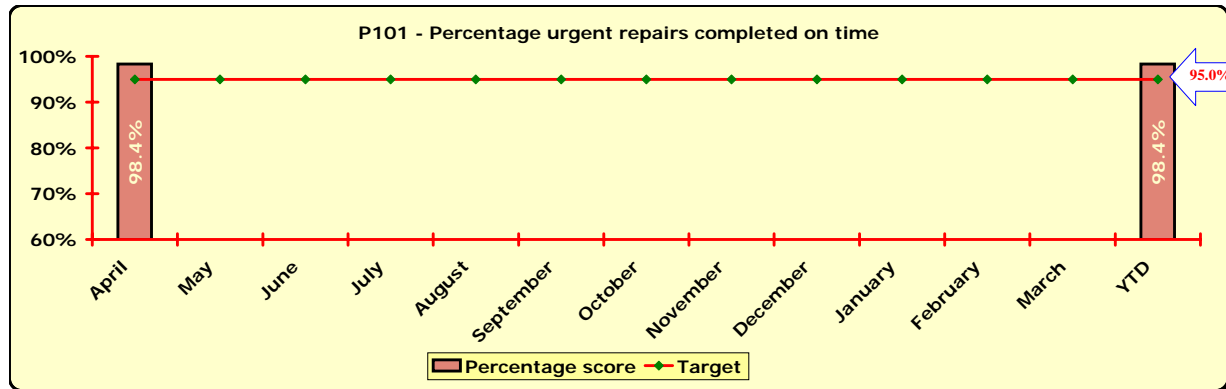
P101	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	2408	2353	97.7%	190	134	96.4%	190	134	70.5%
Lyon Street	1632	1600	98.0%	135	126	91.9%	135	126	93.2%
Upper Street	3470	3391	97.7%	340	330	95.6%	340	330	96.9%
Central Street	2386	2340	98.1%	217	205	93.1%	217	205	94.4%
PFI 1	2709	2709	100.0%	171	171	100.0%	171	171	100.0%
PFI 2	4102	4102	100.0%	338	338	100.0%	338	338	100.0%
TOTAL	16707	16495	98.7%	1579	1553	98.4%	1579	1553	98.4%

P130 (ex LKPI 185)

Percentage of repairs for which an appointment was made and kept

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

Target = 99.0%



Comments:

P101 - Urgent jobs

The current month score for April 2008 is 98.4%. Year to date performance of 98.4%, is above target.

P130 - Repair appointments made and kept

The percentage of responsive repairs for April 2008 is 99.6%. Year to date performance of 99.6%, is above target.

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

Contact Matt Parsons for more information on ext 4219

P130 - percentage of responsive repairs appointments made and kept.

P130	Last Year			Current Mth			YTD		
	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%
Holland Walk	6342	6289	99.2%	416	413	99.3%	416	413	99.3%
Lyon Street	4225	4183	99.0%	296	293	99.0%	296	293	99.0%
Upper Street	8160	8101	99.3%	585	582	99.5%	585	582	99.5%
Central Street	4288	4235	98.8%	365	362	99.2%	365	362	99.2%
PFI 1	6236	6233	100.0%	643	643	100.0%	643	643	100.0%
PFI 2	11053	11049	99.9%	1035	1034	99.9%	1035	1034	99.9%
TOTAL	40304	40090	99.5%	3340	3327	99.6%	3340	3327	99.6%

PROPERTY SERVICES (REPAIRS)

P132 (ex LKPI 36 MPG)

The average time taken to complete non-urgent repairs, ie all repairs not covered by the Right To Repair Regulations 1994 (£1000 upper limit - all non-urgent priorities except H6) in working days (CPA Indicator) (This is a NEW DEFINITION, past performance and targets are for the old definition).

Target = 8 calendar days

P132 - Average time taken to complete non-urgent repairs.

P132	Last Year			Current Mth			YTD		
	Repairs	Days	Avg	Repairs	Days	Avg	Repairs	Days	Avg
Holland Walk	7983	70647	9	547	2018	4	547	2018	4
Lyon Street	5106	39953	8	333	1248	4	333	1248	4
Upper Street	9965	78696	8	689	2624	4	689	2624	4
Central Street	5142	38611	8	410	1525	4	410	1525	4
TOTAL	28196	227907	8	1979	7414	4	1979	7414	4

P133 - Percentage of non-urgent repairs completed on time.

P133 (ex LKPI 37)

Percentage of non-urgent repairs completed on time

Partners - using data from P162 + P163. Percentage of non-urgent repairs, ie all repairs not covered by the Right To Repair Regulations 1994 (all non-urgent priorities except H6), completed on time (This is a NEW DEFINITION, past performance and targets are for the old definition).

Target = 93%

P133	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	7581	7408	97.7%	547	546	99.8%	547	546	99.8%
Lyon Street	4784	4680	97.8%	333	330	99.3%	333	330	99.3%
Upper Street	9402	9198	97.8%	689	688	99.8%	689	688	99.8%
Central Street	4861	4769	98.1%	410	408	99.7%	410	408	99.7%
PFI 1	1724	1724	100.0%	137	137	100.0%	137	137	100.0%
PFI 2	3753	3753	100.0%	272	272	100.0%	272	272	100.0%
TOTAL	32105	31532	98.2%	2388	2381.8	99.7%	2388	2381.81	99.7%

Comments:

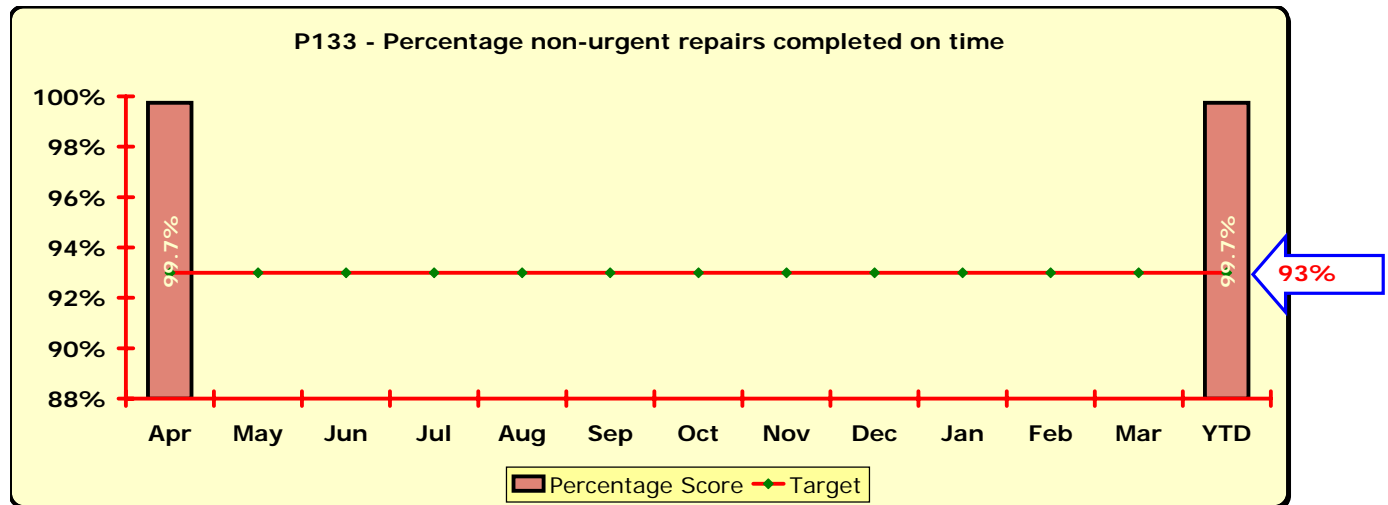
P132 - April 2008 performance of average time taken to complete non-urgent repairs is 4 calendar days. Year to date performance is 4 calendar days.

