

Managed Property Sub-Board
Agenda 14th February 2007
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page number	Duration
1	J White	Welcome/Apologies/ Introductions	Information	Verbal	6.30 – 6.35
2	J White	Declaration of interests	Information	Verbal	6.30 – 6.35
3	J White	Questions from the public	Information	Verbal	6.35 – 6.55
4	J White	Minutes of last meeting (13 th December 2006) and matters arising	Decision	1-4	6.55 – 7.05
5	J White & D Goldring	Chair and Director of Operations Report	Information	Verbal	7.05 – 7.10
6	J Phillips	Responsive Repairs	Monitoring	5-16	7.10 – 7.30
7	D Goldring	Performance Indicators	Monitoring	17-38	7.30 – 7.40
8	D Goldring	Estate Services Scrutiny	Monitoring	39-44	7.40 – 7.55
9	D Goldring	Home Ownership Scrutiny	Monitoring	45-50	7.55 – 8.10
10	D Goldring	Risk Register	Monitoring	51-56	8.10 – 8.20
11	J White	Consultative Panels Feedback Reports	Information	57-62	8.20 – 8.25
12	J White	Update on petitions received at Consultative Panels	Information	63-67	8.20 – 8.25
13	J White	Forward Plan	Decision	Verbal	8.25 – 8.30
14	J White	Any other business	Information	Verbal	8.25 – 8.30
15	J White	Date and time of next meeting 6.30pm, 11 th April 2007	Information	Verbal	8.25 – 8.30

**Homes for Islington
Managed Property Sub-Board (MPSB) Meeting
Minutes of 13th December 2006
At Highbury House, 5 Highbury Crescent**

Present: Jessie White (Chair), Barbara Coventry, Theresa Coyle, Eddie Niles, Steve Town (Directors)
Eileen Avis, Philip Boothby, Chris Clarke, Carol Johnson, Gloria Johnson
(Associate Directors)

In Attendance: Doug Goldring (Director of Operations)
Ferenc Morath (Head of Programme Management)
Chris Liffen (Kier Islington)
Patrick Moranan (Audit Commission)
Mike Sims (Governance Team Manager)
Mark Jenkins (Senior Governance Officer – Minutes)

Apologies: Louise Round (Vice-Chair), Adam Borrie (Directors)

	ITEM	ACTION
1	<p>Apologies / Welcome / Introductions</p> <p>a) Doug Goldring opened the meeting at 6.31pm. b) Doug Goldring gave apologies for Louise Round and Adam Borrie. c) The Sub-Board welcomed Chris Clarke to his first meeting as an Associate Director representing Upper Street Area Housing Panel.</p>	
2	<p>Election of Chair and Vice-Chair</p> <p>a) Mike Sims took the Chair for the election item. b) Eddie Niles nominated Jessie White as Chair. The nomination was accepted. There were no other nominations therefore Jessie White was duly elected Chair. c) Mike Sims informed the Sub-Board that Louise Round had self-nominated as Vice-Chair. The Sub-Board agreed the principle of allowing nominations for directors who were absent from the meeting and as there were no other nominations Louise Round was elected as Vice-Chair. d) Mike Sims handed the Chair to Jessie White who was elected until the first MPSB meeting after the AGM in 2007.</p>	
3	<p>Declarations of Interests</p> <p>a) There were no declarations of interest.</p>	
4	<p>Questions received from the public</p>	

	<p>a) The following question was received from Thomas Cooper:</p> <p>1) Will the Sub-Board apologise for sending a letter to my work address rather than to my home address? <i>A: The Sub-Board apologised for the error.</i></p> <p>2) Why had no response been received from HFI regarding a previous request for information on estate inspections at Lower Hilldrop? <i>A: It was noted that Doug Goldring would ensure that this was resolved before the Christmas break.</i></p> <p>b) It was agreed that MPSB directors should be copied into written replies to members of the public where possible.</p> <p>c) It was clarified that while the Board and Sub-Boards will not stop an individual presenting a case in person, they cannot accept advocacy from a third party.</p>	<p>Doug Goldring</p> <p>Mike Sims</p>
5	<p>Minutes of last meeting 18th October 2006 and matters arising</p> <p>The minutes were agreed as an accurate record.</p>	
6	<p>Chair and Service Director Report</p> <p>Chair's Report</p> <p>a) The Chair had no items to report.</p> <p>Director of Operations Report</p> <p>a) It was noted that the inspection by the Audit Commission was progressing and a draft report would be prepared by the Commission for 15th January 2007.</p> <p>b) It was noted that there has been a positive difference from the new mechanical sweepers.</p> <p>c) It was noted that there have been minor changes implemented to the bulk refuse service.</p> <p>The report was noted.</p>	
7	<p>Voids Reservicing</p> <p>a) Doug Goldring and Chris Liffen introduced a report providing an overview of the voids reservicing process and highlighting some of the issues. The report also set out some of the future developments in this area.</p> <p>b) It was noted that while HFI's performance in void turnaround is in the top quartile, there is a need to improve the quality of the void.</p> <p>c) It was noted that Tenant Management Organisations (TMOs) are bound by HFI's standard.</p> <p>d) It was agreed that staff would check whether certain voids</p>	<p>Doug Goldring</p>

	<p>belonging to Southern Housing that have been empty for about 3 years are causing damage to HFI properties.</p> <p>The report was noted.</p>	
8	<p>Validation of Capital Programme</p> <p>a) Ferenc Morath introduced a report advising MPSB of the consultation undertaken with Consultative Panels and the responses received. The report also advised on the process of approving the 2007/8/9 Capital programme.</p> <p>b) It was noted that any adjustments to the programme ultimately agreed by Board would need to be reported back to Investment and Delivery Committee (IDC).</p> <p>c) It was agreed that staff would check the installation date for windows on Levison Way.</p> <p>The report was noted.</p>	Ferenc Morath
9	<p>Performance Indicators</p> <p>a) Doug Goldring introduced a report giving performance figures for a range of HFI services within the remit of MPSB.</p> <p>b) It was noted that the standard of caretaking in Holly Park was excellent.</p> <p>c) MPSB passed on its congratulations to Isledon Road and Lyon Street Area Housing Offices for coming first and second respectively.</p> <p>The report was noted.</p>	
10	<p>Risk Register</p> <p>a) Doug Goldring introduced a report presenting the current position with regard to all risks that relate to MPSB.</p> <p>b) MPSB raised concern that the high and medium high risks should not have been rated as such as they were of relatively minor importance compared to other risks that the Board considers.</p> <p>The report was noted.</p>	David Selo
11	<p>Consultative Panel Feedback Reports</p> <p>The report was noted.</p>	
12	<p>Update on Petitions Received at Consultative Panels</p> <p>The report was noted.</p>	

13	<p>Forward Plan</p> <p>a) It was agreed that the Responsive Repairs report on 13th February 2007 would include an update on the Kier Review.</p> <p>The forward plan was agreed.</p>	Lorenzo Heanue
14	<p>Any Other Business</p> <p>No other business.</p>	
15	<p>Date and Time of Next Meeting</p> <p>a) 14th February 2007, 6:30pm, Highbury House.</p>	

There being no other business to conclude, Jessie White closed the meeting at 8:21pm.

Report of	Team	Job Title
John Phillips	Chief Executive Directorate	Director of Property Services

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub Board	14 th February 2007	6	Monitoring

Subject of report: HFI / Kier Islington Repairs and Maintenance Performance

1. Synopsis

- 1.1 Homes for Islington (HFI) monitors and reviews as part of their performance monitoring system a range of KPI's (Key Performance Indicators) and LKPI's (Local Key Performance Indicators) to assess the actual performance being delivered by its repairs and maintenance partners.
- 1.2 Listed below are the key areas of performance that staff focus on in the provision of a repairs and maintenance service to customers:

- **Responsive repairs**
 - Customer Satisfaction (Day to Day & Kier Islington Gas)
 - Key Performance Indicators (Responsive Repairs & Gas - British Gas & Kier Islington)
- **Key Performance Indicators**
 - Voids
 - Gas
 - Communal Heating
 - Lifts
 - Responsive

2. Recommendations

That Managed Property Sub-Board (MPSB) notes:

- The feedback from the customer satisfaction survey as delivered by Kwest
- The void performance for 2006/07
- The Kier Review Implementation Update
- The key performance targets for 2006/07

3.0 Customer Satisfaction

- 3.1 Kwest Research is continuing to deliver a monthly independent customer phone survey of the responsive repair service on behalf of Homes for Islington, which includes the following responsive repair service areas:

- Overall Service
- HFI Direct
- Kier Responsive Repairs
- Kier Gas Responsive Repairs

- British Gas Responsive Repairs

HFI use this survey to:

- Benchmark satisfaction
- Identify service failure
- Improve the service

3.2 Overall Service Satisfaction

Question	April	May	June	Jul	Aug	Sept	Oct	Nov	Target	YTD
Overall satisfaction with the service	64%	69%	69%	77%	83%	73%	73%	76%	65%	73%

Overall the YTD (Year To Date) of 73% is 8% above target of 65%.

3.3 Kier Islington has introduced mobile handheld technology. The benefits to the service are:

- Quicker allocation of work
- Reduced paper trail
- Validated records
- Speedier material ordering

3.4 All results in a more timely approach to completing more orders right first time.

3.5 HFI are considering a new and improved method of collecting customer satisfaction data that will enable real time information and speedier resolution to any repairs related issues linked to detailed breakdown of data to inform service improvement.

3.6 For a full summary see Appendix 1.

4. Voids

4.1 **BVPI 212 (Ex LKPI 33)** - Average re-let times-scales measured in calendar days
Target: **25 calendar days**

4.2 The YTD figure to November 2006 achieved an average re-let of **24 days**. See Appendix 1.

5. Kier Review Implementation Update

5.1 Voids

5.1.1 On 26th October 2006 Steering Group comprising senior managers from HFI, LBI (London Borough of Islington) and Kier Islington (KI) agreed the transferring of the voids function from HFI to KI and the TUPE transfer of associated staff.

5.1.2 Furthermore Steering Group approved the setting up of a HFI void quality assurance team which was to be recruited to ahead of transfer. This team is intended to form part of the wider Repairs Clienting Team. Recruitment to the 4 positions with in the

new team commenced in November, staff in the existing void teams was invited to express their interest in the appropriate post and interviews arranged as required.

- 5.1.3 From this exercise it has been possible to fill the two Voids Quality Officer posts but both the Voids Quality manager and void administration positions remain unfilled. HFI HR section has agreed to extend the ring fencing for these positions to include Responsive Repairs staff.
- 5.1.4 The new composite code are now in use and an exercise is currently being carried out to compare the cost of specifying the required work with the composite codes as opposed to the previous schedule of rates to ensure value for money is achieved.
- 5.1.5 Formal consultation is due to commence with staff subject to TUPE (Transfer of Undertakings for Permanent Employees) transfer on or around 12th February 2007 with a view to full implementation on or about 19th May.
- 5.1.6 Performance by the voids pilot team currently co-located / seconded at Kier Islington continues to support the decision to transfer the functions. November performance figures show the average turnaround time for Boleyn Road as 13 days & 14 days for Upper St. and the 21 day target was achieved in 74% of all voids. This placed the pilot team at the top of the performance table.
- 5.1.7 In addition, cost comparison between the existing void standard as used in the area offices and version 8, used by the pilot team, reveals minimal variance. The base rate cost of an average void under the old standard is £2820 as opposed to £2770 for the new standard. These figures are taken from 104 agreed final accounts covering the period of the pilot.
- 5.1.8 The pilot team is yet to commence using the simplified specification and on site IT, this is expected to be resolved before the end of February.
- 5.1.9 The latest version of the voids standard is Version 8 as reported to Steering Group previously. The gas and electric sections of the document are to be written up and a protocol established with British Gas prior to February Steering Group.
- 5.1.10 A half day session is to be arranged where staff directly involved with service provision can finalise procedures, discuss working practices, analyse process maps and identify training requirements.

5.2 Responsive Repairs

- 5.2.1 Staff across the three main areas of the review of responsive repairs service provision held a series of meeting to discuss and evaluate recommendations and to consider proposals for the new working arrangements. The areas are
 - Front end ordering and resolution of problems
 - Kier Operations
 - Clienting Function
- 5.2.2 Following these meetings the front end working group comprising HFI and KI staff have been preparing staffing structures, considering performance indicators and establishing a baseline position for the customer interface team. A report by Wendy Reade of Kier was presented to Steering group on 30.11.06 including a project plan for a staged approach to co-locating Kier's Resolution Team with HFID in Northway House.

- 5.2.3 On 11th January 2007 Steering Group agreed the transfer of repairs function to Kier Islington and on 25th January Human Resources Committee approved the TUPE transfer of associated staff.
- 5.2.4 The structure of and job descriptions for the new Clienting team have been prepared and staff will soon be invited to express interest in those positions, it is proposed to complete the recruitment process by the middle of March.
- 5.2.5 Managers in the responsive repairs teams attended an away day on 29.01.07. the aims and objectives of the day were to:
- Achieve a common understanding of the decisions made by Steering Group regarding responsive repairs
 - Further develop the processes for delivery of key areas of responsive repairs and
 - Identify any outstanding or new issues which will impact upon implementation of the review

It was expected that the discussions of the day would be cascaded to staff through team briefings and meetings within the areas, ahead of the formal consultation.

