

**HACKNEY HOMES Ltd
Board Meeting**

Monday 18th May 2009 at 6.30pm to 7.35pm
**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)

Marie Photiou (Vice Chair)

Audrey Villas

Asim Bhattacharyya

Jonathan McShane

Feryat Demirci

Samantha Lloyd

David Larkin

Danny Sutcliffe

Linda Kelly

Brian Marsh

Afolasade Bright

Karen Dodds

Terry J Edwards

Hackney Homes Executive Team:

Charlotte Graves (Chief Executive)
Neil Isaac (Director of Finance & Resources)
Gary Penticost (Director of Property Services)
Robin Smith (Programme Director – Woodberry Down Regeneration)
Neehara Wijeyesekera (Interim Head of Resident Services)
Tom Hunt (Head of Estate Environment)
Judith Morrison (Head of Leasehold and Right to Buy)
John Ferman (Pathmeads)
John Newbury (Mouchel)
Elliot Brooks (Pinnacle)

Hackney Homes Officers:

Sunil Desai
Brian Madden
John Newton
Trish Hail
Daniel O'Connell

Stakeholder Representatives:

Karen Alcock
Tom Price
Tim Shields
Steve Douglas
Stephen Tate
Nimisha Patel
Tracey Thomas
Carol Hinvest

Contact:

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HACKNEY HOMES Ltd Board Meeting 46

Monday 18th May 2009 at 6.30pm to 7.35pm

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		Information	2 mins	6.33-6.35
4.	Chair	Minutes of Monday 20th April 2009 (Part A) and Matters Arising	1-10	Decision	5 mins	6.35-6.40
5.	Chair	Hackney Homes' Chair Report		Information Verbal Report	5 mins	6.40-6.45
6.	S Lloyd	Audit and Finance Committee Meeting 11 th May 2009		Verbal updates	5 mins	6.45-6.50
7.	C Graves	Chief Executive's Report - Strategic Overview	11-19	Information	10 mins	6.50-7.00

8.	C Edwards	ALMO Inspection – Audit Commission Recommendations Update	20-24	Information & Discussion	10 mins	7.00-7.10
9.	C Graves & Executive Team	Business Critical Performance Summary Year End 08/09 Report to follow		Information & Discussion	15 mins	7.10-7.25
10.	R Campbell	Health & Safety update	25-27	Information & Discussion	5 mins	7.25-7.30
11.	Chair	Any Other Business		Information	5 mins	7.30-7.35
12.	Chair	Next Board Meeting: Monday 29 June 2009 at 6.30pm Christopher Addison House		Information		



Hackney Homes Ltd

ITEM 4

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

On 20 April 2009 at 6.30PM

Present	Board Members Rupert Tyson (Chair) Marie Photiou (Vice Chair) Afolasade Bright Asim Bhattacharyya Brian Marsh Linda Kelly Audrey Villas Karen Dodds Feryat Demirci	Hackney Homes Officers Charlotte Graves Neil Isaac Gary Penticost Neehara Wijeyesekera Judith Morrison Tom Hunt Tom Hogan Alan Turner Chrys Edwards Kevin Kingston Wayne Hylton	Stakeholder Representatives (Hackney Council) Carol Hinvest Stephen Tate Steve Douglas Housing Partners John Newbury (Mouchel) Elliot Brooks (Pinnacle) Member of the Public None
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	Part A – Open to the Public	Action	Date
1. Welcome/Apologies/ Introductions	<p>Apologies were received from the following:</p> <ul style="list-style-type: none"> • Jonathan McShane • Danny Sutcliffe • Terry Edwards • Alice Burke • Samantha Lloyd • Tim Williams • John Ferman <p>The Chair introduced Steve Douglas the Interim Director of Neighbourhoods and Regeneration. Steve Douglas said that all those involved in Hackney Homes achieving 2 star status were to be congratulated. He looked forward to working with Hackney Homes' Board and officers.</p>		



