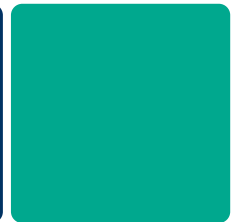
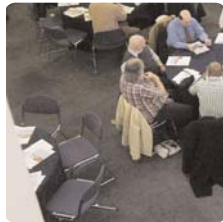
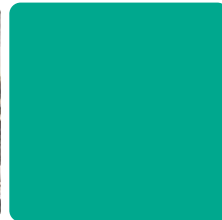


Consultative Panel Reports

Consultation Items

November 2006

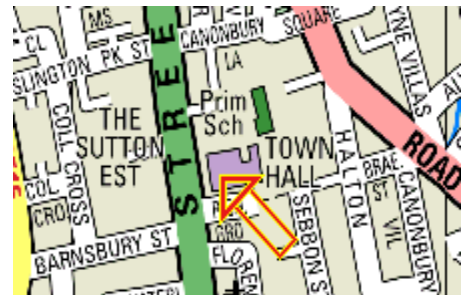


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Consultative Panel Meeting Times and Venues

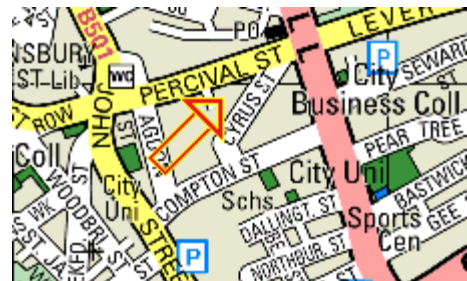
Boleyn Road Area Housing Panel 7pm

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



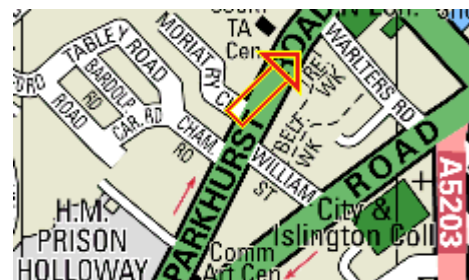
Central Street Area Housing Panel 7pm

Tompion Community Hall
Percival Street EC1
Refreshments provided



Holland Walk Area Housing Panel 7pm

Williamson Street Community Centre
Parkhurst Road N7
Refreshments provided



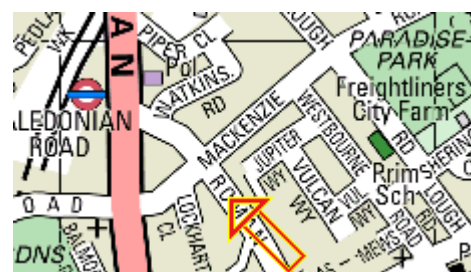
Isledon Road Area Housing Panel 6.30pm

Emmanuel Church
Hornsey Road N7 2UD
Refreshments provided



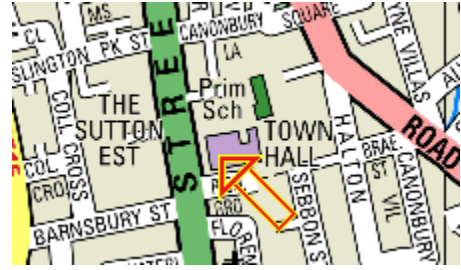
Lyon Street Area Housing Panel 7pm

Westbourne Community Centre
Roman Way N7
Refreshments provided



Upper Street Area Housing Panel 7pm

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



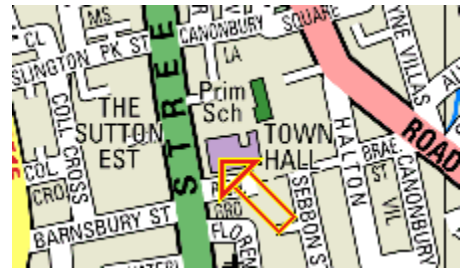
Islington Leaseholder Forum 7pm

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



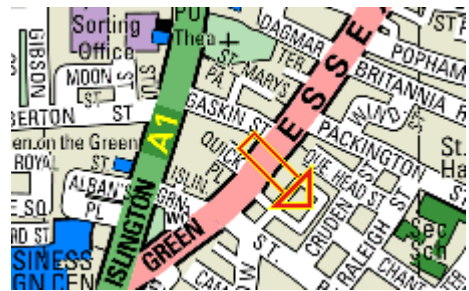
TMO/TMC Review Group 7:30pm

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



Partners For Improvement in Islington Residents Forum 6:30pm

Partners Offices
4-6 Colebrooke Place N1 8HZ
Refreshments provided



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

Boleyn Road AHP 020 7527 8314
Central Street AHP 020 7527 6259
Holland Walk AHP 020 7527 7471
Isledon Road AHP 020 7527 6548
Lyon Street AHP 020 7527 6818

Upper Street AHP 020 7527 5379
Islington Leaseholder Forum 020 7527 7810
TMO/TMC Review Group 020 7527 4276
PFII Residents Forum 020 7288 8343

If you are unsure which meeting is relevant to you please call 020 7527 6148

Consultative Panel Dates for 2006/07

MEETING	MAY 06	JULY 06	SEPT 06	NOV 06	JAN 07	MAR 07
Holland Walk AHP	Wednesday 10 th May	Wednesday 12 th July	Wednesday 13 th September	Wednesday 15 th November	Wednesday 17 th January	Wednesday 14 th March
Boleyn Road AHP	Thursday 11 th May	Thursday 13 th July	Thursday 21 st September	Thursday 23 rd November	Thursday 18 th January	Thursday 15 th March
Central Street AHP	Thursday 11 th May	Thursday 13 th July	Thursday 21 st September	Thursday 16 th November	Thursday 18 th January	Thursday 8 th March
Upper Street AHP	Monday 15 th May	Monday 17 th July	Monday 18 th September	Monday 20 th November	Monday 8 th January	Monday 12 th March
Isledon Road AHP	Monday 15 th May	Monday 17 th July	Monday 18 th September	Monday 13 th November	Monday 8 th January	Monday 12 th March
Lyon Street AHP	Monday 15 th May	Monday 17 th July	Monday 18 th September	Monday 20 th November	Monday 8 th January	Monday 12 th March
Islington Leaseholder Forum	Wednesday 10 th May	Wednesday 12 th July	Wednesday 13 th September	Wednesday 15 th November	Wednesday 10 th January	Wednesday 14 th March
TMO/TMC Review Group	Thursday 18 th May	Tuesday 11 th July	Tuesday 12 th September	Tuesday 14 th November	Thursday 18 th January	Thursday 15 th March
Partners Residents Forum	Thursday 18 th May	Thursday 20 th July	Thursday 21 st September	Thursday 16 th November	Thursday 18 th January	Thursday 15 th March



Glossary of Housing Terms and Acronyms

Term	Explanation
A	
ABC	Acceptable Behaviour Contract
ACG	Annual Capital Guidelines
ACC	Association of County Councils
ADC	Association of District Councils
ADH	Assistant Director of Housing
ADP	Approved Development Programme
AHO	Area Housing Office
AHP	Area Housing Panel
ALG	Association of London Government
ALMO	Arms Length Management Organisation
ALS	Approved Landlord Scheme
AMA	Association of Metropolitan Authorities
ASBO	Anti-Social Behaviour Order
B	
BAFO	Best and Final Offer
BCA	Basic Credit Approval
BME	Black and Minority Ethnic
BRAHO	Boleyn Road Area Housing Office
BRAHP	Boleyn Road Area Housing Panel
BS4I	Building Solutions for Islington
BV	Best Value
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
BVTMO	Bemerton Villages Tenant Management Organisation
B'Wide	Boroughwide
C	
CAB	Citizens Advice Bureau
Caxton Islington	Company providing repair service to Homes for Islington
CBL	Choice-based lettings – system that allows tenants to bid for properties according to how many housing register points they have
CCTV	Closed Circuit Television
CDM	Construction Design and Maintenance Regulations
CE	Chief Executive
CIH	Chartered Institute of Housing
CIS	Cash Incentive Scheme – a scheme which enables council tenants to purchase property in the private sector
CLLRS	Councillors
C&NRS	Community and Neighbourhood Renewal Strategy
Confidence Limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CORE	Continuous Recording of New lettings
CREP	Cyclical Remedial and Enhancement Programme
CRI	Capital Receipts Initiative
CSAHO	Central Street Area Housing Office
CSAHP	Central Street Area Housing Panel
CSSB	Contracted Services Sub-Board
D	
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
DFG	Disabled Facilities Grant
DHS	Decent Homes Standard
DIYSO	Do-it-yourself Shared Ownership
DLO	Direct Labour Organisation
DTI	Department of Trade and Industry
E	
EHA	Empty Homes Agency
ERCF	Estates Renewal Challenge Fund
ESF	European Social Fund
ESO	Estate Services Officer
ESOL	English as a Second Language
F	
FAC	Finance and Audit Committee
FEFC	Further Education Funding Council
FITA	Federation of Islington Tenant & Resident Associations
G	
GF	General Fund
GLA	Greater London Authority
GNI	General Needs Index
GOL	Government Office for London
H	
HA	Housing Association
HAC	Housing Aid Centre
HAG	Housing Association Grant – Now SHG – Social Housing Grant
HAWP	Housing Associations Working Party
HAZ	Health Action Zone
HB	Housing Benefit
HC	Housing Corporation
HCP	Housing Consultative Panel
HCOM	Housing Committee
HECA	Home Energy Conservation Act
HEES	Housing Energy Efficiency Scheme
HFI	Homes for Islington
HIP	Housing Investment Programme
HMO	Housing in Multiple Occupation
HNI	Housing Needs Index
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 from for harassment
HMIS	Housing Management Information System, now replaced by iWorld
HFIHMT	Homes for Islington Housing Management Team
HO	Housing Officers
Hot 50	Monthly report to members of key indicator performance (also known as MPG, Management Performance Group)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
HRC	Human Resources Committee
HSE	Health and Safety Executive
HWAHO	Holland Walk Area Housing Office
HWAHP	Holland Walk Area Housing Panel
Hyde	Hyde Northside Housing Association is contracted to manage the Lyon Street Area Housing Office