- 5.2.6 Formal consultation is due to commence on 05.02.07, with a meeting of all affected staff members, senior HFI and Kier managers and trade unions

5.3 Gas

- 5.3.1 Kier Islington and HFI managers met in January to produce a list of functions to be transferred to Kier, following Steering Group's indication of their agreement in principal. Among the points agreed at this meeting were:
- Subject to commercial agreement ad hoc boiler replacements to be carried out by framework contractors under the management of the capital team, Kier and British Gas to be added to framework
 - A functionality matrix to be populated with tasks carried out by individual staff members of GSMT
 - A transfer of functionality chart to be drawn up similar to that presented to Steering Group in respect of voids and responsive repairs previously
 - An analysis of the information gather by these exercises to inform staffing levels
 - Currently it is apparent that existing IT systems will not support moving to servicing by anniversary in the coming year
 - KPIs to be developed for the new working arrangements
 - Consideration to be given to arrangements relating to call centres
- 5.3.2 The decisions reached at this meeting will form the basis of the report presented to Steering Group in February, upon which the decision to transfer functions will be reached.
- 5.3.3 A staff meeting had been booked for 23.02.07 to advise the Gas Service

Management Team of the decisions reached by Steering Group, with a view to commencing formal staff consultation on 26.02.07. The revised arrangements are expected to be completed by 28.05.07

6. Key Performance Indicators

- 6.1 Repairs Service Development Team continues to performance manage and ensure contract compliance with HFI's repairs & maintenance contractors. Generally KPI performance across the service is good; there are some indicators just below target.

Highlights:

- LKPI 37: % of non-urgent repairs completed on time – 98.9%
Target: 97%
- LKPI 41 a,b,c,d,e,f and g: % of jobs completed within timescale – 98%
Target: 97%
- LKPI 79b (formerly BVPI 211b): Emergency and urgent repairs to non-urgent repairs expenditure – 14%
Target: below 20%
- LKPI212: Average void re-let times (calendar days) – 25 days
Target: 25 days

Just below target:

- LKPI 185 - % appointments made & kept – 98.4%
Target: 98.7%
- LKPI 35 - % urgent repairs completed – 98%
Target – 99%
- LKPI 36 – Average time taken to complete non urgent repairs – 9 days
Target – 8 days
- LKPI 81 – Right First Time – 82%
Target 86%

- 6.2 Kier has notified HFI Performance Monitoring Team of a system failure in October that resulted in data completion dates being corrupted. A reconciliation process is underway and should result in improved performance for the indicators just below target.

- 6.3 Repairs Service Development Team and Kier Islington are currently developing a Contract Performance Management Framework document. The document will support the partnership in delivering a consistent approach to contract performance monitoring and compliance. The proposal for the framework is to have a number of primary benchmark indicators across the whole of the repair's service to measure overall performance with a basket of subsidiary performance indicators to measure day to day operational performance.

Example: Benchmark Indicator:

LKPI 185 - % of appointments made & kept

Basket:

LKPI 185(a) – % of no access

LKPI 185(b) – number of compensation claims paid

See Appendix 2.

7. Gas

- 7.1 LKPI 14: Individual gas systems – % of services completed
The rolling figure for North/South contract for November is 98.6%. Servicing is on target to meet the minimum of last year's performance of 99.79%.
- 7.2 The rolling figure for Kier Islington was 93.83% in November 2006.
The rolling figure for British Gas was 93.5% in November 2006.
- 7.3 Reactive gas repairs: Kier Islington and British Gas – % jobs completed within time
The performance for Kier Islington in November 2006 was 99.69%. This figure is 4.69% above the target of 95%.
- 7.4 British Gas performance for November 2006 was 91.02%, which is 3.98% below target.
- 7.5 Gas Safety Management Team met with British Gas who has agreed to work to HFI targets.

8. Reactive gas repairs

Kier Islington and British Gas

- 8.1 The target for reactive gas repairs is 95% completed within time.
- 8.2 Kier performance for November 2006 was 99.69%, which is 4.69% above the target.
- 8.3 British Gas performance for November 2006 was 91.02%, which is 3.98 % below target.
- 8.4 Gas safety team met with British Gas who has agreed to work to HFI targets. British Gas have had a few problems with the closing of orders on Ohms repair system, however this should be rectified over the following month.

9. Communal heating

- 9.1 Availability of communal heating for November 2006
 - % of heating days **100%**
 - % of hot water days **100%**

10. Lifts

- 10.1 Availability of lift service indicator relates to lifts that are out of commission for more than 24 hours, and the target for 2006/07 is **98%** availability. For November the combined performance for lifts was **99.2%**; this is **1.2%** above target.

11. Compensation Scheme for late or missed appointments

- 11.1 The compensation scheme for missed appointments pilot concluded in November, publicity for the scheme has been distributed to all areas offices. The fee for a late or missed appointment is **£15.00** payable by both **Kier Islington & British Gas**. The payment is triggered automatically and customers are not required to make a claim.

12. Conclusion

- 12.1 Performance in all main areas of the contract continues to place HFI in the top quartile, there are a few areas of minor concern but the reconciliation of performance data with HFI should ensure all KPI's are on target. Customer Satisfaction levels continues to rise above target. Development of a Contract Performance Management Framework document will support the partnership in delivering a consistent approach to contract performance monitoring and compliance. Gas servicing figures continue to demonstrate excellent progress on gas servicing completion.

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Item 6 - Appendix 1 – Customer Satisfaction

Overall Repair Service										
Questions asked	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Target	YTD
1. Satisfaction with the way HFI deals with repairs and maintenance	64%	69%	69%	77%	83%↑	73%↓	73%=	76%↑	65%	73%
2. Dissatisfied with the way HFI deals with repairs and maintenance.	11%↓	19%	14%	12%	10%	8%↓	13%↑	12%↓	N/A	12%
3. Percentage of respondents that think the service has improved recently	56%↑	54%	55%	54%	59%	46%↓	46%=	56%↑	N/A	53%
4. Percentage of respondents that think the service has <u>got worse</u> recently	8%↓	10%	9%	8%	2%	6%↑	10%↑	9%↓	N/A	8%
HFI Direct										
1. Answering the phone quickly. % Satisfied.	95%	95%	96%	98%	98%=	95%↓	96%↑	95%↓	N/A	96%
2. Being helpful. % Satisfied.	82%	86%	91%	93%	94%↑	87%↓	88%↑	91%↑	N/A	90%
3. Being polite and friendly. % Satisfied.	98%	98%	97%	98%	98%=	98%=	98%=	92%↓	N/A	98%
4. Listening carefully. % Satisfied.(how well did staff dealt with your repair request)	90%	94%	92%	96%	96%=	93%↓	95%↑	93%↓	N/A	94%
5. Understanding necessary repair details. % Satisfied. (how well staff understood the nature of the repair)	91%	91%	92%	94%	97%↑	95%↓	94%↓	93%↓	94%	93%
Kier Islington										
6. Did Kier keep their appointment? % Yes.	83%	90%	91%	92%	95%↑	90%↓	90%=	86%↓	99%	90%
7. Clear info about when work will be done. % Satisfied (Urgent repairs)	84%	85%	91%	94%	93%↓	84%↓	89%↑	89%	92%	89%
8. Clear info about how the repair will progress. % Satisfied.	82%	91%	93%	94%	95%↑	89%↓	89%=	90%	92%	90%
9. Did Kier call within the timescales you	73%	88%	87%	88%	93%↑	90%↓	87%↓	86%↓	N/A	86%

expected/ within 24 hours? % Yes (Urgent repairs)											
14. If no were you given: 14a. An explanation? (Yes)	6%	29%	18%	21%	Too few a sample	16%↓	38%↑	29%↓	N/A	22%	
14b Adequate notice? (Yes)	25%	0%	5%	7%	Too few a sample	5%↓	10%↑	5%↓	N/A	8%	
14C A new date?	63%	76%	59%	50%	Too few a sample	58%↑	76%↑	52%↓	N/A	62%	
15. If a second appointment was offered was it kept?	89%	69%	85%	Too few a sample	Too few a sample	80%↓	81%↑	73%↓	N/A	79%	
16. Did the operative call ahead two days before, to remind you of your appointment. (New question)	58%	72%	70%	70%	73%↑	62%↓	60%↓	63%↑	95% by Apr 07	66%	
17. Was the Operative wearing their uniform	79%	91%	89%	88%	93%↑	89%↓	91%↑	88%↓	95% by Dec 06	88%	
18. Did the Operative show their ID? %Yes.	86%	85%	83%	88%	93%↑	87%↓	85%↓	86%↑	95% by Dec 06	87%	
19. Was the work carried out to your satisfaction? % Yes.	81%	87%	85%	88%	90%↑	85%↓	82%↓	84%↑	97% by Dec 06	85%	
20. Satisfaction with Kier staff being 'polite and courteous'	98%	99%	99%	98%	98%=	99%↑	82%↓	93%↑	97% by Dec 06	99%	
21. Kier staff leaving the work area clean and tidy	92%	95%	95%	95%	96%↑	94%↓	96%↑	94%↓	97% by Dec 06	95%	

Summary of gas repair figures:

(Overall aspects of the gas service is included in day to day repair figures detailed above)

*Questions asked	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Target	YTD
1. Did contractors completed the repair on the first visit	57%	68%	61%	60%	84%↑	66%↓	72%↑	67%↓	86%	67%
2. Contractor phoned ahead to inform you of their arrival time. (new question)	56%	56%	56%	52%	68%↑	54%↓	52%↓	67%↑	90% by Dec 06	58%

↑ ↓ = Direction of Travel

Item 6 - Appendix 2 – KPI Performance

<u>Performance indicators year on year</u>	<u>2002/03</u>	<u>2003/04</u>	<u>2004/05</u>	<u>2005/06</u>	<u>Year to date Nov</u>	<u>Direction of Travel</u>	<u>2006/07 Target</u>
Overall satisfaction with the way that HFI deals with repairs and maintenance	41%	48%	NP	NP	73%	↑	65%
LKPI 185: % of responsive repairs for which an appointment was made and kept	98%	97%	97.11%	98.88%	98.4%	↓	98.7%
LKPI 35: % of urgent repairs completed	88%	95%	94.96%	98.69%	98%	↑	99%
LKPI 36: Average time taken to complete non-urgent repairs (calendar days)	9 days	9 days	10 days	8 days	9 days	↑	8 days
LKPI 37: % of non-urgent repairs completed on time	93%	94%	96.50%	98.24%	98.9%	↑	97%
LKPI 81: % of repairs completed in a single visit	NP	NP	NP	NP	82%	↑	86%
LKPI 41 a,b,c,d,e,f and g: % of jobs completed within timescale	90%	93%	95%	98.65%	97.8%	↑	97%
LKPI 79a (formerly BVPI 211a): % of planned repairs and maintenance to responsive repairs and maintenance expenditure	NP	NP	NP	46%	53%	↑	60%
LKPI 79b (formerly BVPI	NP	NP	NP	8%	13%	↓	20%

211b): Emergency and urgent repairs to non-urgent repairs expenditure							
BVPI 212: Average void re-let time (calendar days)	29 days	22 days	22 days	26 days	24 days	↑	25 days
LI21: Average void cost	NP	£2081	£2716	£3169	£3759	n/a	NP
LKPI 14a: Individual gas systems - % of services completed	NP	85%	99.13%	99.79%	98.6%	↑	100%

NP - Not provided

↑ - Direction of Travel Performance relating to target for 06/07

↓ - Direction of Travel Performance relating to target for 06/07

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	14 February 2007	7	Monitoring

Subject of Report: Performance indicators December 2006

1. Synopsis

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

2. Recommendation

2.1 That the Sub-Board notes the report.

3. Background

3.1 Notable performance issues are:

- Isledon Road Area Housing Office had the highest score in December of 8.33 on the basket of performance measures.
- Management voids (those needing only minor repairs) fell to 0.32% of HFI tenanted stock (86 properties), below the target of 0.55%.
- Current arrears per tenant at the end of December 2006 were 4.8% lower than the same time last year. Boleyn Road arrears had the greatest reduction, 20.8%.
- Holland Walk had the lowest average arrears per tenant (£173.30).
- Average re-let time for void properties was 25 days in December. Upper Street had the best result with 14 days average re-let time.

3.2 Full details of performance are attached at Appendix 1.

4. Conclusion

Performance in December was better than target in all key areas.

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Performance Indicator Report



improving housing through partnership

Performance
Monitoring
Section

QMS
ISO 9001:2000
Certified



December 2006

Managed Property

Sub-board

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
4 to 5	Performance basket		AM
OPERATIONS			
Anti-social behaviour & hate crime			
6	BVPI 174	Cumulative number of racial incidents recorded by the housing department	AR
6	BVPI 175	Percentage of racial harassment incidents resulting in further action	AR
7	LKPI 101a	Number of ABCs signed in month	AR
7	LKPI 101b	The number of NTQs / NSPs issued (Anti-social behaviour)	AR
7	LKPI 101c	The number of evictions (Anti-social behaviour)	AR
7	LKPI 101d	The number of injunctions obtained	AR
7	LKPI 101e	The number of ASBO's (anti-social behaviour orders) obtained	AR
8	LI 27g	Number of new nuisance / anti-social behaviour cases opened in the month	AR
8	LI 27h	Number of new nuisance / anti-social behaviour cases closed in the month	AR
8	LI 27i	Number of live nuisance / anti-social behaviour cases	AR
8	LI 27j	Number of professional witness deployments	AR
8	LI 27k	Number of parental support referrals	AR
8	LI 27l	Number of mediation referrals	AR
8	LI 27m	Number of demoted tenancies	AR
8	LI 27n	Court applications - antisocial behaviour	AR
Rent Arrears			
9	LI 22	Percentage of debt pool reduction. This is reported as a year to date position	AR
9	LKPI 23 (Hot 50)	Current arrears per tenant	AR
9	LKPI 24a	Total former rent arrears (£m)	AR
9	LI 2a	Total rent arrears (£m)	AR
9	LI 2b	Total arrears (£m)	AR