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<p>2. Declarations of Interests</p>	<p>Brian Marsh declared an interest in item 13 in respect of the RNIB. Feryat Demirci declared that her brother works for Hackney Homes.</p> <p>Tess Merrett had obtained a definition of a conflict of interest from Trowers & Hamlins and would circulate this in due course. Neil Isaac said that if any Board member was in doubt as to whether they had a conflict of interest then they should declare.</p>	<p>T Merrett</p>	<p>May</p>
<p>3. Questions from the Public</p>	<p>None</p>		
<p>4. Minutes of 9 February 2009 (Part A and matters Arising)</p>	<p><u>Minutes of 9 March 2009 (Part A)</u> Diane Abbott who had attended this meeting, had noted that since the inception of Hackney Homes, her housing caseload had decreased. Linda Kelly asked that this be noted in the minutes.</p> <p>The minutes were agreed as a true record and signed accordingly.</p> <p><u>Matters arising from the Hackney Homes Board Meeting Minutes of 9 February 2009</u></p> <p><u>9 Delivery Plan 2009-10</u> Neil Isaac said that the Delivery Plan targets would be circulated when the year end position had been finalised. .</p> <p><u>12 Expenses Policy</u> Tess Merrett would circulate a revised mileage claims form in due course.</p> <p>David Larkin asked for clarification on the papers circulated separately from the 20 April Agenda which were for information only. The Chair said that if anyone had any queries, they should contact the report authors direct. If there were many queries or concerns about any particular item, then these would be circulated to all members as would the response.</p>	<p>N Isaac</p> <p>T Merrett</p>	<p>June</p> <p>June</p>

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<p>5. Updates from the Audit & Finance Committee held on 6 April 2009</p>	<p>As Samantha Lloyd was unable to attend the meeting, Neil Isaac, Director of Finance & Resources updated the Board. Price Waterhouse Coopers, Hackney Homes' Internal Auditors were satisfied with the Internal Audit findings and would be revisiting all the recommendations over the coming year to review the implementation. The Committee had raised no issues over the Budget and had been supportive of the proposals for Procurement 2010 which was also on this Board Agenda.</p> <p>The Board noted the updates.</p> <p>The Board noted the report.</p>		
<p>6. Chief Executive's Report – Strategic Overview</p>	<p>The Chief Executive introduced the report.</p> <ul style="list-style-type: none"> • The Executive were in the process of setting targets for the Executive Team from the post inspection plans, the outcomes of the Board's away day, the Council's plans, the Delivery Plan and Hackney Homes' plans for the future. • A further report on the financial position would be brought to Board in May. • Hackney Homes were on target to spend the Decent Homes funding. <p>The Chief Executive explained why her report had been reissued. The Estate Environment information at the time of writing had been found to be incorrect. The ROP process had concluded in December and the HRA budget and rents were finalised in the same month, in consultation with the ALMO. The HRA budget went to cabinet on 26th Jan 2009 and was approved. The funding stream under discussion related to revenue contribution to capital and there were on-going conversations with the Council.</p> <p>Callie Duncan, Hackney Homes' repairs operative had been awarded ALMO Team Member of the Year at the National Federation of ALMOs (NFA) awards held on 1</p>	<p>N Isaac</p>	<p>18.5.09</p>

