



**HACKNEY HOMES Ltd
Board Meeting**

Monday, 17th January 2011 at 6.30pm to 7.40pm

**The Chief Executive's Conference Room, 1st Floor,
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ**

Part A Meeting (Open to the Public)

Distributed to:

Hackney Homes Board Members:

Rupert Tyson (Chair)
Alice Burke (Vice Chair)
Karen Dodds
Mervyn Jones
Linda Kelly
David Larkin
Samantha Lloyd
Pam Lockley
Jonathan McShane
Joseph Oshikoya
Alex Russell
Saleem Siddiqui
Tom Tyson
Audrey Villas

Hackney Homes Executive Team:

Charlotte Graves (Chief Executive)

Neil Isaac (Director of Finance & Resources)

Neehara Wijeyesekera (Divisional Head of Tenancy and Leasehold Services)

Judith Morrison (Head of Leasehold and Right to Buy)

Jim Paterson (Head of Building Maintenance)

Chris Tabi (Interim Head of Estate Environment)

Jonathan Oxlade (Head of Asset Management)

Hackney Homes Officers:

Sunil Desai

John Newton

Trish Hail

Odile Anderson

Stakeholder Representatives:

Karen Alcock

Tom Price

Tim Shields

Steve Douglas

Carol Hinvest

Michelle Patterson

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HACKNEY HOMES Ltd Board Meeting 60

Monday, 17th January 2011 at 6.30pm to 7.40pm

The Chief Executive's Conference Room

1st Floor, Christopher Addison House

72 Wilton Way, Hackney E8 1BJ

A AGENDA Part A (open to the public)

Item	Presenter	Subject	Pages	Status	Duration	Time
1.	Chair	Welcome/Apologies/ Introductions		Information	2 mins	6.30-6.32
2.	Chair	Declarations of Interests		Information	1 min	6.32-6.33
3.	Chair	Questions received from the public	1-5	Information	2 mins	6.33-6.35
4.	Chair	Minutes of 29 th November 2010 (Part A) and Matters Arising	6-12	Decision	5 mins	6.35-6.40
5.	C. Graves	Chief Executive's Report - Strategic Overview	13-20	Information	10 mins	6.40-6.50
6.	C. Edwards/S. Sewa	Tenant Services Authority (TSA) – Board Update	21-22	Information	5 mins	6.50-6.55
7.	C. Edwards/S. Sewa	Equality Act 2010	23-24	Information	5 mins	6.55-7.00
8.	N. Isaac	Financial Overview Report	25-29	Information & Discussion	10 mins	7.00-7.10
9.	N. Wijeyeseker a	Review of Enhanced TRA Meetings	30-40	Information	10 mins	7.10-7.20

10.	J. Oxlade	Update report on Decent Homes programme 2010-11 3 rd Quarter	41-43	Information	10 mins	7.20-7.30
11.	N. Isaac	HRA/Community Development update		Verbal	2 mins	7.30-7.32
12.	Chair	Any Other Business		Information	5 mins	7.32-7.37

Future Board meetings

- *Tuesday, 1st March 2011*
- *Tuesday, 12th April 2011*
- *Tuesday, 24th May 2011*

Title of Report: Question(s) from the Public	
Decision Making Body: Hackney Homes Board	Date: 17th January 2011
Classification: For Response	Report of: Governance Team
Item Previously considered at: N/A	On Which Date: N/A
Report Author: <i>Questions submitted by Stamford Hill Sub-Panel</i> <i>Response author Martin Weaver</i>	Appendix : Questions from Stamford Hill Sub-Panel and Hackney Homes' responses

If you have any questions about this report, please contact Tess Merrett on 020 8356 3432 or email tess.merrett@hackneyhomes.org.uk

Report Outline:

- **Paragraph: 1.0 - Summary of Report;**

1.0 SUMMARY

The Stamford Hill Sub-Panel submitted some questions to the Board in September. The attached appendix sets out some supplemental questions to the original questions together with Hackney Homes' further response.

STAMFORD HILL SUB PANEL – FOLLOW UP QUESTIONS ON FIRE SAFETY

Question

For some time now we have been concerned at the measures being taken on fire control resulting from concerns raised by residents and the fire assessment reports. This topic has been raised from time to time at senior level but we now need to know what steps will be taken and the timescale for implementation.

- a. There is no fire evacuation procedure and whilst we understand conflicting information might make this difficult to formulate, a way forward must be found to ensure that residents are aware of what steps they should be taking to ensure their safety in light of the design of their blocks.

Answer

NPS have been asked to produce a block specific list that states whether residents are advised to stay put or get out, or anything else, based on the design of their block. Once we have this we can get specific advice out to all residents.

Supplementary question

As some months have now passed, we would appreciate an update on the evacuation procedure being relayed to residents particularly in light of the recommendations from the report by the London Assembly

Supplementary Answer

Currently we believe that the only general advice that we can give to residents is to repeat the advice of the LFB. The London Assembly have stated that specific advice should be given and, where our FRAs have recommended the installation of fire alarms, the advice is likely to be to evacuate. A list of such blocks is being produced which will enable more specific advice to be given.

Question

- b. We have suggested that the fire assessment reports should be available on the website should residents wish to see what measures are needed to make their homes safe but no action has been taken. Please advise why this has not been actioned?

Answer

This is under consideration.

Supplementary question

Please advise the outcome of your deliberations on providing the reports on the website?

Supplementary Answer

There is no specific requirement within the RRO to publish FRAs to residents. However, when requested copies of FRAs are provided. Publication of the significant findings on the web site is still under consideration.

Question

- c. There is no clear policy as yet on what should be removed from common areas – from a practical point of view and as advised by the Station Officer of the local Fire Brigade all items should be cleared to be consistent. Additionally when items are stored outside it hinders the cleaning service. Again we understand that conflicting information makes this a difficult task but it has to be sorted out so we all know what should or should not happen. When will that take place?

Answer

It has been a matter of discussion at senior level and we expect to be able to publish a policy in this regard very soon.

Supplementary question

As some months have now passed and no further information has been relayed on this subject to residents, please advise what action you intend to take and in what timescale?

Supplementary Answer

A document has been drafted, reviewed and revised, and is now expected to be available for publication by 7 Jan. This does not cover potted plants and doormats but this will be decided and issued by 31 Jan.

Question

- d. It is noted that priority 2 and 3 items identified in the fire assessment reports are well outside the timescale shown to be addressed. We realise that all these things come down to budget availability but equally we are sure you will appreciate in the unfortunate event of a fire where such measures could have helped it will be no consolation to anyone who may be hurt and there is also the question of liability for Hackney Homes in such cases.

Answer

Given the vastness of the programme and numbers of works identified as required it has not been possible to complete all recommended works within the suggested timescales. This is both because the funding is not yet available for all the work and because the work necessarily takes time. We have therefore ensured that we prioritise works in line with the risk assessor's advice and expect to complete all priority 2 works by March 2011. In this way we are ensuring that the items of greatest risk are dealt with first. Should something go wrong the test will be whether we did all that was 'reasonably practical'.

Supplementary question

Although we have asked the relevant officer for an update this has not been forthcoming. We would like to know the current situation on priority 2 and 3 for Stamford Hill Neighbourhood and in light of Cllr Feryal Demirci's comment made at the October meeting regarding phase 1 door work would ask for assurances that any door work in the Stamford Hill area is up to standard.

