

# Consultative Panel Reports

January 2012



[www.homesforislington.org.uk](http://www.homesforislington.org.uk)



# Consultative Panel Meetings Times and Venues

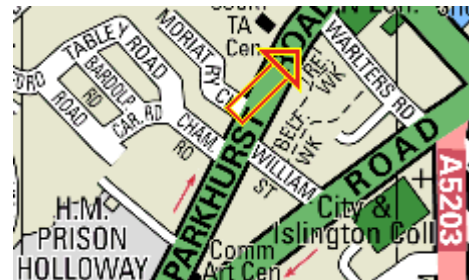
## **Old Street Area Housing Panel** **7pm**

Tompion Community Centre  
40 Percival Street  
EC1V 0EB  
Refreshments provided



## **Holland Walk Area Housing Panel** **7pm**

Williamson Street Community Centre  
Parkhurst Road N7  
Refreshments provided



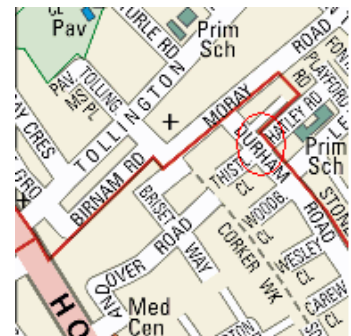
## **Highbury House West Area Housing Panel (formerly Lyon Street) 7pm**

Westbourne Community Centre  
Roman Way N7  
Refreshments provided



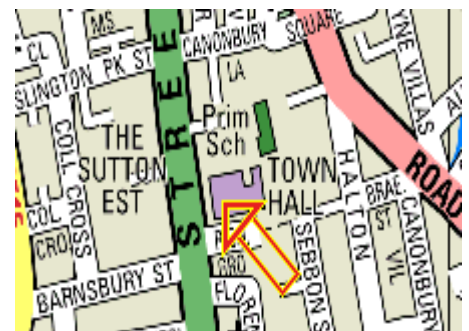
## **Highbury House East – North Area Housing Panel (formerly Upper Street North) 6.30pm**

86 Durham Road  
Durham Road Community Room,  
Durham Road N7 7DU  
Refreshments provided



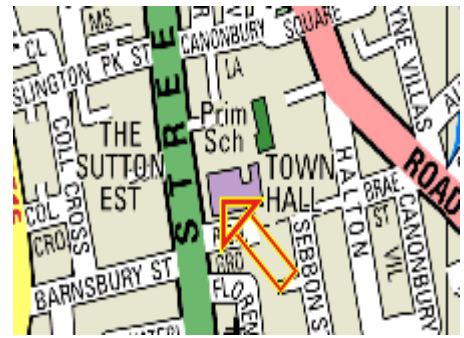
## **Highbury House East – South Area Housing Panel (formerly Upper Street South) 7pm**

Islington Town Hall  
Upper Street N1 2UD  
(See notice board for room)  
Refreshments provided



**Partners for Improvement in Islington  
Residents Forum  
6:35pm**

Islington Town Hall  
Upper Street N1 2UD  
(See notice board for room)  
Refreshments provided



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**For more information about consultative panel meetings call one of the relevant numbers below:**

Old Street AHP	020 7527 6259
Holland Walk AHP	020 7527 7471
Highbury House West AHP (formerly Lyon Street)	020 7527 6818
Highbury House East - North AHP (formerly Upper Street North)	020 7527 5379
Highbury House East – South AHP (formerly Upper Street South)	020 7 527 5378
PFI Residents Forum	020 7288 8343

## Consultative Panel Dates – 2011/12

Meeting	January 2012	March 2012
<b>Holland Walk Area Housing Panel</b>	Wednesday 25 January 2012	Wednesday 21 March 2012
<b>Old Street Area Housing Panel</b>	Wednesday 18 January 2012	Wednesday 14 March 2012
<b>Highbury House East (North) Area Housing Panel</b>	Tuesday 24 January 2012	Tuesday 20 March 2012
<b>Highbury House East (South) Area Housing Panel</b>	Thursday 26 January 2012	Thursday 22 March 2012
<b>Highbury House West Area Housing Panel</b>	Monday 16 January 2012	Monday 19 March 2012
<b>Partners Residents Forum</b>	Thursday 19 January 2012	Thursday 15 March 2012

## Glossary of Terms and Abbreviations

TERM	EXPLANATION
ABC	Anti-Social Behaviour Contracts
Audit Commission (AC)	Independent public body responsible for ensuring that public money is spent economically, efficiently and effectively in the areas of local government, housing, health, criminal justice and fire and rescue services. The Housing Inspectorate is part of the Audit Commission.
Audit Committee (AC)	The Audit Committee is an operating committee of the Board of Directors charged with oversight of financial reporting and disclosure. Committee members are drawn from members of HFI's Board of Directors,
Asset Management Committee (AMC)	AMC is an operating committee of the Board of Directors charged with oversight of managing HFI's Assets. Committee members are drawn from members of HFI's Board of Directors,
AGM	An Annual General Meeting (AGM) is held by an organisation at about the same time every year. At the meeting they report on the organisation's work over last year, present the accounts to their members and elect new committees.
AHO	Area Housing Office
AHP	Area Housing Panel
AOB	Any Other Business (AOB) – the term used at the end of a meeting to see if anyone has anything else they want to discuss that was not on the agenda.
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Order
Business Plan (BP)	A written document that sets out the tasks the ALMO will be doing to improve housing services over a set period.
CAA	Comprehensive Area Assessment – a government framework for assessing how well local authorities are performing
CBL	Choice-Based Lettings – system that allows tenants to bid for properties according to how many housing register points they have
CE	Chief Executive
CLG	Communities and Local Government sets policy on local government, housing, urban regeneration, planning and fire and rescue.
CSDO	Community Service Development Officer
CTA	Court Applications
Data	Information
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
HCA	The Homes and Communities Agency is the national housing and regeneration delivery agency for England.
HFI	Homes for Islington
HFI Direct	HFI Call Centre for tenants and leaseholders.
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
ICT	Information and Communication Technology
iWorld	Housing management IT system
Kier Islington	Company providing repair services for Council owned properties.
LA	Local Authority
LBI	London Borough of Islington
Management voids	Empty properties that require minor repairs work
NI	National Indicator
N/A	Not Applicable
NFA	The National Federation of ALMOs Ltd (NFA) is the trade body representing all