(Note Partners are not required to provide P132 data above)

P133 - April 2008 performance on the percentage of non-urgent repairs completed on time is 99.7%. Year to date performance of 99.7%, is above target.

Contact Matt Parsons for more information on ext 4219

P133 - Percentage non-urgent repairs completed on time



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

April 2008 = 86.4%
YTD = 86.4%

H752 - Not Due - Reported Quarterly

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%	1166	1351	86.3%	1166	1351	86.3%
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%	30	33	90.9%	30	33	90.9%
LBI (Housing)	3401	3696	92.0%	377	393	95.9%	377	393	95.9%
TOTAL (Excluding LBI)	11075	12723	87.2%	1196	1384	86.4%	1196	1384	86.4%

H752 - Local Personnel PI's

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

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 Division		Head of Performance and Service Development
Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	17 th June 2008	8	Information

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.

2 Recommendation

That the Sub-board notes this report.

3 General Performance – Performance Basket

Partners scored 7.81 for April, which is rated by HFI as good. The service rating score is made up of efficiency and customer care indicators. For the customer care indicators Partners scored 7.41, and for efficiency 8.20; both are rated as good.

3.1 General Performance – Key Performance Indicators

In 2007/08 Partners met or exceeded the targets set in the contract for 15 of 16 key performance indicators (a selection of these indicators is included in Appendix 1).

In 2007/08 Partners failed to meet the target set for compliance with the Authority's compensation policies. Partners reached 92% and the target is 95%. This is the third year in a row that they have failed to meet this target and there will be a monetary performance deduction reflecting this. Partners have not addressed this issue in their Annual Service Plan of 2008/9.

PI targets were set in 2003 and are currently being reviewed (a requirement at every fifth anniversary of the contract).

Some deductions have also been made over the year for overruns for voids and residents transferred to decant properties for longer than the agreed reasonable period. Overall deductions and notional bonuses for 2007/08 are in the process of being agreed with Partners and will be reported in the next report.

3.2 Rent Arrears

The amount collected as a proportion of the amount due in April is 101.3%. This is above the contract target of 97.5%. For the year end March 2008 99.9% of rent due was collected.

3.3 Customer Care

Performance on answering complaints and members enquiries within timescale was excellent in April, Partners responded to all within 10 days. It was slightly lower for correspondence at 99.8%. Over the year 2007/8, compliance with the 10 day response time for complaints was 100% .

3.4 Responsive Repairs and Gas Servicing

Partners' repairs performance remains excellent on the indicators measured. Last year they achieved 100% of repairs completed on time and 100% appointments made and kept. Tenant satisfaction with the repair service is also high at 85% against a target of 65%. However, a rising number of legal repair cases is a cause for concern. This is referred to in 3.6.

It was disappointing that despite higher performance earlier in the year, the final figure for the year ending March 2008 for Partners properties that had a valid gas safety certificate (CP12) was 99.3%. HFI achieved 99.9% at year end and Partners have been asked for a report on how they can improve their performance next year.

3.5 Voids Management

At the end of April 2008 Partners had 25 voids. 12 of these were in use for temporary accommodation for tenants whilst refurbishment works to their home were being carried out. The remaining voids were either subject to refurbishment works or in the process of being re-let. There were 53 new PF11 voids and 47 lettings during 2007/08.

The average time taken to re-let all voids (including those where the period to do major refurbishment works was excluded) last year to March 2008 was 16 days. The average re-let time for minor voids (where no major works were needed) was 18 days. This performance is within the contract target of 27 days.

3.6 Legal Repair

There are currently 14 outstanding legal repair claims, which are Partners' responsibility to deal with. This figure has grown over the year from 6 in April 2007. The majority of these claims are for minor repairs, some of which have arisen from the refurbishment works. Partners are now monitoring progress on these cases closely with its contractors to ensure works are completed quickly. HFI are meeting with Partners regularly to ensure that in the future these claims are both minimised and Partners have clear procedures to respond to them.

3.7 PFI Resident Forum

The PFI Commissioning Team has adopted a new approach to its participation at Resident Forum meetings. The team will present themes for discussion at the meeting as a way of involving residents and making a more positive role for our clienting of the PFI contract.

At the most recent meeting HFI focussed on refurbishment quality checks carried out by our team. The July meeting will focus on the Best Value Review. Members of the Forum were frustrated by the lack of any senior member of Partners' management team present at the last meeting.

The Commissioning Team has also discussed with Partners the lack of meaningful consultation with residents over the Annual Service Plan for 2008/9. Partners have agreed to consult earlier with residents next year, which is a step forward but we remain concerned about the form it will take.

4 Contract variations

Attached at Appendix 2 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. The backlog of variations has now been cleared and only three are currently being negotiated.

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 April 2008 Partners had completed 2049 dwellings to the full standard. This includes 572 leaseholders and 1477 tenants. Partners expect to have the majority of the properties completed by the end of June and meet the contractual deadline of 30 September.

5.2 Quality of Refurbishment Works

The programme to quality check refurbishment works (both PFI 1 and 2) has continued. The aim is to carry out twelve random checks each month on properties at various stages of the refurbishment process. Details of individual problems are also recorded on an issue list, which is sent to Partners weekly and are regularly reviewed until they have been resolved.

Residents continue to be very positive about the United House operatives and commonly report on how polite and helpful they are.

Average Residents' Scores for Customer Care	May 2008
Keeping the resident's home clean and tidy	7.4
Keeping appointments	6.7
Progressing the work properly	8.0
Not caused any leaks or water penetration	6.8
Looking after the resident in terms of customer care and communication	6.8

Average Residents' Scores for Customer Care	May 2008
Overall score	7.0

The overall score by HFI for the quality of works is seven which is good. The quality of completed bathrooms and kitchens was found to be particularly high and in some cases the finished quality of tiling, flooring and kitchen fitting was exceptional.