Supplementary Answer

Our approach to actions from the FRAs has been to progress them in line with the prioritisation given by the assessor. Hence Priority 1 items have been dealt with initially. Priority 2 items are now being dealt with. There are approximately 850 no. P2 work items currently being planned and dealt with in the Stamford Hill area. These range from minor repairs to larger schemes such as alarm installations. There are also some policy and communication items to be resolved. In general P3 and 'on refurbishment' actions are not being progressed at this stage, other than a few where it has been logical and possible to deal alongside other actions.

The quality of door installation in the area seems to as required and issues of cleanliness during works have been addressed. A recent inspection confirmed all replaced doors are in working order and installed to a good standard.

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Hackney Homes Ltd

ITEM 4

Part A minutes of Board of Directors, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 29 November 2010 at 6.30 PM

Present	Board Members Rupert Tyson Alice Burke Jonathan McShane Tom Tyson (part) David Larkin Joseph Oshikoya Mervyn Jones (part) Samantha Lloyd Alex Russell (part) Saleem Siddiqui Karen Dodds	Hackney Homes Officers Charlotte Graves Neil Isaac Jonathan Oxlade Sunil Desai Neehara Wijeyesekera Olaide Oyekanmi Jim Paterson Alex Jarosy	Stakeholder Representatives (Hackney Council) James Probert Carol Hinvest Members of the Public Eric Gato Cynthia Diminieux Rebecca Freeman Unions Helen Toner Steve Edwards	
	Part A – Open to the Public			
	1. Welcome/ Introductions Apologies	The Chair welcomed everyone to the meeting and everyone introduced themselves. Linda Kelly, Pam Lockley	Action	Date
	2. Declarations of Interests	None.		
	3. Questions received from the public	None		



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On 29 November 2010 at 6.30 PM

	<p>As members were struggling to get to the meeting as a result of a tube strike, the meeting was not yet quorate. Item 5 was therefore taken on the agenda.</p>		
<p>5. Update on CSR, Impact for Hackney Homes, Decent Homes, HCA Consultation Paper</p>	<p>Jonathan Oxlade gave a presentation on the HCA Consultation Paper and the impact for Hackney Homes.</p> <p>The Board asked whether the Government would share the monies available equally among those bidding for it. Jonathan Oxlade said that as yet no indication of how the money would be allocated had been given. Neil Isaac said that the Mayor of London had put a case forward for London to receive half of the available monies. The Board asked what impact the recent announcements had on the 2010/2011 Decent Homes Programme. Jonathan Oxlade said that the 2010/2011 Programme would complete according to resources. The Board asked what plans were being made for the future Decent Homes Programme. Neil Isaac said that Officers would be in discussions with the Council on all future programmes including Decent Homes. Charlotte Graves said that the announcement on Decent Homes was very recent and officers would also have discussions with the Council to agree a communications statement for Residents on this. The Board said that although it was important that Residents were informed of the situation sooner rather than later, it was equally important to have all the full facts available before any statement was made. The Board asked if a briefing note could be prepared for Board members however to assist them with any immediate questions Residents may ask of them.</p> <p>The Board noted the presentation.</p>	<p>Coms/LBH</p>	<p>ASAP</p>

<p>4. Minutes of the meeting held on Monday, October 26 2010 Matters arising</p>	<p>The meeting was now quorate</p> <p>The minutes of the meeting held on 26 October 2010 were agreed as a true record and signed accordingly.</p> <p><u>Matters Arising</u></p> <p><u>HRA/Community Development</u> Neil Isaac said that he had discussed this with LBH Finance and the use of the HRA for Community Development was not deemed appropriate. However, he would speak to Legal.. The item would be added to the items for future action.</p>	<p>N Isaac</p>	<p>17.1.10</p>
<p>6. Chief Executive's Report - Strategic Overview</p>	<p>Charlotte Graves introduced the report and highlighted the following</p> <ul style="list-style-type: none"> • Staff were spending a considerable amount of time working on the recent Government announcements • Various events had taken place recently such as the cultural event at Stoke Newington Town Hall for which Charlotte Graves extended her thanks to Linda Kelly for organising this a leaseholder event, an Irish Traveller awareness session and various Black History Month events • There were some on-going technical problems at the Call Centre. These were not related to Project Excellence but were existing issues which were also shared by the Council. <p>It was noted that RLG members had been working with Hackney Youth with a</p>		

	<p>view to setting up an RLG for Youth.</p> <p>A question time session had been held in Stoke Newington and this had provided an opportunity for Officers to hear what Residents had to say.</p> <p>The Board noted the report.</p>		
7. Board Actions yet to be implemented and not covered on this agenda	The Board noted the action items for future meetings.		
8. Business Critical Performance Summary Quarter 2 – 2010/11	The Board noted the report.		
9. Financial Overview Report	<p>Sunil Desai introduced the report. The Board queried the figures in paragraphs 1.2 and 4.3. Sunil Desai said that the figures in paragraph 1.2 referred to Hackney Homes' delegated budgets whilst the figures in paragraph 4.3 were the overall repairs and maintenance figures.</p> <p>The Board noted the report.</p>		
10. Board Member Code of Conduct and	Tess Merrett introduced the report and drew the Board's attention to an email from David Larkin suggesting some amendments to paragraph 8 – Financial		



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<p><i>Investigation Procedure for Alleged Breaches under the Code</i></p>	<p>Obligations. The Board considered the timescales included in the paragraph as well as the suggested amendments. There was a difference of opinion in respect of timescales but the Board agreed that Board Members in arrears of rent, service charge or council tax or any other arrears should not be treated any differently from Residents in the same position. The Board asked Tess Merrett to re-draft this paragraph and to circulate it to Board Members for agreement. A corresponding re-draft would need to be made to the Investigation Procedure for Alleged Breaches under the Code.</p> <p>Subject to the Board agreeing the re-drafted paragraphs, the Board agreed the Code of Conduct for Board Members and the Procedure for Alleged Breaches under the Code.</p>	<p>T Merrett</p>	<p>December</p>
<p><i>11. Board Composition Update</i></p>	<p>Tess Merrett introduced the report. The Board asked how Hackney Homes could ensure that the next resident election process did not result in the same outcome as had happened in Shoreditch this year. Neil Isaac said that Officers were reviewing the procedure to see how it could be made more robust.</p> <p>The Board agreed</p> <ul style="list-style-type: none"> • To appoint Audrey Villas to hold office as a Board Member to fill a casual vacancy as set out in Article 17 and to hold such office until the next annual general meeting. • That Members of a Committee should elect the Chair of that Committee from one of their number 		



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	<ul style="list-style-type: none"> • That for the time being, the term of office for a Chair should not be time limited. 		
<p>12. AOB</p>	<p>Rupert Tyson presented Alice Burke with a bouquet in recognition of her achievement in winning the Social Landlord Crime and Nuisance Group award</p> <p>The Board added their congratulations.</p> <p>The meeting closed at 7.40 pm.</p>		

Signed as a true record of this meeting _____ Chair Dated _____

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Title of Report: Chief Executive's Report – Strategic Overview	
Decision Making Body: Hackney Homes Board	Date: 17th January 2011
Classification: FOR INFORMATION	Report of: Chief Executive – Charlotte Graves
Item Previously considered at: This is a monthly standing item	On Which Date: N/A
Report Author: - Charlotte Graves, Chief Executive	Appendices: N/A

If you have any questions about this report, please contact Charlotte Graves on 0208 356 3671 or email charlotte.graves@hackneyhomes.org.uk

1.0 SUMMARY OF REPORT

- 1.1 The purpose of this report is to ensure that the Board have an overview of activity, performance and strategic issues at Hackney Homes.