	<p><u>Woodberry Down Update</u></p> <p>Kevin Kingston introduced the report and said that work had now begun on site. A revised planning application had also now been submitted.</p> <p>The Board asked who was responsible for funding the Roadshows, fundays etc. Kevin Kingston said that these events were funded by the Council.</p> <p>Steve Douglas said that much had been achieved at Woodberry Down although there were likely to still be challenges ahead.</p> <p>The Board noted the report.</p>		
<p>7. Report from the Chair</p>	<p>The Chair said that as his blog was monthly rather than weekly, he would briefly update the Board on events since his last blog. Several Board members and members of the Executive had attended the NFA Annual Conference in York and it was clear from this event that Hackney's standing had risen considerably.</p> <p>The Chair drew the Board's attention to the staff excellence awards which would take place on 30th April and he asked that Board members attended.</p>		
<p>8. Procurement 2010</p>	<p>Alan Turner introduced the report. The Board asked whether there were any opportunities to review these contracts during the 10 year period once they had been let. Alan Turner said that there were two options of a 5+5 year contract with a review after the first 5 years or a 4+4+2 year contract. Both these options were being discussed with the Council. Alan Turner stressed that this contract was a framework contract only which meant that there was no commitment to give any work.</p> <p>The Board asked how much it cost to run the procurement process. Alan Turner</p>		



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said £800k. However, currently there were 40 procurements whilst the 2010 proposals reduced these to 5 which would generate savings.

The Board asked if Hackney Homes' DLO would be bidding. Gary Penticost said that there were further discussions to be had on the possibility of the DLO trading.



The Board commended the report for detail and clarity.

The Board approved the following recommendations

1. the procurement for a period of up to ten years, of Constructors to complete the final phase of the Decent Homes programme and successor Major Works Programmes as well as the Planned Maintenance Programme (including cyclical repairs and decorations) and new build, should such a facility be required.
2. the authorisation of Hackney Homes' Director of Property Services to issue an OJEU notice and to conduct the procurement project in accordance with the Competitive Dialogue Procedure, reporting back to CPC at Review Point 2A (RP2A) to approve the invitation to enter into Competitive Dialogue documentation and Review Point 4 (RP4) for contract award and recommendation.
3. authorisation of Hackney Homes' Director of Property Services to carry out all other necessary procurements wholly and exclusively necessary for the delivery of recommendation (2) above and to authorise the Council's Corporate Director of Legal and Democratic Services to award such contracts which are wholly and exclusively necessary for the delivery of recommendation (2).

The Board approved the amendments to the Service Improvement Committee's Terms of Reference.

9. Service Improvement Committee – Changes to Terms of Reference

 <p>HackneyHomes In partnership with  Hackney Council</p>	<p>Hackney Homes Ltd</p> <p>Part A minutes of Board of Directors, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ</p> <p>On 20 April 2009 at 6.30PM</p>	<p>ITEM 4</p>
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<p>10. Delegations from the Public – Option Statement</p> <p>11. Membership of ELBA</p> <p>12. Tenants Authority – Services Management Accreditation – Housing</p>	<p>Neil Isaac introduced the report.</p> <p>There was considerable debate about this as some Board members were very much in favour of allowing delegations whilst others thought that there were many other mechanisms for members of the public to voice their concerns such as Councillors’ surgeries, Neighbourhood Panels and Hackney Homes’ complaints procedures by ways of examples.</p> <p>The Board considered that in extremis, may be delegations could be accepted. A vote on the matter was taken which resulted in a majority of Board members wanting a review of this. The Board therefore asked officers to draw up clear criteria about how and when such delegations might happen so that the Board could consider and agree the circumstances.</p> <p>Neil Isaac introduced the report and Linda Kelly highlighted the successes of Hackney Homes’ partnership with ELBA thus far.</p> <p>The Board agreed for Hackney Homes to become full members of ELBA.</p> <p>Kevin Kingston introduced the report. The Board asked whether Hackney Homes should consider applying for the development accreditation alongside the Housing Management Accreditation and the Affordable Home Ownership Housing Management Accreditation. Charlotte Graves said that the current focus was on management and that at its away day, the Board had agreed for her to keep conversations open with the Council for possible future opportunities.</p> <p>The Board agreed for applications to be made on behalf of Hackney Homes for the following schemes.</p> <ul style="list-style-type: none"> • The Housing Management Accreditation Scheme (TSA) 	<p>N Isaac</p>	<p>27.7.09</p>
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<p>13. Affordable Warmth - Progress Report</p>	<ul style="list-style-type: none"> The Affordable Home Ownership Management Accreditation Scheme (TSA) <p>The Board agreed</p> <ol style="list-style-type: none"> That the Council be recommended to ring-fence any grant income resulting from investment in sustainability to facilitate further sustainability investment within the Council's housing stock. That the report be taken to a future Resident Liaison Group. 	<p>A Turner</p>	<p>TBC</p>
<p>14. Decent Homes and Rent Arrears – Equality Impact Assessment</p>	<p>Tom Hogan introduced the report. The Board asked whether Hackney Homes was abandoning this approach as there were other ways of addressing recovery of rent arrears and Hackney Homes could be seen to be discriminating against certain communities. . Officers stated that the audit trail for the decision making process in this matter was not entirely transparent and officers were working to find out where and who had agreed this action. As this was the case, it may not be in Hackney Homes' power to decide autonomously to stop this course of action. The Board asked whether the EIA was broken down by the other equality strands. Tom Hogan said that the data on ethnicity was much greater. Charlotte Graves said that the rent arrears were now under control and our policy was about being open.</p> <p>The Board agreed that this approach should be revoked and asked officers to resolve exactly how this could be achieved.</p>		
<p>15. Any Other Business</p>	<p><u>Away day</u> It was proposed that an away day would be held locally in Hackney on 5th June 2009. The Governance Manager would email the Board to ascertain availability.</p> <p><u>Appraisals</u> The Chair asked the Board whether Members were content with the</p>		