I	
ICSL	Islington Cleansing Services Limited
IDC	Investment and Delivery Committee
IGP	Innovation and Good Practice
iIP	Investors in People
ILD	Index of Local Deprivation
IRL	Islington Repair Line - Call centre for tenants and leaseholders to report repairs
ISP	Islington Strategic Partnership
IRAHO	Isledon Road Area Housing Office
IRAHP	Isledon Road Area Housing Panel
ITN	Invitation to Negotiate
iWorld	Housing Management IT system
K	
KPI	Key Performance Indicators
KXP	Kings Cross Partnership
L	
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LBI	London Borough of Islington
LCP	London Capital Programme
LDA	London Development Agency
LHC	Local Housing Company
LGA	Local Government Association
LI	Local Indicator
LKPI	Local Key Performance Indicator
LLIC	Local Labour in Construction
LSAHO	Lyon Street Area Housing Office
LSAHP	Lyon Street Area Housing Panel
LVSC	London Voluntary Sector Council
LVSRC	London Voluntary Sector Resource Centre
M	
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 (+/-)
MRA	Major Repairs Allowance
MP	Member of Parliament
MEP	Member of European Parliament
MPG	Management Performance Group
MPSB	Managed Property Sub-Board
N	
NHCM	Neighbourhood Housing Contract Manager
NHER	National Home Energy Rating
NHF	National Housing Federation
NHS	National Health Service
NLCB	National Lotteries Charity Board
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H3 timescales
NRF	Neighbourhood Renewal Fund
NW	Neighbourhood Warden
NWU	Neighbourhood Warden Unit
O	
ODPM	Office of the Deputy Prime Minister

OHMS	Open Housing Management System
Operations	Division within Homes for Islington consisting of the following functions: tenancy management, contact centre, central services
P	
P.E.P.	Priority Estates Project
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Improvement in Islington
PFI	Private Finance Initiative
PFII	Partners for Improvement in Islington – company contracted to manage PFI 1 scheme for roughly a third of street properties
PHO	Principal Housing Officer
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services
PSA	Public Service Agreement
Q	
QSP	The Council/Homes for Islington's financial management system
R	
Reception Centres	Units of temporary accommodation, managed by the Operations division of Homes for Islington
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: HO = 2 hours (weekends); H1=3 calendar days; H2= 2 hours (week days); H3=3 working days; H4= 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within Homes for Islington 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 residents
RH	Racial Harassment
RSG	Revenue Support Grant
ROLECS	Replacement of Life Expired Components
RPI	Retail Price Index
RSL	Registered Social Landlords (same as Housing Associations)
RTB	Right to Buy
S	
SAP	Standard assessment procedure (for energy efficiency)
S&C	Strategy and Commissioning
SCA	Supplementary Credit Approval
SCG	Specified Capital Grants
SCP	Single Capital Plot
Seasonal trend	Variations in performance due to seasonal factors
SEU	Social Exclusion Unit
SER	Social and Economic Regeneration
SERPS	State Earnings Related Pension Scheme
Sheltered	Sheltered accommodation for the elderly and infirm
SHG	Social Housing Grant
SLUG	Short Life User Group
SNMA	Special Needs Management Allowance
SPO	Suspended Possession Order
SPV	Special Purpose Vehicle
SRB	Single Regeneration Budget
SSA	Standard Spending Assessment
T	
TC	Tenants Compact

TCNC	Tenants Compact Negotiating Committee
T & RA's	Tenants and Residents Associations
TEC	Training and Enterprise Council
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organisation
Tenant participation compacts	Locally negotiated agreements between Homes for Islington and its tenants, that sets out how tenants can be involved in decisions in services
Top quartile performance	Top quartile performance scores (that is, within the top 25%) attained during the previous year (used as a benchmark), either on a national or London level
TOR	Terms of Reference
TUPE	Transfer of Undertakings Protection of Employment
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
U	
UDC	Urban Development Corporation
UDP	Unitary Development Plan
URA	Urban Regeneration Agency
Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
USAHO	Upper Street Area Housing Office
USAHP	Upper Street Area Housing Panel
V	
VFM	Value for Money
Voids	Properties that are vacant
Y	
Year End	The final performance at the end of the financial year (end of March)
YOT	Youth Offending Team

Homes for Islington Board Meetings

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

Agenda 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

All meetings take place at 6.30pm
at
(Highbury House, 5 Highbury Crescent)

You are welcome to attend meetings on the following dates:

Monday 4th December 2006
Monday 15th January 2007
Monday 26th February 2007

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 wendy.gajadhar@homesforislington.org.uk



Homes for Islington Sub-Board Meetings

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

Agenda 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

All meetings take place at **6.30pm**

at

(Highbury House, 5 Highbury Crescent)

You are welcome to attend meetings on the following dates:

Contracted Services Sub-Board April 2006 – March 2007

Tuesday 12th December 2006

Tuesday 13th February 2007

Managed Property Sub-Board April 2006 – March 2007

Wednesday 13th December 2006

Wednesday 14th February 2007

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 wendy.gajadhar@homesforislington.org.uk

Consultative Panels - Central Reports for Consultation
November 2006

	Contents	Status	Page
Homes for Islington Items			
1	Capital Programme 2007/08	Consultation	1-20
2	Business Plan 2007-12	Consultation	21-24
3	Consultative Panel restructuring	Consultation	25-32
4	Compensation Plan	Consultation	33-36
5	Equality and Diversity Action Plan	Consultation	37-44

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	1 st November 2006	1	Consultation

Subject of Report: 2007/8 to 2010/11 draft Decent Homes Capital Programme

1. Synopsis

1.1 This report provides Consultative Panels with a draft programme of Decent Homes works to be undertaken between 2007-11. Consultative Panels comments will be considered in a process leading to the submission of the final programme to HFI Board in January 2007.

2. Recommendation

2.1 That Consultative Panels comment on the draft programme of works for 2007/08 and 2008/09 and the outline of programmes for 2009/10 and 2010/11.

3. Background

3.1 Homes for Islington was established in April 2004. Major Decent Homes improvement programmes were initiated in 2005/6 and 2006/7. The Government target for all homes to reach the Decent Homes Standard (DHS) is December 2010. This report is submitted to Consultative Panels for comment to proposals for the 2007/8 to 2010/11 Decent Homes element of the Capital Programme.

3.2 There are approximately 15,600 units remaining from 2007/8 to 2010/11 that need to be considered for improvement work to meet the DHS. The ongoing programme from 2006/7 into 2007/8 means that actual starts on the 2007/8 programme will need to be programmed for the last quarter of 2007/8, and that these starts will, in effect, be the 2007/8 and 2008/9 programme. There are therefore 3 major programmes to be initiated, 2007/8/9, 2009/10 and 2010/11.

4. How are the remaining blocks prioritised?

4.1 In considering how to programme the 15,600 units over these years the guidelines proposed are:

- For years 1 and 2, concentrate as much as possible on blocks that fail DHS on externals (windows/ roofs/ structure).
- To maximise efficiency, including best value for contract packages, extend work under the above, to cover DHS work, and kitchens and bathrooms where required, to the whole Estate.

- Where there are blocks in close proximity, but not on the actual Estate, extend the package to include these blocks if work is required, again to maximise efficiency.
- Maintain, as far as feasible, the order of blocks for work within the 7 year maintenance programme.

4.2 Using these criteria, and based on information from feasibility surveys, staff have prepared a draft programme for 2007/8/9 (Appendix A), 2009/10 (Appendix B) and 2010/11 (Appendix C). Appendix D provides an overall summary.

4.3 The programme prepared using these criteria provides a detailed programme for 2007/08/09. For the remaining years a block qualifies in Appendix B rather than Appendix C on the basis that it more readily fits these criteria (and so the work takes place earlier).

