

Consultative Panel Reports



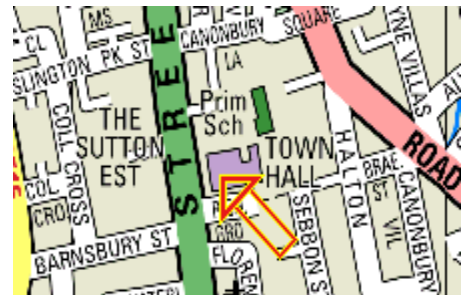
July 2006



Consultative Panel Meeting Times and Venues

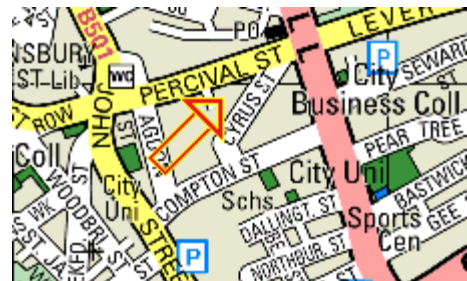
Boleyn Road Area Housing Panel 7pm

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



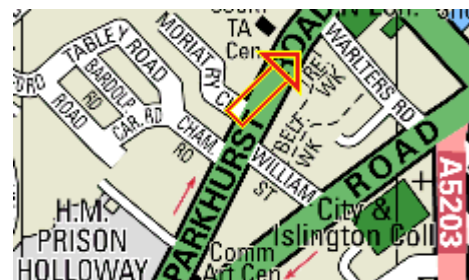
Central Street Area Housing Panel 7pm

Tompion Community Hall
Percival Street EC1
Refreshments provided



Holland Walk Area Housing Panel 7pm

Williamson Street Community Centre
Parkhurst Road N7
Refreshments provided



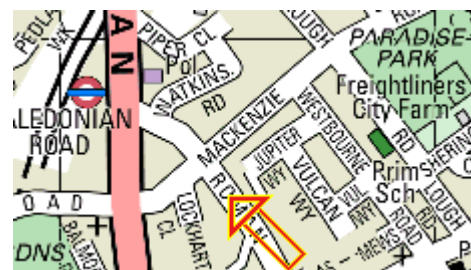
Isledon Road Area Housing Panel 6.30pm

Emmanuel Church
Hornsey Road N7 2UD
Refreshments provided



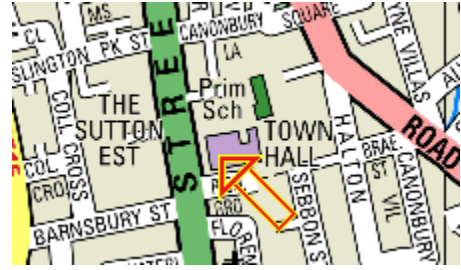
Lyon Street Area Housing Panel 7pm

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



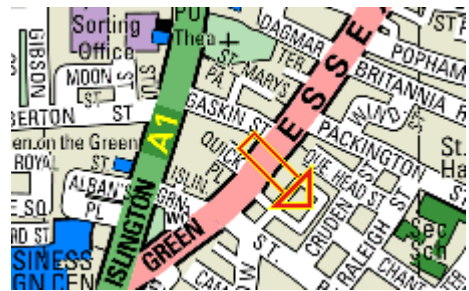
TMO/TMC Review Group 7:30pm

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 11th May	Thursday 13th July	Thursday 21st September	Thursday 16th November	Thursday 18th January	Thursday 8th 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 10th May	Wednesday 12th July	Wednesday 13th September	Wednesday 15th November	Wednesday 10th January	Wednesday 14th 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 18th May	Thursday 20th July	Thursday 21st September	Thursday 16 th November	Thursday 18th January	Thursday 15th 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 31st July 2006
Monday 11th September 2006
Monday 23rd October 2006
Monday 4th December 2006
Monday 15th January 2007
Monday 26th February 2007

For enquiries about meetings please contact the HFI Governance Team
on 020 7527 5148

If you require any of the following please note:

- A Signer requires two weeks notice to the HFI Governance Team prior to the meeting
- Translation of papers for Board meetings require 4-6 weeks notice in the language required after the meeting takes place
- Creche facilities require notice two weeks in advance of meetings to the HFI Governance Team
- An induction loop is available at the venue

Please contact HFI Governance Team at Room 115, 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 15th August 2006

Tuesday 17th October 2006

Tuesday 12th December 2006

Tuesday 13th February 2007

Managed Property Sub-Board April 2006 – March 2007

Wednesday 16th August 2006

Wednesday 18th October 2006

Wednesday 13th December 2006

Wednesday 14th February 2007

For enquiries about meetings please contact the HFI Governance Team
on 020 7527 5148

If you require any of the following please note:

- A Signer requires two weeks notice to the HFI Governance Team prior to the meeting
- Translation of papers for Sub-Board Board meetings require 4-6 weeks notice in the language required after the meeting takes place
- Creche facilities require notice two weeks in advance of meetings to the HFI Governance Team
- An induction loop is available at the venue

Please contact HFI Governance Team at Room 115, Highbury House, Highbury Crescent, London N5 1RN, telephone 020 7527 5148 or email wendy.gajadhar@homesforislington.org.uk



Consultative Panels - Central Reports
July 2006

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4	Land Disposal update	Consultation	10-13
5	Sustainability Strategy	Consultation	14-15
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10	Items Considered at Board and Sub-Boards	Information	45-47

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

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

Subject of Report: Restructuring of Housing Management Services post PFI 2 contract

THIS REPORT WILL BE SENT SEPERATELY TO ALL CONSULTATIVE PANEL MEMBERS AT LEAST 5 DAYS BEFORE YOUR MEETING.

THIS SHEET PROVIDES A SUMMARY OF THE CONTENTS OF THE REPORT YOU WILL RECEIVE

- 1.1 The report you will receive explains that the council will be asking Homes For Islington to find a way of reducing its spending on services by £1.5 million for this financial year (April 2006 - March 2007) and in future years because it is likely that from October 2006, the services currently provided to 4,122 tenants and leaseholders by Homes For Islington will be provided by a new "PFI 2" contractor.
- 1.2 The new PFI 2 contractor will provide housing management services to nearly all the street properties in the north of the borough.
- 1.3 Homes for Islington will no longer get payment from the council to provide services to these properties and has to find a way to reorganise the services it will provide to residents.
- 1.4 Consultative Panels will be asked to consider some options about how this could be achieved.
- 1.5 Along with others, one of the options that has to be considered is the possibility of reorganising services from the existing 6 Area offices into 4 Area offices.
- 1.6 The feedback from the Consultative Panels will be used by the HFI Board to make a decision about how the service will finally be reorganised.

Report of	Team	Job Title	
Doug Goldring	Chief Executive Directorate	Director of Operations	
Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	July 2006	2	Consultation

Subject of report: Anti-Social Behaviour Response Team update

1. Synopsis

1.1 This report provides Consultative Panels with an overview and update of Homes for Islington's Anti Social Behaviour Response Team (ASB Team).

2. Recommendations

2.1 That Consultative Panels note the report and comment on the following questions:

2.1.1 Do you agree with the priorities that staff have listed at 7.3?

2.1.2 Do you feel that the team has been widely publicised? If not do you have suggestions for the best place to publicise this?

2.1.3 Would you like a future update reports to be produced for Consultative Panels?

2.1.4 Are there any other suggested improvements that you would like to make?

3. Background

3.1 The team was fully recruited by 10th April 2006. The team consists of one Manager, eight Officers; two of whom are Team Leaders and two Administrators.

3.2 The eight officers consist of seven males and one female. Seven members of the team are from a BME group and three members of the team have secondary language skills.

3.3 The team is located at Northway House on Upper Street. Operating times for the service are Monday to Thursday 4pm–12am, Friday and Saturday 5pm–1am. The operational hours for the team may change dependant on service requirements, which will be established once the service has bedded in.

3.4 All staff have received comprehensive training, which includes First Aid and Sharps handling. They have also attended "Warden Core" training, which is a recognised course of the Office of Deputy Prime Minister (ODPM) – now the Department of Communities and Local Government (DCLG).

3.5 Warden core training incorporates:

- Boundaries and Roles
- Community Cohesion
- Conflict Management
- Self Development
- Health and Safety
- Communications
- Marketing and Publicity
- Working with Young People
- Problem Solving
- Customer Care
- Clean and Safe
- Enforcement
- Partnership Working
- Drugs Awareness
- Information Management
- Community Development
- Working with Older People

3.6 All staff have been through HFI's Induction training and have also been introduced to Islington's Drug and Alcohol Team (IDAAT) and Young People Services (YPS).

4. Promotion of Service

4.1 Hfl's Communication Team has been working with the ASB Manager on a promotional strategy for the service. The following initiatives have been or will be carried out:

- Introduction of service in Hfl staff bulletin (April '06)
- Article on local Hfl Intranet (live)
- Article on Hfl customers website (live)
- Residents newsletter (June '06)
- Presentations to Hfl staff in six area housing offices of service aims (completed)
- Posters and flyers available advertising service in all area housing offices and community halls (completed)
- Members Bulletin (April 06). Update needed to advise gone live
- Attendance at local TRA and residents Panel meetings (TBA)
- Creating links with young people in community by visiting local primary and secondary schools and youth clubs (TBA)
- Attending local community groups, including "hard to reach" (TBA)

5. Going Live

5.1 The Out of Hours service has been operational since Monday 15th May 06. An outline of the functions of the team is as follows:

- Patrol in pairs in high visual uniform and have a vehicle to get to the estate, which is parked off the estate, before commencing foot patrol.
- Receive Tasking reports from the ASB officers across the six area housing offices to collate evidence and assist in identifying perpetrators of ASB.
- The ASB hotlines in the area housing offices are automatically diverted from the area at 5pm through to out of hours team.
- Patrol known Hot spot areas, including inside estate blocks.
- Report communal repairs where there is a health and safety concern.

- Report abandoned vehicles for removal, with photographic evidence to help fast track.
- Report to cleaning services where spillage or offensive graffiti needs to be removed.
- Visit community halls and Youth clubs promoting positive links.

6. Partnerships

6.1 The ASB team is working closely with the community to help resolve problems and is acting as a professional witness to help combat anti social behaviour in partnerships with:

- Police
- Islington Council
- Young People's Services
- IDDAT
- Other local agencies

6.2 Hfl is currently in discussion with the Police at Holloway Road to enable the ASB team to be co-located at the station. This is a very promising partnering arrangement and will enable officers to develop local knowledge and share information with the Safer Neighbourhood Teams (SNT's), as well as address issues of Health and Safety with out of hours working. All staff have completed the detailed CRB check, which needs to be processed before location at the station is allowed.

6.3 The ASB Manager attends the Police Liaison Meetings (PLM) and Multi Agency Geographic Panels (MAGPI) meetings to exchange information and discuss approaches and solutions in dealing with ASB.

7. Progress to date

7.1 The area ASB staff have been providing tasking reports for the team. Patrols have been carried out at different times of the evening and ASB activity is observed and noted with details of the time the events occurred. Intelligence reports are sent to the Police regarding drug activity, index numbers of irresponsible moped riding and description of riders. Evidence has also been provided to the Area ASB officers.

7.2 Tasking reports are returned weekly to the area ASB officer, (if activity requires some action to be taken immediately then reports will be returned on next working day). Officers will approach perpetrators where they assess the situation to be safe and request groups of people gathering in lobby area to leave. There have been no refusals to do so at this time.

7.3 Current tasking reports being carried out on the recommendation of staff:

Area Housing Office	Tasks	Location	ASB Activity
Boleyn Road	8	Hathersage Court Besant Court Highbury Estate John Kennedy Kerridge Court Mildmay Street	Youth – smoking, drinking Drug Users, alcoholics, prostitutes Youth –smoking, drinking, drugs Youth -drinking, smoking, graffiti Prostitutes, drunks, Drug Users Youth – aggressive to residents
Central Street	8	St. Lukes Margery St (x2) Finsbury The Triangle Malta Street	Abusive youth Drugs, noise, vandalism Drugs, drinking Drugs, toileting Smoking, drinking, noise
Holland Walk	11	Hillside Salisbury/ Girdlestone/ Annesley Walk Brecknock Road Ivinghoe House	Vandalism Youth – noise, drugs, vandalism, mopeds, intimidation Dog fighting Toileting, vandalism Youth - drugs
Isledon Road	9	Andover Harvist	Youth – mopeds, noise nuisance Youth - gatherings
Lyon Street	15	Airdrie Close Carnoustie Drive Earlsferry Way Pembroke/ Bemerton Boston Hillmarton Road Outram Place Pangbourne Hse Stock Orchard Lorraine Mansions	Prostitutes, drugs, toileting, noise nuisance Youth – gatherings, vandalism, harassing residents Youth congregating, underage drinking, vandalism, racism, graffiti, toileting, littering Youth – gathering, littering, vandalism Drugs, prostitutes Youth congregating, noise nuisance Drugs, Youth – mopeds, noise, drugs, dog fighting
Upper Street	1	New River Green	Youths congregating, drugs,

		Maryland Packington Popham, etc	alcohol, vandalism, graffiti, verbal & physical abuse, mopeds, fly tipping, toileting, prostitution, violence, theft, noise
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7.4 The team will be providing regular updates of incidents dealt with, mapped across the borough.

Activities and Reporting	Quantity
Abandoned vehicles	3
Communal gate repair	2
Lift repairs	3
Fire door repairs	1
Lighting repairs reported	10
2 Graffiti removal required	2
Youth club visit	1
TRA meeting attended	1
Tasking requests for area housing ASBO's	52
Police intelligence report	1
Hotline calls received after hours (to date)	145
Hotline call responses (to date)	54

Report Author: Siobhan O'Donnell, Anti-Social Behaviour Manager
Telephone: 020 7527 8739
E-Mail Address: Siobhan.O'Donnell@homesforislington.org.uk

Report of	Team	Job Title
John Phillips	Property Services	Director of Property Services

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

Subject of report: Responsive repairs action plan and service priorities for 2006/07

1. Synopsis

- 1.1 This report summarises Homes for Islington's (HFI) priorities for improving the responsive repairs service in 2006/07, and asks Consultative Panel members for their views and feedback.