2.0 RECOMMENDATION

- 2.1 The Board is asked to note the contents of this report.

3.0 BACKGROUND

- 3.1 This is my regular report providing an update on key issues affecting Hackney Homes.

4.0 RECENT POSITIVE NEWS

4.1 Surprise festive gifts for Hackney Homes residents

Four lucky Hackney Homes residents who had their homes decorated as part of the elderly and disabled decoration programme were recently surprised with festive hampers.

Set up to assist elderly and disabled residents, the programme redecorates homes for free giving them a fresh lick of paint and has seen thousands of residents benefit.

Queensbridge resident Mrs. Gibson said “I was over the moon to receive the hamper and was very grateful and extremely surprised.”

4.2 Residents give a pat on the back to helpful staff

Three staff members including a cleaner and an estate manager were nominated by residents as Hackney Homes Heroes last week.

The nominations which were opened up to residents for the first time saw over 50 votes from residents.

The joint winners Marcus Joseph, an estate cleaner from Trowbridge Estate and Loulla Timeneys from Stamford Hill Neighbourhood Office were commended by residents for "being the friendliest and most helpful estate cleaner that Trowbridge Estate have had in years" and "always has a smile for everyone and goes that extra mile no matter how difficult."

4.3 Helping hand from community payback

Twenty people sentenced to community payback have spent over 390 hours this month clearing paths of snow and gritting pavements across estates in Hackney.

Accompanied by a probation worker throughout the operation, and working alongside Hackney Homes staff, the offenders helped to clear the Woodberry Down, Fellows Court and St Mary's estates of snow, and to make the paths safe to walk on.

Community Payback is a scheme jointly administered by the Council's Community Safety Team, Hackney Police, and London Probation Trust, where offenders spend time 'paying back' by carrying out unpaid, supervised physical work in their community.

5.0 HOUSING MANAGEMENT CONTRACTS

- 5.1 There is ongoing dialogue with Pinnacle over the staff within contracts and making necessary arrangements which is anticipated for transfer on 31st March 2011.
- 5.2 The issues around the TUPE of Mouchel and Pathmeads partners staff to Hackney Homes is progressing well and to timetable.
- 5.3 Resident drop in sessions have been held throughout the Borough, although resident attendance at these was poor.
- 5.4 Regular attendance at Panel meetings has enabled senior management to obtain the views of Panel attendees on the future of the Housing Management Service and to keep them updated on the project' progress.
- 5.5 Elected members views were also obtained at a special briefing session.
- 5.6 The Tenancy and Leasehold Services Divisional Management Team met on

the 7th January and had presentations from six key working groups, on the future shape of the housing management service. This enabled key senior Hackney Homes managers and key neighbourhood partner managers to look at and discuss various potential options. Those working groups will review the comments made and bring responses back to a further session.

- 5.7 Negotiations in relation to the continuation of the current Concierge Service are nearing completion, to ensure that this service continues, at no increased cost, and in its present form, as from the 1st April.
- 5.8 Meetings with existing Mouchel and Pathmeads staff are planned for the latter part of January, to provide further information on TUPE related issues and to respond to questions from staff, as to what happens after 1st April 2011.

6.0 BUILDING MAINTENANCE

- 6.1 Following the recent cold and treacherous weather the demands placed on Building Maintenance have been severe. The Repairs Call Centre received approximately 22,834 calls during December compared to 17,317 in 2009. Over 2,600 no hot water and heating requests were received. The response from Building Maintenance has been excellent, having to drive around the Borough in treacherous conditions, ensuring that residents, who had suffered with frozen water pipes or no heating, had these essential services restored in a short space of time.

Fortunately lessons were learned from the cold snap in January 2010. This had highlighted many properties that were vulnerable to freezing conditions and a programme has been put in place during 2010, to have these properties pipes adequately lagged. This programme has improved things considerably.

Also special thanks needs to go to Out of Hours service which did a magnificent job in ensuring Hackney Homes' properties were maintained outside normal office hours and throughout the festive period. It is times like this when the benefit of having an in-house service is invaluable.

7.0 FINANCE AND RESOURCES

7.1 Project Excellence

Project Excellence is proceeding with Phase 3 now planned for go live in March 2011. There were delays to some areas of the build and especially with the requirements for integration with the Council's systems, namely the Corporate Document Management system and Customer Relationship Management system. User Acceptance testing commenced just prior to Christmas. Progress of the project is being monitored weekly at a senior level by Hackney Homes, LBH and Civica.

During the early autumn the performance of the new systems in the Repairs Contact Centre gave cause for concern, and a concerted effort led by Civica

has now addressed the majority of these issues although work continues to monitor performance.

7.2 Nightingale Luncheon Club

The Guardian Family Online Podcast recently interviewed Alice Burke and residents on the Nightingale Estate about the good work that the Luncheon Club does by getting the elderly residents together on Xmas Day. The podcast has been on the Guardian website since December.

7.3 Clean Britain Awards

Following an entry from Communications and Estate Environment, Hackney Homes is through the first stage of judging in the Clean Britain Awards. The awards ceremony is in March.

7.4 Decent Homes Backlog Funding Bid

Members will recall that the Government have instituted a new bidding regime to replace the decent homes credits that were previously available for Council's with ALMOs. The deadline for submission of this bid is Tuesday 11 January. At the time of writing this report, the bid has been completed in close liaison with the Council and is being reviewed by Council colleagues prior to submission

7.5 HRA Subsidy

The HRA subsidy settlement is usually issued by CLG before Christmas. This year it was not released until the 10th of January 2011. This has slowed down the budget process; however an initial review of the final determination indicates a slightly improved position compared with the draft. This will be incorporated in to the final budget report to Cabinet later in the month.

We are still waiting for the detail of the HRA reform settlement. CLG have indicated that this will be available this month in draft form. We will report further when this has been issued by CLG.

7.6 Social Housing Reform

The government has published a consultation paper '*Local decisions: a fairer future for social housing*', with a deadline for responses of 17th January. The changes are being introduced through the 'Localism Bill'.

The consultation paper includes proposals that represent fundamental changes to the way that social housing works (though the changes would apply only to future tenants of social housing, not existing ones):

The flexibility for social landlords (councils and housing associations) to introduce fixed term social rented tenancies, lasting a minimum of two years.

The ability for housing associations to introduce a new tenure: fixed-term 'Affordable Rents' for social tenants, at 80 per cent of local market rents. This could apply both to a proportion of re-lets from a housing association's existing stock, and / or to a proportion of new homes that it builds. The government's aim is for the additional resources raised through higher rents to be used to fund the building of new affordable homes. A new duty will be placed on councils to publish a 'strategic tenancy policy', setting out the broad objectives to be taken into consideration by individual social landlords in the area.

The council is developing its policy response to the proposed changes. This will take account of concerns about the potential impact of the proposed changes; including the threat of flexible tenancies to community cohesion, increased voids, and destabilisation of mixed communities; and on 'Affordable Rents' worsening the affordability of social housing for future tenants.

Other proposals in the consultation paper include:

- Social housing tenants who want, rather than need, to transfer home will no longer have to compete with other people on the waiting list; and councils will be able to develop their own policies for transferring tenants.
- The rules on succession (where someone living in a property inherits the tenancy when a tenant dies) will be changed so that they are the same for all council and HA tenants. However, individual landlords will have the flexibility to give additional succession rights in the tenancy agreement.
- Councils will be able to set the rules that decide who qualifies to go on the housing waiting list, rather than the current 'open' waiting list.
- Councils will also be able, if they wish, to bring the homelessness duty (owed to people homeless through no fault of their own and in priority need) to an end with an offer of suitable private rented housing, whether or not the applicant agrees.
- The government is introducing a nationwide social home swap scheme, open to all council and HA tenants.