10	LI 30 a & b	Rent arrears by banding	AR
		Voids and re-lets	
11	LKPI 31(ex ACPI B2a)	Percentage of Voids (management)	AM
12	BVPI 212 (ex LKPI 33)	Average re-let time (days)	AM
		Caretaking	
13	LKPI 69b	The percentage of caretaking inspections which achieved an A or B grade	MP
		Home Ownership - Right to Buy	
14	LKPI 74a	Right to Buy applications received and processed	AM
14	LKPI 74b	RTB2 - Valuations - time from request made to receipt (weeks)	AM
14	LKPI 74c	S125's - receipt of valuation to issue (weeks)	AM
14	LKPI 74d	Plans - plans requested from valuers to receipt (weeks)	AM
14	LKPI 74e	Time from receipt of RTB1 to issue RTB2 (weeks)	AM
		Home Ownership - Legal Action on Service Charges	
15	LKPI 75a	Instructions Recorded	AM
15	LKPI 75b	Cases Issued	AM
15	LKPI 75c	Judgments Obtained	AM
15	LKPI 75d	Judgment Cost (£)	AM
PROPERTY SERVICES			
		Repairs	
16	LKPI 35 (Hot 50)	The percentage of urgent repairs completed (priority H0, H1,H2 & H3 time limits)	MP
16	LKPI 185	Percentage of repairs for which an appointment was made and kept	MP
17	LKPI 36	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	MP
17	LKPI 37	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	MP
RESOURCES			
18	BVPI 8	% Invoices Paid within 30 days	MP
19 to 20	Glossary of terms and abbreviations		

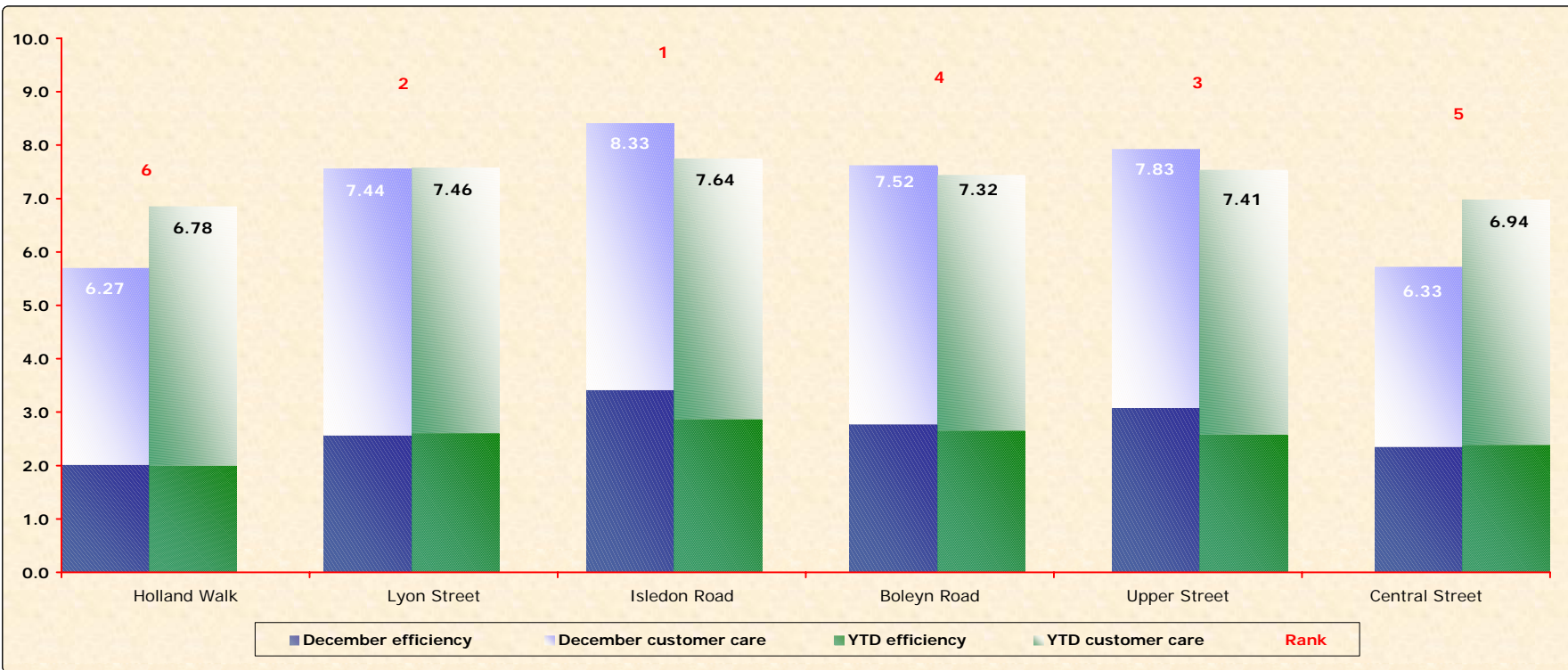
Performance Basket Report December 2006

Headline Performances

- **Isledon Road remains in first place for the month and year to date, scoring 8.33 points for December and 7.64 points for the year to date. Lyon Street is in second place for the year to date, scoring 7.46 points.**
- **All area housing offices have attained maximum scores on the following indicators: Percentage of correspondence replied to on time; percentage of stage one complaints replied to in time; percentage of members complaints replied to in time, and percentage of tenant court applications.**
- **Efficiency scores have averaged 5.40 points across the area offices for December. This performance is rated as "Satisfactory." Customer care scores have averaged 9.59 points across the area offices for December and based on the ratings key this performance rates as "Excellent."**

Contact Anne Mushington for more information on ext. 4113

PERFORMANCE BASKET - HFI Managed Area Offices



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

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

Monthly Efficiency and Customer Care Scores		
Area Office	Efficiency	Customer Care
Holland Walk	4.03	7.37
Lyon Street	5.13	10.00
Isledon Road	6.83	10.00
Boleyn Road	5.55	9.70
Upper Street	6.15	9.70
Central Street	4.70	6.74

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

OPERATIONS

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

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

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

BVPI 174; Dec 2006 = 1, YTD = 20
 BVPI 175; Dec 2006 = 100%, YTD = 95%
 LKPI 20a; Dec 2006 = 0, YTD = 4
 LKPI 20b; Dec 2006 = Nil, YTD = 100%
 LKPI 21a; Dec 2006 = 6, YTD = 91
 LKPI 21b; Dec 2006 = 100%, YTD = 100%
 LKPI 1; Dec 2006 = 100%, YTD = 60%
 LKPI 2; Dec 2006 = Nil, YTD = 100%
 LKPI 3; Dec 2006 = 50%, YTD = 63%

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

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Dec 2006	BVPI 174			BVPI 175			LKPI 1		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	10	1	7	100%	100%	100%	100%	100%	86%
Lyon Street	5	0	1	100%	Nil	100%	40%	Nil	0%
Isledon Road	6	0	3	100%	Nil	100%	100%	Nil	0%
Boleyn Road	5	0	3	100%	Nil	67%	20%	Nil	33%
Upper Street	3	0	4	100%	Nil	100%	33%	Nil	75%
Central Street	4	0	2	100%	Nil	100%	25%	Nil	100%
PFI 1	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
PFI 2	N/A	0	0	N/A	Nil	Nil	N/A	Nil	Nil
HFI Total	33	1	20	100%	100%	95%	64%	100%	60%

The number of sexuality incidents recorded by Homes for Islington

Dec 2006	LKPI 20a			LKPI 20b			LKPI 2		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	0	0	2	Nil	Nil	100%	Nil	Nil	100%
Lyon Street	1	0	1	100%	Nil	100%	0%	Nil	100%
Isledon Road	1	0	0	100%	Nil	Nil	100%	Nil	Nil
Boleyn Road	3	0	0	100%	Nil	Nil	0%	Nil	Nil
Upper Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
Central Street	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
PFI 1	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
PFI 2	N/A	0	1	N/A	Nil	100%	N/A	Nil	100%
HFI Total	5	0	4	100%	Nil	100%	20%	Nil	100%

The number of other incidents recorded by Homes for Islington

Dec 2006	LKPI 21a			LKPI 21b			LKPI 3		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	15	1	22	100%	100%	100%	100%	100%	100%
Lyon Street	17	2	22	100%	100%	100%	18%	0%	9%
Isledon Road	44	1	13	100%	100%	100%	95%	0%	38%
Boleyn Road	15	0	5	87%	Nil	100%	7%	Nil	40%
Upper Street	10	1	17	100%	100%	100%	90%	100%	94%
Central Street	6	1	9	100%	100%	100%	33%	100%	100%
PFI 1	4	0	3	100%	Nil	100%	75%	Nil	33%
PFI 2	N/A	0	0	N/A	Nil	Nil	N/A	Nil	Nil
HFI Total	111	6	91	98%	100%	100%	68%	50%	63%

OPERATIONS

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

Comments:

LKPI 101a; December = 7, YTD = 44 LKPI 101d; December = 2, YTD = 15
 LKPI 101b; December = 7, YTD = 72 LKPI 101e; December = 0, YTD = 5
 LKPI 101c; December = 0, YTD = 7 LKPI 101f; December = 37

A reconciliation exercise has been conducted for all antisocial behaviour activities reported between April and September 2006.

Clarification can be obtained from Alan Richards (Ext 4281)

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

Dec	2006		Live
	Last Year	Signed This Month	
LKPI 101a & LKPI 101f		YTD	
Boleyn Road	4	5	8
Central Street	20	7	6
Holland Walk	8	6	4
Isledon Road	12	13	7
Lyon St	25	6	4
Upper Street	18	6	7
PFI 1	5	1	1
PFI 2	N/A	0	0
HFI Total	92	44	37

The number of NTQs/NSP's issued

Dec	2006		
	Last Year	This Month	YTD
LKPI 101b			
Boleyn Road	10	1	12
Central Street	19	0	14
Holland Walk	22	2	11
Isledon Road	23	1	15
Lyon St	11	1	9
Upper Street	32	1	6
PFI 1	5	1	5
PFI 2	N/A	0	0
HFI Total	122	7	72

The number of evictions obtained

Dec	2006		
	Last Year	This Month	YTD
LKPI 101c			
Boleyn Road	1	0	2
Central Street	0	0	0
Holland Walk	3	0	0
Isledon Road	2	0	1
Lyon St	0	0	1
Upper Street	0	0	3
PFI 1	1	0	0
PFI 2	N/A	0	0
HFI Total	7	0	7

The number of injunctions obtained

Dec	2006		
	Last Year	This Month	YTD
LKPI 101d			
Boleyn Road	3	0	3
Central Street	0	0	1
Holland Walk	2	0	2
Isledon Road	4	0	1
Lyon St	4	1	2
Upper Street	5	0	4
PFI 1	1	1	2
PFI 2	N/A	0	0
HFI Total	19	2	15

The number of anti-social behaviour orders

Dec	2006		
	Last Year	This Month	YTD
LKPI 101e			
Boleyn Road	1	0	1
Central Street	1	0	0
Holland Walk	0	0	0
Isledon Road	0	0	0
Lyon St	0	0	0
Upper Street	2	0	4
PFI 1	0	0	0
PFI 2	N/A	0	0
HFI Total	4	0	5

OPERATIONS

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

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

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

LI 27j - Professional witness deployment

LI 27k - Referrals; parental support

TARGET = 70

LI 27l - Referrals; mediation

TARGET = 75

LI 27m - Demoted tenancies

TARGET = 2

LI 27n - Court applications - antisocial behaviour

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

Dec	2006				
LI 27g / h / i	CASES B/F	NEW CASES	CLOSED CASES	CASES C/F	CASES OPENED YTD
Boleyn Road	52	9	0	61	48
Central Street	57	6	20	57	55
Holland Walk	74	2	12	64	81
Isledon Road	47	19	18	48	97
Lyon St	107	3	9	101	136
Upper Street	73	4	9	68	91
HFI Total	410	43	68	399	508

Comments:

LI 27g; Dec = 43, LI 27k; Dec = 2, YTD = 41
 LI 27h; Dec = 68, LI 27l; Dec = 4, YTD = 32
 LI 27i; Dec = 399, LI 27m; Dec = 0, YTD = 0
 LI 27j; Dec = 1, YTD = 10 LI 27n; Dec = 0, YTD = 23

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

A reconciliation exercise has been conducted for all antisocial behaviour activities reported between April and September 2006.

Clarification can be obtained from Alan Richards (Ext 4281)

Professional witness deployment

Dec	2006		
LI 27j	Last Year	This Month	YTD
Boleyn Road	4	0	0
Central Street	2	1	3
Holland Walk	5	0	1
Isledon Road	5	0	3
Lyon St	3	0	1
Upper Street	6	0	2
HFI Total	25	1	10

Referrals; parental support

Dec	2006		
LI 27k	Last Year	This Month	YTD
Boleyn Road	1	0	8
Central Street	29	2	9
Holland Walk	7	0	6
Isledon Road	14	0	11
Lyon St	25	0	6
Upper Street	28	0	1
HFI Total	104	2	41

Referrals; mediation

Dec	2006		
LI 27l	Last Year	This Month	YTD
Boleyn Road	15	2	6
Central Street	13	1	4
Holland Walk	12	0	12
Isledon Road	10	0	4
Lyon St	14	1	5
Upper Street	17	0	1
HFI Total	81	4	32

Demoted tenancies

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

Court applications - antisocial behaviour

Dec	2006		
LI 27n	Last Year	This Month	YTD
Boleyn Road	5	0	4
Central Street	0	0	6
Holland Walk	2	0	1
Isledon Road	5	0	6
Lyon St	3	0	6
Upper Street	10	0	0
HFI Total	25	0	23

OPERATIONS

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

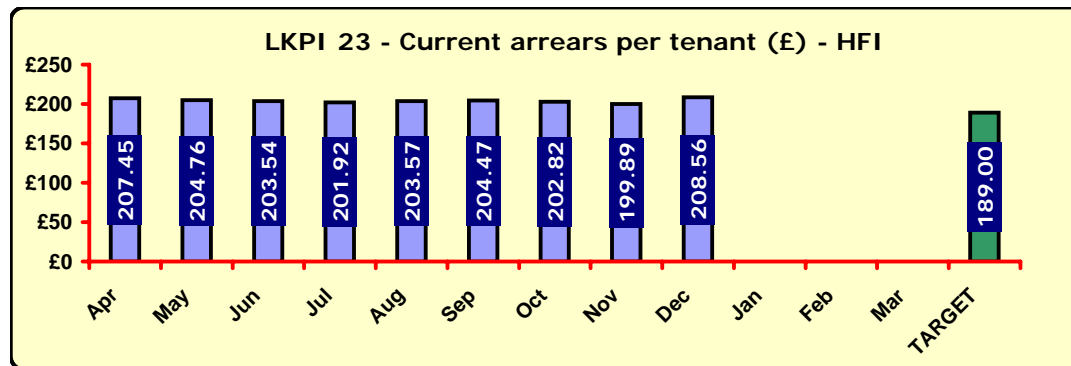
Target = To be below £189 (year end).