Average Assessment of Quality of Works by HFI	May 2008
Quality of works in progress	7.9
Quality of finished works	6.9
Compliance with Health and Safety Arrangements	6.9
Overall score	7.0

5.3 Properties with issues of concern

There are currently 22 properties with a total of 33 outstanding issues which have accumulated since March 2008. These issues are sent to Partners to investigate and take action and are not removed from the list until HFI receive confirmation in writing from Partners and are satisfied that they have been fully resolved. In some cases this means that HFI contacts the resident involved or carries out further site visits.

In May 2008 there were nine properties with issues of concern. These include issues with externally painted window cills, inadequate asphaltting to door thresholds, lack of insulation to loft spaces and loft hatches and health and safety matters.

A breakdown of the areas of concern and numbers involved is given in the table below. Also listed are the issues which have been fully resolved by Partners.

Issue of concern	Number of issues outstanding	Number of issues resolved
Security	3	3
Health and safety	4	
Damp proofing	1	1
Kitchen and bathroom	1	4
Leaks	2	2
External works	9	
Insulation	4	
Compensation	9	1
Totals	33	11

5.4 No access cases

We have been working with Partners over the last two years to minimise the number of properties that cannot be refurbished because of a tenant's vulnerability. In many cases residents can be temporarily moved out whilst work is carried out but this is not always possible for example because of age-related frailty or mental health problems. As the programme draws to a close we are meeting with Partner's regularly to reduce potential costs to the Council.

6 Best Value Review of PFI 1 Contract

Efficiency in public services has been a key Government agenda since the introduction of the Local Government Act 1999. This introduced the concept of Best Value and requires local authorities to secure continuous improvement in their services and to achieve efficiency, effectiveness and economy in their delivery.

The PFI 1 contract sets out the requirement to start a Best Value review on or before the fifth anniversary of the contract, 12th May 2008. HFI has prepared a scoping document which outlines four areas where we consider the review should focus. This is based on customer feedback from HFI's satisfaction survey of July 2007 and our experience of working with Partners.

The scoping document proposes that the review should cover four areas:

- Customer satisfaction with the service provided
- Responding to Anti-social behaviour
- Providing Value for Money over the contract period
- Prospects for improvement

HFI and Partners are currently discussing the scoping document and it is anticipated that we will be able to report the final agreed scope to the August CSSB meeting.

7 Annual Service Plan 2008/9

The PFI Commissioning Team considers that this year's annual service plan consultation occurred too late in the year and was not carried out in a meaningful way. We have requested a meeting next month to try and ensure that there are clearer actions and more measurable outcomes in the 2008/09 plan.

Partners have agreed to start consultation with residents in November 2008 for their 2009/10 plan, ready for a final sign off in March 2009 by the Residents Forum. We welcome this commitment but will need to monitor Partners closely to ensure that this consultation is effective in reaching a wider audience of residents.

We do not yet have Partners' assessment of how well they achieved their targets in their 2007/08 plan.

8 Conclusion

Partners continue to provide good repairs and housing management services. HFI is monitoring the refurbishment programme to ensure it is on track to complete on time. We are concerned about maintaining momentum on the Best Value Service Review and hope that Partners will engage with us to ensure continuous improvement over the contract life.

Background papers

Islington Street Properties PFI 1 Project Agreement

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Appendix 1

PFI 1 Performance Indicators MARCH / APRIL 2008

	Contract Target 07/08	March 2007	2007 / 08 End of year	April 2008	2008 / 09 Year to date
Complaints % replied to within 10 days	96%	100%	100%	100%	100%
Correspondence % replied to within 10 days	96%	99.9%	99.8%	98.8%	99.8%
Members Enquiries % replied to within 10 days	96%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	97.8%	96.5%	94.4%	94.4%
% gross rent collected	97.5%	99.7%	99.9%	101.3%	101.3%
Current arrears per tenant	Not a contract target	£211	£211	£210	£210
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	26.99 days	25 days	18 days	16 days	16 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	15 days	16 days	16 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	100%	100%	100%	100%
% of gas services completed against programme (YTD)	100% at year end	99.3%	99.3%	99.5%	99.5%

Appendix 2

PFI Contract Variations - Summary 20/05/08

Variation Ref / Issue	Current Position / Timetable	Comments
05002- 100% heating systems	Not agreed.	Ongoing discussions with Partners and LBI .
05014- Repairs rectification periods	HFI considering Partners proposal	HFI considering amending repair time-scales to align with PFI 2 if there are benefits to the Authority as well as the Contractor. Ongoing negotiations
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
05018- Tenancy Change	Partners to draft change. Agreed in principle	Minor amendment to KPI mechanism to reflect small audit size.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	17 June 2008	9	Information

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

2.1 That the Sub-Board notes this report.

3. General Performance – Performance Basket

In the performance basket for April, Partners scored 8.22 points for overall service rating, comprising 6.54 points for customer care and 9.9 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 General Performance - Key Performance Indicators

At the end of the year 2007-8, Partners had met 17 of the 18 non refurbishment key performance indicators (a selection are included in Appendix 1). Partners narrowly missed the KPI for compliance with requirements for dealing with cases of nuisance and harassment, when one case was mishandled. A contract deduction of £2000 was exacted as a consequence.

A review of performance indicators for refurbishment works is found in section 4.

3.2 Rent Arrears

For the month of April Partners collected 104% of the rent due. This exceeds the contract target of 97.25%. The debt per tenant was £220, down from £230 at the end of February. For the year ended March 2008, 99.6% of the rent due had been collected.

3.3 Responsive Repairs

The performance indicators for the repairs service show that it continues to operate at an excellent level. In April Partners had kept 99.9% of appointments that had been made and had completed 100% of day to day repairs within contractual time-scales. The performance figures for 2007-8 for these two indicators were also 99.9% and 100% respectively. Partners carry out regular satisfaction surveys of residents whose homes have received day to day repairs. For 2007-8, 82.7% of residents using the service were satisfied with it. The contract target is 80%.

The number of tenanted dwellings without valid gas safety certificates (CP12s) was 15 at the end of April, down from 18 found at the end of February. At the end of April 99.5% of tenanted homes had valid CP12 certificate. For the year ended March 2008 99.4% of tenanted homes had gas certificates. HFI will be discussing with Partners proposals to raise this performance.

3.4 Voids Management

At the end of April there were 45 voids, which has decreased from 55 at the end of February. 20 were used as temporary accommodation for tenants whose homes were being renovated and another 11 voids were undergoing refurbishment. Four were undergoing the letting process. Two voids were on hold either pending consideration of enlargement or the outcome of a structural and soil survey. 9 had been pre-allocated to prospective tenants, ahead of the completion of rehabilitation works.