2. Recommendations

- 2.1 That Consultative Panels note the priorities for 2006/07.
- 2.2 That Consultative Panels provide feedback on these priorities – whether staff have got them right and / or whether staff have missed anything that should be included.

3. Background

3.1 Development of service priorities

- 3.1.1 Performance across all aspects of the responsive repairs service remains high, and in 2005/06 a great deal of progress was made in terms of improving the way HFI monitors the quality of both HFI's and Kier Islington's work. However, staff recognise that there needs to be further significant improvements to the responsive repairs service in order to increase customer satisfaction, and to this end staff have established a range of priorities for 2006/07.
- 3.1.2 Various sources of information have been used to decide what HFI's responsive repairs priorities should include, such as the Business Plan, audit and inspection reports, best practice from other organisations and recommendations from the Kier Best Value Review. It is important to ensure HFI's service priorities reflect customers' needs and staff will continually add to the list any other priorities that our customers identify – for example through Consultative Panel feedback, customer satisfaction surveys, complaints and the Quality Improvement (resident) Group.

3.2 Service priorities for 2006/07

- 3.2.1 Priorities are listed on the following page under three broad headings – providing more customer-focused and accessible services, providing clear and consistent information and improving performance and efficiency.

3.2.2 What do you feel are the top three priorities under each heading?

3.2.3 PROVIDE MORE CUSTOMER FOCUSED AND ACCESSIBLE SERVICES

- a) Develop and implement a compensation scheme for missed appointments
- b) Continue to improve customer care standards within the responsive repairs and mechanical and engineering departments
- c) Obtain Chartermark status for the Gas Safety Management Team
- d) Review repair appointment slots to ensure they meet customers' needs
- e) Use the newly established Quality Improvement Group to consult customers on new initiatives and changes we are making as a result of customer feedback
- f) Carry out a programme of property health checks for visually impaired and hearing impaired tenants
- g) Improve arrangements for reporting repairs via the Internet

3.2.4 PROVIDE CLEAR AND CONSISTENT INFORMATION TO OUR CUSTOMERS

- a) Review HFI's Repair Policy in consultation with customers and make it easier to access
- b) Simplify the various repair timescales to emergency, urgent, routine and planned
- c) Ensure HFI has clear and accurate information on its systems about whether customers are vulnerable, to enable staff to deliver the appropriate level of response
- d) Improve the repair IT systems to ensure that accurate and detailed information is provided to customers when they call HFI Direct
- e) Re-write the void standard document to include more detail and provide a clearer commitment to customers about what they can expect from their new home

3.2.5 IMPROVE PERFORMANCE AND EFFICIENCY

- a) Implement changes to the way staff work with Kier on repairs, void servicing and gas safety – to improve customer satisfaction and increase efficiency from the partnership
- b) Implement a rigorous monitoring system to ensure more repairs are completed on the first visit / develop a 'Right First Time Strategy'
- c) Increase the proportion of planned repairs to responsive repairs
- d) Review the way staff manage and monitor mechanical and engineering contracts (for example lifts, gas servicing) and implement improvements

- e) Establish a specialist door entry and security team to be responsible for consultation, commissioning and maintenance
- f) Develop an incentive scheme for providing first time access to gas servicing engineers

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	July 2006	4	Consultation

Subject of Report: Disposal of Land Managed by HFI

1. Introduction

1.1 At present the Council policy is to maximise the supply of affordable housing within the borough. This means that where land is identified that is surplus for requirements that consideration is given for its development to include a provision for social housing.

1.2 In November 2005 a paper was brought to panels which set out the schemes that are currently being considered by the Council. The panels were advised that an update of these schemes would be brought back to panels periodically.

2. Recommendations

2.1 Panels are asked to note and comment on the schemes under consideration, attached at Appendix A.

3. Background

3.1 In March 2005 Consultative Panels received a report on the proposals for procedures for the disposal of land managed by HFI. The report stated that once an area is identified as a site with possibility for development that local residents are asked for their comments prior to any agreement on the scheme being reached with the Council.

3.1.1 Do you feel that this procedure has been followed?

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CURRENT SCHEMES JUN 06

Site	Current Status	AHO
Reception Centres	Deadline for Petherton and Grosvenor tenders is Friday 30 th June. Initial feedback is that about 3 RSLs will respond. Interviews likely to take place 2 nd /3 rd week of July. Highbury Quadrant is due to go out for competitive tender in Sept/Oct with Barnsbury and Holloway Road to follow in 2007.	Cross Borough
Neptune Hse, off King Henry St	Invitation to tender sent out on Monday 19 th June. Deadline for returns is Friday 28 th July. Draft copy of the tender was sent to Mayville Est TRA and Mildmay Rd resident's rep. Site is part of a joint proposal with Pollard Close.	Boleyn Road
Undercroft, Braithwaite House, Bunhill Row	Not being currently considered for affordable housing at the moment.	Central St
Tompion House, Percival St	Going to planning on 17 th July. Looking for alternative location for the youth club.	Central St
Gambier House Community Centre & Mora Street Cr Park	Will be packaged with Mora St Car Park. Received planning advice. Will meet with AHP then TMO to discuss once received. Likely to send out invitations to tender in late summer/early autumn.	Central St
Vibast Centre	Will look at site in conjunction with EC1 New Deal and local residents, is part of St Luke's area framework which is being consulted on with local residents.	Central St
Pilgrim's Way, Off Hazelville Rd	Family mosaic have lodged an appeal with the planning inspectorate. The appeal was lodged on 8 th June and the process will last approximately 4-6 months.	Holland Walk
Dog Training Centre, Holland Walk Est	Site not considered appropriate for an affordable housing development by Planning. AHP should look at alternative uses for the site.	Holland Walk
Lygoe House, Hornsey Lane	Resident Information Event took place on 22 nd June. Feedback will be sent to the Planning Dept. Its expected that a planning application will go in July/August.	Holland Walk

Item 4 – Appendix A

Playground, Holly Walk Estate	AHO requested that the site be left for the moment while they explore other options as the site is very sensitive with local residents and councillors. No further work has therefore been done on the site. Will not progress further until requested to by AHO.	Holland Walk
Aubert Ct	Planning have been asked to provide further advice on what would be acceptable on the site then a meeting with Community HA to discuss if a scheme is viable.	Isledon Rd
Andover Estate Car Park, Birnam Rd.	Further meeting has taken place with Tollington TRAs at their request to present final scheme. Disposal and Planning application expected in June/July.	Isledon Rd
Globe House, 107 Tollington Way	Successful planning application. Met with AHO to tidy up outstanding issues regarding the license for the site compound. Once S106 is signed off the contractor will inform AHO and Hsg Dev Team when works will commence.	Isledon Rd
Undercroft, Docura House, Andover Estate	Site is inappropriate for affordable housing development of 2-3 units because of financial viability issues. Will be left to the Tollington Project Team to decide what they would like to do with the site.	Isledon Rd
Pollard Close Car Park, off Holloway Rd	Packaged with Neptune House.	Lyon St
Armour Close, Roman Way	Have Planning Advice. Will look to send out tenders in Autumn.	Lyon St
Undercroft parking, 5-20 Outram Place, York Way	Inappropriate for affordable housing. Will remain as responsibility for AHO.	Lyon St
Playground rear off Ourtram Place	Has been earmarked as part of the development of 176-178 York Way.	Lyon St
Site adj 1-16 Dunoon Hse, Copenhagen St	Site will be used as site for displaced shop while works to Naish Ct are completed. Site available in early 2008 and will be looked at again.	Lyon St

Item 4 – Appendix A

Coalsheds Adj 15-30 Dunoon Hse, Copenhagen St	Site will be used as site for temporary library while works to Naish Ct are completed. Site available in early 2008 and will be looked at again.	Lyon St
Corner of Wheelwright St & Roman Way	Site not viewed as suitable for transfer to Greenspace and unsuitable for affordable housing. Will remain as responsibility for AHO.	Lyon St
Embankment adj Centurion Close	Site not viewed as suitable for transfer to Greenspace and unsuitable for affordable housing. Will remain as responsibility for AHO.	Lyon St
Piper Close Garages rear off Watkinson Rd	AHO subsequently believe site has already been sold. Corporate Real Estate are double checking ownership.	Lyon St
Gap site opp 36 Graham St (adj Jessop Court)	Received planning advice and site is considered suitable for affordable housing development. Will await second site to become available to package as joint tender. Site seems to be secure and there is not evidence of any ASB.	Upper St
Popham Street Community Centre	Identified by AHO as underused and possibly suitable for affordable housing. Awaiting planning advice.	Upper St

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	July 2006	5	Consultation

Subject of Report: Sustainability Strategy

1. Synopsis

- 1.1 This report updates consultative panels on the development of HFI's Sustainability Strategy since the last report to the May cycle of meetings.

2. Recommendation

- 2.1 That consultative panels note and provide comment on the proposed sustainability strategy.

3. Background

- 3.1 In order to achieve the key strategic objectives of the organisation, Homes for Islington has adopted a suite of complementary strategies. The HFI Board decided in 2005-06 that a Sustainability Strategy, sometimes called a Green Housing Strategy, was required to achieve several elements of the HFI Mission.

- 3.2 The strategy has been drawn up following extensive research of best practice elsewhere and consultation with residents, staff and stakeholders.

- 3.3 There was a great deal of helpful feedback from the May consultative panels, with comments including:

- 3.3.1 To consider green space audit;
- 3.3.2 To give a choice between baths and showers in Decent Homes work;
- 3.3.3 To deal with pigeon infestation;
- 3.3.4 The maintenance of green areas;
- 3.3.5 Use of local labour and materials;
- 3.3.6 The number of trees and management.

4. The Strategy

- 4.1 HFI's strategy has been closely aligned to Islington Council's "Getting Greener" policy initiative. The themes within it are:

- Developing culture change to a more green agenda for HFI;
- Increasing recycling and energy and water efficiency

- Promoting sustainability in service delivery especially through the decent homes programme
- Developing sustainable communities by helping to tackle anti social behaviour and reaching out to the community.

4.2 The strategy will embed various initiatives and practices which are already in place, including:

- Recycling
- Dealing quickly with abandoned vehicles and lumber
- Use of low flow appliances in the DHS programme
- Improvements in dealing with anti social behaviour.

4.3 **Other options for inclusion in the strategy include:**

- **Implementation of the Combined Heat & Power initiative (dependant on LBI)**
- **Adoption of whole life costing**
- **Involving the Energy Centre in the planning stages of all new major works projects to ensure that energy and water efficiency are planned in at the earliest stage**
- **Undertaking energy audits before each major works scheme to quantify the tonnes of CO2 emissions reduced by the energy efficiency elements of the works**
- **With LBI to provide a householder guide to sustainability**
- **Consider the implementation of the LBI 2006-08 Green Travel Plan for HFI staff**
- **Building on the current out of hours ASB Response Team. Increase in resources to maximise coverage**
- **Programme of works to design out ASB through environmental improvements – security lighting, alley-gating, speed humps, etc.**
- **Expansion of current work with partners to engage young people in constructive activity (sports, arts, volunteering, community clean up, etc.)**

4.3.1 **What would you see as the priorities for inclusion in the strategy?**

4.3.2 **Are there any other options that you think can be included?**

4.4 The full strategy document runs to some 30 pages and it was not feasible to reproduce this for all consultative panel members. If individual panel members would like a copy in order to look in more detail at our proposals and comment on these, copies are available from Paul Davey, Strategy & Procurement Manager at paul.davey@homesforislington.org.uk or on 020 7527 4018.

4.5 The draft strategy will be presented for comment to Board at its 31 July meeting and then a final version will be brought for agreement at the 11 September Board meeting.

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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	July 2006	6	Consultation

Subject of Report: Consultative Panel processes

1. Synopsis

1.1 This report provides Consultative Panels with details of actions undertaken by staff and Panel Chairs and Vice-Chairs since the Consultative Panel Development Session in May 2005.

1.2 This report also asks Consultative Panels to comment on suggestions by staff to further improve the Consultative Panel process.

2. Recommendations

2.1 That Consultative Panel comment on the following:

- 2.2.1 The changes made to the Consultative Panel process since May 2005.
- 2.2.2 Suggestions for further changes to the Consultative Panel process.

3. Background

3.1 Consultative Panel processes

3.2 On 18th May 2005, a Consultative Panel Development session was held for Consultative Panel Chairs and HFI staff. The outcomes of this session were reported to Consultative Panels in June 2005. The main issues discussed focused on:

- 3.2.1 The schedule of meetings
- 3.2.2 The terms of reference for area housing panels
- 3.2.3 Names of meetings
- 3.2.4 Report formats, agendas and timings of meetings
- 3.2.5 Presentation of items by staff
- 3.2.6 Views on best practice for running meeting
- 3.2.7 Collective decisions on consultation items and minutes

3.3 A further development event was held with HFI staff on 1st March 2006. Please see Appendix 1 for details of the improvements HFI thinks this has been made to Consultative Panels following these two meetings.