5. Other points to note:

5.1 **Street properties** - Individual addresses for street properties have not been included at this stage. There are approximately 285 street properties to be programmed (443 unit) and these are shown as total units on Appendix D. Further work is required to prioritise these and to agree how they should be procured.

5.2 **100% leaseholder occupation** - There are approximately 295 street properties which are 100% occupied by leaseholders, these have not been programmed on the basis that the freehold may be purchased by the leaseholders.

5.3 **Tenant Management Co-ops** - There are 1177 units within Tenant Management Co-ops. These have been included in Appendix D as total units per year. Further work needs to be done on prioritising these, including further discussion with the Coops

5.4 **Mechanical and electrical work** – Appendix A (2007/8/9) does not include mechanical and electrical work. Once Architects have been commissioned to progress the projects, the need for mechanical and electrical work, particularly in relation to where kitchens and bathrooms may be renewed will need to be determined.

6. Changes to the programme

6.1 The scope of works shown on Appendix A for 2007/8/9 is based on initial feasibility surveys, and does not necessarily represent the final scope of work, which is subject to change after more detailed survey work. Where a block is due to have a new kitchen or bathroom, this will be for the dwellings where the kitchen/ bathroom meet the age criteria (30 and 40 years respectively), or renewal is required based on condition. There may also be a requirement to adjust blocks between years, for reasons such as urgent work identified, better contract packaging. Where staff recommend changes to the agreed programme, this has to be reported to the Board's Investment and Delivery Committee (IDC).

7. Agreeing the programme

7.1 Consultative Panels are requested to give their comments on the programme. On 1st November 2006 IDC will also consider the draft programme and any relevant

comments from this meeting will be passed on verbally by staff to Consultative Panel meetings.

7.2 Following this consultation process, a final report will be submitted to Contracted Services Sub Board and Managed Property Sub Board (December 2006), to IDC (January 2007) and then to HFI Board (January 2007).

8. Publication

8.1 Once the programme has been agreed by Board it will be posted on HFI's website (Getting It Right Online) and on the Area Housing Offices notice boards. Staff at Contact Islington will also be able to advise residents.

Report Author: Paul Collins, Housing Investment Team Manager
Telephone: 020 7527 4282
E-mail address: Paul.Collins@homesforislington.org.uk

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
<u>HOLLAND WALK</u>							
Bowerman Court	53	Y	Y	N	Y	N	N
<u>Elthorne</u>							
Mulkern Road, 53-75	12	N	Y	N	Y	N	N
<u>Fairbridge</u>							
Byworth Walk	51	N	Y	N	Y	N	N
Nyton Close	9	N	Y	N	Y	N	N
Sussex Way 277-325	25	N	Y	N	Y	N	N
<u>Girdlestone</u>							
Annesley Walk	64	Y	Y	Y	N	N	N
Girdlestone Walk	245	Y	Y	Y	N	N	N
Salisbury Walk	274	Y	Y	Y	N	N	N
<u>Highlands</u>							
Barnfield Close	4	N	Y	N	N	N	N
Highlands Close	46	N	Y	N	N	N	N
<u>ISLEDON ROAD</u>							
Vaudeville Court	36	Y	Y	N	Y	N	N
Landseer Court	25	Y	Y	Y	Y	N	N
Hood Court	24	Y	Y	Y	Y	N	N
Stubbs House	24	Y	Y	Y	Y	Y	N
Gainsborough House	18	N	N	Y	Y	Y	N
Herbert Chapman Court	16	Y	Y	Y	Y	Y	N
Reynolds House	15	N	N	Y	Y	Y	N
Larchmore Court	14	Y	Y	Y	Y	Y	N
<u>Blackstock Estate TMO</u>							
Blackstock House 1-15	15	N	N	N	N	Y	N
Elwood House	15	N	N	N	N	N	Y
Hurlock House	35	Y	Y	N	N	N	Y
Twyford House	121	Y	Y	N	N	N	Y
Avenall Mansions 1-40	40	0	Y	N	N	N	Y
<u>Holly Park Estate</u>							
Ilex House	97	Y	Y	Y	N	Y	N
<u>Shelley Court</u>							
Shelley Court	54	Y	Y	Y	N	Y	N
Cottenham House	16	Y	Y	N	N	N	N
Hornsey Road Nos 307-369	66	Y	Y	N	N	N	N
Jack Walker Court	43	0	Y	N	N	N	N
Ringmer Gardens	57	0	Y	N	N	N	N
Searle Place	22	0	Y	N	N	N	N

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
<u>LYON ST</u>							
<u>Delhi Outram Estate</u>							
Bingfield Street 50-90	17	N	Y	N	Y	N	N
Brydon Walk	54	Y	Y	N	Y	N	N
Campbell walk	9	N	Y	N	N	N	N
Copenhagen Street 200-212	7	N	N	N	N	N	N
Delhi Street 2-15	11	N	N	N	N	N	N
Havelock Street 1-63	31	Y	Y	N	Y	N	N
Lawrence Place	8	N	N	N	N	N	N
Outram Place 1-48	53	N	N	N	Y	Y	N
Vibart Walk	9	N	N	N	Y	N	N
Wheeler Gardens	48	N	N	N	Y	N	N
<u>Shearling Estate</u>							
Ewe Close	27	N	Y	N	N	N	N
Fleece Walk	16	N	Y	N	Y	N	N
Lairs Close	16	N	Y	N	Y	Y	N
Manger Rd (Nos 1-76)	52	N	Y	N	Y	N	N
1-3 Pedlars Walk	2	N	Y	N	N	N	N
5-9 Pedlars Walk	3	N	Y	N	N	N	N
13-17 Pedlars Walk	3	N	Y	N	N	N	N
19-21 Pedlars Walk	2	N	Y	N	N	N	N
2-20 Pedlars walk	10	N	Y	N	N	N	N
Shearling Way	27	Y	Y	N	Y	N	N
1-3 Yoke Close	3	N	N	N	N	N	N
10 Yoke Close	1	N	N	N	N	N	N
11-13 Yoke Close	3	N	N	N	N	N	N
6-8 Yoke Close	3	N	N	N	N	N	N
<u>UPPER ST</u>							
Asman House	8	N	Y	Y	N	N	N
Widford House	25	N	Y	N	N	N	N
Hermitage House	24	Y	Y	Y	Y	N	N
Charles Lamb Court	8	N	Y	N	Y	Y	N
Colinsdale	48						
<u>Cumming Estate</u>							
Gough House	27	Y	Y	Y	N	N	Y
Price House	26	Y	Y	Y	N	N	Y
Finnemore House	25	Y	Y	Y	N	N	Y
Strang House	40	Y	Y	Y	N	N	Y
Turnbull House	40	Y	Y	N	N	N	Y
Haslam House	12	N	N	Y	N	N	N
<u>Douglas Estate</u>							
Florence Nightingale Hse	27	Y	Y	N	N	N	N
Sybil Thorndyke House	18	Y	N	N	N	N	N
<u>Mersey Estate</u>							
Birkenhead House	30	N	Y	Y	0	0	Y
Mersey House	20	N	Y	Y	0	0	Y
Liverpool House	36	N	Y	Y	0	0	Y
Tranmere House	12	N	Y	Y	0	0	Y
Widnes house	24	N	Y	Y	0	0	Y

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
<u>BOLEYN ROAD</u>							
Crowfield House	48	N	Y	N	N	N	N
<u>Highbury Quadrant Estate</u>							
1-39, 41-55, 4-42, 44-82, 84-122 Catherall Road	87	Y	Y	Y	Y	N	N
1-85, 2-72 Birchmore Walk	70	Y	Y	N	N	Y	N
193-311, 152-316 Highbury New Park	144	Y	Y	N	Y	N	N
145-191 Highbury New Park	24	Y	Y	N	N	N	N
<u>Highbury Estate</u>							
Ashfield House	30	Y	Y	N	Y	Y	Y
Bushfield House	25	Y	Y	N	Y	Y	Y
Elmfield House	30	Y	Y	N	Y	Y	Y
Hillfield House	42	Y	Y	N	N	Y	N
Larchfield House	22	Y	Y	Y	N	Y	N
Pearfield House	25	Y	Y	N	Y	Y	Y
Pitfield House	24	Y	Y	N	Y	Y	Y
Pondfield House	35	Y	Y	Y	Y	N	Y
<u>Mildmay Estate</u>							
Haliday House(tall block)	73	Y	Y	Y	Y	N	N
The Woodlands	23	Y	Y	0	Y	N	N
<u>CENTRAL ST</u>							
Attneave Street (Nos.4-23)	19	Y	Y	Y	Y	Y	N
Charles Rowan House	96	Y	Y	Y	Y	N	Y
Claremont Close	48	Y	Y	Y	Y	Y	N
Wynyard Street (Nos. 19 - 24)	12	N	N	Y	Y	N	N
<u>Bevin Court Est:</u>							
Amwell House	8	N	N	Y	N	Y	N
Bevin Court	118	Y	Y	N	Y	Y	N
Holford House	12	Y	N	N	Y	Y	N
<u>King Square Estate</u>							
President House	94	N	N	N	Y	Y	N
Prideaux House	18	N	Y	Y	N	N	Y
Rawstone Place (Nos.5 - 11)	4						
Rawstone Street 41	6	N	N	Y	Y	Y	N
Rawstone Street 42)	6	N	N	Y	Y	Y	N
Sanders House	20	N	N	N	N	N	N
<u>Pleydell Estate TMO</u>							
Galway House	102	Y	Y	N	N	N	N
Gastigny House	69	Y	Y	N	Y	Y	N
Grayson House	99	Y	Y	N	N	N	N
Palyn House	5	N	Y	N	N	N	N
Radnor House	5	N	Y	N	N	N	N
<u>Whitbread Estate:</u>							
Cooper House	42	N	N	N	Y	N	N
Farriers House	60	N	N	N	Y	N	N
Shire House	36	N	N	N	Y	N	N
TOTAL	4251						