	69 arms length management organisations (ALMOs).
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
Operations	Division within Homes for Islington consisting of the following functions: accounts, income management, tenancy management, contact centre, central services
Partners for Islington (PFI)	Company contracted to manage all street properties for Homes for Islington
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
Performance Management Committee (PMC)	The PMC is an operating committee of the Board of Directors that is charged with oversight of the performance of HFI and that of Partners for Islington.
Performance and Service Development	Division within Homes for Islington that is responsible for Simon is responsible for; service development, strategy, customer focus, consultation & complaints, equality & diversity, community development and TRA & TMO liaison.
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services
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 Homes for Islington consisting of the following functions: HR & company administration, IT & infrastructure
Resources Management Committee (RMC)	The RMC is an operating committee of the Board of Directors charged with oversight of HFI's finances, human resources and ICT.
Responsive repairs	A term used for day-to-day repairs requested by tenants
SLA	Service Level Agreement between internal/Council departments
SMT	Senior Management Team
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organisation
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 re-let 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

## **Homes for Islington Board Meetings**

Homes for Islington's Board meetings are open to the public.

Agendas and papers for these meetings are available three days in advance of each meeting through Homes for Islington's website. A hard copy is available to view in Area Housing Offices.

**[www.homesforislington.org.uk](http://www.homesforislington.org.uk)**

All meetings take place at 6.30pm  
in the Board room, ground floor,  
Highbury House, 5 Highbury Crescent

**You are welcome to attend meetings on the  
following dates:**

**Monday 27 February 2012**

If you have any enquiries or require a sign language interpreter contact:

HFI Governance Team at Highbury House, Highbury Crescent,  
London N5 1RN, telephone 020 7527 5148 or email  
[governance.team@homesforislington.org.uk](mailto:governance.team@homesforislington.org.uk)







**Consultative Panels  
Central Reports  
January 2012**

Item	Contents	Status	Page
	<b>London Borough of Islington Item</b>		
1	2012 Rent Charges and Investment Plan	Consultation	1
	<b>Homes for Islington Items</b>		
2	Feedback from Panels - November 2011	Information	15
3	HFI and Consultative Panel Update	Information	17
4	Complaints Performance April to September 2011	Information	21
5	Community Engagement Review 2010-2011	Information	23
6	Forward Plan	Information	27



Report of: **Executive Member for Housing**

Meeting of	Date	Agenda Item	Ward(s)
Consultative Panels	January 2012	1	All

**SUBJECT: HOUSING INVESTMENT PLAN**

**1. Synopsis**

- 1.1 This report sets out the proposals for and invites comments on the council's housing investment plan (HIP) for 2012/13.

**2. Recommendations**

- 2.1. The panels are asked to note the content of this report and to provide feedback on the proposals which underpin the HIP.

**3. Self-financing**

- 3.1 In previous years the council has been subject to a national rent 'pooling' system of council housing finance. This meant that every council in the country that has retained ownership of its housing has paid over income from rents to central government and, in return, has received an allowance to manage and maintain its housing. This allowance was calculated annually and based on assumptions about the individual circumstances of each council. This arrangement made it difficult for councils to plan ahead because we did not know what our allowances would be from one year to the next.
- 3.2 Each council that has built council housing has taken out long term loans and like a mortgage this is paid off over a number of years. In Islington we have built a lot of council housing, and continued to do so after many others had stopped their building programmes. This means that we have taken on a lot of debt and have to pay interest on this debt every year. Under the rent 'pooling' system the government takes into consideration how much debt it thinks each authority has when it decides what allowance it should be paid for the following year. Given our large debt we received more money from the government in allowances than the amount we paid to the government in rent.
- 3.3 From April 2012 councils will be moving to a new 'self-financing' arrangement. This means councils will no longer receive an annual allowance. Instead, we will keep the money that is paid in rent and service charges and use this to manage and maintain our housing. This is a

significant change and will give us more certainty about our future income and more flexibility to make decisions about how to invest in our housing.

- 3.4 Under the new 'self-financing' system if our debt remained at current levels we would have a problem because we would not be able to meet the interest payments on our debt and afford to manage and maintain our homes. So, to make things fair the government will be making a one-off final payment to help reduce our debt to a level considered to be affordable. Based on the latest figures the government has released our debt will reduce from £799m to £435m under 'self-financing'. The final debt settlement figures will be confirmed in January 2012.
- 3.5 In preparation for the move to self financing in April 2012 we have developed a long term housing investment plan (HIP) which sets out how much money we expect to receive and how it should be spent over the next thirty years. It is essential that we have a sustainable HIP in place to make sure we will have enough money to manage and maintain your homes and estates in the future. The next five years of the HIP are shown at appendix D.
- 3.6 This plan sets out the expected income (mainly from rent), and expenditure. There are two key elements of expenditure. The first is on housing management, for example money spent on housing officers, caretakers and repairs. The second is investment in housing and section 4 explains the options about how we could spend money in this area in more detail.

#### **4. Investment in housing**

- 4.1 In previous years the council has relied upon allowances and other funding from central government and wider council resources to invest in housing. There are three different ways that the council can invest in its housing:
- Maintaining and improving current homes and estates
  - Paying off debt on the housing that we have built and improved
  - Building new homes
- 4.2 Within the 30 year HIP we have set out how we propose to split expenditure between these different areas.

#### **4.3 Maintaining and improving our current housing (asset management)**

- 4.3.1 Maintaining and improving our current housing is the most important element of the HIP. We need to make sure we have enough money to manage and maintain our current homes before we think about paying off debt or building new homes. Under self-financing we expect to be able to fund this activity from rents and service charges without relying on external funding or grants. Under the old 'rent pooling' system our projections showed that this would not be the case so we are in a much improved position under self-financing.
- 4.3.2 We have worked out how much money we need to invest in homes and estates by collecting and maintaining up to date information about their condition, and what we need to do and when to keep them in a good state of repair or improve them. Through this, along with the level of resources we expect to have available, we have developed our Asset Management Strategy (AMS).
- 4.3.3 Our asset management strategy sets out our policy in terms of how often elements of buildings will be renewed, for example we expect lifts to need replacing every 25 years and individual boilers to need replacing every 15 years. Our stock condition information tells us how old all of these components are, for example in Citizen House on the Harvist estate we know we have a lift that is nineteen years old and that we expect will need replacing in six years.