4. Further improvements to the Consultative Panel process

4.1 HFI thinks that there have been significant improvements made to Consultative Panels in terms of running Panel meetings and work has been done on the **Page 16**

administration surrounding these meetings. However, there is recognition by HFI that more can be done to engage with residents through Consultative Panels in particular in addressing the following questions:

- 4.2 Do you think that the forward plan (see Appendix 2) that lists all reports that will be presented to Panels in the financial year should be brought to each meeting?**
- 4.3 Do you have any suggestions for items for inclusion in future agendas?**
- 4.4 Do you feel that the reports on Decisions Agreed and Sub-Boards and HFI Update should be included at each meeting? Or do you feel this is unnecessary?**
- 4.5 Do you have any suggestions for particular points of interest that could be included in the regular HFI Update? Or do you feel that this is a further unnecessary report?**
- 4.6 In general, should HFI send out items for information separately from the “booklet” of reports? Do you think that the “booklet” would be better used asking you to focus on items for consultation?**
- 4.7 Do you think that given the size of the Capital Programme report that is produced quarterly for Consultative Panels, would it be better to present it separately as a local agenda item?**
- 4.8 Do you think that the processes put in place have made a noticeable improvement to Panels?**
- 4.9 Are there any further suggestions to improve the Consultative Panel processes that you want to make?**

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Improvements to Consultative Panel processes

1) Schedule of meetings

Previously Panel meetings were not officially scheduled. Given that central Consultative Panel reports are printed externally it is critical that meetings are scheduled for the financial year and are not changed subsequently.

Progress –

Staff and Chairs agreed dates for 2006/07 in a timely fashion which enabled them to be published in the spring edition of the Residents Newsletter.

2) Terms of Reference for Area Housing Panels

Previously it was felt that the terms of reference were not generally understood.

Progress –

A training session was held for Chairs on 31st October 2005 and a report on the changes to the terms of reference was presented to Consultative Panels in November 2005 for Consultation. Subsequently the views of Panels were taken on board and the terms of reference amended.

3) Names of meetings

Previously it was suggested by staff that “Consultative Panels” be used as an overarching term for all nine different forums.

Progress –

There was no overall objection to this proposal by Consultative Panels, which is now the collective name given to the nine different forums.

4) Report formats, agenda for 2005/06 and timing of meetings

Previously it was agreed that there would be a pack of central reports, a forward planner and the timing of agendas was considered.

Progress –

A pack of central reports is now produced for each meeting. A forward planner has been developed and is attached at Appendix 2 of this report.

5) Chairing and presentation of items by staff

It was asked that staff give briefer introductions to reports.

Progress –

In general feedback indicates that this request is being adhered to.

6) Views on best practice for running meetings

Previously discussed was the issue of chairing and the best practice for running meetings. Panels were generally supportive of all Chairs and Vice-Chairs attending a development session on this.

Progress –

A development session for Chairs and Vice-Chairs due to be organised by the Resident Involvement Team has been delayed. It will be rescheduled for the summer of 2006 and Panels are encouraged to ask their relevant Chair to attend.

7) Recording collective decisions and minutes

It was previously agreed that Chairs would ask Panels for their collective view on items for consultation in order that a clear view from each Panel can be reported back to the appropriate HFI forum. It was also agreed that minutes should be signed off by Panel chairs and it was suggested that minutes should conform to a set template.

Progress –

Staff have recognised that this was an area that they could improve on. Therefore a development session was held on 1st March 2006 for HFI staff.

For points 6 and 7 staff have since developed a basic Performance Monitoring table to be used at Panels. This was used for the first time at the May cycle of meetings and the results are listed below:

Performance Monitoring

	Pre-meet YES / NO	Quorate YES / NO	Chair and staff kept to agreed agenda YES / NO	Decision / Consultation items appropriately recorded YES / NO	Minutes cleared by the Chair in the appropriate time scale YES / NO
Boleyn Road Area Housing Panel	Yes	Yes	Yes (as agreed at pre-meet)	No	Yes
Central Street Area Housing Panel	Yes	Yes	Yes	Yes	No
Holland Walk Area Housing Panel	Yes	Yes	Yes	Yes	Yes
Isledon Road Area Housing Panel	Yes	Yes	Yes	Yes	Yes
Lyon Street Area Housing Panel	Yes	Yes	Yes	Yes	Yes
Upper Street Area Housing Panel	Offered but not required – dealt with by phone	Yes	Yes	Yes	Yes

	Pre-meet YES / NO	Quorate YES / NO	Chair and staff kept to agreed agenda YES / NO	Decision / Consultation items appropriately recorded YES / NO	Minutes cleared by the Chair in the appropriate time scale YES / NO
Islington Leaseholder Forum	No	Yes	Yes (largely)	Yes	No
Partners for Improvement in Islington Residents Forum	Yes	Yes	Yes	Yes	Yes – but delay in delivery of minutes was caused by staff not the Chair.
TMO/TMC Review Group	No	Yes	Yes	Yes	Yes

Item 6 - Appendix 2

Forward Plan for Consultative Panels 2006-2007

Date of meeting	Items on the Agenda	Status	Subject of report
Sep-06 12th-21st September	Capital Programme 2007/08	C	Proposals regarding the 2007/08 capital programme
	Heating Charges Review (LBI Item)	C	Proposals regarding boiler charges
	HFI annual reporting process	C	How HFI produces annual reports
	Capital Programme 2006/07 monitoring 1st qtr	I	Progress of local capital projects for 2006/07
	Decision Items at last Board and Sub-Board	I	Items agreed at the last meetings
	HFI Update	I	Updates on current events in HFI
Nov-06 13th -23rd November	Business Plan 2007/12	C	Process for deciding the Business Plan for 2007-12
	Review of Complaints / Ombudsman 06/07	C	Information about complaints received by HFI
	Capital Programme 2006/07 monitoring 2nd qtr	I	Progress of local capital projects for 2006/07
	Decision Items at last Board and Sub-Board	I	Items agreed at the last meetings
	HFI Update	I	Updates on current events in HFI
Jan-07 8th-18th January	Rent Changes and Proposals 2007/08 (LBI Item)	C	Proposals regarding the rent review for 2007/08
	Funding for local area improvements	C	Various funding options available for improvements
	Options for spend - LBI ringfenced funding	C	LBI funding for HFI ring-fenced for certain areas
	Business Plan 2007-11 Growth Efficiencies	C	Proposals for growth and efficiency savings to be included
	Resident Involvement and Customer Focus Strategy	C	Strategy for consulting residents on HFI's policies
	Land Disposal update	I	Schemes to maximise supply of affordable housing
	Decision Items at last Board and Sub-Board	I	Items agreed at the last meetings
	HFI Update	I	Updates on current events in HFI
Mar-07 8th-15th March	Board meetings 2007/08 location	C	Suggestions where to hold HFI public meetings for 2007/08
	Resident Elections to HFI Board 2007/08	C	Information on elections due to take place summer 2007
	Capital Programme 2006/07 monitoring 3rd qtr	I	Progress of local capital projects for 2006/07
	Decision Items at last Board and Sub-Board	I	Items agreed at the last meetings
	HFI Update	I	Updates on current events in HFI

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	July 2006	7	Information

Subject of Report: HFI *just* Rewards - Tenant Incentive Scheme

1 Introduction

1.1 This report provides an update to Consultative Panels regarding the launch of HFI's tenant incentives. This is further to the report considered by Consultative Panels in September 2005. The comments from Consultative Panels have been included in developing the scheme.

2 Recommendation

2.1 That Consultative Panels note the report.

3 Background

3.1 Homes for Islington will launch its incentive package under the title HFI *just* Rewards. HFI wishes to explore the benefits that can be gained by introducing a small-scale scheme. Reward schemes of this nature are considered good practice and aim to reward responsible tenants while providing an incentive for others to meet the conditions of their tenancy.

3.2 The agreed incentives are as follows:

- £20 payable to any tenant who changes their method of rent payment to direct debit (one incentive payment only)
- £150 payable to a tenant who leaves their property and garden in a clear, tidy condition and in good repair
- A quarterly prize draw competition for qualifying HFI tenants with a clear rent account and no tenancy breaches, with first prize of £500, second prize of £250 and four further prizes of £50.

3.3 HFI *just* Rewards also complement the more punitive action taken against tenants for breach of tenancy conditions. For example, tenants who leave their property in a poor condition may be recharged the cost of clearance as well as the cost of making good damage they have caused or unauthorised improvements they have carried out.

3.4 Our Clear Rent Account *just* Reward has needed minor revisions to ensure that we are compliant with the law. Tenants expecting to have a clear rent account on the day of the draw may complete and return an entry form, correctly answering a competition question.

4. Launch and Publicity

4.1 The aim is to promote the scheme as widely as possible to all HFI tenants.

4.2 The competition draw dates proposed for the remainder of 2006/7 are as follows:

Draw	Closing Date	Date for Clear Account	Draw Date
Draw 1	3 rd November 2006	5 th November 2006	6 th November 2006*
Draw 2	2 nd February 2006	4 th February 2006	5 th February 2006*

*We will ensure that we have confirmation on this date that there are no system problems that could have delayed payments.

For future draws we will carefully consider timing to coincide with known peak periods for arrears. For example just before Christmas and the summer holiday period.

4.3 We will formally launch HFI *just* Rewards in September 2006 by the following methods:

4.3.1 Promoting all HFI *just* Reward Schemes

- A front page article in the September edition of Homes for Islington News
- On the Homes for Islington web site www.homesforislington.org.uk
- Posters and leaflets on display at the area offices highlighting the schemes
- We will send copies of all publicity to tenants and resident associations
- At new tenancy sign up stage
- Information will be translated and made available in alternative formats where requested
- Staff (including HFI Direct staff) will be briefed so that the schemes can be promoted as widely as possible

4.3.2 Promoting the Moving out- HFI *just* Reward

- New tenants will receive a leaflet and explanation when they view a property and again when they sign their tenancy agreement
- Anyone wishing to give up their tenancy will receive a leaflet with their Termination Notice

4.3.3 Promoting the Clear Rent and Direct Debit HFI *just* Rewards

- Competition entry forms and information will be sent out with the September rent statements
- Leaflets will be enclosed with our standard rent arrears letters and our letters will be updated especially to promote payment by direct debit
- We will continue to offer tenants in arrears with welfare benefit and/or debt problems, advice through our new Independent Advice Project, local Housing Benefit Service and Housing Support Service.

4.4 Internal processes are now being mapped and agreed with staff. The Direct Debit and Moving out HFI *just* Reward can “go live” as soon our publicity is in place on the website and at the area office. It is in our interests to raise tenant and staff awareness at the earliest opportunity as there are financial and other benefits to the organisation if there is good take up of these rewards.

5. Financial Considerations and Benefits

5.1 At Appendix A there is a comparison table of the costs attached to the various methods of payment and the volume of transactions for 2005/6. Payments via direct debit and standing order are the most cost effective methods at less than 1p per transaction. Payments by direct debit are also efficient in terms of rent arrears recovery action because an account that is set up to pay by this method requires less monitoring. Currently 2293 tenants pay rent by direct debit. This represents less than 9% of HFI's tenants choosing to pay by the most efficient and cost effective method. The 2006/7 Business Plan has an objective to increase the percentage of payers on direct debit by 12.5%. HFI will monitor take up of the Direct Debit *just* Reward as part of the evaluation of the project and would expect numbers to increase significantly as a result of this campaign. The cost to HFI in rewards if this target is met will be £5740.

5.2 Last year HFI identified almost 100 void properties where the tenant had not cleared the property and/or had left it in a poor state of repair (tenant damage, not fair wear and tear) and the recharge policy was instigated. Re-servicing of these properties was more costly, took longer to complete and the new tenant had to wait longer to receive their keys.

5.2.1 The **Moving Out – HFI *just* Reward** will be publicised back-to-back with information outlining the circumstances in which a recharge will be payable and will be handed out at all accompanied viewings and with all Termination Notices.

5.2.2. In 2005/6 the area offices reserviced 1346 voids. The average void turnaround was 26 days and the average cost was £3169. Although other factors impact on performance this year HFI will carefully evaluate the benefit of this reward by comparing turn around time and average cost with those voids which did not attract a reward. HFI will also monitor the level of recharges processed in the same period as a useful comparison.

5.3 As of April 2006 almost 88% of tenants who owe rent, had rent arrears up to £999. A significant proportion of these tenants are in arrears at the lower end of this scale and may allow their account to periodically fall into arrears but then catch up. The debt owed by this band of tenants was in excess of £1.8million as at April 2006. HFI hopes to encourage as many tenants as possible to maintain a clear rent account with the chance to enter the quarterly Clear Account *just* Reward competition.

5.3.1 The annual cost in prize money will be £950. HFI will carefully plot any reduction in arrears figures as part of the evaluation of this reward.

6. Equalities

6.1 The results of the recent diversity mapping exercise are expected shortly and data will be uploaded to the computer management systems. As the information base expands HFI will have more effective means of identifying take up of HFI *just* Rewards across the community.

6.2 HFI will take all steps to ensure that HFI *just* Rewards are accessible to all tenants meeting the qualifying criteria and will ensure translated material is available.

7. Evaluation of HFI *just* Rewards

7.1 HFI will evaluate the impact of **HFI *just* Rewards** and will report back to consultative panels as directed. HFI *just* Rewards are small in scale compared with incentives and reward schemes introduced by other authorities and ALMOs. HFI would like to consider expanding the incentive package further depending on the findings of the evaluation. Membership of a discount card scheme is another popular incentive offered by various authorities and may be worth exploring further.

Background Papers

- **Appendix A** Comparison Table of Rent Payment Methods

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Method of Payment	Volume	Transaction cost (bank charges)	Total transaction cost	Amount paid	Average Pay Value
Internet credit card	641	1.34% of value	£ 1,867.17	£ 139,341.00	£ 217.38
TouchTonePhone credit card	795	1.34% of value	£ 2,153	£ 160,659	£ 202.09
Telephone credit card	1,965	1.34% of value	£ 5,563	£ 415,113	£ 211.25
Internet debit card	3,649	18.5p	£ 675	£ 690,638	£ 189.27
TouchTonePhone debit card	4,913	18.5p	£ 909	£ 943,182	£ 191.98
Telephone debit card	13,180	18.5p	£ 2,438	£ 2,413,605	£ 183.13
Direct Debit	22,073	0.85p	£ 188	£ 4,447,050	£ 201.47
MO Cash Office	47,420	£1.06	£ 50,256	£ 8,331,254	£ 175.69
Bank Standing Order	56,069	0.85p	£ 477	£ 5,549,203	£ 98.97
PayPoint	117,619	39p	£ 45,871	£ 5,675,969	£ 48.26
Post Office	379,000	49.62p	£ 188,060	£ 21,060,677	£ 54.70
TOTALS	647,324		£ 298,456	£ 49,826,692	£ 172.98

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	July 2006	8	Information

Subject of Report: 2005/06 Performance Report

1. Synopsis

1.1 This report shows HFI performance in the year 2005/06 across a range of key Performance Indicators (PIs). It includes a section showing 2005/06 performance compared with performance in the previous four years where this information is available.