LKPI 24a;
Former tenant arrears

LI 2a;
Total current rent arrears

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

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



Comments:
LKPI 23 = £208.56
 - up 4.3% (£8.66) compared to November 2006
 - down 4.8% (£10.52) compared to December 2005

LKPI 24a = £4,108,090
 - down 4.3% compared to November 2006
 - down 31.6% compared to March 2006

LI 2a = £5,418,754
 - down 3.2% since November 2006
 - down 1.0% since March 2006

LI 2b = £9,526,844
 - down 0.2% since November 2006
 - down 17.0% since March 2006

LI 22 = -1.00% reduction
 NB: "Last Year" is March 2006.

This indicator (LKPI 23) is 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

Dec 2006	Dec 2005	This Month	% Change
LKPI 23			
Holland Walk	£174.81	£173.30	-0.9%
Lyon Street	£257.14	£249.24	-3.1%
Isledon Road	£262.53	£229.39	-12.6%
Boleyn Road	£252.67	£200.14	-20.8%
Upper Street	£193.25	£182.51	-5.6%
Central Street	£172.00	£175.15	1.8%
TOTAL HFI	£216.65	£199.56	-7.89%
PFI 1	£253.76	£246.12	-3.0%
PFI 2	N/A	£252.53	N/A
TOTAL PFI	£253.76	£250.17	-1.4%
TOTAL	£219.07	£208.56	-4.8%

Percentage of debt pool reduction (%)

Dec 2006	Last Year	This Month
LI 22		
Holland Walk	-4.00%	-10.28%
Lyon Street	-19.80%	-17.64%
Isledon Road	-21.65%	-27.02%
Boleyn Road	-19.06%	-24.71%
Upper Street	-11.44%	-4.26%
Central Street	-10.88%	-3.75%
TOTAL HFI	-15.66%	-15.57%
PFI 1	-10.11%	1.41%
PFI 2	N/A	N/A
TOTAL PFI	-10.11%	179.60%
TOTAL	-15.26%	-1.00%

Total current rent arrears

Dec 2006	Last Year	This Month
LI 2a		
SLUGS	£60,610	£57,610
Holland Walk	£760,084	£681,945
Lyon Street	£933,867	£769,140
Isledon Road	£1,153,153	£841,628
Boleyn Road	£699,399	£526,572
Upper Street	£774,897	£741,920
Central Street	£682,774	£657,172
TOTAL HFI	£5,064,784	£4,275,987
PFI 1	£408,717	£414,462
PFI 2	N/A	£728,305
TOTAL PFI	£408,717	£1,142,767
TOTAL	£5,473,501	£5,418,754

Total former tenant arrears

Dec 2006	Last Year	This Month
LKPI 24a		
TOTAL	£6,006,748	£4,108,090

Total arrears

Dec 2006	Last Year	This Month
LI 2b		
TOTAL	£11,480,249	£9,526,844

OPERATIONS

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

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

Comments

LI 30a;
Roughly 44.7% of Homes for Islington's tenants are in arrears (47.3% in December 2005)

- Central Street has the lowest proportion of tenants with arrears at 42.1%.

- Boleyn Road has the highest proportion of tenants with arrears at 48.0%.

Overall, of those tenants that are in arrears:

- 5.9% have arrears of £2000 or more.
- 13.0% have arrears of £1000 or more.

LI 30b;
Rent accounts where £1000 or more is owed hold 65.9% of the total current arrears balance of Homes for Islington (66.8% in December 2005)

- 59.1% (lowest) of Holland Walk current arrears balance is held in accounts with more than £1000 in arrears.

- 72.4% (highest) of Lyon Street's current arrears balance is held in accounts with more than £1000 in arrears.

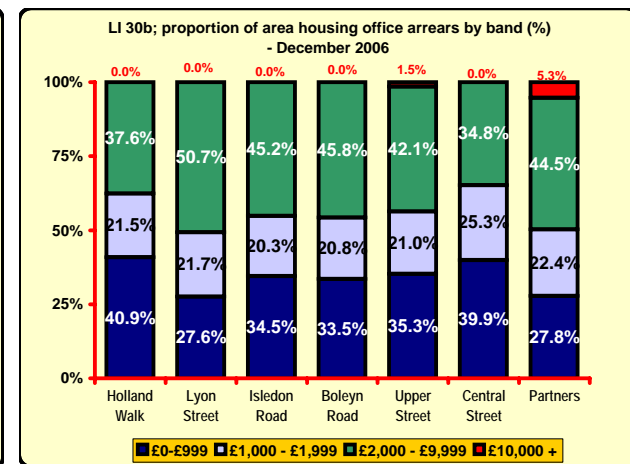
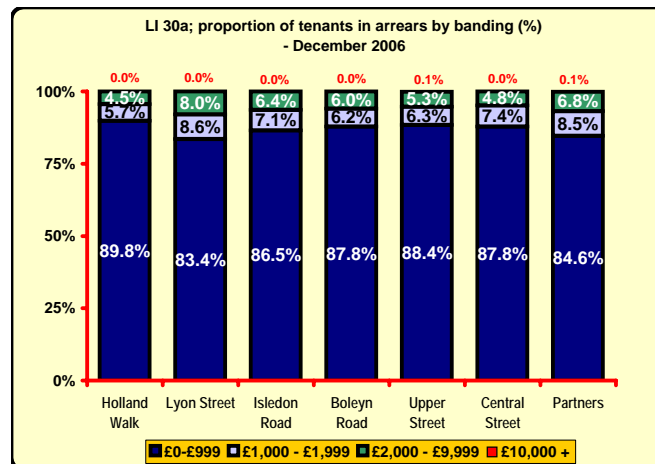
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

LI 30a	2005				Total	2006				Total
	Dec	Dec	Dec	Dec		Dec	Dec	Dec	Dec	
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	1,929	108	99	0	2,136	1,643	104	82	0	1,829
Lyon Street	1,383	144	121	2	1,650	1,119	115	107	0	1,341
Isledon Road	2,154	203	165	1	2,523	1,503	124	111	0	1,738
Boleyn Road	1,267	88	108	0	1,463	1,118	79	76	0	1,273
Upper Street	1,758	121	104	1	1,984	1,577	112	94	1	1,784
Central Street	1,668	145	75	0	1,888	1,395	117	77	0	1,589
TOTAL HFI	10,159	809	672	4	11,644	8,355	651	547	1	9,554
PFI 1	663	62	59	1	785	648	65	52	1	766
PFI 2	N/A	N/A	N/A	N/A	N/A	1,147	108	91	1	1,347
TOTAL PFI	663	62	59	1	785	1,795	173	143	2	2,113
HFI	10,822	871	731	5	12,429	10,150	824	690	3	11,667
% of total	87.1%	7.0%	5.9%	0.04%		87.0%	7.1%	5.9%	0.03%	

Amount of arrears by band

LI 30b	2005				Total	2006				Total
	Dec	Dec	Dec	Dec		Dec	Dec	Dec	Dec	
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	£322,342	£153,628	£307,682	£0	£783,653	£278,896	£146,809	£256,240	£0	£681,945
Lyon Street	£265,301	£202,900	£457,670	£21,182	£947,054	£212,259	£166,932	£389,949	£0	£769,140
Isledon Road	£395,008	£287,136	£577,849	£10,905	£1,270,899	£290,014	£171,120	£380,493	£0	£841,628
Boleyn Road	£222,339	£129,176	£366,564	£0	£718,079	£176,329	£109,279	£240,964	£0	£526,572
Upper Street	£270,506	£170,086	£357,530	£11,411	£809,534	£261,856	£156,143	£312,505	£11,417	£741,920
Central Street	£294,683	£196,574	£232,529	£0	£723,785	£262,075	£166,167	£228,930	£0	£657,172
TOTAL HFI	£1,770,180	£1,139,500	£2,299,825	£43,499	£5,253,004	£1,481,430	£916,449	£1,809,081	£11,417	£4,218,377
PFI 1	£115,072	£86,309	£209,484	£17,741	£428,606	£115,296	£92,872	£184,282	£22,012	£414,462
PFI 2	N/A	N/A	N/A	N/A	N/A	£232,836	£151,899	£333,512	£10,058	£728,305
TOTAL PFI	£115,072	£86,309	£209,484	£17,741	£428,606	£348,132	£244,771	£517,794	£32,070	£1,142,767
HFI	£1,885,252	£1,225,809	£2,509,308	£61,240	£5,681,610	£1,829,562	£1,161,220	£2,326,875	£43,487	£5,361,144
% of total	33.2%	21.6%	44.2%	1.1%		34.1%	21.7%	43.4%	0.8%	



OPERATIONS (VOIDS)

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

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

Target: 0.55%

Comments:

LKPI 31

December 2006 = 0.32%

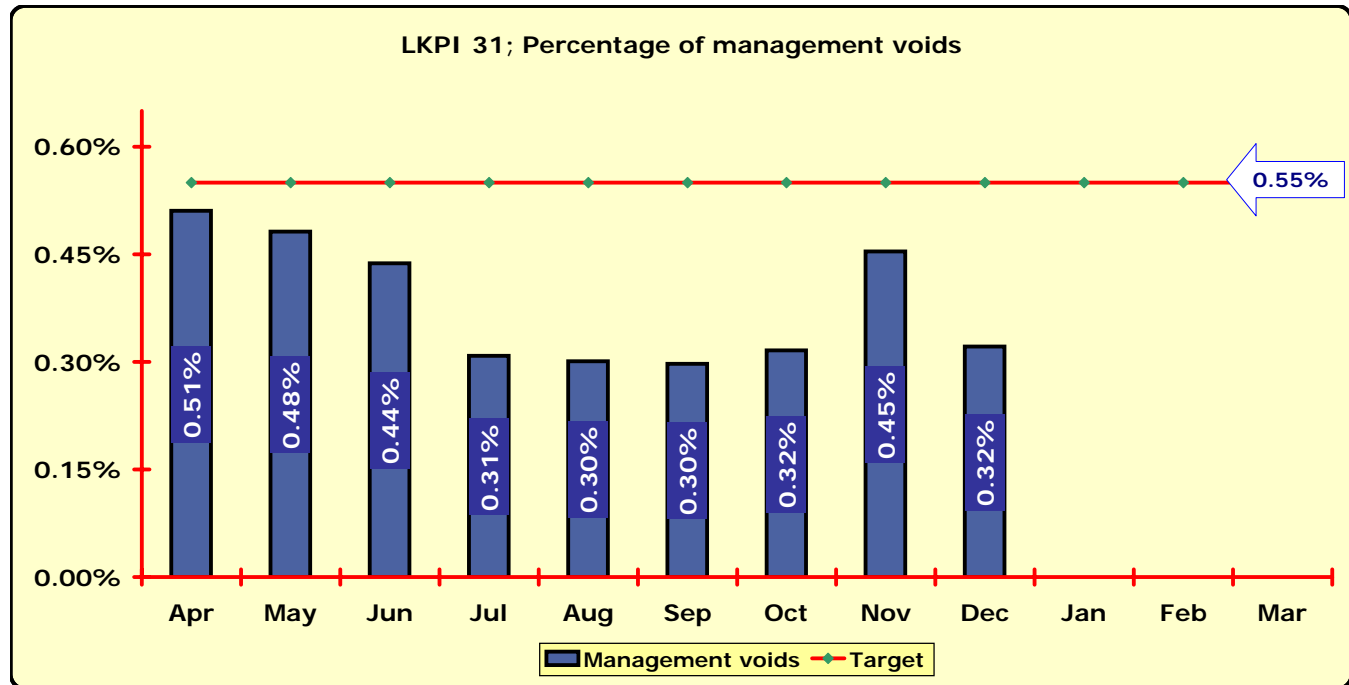
This indicator is subject to on-going reconciliation of previous data, which may result in changes to the reported performance.

For further clarification contact Anne Mushington ext 4113

LKPI 31 - Percentage Management voids: area office monthly breakdown

Area Breakdown	Voids	Total Stock	% void
Holland Walk	14	4277	0.33%
Lyon Street	7	3280	0.21%
Isledon Road	14	3849	0.36%
Boleyn Road	15	2669	0.56%
Upper Street	24	4252	0.56%
Central Street	11	3789	0.29%
PFI 1	1	1713	0.06%
PFI 2	0	2917	0.00%
HFI Total	86	26746	0.32%

This figure represents the monthly snap-shot position



OPERATIONS (RE-LET)

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

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

Target= 25 calendar days

(LI - 21)

Average void cost - Target = N/A

Comments:

BVPI 212 - Average void re-let time,

December 06 = 25 CALENDAR DAYS

All of the six Area Offices, and PFI 1 have either met or exceeded the 25 day re-let target for December. HFI Year to date performance is also performing better than target at 24 days.

PFI 2 performance continues to be affected by ongoing HFI processes that were inherited when PFI 2 operations got underway.