4.3.3 In the thirty year investment plan we have allocated enough money to maintain all of our housing at the Decent Homes standard for the next thirty years. Our Asset Management Plan (AMP) shows where the need for investment is over the next seven years and how much will be spent each year. The AMP also includes a provision of £500k per year to spend on environmental improvements and £1.25m for lift renewals which goes further than the Decent Homes standard. A summary of this is shown at appendix C and behind this sits details about the individual estates where work is planned. An average of around £35m (plus inflation) a year of resources has been allocated to deliver the AMP. This does not take into consideration that the need for expenditure is likely to vary between years. Every year any unspent money that has been allocated for asset management will be moved into a major repairs reserve which can then be used in future years.

#### **4.4 Paying off debt**

4.4.1 The reduction in the council's debt under self-financing will also result in a decrease in interest payments. The overall 30 year plan allows for repayment of the historical debt as well as the interest – which will further reduce interest payments over time. However, our ability to repay the debt could be affected by a number of factors including the wider uncertain economic climate and variations in income and expenditure. This year the target for debt repayment is £14.5m but we are actually only proposing to repay £5.5m because this is the amount we can afford whilst leaving enough money to invest in homes and estates.

#### **4.5 Building new homes**

4.5.1 Islington has an acute shortage of affordable housing, particularly social rented homes for families, and overcrowding is a significant problem. As a result one of the council's key priorities is to provide more social rented homes. To achieve this we intend to continue to build new council homes. Whilst this programme does form part of the HIP it is accounted for separately and the first call on resources remains meeting the investment needs of existing homes and estates. Building new homes does not stop the council investing in keeping its current housing up to the Decent Homes standard. The funding for building new homes comes from a number of sources, mainly borrowing and rental income from the new homes, but also from sales and the government's New Homes Bonus.

### **5. Housing income**

5.1 Rent and service charges are the main source of income to the housing revenue account. Under the previous national rent 'pooling' system the council had limited control over rent setting as the council could have been left without enough resources to manage and maintain homes if rents were not set according to national rent policy. This is because the government would assume that rents would be increased in line with their guideline rent increase in calculating the allowance to be paid to the council regardless of actual rent increases agreed locally. Under the new self-financing system, at least in theory, the council has more freedom to set rent levels according to the amount of money it needs to effectively manage and maintain its housing.

5.2 However, as part of the self-financing arrangements one of the assumptions made by the government is that rents will rise in line with national rent policy from April 2012. This means that if we do not increase our rents according to this policy we will not be able to achieve the level of investment in our housing set out above.

5.3 So, for now, there is less flexibility in rent setting policy than we would like. For example, if we reduced our rents by £1.00 less on average than assumed this would mean £1.5m less to spend on maintenance next year and even more in future years. This could mean not replacing any kitchens for the next seven years, or only replacing half of the boilers that we had intended to.

- 5.4 As part of our 30 year HIP we are proposing a five year rent policy of increasing rents in line with the government's national rent policy. This means moving towards 'target' rents. At the end of 2015/16 our rents should, in theory, have converged with the 'target' rents set by the government. However, because the council aims to help tenants by limiting rent increases as far as we can we estimate that by 2015/16 only 19% of rents will have reached 'target rent' levels. Towards the end of the five year period we will look again at our rent setting policy to decide if we should continue moving towards 'target rents' or whether we should develop a new local policy that is affordable for our tenants but provides enough income to effectively manage and maintain our homes and estates.
- 5.5 The council undertook a scrutiny review of service charges during 2009 and 2010. One of the recommendations from this review was that tenant's service charges should be based on actual costs. The council carried out a costing exercise in 2003-2004 but since then costs have been rolled forward every year and increased by inflation. In response to the scrutiny recommendation we have re-examined some of our service charge costs and income this year and propose the changes set out under 3.4 to bring the two in line. The remaining charges will be re-examined in the coming year. From next year we will compare service charge costs and income every year to make sure the two continue to be in line going forward.
- 5.6 In the future we may be able to generate extra income to invest in housing through government grants, selling assets, or a planning infrastructure levy (section 106). However, we will not rely on these sources of income and they have not been built into the thirty year HIP. Any additional resources that do become available will be used to 'top up' the HIP to deliver on residents' priorities such as improving energy efficiency or building new homes.
- 5.7 There are a number of factors that could affect our current 30 year HIP, some of which will be outside of the council's control. Examples are:
- **Right to buy sales** – if right to buy sales increase as a result of government policy this could affect our income
  - **Interest rates** – if interest rates increase this could make it more expensive to repair and invest in our housing
  - **Inflation** – if this is more or less than the assumptions we have built into our plan then this could have a positive or negative impact on expenditure and future rent increases
  - **Welfare reform** – changes to the levels of welfare benefits and the way it is paid could make it more difficult for tenants to meet their housing costs. This could have a negative affect on income.

## 6. Consultation on future years' housing investment plans and potential future changes.

- 6.1 The current version of the HIP has been developed by council officers, and we are consulting area panels on this as a draft which is subject to the council's formal decision-making process early in 2012. Ideally, we would have liked to involve residents much more in the development of the plan. However, this year this was not possible because the government only told us what our self-financing position would be on 21st November and it will not be finalised until January. Until we knew this we did not know how much money we would have to spend on debt payments and therefore how much we would have to invest in housing. This meant that for this year the timeline was too tight to build in any detailed consultation arrangements.
- 6.2 Next year, and in future years we will have much more certainty about expected income and expenditure. In 2012 and future years, therefore, we intend to involve residents in the process of reviewing and updating the plan as it will need to be looked at every year as circumstances and priorities may change. We would like residents to help us to decide how

to prioritise spending in different areas – for example should we be spending less money on external decoration of blocks and more money on renewing old boilers?

- 6.3 Whilst the current version of the HIP indicates that we do have enough money to maintain and manage our housing in the long term there is a risk this may change and that is why we are so keen to work with residents to make sure we're prioritising expenditure in the right way and making best use of our resources. This is also why we need to continue to make efficiency and other savings where we can. Savings on day to day costs of managing homes and estates has been built into the current plan.

## **7. Charges for next year.**

- 7.1 This section summarises the proposed changes to rent and other charges for the year 2012/13. These charges would apply from Monday 2<sup>nd</sup> April 2012. Full details of the proposed new charges can be found at appendix A.