Address	Total units
<u>HOLLAND WALK</u>	
<u>Hilldrop Estate.</u>	
Betchworth House	24
Bramber House	8
Buckhurst House	85
Colley House	20
Coombe House	90
Dalmeny Avenue (6-122)	59
Dugdale House	12
Horsedon House	13
Holmbury House	16
Ivinghoe House	40
Saxonbury Court	36
Kimble House	29
Leith House	25
Rushmoor House	20
Willbury House	30
<u>Bowerman Court</u>	53
Moelwyn Hughes Court	42
<u>Brookside.</u>	
1-2 Bovingdon Close	2
3-13 Bovingdon Close	11
14-15 Bovingdon Close	2
16-19 Bovingdon Close	4
20-21 Bovingdon Close	2
22-39 Bovingdon Close	18
Hargrave Rd Nos 24-40	9
<u>ISLEDON ROAD</u>	
Christie Court	36
Simmons House	36
Drakeley Court	32
Elaine House	24
Deepdale	20
Cotman House	10
Constable House	8
Sussex Close	86

Address	Total units
LYON STREET	
Adams Place 2-22	21
Adams Place 23-43	21
Geary Street Estate	
Willow Crt	24
Eden Grove (11-23, 25-29)	10
Eden Grove (Nos 47-53)	4
Eden Grove (Nos 55-75)	11
Geary Street (Nos 1-13)	7
Williamson Street Estate	
Keighley	50
Stavely	66
Belfont Walk	53
Penrhos House	6
Trefil Walk	52
Vaynor House	16
Williamson Street Nos 1-11	11
Biddestone Road Nos 91-131	20
Biddestone Road Nos 133-17	20
Biddestone Road Nos 173-26	40
Buckmaster House	75
Cairns House	25
Chelmsford House	45
Cranworth House	25
Loreburn House	75
Pollard Close Estate	
1-14 Pollard Close	14
15-18 Pollard Close	4
19-22 Pollard Close	4
23-26 Pollard Close	4
27-88 Pollard Close	62
Lorraine Mansions	108
Field Crt	22
20 Hillmartin	8
Jacobien Lodge	20
Moulsford House	43
Pangbourne House	32
Rowstock Gardens	83
Poynder Court	23

Address	Total units
UPPER STREET	
<u>Pleasant Place</u>	
Arundel House	10
Brookfield House	4
Dawlish House	10
Fowler House	10
Tiverton House	10
Tufnell House	10
Halton Road 29-57	41
Asteys Row (No.14)	13
Asteys Row 11-13	6
Canonbury Court 133-141	9
<u>Sickert Estate</u>	
Ashby House	55
Canonbury Crescent	64
Canonbury St (2-26) & (1-29)	48
Eric Fletcher Court	75
Northampton St (20-38)	19
Riverside House	23
Lillian Baylis House	11
<u>Dovercourt</u>	
Ilford House	80
Ongar House	12
Romford House	18
Threadgold House	54
Warley House	30
Westcliff House	58
Henshall Street	2
Wakenham Street 7-21	8

Address	Total units
<u>BOLEYN ROAD</u>	
<u>Athenaeum Court</u>	
Athenaeum Court	52
<u>New River Court</u>	
New River Court	36
<u>Orwell Court</u>	
Orwell Court	32
<u>Seaforth Crescent</u>	
Seaforth Crescent	58
<u>Baker House</u>	
Baker House	6
<u>Lillie House</u>	
Lillie House	20
<u>Manning House</u>	
Manning House	8
<u>The Precinct</u>	
The Precinct	6
<u>Gardner Court</u>	
Gardner Court	102
<u>John Kennedy Court</u>	
John Kennedy Court	84
<u>Tudor Court</u>	
Tudor Court	88
<u>Hathersage Court</u>	
Hathersage Court	69
<u>Newington Gn Mansions</u>	
Newington Gn Mansions	51
79-81 Newington Green Road	11
37 King Henrys Walk	12
Aberdeen Park 6-10	52
Ardilaun Road (15-19)	3
Brancaster House	21
Blair Close	34
Fieldview Court	29
Hawthorne Close 17-34	18
35-55 Hawthorne Close	21
56-67 hawthorne Close	12
68-79 Hawthorne Close	8
72-83 Hawthorne Close	8
1-16 Hawthorne Close	16
Highbury Grove Estate 61-95	36
Highbry Grove Estate 7-131 (e	27
Kerridge Court	72
Kerridge Court 21-44	24
Kerridge court 77-94	18
Kerridge Court 95-110	16
Masefield Court	26
Northampton Pk Nos 13-67	28
59 Poets Road	20
<u>Burder / Boleyn</u>	
Boleyn Road, 5-39	18
Burder Close (1-84)	84
Riversdene	35
St Paul's Rd Nos 62-82	11
Spring Gardens 1-20	20
21-29 SPRING GDNS	9
30-44 SPRING GDNS	15
45-59 SPRING GDNS	15
60-71 SPRING GDNS	12
Wells Court	35
Woodstock House	25

Address	Total units
<u>CENTRAL STREET</u>	
Brewers Buildings	46
1-40 Chadworth House	40
41-70 Chadworth House	30
Sherston Court 1-15	15
Sherston Court 16-22	7
Sherston Court 23-27	5
Southwood Court	48
<u>Banner Estate</u>	
Braithwaite House TMO	108
Quaker Court TMO	76
<u>Brunswick Close Estate TMO</u>	
Brunswick Court	72
Emberton Court	71
Mulberry Court	37
Wyclif Court	64
Harold Laski House	24
TOTAL	4732

Address	Total units
HOLLAND WALK	
<u>Brecknock Road Estate.</u>	
Blake House (1-13)	13
Blake House 81-105	24
Carpenter House	36
Cobbett House	8
Curran House	8
Graham House	16
Hetherington House	8
Hyndman House (166-185)	20
Kingsley House	10
Lee House	12
Morris House (206-225)	20
Owen House (106-135)	30
Paterson House	9
Phillips House	10
Potter House	9
Quelch House	13
Sexton House (136-145)	10
<u>Palmers Estate.</u>	
Greatfield Close	30
Littlefield Close	12
Manorfield Close	12
Ward Road (2-24)	12
Warrender Road (21-32)	28
Lochbie Mansions	25
Hornsey Rise 18-20	13
<u>Brecknock - Anson</u>	
Merchon House	30
Melyn Close	28
Corinne Road (85-103)	10
<u>Wedmore Estate.</u>	
Melchester House	40
Norcombe House	40
Weatherbury House	60
Wessex House	22

Address	Total units
<u>Coleman Mansions</u>	
Coleman Mansions (21-40)	20
Coleman Mansions (1-20)	20
Palmerston House	9
Tansley Close	37
Trecastle Way	20
<u>Hargrave Park</u>	
Alder Mews	5
Aspen Close	5
Birch Close	6
Bredgar Road Nos 1-43	56
Elm Close	6
Forest Way	13
Hargrave Pk Nos 1-43, 2-38	120
Hazel Close	4
Junction Road 83 & 112 & 120	5
Larch Close	5
Laurel Close	3
Linden Walk	15
Pine Close	5
Rowan Walk	6
Lees Court	6
Pemberton Gdns	6
Pineridge Court	18
Sycamore Court	24
Whitehall Mansions	30
<u>Hornsey Rise</u>	
Goldie House	60
Ritchie House	68
Hazelville Road 88	10
Welby House	60

Address	Total units
<u>ISLEDON ROAD</u>	
<u>Athelstane Estate</u>	
Clifton Terrace 14-35	22
Lennox Road Nos 12-36	13
Lennox Road Nos 63	2
Lenton Terrace 1-34	34
Wray Court	10
<u>Bavaria Road</u>	
Bavaria Road 26-40	8
Bavaria Road 42-56	8
Bavaria Road 58-68	6
Hornsey Road No 305	39
Tollington Way Nos 21-25	6
Turner House	15
<u>Mitford Road Estate</u>	
Kingsdown Rd Nos 84-86	6
Landseer Road No 73	3
Sussex Close	86
Sussex Way Nos 162-184	28
Sussex Way Nos 177-203	36
Branston House	21
Rollit House 1-21	21
219-271 Hornsey Road	56
218-222 Blackstock Road	18
Kingsdown Road Nos 94-110	9
112/114 Marlborough Road	4
Weymouth Villas	2
Lennox Road Nos 63	2