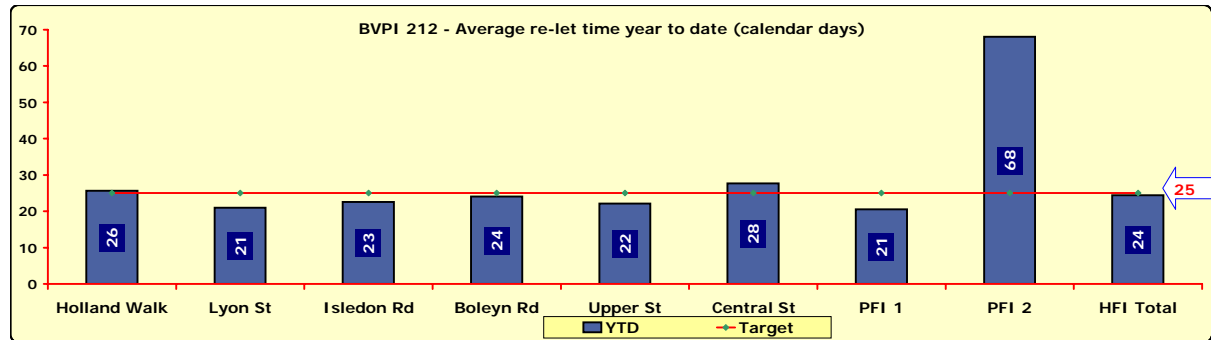
LI 21 - Average void cost:

December 06 (YTD) = £3,801

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

In December 06, the HFI YTD average was £3,801. Isledon Road shows an average of £3,942 from 106 invoices, Holland Walk shows an average of £3,746 from 78 invoices and Boleyn Road shows an average of £4,343 from 44 invoices.

For clarification please contact Anne Mushington ext 4113



BVPI 212 - Average re-let time

Areas	Last Year	Current Month	YTD
Holland Walk	27	19	26
Lyon Street	25	16	21
Isledon Rd	22	19	23
Boleyn Rd	31	18	24
Upper Street	27	14	22
Central Street	25	25	28
PFI 1	16	24	21
PFI 2	N/A	171	68
Total (Area Offices, PFI 1 & PFI 2)	26	25	24
TMO & TMC	28	0	33

LI - 21 Average void cost (£)

Areas	Last Year	Year to Date
Holland Walk	£3,429	£3,746
Lyon Street	£3,356	£3,625
Isledon Road	£3,056	£3,942
Boleyn Road	£2,916	£4,343
Upper Street	£3,146	£3,626
Central Street	£3,175	£3,631
HFI Monthly Average	£3,189	£3,801

OPERATIONS (CARETAKING)

(LKPI 69a) The percentage average score of caretaking inspections.
 Target = 79%
(LKPI 69b) The percentage of caretaking inspections which achieved an A or B grade.
 Target = 90%

All scores are based upon independent assessment of caretaking inspections.

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

(LKPI 69a) The percentage average score of caretaking inspections.
 The monthly average caretaking score for December 2006 is 79.95%, 0.95% above target. The year to date average score is 78.76%, 0.24% below target.

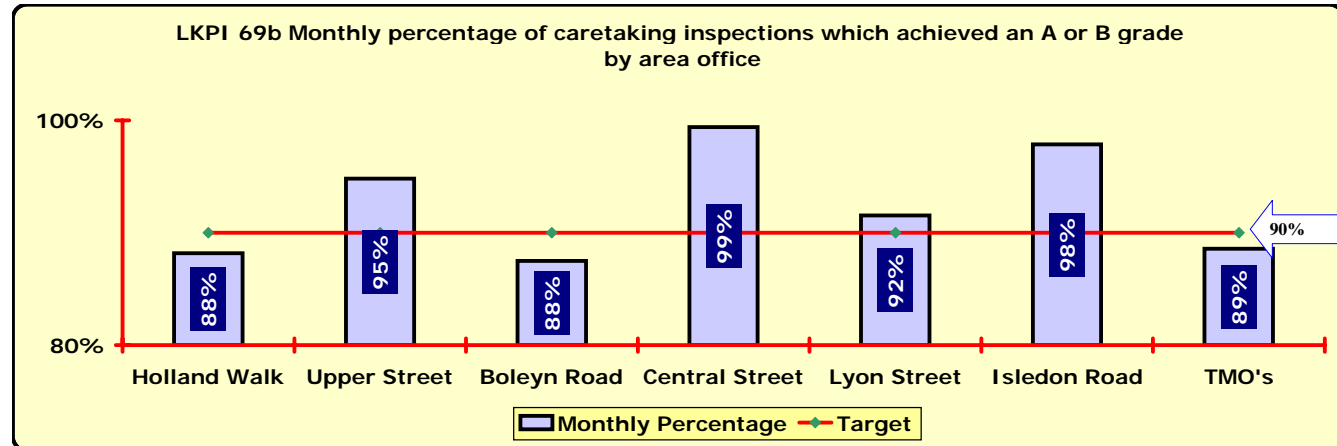
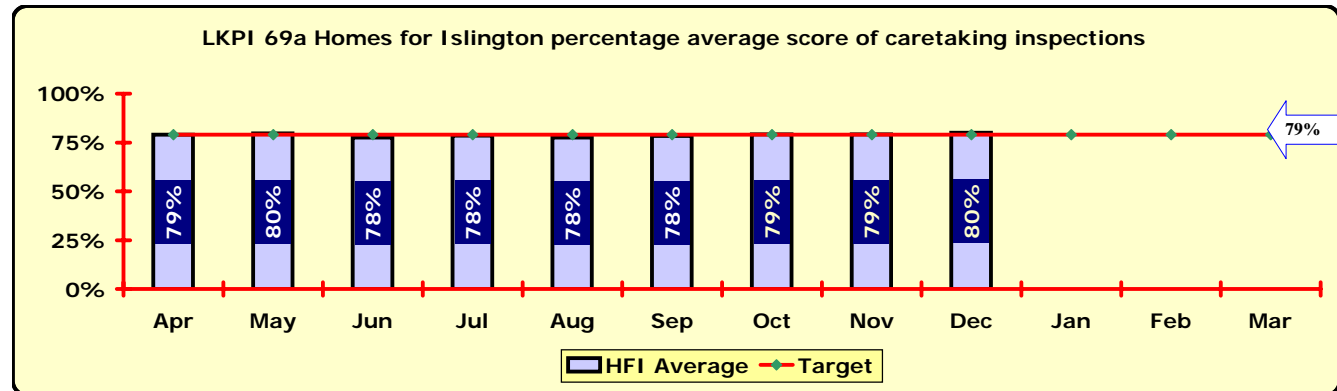
(LKPI 69b) The percentage of caretaking inspections achieving an A or B Grade.
 The overall "A" and "B" score for December 2006 was 92.85%. The aggregate "A" and "B" score for the year to date is 88.27%, 1.73% below the success rate target of 90%.

TMO inspections
 December's average score was 80.12%. The year to date average is 79.62%, 0.62% above target. December's "A" and "B" grades have achieved an average score of 88.57%, and a year to date average of 87.51%, 2.49% below the success rate target of 90%.

Contact Matt Parsons for more information on ext 4219

Caretaking inspection total, percentage gradings and average percentage score

LKPI 69a	Area office monthly breakdown									Success Rates - Grades "A" & "B"		
	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %	Monthly Avg %	YTD Avg %
Holland Walk	22	60	10	1	24%	65%	11%	1.08%	77.69%	77.91%	88.17%	87.20%
Upper Street	52	113	8	1	30%	65%	5%	0.57%	81.03%	78.94%	94.83%	90.12%
Boleyn Road	24	116	20	0	15%	73%	13%	0.00%	75.63%	77.46%	87.50%	85.48%
Central Street	56	107	1	0	34%	65%	1%	0.00%	83.38%	80.96%	99.39%	92.01%
Lyon Street	28	80	10	0	24%	68%	8%	0.00%	78.81%	77.89%	91.53%	87.23%
Isledon Road	51	131	4	0	27%	70%	2%	0.00%	81.32%	78.47%	97.85%	88.13%
TMO's	68	118	23	1	32%	56%	11%	0.48%	80.12%	79.62%	88.57%	87.51%
HFI Total	301	725	76	3	27%	66%	7%	0.27%	79.95%	78.76%	92.85%	88.27%



OPERATIONS - Home Ownership - Tenants Right To Buy

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

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

Target = 8 weeks

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

Target = 1.5 weeks

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

Target = 8 weeks

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

Target = 4 weeks

Comments:

December 2006 Performance:

- LKPI 74a = 22
- LKPI 74b = 3.1 weeks
- LKPI 74c = 0.7 week
- LKPI 74d = 3.2 weeks
- LKPI 74e = 2 weeks

Contact Anne Mushington for more information on ext 4113

	Right To Buy (RTB)	Last Year	Dec-06	YTD
LKPI 74a	RTB Received	487	22	342
	RTB 2 Admittance's	442	19	281
	RTB2 Denials	76	5	45
	Section 125 Offers Issued	688	32	356
	Offers Accepted	263	15	128
	Instructions to legal services	379	10	132
	RTB Completions	266	7	103
	RTB Processing			
	Within timescale	86%	92%	90%
	Outside timescale	14%	8%	10%
Processing time measurment in weeks				
LKPI 74b	Time taken from Valuation request to valuation received.	8.5	3.1	6.5
LKPI 74c	Time from receipt of valuation to issue S125	1.7	0.7	1.5
LKPI 74d	from valuers to receiving them.	9.7	3.2	4.1
LKPI 74e	Time from receipt of RTB1 to issue RTB2	2.9	2	2.4

OPERATIONS - Home Ownership - Legal Action on Service Charges

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

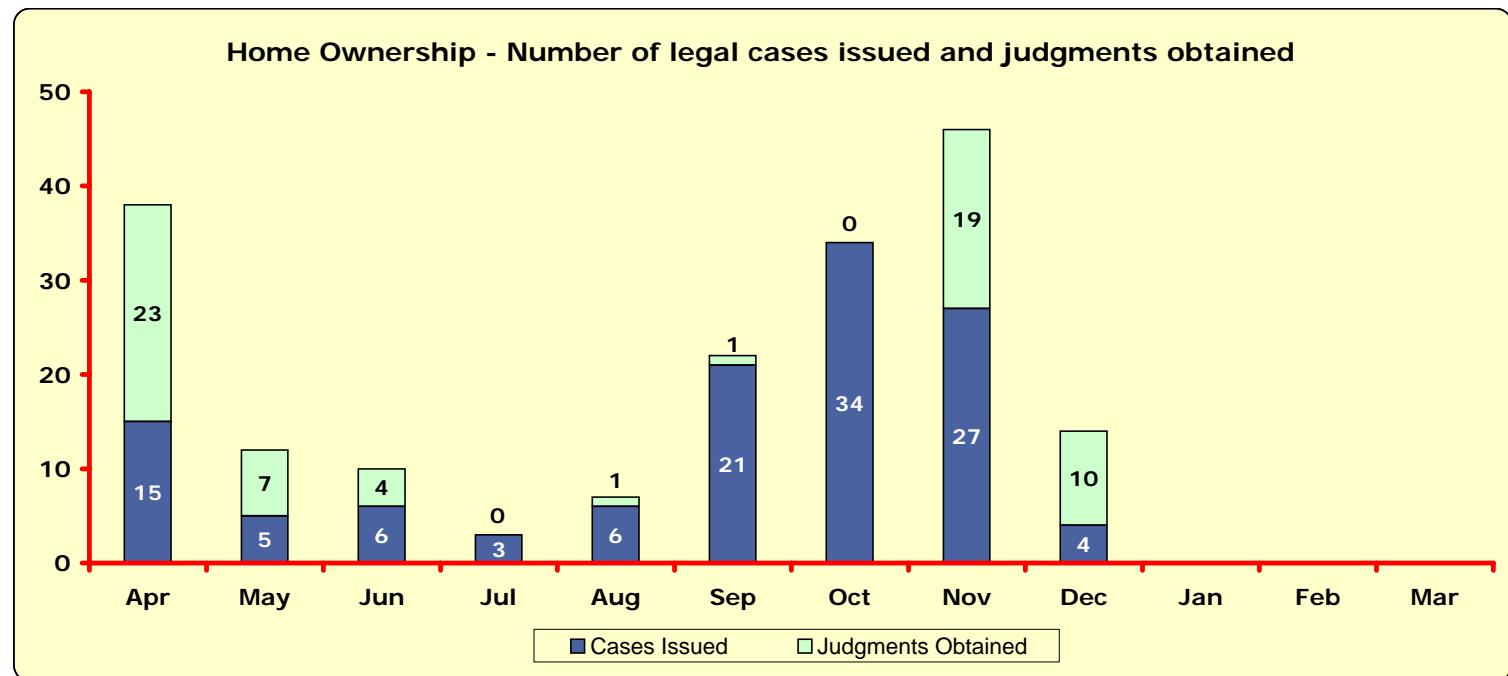
LKPI 75a
Instructions recorded
Target = 400

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

Instructions recorded:
December = 28
YTD = 275

Contact Anne Mushington for
more information on ext 4113

NEW CASES	Dec	YTD
LKPI 75a - Instructions Recorded	28	275
LKPI 75b - Cases Issued	4	121
LKPI 75c - Judgments Obtained	10	65
LKPI 75d - Judgment Cost	£12,835.81	£115,477.15



PROPERTY SERVICES (REPAIRS)

(LKPI 35 MPG)

The percentage of urgent repairs completed (using priority H0, H1 & H2 time limits).
Partners - using data from LKPI 41(a+b)

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

Target = 99%

(LKPI 185)

Percentage of repairs for which an appointment was made and kept

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

This indicator is included in the CPA calculation.

Target = 98.7%

Comments:

LKPI 35: Urgent jobs

The current month score for December 2006 is 99.67%, this is 0.67% above target. Year to date performance is 98.25%, is 0.75% below target.