### **7.2 Rent**

- 7.2.1 It is proposed that rent is set according to the national rent policy and the 'target rent' formula. This will mean that in 2011/12 the average weekly rent will increase by £7.39 to £99.45. The main reason for this increase is inflation (retail price index) which in September 2011 was 5.6%. But, some rent increases will be more and some less than this average depending on how close existing individual rents are to the 'target rent' .

### **7.3 Tenants' service charges: caretaking, cleaning, communal lighting and grounds maintenance**

- 7.3.1 Following the costing exercise earlier this year we found that we are undercharging residents who live on estates for their service charges by approximately £2 per week. This is because we have been increasing service charges by inflation but electricity charges have been increasing much faster than this. The council's programme of installing photo voltaic panels will help to stop these charges rising so much in the future. We are proposing to bring these charges in line with costs over a two year period. This year we are proposing to increase the charges by £1 to £9.73.

### **7.4 Digital TV:**

- 7.4.1 Digital TV charges are for ten years to pay for the installation of digital TV aerials ready for the switchover from analog to digital signal. It is proposed to increase these by inflation (retail price index) which was 5.6% in September 2011. This will mean charges increase by 2p per week from 27p to 29p.

### **7.5 Concierge**

- 7.5.1 This year we are proposing to increase concierge charges by inflation (retail price index) which was 5.6% in September 2011. Charges will increase by 16 pence, 26 pence or 35 pence to £2.94, £4.88 or £6.52 respectively. The charges vary depending on the level of service provided. During 2012/13 we will be reviewing our costs and income from concierge to bring charges in line with costs. This will be introduced in the 2013/14 charges.

### **7.6 Parking penalty charge**

- 7.6.1 It is proposed that clamp release charges are not increased by inflation and will remain at £75.00. This is because the cost of changing the signs would cancel out the increase in income from increasing the charges in line with inflation. These charges are reviewed every five years and were last reviewed in 2008/9.

## **7.7 Community centre charges**

- 7.7.1 New guidelines were developed last year for community centre committees to help them decide how much to charge different groups who use their centres.
- 7.7.2 These guidelines have been working well and some centres have been using the new flexibility to increase charges, bringing in more income to reinvest in the community.
- 7.7.3 The current guidelines are at appendix B. We do not intend to change the guidelines this year.

## **7.8 Communal heating and hot water charges**

- 7.8.1 Unfortunately the cost of gas keeps on rising and is predicted to rise again by 14% next year. This means that we need to increase heating and hot water charges to make sure residents receiving this service are not being subsidised by other tenants. Although these increases do seem high, due to the council's ability to buy gas in bulk they are lower than the price of domestic gas which has increased by 24% over the last twelve months. The council is currently delivering a home energy efficiency programme to make your homes as warm and as affordable to heat as possible. By the end of March 2012 all of the council's 6,700 cavity walls will have been insulated and during 2011/12 over 1,000 lofts will have been insulated.
- 7.8.2 For 2012/13 we are proposing to increase heating and hot water charges by an average of 13.5%. The actual charge varies depending on property size.
- 7.8.3 There are nine blocks that receive heating but no hot water from the communal heating system. These blocks will continue to receive a 40% discount.
- 7.8.4 Following consultation in the Spring of 2011 residents on the Spa Green estate decided that they wanted to pay more for longer hours of heating. This has been continued into 2012/2013.
- 7.8.5 Three estates: St. Lukes, Redbrick and Stafford Cripps will receive their heating and hot water from the council's combined heat and power scheme from September 2011. Combined heat and power generation is a more energy efficient way to provide heating and hot water than traditional boilers. These three estates will come out of the heating 'pool' during 2012, at which point their charges will reduce.

## **7.9 Estate parking and storage charges**

- 7.9.1 A number of changes were introduced to estate parking charges last year to bring charges in line with the council's street parking charges. This year we are proposing to increase residents' parking charges in line with inflation (retail price index at 5.6%). The new weekly charges will range from £2.03 to £4.46 for a bay, from £3.71 to £8.15 for a car cage, and from £7.93 to £17.43 for a garage.
- 7.9.2 We are also planning to increase non-residents' parking charges in the Holland Walk and Highbury House areas by inflation. We have also rounded these figures off to reflect the charging in nearby private car parks. The new weekly charges will range from £4.50 to £10.50 for a bay, from £6.00 to £13.00 for a car cage, and from £12.50 to £27.50 for a garage.

7.9.3 We are proposing to make significant increases to parking charges for non-residents in the Old Street area housing office. This is in response to the high demand for and high cost of private parking in this area. We hope that this will generate additional income that we can use to invest in improving services and building new homes. We are planning to pilot this for two years to see if it does have an impact on the amount of income we generate. The new weekly charges will range from £8.00 to £23.00 for a bay, from £10.00 to £25.00 for a car cage, and from £16.00 to £33.00 for a garage.

## 8 Other factors

8.8 It should be noted that the proposals outlined in this report are subject to change. They may be affected by: the final 'debt settlement' in January 2012; finalisation of the council's budget setting process; and consultation with tenants in 2012 and future years.

Responsible Officer:	Patrick Odling-Smee, Service Director, Housing.
Report author:	Bryony Willett, Principal Social Housing Partnerships Officer
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## Appendix A: Proposed average weekly charges for 2012 - 2013

### Tenants' service charges and digital TV charge

	Proposed weekly charge or compensation sum
Caretaking and Cleaning	£7.52
Estate Services (estate lighting & grounds maintenance)	£2.21
Digital TV	£0.29
Compensation for loss of caretaking service	£1.57 per day (after 5 consecutive days of lost service)

### Heating and hot water charges

	Bedsit Weekly Charge £	1-Bed Weekly Charge £	2-Bed Weekly Charge £	3-Bed Weekly Charge £	4-Bed Weekly Charge £
General:					
Heating & Hot Water	12.31	13.64	16.17	19.03	21.56
Heating Only (60% of Full Charge)	7.38	8.18	9.70	11.42	12.94
Spa Green (18 Hours a day at 18 C at night)	13.08	14.50	17.19	20.23	N/A

### Concierge charges (including CCTV)

	Weekly Charge £
Category A (Concierge Block – About 609 tenants)	6.52
Category B (Concierge Estate – About 1,765 tenants)	4.88
Category C (Elsewhere – About 299 tenants)	2.94