Address	Total units
LYON ST	
<u>Boston Estate</u>	
115-135 Roman Way	20
Fulbeck House	22
Kelby House	24
Skegness House	24
Centurian Cls	103
<u>Offord Road Estate</u>	
1-9 Legion Close	9
10-37 Legion Close	27
150-160 Offord close	
Wynn Court	6
Buckland House	10
Avon House	10
Thornhill Houses	77
Montague Crt	10
Colne House	7
Bures House	7
Bewdley Street	16
Ferriby Cls	9
Carfree	6
<u>York Way Estate</u>	
1-20 Treaty St	20
21-33 Treaty St	13
34-50 Treaty St	18
53-66 Treaty St	14
Tiber Gardens	29
237 -247 Copenhagen St	6
249-263 Copenhagen S	6
211-253 Copenhagen st	13
<u>Nailour Street</u>	
Bradley Close	33
Blundell Street (Nos.1 - 35)	16
Conistone Way	146
1-2 Kerwick Close	12
13-33 Kerwick Close	21
Rydston Close (1-33)	33
Watkinson Rd	12
Batcheler St	10
Liverpool Rd 59-93	12
Cloudsley Place	18
Richmond Cres	8
Maygood St	8
1a-1d Cloudesley St	4
150-160 Offord close	6
Hillmarton Road No 61	4
Penrhos House	6

Address	Total units
UPPER ST	
Anson House	4
Ashby Grove 7-69 odd	32
Bampton House	10
Barratt House	22
Bride Street 15-41(odd)	9
Bride Street 49-75(odd)	11
Bride Street 2-10(even)	4
Catton House	10
Cloudesley Place (Nos.6 - 24)	18
Cloudesley Road (Nos.12 - 36)	9
Dixon Clark Court TMO	60
Downham Court	12
Essex House	4
Formby Court	21
Forrest Court	16
Haslam Close	48
Highbury Mansions	12
Horsfield House	23
McIndoe Court	40
Marie Curie House	6
Morgan Mansions	56
1-3 Orchard Close 29a Morton Rd	4
Providence Court	15
Raleigh Mews	44
Spriggs House	38
Swan House	16
Tensing House	12
15 Sheringham Rd	
Almorah Road Estate	
Almorah Rd Nos 34-56	12
Cleveland Road Nos 24-46	12
Rotherfield Street 13-15	6
Rotherfield Street 67-69	6
Mitchison-Baxter	
Callaby Terrace	24
Greenhills Terrace	30
Tilney Gardens	17
Melville Street Estate :	
Hedingham Close (1-28)	28
Popham Road (Nos.37 - 40)	4
Nelson Place	
Boreas Walk	6
Elia Mews	17
Elia Street (Nos.24 - 137)	114
Nelson Place (Nos.21 - 26)	5
Theseus Walk	65

Address	Total units
<u>Popham Road Estate</u>	
Birdbrook House	28
Dengie Walk	20
Hawkwell Walk	20
Laundry Lane	4
Popham Road (Nos.42 - 58)	17
Rawreth Walk	16
Spellbrook Walk	11
Steeple Walk	16
Upper Dengie Walk	29
Upper Hawkwell Walk	20
Upper Rawreth Walk	16
<u>Popham Street Estate</u>	
Barnston Walk	25
Copford Walk	24
Dunmow Walk	18
Elder Walk	15
Fairstead Walk	18
Inworth Walk 1-7	7
Inworth Walk 8	14
Maryland Walk 1-26	26
Peldon Walk	14
Popham Street (Nos.17 - 20)	4
Redford Walk	14
Terling Walk	15
<u>Providence Court</u>	
15-18 Upper Street	4
<u>Shepperton-Baring</u>	
Baring Street Nos 42-43	8
Shepperton Road Nos 17-21	16
<u>Sherbourne</u>	
Hullbridge Mews	42
Starliner Court	12
Greenman Street	3
Hawes Street	13
Hume Court	36
Jessop Court	41
Grand Junction Wharf	25
Liverpool Road (463-471)	5
Lough Road 1-33 (21/27 Freehold)	15
McIndoe Court	40
Pickfords Wharf.	23
Shalford Court	18
Westbourne Rd 16-44	16
Wharf Road (49-61)	21
Widford House	25
Wontner Close	8
Baring Court (1-30)	30
Rotherfield Street 126-128	6
Romford House	18
Threadgold House	54
Ecclesbourne Road 1-24	27
Boreas Walk	6
Elia Mews	17
Elia Street (Nos.24 - 137)	114
Theseus Walk	65
Canonbury Crescent	64
Canonbury St (2-26) & (1-29)	48

Address	Total units
<u>BOLEYN ROAD</u>	
Bronte House	32
Campion House	25
Webster House	24
<u>CENTRAL STREET</u>	
<u>Stafford Cripps Estate TMO</u>	
Cotswold Court	60
Parmoor Court	60
Sapperton Court	60
Catherine Griffiths Court	18
Clerkenwell Close	19
Clerkenwell Green	9
TOTAL	4990

2007/8 to 2010/11 Decent Homes Capital Programme (Summary) Appendix D

Year	Units	Street props	TMC	Total
2007/8 and 9	4251	0	550	4801
2009/10	4732	250	627	5609
2010/11	4990	193	0	5183
Total	13973	443	1177	15593

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	November 2006	2	Consultation

Subject of Report: Business Plan 2007/08

1. Synopsis

- 1.1 This report sets out for Consultative Panels the current position with the proposals for HFI's objectives in the Business Plan 2007/08.

2. Recommendation

- 2.1 That Panels note the proposals for inclusion in the first draft of the HFI Business Plan 2007/08, and provide comment prior to the drafting of the Business Plan for the HFI Board's meeting on 4th December 2006.

3. Background

- 3.1 Service Directors began the process of service development for the 2007/08 Business Plan in May/June 2006. The proposals were subject to challenge by the Finance Working Group (FWG) in two sessions conducted in July 2006. Based on these responses a table of 2007/08 proposals was drafted.
- 3.2 On the 4th July a meeting of the Extended Management Team asked HFI middle managers to make their own proposals for service improvement in a series of break-out groups. These new proposals were considered by the FWG at a further challenge session on the 26th July.
- 3.3 At the same meeting of the FWG the Chief Executive made the following comments on the 2007/08 proposals:
- The proposals need to be made SMART, with clear milestones, targets, timetables and leads.
 - Technical, inward-looking actions should be excluded from the Business Plan, which should focus on customers and their needs and expectations.
 - HFI is currently at a crossroads where we need to consider re-positioning the ALMO and looking at where HFI should be in 2008/09. Broadly around three main themes, of:
 - (a) Developing new business. Selling services to other providers.
 - (b) New build – increasing the supply of affordable housing in Islington.

(c) Decent communities

- 3.4 In order to feed in residents' priorities, expectations and ideas to the business planning process, HFI held a residents' conference in September 2006. The conference proved to be very successful and provided several more ideas and suggestions that either confirmed proposals already identified or produced new ideas for consideration. The main themes identified by residents were:

Customer Access and contact

- Introduce a telephone system that has a record of previous calls so you don't have to keep repeating yourself
- Monthly surgeries on all large estates, possibly using the HFI bus.
- Have access to an area housing office at least one evening a week
- Introduce specialised reception staff at area housing offices

Repairs

- Get a higher percentage of repairs right first time
- Introduce annual repair checks for the vulnerable and elderly
- Reduce the number of visits before work starts
- Have Kier staff on hand to provide technical advice in the contact centre

Anti-social behaviour

- ASB patrols 24 hours a day
- Ensure feedback on ASB complaints

Residents' aspirations cannot always be fully met due to the normal fiscal and practical constraints under which we all work, however nearly all of these aims are reflected in the current Business Plan proposals.

- 3.6 The original list of 43 proposals has now been pared down to 18 by the Board and through grouping some actions into broader strategic objectives. The Board's wish that these should be categorised under HFI's familiar six strategic delivery objectives (SDOs) has also been met.
- 3.7 The result of the Business Planning process is a wide ranging and challenging agenda for 2007-08 which advances HFI's service delivery objectives on all fronts and will set the framework for the ALMO for the coming years.
- 3.8 Consultative Panels are now invited to comment on the broad shape of the objectives to feed into the first draft of the 2007-08 Business Plan that will be prepared for the December meeting of the HFI Board.

4. Business Plan Proposals 2007-08

1. To be an excellent service provider

- 1.1 Achieve 3 stars in the Audit Commission ALMO re-inspection
- 1.2 Improve estate cleaning services through development of a caretaking reactive cleaning service HIT squad and introduce response/handyman communal repair operatives.