2. Recommendation

2.1 That Consultative Panels note the report.

3. Background

3.1 HFI monitors its performance using a range of PIs. HFI Management Team reviews these PIs every month and HFI Board receives performance information as part of quarterly strategic management papers.

3.2 This paper for consultative panels summarises HFI's performance over the last year using key PI information (see Appendix A).

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COMPLAINTS



improving housing through partnership

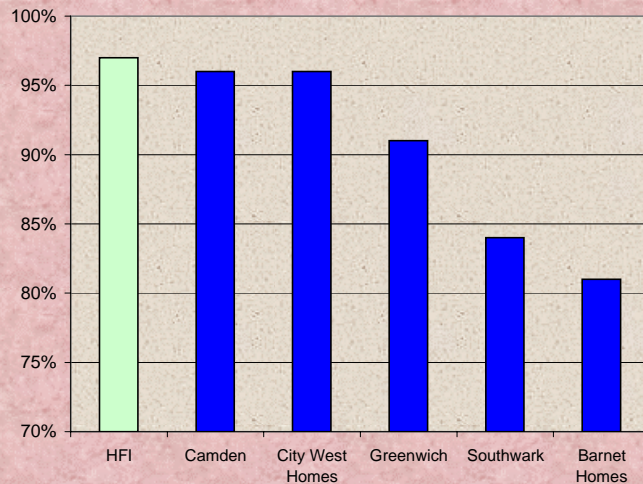
The percentage of public complaints responded to within 10 days. The service target is to ensure that each complaint is dealt within 10 working days.

The Homes for Islington (HFI) definition of a complaint is “an expression of dissatisfaction with Homes for Islington’s action, lack of action or standard of service, whether justified or not”. The stage one complaint is examined by the manager of the service. For example, if the complaint is about a faulty window frame, the complaint would be dealt with by the relevant repairs manager.

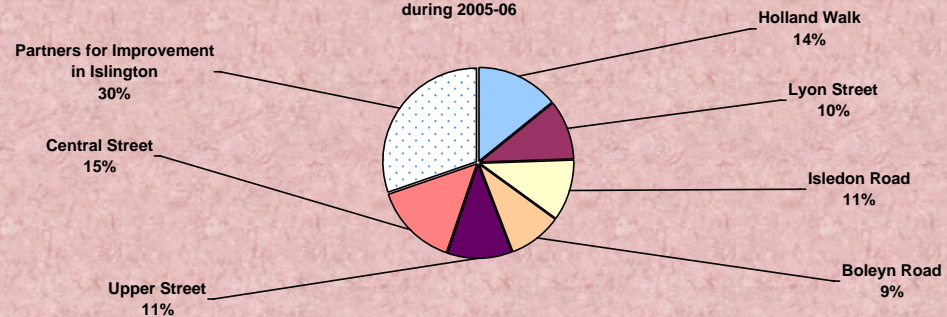
During 2005-06, HFI received and responded to 96.82% of first and second stage complaints overall within 10 working days. The target was 95%.

Homes for Islington increased performance by 2.82% points compared to 2004-05. Chart 1 compares the HFI performance with four other social housing providers, CityWest Homes, Camden, Greenwich and Southwark.

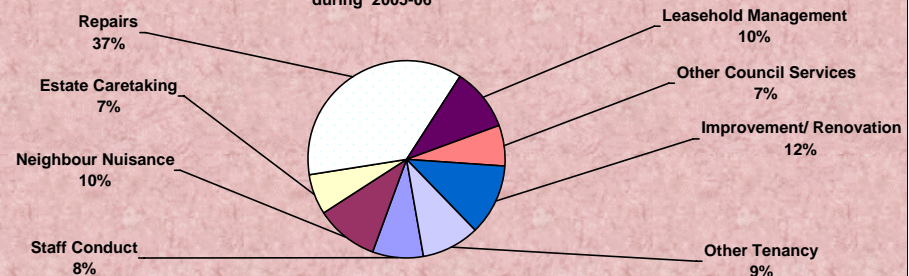
Chart 1: The percentage of complaints responded within 10 working days in 2005-06 (Source: Individual Housing Departments)



The percentage of complaints received by area housing offices during 2005-06



The percentage of complaints received by categories during 2005-06



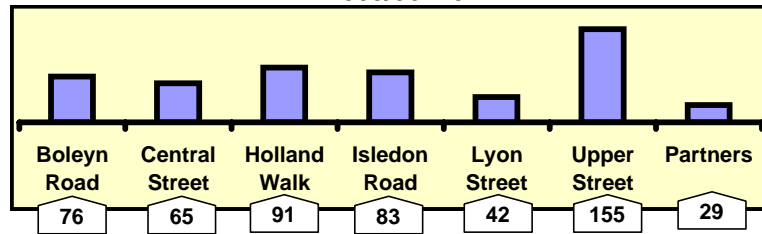
ANTISOCIAL BEHAVIOUR



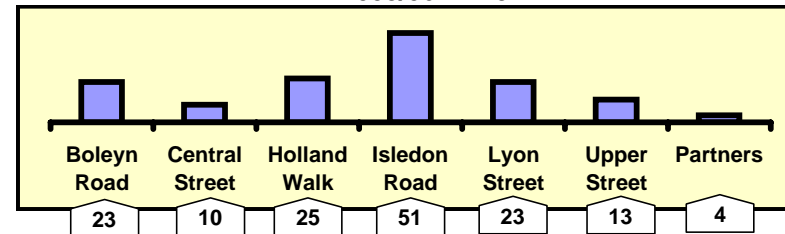
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Antisocial behaviour covers a range of activities that affects people's enjoyment of their homes and neighbourhoods. It includes noise, graffiti, abandoned vehicles, drug / alcohol related nuisance, and single or persistent instances of verbal or physical abuse.

Total number of reported antisocial behaviour cases in 2005/06 = 541



Total number of reported harassment cases in 2005/06 = 149

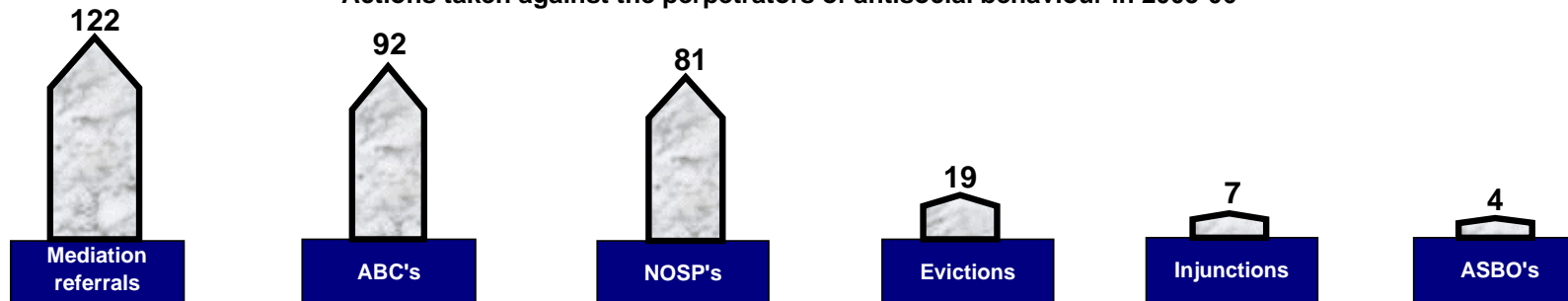


* a harassment incident is one where a specific individual or group is targeted:

HFI seeks to work closely with the victims of antisocial behaviour. Action against perpetrators is taken only with the informed consent and cooperation of those affected by antisocial behaviour. Homes for Islington (HFI), in partnership with Islington Council's Antisocial Behaviour Team and the police, uses a wide range of direct remedies to deal effectively with antisocial behaviour. These include:

- acceptable behaviour contracts (ABC's)
- evictions
- mediation
- antisocial behaviour orders (ASBO's)
- injunctions
- notices seeking possession (NOSP)

Actions taken against the perpetrators of antisocial behaviour in 2005-06



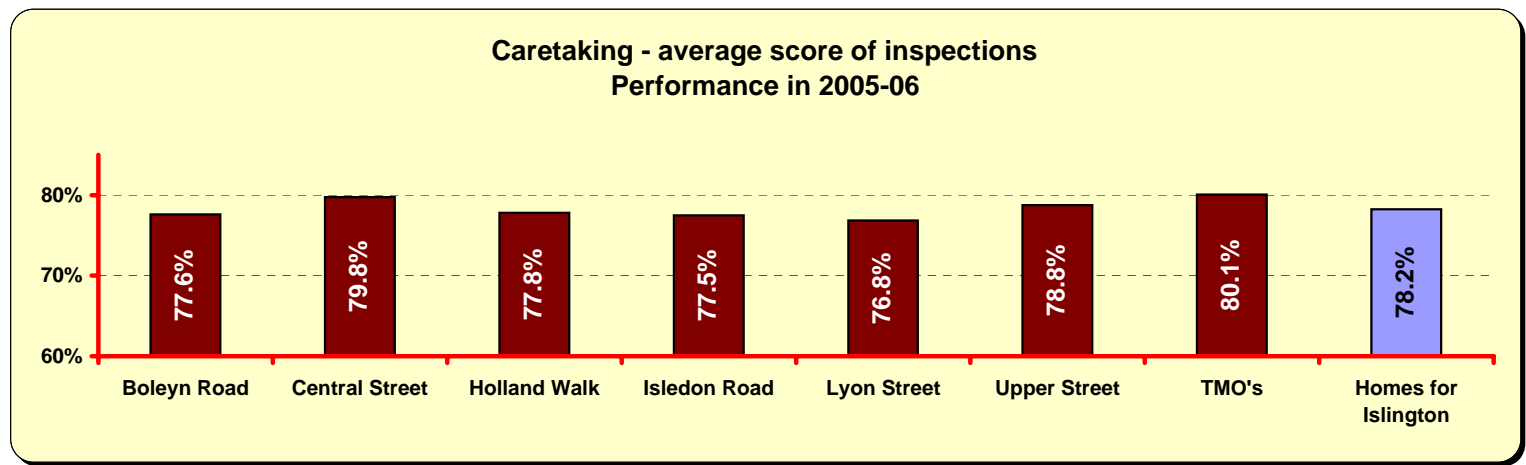


2005-2006 Performance of LKPI 69a - percentage average score of caretaking inspections

Every month caretakers are assessed on various tasks which include: sweeping entrance halls and lobbies; sweeping and washing lift floors, and where necessary lower parts of walls; checks on estate lighting, clean/tidy dust chutes and chambers, releasing blocked chutes where necessary; inspect play areas for hazards such as broken glass, faulty or damaged equipment; sweep paths, roadways, courtyards, car parks and remove litter and leaves; check security of roof access, tank rooms, intakes and door entry systems and other secure areas; clear and disinfect gullies and domestic

Scoring of these assessments is done using grades from A (representing the top mark) to D (the lowest mark).
A = Excellent, scores 100; **B** = Satisfactory, scores 75; **C** = Unacceptable, scores 50 (problem should be easily rectified); **D** = Failure, scores 25 (normally a health & safety risk issue or long-term neglect).

Based on these scores we can see that Homes for Islington's average caretaking score for 2005-2006 was 78%. Each area office's monthly average score was close to or above target (78%). Tenant Management Organisations (TMO's) made up 5% of all caretaking inspections undertaken, and they achieved an average monthly score of 80%.



AVERAGE VOID RE-LET TIME



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One of the chief measures of performance is how quickly we carry out repairs and relet homes once they become empty. This is measured by the average time taken to relet homes from the date they become empty to the date when the new tenancy began.

During 2005-06, it took an average of 26 calendar days to carry out repairs and relet empty homes. The target was 26 calendar days. The performance when compared with 2004-05 was 4 calendar days higher. A change in the definition of this indicator has increased the reported figure in 2005/06. The 2005-06 result includes the performances of area offices, Tenant Management Organisations & Tenant Management Co-ops and Partners for Improvement in Islington. The measurement includes those voids requiring minor works, for example, gas and electric checks, works to bathrooms or kitchen and plastering or removal of artex tiles.

Chart 1 (BVPI 212 - The average time taken to relet Local Authority homes in calendar days)

2005-06

Source: Housemark

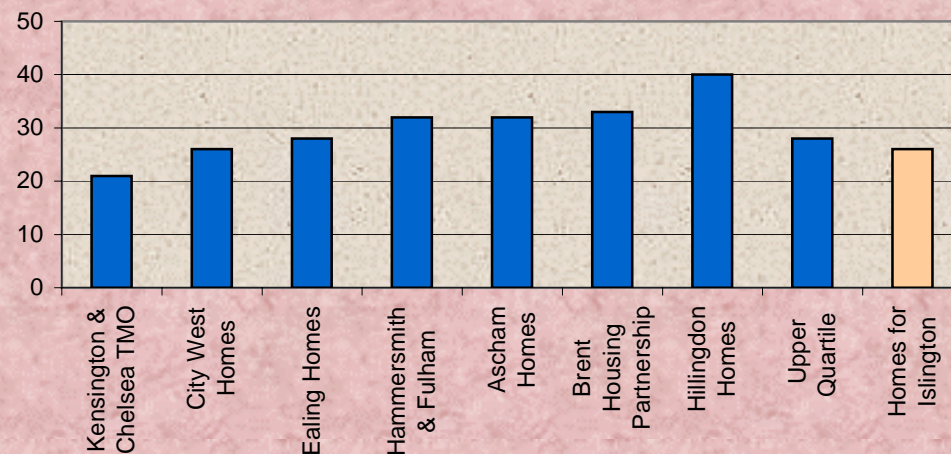


Chart 1 shows Homes for Islington performance compared with seven other social housing providers. HFI's performance is upper quartile performance.