7.7 Voluntary Redundancy

Following the recent announcements by the Coalition Government regarding reducing the level of public expenditure, it is clear that there will be a significant reduction in the amount of funding allocated to Hackney for capital works and Decent Homes in the next two years.

In order to ensure that Hackney Homes can make the necessary changes to meet the financial challenge that this brings, we have written to all staff whose salary is paid in part or full from the capital programme to let them

know about a voluntary redundancy scheme that Hackney Homes is introducing.

A briefing was held on Wednesday 15th December where I and colleagues from Human Resources discussed the scheme in detail with those staff affected and the application process was explained.

The final decision about whether an application would be accepted will be made by a panel comprising of me, the Director of Finance and Resources, Head of Building Maintenance, Head of Asset Management and Head of Human Resources and Organisational Development in February and staff will be notified shortly after.

Not all applications will be agreed by the panel as we need to consider any risks to service continuity or work when making these decisions.

8.0 ESTATE ENVIRONMENT

8.1 Estate Environment Winter Service

More than 70 tonnes of salt have been used due to the adverse weather conditions we have experienced to date, compared to last year's usage of 100 tonnes. We still have 50 tonnes left to deal with snow fall between now and March.

8.2 Lessons drawn from the joint working party group (Hackney Homes and Waste Management) from last year's experience have enabled us to work together more efficiently this year i.e. Hackney Homes assisting Waste Management by gritting estate roads and waste providing the grit.

8.3 Communication has been very smooth between the TMO and Hackney Homes. So far we have received no reports of any incidents across the borough relating to the winter service and the service itself has run smoothly.

8.4 Looking after Elderly Residents

Grounds Maintenance Workload was suspended, therefore enabling the Ground Maintenance Operatives to merge with Estate Cleaning Operatives. This enabled Estate Environment to organise a special service for the elderly and vulnerable residents by ensuring their safety and attending to shopping and collection of prescriptions.

9.0 RESIDENT SERVICES

9.1 Resolving TV Reception Problems

Hackney Homes contractors worked through a snow storm to install a new digital television aerial to restore reception to Arden TMO residents. All residents were visited the same afternoon and evening to ensure they had reception. The problem had been ongoing for three weeks but was solved

by Hackney Homes technical staff as soon as they were alerted. Flowers and an apology note were delivered to the affected residents on the Saturday.

9.2 Hackney Youngsters Put their Estate on the Silver Screen

30 youngsters from Fellows Court and Fawcett Estate in Hackney will take to the red carpet for the screening of their very own film at the Rio Cinema on 22 January as part of the Estate Vision youth TV channel.

Estate Vision is produced by Chocolate Films in partnership with Hackney Homes, Space, Elevate@ Skyway, and the Fellows Court Youth Club run by Hackney Youth Service. Over the past few months, young people have directed, filmed and edited shows about local issues, working with experienced filmmakers from Chocolate Films.

Project Manager Ana Tovey says, "Estate Vision is a really exciting opportunity for young people to get their voices heard about local issues and gain valuable media production skills. We've been really impressed with the programmes they've made and how they've got to grips with the live broadcast technology.

9.3 Training Local People at Woodberry

Woodberry Works continues to organise training on the estate. Recruitment for the next cohort of students for the Built to Work project is now underway through the Youth Providers network with a waiting list of 30 young people. The next course will be held in February and discussions with Hackney Community College on placing apprentices is underway.

9.4 Woodberry Training Partnership CIC

The Woodberry Training Partnership CIC is meeting its target of delivering free training to local residents. To date 29 Hackney residents have been trained.

9.5 Giving Jobs to Local People

A manager funded through the Future Jobs Fund has now started with the Manor House Development Trust to set up and run a labour hire agency. The agency will recruit local residents and place them in work with local employers. Partners are now being discussed so that this is set up and running as soon as possible.

9.6 Policing and ASB

Following three months of success an extension to the dispersal zone for the area around Manor House Tube and the western part of the estate has been applied for.

9.7 TMO Allowances

Discussions have been taking place with several TMOs on signing up to the 2005 Modular Management Agreement; part of that process requires a comprehensive re-calculation on the level of allowances TMOs are entitled to. We have also received requests from other TMOs already on the new agreement for a re-assessment of their allowances, because they did not believe their allowances were sufficient for their needs.

In order to be consistent, it was decided to review all of the TMO allowances in accordance with the Government's Statutory Guidance; this stipulates that allowances must be based on the Council's own level of expenditure. This is actual costs in terms of supervision and management and the running costs, or historic expenditure for repairs and planned maintenance. It is recommended that variances are phased in over 3 years, unless there is mutual agreement otherwise.

An additional £86,135 will be required in order to fund the total cost of TMO Allowances in 2011/12. Of the ten TMOs in Hackney, five are due to receive a lower allowance.

9.8 Living in Hackney Scrutiny Commission

The Living in Hackney Scrutiny Commission has completed its review of Resident Participation and made nine recommendations centred on making improvements to the consultation and engagement process for residents. The final report has now been passed on to the full OSB for consideration at their meeting in February.

10.0 LEASEHOLD SERVICES

10.1 Winter Warmer Event

The 2011 Winter Warmer Event is to be co-hosted by Leasehold Services and will incorporate an over 55s and disabled Leaseholders and Freeholders surgery.

The surgery, which is taking place at Hackney Town Hall, Assembly Rooms on Wednesday 19th January 2011, will offer leaseholders and freeholders the opportunity to obtain expert advice, support and assistance in relation to service, major works, lease and financial matters.

Those that attend will have the opportunity to meet with staff and specialist agencies including The Pension Services, part of the Government's Department of Work and Pensions, and Age Concern on a one to one basis, network with fellow leaseholders and freeholders and enjoy light refreshments which will be provided at the event.

CHARLOTTE GRAVES
CHIEF EXECUTIVE
HACKNEY HOMES

Title of Report: Tenant Services Authority (TSA) – Board Update	
Decision Making Body: Hackney Homes Board	Date: 17th January 2011
Classification: For information	Report of: Director of Finance and Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Chrys Edwards	Appendix : N/A

If you have any questions about this report, please contact Chrys Edwards on 020 8356 2752 or email chrys.edwards@hackneyhomes.org.uk

1.0 Summary

In September 2010 the TSA were invited by the Council to the first regulatory contact meeting. The purpose of the meeting was to provide the TSA with an opportunity to find out what HH were doing in regard to the delivery of housing services and for the Council and HH to find out what next with the TSA.

The meeting was deemed very useful by the TSA and we received positive feedback about the performance information presented.

2.0 Follow up

At the meeting, the TSA made the observation that our target for gas servicing must be at 100% to comply with health and safety requirements.

Action taken: This target has been amended to 100%

The TSA has since written to the Council asking for an update regarding the review of the Tenants' Levy.

Action taken: A report of the findings of the review has been completed and final recommendations will be reported on at a later stage.

3.0 Tenant Annual Report

On the 1st October the first Tenant Annual Report was produced. No specific feedback has been received about any of the reports submitted other than there were 15% of authorities/ housing providers who did not submit one.