1.3 Use diversity mapping to review services and ensure equitable service delivery to all of our customers.

1.4 Produce and distribute repair & maintenance expenditure statements to leaseholders

2. To improve homes

2.1 Deliver the 2007/08 Decent Homes Programme to time-scale and cost

2.2 Implement annual repair checks for vulnerable residents

2.3 Introduce a step change improvement in mechanical & electrical services to customers following the M&E Service Review

2.4 Increase service standards in Grounds Maintenance shrubs and gardening performance.

3. To engage with the community

3.1 Achieve the Respect Standard for Housing Management

3.2 Introduce changes specified in the Community Engagement Strategy

3.3 Develop a Community Engagement role within each office

3.4 Implement capacity building in particular for minority communities in relation to the 2007/08 Resident Board Director elections

4. To be a first class employer

4.1 Implement the proposals set out in the 'Work-life balance' report

5. To embrace partnership

5.1 Implement the Kier Review recommendations including the co-location of Kier and HFI staff where appropriate to eliminate duplication and improve performance and efficiency.

5.2 Develop community initiatives by improved partnership working with contractors

5.3 Implement the sustainability and energy conservation strategy in partnership with the London Borough of Islington

6. To be an evolving organisation

6.1 Produce a long-term, post Decent Homes plan for HFI including;

- Developing New Business
- New Build – increasing the supply of affordable housing in Islington
- Engaging fully with the local community

- 6.2 Implement the findings of the Customer Access review to improve services in line with the wishes of our customers.

Report Author: Paul Davey, Strategy and Procurement Manager
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Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Governance Team Manager

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	November 2006	3	Consultation

Subject of Report: Consultative Panel restructuring

1. Synopsis

1.1 This report outlines the structure for the Area Housing Offices managed by HFI, following the decision by Board on 23rd October 2006 and sets out proposals for the future set up for Consultative Panels.

2. Recommendations

- 2.1 That Consultative Panels note the decision by Board regarding the structure of Area Housing Offices.
- 2.2 That Consultative Panels comment on the proposed Consultative Panel framework.

3. Background

3.1 Following the decision made by Board on 31st July 2006 to rationalise services delivered to four Area Housing Offices a report went to Consultative Panels in September 2006 asking for comments on the proposed structure for the Area Housing Offices.

3.2 The views of the Panels were:

- 3 option A (Area Committee structure but with Canonbury Ward in the East)
- 2 option B (nearest location by ward)
- 4 no view

3.3 16,000 residents were written to under S105 consultation. There were three responses:

- 2 people in favour of Option A
- 1 person in favour of Option B

3.4 Having been presented with this feedback, on 23rd October 2006 the Board agreed the new structure for the Area Housing Offices (Option A). The new structure is attached at Appendix 1. Appendix 2 lists under which Area a TRA would now fall under.

3.5 The Board also agreed the timetable for completion of the restructure between October 2006 and March 2007:

Board decision on the new structure of Area Offices	23 rd October 2006
Consultative Panels informed of decision and asked for further views on Consultative Panel structure	November 2006
Board decision on Consultative Panel structure	4 th December 2006
Consultative Panels take place under existing structure	January 2006
New Area Office Structure goes live	February / March 2006
Consultative Panels take place under new structure	March 2006

3.6 The Board did not agree to renaming the Area Housing Offices as Customer Access Centres.

4. Proposed Consultative Panel structure

4.1 The report that was presented to Panels in September 2006 also contained proposals concerning how the Consultative Panel structure might look following the decision to rationalise the Area Housing Office boundaries.

4.2 Three options were proposed:

- 1) To establish 1 Area Housing Panel in each area;
- 2) To establish 2 Area Housing Panels in each area;
- 3) To establish 1 Area Housing Panel in areas North, West and South and 2 Area Housing Panels in area East given that area East has the most TRAs in all the proposed options.

4.3 The views of the Panels are given at Appendix 3. In summary 6 Panels did not express a view while 3 expressed a preference for having one Panel in each area.

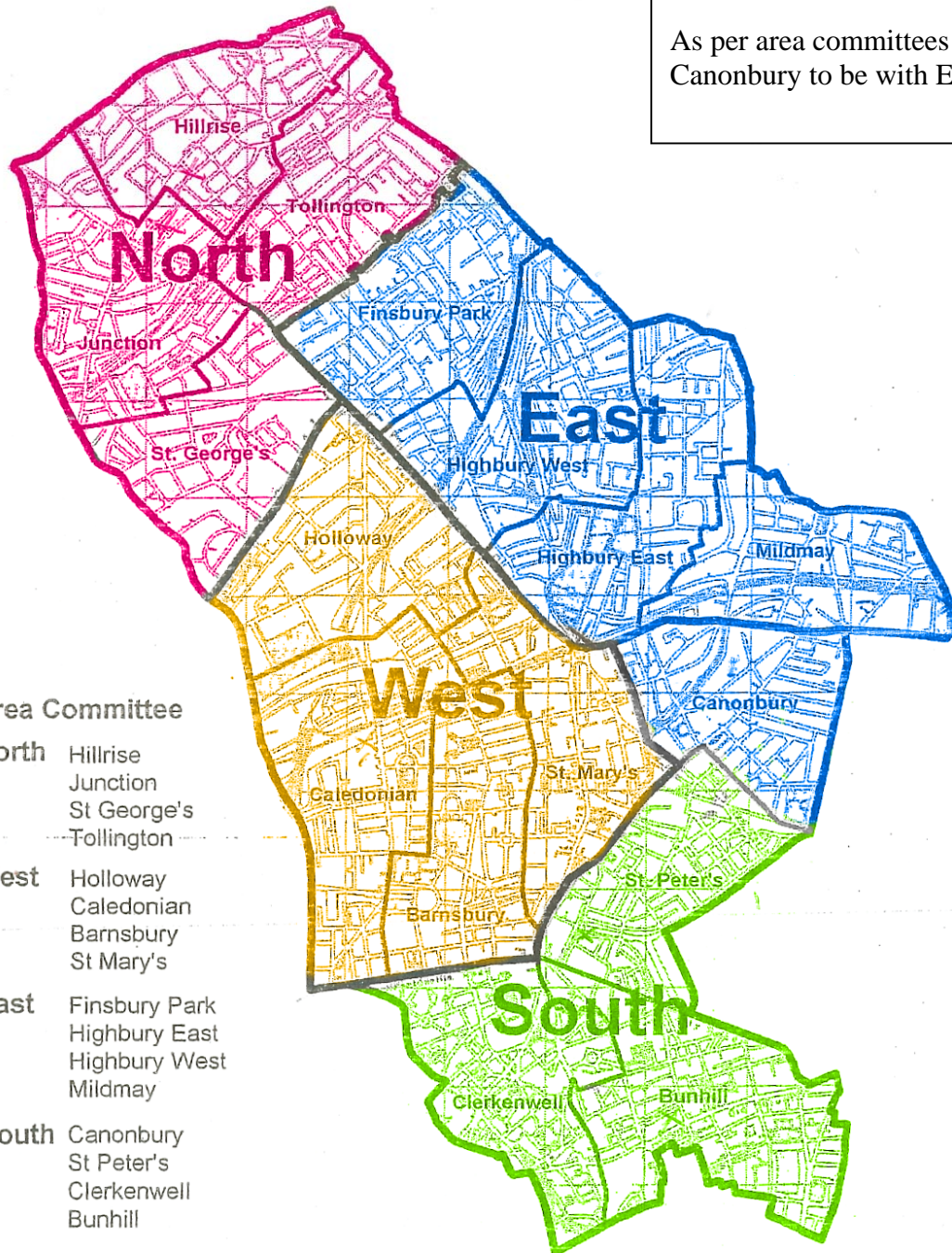
4.4 At present staff will therefore recommend one Panel per Housing Area to the Board at its meeting on 4th December 2006.

4.4.1 It is asked that if any Panel has a different preference than Option 1 that it takes this opportunity to express its view.

4.5 A report will be presented at the January 2007 cycle of meetings seeking the views of Panels regarding issues relating to election and membership elections of Panel officers and implications for the existing terms of reference of the Panels.