Repairs where an appointment was made and kept



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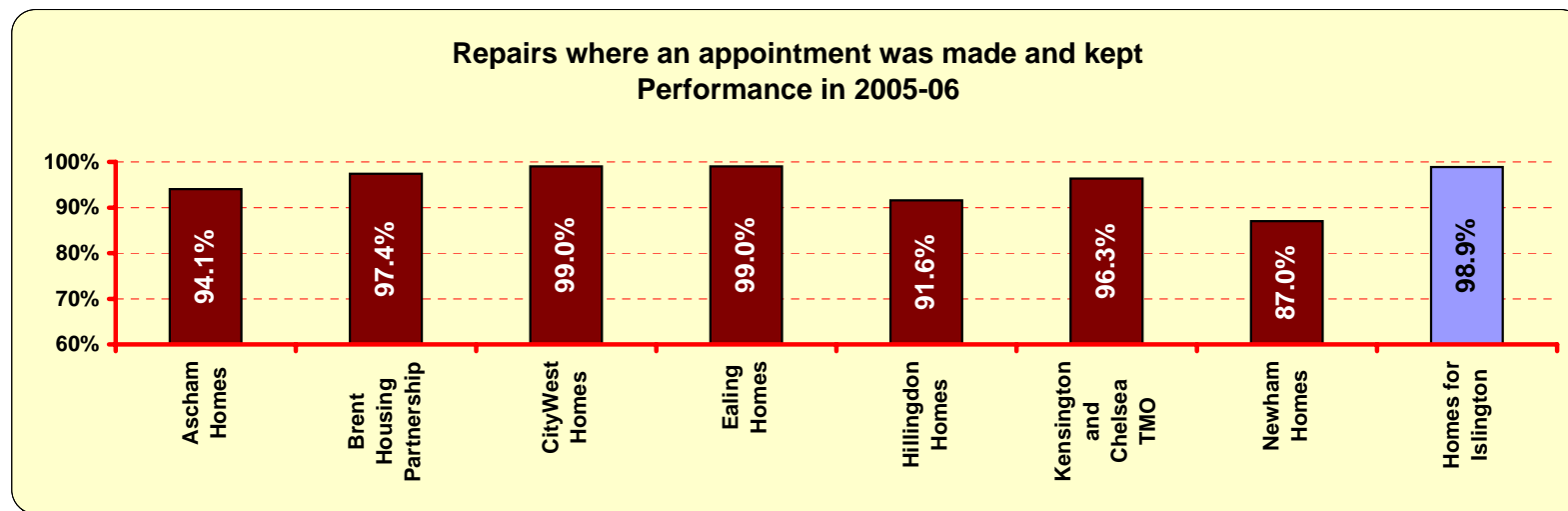
2005-2006 Performance of LKPI 185 - percentage of responsive repairs where an appointment was made and kept.

Respond to order repairs are carried out by Kier Islington. These repairs are based on appointments anytime from 3 to 9 work days and or that have been completed in one visit.

Partners for Islington respond to order repairs are based on appointments anytime from 3 to 7 work days.

In total HFI and Partners for Islington completed 22,394 appointments for repairs in 2005-2006. This represents 98.9% of all appointments made (22,647) being kept by either a HFI or Partners for Islington repairs operative.

The graph below demonstrates the performance benchmarking figures, comparing seven London ALMO's.



RENTAL INCOME COLLECTION & ARREARS



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Homes for Islington (HFI) uses rent paid by tenants to pay for services it carries out such as repairs and caretaking. Therefore it is extremely important that HFI collects as much of the rent that is due from its tenants as possible.

HFI collected 97.8% of rent owed to it in 2005-06. This compares favourably with other London ALMO's. This is shown in Chart 1 below

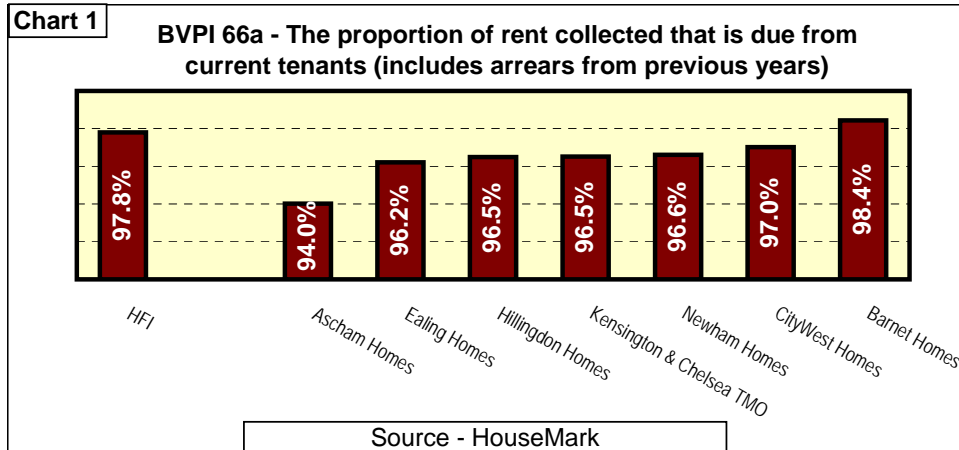
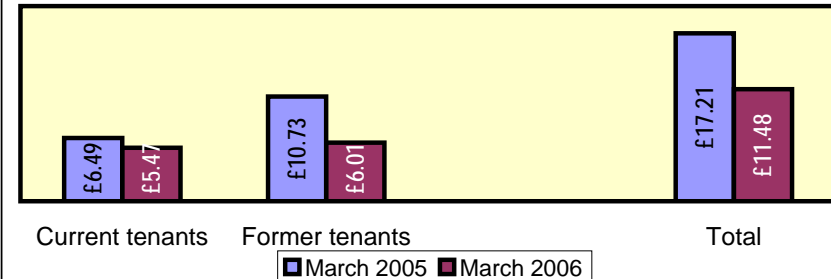


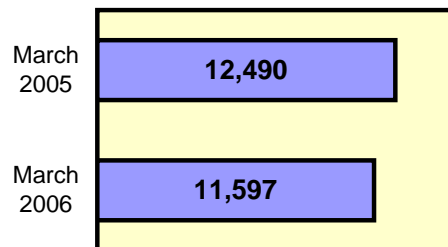
Chart 2 Comparison of HFI's rent arrears (£ millions) between March 2005 and March 2006



The reduction in rent arrears was significant in 2005-06. This is shown in Chart 2

- Total arrears down by 33%
- Arrears owed by current tenants down by 16%
- Arrears owed by former tenants down by 44%

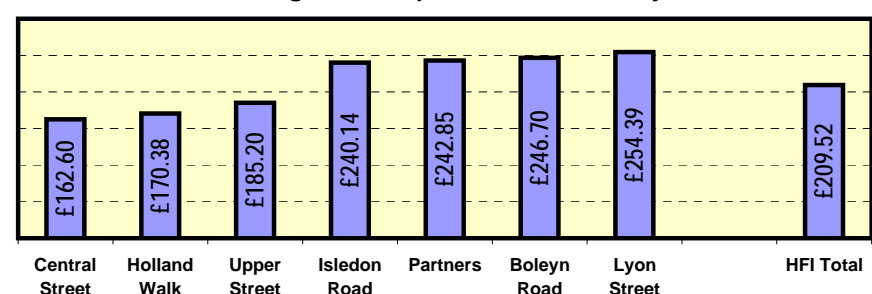
Chart 3 The number of HFI's current tenants in arrears



As indicated in Chart 3, the number of tenants in arrears has been reduced by 7%.

The average arrears per current tenant has fallen from £242.60 in March 2005 to £209.52 in March 2006. Further information is given in Chart 4.

Chart 4 The average arrears per current tenant by area



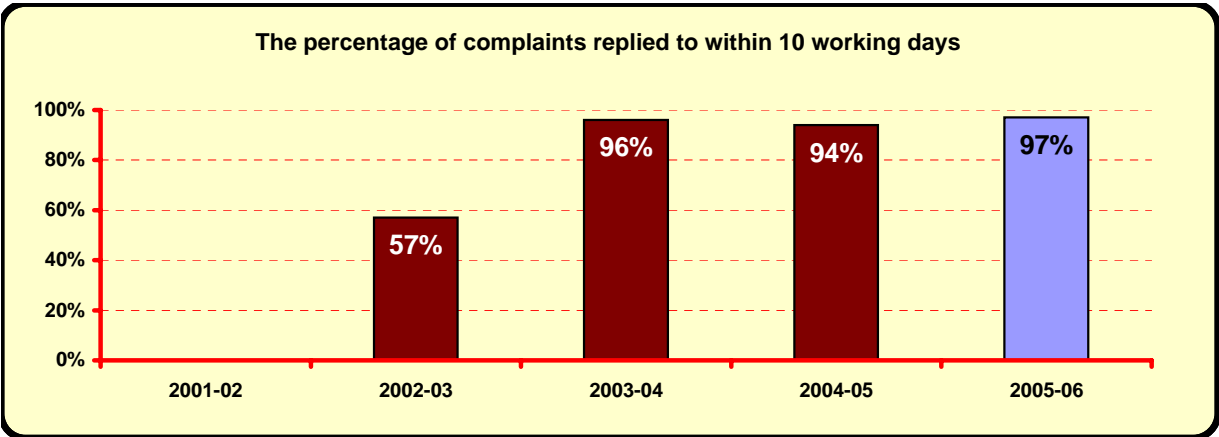
How we're improving



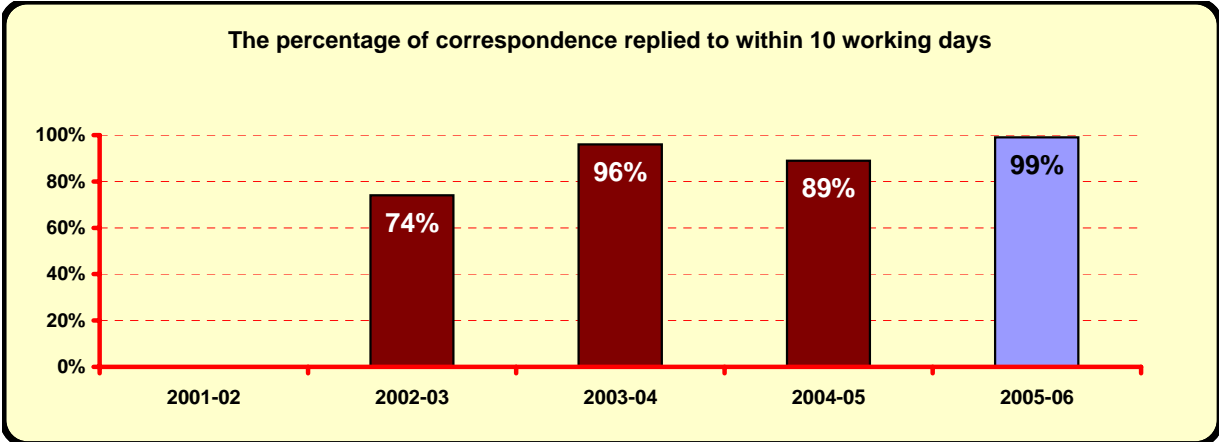
improving housing through partnership

These graphs show 2005-06 performance in comparison to the previous four years performance, where available. Where no previous years data is available the performance indicator is not shown.