4.0 Developing the 'local offer'

Between October 2010 and February 2011, Hackney Homes are working with tenants to develop the local offer – core standards – which represents what is important to tenants in the delivery of housing services. Hackney Homes is also working with the Council in the development of the borough wide offer.

Based on feedback about services from tenants through the STATUS survey and other forms of feedback, we think the basis of the offer will cover the following service areas/ priorities:

- Repairs
- ASB
- Quality of homes
- Value for money - rents

Title of Report: Equality Act 2010	
Decision Making Body: Hackney Homes Board	Date: 17th January 2011
Classification: For information	Report of: Director of Finance and Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Chrys Edwards	Appendix : N/A

If you have any questions about this report, please contact Chrys Edwards on 020 8356 2752 or email chrys.edwards@hackneyhomes.org.uk

1.0 Summary

The new Equality Act 2010 received Royal Assent in April 2010 and aims to simplify and harmonise 40 years of equality law and 116 pieces of equality legislation.

The provisions of the new Act will come into force over a number of years but the majority came into effect in October 2010.

Statutory codes on the Public Sector Equality Duty and Housing and Premises are due to be published in May 2011.

2.0 Implications for all individuals, public authorities and private organisations:

- This Act outlaws discrimination in relation to nine **protected characteristics**: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex (gender) and sexual orientation.
- Brings together available defences in discrimination in cases across all protected characteristics
- New definition of discrimination arising out of disability* and changes to the definition of gender reassignment by removing the requirement for medical supervision
- **For landlords this means they will need to make investigations when granting tenancies or when taking any action against a tenant to make sure they are not indirectly discriminating against them on the grounds of disability and to keep records as to why specific action has been taken.*

- Extends the duty on landlords to make reasonable adjustments to disabled tenants' homes to common areas if applied for by a disabled person or someone acting on their behalf
- Restrictions on pre-employment health enquiries
- Protection for breastfeeding mothers
- Strengthens powers of employment tribunals
- Dual direct discrimination protection (*on hold*)
- Ban on age discrimination in the provision of goods, facilities, services and public functions (*due 2012*)
- Extends the scope of positive action in recruitment and promotion (*due April 2011*)

3.0 Additional obligations for public authorities and those exercising public functions (likely to include ALMOs and Housing Associations):

- New **public sector equality duty** to tackle discrimination, promote equality of opportunity and encourage good community relations which will cover the protected characteristics (apart from marriage and civil partnership) replacing the existing race, disability and gender equality duties (*due April 2011*)

4.0 Additional obligations for specific public authorities only:

- Gender pay reporting (*on hold*)
- Public procurement to promote equality (*on hold*)

Withdrawn: The public sector duty requiring public authorities to consider how to tackle socio-economic disadvantage.

Title of Report: FINANCIAL OVERVIEW REPORT	
Decision Making Body: HACKNEY HOMES BOARD	Date: Monday 17th January 2011
Classification: For Information	Report of: Director of Finance & Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - Sunil Desai, Head of Finance	Appendices: None
<p>Report Outline:</p> <ul style="list-style-type: none"> • Paragraph: 1 – Summary of Report; • Paragraph: 2 – Recommendations; • Paragraph: 3 – Background; • Paragraph: 4 – Budget Monitoring 2010/11 and Budget 2011/12; • Paragraph: 5 – Impact Upon The Hackney Homes Strategic Plan; • Paragraph: 6 – Impact Upon The Hackney Homes Risk Register; • Paragraph: 7 – Consideration of the Hackney Homes Single Equality Scheme 2010 – 2013; • Paragraph: 8 – Consultation Process & Findings; • Paragraph: 9 – ICT Implications; • Paragraph: 10 – Human Resources Implications; • Paragraph: 11 – Financial Implications; • Paragraph: 12 – Legal Implications / Advice; • Paragraph: 13 – Other Related Decisions / Guidance. 	

If you have any questions about this report, please contact Sunil Desai on telephone number 0208 356 3429 or email sunil.desai@hackneyhomes.org.uk.

1 SUMMARY

- 1.1 This report highlights the budget monitoring position for 2010/11 as at end of November 2010 and provides an update on progress made on setting the 2011/12 HRA Revenue Budget.
- 1.2 Currently, the revenue forecast for 2010/11 is for an underspend for £239k on Hackney Homes (HH) own budgets and an overspend of £72k on HH delegated budgets. The main cause of the delegated budget overspend is due Repairs & Maintenance (+£636k). There is a risk that this may increase up to £2m should sufficient Capital resources not be available to capitalise major work voids / high value repairs as demand is greater than expected. Work is currently underway to identify and agree these resources.

2 RECOMMENDATIONS

- 2.1 That the Board notes HH position on 2010/11 revenue budget monitoring and also the update in setting 2011/12 HRA Budget.

3 BACKGROUND

- 3.1 Budget Managers within each of the four directorates are expected to use their local knowledge and current performance levels of activity in their area to forecast spend to the year end.
- 3.2 Budget monitoring is part of the performance management process for HH and the Council.
- 3.3 Regular budget monitoring and budget plans are reported to the Audit & Finance (A & F) Committee. At the last meeting on Monday 4th October 2010 a detailed report was produced on HRA Repairs & Maintenance.
- 3.4 The initial HH savings for 2011/12 were agreed by the Board on 27th July 2010.

4 BUDGET MONITORING 2010/11 AND HRA BUDGET 2011/12

Budget Monitoring 2010/11

- 4.1 The forecast year end position for HH is an underspend of £239k which is a small decrease of approx £9k from the figure previously reported. The underspend is primarily due to lower staffing costs than expected. In particular there are a number of vacancies that are not covered by agency staff.
- 4.2 The HH delegated budgets are showing a projected overspend of £72k which is a reduction of approx £80k from the figure previously reported. Although there are a number of compensating under /

overspends; the main focus is on HRA Repairs & Maintenance (R & M).

- 4.3 The overall HRA R&M budget is expected to overspend to budget (+£636k). There are pressures on individual R&M budgets particularly relating to reactive repairs and voids. There is a risk that this may increase up to £2m should sufficient Capital resources not be available to capitalise major work voids / high value repairs as demand is greater than expected.
- 4.4 The A & F Committee of 4/10/10 commented that although the HRA R & M budgets were felt to be under resourced as there have been year on year pressures on the repairs budgets, however HH must ensure that expenditure is contained within the available cash limits. Council and Hackney Homes' Officers are awaiting the details of the HRA review which may give both Hackney Homes and the Council the opportunity to re-base the budget and work up a 30 year business plan. The detail from the government is now expected late in January 2011.
- 4.5 The other main areas which still need to be monitored closely are –
- Ensuring identified savings for 2010/11 are realised.
 - Utility costs, this is a risk as the budget is £0.2m under the outturn for 2009/10. HH finance is working closely with relevant budget managers and the Council (Energy Management Unit) to resolve these issues and ensure that a correct year end projection is made of these costs.
 - Reduced rental income due to higher levels of voids or increased levels of arrears.
- 4.6 The Council's Director of Finance and Resources has requested that a full review is undertaken of both LBH and HH Capital commitments for the remaining period of the year. Therefore no new commitments (except for Decent Homes / Fire Risk Assessment works and essential Health & Safety works) will be made until this review has been completed.
- 4.7 HH total Capital Programme for this year is £85m and the current monitoring shows (prior to the review mentioned above) that we anticipate an underspend of £3.8m, as a result of underspends on planned maintenance schemes.