HFI Area Office Boundaries

As per area committees but
Canonbury to be with EAST



Area Committee

- North** Hillrise
Junction
St George's
Tollington
- West** Holloway
Caledonian
Barnsbury
St Mary's
- East** Finsbury Park
Highbury East
Highbury West
Mildmay
- South** Canonbury
St Peter's
Clerkenwell
Bunhill

Information Date: 1/1/2018

Tenants

- North** 5058
- West** 4116
- East** 6704
- South** 5027

HFI Area Offices

- | | | | |
|--------------|--|--------------|---|
| North | Hillrise
Junction
St Georges's
Tollington | East | Finsbury Park
Highbury East
Highbury West
Mildmay
Canonbury |
| West | Holloway
Caledonian
Barnsbury
St Mary's | South | St Peter's
Clerkenwell
Bunhill |

APPENDIX 2 List of recognised Tenants and Resident Associations

TRA	WARD	Area Office Boundary
Kings Square TRA	Bunhill	South
Peregrine House TRA	Bunhill	South
Pleydell TRA	Bunhill	South
St. Lukes TRA	Bunhill	South
Whitbread Estate TRA	Bunhill	South
Whitecross Estate TRA	Bunhill	South
Caledonian Estate TRA	Caledonian	West
Mackwest TRA	Caledonian	West
Yorkway Court TRA	Caledonian	West
Forrest Court TRA	Canonbury	East
Haslam TRA	Canonbury	East
Mersey Estate TRA	Canonbury	East
Northchurch, Ecclesbourne Elmore TRA	Canonbury	East
Western Isles TRA	Canonbury	East
Charles Rowan House TRA	Clerkenwell	South
Cyrus House TRA	Clerkenwell	South
Finsbury Estate TRA	Clerkenwell	South
Greenwood, Wilmington and Farringdon TRA	Clerkenwell	South
Grimthorpe Crayle Partridge TRA	Clerkenwell	South
Margery Street TRA	Clerkenwell	South
The Clerkenwell Triangle	Clerkenwell	South
Tompion & Earnshaw TRA	Clerkenwell	South
Andover TRA	Finsbury Park	East
Bavaria, Ringmer Hornsey TRA	Finsbury Park	East
Bennett Court TRA	Finsbury Park	East
Clifton & Haden TRA	Finsbury Park	East
Hood Court TRA	Finsbury park	East
Six Acres TRA	Finsbury park	East
Aberdeen Park & Fieldview court TRA	Highbury East	East
Highbury Estate TRA	Highbury East	East
Highbury Quadrant TRA	Highbury East	East
Park View TRA	Highbury East	East
Seaforth Crescent TRA	Highbury East	East
The Woodlands TRA	Highbury East	East

APPENDIX 2 List of recognised Tenants and Resident Associations

TRA	WARD	Area Office Boundary
Aubert Court TRA	Highbury west	East
Drakely & Tawney Court TRA	Highbury west	East
Stephen's Ink TRA	Highbury West	East
Vaudeville Court TRA	Highbury west	East
Fairbridge Estate TRA	Hillrise	North
Highcroft & Highlands TRA	Hillrise	North
Hillside TRA	Hillrise	North
Hornsey Rise & Manchester Mansions TRA	Hillrise	North
New Orleans TRA	Hillrise	North
Boston & Nailour TRA	Holloway	West
Fairdene Court TRA	Holloway	West
Field Court TRA	Holloway	West
Keighley & Staveley TRA	Holloway	West
Lorraine Mansions TRA	Holloway	West
Bowerman Court TRA	Junction	North
Palmer Estate TRA	Junction	North
Wedmore Estate TRA	Junction	North
Athenaeum Court TRA	Mildmay	East
Burder Close and Boleyn Road TRA	Mildmay	East
Hathersage Court TRA	Mildmay	East
Hawthorne Close TRA	Mildmay	East
John Kennedy court TRA	Mildmay	East
Kerridge Court TRA	Mildmay	East
Mayville Estate TRA	Mildmay	East
Spring Gardens & Sinclair Court TRA	Mildmay	East
Brecknock Road Estate TRA	St Georges	North
Hilldrop Crescent Tenants & Residents' Association	St Georges	North
Hollins House, McCall House and Darren Court TRA	St Georges	North
Lower Hilldrop Community Association	St Georges	North
Margery Fry Court TRA	St Georges	North
Moelwyn Hughes TRA	St Georges	North
Melmerc TRA	St George's	North
Ashby House, Ashby Grove, Eric Fletcher & Canonbury Crescent TRA	St Marys	West

APPENDIX 2 List of recognised Tenants and Resident Associations

TRA	WARD	Area Office Boundary
Bentham Estate TRA	St Marys	West
Pleasant Place TRA	St Marys	West
Cluse Court TRA	St Peters	South
Cumming Estate TRA	St Peters	South
Packington Square TRA	St Peters	South
Holly Park TRA	Tollington	North
Ilex House TRA	Tollington	North

HFI Consultative Panels – September 2006

	Restructuring of Area Housing Panels	Panel view
Boleyn Road Area Housing Panel	- The Panel rejected the proposals and, as such, did not express a view.	- No view
Central Street Area Housing Panel	- The Panel was inquorate, and, as such, the Panel's comments are summarised as "no view". - Those present were happy to go along with the decisions made by the other areas as it is the least affected area.	- No view
Holland Walk Area Housing Panel	- The Panel recommended one Area Housing Panel for each area.	- One Panel per area
Isledon Road Area Housing Panel	- The Panel voted unanimously to reject the proposals and, as such, did not express a view.	- No view
Lyon Street Area Housing Panel	- The Panel recommended one Area Housing Panel for each area.	- One Panel per area
Upper Street Area Housing Panel	- The Panel voted to reject the proposals and, as such, did not express a view.	- No view
Islington Leaseholder Forum	- The Forum recommended one Area Housing Panel for each area.	- One Panel per area
Partners for Improvement in Islington Residents Forum	- The Forum did not comment on the proposals for the number of Area Housing Offices as they were not of direct relevance to the Forum.	- No view

	ITEM 1 – Restructuring of Area Housing Offices	
TMO/TMC Review Group	- The Review Group did not give a view for the number of Area Housing Offices.	- No view

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
Consultative Panels	November 2006	4	Consultation

Subject of Report: Review of Compensation Policy

1. Synopsis

- 1.1 This report summarises proposed changes to HFI's existing compensation scheme for residents.

2. Recommendations

- 2.1 That Consultative Panels comment on the proposed amendments to the compensation scheme.

3. Background

3.1 Existing Policy

- 3.1.1 The existing scheme covers refunds and / or compensation in the following areas:

- Loss of use of property or part of property
- No access to Lifts
- Major Works
- Loss of Heating / Hot Water
- Loss of Water Supply
- Loss of Concierge or caretaking service
- Ex Gratia Payments (Discretionary payments)

4. Proposed changes, removals or additions to the Scheme

4.1 Changes

4.1.1 Definitions

- 4.1.2 HFI manages tenants, leaseholders and licencees. The existing policy permits refunds and compensation for tenants but only refunds for leaseholders. It makes no reference to licencees.

- 4.1.3 HFI proposes to broaden the scope of its policy to permit, where applicable, compensation for leaseholders as well as refunds as well as both refunds and compensation for licencees.

4.2.1 Loss of Heating / Hot Water

- 4.2.2 HFI proposes to change the calculation for loss of **heating and hot water** from a formula based on property size to daily amounts of £1.20 per day for loss of heating and hot water and 80p for loss of hot water only.
- 4.2.3 The maximum daily rates that HFI currently award for compensation is £1.20 for the loss of concierge service. It is considered reasonable to bring the payment for the loss of heating and hot water in line with this payment given the nature of the inconvenience that is likely to be experienced.
- 4.2.4 Using a daily payment amount will make it easier for residents to estimate what they are entitled to; and will make the calculation of payments easier to work out, minimising the potential for miscalculations.
- 4.2.5 The following example is based on a failure of both heating and hot water for a period of 34 days in a block where landlord controlled heating is provided. It illustrates compensation payments using the current calculation and payments using the proposed daily rate.

Table 1

Bed Size	Current Payment*	Proposed Payment**	No of units	Total current payment	Total proposed payment	%age increase
BS	26.09	40.80	19	495.71	773.31	56%
1	32.39	40.80	67	2170.13	2734.20	26%
2	36.59	40.80	90	3293.10	3671.81	11.5%
3	37.93	40.80	25	948.25	1020.32	7.6%
Total	-	-	-	6907.19	8199.64	18.71%

*using current calculation based on bed size.

** using proposed payment of £1.20 daily rate.

4.3.1 Disturbance payments and grants

- 4.3.2 It is proposed to simply change the name of Disturbance payments to disturbance grants'. This is because Disturbance payments are statutory (relating usually to demolition), to 'disturbance grants', which are discretionary and would normally be considered when a family might, for example have to move home on a temporary basis whilst urgent work is carried out.

5. Deletions

5.1 No access to Lifts

- 5.1.1 It is proposed to remove compensation for lift failure since, over the past 3 years, there have been no eligible claims given the existing criteria for payment (4th floor or above, no access to another lift in the same block, lift has been out of service for more than 5 consecutive days). Discretionary payments could still be made.

6. Additions

6.1 Missed appointments by HFI Staff

- 6.1.1 It is proposed to introduce compensation for residents where HFI staff miss an appointment at £15 and appointment. The detail of the scheme has not yet been considered.

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Report of	Team	Job Title	
Simon Kwong	Chief Executive Directorate	Head of Performance & Service Development	
Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	November 2006	5	Consultation

Subject of Report: Equality and Diversity Action Plan

1. Synopsis

1.1 This report sets out the Action Plan for HFI to adopt to meet the requirement to be an excellent organisation in terms of Equality and Diversity (E&D).

2. Recommendation

2.1 That Consultative Panels provide comment and feedback on the Equality and Diversity Action Plan October 2006-March 2008 (Appendix 1).