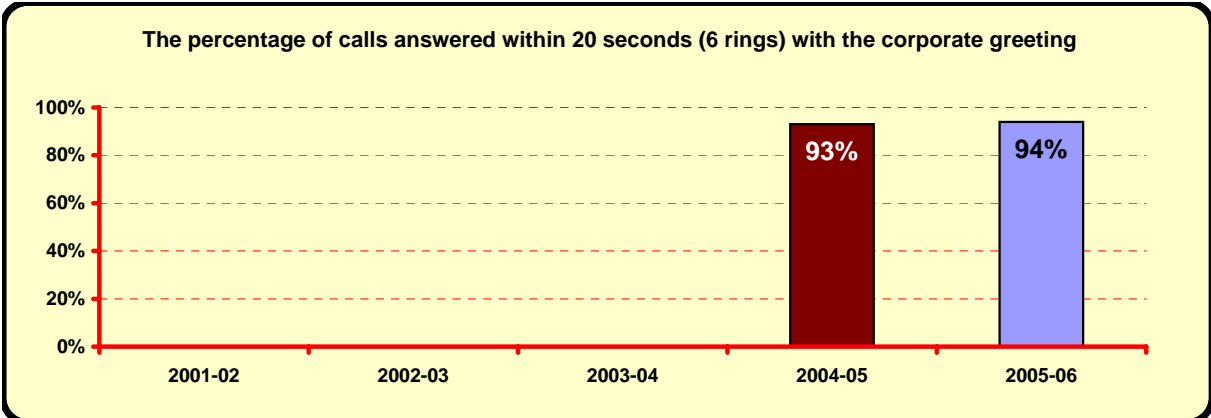
LKPI 5a



LKPI 6a

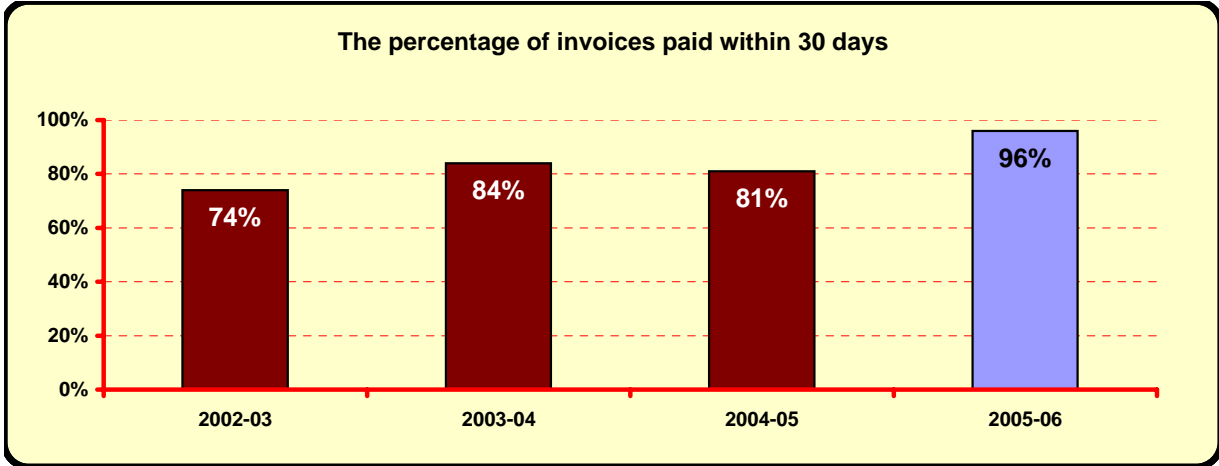


LKPI 100

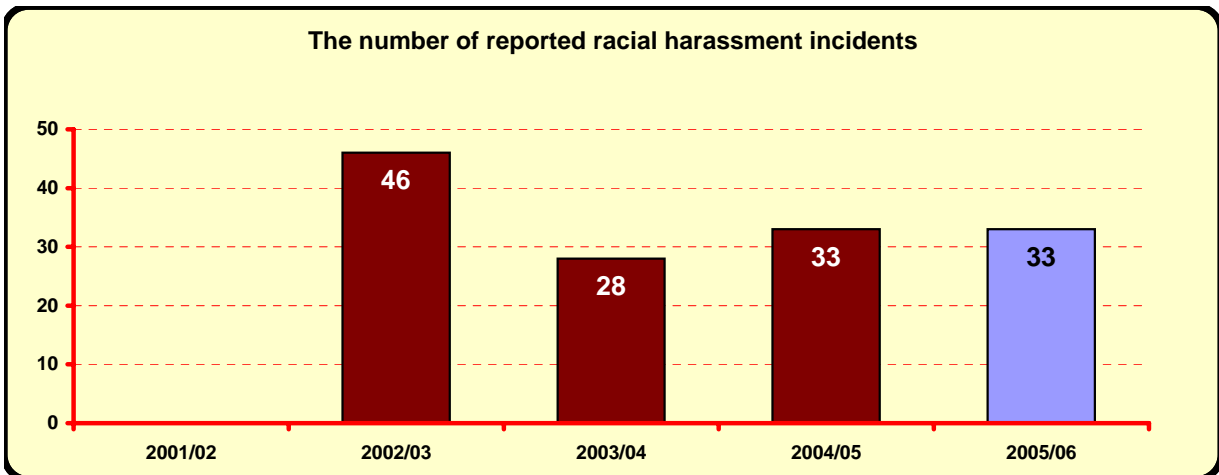


These graphs show 2005-06 performance in comparison to the previous four years performance, where available. Where no previous years data is available the performance indicator is not shown.

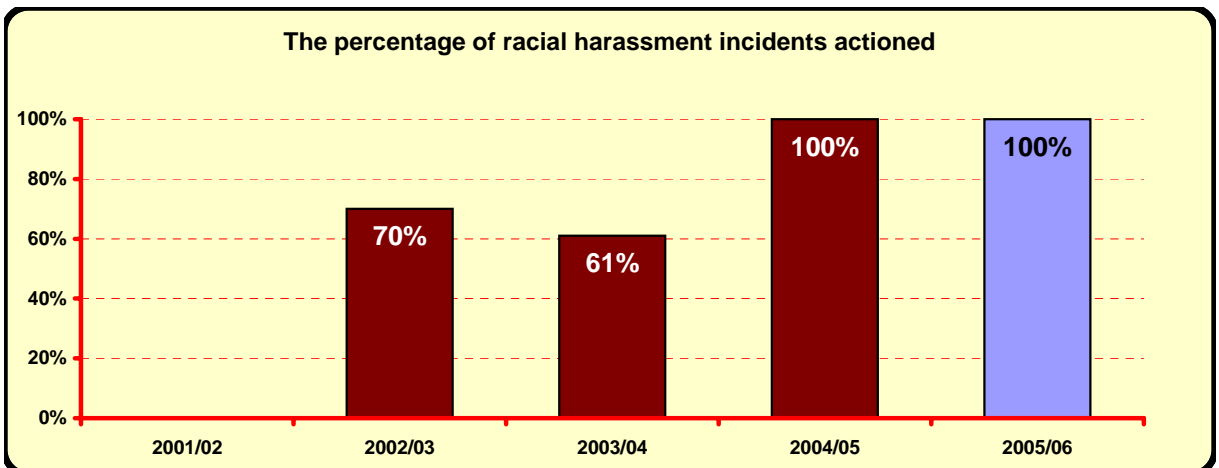
BVPI 8



BVPI 174

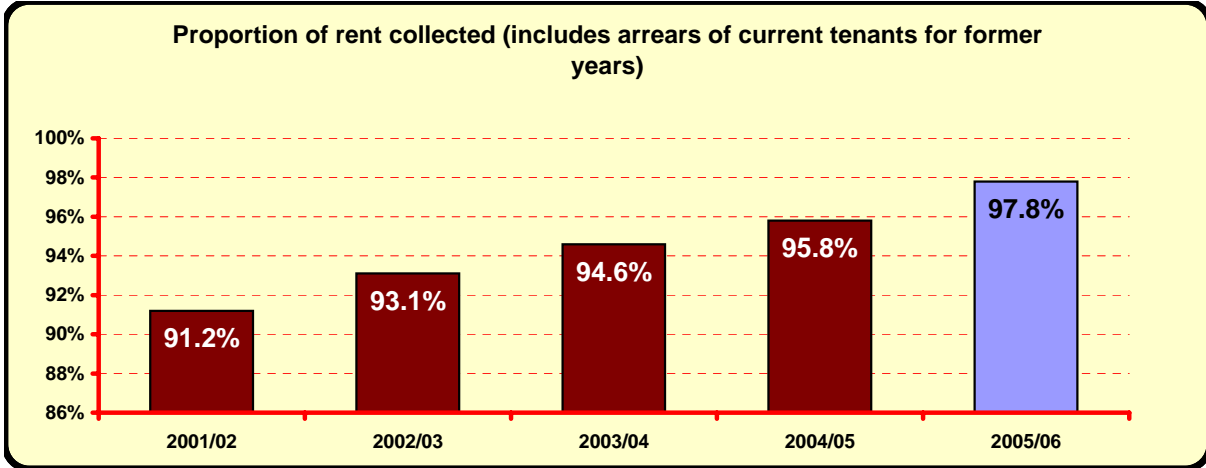


BVPI 175

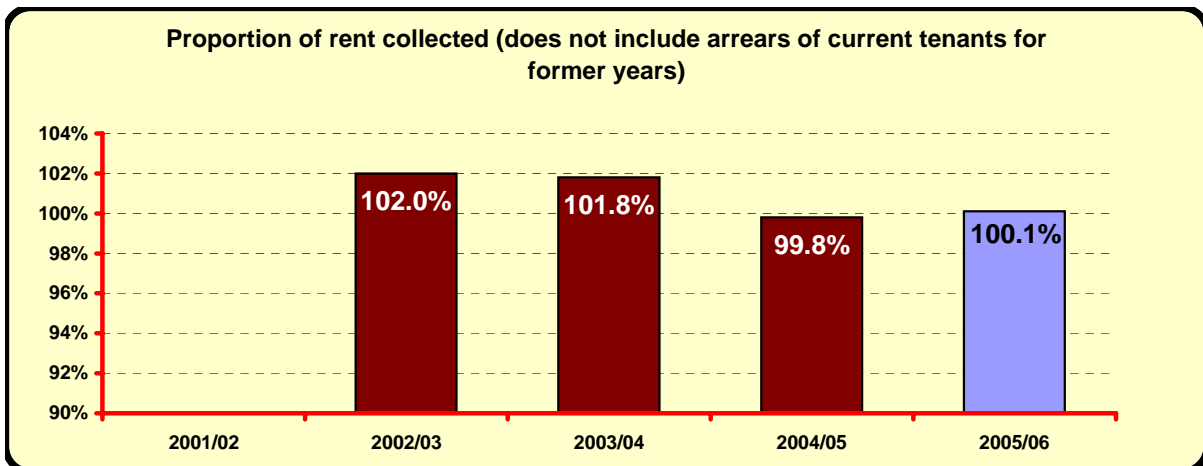


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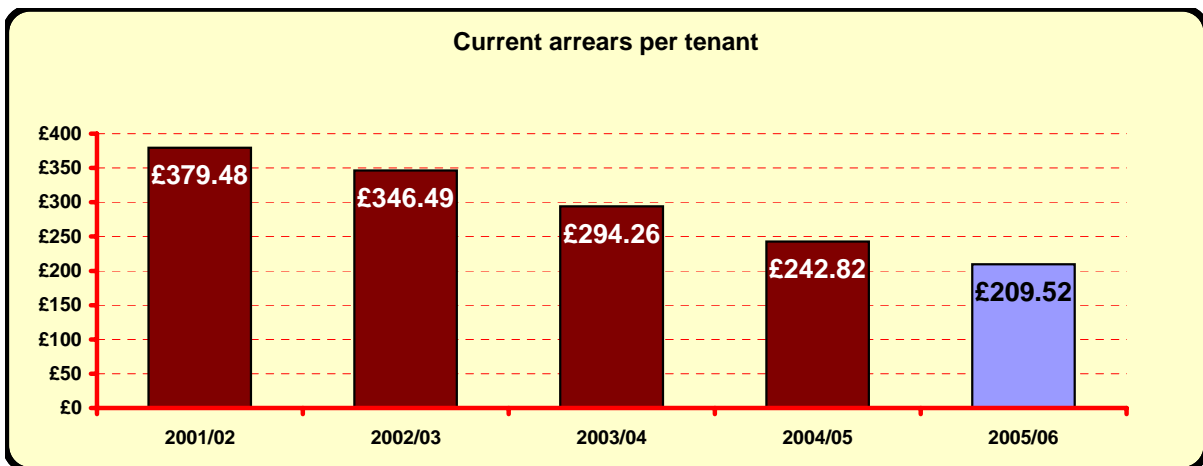
BVPI 66a