HRA Budget 2011/12

- 4.8 A HRA Budget 2011/12 report has been prepared for approval by cabinet on 24th January. The main recommendations of the report are for an average rent increase of 6.1% and a 5.1% for the majority of tenant service charges. These increases are in line with the government guidelines.

- 4.9 These increases together with savings of £4.2m (which includes £3m approved by the Board on 27th July 2010) have allowed for a balanced HRA budget to set for next year.
- 4.10 The main change since the Board approval on the 27th July has been
- £1m increase for Pension costs as a result of the recent actuarial valuation of the HH pension fund;
 - Savings required due to falling stock numbers, £1m and
 - A decision has been taken to combine the HH Insurance with that of the Council to obtain better efficiencies.
- 4.11 The announcement of the details on the Reform of the HRA Financing system from 2012/13 onwards is expected at the end of January for consultation. This will provide a better indication of the future savings requirement and will be built into the March 2011 HRA Medium Term Planning Forecast.
- 4.12 In terms of HRA Capital budgets for 2011/12, this will not be decided until the result is known of our Homes & Communities Agency bid for Decent Homes funding which is expected to be announced in February.

5 IMPACT UPON HACKNEY HOMES STRATEGIC PLAN

- 5.1 A balanced budget and budget monitoring is fundamental to the achievement of HH business objectives. Regular budget monitoring reports are submitted to the A & F Committee. The process outlined in this report will allow the Board to understand the budget process so that the budget will be set to best deliver the business objectives.

6 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

- 6.1 The HH risk register includes the risk of not having a balanced budget and robust budget monitoring. The mitigating action includes robust budget planning and budget monitoring, undertaken by the Executive team and the A & F Committee and the Board.

7 THE HACKNEY HOMES SINGLE EQUALITY SCHEME 2010 – 2013

- 7.1 The delivery of the scheme is dependant as least in part on adequate resourcing. Good financial planning, it's monitoring and Board input will ensure that resources are allocated to priority areas.

8 CONSULTATION PROCESS & FINDINGS

- 8.1 Key stakeholders are consulted on budget proposals, as will residents as part of the rent consultation process. In addition HH will work

closely with the Council to ensure that proposals made by HH will allow the Council to deliver its priorities.

9 ICT IMPLICATIONS

9.1 There are no specific IT implications arising from this report.

10 HUMAN RESOURCES IMPLICATIONS

10.1 Any adjustments in the HH Management fee may impact upon staffing and therefore HH will have to manage this process through proper consultation and with regards to the Organisational Change Policy.

11 FINANCIAL IMPLICATIONS

11.1 These have been included in the body of this report.

12 LEGAL IMPLICATIONS / ADVICE

N/A

13 OTHER RELATED DECISIONS / GUIDANCE

N/A

Title of Report: Review of Enhanced TRA Meetings	
Hackney Homes Board	Date: 17 January 2011
Classification: For Decisions/ Recommendations	Report of: Head of Tenancy and Leasehold Services
Item Previously considered at: Report to meeting of Resident Liaison Group Hackney Homes Board	On which date: 30 October 2008, June 2009, 12 November 2009, 3 March 2010, 29 July 2010 26 April 2010
Report Author: Clive Taber, Resident Services	Appendices: Appendix 1 – Draft Action Plan

Report Outline:

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Update & Discussion**

- **Paragraph: 5.0 – Impact upon The Hackney Homes Strategic Plan**

- **Paragraph: 6.0 - Impact upon the Hackney Risk Register**

- **Paragraph: 7.0 – Equalities and Diversity Implications**
- **Paragraph: 8.0 - Financial Implications**
- **Paragraph: 9.0 - Human Resources Implications**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email clive.taber@hackneyhomes.org.uk

1.0 SUMMARY OF REPORT

1.1 The purpose of this report is to provide the Board with a detailed action plan as requested at the Board meeting of the 26 April 2010 addressing issues raised by the Board.

1.2 Since the report came to the Board on 26 April 2010 there have been three related activities/issues that required progressing before the report could be resubmitted to the Board. These were a Council Scrutiny Commission review of resident participation, the Housing Management contracts review and a further submission to the Resident Liaison Group.

- 1.3 The Council have been undertaking a Scrutiny Commission Review of Resident Participation a significant part of this focussed on the ETRA process. Therefore, for completeness it was considered appropriate to await the outcome before reporting back to the Board. The report includes the Scrutiny Commission's recommendations and these are taken into account in the action plan.
- 1.4 The recent decision to terminate the housing management contracts in April 2011 has a direct impact on matters regarding the ETRA process e.g. the role of the estate manager.
- 1.5 The report includes the views of the RLG when the RLG considered the action plan at their meeting of 29 July 2010.
- 1.6 The report is updating on recent developments regarding Board changes to the action plan for officers to commence implementing the agreed changes during the review of housing management and the review of estate management roles.

2.0 RECOMMENDATION

- 2.1 That the Board approves the Review findings and recommendations and the associated action plan (Appendix 1) before further consultation with the Council.

3.0 BACKGROUND

- 3.1 In September 2007 the new ETRA meetings were established with the estate managers being the main liaison point on estate based issues. As part of the consultation process and the establishment of the ETRA system it was decided that after the system had been operating for over a year a review would be carried out to measure its effectiveness.
- 3.2 The change from Estate Committees freed up a large amount of resources that were tied up with the cumbersome administrative process of servicing some 78 committees. The resources freed up were used to provide greater support to TRA's and providing a far greater range of alternative ways for residents to engage with Hackney Homes. In addition the officer time freed up has helped service improvements to be made across Hackney Homes.
- 3.3 The review process was commenced in January 2009.
- 3.4 The Board considered the Review at the meeting of 26 April and requested a detailed action plan for the proposed implementation of the findings ensuring the following areas were addressed:
- The Roles of all participants in ETAs
 - Job Descriptions of Estate Managers
 - Councillors' roles
 - Communications protocol on meeting arrangements

3.5 The details of actions undertaken and timings are set out in the table below:

Action	Timing	Status
Discussions with Neighbourhood Panels	January - April 2009	Complete
Feedback from AC Report	February 2009	Complete
Discussions with Councillors	May 2009	Complete
Discussions with Estate Managers	June 2009	Complete
Survey to all TRAs	July - August 2009	Complete
Views from Alternative Forms of Engagements/ Non-TRA Residents	August 2009	Complete
Discussions with key HH service/ Departments and Members support	September 2009	Complete
Meeting with Cabinet Members	September 2009	Complete
Follow Up Meeting with Councillors	September 2009	Complete
Consideration of outcomes and proposals by Hackney Homes Executive Team	Sept/October 2009	Complete
Report to RLG on outcomes	November 2009	Complete
Further report to RLG	March 2010	Complete
Consideration of outcomes and proposals by Hackney Homes Board	April 2010	Complete
Further report back to RLG to consider Board's views	July 2010	Complete
Further report to Board for approval	January 2011	To be done
Implementation of changes	January 2011 onwards	To be done

3.6 In addition the Council has undertaken a Scrutiny Commission Review into Resident Participation including the potential impact of bringing housing management back in-house and creating a unified management structure. This requires a review of roles and functions within estate management.

4.0 UPDATE & DISCUSSION

4.1 At its meeting of 26 April 2010 the Board requested further detail including an action plan setting out how the recommendations, if approved, would be implemented. A draft action plan is attached as Appendix 1.

4.2 The Board requested inclusion of in the following areas action plan:

- The roles of Participants in ETRA's
- Role of Estate Managers
- Councillors' roles
- Communications protocol on meeting arrangements

The issues relating to the estate managers role in the action plan will be handled as part of the Housing Management Review (being undertaken as part of the process of bringing the contracts back in-house).