3. Background

3.1 Equality & Diversity

3.1.1. As a leading ALMO it is important that HFI ensures that it operates at the cutting edge of good practice in terms of equality and diversity. This report outlines where HFI currently stands with respect to E&D and looks ahead to where HFI plans to reach by March 2008.

3.2 HFI E&D Strategy

3.2.1 A comprehensive E&D strategy was developed and adopted by HFI in 2005. The aim of this Strategy is to ensure that the 6 equality strands (Age, Disability, Gender, Belief/Religion, Race and Sexual Orientation) are addressed in terms of service delivery and Employment within HFI. This strategy represents a significant step forward for HFI in terms of focussing resources towards improving performance with respect to E&D. The strategy has been in place for a year so the time is now right to review the Action Plan and ensure that it is able to support HFI becoming an excellent ‘three star’ organisation.

3.3 Audit Commission Key Line of Enquiry (KLOE) on Diversity

3.3.1 The Audit Commission (AC) has produced a KLOE specifically relating to E&D. This KLOE states what an excellent performing organisation should be doing in terms of E&D and is used by them to measure an organisations performance when they carry out their inspections. Therefore the content of this KLOE has been used as a guideline to develop HFI’s E&D Action Plan.

3.4 The Equality Standard

3.4.1 The Equality Standard is a framework and standard for Local Authorities to work to in terms of E&D and is measured at five levels. The London Borough of Islington (LBI) has elected to follow the Equality Standard. A section of the Equality Standard deals with the monitoring of contractors to ensure that they address E&D issues. As a key contractor to LBI it is important that HFI meets the requirements of the Equality Standard at the same Level as LBI. The revised Action Plan reflects the need to work closely with LBI to support their achievement of the Equality Standard.

3.5 The E&D Action Plan October 2006 – March 2008

3.5.1 The revised Action Plan runs for an eighteen month period and this allows us to re-align dates with the usual financial year. The implementation of the Action Plan will be closely monitored and reported to the Equality & Diversity Forum and Senior Management Team throughout the year and to Board on an annual basis.

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HFI Equality and Diversity Action Plan – October 2006 – March 2008

	Objective	Action	Lead	Progress	Date
1.	Gather equality data on service users to enable user profile to be further developed.	<ul style="list-style-type: none"> • Load information collected in 2006 Diversity Mapping exercise onto iWorld system • Develop policy and procedure for collection and use of equalities information including; <ul style="list-style-type: none"> □ Lettings, tenancy audit and rent arrears forms amended to collect equalities information □ Process for input onto IT system developed □ Monthly repairs monitoring survey to include equalities data collection 	ICT P&SD		Dec 2006 Dec 2006
2.	Support LBI to achieve the Equality Standard & DES	<ul style="list-style-type: none"> • Provide LBI with necessary data to enable them to achieve Level 4 of Equality standard • Provide LBI with necessary data to enable them to achieve Level 5 of Equality standard • Achievement of HFI targets in the 2007 LBI Disability Equality Scheme 	P&SD with Div. input P&SD with Div. input P&SD with Div. input		Mar 2007 Mar 2008 Mar 2007
3.	Demonstrate compliance with Commission for Race Equality code of practice for rented housing	<ul style="list-style-type: none"> • Provide LBI with information needed to demonstrate compliance • Divisions start collating evidence from Jan 2007 	P&SD with Div. input P&SD and Divisions		Mar 2007

4.	Complete programme of Equality Impact Assessments	<ul style="list-style-type: none"> • Complete programme of equality impact assessments for 2006/07 and 2007/2008 • Review previously completed impact assessments every 3 years • Develop and implement action plans for change as necessary • Train relevant staff to undertake impact Assessments 	All All All HR		Mar 2007 Mar 2008 Ongoing Ongoing Sep 2006 ongoing
5.	E&D targets developed, monitored, reviewed and reported on	<ul style="list-style-type: none"> • Divisions to develop E&D targets in line with HFI E&D strategy, BVPIs, Local KPIs, Diversity KLOE and LBI Disability Equality Scheme (DES) • Targets published on HFI website • Divisions to report quarterly on progress against targets to EDF and SMT 	Divisions with P&SD input Comms Divisions with P&SD input		Mar 2007 Mar 2007 Quarterly
6.	Review HFI's E & D strategy	<ul style="list-style-type: none"> • Consult with internal and external stakeholders on year 2 implementation of E&D Strategy and E&D action plan for Oct 2006 to March 2008 • Report progress of E&D strategy to HFI Board • Results of E&D Strategy reviews posted on HFI Website • Report progress of E&D strategy to EDF and SMT • Develop work programme for EDF 	P&SD P&SD Comms P&SD P&SD		Nov 06 Annually Annually (March) Quarterly Ongoing
7.	All HFI consultation methods, meetings and events to be fully	<ul style="list-style-type: none"> • Develop consultation standard including checklist for officers facilitating consultations 	P&SD/PS		Mar 2007

	inclusive to all equality groups	<p>and meetings to ensure that they are truly accessible to stakeholders from all equality strands</p> <ul style="list-style-type: none"> Publicise information concerning consultations/meetings and resulting outcomes in a range of formats 	All/Comms		Ongoing
8.	Make arrangements for external scrutiny of progress on E&D action plan	<ul style="list-style-type: none"> LBI housing needs and strategy section to act as 'critical friend' 	P&SD		Ongoing
9.	Ensure effective, accessible and meaningful communication with internal and external stakeholders	<ul style="list-style-type: none"> Interpreting and translation service widely publicised to all HFI staff and residents Make interpreting and translation available in British Sign Language (BSL), community languages, large print and Braille on demand to customers and stakeholders Develop a pictorial tenancy agreement All HFI publications to include the Translation Symbol or a translation panel Community languages reviewed following 2006 mapping exercise Ensure HFI key documents available in accessible format Contact each HFI resident using their preferred method of communication Publicise information about actions that HFI takes against harassment, ASB and domestic violence and the support available to people who face harassment ASB or 	<p>P&SD & Comms P&SD</p> <p>P&SD P&SD/ Comms P&SD</p> <p>Comms/ P&SD Comms/ P&SD</p> <p>P&SD/Ops/ Comms</p>		<p>Ongoing</p> <p>Ongoing</p> <p>Mar 2007 Ongoing</p> <p>Dec 2006</p> <p>Mar 2007</p> <p>Sep 2007</p> <p>Mar 2008</p> <p>Mar 2008</p>

		<ul style="list-style-type: none"> domestic violence • Provide regular reports on incidents of harassment • HFI residents made aware of Respect Standard in management of ASB 	<p>P&SD</p> <p>P&SD/Ops/Comms</p>		<p>Quarterly</p> <p>Sep 2007</p>
10.	Contractors and partners (including TMO's and PFI) to supply monitoring reports on service delivery and take up	<ul style="list-style-type: none"> • Write to all contractors/ consultants annually asking for: <ul style="list-style-type: none"> □ Survey of employees by equality strand □ Copy of Equality statement □ Details of staff training on equalities □ Process for monitoring complaints, defects and satisfaction by diversity groups • Ensure all new contracts identify the need for contractors to embrace the HFI principles on equality and provide an annual report to HFI managers • Amend existing contracts as they come up for review to incorporate the need for contractors to embrace the HFI principles on equality and provide an annual report to HFI managers • Collect and monitor data and report to EDF, SMT and HFI Board 	<p>PS/P&SD</p> <p>PS</p> <p>PS</p> <p>PS</p>		<p>Mar 2007 and ongoing</p>
11.	Service delivery monitoring reports produced at specific and regular intervals	<ul style="list-style-type: none"> • Monitor service delivery by equality strands for: <ul style="list-style-type: none"> □ Rent Arrears 	<p>P&SD</p>		<p>Nov 2006</p>

		<ul style="list-style-type: none"> □ Complaints □ Repairs □ Anti Social behaviour • Develop service delivery monitoring programme for 2007/2008 • Develop programme for customer satisfaction surveys 	P&SD with Div. Input P&SD		<p>Jan 2007 Feb 2007 Mar 2007</p> <p>Mar 2007 Mar 2007</p>
12.	Ensure that HFI workforce reflects the diversity of Islington's communities at all levels.	<ul style="list-style-type: none"> • Workforce equality profiling exercise conducted once every financial year • Monitor equality profile with respect to: <ul style="list-style-type: none"> □ Recruitment (including applicants, shortlists and appointments) □ Reasonable Adjustments □ Learning & Development □ Grievance & Disciplinary □ Promotion & retention □ Grades & payscales □ Staff leaving • Report on workforce equality information to HR committee, SMT and Board • Monitor the workforce profile to reflect the community we serve. In addition to the BVPIs the baseline workforce targets for HFI are: Disabled staff 10% Women 50% BME 25% minimum LGBT 5% • Implement Equal pay review and Single Status 	<p>HR</p> <p>HR</p> <p>HR</p> <p>HR</p> <p>HR</p>		<p>Mar 2007 & 2008</p> <p>Annually</p> <p>Quarterly</p> <p>Quarterly</p> <p>Annually</p>



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