LKPI 185: Repair appointments made and kept

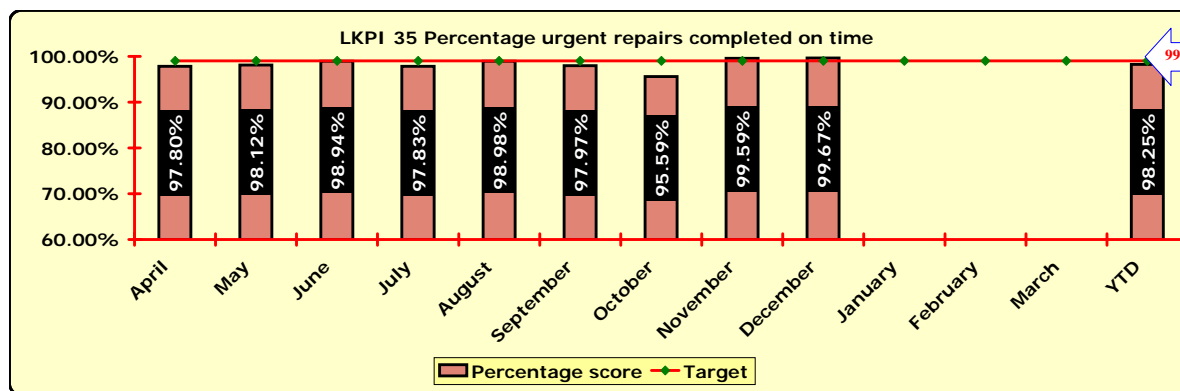
The percentage of responsive repairs appointments made and kept across HFI for December 2006 was 98.99%. Year to date performance is 98.46%, is 0.24% above target.

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

Contact Matt Parsons for more information on ext 4219

LKPI 35; percentage of urgent repairs completed

LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	1813	1795	99.0%	170	170	100.0%	1207	1171	97.0%
Lyon Street	1194	1184	99.2%	101	100	99.0%	787	775	98.5%
Isledon Road	2113	2086	98.7%	152	151	99.3%	1304	1278	98.0%
Boleyn Road	1265	1234	97.5%	116	115	99.1%	834	811	97.2%
Upper Street	1437	1423	99.0%	120	120	100.0%	1035	1002	96.8%
Central Street	1535	1507	98.2%	143	143	100.0%	1092	1070	98.0%
PFI 1	2081	2059	98.9%	175	175	100.0%	2175	2169	99.7%
PFI 2	N/A	N/A	N/A	243	242	99.6%	693	691	99.7%
TOTAL	11438	11288	98.7%	1220	1216	99.7%	9127	8967	98.2%



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

LKPI 185	Last Year			Current Mth			YTD		
	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%
Holland Walk	3349	3299	98.5%	407	403	99.0%	4173	4088	98.0%
Lyon Street	2255	2234	99.1%	218	215	98.6%	2535	2490	98.2%
Isledon Road	3559	3511	98.7%	336	327	97.3%	3959	3873	97.8%
Boleyn Road	2282	2257	98.9%	297	293	98.7%	2577	2538	98.5%
Upper Street	3152	3112	98.7%	401	396	98.8%	3772	3705	98.2%
Central Street	1884	1848	98.1%	192	192	100.0%	2239	2207	98.6%
PFI 1	6166	6133	99.5%	398	398	100.0%	4143	4136	99.8%
PFI 2	N/A	N/A	N/A	801	800	99.9%	2867	2863	99.9%
TOTAL	22647	22394	98.9%	2249	2224	98.9%	23398	23037	98.5%

PROPERTY SERVICES (REPAIRS)

(LKPI 36 MPG)

The average time taken to complete non-urgent repairs. (£1000 upper limit - priority H4 & H6) in calendar days.

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

Target= 8 calendar days

(LKPI 37)

Percentage of non-urgent repairs completed on time

Partners - using data from LKPI 41(c+e)

H4 - Respond within 3-9 days and complete by 25 days in one visit.

H6 - Respond within 3-9 days and complete by 25 days.

Target = 97%

Comments:

LKPI 36 - December 2006 performance of average time taken to complete non-urgent repairs was 8 calendar days. Year to date performance is 9 calendar days.

(Note Partners are not required to provide LKPI 36 data above)

LKPI 37 - December 2006 performance on the percentage of non-urgent repairs completed on time was 99.9%. This is 2.9% above target. Year to date performance of 98.6%, is 1.6% above target.

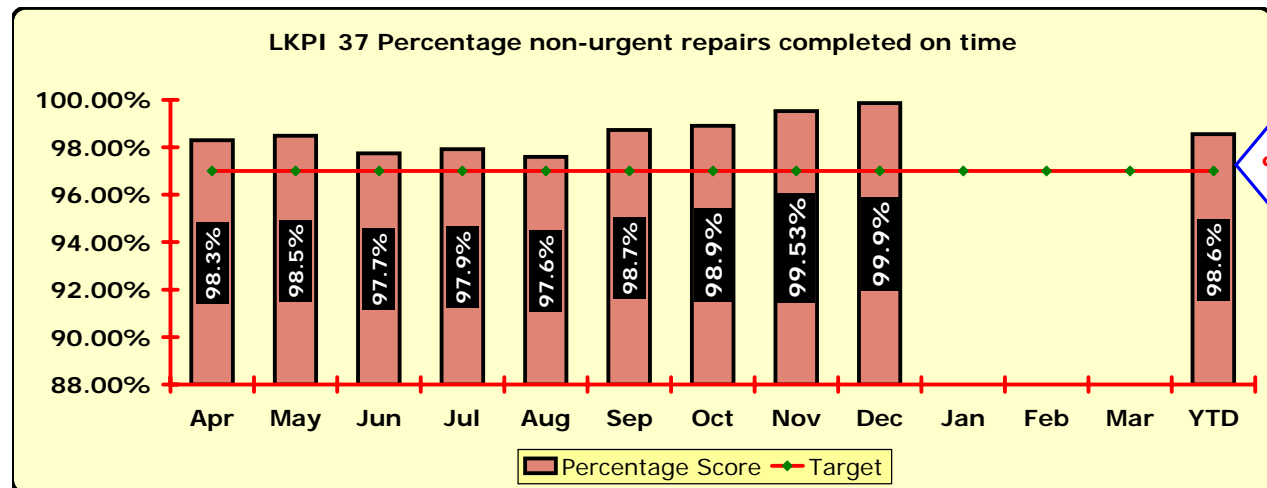
Contact Matt Parsons for more information on ext 4219

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

LKPI 36	Last Year			Current Mth			YTD		
	Repairs	Days	Avg	Repairs	Days	Avg	Repairs	Days	Avg
Holland Walk	4886	42168	9	427	3669	9	4115	39217	10
Lyon Street	3602	29638	8	220	1799	8	2548	22050	9
Isledon Road	5388	45665	8	361	3179	9	4070	38159	9
Boleyn Road	3518	30071	9	290	2275	8	2658	22136	8
Upper Street	4623	40071	9	397	3282	8	3829	34584	9
Central Street	3111	25414	8	197	1558	8	2287	17946	8
TOTAL	25128	213027	8	1892	15762	8	19507	174092	9

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

LKPI 37	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	4897	4808	98.2%	427	427	100.0%	4115	4041	98.2%
Lyon Street	3602	3540	98.3%	220	220	100.0%	2548	2515	98.7%
Isledon Road	5399	5302	98.2%	361	361	100.0%	4070	3993	98.1%
Boleyn Road	3520	3453	98.1%	290	290	100.0%	2658	2630	98.9%
Upper Street	4637	4550	98.1%	397	394	99.2%	3829	3765	98.3%
Central Street	3114	3065	98.4%	197	197	100.0%	2287	2263	99.0%
PFI 1	881	874	99.2%	56	56	100.0%	691	691	100.0%
PFI 2	N/A	N/A	N/A	178	178	100.0%	583	583	100.0%
TOTAL	26050	25592	98.2%	2126	2123	99.9%	20781	20481	98.6%



RESOURCES

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

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

Current Target = 92%

(LI 20)

Local Personnel PI's

Staff profiles: Agency/Temp/leavers.

Comments:

BVPI 8; DEC 2006 = 95.31%
YTD = 94.64%

Comparison with London BVPI 2004-05 full results suggests HFI's performance is top quartile.

LI 20 - Reported Quarterly

For further clarification please contact Matt Parsons on Ext 4219.

BVPI - 8 Percentage of invoices paid within 30 days.

	Last Year			Current Mth			YTD			
	Inv. Pd last year	Inv. Pd within 30 days	Percentage	Inv. Pd within 30 days	Inv. Pd this Mnth	Percentage	Invoices outstanding	Inv. Pd within 30 days	Inv. Paid this year	Percentage
Holland Walk	882	878	99.55%	76	76	100.00%	1	676	678	99.71%
Central Street	974	971	99.69%	106	106	100.00%	31	781	787	99.24%
Boleyn Road	579	577	99.65%	37	37	100.00%	7	443	446	99.33%
Isledon Road	1013	1005	99.21%	56	56	100.00%	8	703	707	99.43%
Lyon Street	235	233	99.15%	61	61	100.00%	17	572	577	99.13%
Upper Street	1083	1080	99.72%	95	95	100.00%	25	843	874	96.45%
Total Area Offices	4766	4744	99.54%	431	431	100.00%	89	4018	4069	98.75%
Resources	7342	6833	93.07%	487	510	95.49%	37	4879	5269	92.60%
Reception Centre	915	891	97.38%	80	80	100.00%	23	744	797	93.35%
Performance & Service Development	307	273	88.93%	18	45	40.00%	5	220	285	77.19%
LBI (Housing)	6325	5608	88.66%	238	307	77.52%	N/A	3303	3867	85.42%
TOTAL (Excluding LBI)	13330	12741	95.58%	1016	1066	95.31%	154	9861	10420	94.64%

LI - 20 Local Personnel PI's

Quarter	1	2	3	4
No of Voluntary Leavers	8	10	11	
Voluntary Leavers as % of total staff	0.8%	1.0%	1.1%	
No of Temp / Agency Staff	161	185	176	
Temp / Agency Staff as % of total	16.5%	19.0%	18.3%	

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	
Doug Goldring	Chief Executive Directorate	Director of Operations	
Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	14 th February 2007	8	Monitoring

Subject of report: Scrutiny Item – Estate Services

1. Synopsis

- 1.1 The purpose of this report is to provide the Board with an update on how the restructuring of Estate Services management teams within Area offices has introduced positive changes to the way services are now delivered and monitored throughout the borough.

2. Recommendation

- 2.1 The Board is asked to note this report and give consideration to the information provided.

3. Background

- 3.1 On the 5th May 2006 Homes for Islington restructured the Estate Services Management Teams at the six area offices.
- 3.2 The teams were restructured in order to establish a management framework that would deliver the following key objectives.
- 3.2.1 Remove duplication in staff roles and provide a holistic approach to monitoring service standards.
- 3.2.2 Adopt a proactive approach to service delivery by substantially increasing the time that management staff are present on the estates.
- 3.2.3 Simplify the repair ordering process and remove wasted time by eliminating unnecessary bureaucracy from the process.
- 3.2.4 Increase the level supervision and support to Caretaking staff.
- 3.2.5 Increase resident involvement in service development and raise standards.

4. Local management

- 4.1 Homes for Islington currently manages Estate Services from six Area Offices. (This will reduce to four offices from April 07).

- 4.2 The team consists of an Estate Services Manager, Two Estate Services Co-ordinators, four Quality Assurance Officers and between 29 – 40 caretakers depending on the area office.
- 4.3 The Support Manager and the Support Assistant undertake the administrative support to the team.
- 4.4 The Quality Assurance Officers undertake the combined function of supervising/supporting caretakers and monitoring service standards either delivered directly by HFI or through HFI's partners. By combining this role staff have also reduced the ratio between supervisor and caretaker from 20:1 to an average of 8:1.
- 4.5 The change in reporting lines and increased supervision, although seen as essential to improved performance, has taken time to bed down.
- 4.6 Since May 2006 every block on every estate is formally inspected a minimum of once every two weeks. For most Quality Assurance Officers this represents approximately five hours of every working day that they are either proactively checking/confirming standards or identifying problems that require solutions.
- 4.7 Office telephones are diverted to the Quality Assurance Officers mobile phones while they are out inspecting estates to ensure that they are best placed to immediately investigate and respond to any issues that a resident may wish to bring to their attention.
- 4.8 The inspection form was updated to reflect the new comprehensive and holistic approach to the revised inspection regime. The revised inspection form is now completed on every entrance to every block, unlike previously, where a single inspection report covered an estate that may have had a number of entrances.
- 4.9 In addition at every inspection the Quality Assurance Officer will make time to see the caretaker to discuss cleaning standards and other management issues relevant to the estate. For example the success of any action being taken to tackle antisocial behaviour etc.

5. Mobile Working

- 5.1 To support the increased level of inspections, HFI in partnership with TSG have developed an exciting software package that enables on-line monitoring of all estate services using an Internet web based system.
- 5.2 The system will allow "paperless" estate inspections by enabling the Quality Assurance Officers to record their findings electronically on a PDA (Personal Digital Assistant). The results, which will be updated instantly, can then be accessed immediately by managers at the area office.
- 5.3 The Quality Assurance Officers will use the system to record performance standards and issue work orders to HFI Direct (communal repairs), Greenspace

and/or ICSL without the need to return to the office. The PDA also has e-mail, camera and video capability.

- 5.4 The system will generate management reports that will provide the complete history of inspections at a given location and also allow the user to compare blocks and estates across the borough.
- 5.5 When the systems functionality has been fully tested during February 07 (a pilot has been agreed at Upper Street) it will be rolled out with training to all Quality Assurance Officers by the end of March 07. This will coincide with the introduction of the new management boundaries of the four area offices.
- 5.6 In the longer term we hope to encourage the use of the system by local residents who have access to a computer. The resident can then input their own findings which will be compared against those of HFI Staff to measure consistency/expectations etc.