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	<p>same appraisal approach as last year. The Board confirmed that it was and the Governance Manager would arrange the process for this year shortly.</p>		
	<p>The Meeting Closed at 8.20 pm</p> <p>Date of next Board Meeting: Monday 18 May 2009 at 6.30 pm Christopher Addison House</p>		

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

Title of Report: Chief Executive’s Report – Strategic Overview	
Decision Making Body: Hackney Homes Board	Date: 18th May 2009
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: Appendix 1 – Woodberry Down Update Report

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 - Board Elections • Paragraph: 5.0 - Finance & Resources • Paragraph: 6.0 - Property Services • Paragraph: 7.0 - Estate Environment • Paragraph: 8.0 - Resident Services • Paragraph: 9.0 - Leasehold Services • Paragraph: 10.0 - Woodberry Down Update |
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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 BOARD ELECTIONS

4.1 Board Elections

The proposed election timetable for the 2009 Board elections is as follows.

Resident Elections

Date	Action
28.5.09	Electoral Reform Society to despatch nomination packs and website to go live
5pm 18.6.09	Nominations close and details provided to Hackney Homes for validation
9.7.09	Electoral Reform Society to despatch ballot packs and ballot website to go live
12pm 30.7.09	Ballot Closes
31.7.09	Electoral Reform Society to provide Certified Scrutineer's Report of voting. Results of stage of website to go live

Independent Elections

Date	Action
20.5.09	Place Advert
12.6.09	Closing date
w/c15.6.09	Shortlist
w/c 6.7.09	Interviews
2nd week July	Appoint
21.09.09	Attend first Board meeting

5.0 FINANCE & RESOURCES

5.1 Outturn 2008/09

Audit and Finance Committee on 11th May considered the provisional revenue and capital budget monitoring outturn report for 2008/09. This identified a provisional underspend of £717k on the management fee budget; an overspend of approximately £2.3m on the delegated budgets and a £0.8m overspend on Capital. This is broadly in line with last month's monitor and is due to energy costs and variations on the rent debit as previously reported. The Repairs and Maintenance outturn figures are yet to be finalized.

5.2 Rent Increase

The Council's cabinet approved on Monday 27th April 2009 to reduce the rent increase from an average of 6.20% to an average of 3% backdated to 6th April 2009. The decrease will be effected from the beginning of June.

5.3 Capital Programme

The timing of the formal notification of ALMO Funding approval has required a phased approach to granting approvals to spend. The first phase, decent homes and planned maintenance has been approved; the second phase utilising previously unallocated decent homes resources and reviewing regeneration schemes will conclude in June.