## Estate parking charges

<b>CARBON EMISSION &amp; ENGINE SIZES:</b>	<b>EMISSION BANDS / CHARGES</b>			
	BAND A	BAND B	BAND C	BAND D
Carbon CO2 Rating G/km (Grams per kilometre)	0-120	121-150	151-185	186+
Engine Size CC (Cylinder Capacity)	0-1100	1101-1399	1400-1850	1851+
	<b>Weekly Charge £</b>	<b>Weekly Charge £</b>	<b>Weekly Charge £</b>	<b>Weekly Charge £</b>
<b>Standard Charge For Tenants:</b>				
- Garage	8.37	16.73	16.73	18.40
- Car Cage	3.92	7.82	7.82	8.60
- Parking Space	2.14	4.27	4.27	4.71
- Internal Garage	5.77	11.52	11.52	12.68
- Storage shed	£1.50			
<b>Garages Used For Non-Vehicle Storage</b>	£18.40			
<b>Non-Residents – Holland Walk and Upper Street areas:</b>				
- Garage	12.50	25.00	25.00	27.50
- Car Cage	6.00	12.00	12.00	13.00
- Parking Space	4.50	7.50	9.00	10.50
- Storage shed	£3.00			
<b>Garages Used For Non-Vehicle Storage</b>	£27.50			
<b>Non-Residents – Old Street Area:</b>				
- Garage	16.00	25.00	29.00	33.00
- Car Cage	10.00	15.00	12.00	25.00
- Parking Space	8.00	14.00	18.00	23.00
- Storage shed	£3.00			
<b>Garages Used For Non-Vehicle Storage</b>	£33.00			

## Parking penalty charges

Frozen at levels agreed for 2008-09 – Revised every five years	<b>Council Estates £</b>
Clamp Release	75.00
Impounded Release	150.00
Storage Charge – Per Day After The Following Day Of Tow-Away	20.00

## Appendix B - Community centre charging structure

Capacity of room	Band 1		Band 2		Band 3		Band 4	
	weekday	w/e	weekday	w/e	weekday	w/e	weekday	w/e
under 20	Nominal contribution to cleaning	Nominal contribution to cleaning	5	10	10	15	15	20
21-50	Nominal contribution to cleaning	Nominal contribution to cleaning	10	15	15	20	25	30
51-100	Nominal contribution to cleaning	Nominal contribution to cleaning	15	20	20	25	30	35
over 100	Nominal contribution to cleaning	Nominal contribution to cleaning	20	25	25	30	35	40
<p>All charges are per hour            Discounts may be given for 1/2 day or all day hire or for regular bookings paid in advance</p>								
Band 1	TRA and leasehold association meetings, Councillors and MP surgeries, HFI or LBI meetings for benefit of estate (e.g. HFI panels and forums, caretakers' meetings, consultation events) unfunded community events for which no or minimal charge made							
Band 2	HFI and LBI non-local meetings, such as Housing Networks. Grant aided voluntary organisations with local interest, LBI funded nurseries, LBI funded projects, community events for which charge is made i.e., dancing classes, keep fit classes, yoga. Estate residents' parties and events (private)							
Band 3	Profit making organisations of local benefit e.g. private nurseries							
Band 4	Business and private party hire							

## Appendix C : Draft asset management plan

NOS	WORKS CRITERIA	Year 1 2012/13	Year 2 2013/14	Year 3 2014/15	Year 4 2015/16	Year 5 2016/17	Year 6 2017/18	Year 7 2018/19	TOTAL COST FOR EACH WORKS CRITERIA
	<b>CYCLICAL IMPROVEMENT</b>	16,139,000	16,139,000	16,139,000	16,139,000	16,139,000	16,139,000	16,139,000	112,973,000
	<b>MECHANICAL</b>								
1	DOMESTIC GAS	4,761,600	2,018,100	1,918,900	3,031,800	3,977,300	5,279,300	2,858,200	23,845,200
2	COMMUNAL BOILERS	550,000	0	0	0	630,000	0	0	1,180,000
3	DISTRIBUTION EXTERNAL OF FLAT (COMMUNAL BOILERS)	5,000,000	0	0	0	0	0	0	5,000,000
4	DISTRIBUTION INTERNAL OF FLAT (COMMUNAL BOILERS)	5,100,000	0	0	0	0	0	0	5,100,000
5	COMMUNAL VENTILLATION	1,398,000	1,313,000	382,000	62,000	118,000	3,483	374,787	3,651,270
	<b>ELECTRICAL</b>								
6	DOMESTIC ELECTRICS (RE- WIRES)	250,000	250,000	250,000	250,000	250,000	250,000	250,000	1,750,000
7	<b>COMMUNAL AND ESTATE LIGHTING</b>	935,000	935,000	935,000	935,000	935,000	935,000	935,000	6,545,000
8	CCTV MAINTENANCE	380,950	260,000	385,000	281,500	112,000	462,000	215,500	2,096,950
9	DOOR ENTRY MAINTENANCE	429,000	400,500	456,000	548,500	435,000	462,000	532,000	3,263,000
10	DRY RISERS	264,000	246,000	288,000	252,000	303,000	304,000	361,000	2,018,000
11	<b>LIFT PROGRAMME</b>	1,250,000	1,250,000	1,250,000	1,250,000	1,250,000	1,250,000	1,250,000	8,750,000
	<b>WATER</b>								
12	BOOSTED WATER SETS	100,000	100,000	100,000	100,000	100,000	100,000	100,000	700,000
13	SPRINKLERS	100,000	100,000	100,000	100,000	100,000	100,000	100,000	700,000
14	WATER TANKS	100,000	100,000	100,000	100,000	100,000	100,000	100,000	700,000
	<b>KITCHEN &amp; BATHROOMS</b>								
15	KITCHENS	1,746,000	1,746,000	1,746,000	1,746,000	1,746,000	1,746,000	1,585,000	12,061,000
16	BATHROOMS	2,350,000	2,350,000	2,350,000	2,350,000	2,350,000	2,350,000	4,074,000	18,174,000
17	<b>ESTATE IMPROVEMENTS</b>	500,000	250,000	250,000	250,000	250,000	250,000	250,000	2,000,000
	<b>SUB TOTALS</b>	<b>41,353,550</b>	<b>27,457,600</b>	<b>26,649,900</b>	<b>27,395,800</b>	<b>28,795,300</b>	<b>29,730,783</b>	<b>29,124,487</b>	<b>210,507,420</b>