6. Improving the communal repairs service

- 6.1 During the summer, in partnership with managers in property services and HFI Direct, we identified the 35 most frequent urgent or essential communal repairs (excluding lifts and door entry systems) that happen on estates due to excessive use, damage or vandalism.
- 6.2 Estate Services staff using the schedule of rates previously raised the jobs identified. This was both time consuming and inefficient.
- 6.3 Therefore in order to take one of the key objectives of the review forward the 35 jobs were developed into composite repair orders that could be issued directly to Kiers by HFI Direct. In addition, each job, like household repairs, is allocated an appointment slot and so for the first time HFI was able to confirm the exact date when a communal repair would be carried out.
- 6.4 In order to support this important improvement a new management report was developed for use by the Estate Services Team. The report lists every communal repair at a given location (block or estate) and is used by Quality Assurance Officers to monitor outstanding repairs on each estate inspection. It can also be issued to caretakers so they can track work through to completion.
- 6.5 As a result of this change, caretakers' now telephone through to HFI direct any of the 35 jobs listed. In return the caretaker is given a job number and an appointment time for the work to be completed.
- 6.6 Larger repair items, without health and safety implications, are collated by the Estate Services Co-ordinator for inclusion in a capital programme or target spending related to ring fenced budgets.

7. Working in Partnership

- 7.1 Also during the summer, with the assistance of the Housing Environmental Co-ordinator, Homes for Islington negotiated two new service protocols.
- 7.2 The first was with Greenspace covering ground maintenance, trees, shrubs and playgrounds. The second was with Street Environmental Services (previously waste management) covering all waste disposal on estates, including recycling.
- 7.3 The protocols set out procedures, standards and performance requirements expected by all parties.
- 7.4 There is key objective this year to do more imaginative work to enhance the ground maintenance and shrub beds on a number of estates, where they appear worn out or tired. In this respect a before and after action plan is being discussed with Greenspace on what can be achieved over the next 12 months.
- 7.5 In addition HFI has negotiated new liaison arrangements with both Greenspace and Street Environmental Services. Under the new arrangements there are now monthly operational meetings between Estate Services Managers at the area offices and their opposite number in LBI. The meetings have ensured that local operational difficulties are resolved at the appropriate level without unnecessary escalation.
- 7.6 In addition the Senior Manager with lead responsibility for Estate Services attends Bi-monthly meetings LBI and the Director of Operations chairs strategic quarterly service level meetings with the relevant service heads.
- 7.7 During the past 12 months HFI's partners have also assisted in the development and training of HFI Estate Management Staff by actively participating in joint training events, associated with the protocol performance objectives.

8. Resident Involvement in Estate Services

- 8.1 HFI residents are actively involved in the monitoring, negotiation and management of estate services in a number of ways.
- 8.2 All formally recognised TRAs are invited to accompany the Estate Services Co-ordinator (ESC) on quarterly estate inspections. The ESC will provide the TRA with a report of the inspection and confirm any action points identified. In addition the ESC will always attend local resident meetings when requested.
- 8.3 ESC also works with residents to identify and consult on local estate improvement schemes for inclusion in the Tenants Compact programme. In this respect the ESC will liaise with all the relevant agencies whose input may be required to support and prioritise the scheme.
- 8.4 In the past year ESC have worked with the Police, Councillors and local residents on number of estates to "design out" antisocial behaviour. The ESCs will continue to play a key role within this multi-agency approach to problem solving on estates in 2006/07.

- 8.5 Although there has been a limited number of negotiated service level agreements (SLA) on HFI estates so far, during 2007/08 we are committed to deliver 12 new agreements (3 per area) throughout the borough. In the main the agreements will focus on the Caretaking/cleaning service, but essentially they will include the performance indicators and monitoring arrangements required to measure the effectiveness of the service agreement.
- 8.6 To simplify the SLA process and make it a straightforward practical exercise the Quality Assurance Officers are currently undertaking (due for completion at the end of March 07) a borough wide re-measurement of the cleaning duties undertaken by the Caretaking staff. The information will be stored on a data base and used by HFI management and residents to calculate the effect on a caretakers working week any negotiated/agreed changes to work priorities.
- 8.7 It is proposed that the 12 estates recommended for estate based action plans and service level agreements will be submitted to the next meeting of the Estate Services Improvement Group.
- 8.8 The Estate Services Improvement Group (ESIG) was first convened in November 2006. The groups membership is made up of nominated resident representatives from the current six Area Housing Panels. The group meets to review the performance of estate services and scrutinise key service areas. At Januarys meeting the ESIG received a presentation from Greenspace.
- 8.9 It is anticipated that that the group, as it develops will provide strategic direction for further service improvements.

9. Conclusion

- 9.1 The author welcomes feedback from the Sub-Board Members in relation to the contents of this report and any comments that they would like to make.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Properties Sub Board	14 February 2007	9	Monitoring

Subject of Report: Home Ownership Services: Service Scrutiny

1. Synopsis

1.1 This report summarises current performance, recent developments and future issues relating to the service areas covered by Home Ownership Services.

2. Recommendation

2.1 The Sub Board is asked to note the report and comment on any of the items described.

3. Background

3.1 Audit Commission Voluntary Inspection

3.1.1 The Audit Commission carried out a voluntary inspection at HFI in December 2006. Services to leaseholders across Hfl as a whole received particular attention in this exercise. The report has just been received.

3.1.2 Work is already in progress to address most of the areas where a need for improvement has been identified. For example, in allowing leaseholders to use HFI's contractor for carrying out gas appliance servicing (see 3.6), and in providing leaseholders access to information about block repairs at an earlier stage (See 3.7)

3.2 Home Ownership Restructuring

3.2.1 Implementation of the restructuring of Home Ownership Services was substantially completed by the second quarter of the current financial year. Recruitment to the new post of Leasehold Services Manager has proved difficult, and a further recruitment exercise is currently taking place.

3.2.2 The main object goal of the restructuring was to improve services to leaseholders, specifically through the following key objectives which were completed:

- Separate the functions of calculating and collecting service charges;
- Strengthen the Major Works team to improve leaseholder consultation and collection of major works service charges;
- Set up dedicated Right to Buy and Customer Service Teams;

- Locate administrative support within the teams rather than centrally;
- Create a Performance & Partnership officer post to develop leaseholder communications and work with the Islington Leaseholder Forum (ILF).

3.3 Annual Service Charges

3.3.1 The collection target for 2006/7 is 109% of the annual debit, which equates to £6.5M. This compares with an actual collection achieved of £5.39M in 2005/6. The current year's target includes for the first time buildings insurance, Hfl assumed responsibility for invoicing and collecting this from 1 April 2006.

3.3.2 Current and previous year's performance are shown in the table below. Performance is on target as at end of the third quarter. The Audit Commission Voluntary Improvement Work report noted that collection of annual charges was "strong and improving"

	Apr £M	May £M	June £M	July £M	Aug £M	Sept £M	Oct £M	Nov £M	Dec £M	Jan £M	Feb £M	Mar £M
2006/7	0.83	1.60	2.30	2.90	3.40	3.80	4.40	4.80	5.30			
2005/6	0.83	1.58	2.22	2.75	3.01	3.41	3.85	4.21	4.66	4.95	5.20	5.39

3.4 Major Works

3.4.1 The collection target for Major Works for 2006/7 is £4.2M (2005/6 target £2.4M).

3.4.2 Current and the previous year's performance are shown in the table below.

	Apr £M	May £M	June £M	July £M	Aug £M	Sept £M	Oct £M	Nov £M	Dec £M	Jan £M	Feb £M	Mar £M
2006/7	0.74	0.42	0.65	0.85	1.25	1.54	1.97	2.36	2.75			
2005/6	0.21	0.38	0.62	0.89	1.20	1.42	1.59	1.74	1.92	2.20	2.45	2.81

3.4.3 Performance as at the end of the third quarter is 90% of target. This reflects the fact that the restructured Major Works team was only fully operational from June 2006. Although there have been significant payments in January 2007 and it is close as to whether this target can be achieved.

3.4.4 In addition, some delays were encountered in implementing the operational details of the leaseholder assistance package approved by the council in spring 2006. But activity levels indicate that good progress is now being made, as shown below:

- Referrals to debt advice service 67
- Houseproud 1 potential case
- 5-year repayment scheme 37 applications
- 2-year repayment scheme 340 (for new estimated invoices)
- Instalment arrangements
("old" final accounts) 340 (paying over 10 months)

3.5 Right to Buy

3.5.1 Right to Buy application rates remain steady at approximately 40 a month. This is only down by about a quarter compared with two years ago, while the number of completed sales has decreased by over three-quarters in the same period.

3.5.2 Home Ownership has carried out for the first time a customer survey. The aim was to find out about customers' experience of the Right to Buy, (including the service from the council's valuers and legal departments); information provided to new homeowners and overall satisfaction with service received from the Right To Buy team.

3.5.3 Key results include :

- 81% of respondents found Right To Buy staff helpful, polite and knowledgeable.
- 88% of respondents found information clear and easy to understand
- 74% were not aware of the interview service offered at the Home Ownership offices.

3.5.4 The interview service is to be promoted by an article in the next residents' newsletter and possible by posters at the Area Housing Offices

3.5.5 Respondents said they would like more information on service charges, other costs of being a homeowner, understanding their lease and responsibilities of being a homeowner. A new handbook is being compiled that will cover these topics in more detail, and they are also discussed at the interview service.

3.6 Gas servicing service for leaseholders

3.6.1 Leaseholders are responsible for all internal repairs and maintenance to their homes, including servicing gas appliances.

3.6.2 Kier Islington is the contractor responsible for carrying out general repairs and maintenance to Islington's housing stock, including gas servicing to tenanted properties.

3.6.3 One of the Audit Commission's indicators of an "excellent service provider" is providing opportunities for homeowners to buy into bulk contracts for gas safety inspections. This is on the basis that the contractor may be able to offer favourable rates resulting from economies of scale.

3.6.4 Kier have made a proposal to offer a gas servicing service to Islington leaseholders at rates that are below comparable market rates for private customers.

3.6.5 Initial feedback from Islington Leasehold Forum members has been positive. Proposals are to be developed in the coming months.

3.6.6 There is potential to provide a wider range of repair services to leaseholders, for example, plumbing, lock changes etc.

3.7 Block and Estate Repairs

3.7.1 Currently leaseholders in receipt of their annual summary of service charge expenditure can request from Home Ownership a listing of the individual items that make up their service charge for Block and/or Estate Repairs.

3.7.2 Since service charge summaries are produced six months after the end of the financial year, a long period of time will have elapsed since the repairs were carried out. This can make it difficult to investigate and resolve any queries leaseholders may raise about individual repair items.

3.7.3 The Audit Commission has identified it as “best practice” to provide leaseholders with repair information in advance of producing the annual service charge summaries.

3.7.4 In 2007/8 Homeownership will be making available to leaseholders on request Block and Estate repairs items listings during the financial year. This will enable leaseholders to “preview” what will be included in their next service charge summary, and any queries can be resolved before the summary is finalised.

3.7.5 It will be necessary to review the take-up of this service and any implications on workload in Home Ownership.

3.8 Islington Leaseholder Forum

3.8.1 The bi-monthly meetings continue to be generally well attended, although there have been a number of resignations among the elected forum representatives in the last year.

3.8.2 The popularity of the question and answer part of the meetings has often severely restricted the time available for the elected members to discuss and comment on the consultative papers in line with the Forum’s role as a one of Hfl’s consultative panels.

3.8.3 Forum members have recently agreed to Hfl’s proposal that the timetabled meetings are now exclusively given over to guest speakers and questions and answers, and that a separate “business” meeting is held with Forum representatives for forward planning and to discuss the consultative papers. These new arrangements came into effect in January.

3.9 Islington Leaseholder Association

3.9.1 Following representations from Islington Leaseholder Forum, the council has agreed to ballot leaseholders on the setting up of an Islington Leaseholders’ Association, which will be funded through an additional amount of 40p a week collected through leaseholders’ service charges.

3.9.2 The ballot is being conducted by the Electoral Reform Society (ERS), and the ballot pack includes a Question and Answer sheet and draft constitution. The result will be known in the week ending 5 March 2007. If there is a majority of votes cast in favour of the idea, leaseholders will be asked to vote for directors to sit on the board of the association.

3.9.3 The Association would operate in similar way to the Federation of Islington Tenant Associations (FITA), having a staffed office and providing leaseholders with professional legal and surveying services and advice.

3.9.4 The Association would be operate under a service level agreement with the council.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	14 th February 2007	10	Monitoring

Subject of Report: Risk register – all Managed Property Sub-Board risks

1. Synopsis

- 1.1 This report presents the current position with regard to all risks that relate to the Managed Property Sub-Board (MPSB), which were included in the risk register report reviewed by Board on 4^h December 2006.

2. Recommendation

- 2.1 That MPSB notes the current assessment of the risks listed in Appendix A of the report.

3. Background

- 3.1 HFI's Board reviews the risk register on a quarterly basis.
- 3.2 Board agreed on 19th December 2005 that the risk register should include a new column, which identifies which Sub-Board, Committee or Working Group of HFI has an interest in the risk.
- 3.3 Meetings are held regularly with Service Directors to review risks in their areas. The risk register is now also reviewed by Senior Management Team prior to it going to Board.
- 3.4 In June 2006, Zurich Municipal Risk Management (ZMRM) carried out a review of HFI's risk register. This made a number of proposals for amending the risk register. These have been reported to Board on 4th December. This report sets out the changes agreed by Board at that meeting. One of the changes is that each risk now only has one risk owner. Therefore, some of the risks that were previously reported to this meeting no longer are, as the risk is now solely with the main risk owner.
- 3.5 The risks set out in Appendix A have been referred to the Managed Property Sub-Board for monitoring.
- 3.6 At each meeting the Managed Property Sub-Board considers issues raised in the 'Prevention and Mitigation' and 'Progress on action' columns. Due to the changes agreed by Board on 4th December, all risks included in Appendix A have undergone significant changes to those previously reported to this meeting.

3.7 There are no new risks included in Appendix A.

3.8 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 (not indicated in this report as all risks have been updated)

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

- High risks – red
- Medium-high risks – pink
- Medium-low risks – yellow
- Low risks - green

High and Medium-high risks will be reviewed by Board each quarter, Medium-low risks will be reviewed every six months and Low risks will be reviewed every nine months. There are no High or Medium-high Risks, following last MPSB recommendation to reduce level of loss of Supported People funding risks.