4.3 The Council's Scrutiny Commission identified a number of similar issues raised by the ETRA Review and their recommendations were:

- Clarify and promote the workings of the Alternative Forms of Engagement (AFEs) and how Councillors can be involved
- As part of the ongoing process of bringing the housing management service in-house that the role of estate managers retains an explicit resident participation emphasis
- Standard templates for posters newsletters, agendas and minutes are produced
- HH create an on-line forum for residents to share good practice and exchange views
- Greater use of HH website as a hub for information for residents
- HH strengthens its monitoring role of TRA's e.g. with regard uphold constitutions
- The HH Resident Participation team considers how it informally mediates in TRA internal disputes
- HH allow TRA's to vary their approach to ETRA meetings e.g. through activities such as summits and empowered walkabouts
- That HH finds more meaningful ways of measuring performance in resident participation

4.4 A number of these recommendations have been picked up in the ETRA Review in particular the role and empowerment of the estate manager. This is one of the first key pieces of work proposed by Hackney Homes and will be facilitated by the bringing back in-house of the housing management contracts under a unified management structure. The recommendations of the ETRA Review will form part of the overall housing management changes being introduced from April 1st 2011. Corporately Hackney Homes is committed to this process and all Hackney Homes services will strive to make this a successful change.

4.5 The purpose of the ETRA is for residents to raise issues of concern on their estate and for these to be referred to the appropriate Hackney Homes service for action to be taken and provision of an update on actions taken to be received. The purpose is also for residents to identify and decide the items they would want to spend the estate's Environmental Improvement Budget (EIB) on. The meeting would be Chaired by an officer of the TRA Committee e.g. Chair of the TRA. Councillors (for that ward) have right of attendance and would be there to

support and assist residents with issues raised, particularly those related to non-Hackney Homes services e.g. Council services. The lead officer for Hackney Homes (HH) is the Estate Manager with support from the Resident Participation Team in distributing actions to the appropriate Hackney Homes service and assisting with publicising meetings.

- 4.6 The role of the Estate Managers is addressed in points 5, 6 and 3a in the action plan. This would include the estate manager's role in being the lead HH attendee at the ETRA meeting, their role on walkabouts and their wider role in managing the estate. It would also include the role that other HH services have in supporting the Estate Managers to undertake their role successfully.
- 4.7 The Councillor role is addressed in point 7c in the action plan and would be to assist and support TRA's in getting issues resolved, particularly those relating to Council services and external agencies e.g. the Police. It would also involve assisting TRA's in identifying items TRA's wanted to spend their EIB allocation on. Councillors can not chair the ETRA meetings as they are residents meeting and do not have voting rights (unless resident on the estate).
- 4.8 The communication protocol is addressed in point 7 of the action plan. This would include the setting of dates, publicity, distribution of agendas and ETRA enquiry form responses. Every effort will be made to avoid clashes with Council meetings, HH Board meetings but given the number of ETRA meetings and the number of available evenings coupled with the availability of venues etc. this can not be completely guaranteed.
- 4.9 The dates provided in the action plan have been reset to dovetail into the arrangements for the housing management function coming back in-house.
- 4.10 The Resident Liaison Group considered the Boards views (from the meeting of 26 April 2010) and requested that the final report going to Board would include a reworded key finding 8 of the action plan as it was felt it did not reflect the involvement of residents in defining the purpose and rules relating to the funding, it needed to include the concerns about continuity of staff and emphasise that all requests should be acknowledged even if the answer was no. The wording in key finding 8 has been amended, key finding 6 has been expanded to address the issue of estate manager turnover and key finding 4 has been expanded to address the need for clear advice to given when a request can not be actioned.
- 4.11 This is considered to be a detailed and credible action plan for delivering the improvements required. Organisational changes within Property Services have addressed the need for a focussed approach on communal repair issues with the creation of a Communal Repair Manager post. Changes within Resident Services have created administrative roles that will support the ETRA process. The bringing in-house of the housing management function will assist the development of the estate manager role, their training and reducing staff turnover.

4.12 To ensure that the actions required are implemented corporately across Hackney Homes the Executive Team will routinely check progress and request reports on areas of concern.

5.0 Impact on Hackney Homes Strategic Plan

5.1 The ETRA Review is a key piece of work to ensure resident engagement at estate level is effective in terms of influencing service delivery and driving up the quality of services. The Tenants Services Authority (TSA) expects social housing organisations to engage effectively with tenants over service delivery issues and the recommendations in this report will assist Hackney Homes in meeting this requirement.

6.0 Impact on the Hackney Homes Risk Register

6.1 This will demonstrate partnership working with residents on service delivery issues which will enhance Hackney Homes prospects of being assessed as a high performing organisation. This will help Hackney Homes meet the TSA requirements in this area as outlined in 5.1 above.

7.0 Equalities and Diversity Implications

7.1 The ETRA meetings are open to all residents on the estate and the constitution of TRA's place a duty on TRA's to promote equality and ensure they act in a non-discriminatory manner.

8.0 Financial Implications

8.1 The recommendations will require more staff resources to be devoted to the ETRA arrangements in order to assist with producing agendas, sending out notifications of meetings etc. As part of the Resident Services restructure staffing resources have been re-allocated to undertake this work and this will be achieved within existing resources. There will be a requirement for a significant amount of training and project work across Hackney Homes departments providing services to estates particularly in relation to estate management and communal repairs but it is considered that this can be met from existing budgets. In terms of estate management from 2011/12 this will be facilitated by the service being unified under a single management.

9.0 Human Resource Implications

9.1 As part of the Resident Service restructure administrative posts have been created to help provide the cover required as set out in 8.1 above. The Property Services restructure includes the establishment of posts with specific responsibilities for communal repairs.

Action Plan

Key Finding	Source / Outcome	Proposed Solution	Resource	Agreed by	Implementation Date	Responsibility	Expected Outcome
1. Communal Repairs	Cllr /Panels/ TRA surveys/ EM/PS Staff/ Cllrs	a) Procedure produced	Communal Repairs Team – Property Services	JP	Sept 2011	JP	Effective procedure in place
		b) Training on procedure	To be identified	JP	December 2011	JP	Staff able to operate procedure
		c) Inspection Record/process	Communal Repairs Team – Property Services	JP	September 2011	JP	Raise quality of Communal repairs
		d) Named Accountable Managers	Communal Repairs Manager	JP	Completed - December 2010	JP	Designated managers responsible for service
2. Communal repair funding	Panels, EMs, PS staff	a) Staff briefing on budget issues – team briefings, leadership briefing	Property Services/Finance/Resident Services	JP	September 2011	JP	Staff and residents aware of budgetary constraints
		b) Residents briefing on budget issues – RLG, AFEs, Panels, HH News	Property Services/Finance/Resident Services	MW/CT	October 2011	MW/CT	Staff and residents aware of budgetary constraints
3. Lack of Coordinated team approach from HH	Panels, TRA's, EMs and PS Staff Cllrs	a) Statement of new housing management arrangements following transfer back in-house of service, including empowering	Executive Team (ET)	ET	May 2011	ET	Role of estate manager properly recognised