Over the last year a total of 104 empty voids were re-serviced and these took an average 17 days to re-let excluding the period for improvement works. On average, it took 21.5 days to re-let 10 minor voids where no refurbishment works were carried out. This performance exceeds the contract target of 27 days.

3.5 Correspondence, Complaints and Members' Enquiries

In April Partners had replied to 100% of complaints and members' enquiries within 10 working days of receipt. The performance in replying to correspondence was 98.3%. The figures are better than the contract target of 96%. Over the year 2007-8 Partners had replied to 100% of complaints and members enquiries within 10 working days and 99.7% of correspondence.

4. Refurbishment Programme

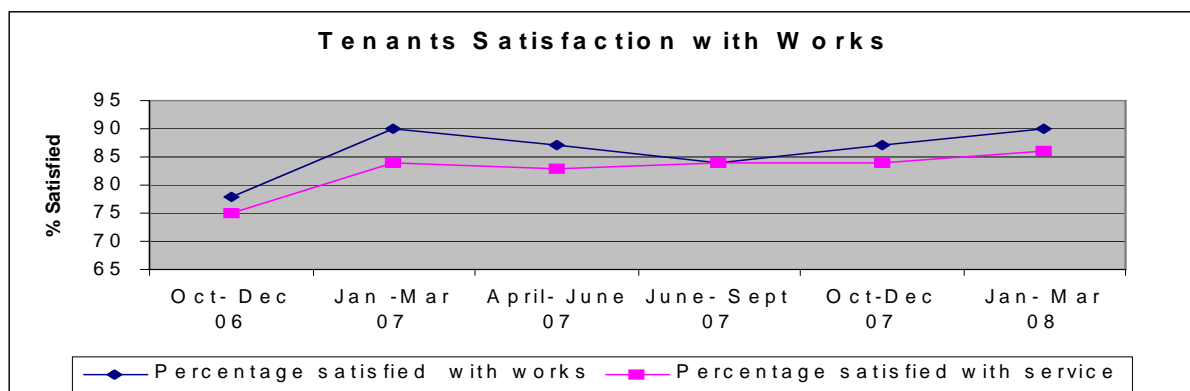
4.1 Progress on programme

Partners have met the refurbishment milestone for March 2008 and are on course to surpass the hurdle for June.

At the end of April internal refurbishment works had been completed to 903 tenanted homes and external works to 551 tenanted homes had been finished. A total of 517 tenanted dwellings had reached the contractual Full Availability Standard. (Both internal and external works completed). Works (for external and common parts only) to 145 leasehold properties have been completed and works are in progress at another 148 leasehold dwellings.

4.2 Satisfaction Survey

The latest satisfaction survey results are shown in the graph below and are for the period January to March. Satisfaction levels remain high with both the service provided and the refurbishment works. There has been a gradual improvement in satisfaction from June/September 2007. The results exceed the contract targets of 63% for customer satisfaction with completed works and satisfaction with the service provided. Partners have been asked to devise a plan to maintain & exceed these high levels.



4.3 Refurbishment Works Key Performance Indicators

The table below is a summary of Partners' latest (1/1/08 to 31/3/08) performance in carrying out the refurbishment work and delivering the associated services to tenants.

Question	Description January to March 2008	Contract Target	Performance	Penalty
1	Overall customer satisfaction - Product	63%	90%	£0.00
2	Overall customer satisfaction - Service	63%	86%	£0.00
3	Overall customer satisfaction - Staffing	63%	95%	£0.00
4	Pre works procedures compliance	95%	98%	£0.00
5	Commencement compliance	95%	100%	£0.00
6	RLO contact	95%	94%	£100.00
7	Tenant sign off compliance	95%	77%	£2,500.00
8	Dwellings protection	95%	100%	£0.00
9	Dwellings security	95%	100%	£0.00
10	Dwelling statutory services	95%	100%	£0.00
11	Time in Dwelling	95%	96%	£6,450.00

Partners are meeting or exceeding most of the targets. However there have been shortfalls in a few cases where refurbishment works to some dwellings have taken longer than the contract target (12 weeks for tenanted dwellings or 15 weeks for void dwellings). The short fall in meeting requirements for tenant sign-off for completed works in some part stems from some residents' reluctance to provide access to the contractor. Penalties have been imposed where targets have not been met.

Over the year 2007-8, Partners displayed a similar performance and fines of £10,150, £3,300 and £100 were imposed for not meeting the respective targets of time in dwelling, tenant sign off compliance and contact between resident and contractor's liaison officers.

4.4 Quality of Refurbishment Works

This is covered in section 5.2 of the PF11 performance report for this meeting.

5. Equality & Diversity plan

CSSB has asked for the final draft of Partners' Equalities & Diversity plan to be included in the report to its August meeting. Partners' rough ideas for their 2008-9 Equalities plan are found in Appendix 2. At this stage these themes have not been worked up into specific and measurable objectives with dates and identified

responsibilities. HFI has requested that this is done in time for the next CSSB meeting and that it incorporates recommendations from HFI's audit.

6. Leasehold Service Charges and the Leasehold Recovery Account

At the last meeting of this sub-board it was reported that the council had not been paid its share from the leasehold recovery account (made up of collected service charges and refurbishment costs) that was due on 2nd January, as a result of problems with Partners computerised leasehold charges system. It was also noted that Partners had not yet sent out actual bills for service charges for the year ended 31 March 2007. This sub-board requested that Partners and HFI officers produce an action plan with risk ratings to ensure that income to the council was maximised from the contract. This is found at appendix 3. The main points of note are that computer problems have now been rectified, service charge actual invoices for 2006-7 have been sent out and LBI's share of the balance on the leasehold recovery has been paid. Partners have commenced processing the first batch of final accounts for the refurbishment of leaseholders' homes but still has to give HFI more details about the weekly output of bills for the recovery of refurbishment costs.

7. Conclusion

Generally Partners are showing continued good performance and contract targets are being met and exceeded. Partners have reached the refurbishment milestones. Partners have made significant progress in resolving problems with the recovery of service charges from leaseholders but further work is needed to develop a programme for the recovery of refurbishment costs. HFI has some concerns about the development of the equalities and diversity plan.

Background papers

Partners for Improvement in Islington contract documents.