18	<b>7 year straight line</b>	<b>30,072,000</b>	<b>30,072,000</b>	<b>30,072,000</b>	<b>30,072,000</b>	<b>30,072,000</b>	<b>30,072,000</b>	<b>30,075,000</b>	<b>210,507,000</b>
19	<b><u>Inflation factor</u></b>	<b>2.5%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>2.7%</b>	
20	<b><u>Inflation factor (cumulative)</u></b>	<b>1.025</b>	<b>1.053</b>	<b>1.081</b>	<b>1.110</b>	<b>1.140</b>	<b>1.171</b>	<b>1.203</b>	
	<b><u>SUB TOTAL</u></b>	<b>30,823,800</b>	<b>31,665,816</b>	<b>32,507,832</b>	<b>33,379,920</b>	<b>34,282,080</b>	<b>35,214,312</b>	<b>36,180,225</b>	<b>234,053,985</b>
21	FEES - 13%	4,007,094	4,116,556	4,226,018	4,339,390	4,456,670	4,577,861	4,703,429	30,427,018
	<b><u>TOTAL</u></b>	<b>34,830,894</b>	<b>35,782,372</b>	<b>36,733,850</b>	<b>37,719,310</b>	<b>38,738,750</b>	<b>39,792,173</b>	<b>40,883,654</b>	<b>264,481,003</b>

## Appendix D : The housing investment plan 2012/13 – 2017/18

		Income				Expenditure										Surplus (Deficit) for the Year		Surplus (Deficit) b/fwd	Interest	Surplus (Deficit) c/fwd
Year	Year	Net rent Income	Other income	Misc Income	Total Income	Managt.	Depreciation	Responsive & Cyclical	Other Revenue spend	Total expenses	Capital Charges	Net Operating (Expenditure)	Provision for repayment of external loans	RCCO	£,000	£,000	£,000	£,000		
		£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	
1	2012.13	131,499	45,728	3,548	180,776	(94,606)	(29,930)	(23,404)	(2,467)	(150,407)	(17,079)	13,290	(5,175)	(7,986)	129	8,000	56	8,185		
2	2013.14	137,682	46,755	3,753	188,189	(95,172)	(30,769)	(24,271)	(2,483)	(152,694)	(16,825)	18,671	(11,373)	(7,048)	249	8,185	83	8,518		
3	2014.15	145,565	47,676	3,973	197,214	(95,839)	(31,661)	(25,168)	(2,495)	(155,162)	(15,111)	26,941	(19,354)	(7,432)	156	8,518	86	8,759		
4	2015.16	153,771	48,484	4,208	206,463	(98,339)	(32,579)	(26,096)	(2,507)	(159,521)	(16,406)	30,536	(22,873)	(7,528)	135	8,759	177	9,071		
5	2016.17	161,767	49,272	4,458	215,497	(100,427)	(33,523)	(27,057)	(2,520)	(163,527)	(16,049)	35,921	(27,873)	(8,007)	41	9,071	227	9,339		

		Expenditure					Financing							Check Total ok
Year	Year	Catch Up Repairs	Future Major Repairs	PFI Stock Returning	Disabled Adaptations	New Build Development Costs	Total Expenditure	Borrowing	RTB Receipts	Other	MRR	RCCO	Total Financing	£,000
		£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000	£,000
1	2012.13	0	35,497	0	2,637	9,999	48,133	5,536	0	4,681	29,930	7,986	48,133	0
2	2013.14	0	35,918	0	2,708	10,579	49,205	7,048	0	4,340	30,769	7,048	49,205	0
3	2014.15	0	36,934	0	2,781	10,844	50,559	8,467	0	3,000	31,661	7,432	50,559	0
4	2015.16	0	37,982	0	2,856	11,115	51,953	8,846	0	3,000	32,579	7,528	51,953	0
5	2016.17	0	39,064	0	2,933	11,393	53,390	8,860	0	3,000	33,523	8,007	53,390	0

		Capital Financing Requirement						
Year	Year	Opening HRA CFR	Capital Exp Financed by Borrowing	Operating Account Provision for debt Repayment	MRR Provision for debt Repayment	Closing HRA CFR	Mid Year HRA CFR	
		£	£	£	£	£	£	
1	2012.13	435,538,988	5,535,869	(5,175,000)	0	435,899,857	435,719,422	
2	2013.14	435,899,857	7,048,006	(11,372,591)	0	431,575,272	433,737,564	
3	2014.15	431,575,272	8,466,856	(19,353,790)	0	420,688,338	426,131,805	
4	2015.16	420,688,338	8,846,267	(22,872,746)	0	406,661,859	413,675,098	
5	2016.17	406,661,859	8,859,930	(27,872,746)	0	387,649,043	397,155,451	



Report of	Team	Job Title
Michael Sims	Chief Executive Directorate	Company Secretary

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2012	2	Information

**Subject of Report:** Feedback from Consultative Panels – November 2011

**1. Synopsis**

- 1.1 This report informs Panels of feedback provided on the consultation items at the November round of Panel meetings.

**2. Recommendation**

- 2.1 That Consultative Panels note this report.

**3. Feedback from Panels in November 2011**

**3.1 Review of Housing Management Quality in Islington**

The information provided will feed into the consultation that the Council is carrying out on resident engagements arrangements in the New Year.

**3.2 Service Delivery Plan 2012/13**

Thank you for your comments on ASB and repairs satisfaction. They will be considered when drafting the 2012/13 service delivery objectives for housing.

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Report of	Team	Job Title
Eamon McGoldrick	Chief Executive Directorate	Chief Executive

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2012	3	Information

**Subject of Report:** HFI and Consultative Panel Update

**1. Synopsis**

- 1.1 This report updates Consultative Panels on national topics and current events in HFI.

**2. Recommendation**

That Consultative Panels note the report.

**3. Background**

This report will be presented at each Consultative Panel meeting to provide summary information to Consultative Panel members on current activities within the organisation and any national topics that may affected the way housing services are delivered.

**4. Localism Act 2011**

The Localism Act was passed in December 2011. The Act is designed to:

- give new freedoms and flexibilities for local government;
- give new rights and powers for communities and individuals;
- make the planning system more democratic and more effective and
- ensure that decisions about housing are taken locally.