Key Finding	Source / Outcome	Proposed Solution	Resource	Agreed by	Implementation Date	Responsibility	Expected Outcome
		estate managers/team work commitment					
		b) Team building events between HH services	To be identified	ET	December 2011	ET	HH wide team approach to ETRA issues
		c) New housing management arrangements in place and service delivery arrangements agreed with other services, monitored by ET rep to track progress	Resident Services	ET	December 2011	ET	Team working to be successfully established
4. Need for effective escalation process	Panels, TRA's, EMs, Cllrs	a) Resident Services to have a manager with a dedicated role to monitor and manage ETRA issues	Resident Services	NW	May 2011	ET	ETRA issues responded to effectively
		b) Quarterly report to HH Dept management teams on ETRA issues	Resident Services	CT	June 2011	NW	Management focus on service delivery
		c) Bi-annual report to ET on ETRA issues	Resident services	CT	September 2011	NW	Management focus on service delivery

Key Finding	Source / Outcome	Proposed Solution	Resource	Agreed by	Implementation Date	Responsibility	Expected Outcome
		d) Clear advice to be given when a request can not be undertaken	All HH services	ET	April 2011	ET	Residents to be aware what can and can not be done
5. Definition of estate management function	Panels, EMs, Cllrs	a) Clear definition produced of the service that is required including emphasis on resident engagement	Resident Services	CT	December 2011	CT	There will be a clear definition of the EM functions
		b) Procedures to be produced for staff guidance/instruction	Resident Services	CT	March 2012	CT	Effective working Procedures in place
6. Estate manager training/turn over	Panels, TRA's, Cllrs	a) Training for EMs to be provided	Resident Services	CT	March 2012	NW	Properly trained estate management staff
		b) The causes of Estate Manager turnover to be investigated and measures implemented to rectify this	Resident Services	NW	April 2012	NW	Reduced turnover of Estate Managers
7. More support for ETRAs and Cllrs	Panels, TRA's, Cllrs	a) Pro-active assistance from HH with setting dates	Resident Services	CT	Completed - September 2010	CT	Dates set that minimise clashes with other meetings

Key Finding	Source / Outcome	Proposed Solution	Resource	Agreed by	Implementation Date	Responsibility	Expected Outcome
		b) HH to assist with publicising TRA activities, meetings etc. including templates for agendas, notes, posters etc. and use of notice boards	Resident Services	CT	September 2011	CT	Meetings effectively publicised
		c) HH to ensure Cllrs are informed of dates of ETRA meetings and relevant information including their role on ETAs. HH to send packs containing agendas, completed ETRA Enquiry forms to Councillors	Resident Services	CT	May 2011	CT	Improved service to key stakeholders and enhanced attendance by Cllrs
		d) HH to maintain register of persons available to assist ETAs with administration	Resident Services	CT	March 2011	CT	TRA's to run meetings more effectively and more productively
		e) HH to set up on line forum for TRA's to exchange good	Resident Services	NW	March 2012	FP	Increase TRA capacity and working together

Key Finding	Source / Outcome	Proposed Solution	Resource	Agreed by	Implementation Date	Responsibility	Expected Outcome
		practice and advice contacts					
8. More effective use of EIB, 184 and Aerial Mast money	PS staff	a) HH & residents to define exactly the purpose and rules regarding these funding streams	Resident Services/Property Services	CT	September 2011	CT	Clarity internally about purpose and scope of these funding streams
		b) Consultation with residents on how to best use these funds	Resident Services/Property Services	CT	March 2012	CT	Better understanding and agreement by residents of the purpose of these budgets
		c) Changes implemented	Resident Services	CT/JP	April 2012 onwards	CT/JP	Agreed changes implemented

Title of Report: UPDATE REPORT ON DECENT HOMES PROGRAMME 2010-11 3rd QTR	
Decision Making Body: Hackney Homes Board	Date: 17-01-2011
Classification: “For Information”	Report of: Head of Asset Management
Item Previously considered at: Regular information item	On Which Date: N/A
Report Author: Jonathan Oxlade	Appendices: None

Report Outline:

<ul style="list-style-type: none"> • Paragraph: 1.0 - Summary of Report; • Paragraph: 2.0 - Recommendation(s) to the Board ; • Paragraph: 3.0 - Background; • Paragraph: 4.0 - Impact Upon The Hackney Homes Strategic Plan; • Paragraph: 5.0 - Impact Upon The Hackney Homes Risk Register; • Paragraph: 6.0 - Consideration of the Hackney Homes Single Equality Scheme 2010-13 • Paragraph: 7.0 - Consultation Process & Findings; • Paragraph: 8.0 - ICT Implications; • Paragraph: 9.0 - Human Resources Implications; • Paragraph: 10 - Financial Implications; • Paragraph: 11- Legal Implications / Advice; • Paragraph: 12 - Other Related Decisions / Guidance.

1.0 SUMMARY

- 1.1 This report briefly describes the 3rd quarter performance on the Decent Homes Programme for financial year 2010-11.
- 1.2 As predicted, the output in Q3 is relatively low due to the transition to new framework which took place in November. In addition, the temporary moratorium on Capital Spend also impacted on the output performance, as did Connaught, one of the main contractors, going into administration. However, the decision to “frontload” the programme means that we are still on track to spend the budget and achieve the output targets by the end of the financial year.

2.0 RECOMMENDATION

2.1 This report is for information only.

3.0 BACKGROUND

3.1 Output performance - Number of homes receiving windows, roofs, Kitchens, bathrooms and structural repairs.

2010-11 Q3 YTD

	Roofs	Windows	Kitchens	Bathrooms	Structural Repairs
North East	27	48	160	160	428
Stoke Newington	55	11	84	84	55
Homerton	24	51	282	282	513
Shoreditch A	214	262	94	94	169
Shoreditch B	79	164	83	83	197
Streets	16	46	109	109	0
Total	415	582	812	812	604

3.2 National Indicator 158 – Percentage of rented housing stock that is non-decent.

- At the end of 2010-11 Q3, 31.96% of council homes in Hackney were non-decent.
- The target for 2010/11 is 28.00%.
- 170 homes were made decent in Q3
- 646 homes have been made decent so far in 2010-11

3.3 Key Performance Indicator 1a & 1b– Resident Satisfaction with completed works.

- The target for 2010-11 is 85%
- All constructors who carried out works in Q3 have exceeded the target for Resident Satisfaction:

Connaught/Mulalley/Mansell (North East) – 93.36%
Lovell (Shoreditch A and B) – 96.26%
Mansell (Stoke Newington and Homerton) – 94.02%
Mulalley (Street Properties) – 94.10%

4.0 IMPACT UPON THE HACKNEY HOMES STRATEGIC PLAN

- This is a regular update report on Decent Homes' objectives in the business plan.

5.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

- No impact from this update report.

6.0 CONSIDERATION OF THE HACKNEY HOMES SINGLE EQUALITY SCHEME 2010-13

- No implications.

7.0 CONSULTATION PROCESS & FINDINGS

- N/A

8.0 ICT IMPLICATIONS

- N/A

9.0 HUMAN RESOURCES IMPLICATIONS

- N/A

10.0 FINANCIAL IMPLICATIONS

- The area by area breakdowns are as follows:

2010-11

Contract area	Budget £'000	Spend at end of Q1 £'000
North East	5,815	3,733
Stoke Newington	4,231	1,954
Homerton	4,403	4,000
Shoreditch A	6,710	5,542
Shoreditch B	5,620	5,093
Street Properties	7,850	5,228
Total	34,629	25,550

11.0 LEGAL IMPLICATIONS / ADVICE

- N/A

12.0 OTHER RELATED DECISIONS / GUIDANCE

- N/A