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Appendix 1

PFI 2 Performance Indicators – March 2007-April 2008

PFI 2	Contract Target 07/08	March 2007	2007/8 End of Year	April 2008	2008/9 YTD
Complaints % replied to within 10 working days	96%	100%	100%	100%	100%
Correspondence % replied to within 10 working days	96%	99.7%	99.7%	98.3%	98.3%
Members Enquiries % replied to within 10 working days	96%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	98%	96.5%	94.4%	94.4%
% gross rent collected	97.25%	99.7%	99.7%	104.3%	104.3%
Current arrears per tenant	Not a contract target	£243	£234	£220	£220
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 calendar days	19 days	21.5 days	7 days	7 Days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	29 days	17 days	14 days	14 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%	99.9%	99.9%	99.9%
% of gas services completed against programme (YTD)	100%	98%	99.4%	99.5%	99.5%

Appendix 2

Partners for Improvement in Islington

Diversity Planning 15th May 2008



Our Aims for Equalities and Diversity:

1. Ensure people, regardless of equality strand, can access our services in a way that is appropriate to the individual
2. Encourage two-way communication
3. Influence our stakeholders to be equalities minded

Key issues:

1. Ensure people, regardless of equality strand, can access our services in a way that is appropriate to the individual

- Improved knowledge of our customers
 - i. Collect diversity information
 - ii. Explore inclusion of ethnicity information on repairs satisfaction cards
- Provide services accessible to all
 - i. Introduce a series of customer information leaflets
 - ii. Ensure appropriate documents have been translated
 - iii. Provide computers in reception areas to enable better use of Choice Based Lettings
- Develop the service to meet residents' needs
 - i. Explore annual visits / repair checks to vulnerable residents

2. Encourage two-way communication

- All residents to have the opportunity to give feedback in a way that suits them
 - i. Undertake customer survey
 - ii. Establish customer contact preferences
 - iii. Review the website
- Improved resident satisfaction with the opportunities to get involved
 - i. Develop Resident Involvement Strategy for 2008/9
 - ii. Launch the Partners Involvement Register, ensuring diversity information is collected alongside
- Keep staff up to date on diversity issues

3. Influence our stakeholders to be equalities minded

- Ensure that Partners complies with Commission for Racial Equality Code of Practice for Rented Housing
- Support LBI in its efforts to gain Equalities Standard level 4 and 5
- Raise profile of diversity issues within Partners and externally

Appendix 3 PFI2 Leasehold Recovery Account (LRA) Action Plan

Potential Risk	Consequence H/M/L	Like- lihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk Owner HFI	Progress on actions
1. Failure of Partners software for calculation of leasehold service charges.	High (Loss of income & interest to LBI)	Low	Low	Computer problems rectified 15 May 2008.	S.Kwong.	Partners Computer system now fully functioning.
2. Failure of Partners to send invoices to leaseholders for 06-07.	High (loss income and interest to LBI.)	Low	Medium to low	1 Partners computer problems solved. 2. Partners to send invoices out w/c 27 May. 3.HFI will charge Partners interest on late payment of LRA balance. 4.HFI monitoring and discussion in meetings.	S.Kwong	Invoices sent week beginning 27 May.
3. Failure of Partners to pay HFI Balance LRA as of 2 January 2008	High (loss income and interest to LBI.)	Low	Medium to low	1. HFI monitoring Partners' progress & discussed at contract review meetings. 2.HFI will charge Partners interest for whole period of late payment.	S.Kwong	1.Partners made an interim payment of £110.000 on 31 March. 2. Balance of LRA determined 18 May 3. Final Payment made to HFI on 21May.
4. Failure of Partners to send out invoices for the recovery of leaseholders refurbishment costs for	High (Loss of income & interest)	Low	Medium	1. HFI to monitor & Partners to supply data on performance in sending out invoices.	S.Kwong	1. Partners are processing the first batch of 75 final refurbishment accounts.

Potential Risk	Consequence H/M/L	Like- lihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk Owner HFI	Progress on actions
completions in 07-08.						2. Negotiations are being conducted between Partners' sub-contractors to determine the number of final accounts/invoices that can be produced each week. HFI to be informed of outcome.
5.Failure of Partners to send out invoices for 07-08 service charges.	High (Loss of Income and interest)	Low	Medium	1. Partners to send out invoices in October in line with normal cycle.	S.Kwong	Invoices to be sent by mid October.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	17 June 2008	10	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 24 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. Performance

- 4.1. Appendices A, B and C provide the CSSB with the most recent information gathered by HFI about TMO governance, financial management, caretaking and performance.
- 4.2. Tenant Management Commissioning Officers assess the governance and financial management of each TMO every quarter. Appendix A shows the assessments made over the last four quarters, with the most recent assessments carried out in April and May 2008.
- 4.3. As reported to the last CSSB meeting, the January TMF meeting passed a motion calling on HFI to withdraw the enhanced monitoring system, including

the new assessment criteria approved by the CSSB in 2007. HFI is now meeting with a working group of TMO representatives to draw up a new monitoring system. At the time of writing this report, agreement had been reached on the principle of a reduced level of PI information, which would be provided by TMO Managers to both HFI and their own Committees. The PIs should be relevant and accurate, and HFI would expect them to be provided regularly and on time. The next monitoring review group meeting will be held on 4 June and an update on progress and timescales will be available to CSSB at its 17 June meeting.

- 4.4. HFI has developed a temporary monitoring system which is being used in April 2008 and will be used until agreement can be reached with TMOs on a longer-term monitoring system.
- 4.5. Whilst HFI and the TMO/Cs are jointly working on the new monitoring arrangements, HFI has again decided not to publish diamond ratings for TMO/Cs from this monitoring round. Instead we have written to each TMO/C setting out that as a result of the monitoring meeting, either:
- HFI has no concerns about the TMO/C, or
 - HFI has concerns about the TMO/C.

Where we state that HFI has concerns, these have been detailed and we will address them with TMO Committees. We have included details of all of the 'concerns' in this report.

- 4.6. HFI Quality Monitoring staff inspect caretaking standards at each estate-based TMO at least once a quarter. These results are presented at Appendix B. The table also shows the average score for each TMO in 2007/08, the average HFI score for each quarter and the HFI annual average. Eleven TMOs achieved a higher average score than HFI in 2007/08 and twelve TMOs scored lower than HFI.
- 4.7. The performance indicators are provided as Appendix C, and are drawn from the monthly monitoring information supplied by TMOs and TMCs for April 2008.
- 4.8. The eight Tenant Management Co-ops agreed to provide eighteen monthly performance indicators (PIs) to HFI as part of the new Management Agreement signed in May 2007. HFI then requested TMOs to provide the same PIs. The amounts provided in each report to CSSB are shown in the following table.

	TMO (192 total)	Co-ops (138 total)	Total (330)
Oct 07	149	47	196
Dec 07	126	81	207
Feb 08	97	66	161
April 08	114	60	174

4.9. As with February 2008, in April 2008 HFI has received just over half the requested number of Pls, despite regular encouragement for the figures to be provided. At this level of provision Appendix C does not serve a useful purpose. Performance monitoring is a useful tool for TMO Committees to monitor their own performance and there is a management agreement requirement on TMO/Cs to provide agreed Key Performance Indicators (KPIs) to the local authority. Reaching agreement with TMOs and Co-ops about the monitoring including provision of KPIs is covered in paragraph 4.3 of this report.