For a plain English guide to the Act visit

<http://www.communities.gov.uk/publications/localgovernment/localismplainenglishupdate>

## **5. LBI Annual Report to Tenants**

The Report is out now and provides information on how Islington Council performed against the following service standards agreed with tenants during 2009/10:

- Tenant and Empowerment
- Homes
- Neighbourhood and Community
- Customer Care
- Community Support
- Value for Money

## **6. New Build – Vulcan Way**

The Vulcan Way scheme, which will create 17 new units and will house 43 people in what are now undercroft garages on the Westbourne Estate, will be on site by the end of this month.

For more information, please contact David Ronan, New Build and Regeneration Manager, on 020 7527 7579 or go to <http://www.homesforislington.org.uk/newbuildandregeneration/index.asp>

## **7. Opening of the New Entrance on Holloway Road to Highbury House**

The new accessible entrance to Highbury House from the Holloway Road is completed. This means that our customers can now enter the reception area from either Highbury Crescent or Holloway Road. The new look reception area which has been opened since August 2011 has welcomed over 22,000 people. For more information please visit [www.homesforislington.org.uk](http://www.homesforislington.org.uk)

## **8. Community Investment – HFI Staff Volunteering in the Community**

The total number of HFI staff that have given time to make a difference by participating in the Community Investment programme now stands at **170**. The programme is ongoing and more staff are signing up every week.

## **9. Changes to the way Residents Recycle**

An extra 10,000 residents will soon be able to recycle their food waste and more blocks of flats will get easy to use recycling chutes. We will also be putting out hundreds of new communal recycling sites but we will have to withdraw the door-to-door recycling collection service because of new government fire safety guidelines on collecting recycling from flats.

Recycling costs less than waste disposal. Last year residents saved Islington more than £500,000 by recycling. To find out more visit [www.islington.gov.uk/recycling](http://www.islington.gov.uk/recycling)

## **10. Solar Panels on Estates**

Islington Council is installing solar panels on some housing blocks on estates over the next few months to produce greener and cheaper electricity for HFI residents.

The panels will reduce the cost of electricity for housing estates and this saving will be passed onto residents. They will also provide income which will be used to deliver energy saving measures for council housing.

## **11. Young People on HFI Estate Win National Award**

Two young HFI residents have won the "Residents Award" at the national conference of Social Landlords Crime and Nuisance Group 2011. Daniel Lusardi and Rhys Farthing were recognised for their commitment and work they have done with their TRA on Hollins, McCall and Daren Court by organising football tournaments and by setting up a youth committee.

<http://www.homesforislington.org.uk/News%20And%20Events/YoungHFiresidentswinprestigiousnationalaward.asp>

## **12. Tenants Evicted for Antisocial Behaviour**

Homes for Islington evicted a tenant from Wyclif Court on the Brunswick Estate, following reports of anti-social behaviour and drug dealing. Linda Lambourne was evicted on 3 August 2011 for drug dealing, crime, anti-social loitering in communal areas and association with other anti-social persons on and around the Brunswick Estate and local park areas.

On 16 November Homes for Islington evicted Mr Anthony Nicholas, 48 from Waltersville Mansions, N19. The eviction was carried out as a result of violence, noise nuisance and use of controlled drugs in the property.

## **13. Employability Programmes**

Homes for Islington is currently working with the Islington Housing Group to provide work experience for residents. The programme was set up in October 11 and each housing provider supports at least 3 work experience placements for a four week period on a quarterly basis. The programme has also been set up to ensure that participants do not work with their own landlord giving further experience of how other housing providers deliver services.

As the first quarter has just been completed, we are waiting for an evaluation.

HFI also work closely with Choice in Hackney giving work experience to residents with special needs. The scheme started in 2010 and HFI have managed to offer 4 work placements.

Youth employability programmes have been run jointly with Arsenal Positive Futures and HFI since September 11. Weekly sessions take young participants through interviewing and presentation skills to CV writing. The sessions are set

prior and leading up to Delaware Hospitality interview days and the current success rate of successful appointments is 80%.

#### **14. Review of Housing Management Quality in Islington**

At its meeting on 24 November 2011, LBI's Executive made the decision to bring housing services back under direct control of the Council. It is expected that the transfer of staff from Homes for Islington to Islington Council will take place in early April 2012.

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

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2012	4	Information

**Subject of Report:** Complaints Performance April to September 2011

**1. Synopsis**

- 1.1 Homes for Islington (HFI) and Partners received a total of 470 stage one complaints in the period 1<sup>st</sup> April 2011 to 30<sup>th</sup> September 2011. Performance was ahead of target with 97% of stage 1 complaints responded to within 21 days.
- 1.2 68% of complaints are repair related and we continue to work with our contractors to improve performance and effectiveness.
- 1.3 HFI and Partners have been asked by Islington Council to look at the number of cases that escalate to Chief Executive Stage, only to be discontinued.

**2. Recommendation**

- 2.1 That the Panels note the report.

**3. Background**

- 3.1 HFI received 379 stage 1 complaints in the period April to September 2011. The performance target was met with 368 (97%) complaints responded to on time.
- 3.2 In the same period Partners for Improvement in Islington (Partners) received 91 stage 1 complaints. Once again the performance target was met with 88 (97%) complaints responded to on time.
- 3.3 The majority of complaints received are about repairs, but more specifically:
  - Water penetration, leaks and flooding
  - Damp and mould growth
  - Repair performance that results in avoidable contact
  - Scaffolding
  - Leaseholders charges for major work and annual service charges
  - Communication and provision of information

- Noise nuisance and anti-social behaviour
- Caretaking and maintenance on estates
- Decent Homes work.

#### **4. Listening to our Customers**

- 4.1 We continue to profile complaints with a disability theme with HFI's Disability Panel.
- 4.2 We recognise that complaints containing multiple repair elements have sometimes been poorly handled, especially where different teams are involved. HFI has created a Customer Excellence Team to investigate and coordinate repair related complaints.
- 4.3 We recognise that when things go wrong with repairs our tenants are often looking for flexibility and a quick resolution. HFI has piloted a pre-complaint system with Kier for tackling repairs complaints that can be resolved within five working days.
- 4.4 We continue to receive complaints about dampness and mould growth related to condensation. In some cases leaks from within or outside of the property are a contributing factor. However, in many cases the conditions created are related to how the property is being used, including how it is heated and ventilated by the occupiers. This autumn HFI held community information events on this issue for residents on two estates: Holly Park and Highbury Quadrant.