LKPI 21

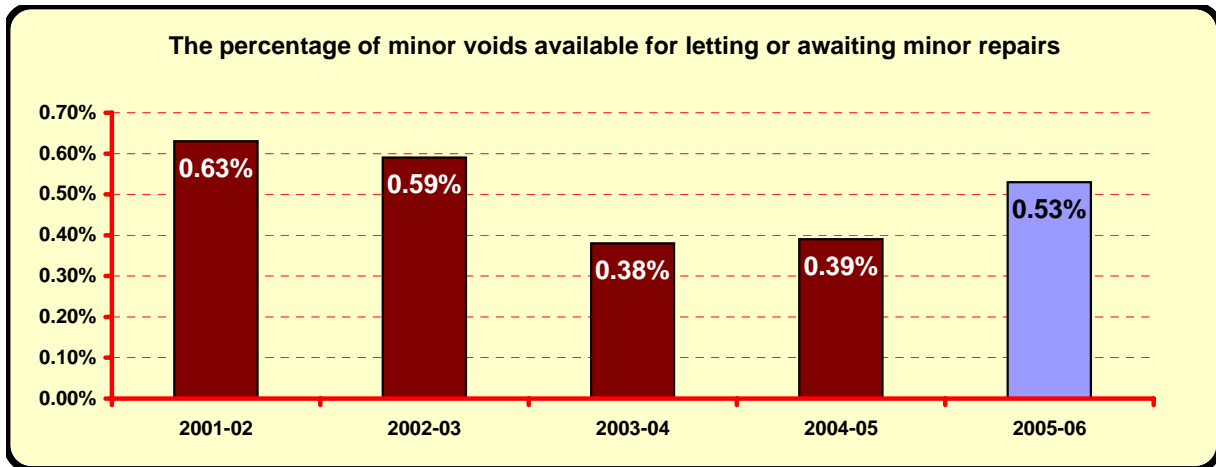


LKPI 23

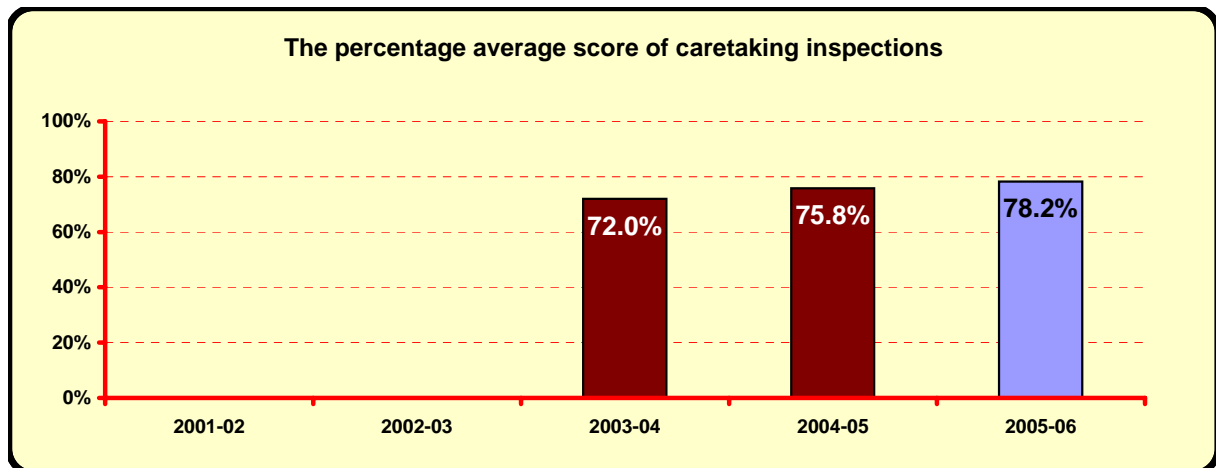


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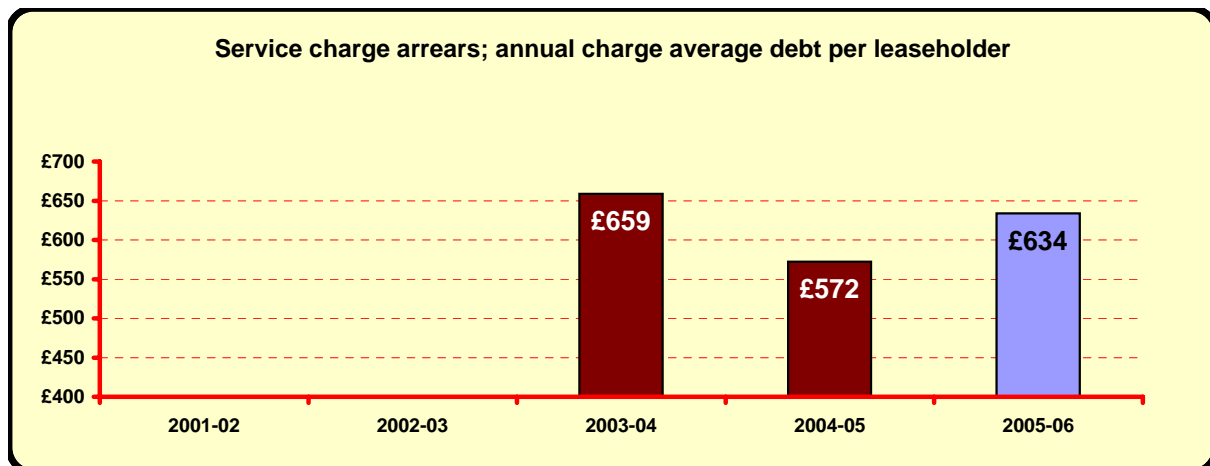
LKPI 31



LKPI 69a

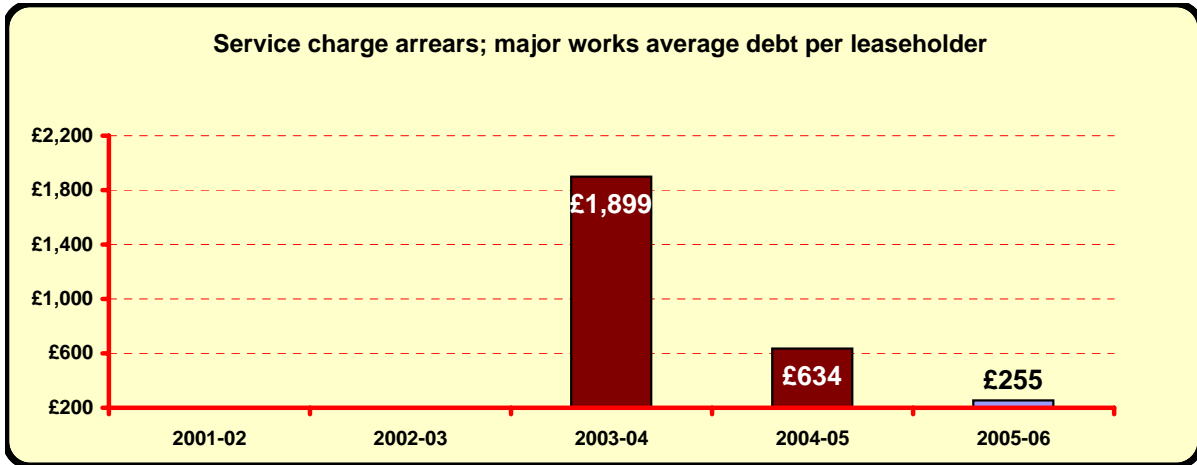


LKPI 71a

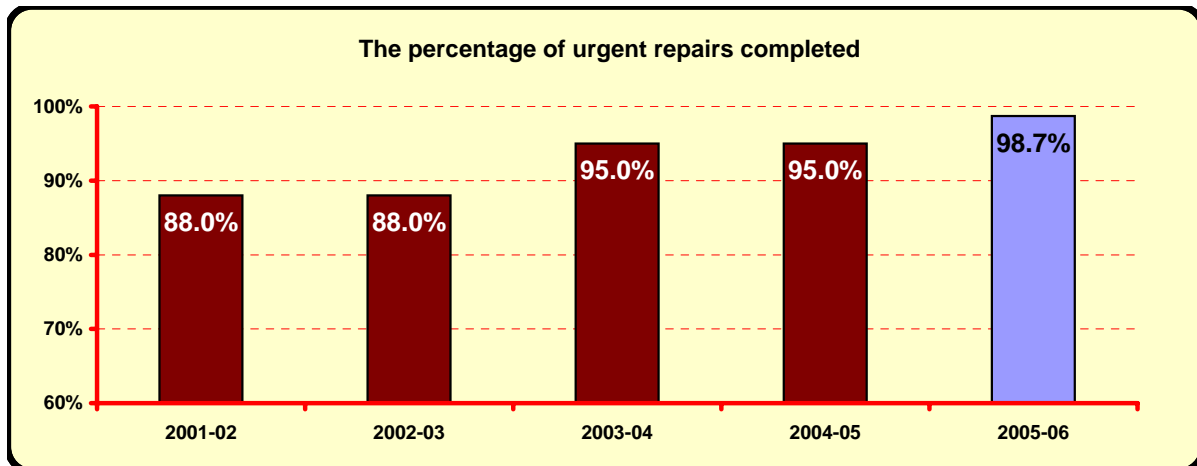


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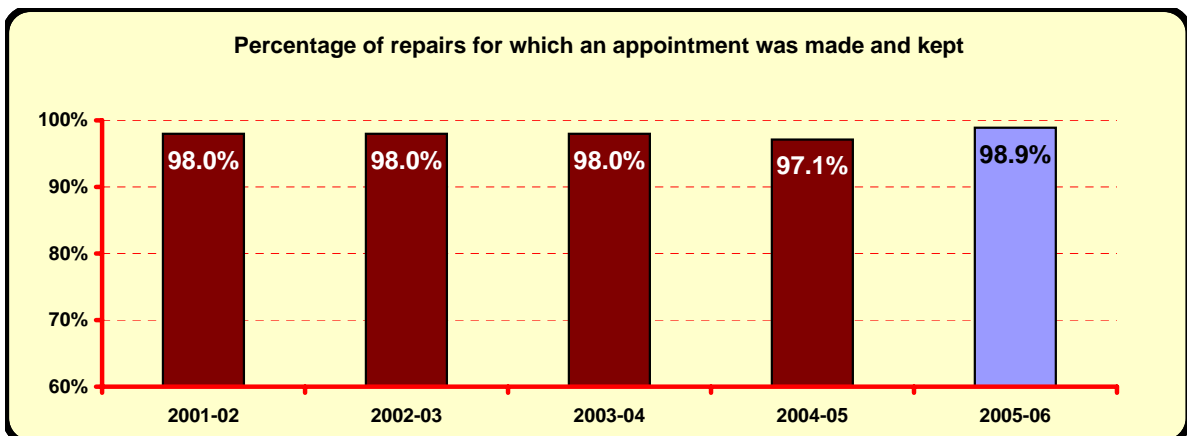
LKPI 71b



LKPI 35

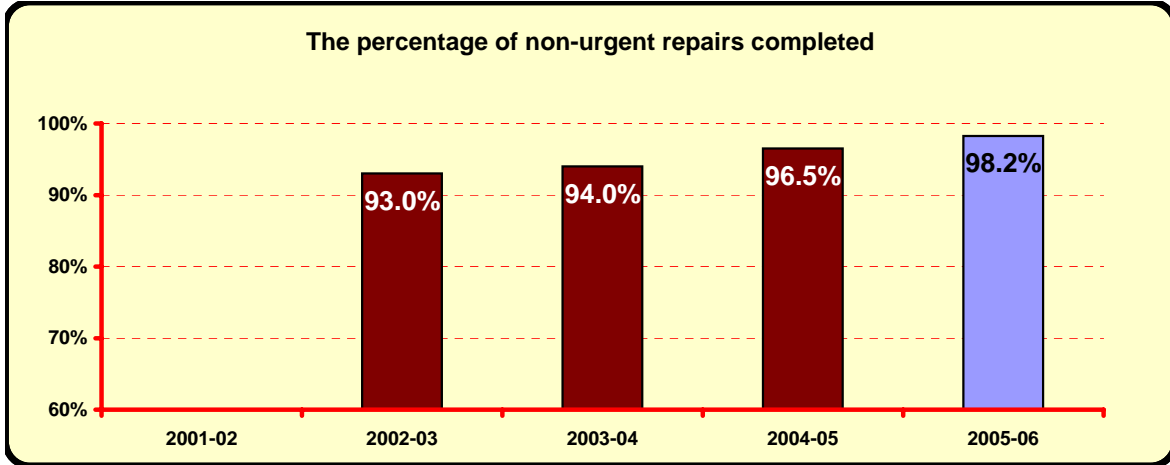


LKPI 185

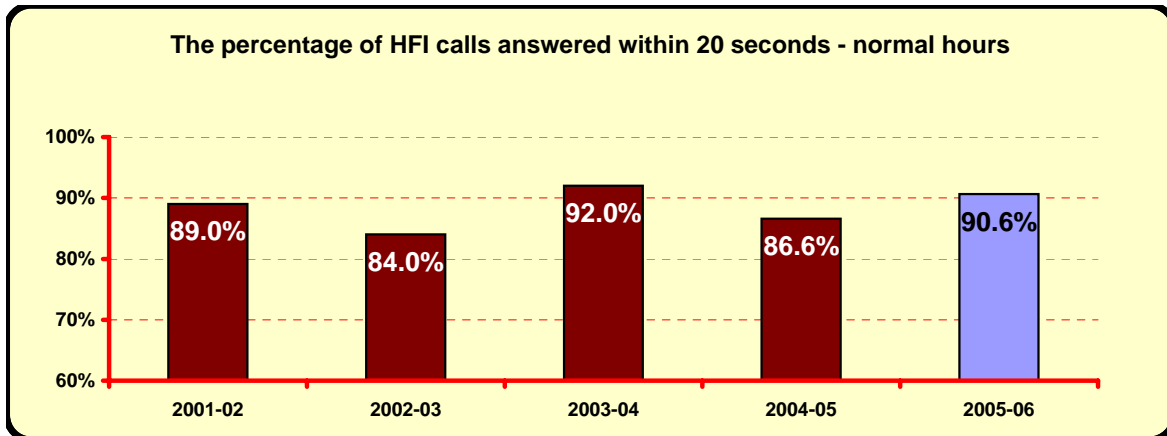


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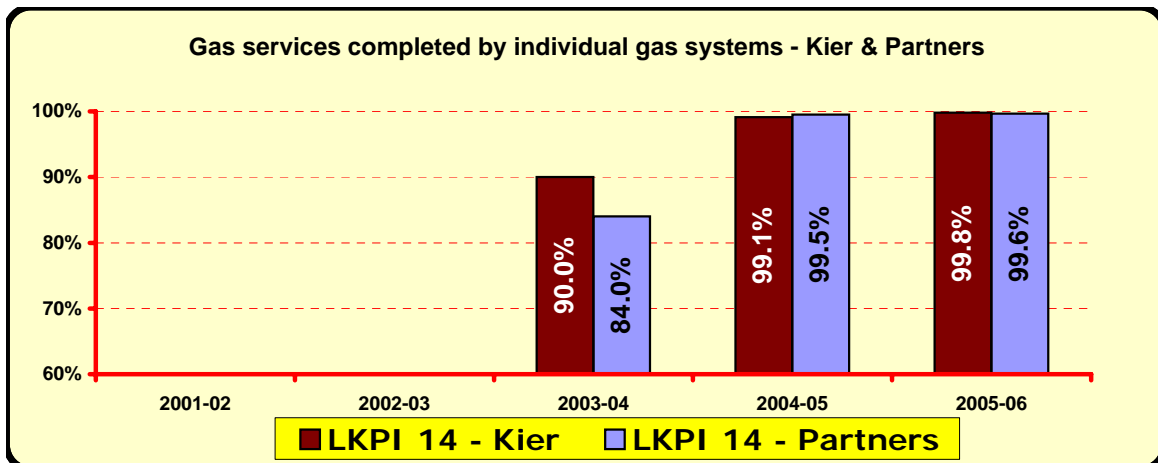
LKPI 37