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

The risk matrix							
						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					

3.11 The risk abbreviations are:

- STR – Strategic risks
- OPE – Operational risks
- MND – Managing Diversity risks
- FIN – Financial risks (none for MPSB)
- COM – Compliance risks (none for MPSB)

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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 011A Poor resident satisfaction with landlord services and lack of opportunities for involvement (merged with risk OPE 005 but separated between two Sub-Boards)	M 3	M 2	ML 6	<ul style="list-style-type: none"> Monthly performance management by SMT and quarterly monitoring by Board 	MPSB	D Goldring	<ul style="list-style-type: none"> Status tenant satisfaction survey interim result up to 66% tenant satisfaction
OPE 003 Failure to establish operational procedures, which result in a lack of consistent service standards	L 2	L 1	L 2	<ul style="list-style-type: none"> Service Development Team work plan to deliver appropriate operational procedures Service Improvement Group ensures learning from best practice and customer feedback is translated into better operational procedures 	MPSB	S Kwong	<ul style="list-style-type: none">
OPE 011 Failure to establish a coherent strategy to manage Reception Centres with regard to their long-term retention or disposal and failure to manage staff redeployment following the phased closure of Reception Centres (Merged with OPE 015)	M 3	L 1	L 3	<ul style="list-style-type: none"> Monitor effectiveness of reception centres Identify long-term strategy for dealing with Reception Centres Strategy in place with timescales, with five of the nine Reception Centres to be disposed of between 2006-10 Funding for retained Reception Centres secured 	MPSB	D Goldring	<ul style="list-style-type: none">

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
# OPE 016A Termination of Supporting People contracts: • Housing Support Delete from next report as funding lost from 07/8	L 1	H 4	L 4	<ul style="list-style-type: none"> ▪ Action Plans to be complied with ▪ LBI decision on continued funding awaited ▪ Meetings with LBI to assess business continuity ▪ Current Housing Support contract extended to July 07. LBI likely to re-tender service. Awaiting review feedback 	MPSB	D Goldring	<ul style="list-style-type: none"> ▪
# OPE 016B Termination of Supporting People contract: • Reception Centres Delete from next report as funding lost from 07/8	L 1	H 4	L 4	<ul style="list-style-type: none"> ▪ Action Plans to be complied with ▪ LBI decision on continued funding awaited ▪ Meetings with LBI to assess business continuity 	MPSB	D Goldring	<ul style="list-style-type: none"> ▪ Reception Centres – notification of termination of contract in Dec. 06
MND 002A Inability to provide equality of access to services	H 3	L 2	ML 6	<ul style="list-style-type: none"> ▪ Ensure Equality and Diversity Strategy specifies actions to address • Impact Assessments on key service areas 	MPSB	D Goldring	<ul style="list-style-type: none"> • Efficiency Review reported back Sept 06
MND 003A Inability to address higher levels of dissatisfaction amongst BME residents	M 3	M 2	ML 6	<ul style="list-style-type: none"> • Ensure Resident Involvement Strategy and Equality and Diversity Strategy specify actions to address this • Programme for analysing service failures by diversity mapping information started in Oct. 06 	MPSB	D Goldring	<ul style="list-style-type: none"> ▪ On track to achieve Equalities Standard Level 3 for December 2006 • Tenant satisfaction survey carried out shows improved BME satisfaction
MND 004A Failure to adequately demonstrate support for vulnerable tenants	H 4	L 1	L 4	<ul style="list-style-type: none"> ▪ HFI liaises with LBI with regard to tenant needs through the Supporting People programme ▪ Performance monitoring through Operations Division ▪ Supporting People review complete for Housing Support Officers Reception Centres 	MPSB	D Goldring	<ul style="list-style-type: none"> •

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
MND 005A Failure to effectively respond to incidents of harassment	H 3	L 2	ML 6	<ul style="list-style-type: none"> • Introduced Anti-Social Behaviour posts to Operations Division • 4-weekly monitoring at Senior Management Team • Monitoring at Sub-Board <ul style="list-style-type: none"> ▪ Monitoring continues – targets consistently being achieved ▪ Harassment procedure being evaluated 	MPSB	D Goldring	▪

Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Governance Team Manager

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	14 February 2007	11	Information

Subject of Report: Report Back from Consultative Panels – January 2007

1. Synopsis

- 1.1 This report provides the Sub-Board with a summary of the views of Consultative Panels on the items presented in January 2007 for consultation.

2. Recommendation

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

3. Background

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

4. Consultation Reports for January 2007

- 4.1 For the January 2007 round of Consultative Panel meetings, there were 2 reports for Consultation:
- **Rent Review**
 - **Consultative Panels Tenants Compact and Estate Security 2007/08**

Appendix 1 of this report is a summary of the views of all Consultative Panels from January 2007 on these five items. Where no comment was recorded in the minutes of a Consultative Panel meeting, this has been noted.

5. Conclusion

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

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HFI Consultative Panels – January 2007

	ITEM 1 – Rent Review	ITEM 3 – Consultative Panels Tenants Compact and Estate Security 2007/08
Boleyn Road Area Housing Panel	<ul style="list-style-type: none"> - The Panel voted not to accept any proposals for a rent increase. 	<ul style="list-style-type: none"> - The Panel agreed to meet on 15th February 2007 to look at the tenants compact in detail and agree bids.
Central Street Area Housing Panel	<ul style="list-style-type: none"> - The Panel felt the figure of 67% of tenants in receipt of housing benefit did not give the full picture and requested further information showing the breakdown of e.g. pensioners, people on low incomes with family credit etc. The Panel felt this figure could be misinterpreted and give a false impression of the number of tenants not working and claiming benefits. - A request was made for some options on lower rents, as given in some other boroughs. - There was concern that the unpooling of rent charges would mean that the unpooled service charges would have no cap or limit. - The panel discussed garages and there was concern that the rental income was not being spent on repairs. Reports of the sale of property by LBI (including garages) were also discussed. 	<ul style="list-style-type: none"> - The panel agreed to defer the allocation of 07/08 funding to the local sub panels scheduled for February. - The tenant compact funding allocation will also take place at February's sub panels.

	ITEM 1 – Rent Review	ITEM 3 – Consultative Panels Tenants Compact and Estate Security 2007/08
Holland Walk Area Housing Panel	<ul style="list-style-type: none"> - The Panel expressed concern over the rent increase proposed on the garages and felt it was odd to increase the charges for garages/parking in relation to the disparately of parking in the borough. - The Panel felt that if the Council was increasing charges over inflation this could cause wide spread problems all over the borough. - The Panel expressed some concern concerning affordability for those in receipt of housing benefit. - There was further concern raised over how HFI dealt with Health and Safety issues in concern to garages being left empty and not bringing in revenue. 	<ul style="list-style-type: none"> - The Panel agreed to the sub panels prioritising the allocation of Tenants Compact schemes at the next sub panel meetings to be ratified at the next AHP meeting in March. - The Panel felt that the Community Safety budget should be top sliced to allow for more funding to be spent on Tree Maintenance which will then allow for community safety works such as lighting enhancements to be more effective. - It was suggested that the viability of the tree programme is reduced from 5 to 3 years. - The decision in respect of £5750 available to spend in the Tenants Compact budget for estate security for the current financial year was made. The Panel agreed to commission Access to Sports to continue the sports work in McCall House.
Isledon Road Area Housing Panel	<ul style="list-style-type: none"> - The Panel noted the report. 	<ul style="list-style-type: none"> - The agreed to hold a separate meeting dedicated to this subject.

	ITEM 1 – Rent Review	ITEM 3 – Consultative Panels Tenants Compact and Estate Security 2007/08
Lyon Street Area Housing Panel	<ul style="list-style-type: none"> - The Panel had no adverse comments regarding the proposed increases. 	<ul style="list-style-type: none"> - The Panel raised a local issue regarding whether consultation would take the format of a tour or a presentation. The Panel agreed to meet on 26th February 2007 to discuss bids for 2007/08.
Upper Street Area Housing Panel	<ul style="list-style-type: none"> - The Panel was concerned that unpooled service charges are not capped. - The Panel was concerned that caretaker refund allows for service to be provided once a week without any entitlement to refund as it is only payable after the 5th consecutive day of no service. 	<ul style="list-style-type: none"> - The Panel agreed to meet on 12th February 2007. - The Panel was concerned by the size of the bills and required the ability to query them.
Islington Leaseholder Forum	<ul style="list-style-type: none"> - The Forum did not discuss the report as it was not relevant to leaseholders. 	<ul style="list-style-type: none"> - The Forum did not discuss the report as it was not relevant to leaseholders.
Partners for Improvement in Islington (PFI 1) Residents Forum	<ul style="list-style-type: none"> - The Forum asked to know how the decision is made about the level of rent increase for each tenant's home, and by whom. 	<ul style="list-style-type: none"> - The Forum asked why the Tenant Compact Budget is not available for street properties. Environmental issues, security issues and community safety issues are important for street properties and there are potential initiatives.

	ITEM 1 – Rent Review	ITEM 3 – Consultative Panels Tenants Compact and Estate Security 2007/08
Partners for Improvement in Islington (PFI 2) Residents Forum	<ul style="list-style-type: none"> - The rent increase was accepted, however the Forum wanted to know whether the increase was in line with other councils. They also questioned the need for an annual increase and questioned whether this should be restricted to a bi-annual increase as with private landlords. 	<ul style="list-style-type: none"> - It was decided that the compact and estate security items were not relevant to the Forum because they live in street properties.
TMO/TMC Review Group	<ul style="list-style-type: none"> - The Panel acknowledged the report with no comment except that the increase seemed excessive. 	<ul style="list-style-type: none"> - The Panel made no direct comment on this item, though it was noted that any TMO/TMC could submit a bid for funding to their local Area Housing Panel.

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

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	14 February 2007	12	Information

Subject of Report: Update on Petitions Received by Consultative Panels

1. Synopsis

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

2. Recommendation

- 2.1 That the Sub-Board notes the report.

3. Background

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

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

4. Updates on Petitions Since 30th March 2004

4.1 Appendix 1 to this report provides up to date information on petitions received by Consultative Panels from April 2004 to date that remain “open”.

4.2 Since the last petitions update report to Managed Property Sub-Board on 18th October 2006:

- There have been no petitions presented at, Boleyn Road Area Housing Panel, Isledon Road Area Housing Panel, Lyon Street Area Housing Office, Upper Street Area Housing Panel, Islington Leaseholder Forum, Partners for Improvement in Islington Resident’s Forum or the TMO/TMC Review Group.

4.3 New Petitions and Updates to Existing Petitions (for full details please see Appendix 1).

4.3.1 Central Street Area Housing Panel

- On 16th November 2006 residents of Bevin Court presented a petition regarding incidents of Anti-Social Behaviour at Bevin Court.

4.3.2 Holland Walk Area Housing Panel

- On 15th November 2006 residents of Louise White House presented a petition regarding antisocial behaviour of youths on estates.
- On 15th November 2006 residents of Leyden Mansions presented a petition regarding door entry systems.
- On 15th November 2006 residents of New Orleans Estate presented a petition regarding the lack of tree pruning on the estate.

5. Conclusion

5.1 Overall, 4 petitions remain unresolved – 1 in Central Street and 3 in Holland Walk.

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

Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Central Street Area Panel	Received 29.09.06 and presented at panel on 16.11.06	69 residents of Bevin Court	Lack of security and resulting incidents of ASB at Bevin Court	<ul style="list-style-type: none"> - Need for security works identified at a cost of £200,000. Bid put forward for community safety funds to install a door entry system, detailing levels of vandalism, ASB and crime. - Recommendations to be made to IDC on 6th December. - In the mean time, residents asked to continue to report incidents to Central Street ASB team or out of hours service. - Decision of IDC to be reported to lead petitioners following 6th December meeting. - If bid is not successful, case for security will be put forward for inclusion in next years capital programme. - £210k approx funding agreed by IDC to improve security on the estate. Public meeting to be held in February to discuss proposals with residents and full scope of works currently being worked up.

Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Holland Walk Area Housing Panel	Received 12.09.06, presented at panel 15.11.06	11 residents of Louise White House, Hazelville Road	Regarding antisocial behaviour of youths on the estate	<ul style="list-style-type: none"> - Matter referred to ASB officer to investigate - Raised with police on 12.09 and request made for them to regularly patrol the area - Tasking request made for Out of Hours ASB team on 20.10.06 for one month. Last patrol took place on 7.11.07. - Reports of ASB are still being received on ASB hotline - Matter to be raised at PLM meeting on 30.11.06 - Further incident report by Caretaker on 03/01/07 in relation to ASB activity. - Tasking request has been made for Out of Hours ASB team to patrol the area for a month from 08/01/07. - Petition to remain open.
Holland Walk Area Housing Panel	Received on 23.10.06 Presented at panel on 15.11.06	Residents of Leyden Masions, Highcroft and Highlands TRA	Regarding door entry systems	<ul style="list-style-type: none"> - Petition passed to estate services to investigate - A bid for door entry was put forward last year under community safety and rejected. - Same bid to be resubmitted for 06/07 funding. If bid is not successful then other areas of funding are to be sourced - Planned Maintenance works are programmed to carry out some work to door entry systems within the next financial year. - Petition to remain open.

Consultative Panel	Date	From whom petition came	Subject	Comments (If yes, provide current update)
Holland Walk Area Housing Panel	Received on 23.10.06 Presented at panel on 15.11.06	100 Residents of New Orleans Estate	Regarding lack of tree pruning on estate	<ul style="list-style-type: none"> - Matter passed to Estate Services to investigate. - Inspection undertaken by tree section on 1.11.06 to identify most problematic and overgrown trees - Quote was received and approved on 10.11.06 - Trees to be pruned by end of November - A joint site meeting took place w/e 14/01/07 with Quality Assurance Officer, Tree Section and TRA Chair. Although some pruning had taken place, further work is required. The tree section is attempting to bring the work plan forward in an effort to progress works earlier than scheduled. The Area Office will also seek to secure some further work through the ad hoc tree maintenance budget. - Petition to stay open until this is complete.