5. Concerns about TMOs and Co-ops

We are reporting only “concerns” or “no concerns” about the governance and the financial management of each TMO in response to issues raised with the monitoring system by TMOs. CSSB members will note that we are again reporting concerns about the majority of TMOs. This reflects an approach during this monitoring round where HFI staff have focused on just 16 Management Agreement requirements and not accepted the assurance of TMOs, but have requested sight of documents. We believe that this will assist TMOs themselves to focus on these areas and that this should lead to less concerns reported to the next CSSB meeting.

CSSB members may have hoped to see a reduction in “concerns” reported at this meeting. Table A by itself does not function well in showing progress made. For instance at the January monitoring meetings many TMOs could not provide their insurance details and so were shown as a concern. At the April meetings many of these TMOs provided their insurance documents showing that they had public liability and employer’s liability insurance, but not the fidelity guarantee insurance that they are required to have under the management agreement. In every case we expect these TMOs to have fidelity insurance by the time of the July monitoring meeting.

At the next CSSB we expect to be reporting progress about the provision of information by Bemerton Villages TMO and that Taverner TMO is holding regular, minuted Committee meetings which receive financial reports. The more significant and complex issues are at Braithwaite House TMO, Arch-Elm Co-op and Holbrook Co-op.

5.1 Arch-Elm Co-op

Finance – “concerns”

Although this Co-op have made efforts to reduce their spending we have serious concerns about their solvency. The Co-op have provided an early draft of their 07/08 accounts and this is with HFI Accountants, who will provide analysis prior to the CSSB meeting.

5.2 Bemerton Villages TMO

Governance – “concerns”

This TMO are not routinely providing HFI with copies of the Committee and General Meeting agendas, papers and minutes, as are required under Chapter

6, Clause 5 of their management agreement, but have agreed to do so. HFI has raised the need for Committee members to undertake training in line with Chapter 1, clause 10 of their management agreement. The TMO could not locate its Register of Interests, which should be available for inspection (Chapter 1, clause 11).

Finance – “concerns”

This TMO is not providing copies of financial reports at least quarterly, as required under Chapter 4, clause 5.3 of their management agreement, but have agreed to do so. HFI has not seen minutes approving the 2008/09 budget. The TMO do not have Fidelity Insurance, in breach of Chapter 1, Clause 7 of the management agreement, but have assured HFI that this will be obtained.

5.3 Blackstock TMO

Finance – “concerns”

The TMO failed to return its estimated service charge information within a deadline that was twice extended by HFI. In the end the TMO submitted the following phrase “Estimate the service charge for 2008/9 on 2007/8 actual service charge” instead of returning figures on the standard forms. HFI will assist the TMO to complete their actual service charge information in line with the July 2008 deadline.

5.4 Braithwaite House TMO

Finance and governance – “concerns”

We have covered the issue of concerns with Braithwaite House TMO’s financial management in recent CSSB reports. This TMO has now adopted a deficit budget for 2008/09, which also makes use of cyclical funds for its day-to-day costs. HFI is seeking an urgent meeting with the TMO as we have serious concerns as to whether it remains viable.

5.5 Brunswick Close TMO

Finance – “concerns”

The TMO do not have Fidelity Insurance, in breach of Chapter 1, Clause 7 of the management agreement, but have assured HFI that this will be obtained.

5.6 Dixon Clark Court RMO

Governance – “concerns”

HFI has raised the need for Committee members to undertake training in line with Chapter 1, clause 10 of their management agreement. HFI has offered to help in drawing up and implementing a training programme.

Finance – “concerns”

The TMO did not approve its 08/09 budget until 7th May, in breach of the Management Agreement (Chapter 4, clause 5).

The TMO were not able to provide details of their bank signatories at the monitoring meeting and have not provided them since, in breach of Chapter 4, clause 4.

5.7 Gambier House TMO

Finance – “concerns”

The TMO do not have Fidelity Insurance, in breach of Chapter 1, Clause 7 of the management agreement, but have assured HFI that this will be obtained.

5.8 Half Moon Co-op

Financial Management – “concerns”

The Co-op's financial reports to committee do not show spend against budget. This is a requirement in the management agreement – Chapter 5, Schedule 2 (AITMO Procedure), Clause 7.3. The Co-op have agreed that they will show spend against budget in future financial reports.

5.9 Harry Weston Co-op

Governance – “concerns”

There is no evidence of training being taken up by Board members in line with Chapter 1, clause 11 of the management.

Finance – “concerns”

The Co-op's financial reports to committee do not show spend against budget. This is a requirement in the management agreement – Chapter 5, Schedule 2 (AITMO Procedure), Clause 7.3. HFI is also concerned that individuals who are essentially "staff" are authorised signatories on the Bank Mandate. There should be a separation between committing expenditure and signing the cheques to pay for those financial commitments.

5.10 Holbrook Co-op

Governance – “concerns”

There is no evidence of training being taken up by Board members in line with Chapter 1, clause 11 of the management. The Co-op's long-serving Co-ordinator left in November 2007 and the Co-op have not provided consistent cover while they have sought to recruit and retain staff since then.

Finance – “concerns”

The Co-op were not able to provide details of their bank accounts and signatories at the meeting or in the five subsequent weeks. The Co-op could not produce a certificate of Public Liability Insurance.

Internal Audit have visited Holbrook Co-op to follow-up on HFI concerns about the Co-op's financial management, governance, employment and contracting practices. We expect their report before the CSSB meeting on 17 June.

5.11 Newbery House Co-op

Governance – “concerns”

This Co-op is not registered for Data Protection, as required under Chapter 1, Clause 8 of the management agreement. The Co-op is required to provide a tenant handbook under Chapter 1 schedule 2 of the management agreement but has not done so. These issues were also raised as concerns at the January meeting.

HFI is raising these issues at both the Co-op Committee and the Co-op AGM. We are both making Co-op members know that they are in breach of the Management Agreement and offering our help to put these issues right.

HFI has raised the need for Committee members to undertake training in line with Chapter 1, clause 10 of the management agreement. The Chair and Treasurer attended training on chairing meetings in April which was arranged by HFI's Governance Team.

Finance – “concerns”

The financial concerns reported to the CSSB have now been addressed. The Co-op are using a works/goods ordering system and reporting spend against budget to their Committee. Although this Co-op is working to a budget, this has not been approved at a Committee meeting.

5.12 Spa Green TMO

Governance - “concerns”

HFI raised the need for Committee members to undertake training in line with Chapter 1, clause 10 of the management agreement at the January monitoring meeting and offered to help to draw up a training programme. There is no evidence of training being taken up by Board members and this remains a matter of concern.

Finance – “concerns”

The TMO do not have Fidelity Insurance, in breach of Chapter 1, Clause 7 of the management agreement, but have assured HFI that this will be obtained..