#### **5. Complaint Escalation**

- 5.1 If not resolved to their satisfaction at stage 1, complainants can request that their complaint be investigated by the Council. This called the Chief Executive (CE) stage.
- 5.2 HFI had 48 and Partners had 25 complaints which escalated to the CE stage in the period April to September 2011. Although this represents an escalation rate of 15.5%, over half were subsequently discontinued by the Council.
- 5.3 HFI and Partners will be looking at how we can resolve more complaints at stage 1 and work with our respective contractors to improve performance which has resulted in avoidable contact. We will also look at communication and remedies to ensure that they are an integral part of any settlement.

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

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2012	5	Information

## **Subject of Report:** Community Engagement Review 2010-2011

### **1 Synopsis**

- 1.1 To update Panels on the 2010/11 Community Engagement programme and to evaluate our annual programme.

### **2 Recommendations**

- 2.1 That Panels note the summary of community engagement activities for 2010/11.

### **3 Background**

- 3.1 Over the past four years, HFI has become increasingly involved in providing community engagement activities for our residents. It has also working with other key agencies as a part of the Islington Partnership Board (previously the Islington Strategic Partnership) in tackling deprivation within Islington. In carrying out this work, HFI was delivering against the expectation set by government that social housing landlords should have a greater partnership role in tackling issues of worklessness, financial exclusion and poor health.
- 3.2 This report contains a summary of achievements from last year's projects and includes feedback on HFI's extensive youth engagement activities.

### **4 Resident Training**

- 4.1 In this financial year we have reviewed with residents how they would like HFI to support them in having the skill set to secure job opportunities. To get this feedback we contacted members of the Resident Involvement Register and also Chairs of our Tenants and Residents Associations. We received over 100 replies and the programme delivery from October 11 to March 12 is based on this feedback.

From October 2011 we have launched a resident training programme delivering briefings and training on CV writing, letter writing, presentation skills, etc. The programme will also seek to develop skills required for running successful community groups, i.e. public speaking skills, chairing skills, finance, etc.

The costs associated with this new programme are set within current budgets. Where possible, we will be using internal staff/ knowledge/ skills to deliver most of the programme and they will be located at community centres and Area Housing Offices.

4.2 We are also working with partners to deliver other worklessness projects.

Examples of this are:

- At no cost, we are working with Arsenal's stadium contractors, Delaware, to offer job opportunities for younger residents. We are reviewing how this is delivered and from October 2011 we have been arranging local events at community centres and youth hubs/ clubs for "employability sessions" to be run where coaching is given to young people on how to conduct oneself at an interview.  
The Delaware project resulted in 24 young people being offered a job during 2010.
- HFI is working with the Islington Housing Group (IHG) to increase the amount of work placements for residents who are out of work. There is a commitment from each IHG member to support at least three work placements every three months.
- HFI continues to provide work experience for local disabled people.
- We have continued to support "Finsbury Park Connect" or "Help on Your Doorstep," a project that contacts people who have fallen out of the mainstream and assists them on a path back towards employment.

## **5 Community and Environmental Projects**

5.1 From April 2010 to September 2011 HFI supported 41 community events including 20 local HFI fundays and grant allocations supporting TRAs.

Though relatively small in budget terms, the provision of funding for tenants and residents associations to run events is important in empowering residents and is arguably something that should be maintained despite the current financial environment.

5.2 The 'Islington's Got Talent' project funded by HFI was again very well received in November 2011 and is now seen as a key part of Islington community events. With support from HFI and due to the local and national recognition the project attracted, this has led to tenant organisers being able to access support from external funding streams. This has meant that HFI has been able to reduce its funding support without compromising the viability of the project.

5.3 Although HFI ceased direct funding for Groundwork projects during 2011, the Council has committed extended funding for greening projects on our many of our estates and many of these will continue to develop over the next two years. HFI have continued to work closely with Groundwork and provide small funding through TRA requests for small estate developments.

## **6 Community Investment Programme**

6.1 In February 2011, HFI embarked on a staff volunteering programme, encouraging each member of staff to give up one day for the good of the community. We have worked with Partners such as Kier, Groundwork and Islington Council to provide technical expertise on the individual projects and have also secured free materials from contractors to reduce costs of the programme.

6.2 As at December 11, HFI have delivered 11 projects and have involved 145 staff in their delivery.

Projects delivered so far are:

- Door knocking on the Holly Park estate/Mildmay Street/John Kennedy Court and Haliday House. Staff helped inform 600 residents on fire safety and set up fire checks with the London Fire Brigade for a number of households.
- Decorating of Margery Street, Girdlestone and St John's community centres.
- An estate food growing project at the Harvist estate.
- Bulb planting at Margery Fry Court.
- Storage unit painting at Highbury Quadrant.

## **7 Youth Engagement**

7.1 HFI continues to work closely with all youth engagement providers namely Arsenal Positive Futures, All Change, Access to Sports and the Islington Council detached youth engagement service. Quarterly monitoring meetings are held by HFI to ensure that partners are delivering services that are appropriate and in areas where there is a need for targeted activities.

7.2 A new partnership between Street Chance Cricket and HFI has been piloted on Crouch Hall Estate. The street cricket has proved to be very popular and HFI are hoping to extend the scheme to other HFI estates during 2012. As this is funded by Barclays, the Metropolitan Police and the English Cricket Board, there are no associated delivery costs.

7.3 In response to parents informing us that there were few activities provided for children with special needs, a two day special sport event was held in April. The event was well supported by our sport delivery partners. In response to a very positive response from parents, more specialised events for children with special needs will be held during 2012.

7.4 In partnership with Arsenal Positive Futures, HFI are running a Young Enterprise Scheme for young people 13 – 15 years. The scheme will give each participant a 10 week course to learn positive skills that will help them in either future employment opportunities or further education. HFI will be delivering a session on customer care for each module.

7.5 HFI are piloting better ways of consulting with young people on our estates. As a pilot we carried out a focus group with youngsters on Crouch Hall estate. We are now hoping to replicate this format through groups already engaging with young people on our estates.

Feedback will be used to inform service planning.

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Date of Meeting	Items on the Agenda	Status	
<b>March 2012</b>	Feedback from Panels January 2012	Information	Provides Panels with feedback from the last round of Consultative Panel meetings
	Consultative Panels - Forward Plan	Consultation	Asks for input on future agenda items at Panels.
	HFI and Consultative Panel Update	Information	Updates Panels on national topics and current events in HFI.
	Capital Programme 3rd Quarter	Information	Updates Panels on Capital Programme progress.





improving housing through partnership

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