LKPI 39b

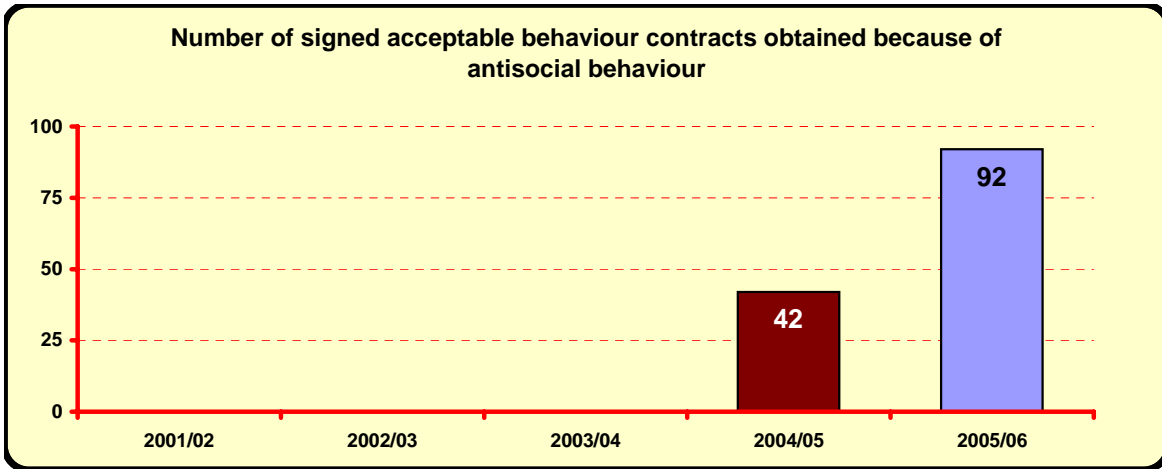


LKPI 14

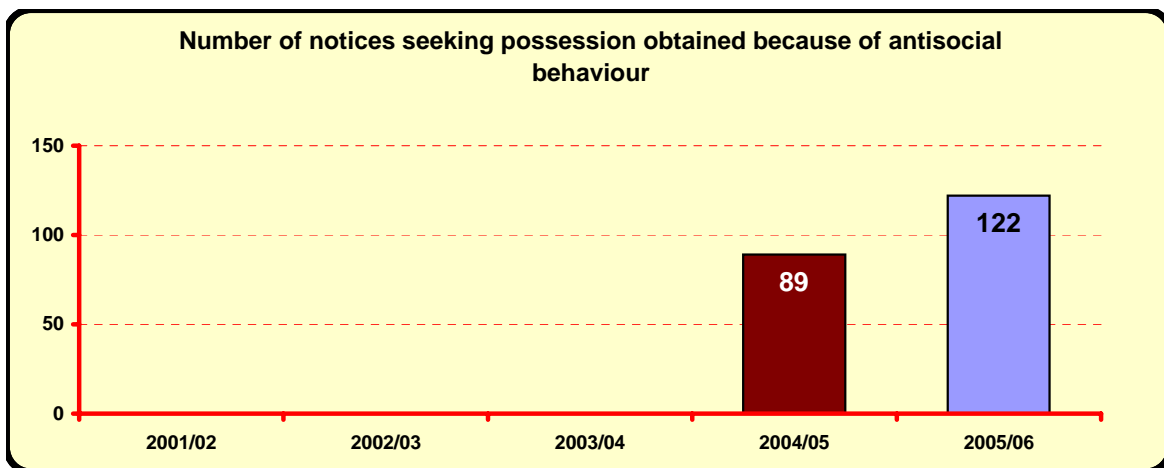


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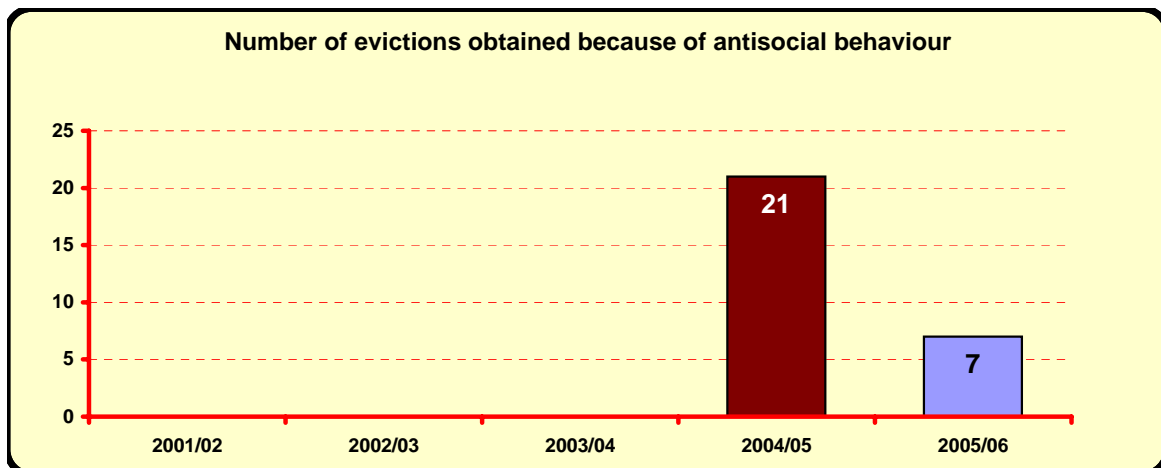
LKPI 101a



LKPI 101b

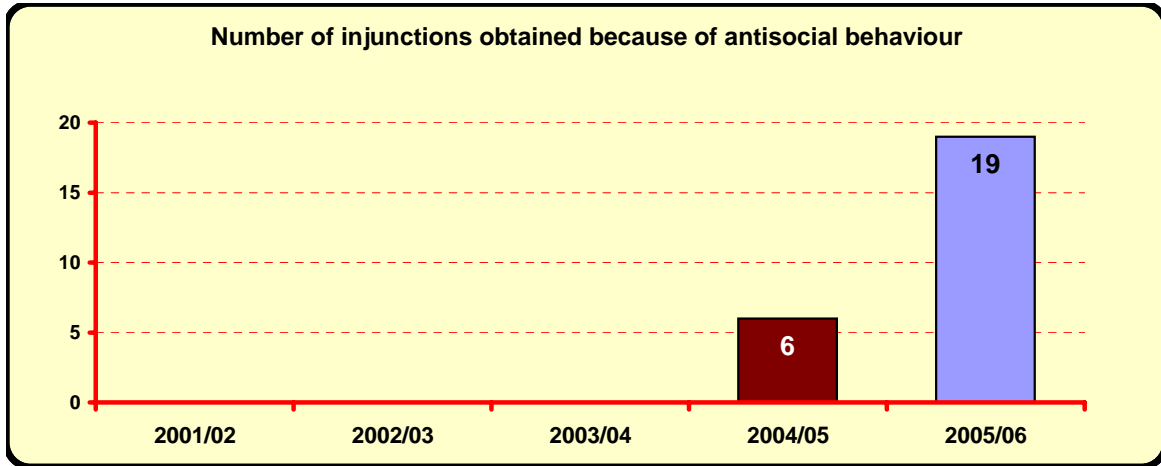


LKPI 101c

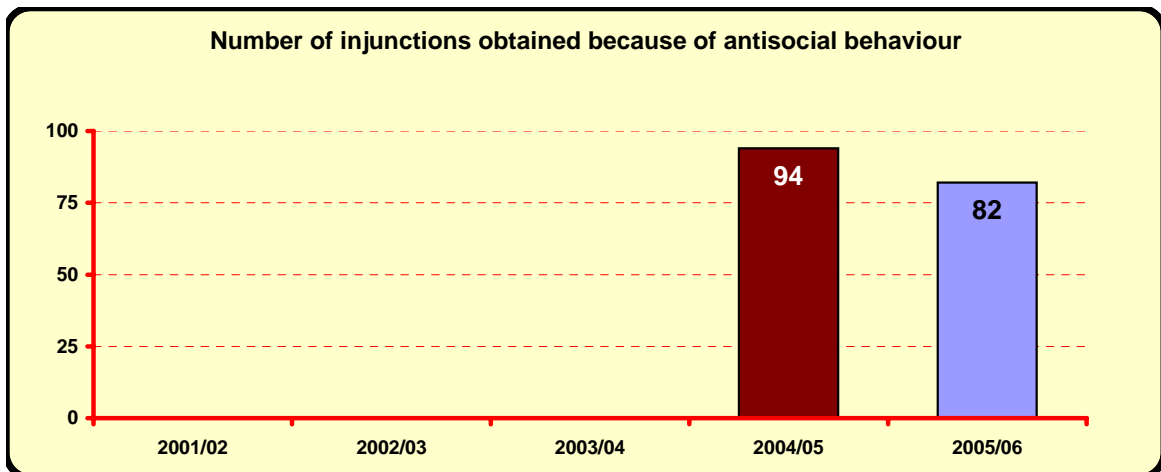


These graphs show 2005-06 performance in comparison to the previous four years performance, where available. Where no previous years data is available the performance indicator is not shown.

LKPI 101d



LKPI 102



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

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	June 2006	9	Information

Subject of Report: Homes for Islington Update

1. Synopsis

1.1 This report updates Consultative Panels on current events in HFI.

2. Recommendation

2.1 That Consultative Panels note this report.

3. Background

3.1 HFI Capital Programme Project Teams

3.1.1 As from the 12th July 2006 the HFI Capital Programme Project Teams, presently located at the Area Housing Offices will move to Highbury House. The team telephone numbers will remain the same.

3.2 HFI Summer Fair

3.2.1 The first HFI summer fair – celebrating decent homes - will take place on Wednesday 30 August 2006, from 11 am to 3 pm at Kings Square, EC1. This free community event is run by HFI and sponsored by our framework constructors and will be a fun packed family day for all Islington council residents. This will be the first of the events hosted by HFI as major works are completed throughout the Borough and residents will be kept informed of future events.

3.3 Work4Islington

3.3.1 HFI and fourteen of its contractors signed an agreement in April to begin the new Work4Islington scheme. Work4Islington provides employment and training opportunities for local people and promotes the benefits of working in the construction industry to school leavers.

3.3.2 The constructors have signed up to provide a series of apprenticeships and work experience opportunities over the next three years. Targets have also been set to help get long-term unemployed people back into work.

3.4 Home Furnishings

3.4.1 HFI has linked up with a green recycling initiative called The Restore Furniture Project which gives tenants access to good quality furniture and white goods at an affordable price.

3.5 **Positive Futures**

3.5.1 Work to the planned kick-about area on the Andover Estate is expected to start in early July. The work will include installing a FIFA-approved, third generation astro-turf surface. Arsenal coaching staff use this area every week to provide Positive Futures football coaching sessions for people from the Tollington estates between 10 and 19 years old.

3.6 **Independent Project Advice**

3.6.1 An independent advice project funded by Homes for Islington offers residents access to welfare rights and housing advice. The project was trialled at Lyon Street Area Housing Office and was rolled out across the borough at the end of May 2006. The scheme provides independent advice via the local area housing office in partnership with Islington Law Centre and Islington Peoples Rights. It supports residents in maintaining and sustaining their tenancies.

Report Author: Eamon McGoldrick, Chief Executive
Telephone: 0207 527 4237
E-mail address: eamon.mcgoldrick@homesforislington.org.uk

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	July 2006	10	Information

Subject of Report: Decision items considered at:
Board Meeting 20th March 2006

HFI Board 8th May 2006 and 19th June 2006 agreed:

8th May 2006

1. A strategic overview of performance management indicators.
2. The latest version of the Risk Register.
3. To delegate the authority to Investment and Delivery Committee (IDC) and the Chair of the Board for contracts up to £15,000,000.
4. The ways HFI will use £170k of additional LBI funding for 2006/07 for work on community development and engagement.
5. To hold future public meetings of the Board and Sub-Boards at Highbury House.

19th June 2006

1. The appointment of 3 new directors (Paula Belford, John Gilbert and Caroline Jenkinson) to the Board and the resignations of Steve Burd, Euan Cameron and Jyoti Vaja.
2. To consider the Communications Strategy and the Community Engagement Strategy at the Board meeting on 11th September 2006.

**Items for consideration at
HFI Board Meeting 31st July 2006:**

1. Strategic Performance Management
2. Risk Management
3. Sustainability Strategy
4. Amendments to Governance Manual
5. Demographic Equalities Information
6. Business Plan Objectives monitoring – 1 st quarter 2006/07

**Items for consideration at
Contracted Services Sub-Board
(CSSB) 15th August 2006**

**Items for consideration at
Managed Property Sub-Board
(MPSB) 16th August 2006**

1. Performance Indicators	1. Performance Indicators
2. Performance reports – Partners - TMO/TMCs	2. Reports back – Boleyn Road and Central Street
3. Consultative Panel feedback reports	4. Scrutiny Item – Greenspace
4. Capital programme process for TMO's and TMC's.	5. Tenant Incentive Scheme update
5. Risk Management	6. Consultative Panel feedback reports
	7. Risk Management
	8. Petitions at Consultative Panels

**Report back from the Contracted Services Sub-Board (CSSB) –
13 June 2006
William McGarvie - Chair**

Future of Sub-Board tours

- CSSB agreed that the Chair and/or Vice-Chair visit particular areas within the remit of CSSB and report back to CSSB at the next meeting following the tour.

Performance Indicators

- The report on performance indicators for April 2006 was noted.

Report Back from Partners for Improvement in Islington

- CSSB noted a report back on the performance of Partners in delivering the PF1 contract.

Report Back from TMOs/TMCs

- CSSB noted a report back from TMOs/TMCs.

Report Back from HFI Central Services

- CSSB noted a report back on the operations of HFI's Central Services.

Risk Register

- CSSB noted a report on the current risks that fall under the remit of CSSB.

Report Back from Consultative Panels

- CSSB received a report giving feedback from the May round of Consultative Panels on items for consultation.

Report back from Managed Property Sub-Board 15th February 2006

- The report was noted.

**Report back from Managed Property Sub-Board (MPSB) -
14 June 2006
Jessie White – Chair**

Future of Sub-Board tours

- MPSB agreed to have two tours in the financial year, each to go to three areas of the Borough.

Performance Indicators

- MPSB received and noted a report giving the performance indicators for April 2006.

HFI / Kier Islington Repairs and Maintenance Performance

- MPSB noted a report on the main areas that HFI and Kier Islington focus on in the provision of a repairs and maintenance service to customers.

Report back – Central Services

- MPSB noted a report back on the operations of HFI's Central Services.

Risk Register

- MPSB noted a report on the current risks that fall under the remit of MPSB.

Scrutiny Item - Recycling

- MPSB noted a report providing information on the recycling services provided by Islington Council.

Update on petitions received by Area Panels

- The report was noted.

Consultative Panel Feedback report

- The report was noted.

Report back from CSSB – 14th February 2006

- The report was noted.