5.13 Stafford Cripps TMO

Governance - “concerns”

The Register of Interests was not complete at the time of the monitoring meeting. The TMO have agreed to complete this by the end of May 2008.

Finance - "concerns"

The TMO do not have Fidelity Insurance, in breach of Chapter 1, Clause 7 of the management agreement, but have assured HFI that this will be obtained.

5.14 Taverner TMO

Governance – "concerns"

HFI has raised concerns over the last five quarters about the regularity of Committee meetings and the availability and standard of the minutes. No minutes, reports or agendas were provided for the last quarter. We accept that the office was being converted at the time of the meeting, but this was not the case throughout the months of January, February and March.

Finance – "concerns"

HFI has raised concerns over the last five quarters that the TMO Committee does not receive financial reports at most meetings. We have now seen some reports but have not observed a meeting where they were presented or seen minutes of a meeting which record that they were discussed.

5.15 Wenlake TMO

Financial Management – "concerns"

The TMO's financial procedures state that:

"The bank signatories may not be related to each other, nor may they be from the same dwelling."

The TMO are in breach of this as two signatories are related and from the same household. HFI's view is that this increases the risk of fraud.

6. Homestead Co-ops

6.1. Seaview Co-op

Seaview Co-op is now live, and has replaced four Homestead Co-ops. The Co-op is now within the regular HFI monitoring system, and will be included in reports to CSSB from August onwards.

6.2. New Roof and Moonshine Co-ops

LBI has received the Consent from Communities and Local Government for the disposal of the four New Roof properties. LBI is proceeding with the sale.

As of 19th May 2008 HFI is managing the nine properties that used to be managed by the Moonshine Co-op.

7. Five-Year Reviews and Continuation Ballots

- 7.1 Braithwaite House residents voted 84.4% in favour of continuing as a TMO for the next five years. The turnout was 38%.
- 7.2 In 2008/09 HFI will undertake five year reviews at Braithwaite House, Brunswick Close and Pleydell TMOs.

8. Changes to the Consultation and Liaison with TMOs

- 8.1 We reported that there would be changes to the Tenant Management Forum at the last CSSB meeting, including that from the October meeting onwards only elected TMO Committee representatives will be able to vote. At the May TMF meeting Committee members from six different TMOs attended, which was the largest representation in recent years. TMO staff from eight TMOs were present. HFI will work with all TMOs to encourage Committee member attendance at the July and October meetings.
- 8.2 Seventeen TMO Managers attended a productive meeting on responsive repairs with representatives of HFI Direct and the Technical Quality Team. This was the first of the quarterly TMO Managers' Meetings, which aim to improve day-to-day liaison between TMO Managers and key HFI service providers. The next meeting will be in September and will focus on allocations and transfers issues.

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HOMES FOR ISLINGTON

TMO/TMC MONITORING REPORT TO CONTRACTED SERVICES SUB-BOARD

4th Quarter 2007/08

TMO/TMC		Governance				Finance			
		Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08
1	Arch-Elm Co-op	◆◆	◆◆	no concerns	no concerns	◆◆	◆◆◆	concerns	concerns
2	Bemerton Villages TMO	◆◆◆	◆◆	concerns	concerns	◆◆◆	◆◆◆	concerns	concerns
3	Blackstock TMO	◆◆	◆◆	no concerns	no concerns	◆◆◆	◆◆◆	concerns	no concerns
4	Braithwaite House TMO	◆◆	◆◆	no concerns	concerns	◆	No Diamonds	concerns	concerns
5	Brooke-Park Co-op	◆◆◆	◆◆◆	no concerns	no concerns	◆◆◆	◆◆◆	no concerns	no concerns
6	Brunswick Close TMO	◆◆	◆◆	concerns	no concerns	◆◆	◆◆	concerns	concerns
7	Charteris Co-op	◆◆	◆◆	no concerns	concerns	◆◆	◆◆◆	no concerns	concerns
8	Dixon Clark Court TMO	◆◆	◆◆	concerns	concerns	◆	No Diamonds	concerns	concerns
9	Elthorne 1st Co-op	◆◆	◆◆	no concerns	no concerns	◆◆	◆◆	no concerns	no concerns
10	Gambier House TMO	◆◆◆	◆◆	no concerns	no concerns	◆◆	◆◆◆	concerns	concerns
11	Halfmoon Crescent Co-op	◆◆◆	◆◆◆	concerns	no concerns	◆◆◆	◆◆◆	concerns	concerns
12	Harry Weston Co-op	◆◆	◆◆	concerns	concerns	◆◆	◆◆	concerns	concerns
13	Holbrook Co-op	◆◆	◆◆	no concerns	concerns	◆◆◆	◆◆◆	concerns	concerns
14	Hornsey Lane EMB	◆◆	◆◆	concerns	no concerns	◆◆◆	◆◆◆	no concerns	no concerns
15	Miranda TMO	◆◆	◆◆	no concerns	concerns	◆◆◆	◆◆	no concerns	concerns
16	Newbery House TMO	◆	◆	concerns	concerns	No Diamonds	No Diamonds	concerns	concerns
17	Pleydell TMO	◆◆	◆◆	no concerns	concerns	◆◆◆	◆◆◆	no concerns	no concerns
18	Quaker Court TMO	◆◆	◆◆	no concerns	concerns	◆◆◆	◆◆◆	no concerns	no concerns
19	Redbrick TMO	◆◆	◆◆	no concerns	no concerns	◆◆	◆◆◆	no concerns	no concerns
20	Spa Green TMO	◆◆	◆◆	concerns	concerns	◆◆	◆◆	concerns	concerns
21	Stafford Cripps TMO	◆◆	◆◆	concerns	concerns	◆◆	◆◆	concerns	concerns
22	Taverner & Peckett TMO	◆	◆◆	no concerns	concerns	◆	◆	concerns	concerns
23	Wenlake TMO	◆	◆◆	concerns	no concerns	◆	◆◆◆	concerns	concerns
24	Weston Rise TMO	◆◆	◆◆	concerns	no concerns	◆◆	◆◆	concerns	no concerns

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 two quarters this has been replaced with a system of reporting "concerns" or "no concerns" pending completion of a review of the monitoring system being conducted jointly with TMO/C representatives. Data excludes Homestead Co-ops.

Appendix B

HOMES FOR ISLINGTON

TMO/TMC CARETAKING

TMO/TMC		Stock	2007/08				Average for 2007/08
			Q1	Q2	Q3	Q4	
1	Arch-Elm Co-op	95	93.3	92.9	100	100	96.6
2	Bemerton Villages TMO	737	84.15	94.5	90	100	92.2
3	Blackstock TMO	185	100	95.25	100	100	98.8
4	Braithwaite House TMO	108	81	85.7	81	90.5	84.6
5	Brooke-Park Co-op	111	72.4	93.8	86.7	80	83.2
6	Brunswick Close TMO	268	NA	83.65	86.4	94.4	88.2
7	Charteris Co-op	127					
8	Dixon Clark Court TMO	60	100	100	100	100	100.0
9	Elthorne 1st Co-op	133	92.9	100	94.1	86.7	93.4
10	Gambier House TMO	115	85.7	95.5	NA	NA	90.6
11	Halfmoon Crescent Co-o	226	93.8	82.4	93.8	76.5	86.6
12	Harry Weston Co-op	124	77.1	100	100	100	94.3
13	Holbrook Co-op	103	100	92.9	100	100	98.2
14	Hornsey Lane EMB	173	100	55	94.7	94.4	86.0
15	Miranda TMO	148	82.1	100	81.8	100	91.0
16	Newbery House Co-op	54	NA	90.9	95.2	90.5	92.2
17	Pleydell TMO	280	95.5	88.65	90.9	100	93.8
18	Quaker Court TMO	76	69.1	100	89.5	82.4	85.3
19	Redbrick TMO	160	100	96.65	92.9	93.3	95.7
20	Spa Green TMO	129	100	85.7	100	100	96.4
21	Stafford Cripps TMO	180	94.6	81.8	100	100	94.1
22	Taverner & Peckett TMO	165	94.7	77.8	68.4	100	85.2
23	Wenlake TMO	119	100	93	100	100	98.3
24	Weston Rise TMO	144	NA	78.8	86.4	100	88.4
Total Stock reporting		4020					
Average TMO figures per quarter			90.82	89.78	92.35	94.94	92.0
Average HFI figures per quarter			91.5	91.2	93.9	94.3	92.73

Figures in red indicate that the TMO average for 07/08 is higher than the HFI average

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.

Hornsey Lane

HFI staff met with Hornsey Lane EMB to discuss the score of 55% given in Q2 07/08. The EMB accepted that the standard of cleaning was not good at this time and explained that this was due to staff sickness and poor quality agency staff. This was seen as a temporary blip that has since been rectified. Quality Monitoring staff returned in October and scored Hornsey Lane at 94.7%, in November where they scored 94.4% and again in January where they scored 94.4%

Performance Information provided by TMOs

Appendix C

Reporting month April 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	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Bemerton Villages TMO	NP	NP	NP	124	98	100	26	100	NP	NP	NP	NP
Blackstock TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Braithwaite House TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Brooke-Park Co-op	0	N/A	N/A	10	4	100	6	100	100	24 HRS	0	N/A
Brunswick Close TMO	0	N/A	N/A	14	12	100	2	100	100	24 HRS	NP	NP
Charteris Co-op	0	N/A	N/A	18	13	100	5	100	100	12 HRS	0	N/A
Dixon Clark Court TMO	0	N/A	N/A	5	5	100	0	N/A	100	24 HRS	N/A	N/A
Elthorne 1st Co-op	0	N/A	N/A	3	3	100	0	N/A	NP	24 HRS	1	NP
Gambier House TMO	0	N/A	N/A	11	2	100	9	100	100	48 HRS	NP	NP
Halfmoon Cres. Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Harry Weston Co-op	0	N/A	N/A	5	5	100	0	N/A	100	NP	0	N/A
Holbrook Co-op	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Hornsey Lane EMB	0	N/A	N/A	30	6	100	24	87.5	NP	7 DAYS	N/A	N/A
Miranda TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Newbery House TMO	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	10	9	100	1	100	100	10 DAYS	NP	NP
Redbrick TMO	0	N/A	N/A	34	16	100	18	100	91.2	10 DAYS	NP	NP
Spa Green TMO	0	N/A	N/A	17	0	N/A	17	100	100	24 HRS	0	N/A
Stafford Cripps TMO	0	N/A	N/A	9	3	100	6	100	100	1 HR	NP	NP
Taverner & Peckett TMO	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Wenlake TMO	0	N/A	N/A	5	0	N/A	5	100	100	N/A	NP	NP
Weston Rise TMO	2	2	100	17	16	100	1	100	100	24 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	101	9	NP	NP	19718.57	0
Charteris Co-op	93.9	11	18.30%	663.83	39829.82	9888.86
Elthorne 1st Co-op	101.4	NP	NP	NP	NP	NP
Halfmoon Cres. Co-op	NP	NP	NP	NP	NP	NP
Harry Weston Co-op	92	0	0%	NP	NP	0
Holbrook Co-op	NP	NP	NP	NP	NP	NP
Newbery House Co-op	NP	NP	NP	NP	NP	NP

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	17 th June 2008	11	Monitoring

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 notes the current assessment of the risks listed in Appendix A of the report. These have been updated since the previous report to this meeting and to Audit Committee and comments are sought on them.

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 monitoring.
- 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 as they were be presented to the last meeting of this Sub-Board and to the Audit Committee meeting of 7th May 2008.
- 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)

There are no High or Medium-high Risks. Comments are sought from Contracted Services Sub-Board 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

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Potential Risks	Consequence H/M/L	Likelihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk owner (Board/Sub-Board/Committee)	Risk Owner (Staff)	Progress on actions
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 due June/ July 08 Leaseholder satisfaction survey due November 08
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 requested in exceptional circumstances Discussions on revised monitoring system opened with TMO representatives
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
Mike Sims	Chief Executive Directorate	Company Secretary

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	17 th June 2008	12	Information

Subject of Report: Report back from Consultative Panels – May 2008

1. Synopsis

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

2. Recommendation

- 2.1 That the Sub-Board notes the report.

3. Background

- 3.1 For the May round of Consultative Panel meetings there were no items for consultation. Subsequently there is no information to be fed back to the Sub-Board.

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Date of meeting	Items on the Agenda	Status
17/06/2008	TMO Modular Management Agreement -	Decision
	PIs - April	Monitoring
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	Monitoring
		Monitoring
		Monitoring
	Risk Register	Monitoring
CP Feedback Reports	Information	
19/08/2008 19/08/2008	Business Plan Priorities 2008/9 - 10/11	Decision
	PIs - June	Monitoring
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	Monitoring
		Monitoring
		Monitoring
	Risk Register	Monitoring
CP Feedback Reports	Information	
14/10/2008	PIs - August	Monitoring
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	Monitoring
		Monitoring
		Monitoring
	Risk Register	Monitoring
	Community Engagement - Update on Projects	Information
CP Feedback Reports	Information	
09/12/2008	Election of Chair / Vice-Chair	Decision
	PIs - October	Monitoring
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	Monitoring
		Monitoring
		Monitoring
	Risk Register	Monitoring
CP Feedback Reports	Information	
10/02/2009	PIs - December	Monitoring
	Performance - Partners - PFI 1 - PFI 2 - TMOs/TMCs	Monitoring
		Monitoring
		Monitoring
	Risk Register	Monitoring
	CP Feedback Reports	Information