6.0 PROPERTY SERVICES

6.1 Decent Homes

The 2008/09 Decent Homes programme is on track to spend the £20m budget and to slightly exceed the National indicator target for homes made decent. A more detailed update report on the programme is on the current HH Board. Preparation for the 2009/10 programme is well advanced. Now that ALMO credits have been awarded, the current plan is to spend £40m in 2009/10 and a further £50m in 2010/11. The first starts on the Year 3 (2009/10) programme will be in May and completions will happen from September through to March 2010.

The procurement process was entered into the Government Opportunities awards in the “Best Procurement Innovation or Initiative” category and has been selected as a finalist.

6.2 Repairs and Maintenance

The ongoing improvements to the Building Maintenance section continue to progress well.

We are working closely with colleagues in Finance to ensure our financial and management data is further improved in the new financial year.

We have commenced our programme of appraisals including our operatives.

Project Excellence continues to progress well, we are undertaking a major piece of work in reviewing the numbers and type of schedule of rates codes we use, with a view to significantly reducing the necessity to have so many.

We have just received the annual report from the Technical Audit Team (TAT), who post inspect our repairs section and now more recently a sample of our partner contractors. A total of 2,874 repairs were post inspected of which a total of 156 were queried by the Technical Audit Team. This could have ranged from poor initial specification, wrong amount invoiced, poor workmanship or repair still incomplete. The in-house service continues to show continuous annual comparison of month on month improvements.

The end of year stock take was completed on time, with no major problems.

The strategic alliance we have entered into with Morrison’s and Crispin & Borst is progressing well

We are currently in discussion with Hackney Council in reviewing our fleet needs and have finalised the Service Level Agreement for 2009/10 for Transport.

7.0 ESTATE ENVIRONMENT

7.1 Recruitment

Service Managers – Short-listing for the posts of Service Manager Estate Cleaning and Service Manager Grounds Maintenance have been completed. Interviews are scheduled for 20th/27th May 09.

We continue to work with HR on the implementation of the Best Value Review structure. Adverts will shortly be going out for Performance & Audit Manager, Maintenance Officer, Grounds Maintenance Area Managers x 2 and Resources Officer.

7.2 Ward Improvement Programme

We continue to work with the Council on our involvement in the Ward Improvement Programme to raise the ENCAMS standards.

In conjunction with the Housing Partners, twelve housing officers have been trained in the inspection process for Estate Cleaning and Grounds Maintenance.

7.3 Food Recycling

In liaison with Hackney Council we are preparing to roll out the initiative to 50% of the Borough. Discussions are in place with Communications and Tenant Participation Officers to publicise and seek support from Tenant & Resident Associations. This initiative is programmed to begin in September 2009.

Estate Environment are assisting in the supply of bags for the food caddies.

8.0 RESIDENT SERVICES

Resident Participation

- 8.1 Enhanced tenants and residents association review update. We have met with all Neighbourhood Panels and a meeting with Councillors arranged also in May 2009. Residents will be receiving a TRA questionnaire currently under consultation with Panels. We anticipate a completion around September 2009.
- 8.2 In addition to involvement and engagement issues residents welcome this opportunity to discuss service delivery at the same time. The new Estate Improvement Budget guidance and procedure was recently circulated to all Tenants & Residents Associations and we are confident that the new process will lead to a significant improvement on managing EIB resources effectively.
- 8.3 TMO Forum is scheduled for 4th June and we will be taking this opportunity to demonstrate how Universal Housing may help our key partners to deliver their services.

Rent Income and Accounting

- 8.4 A recent £10 incentive for switching to direct debit has helped us to increase the number of DD payers to over 3000 tenants. These generate an annual saving of around £50K on transactions costs compare to post office paypoints.
- 8.5 To help customers and ensure early guidance for maintaining tenancies we have worked closely with our colleagues in Benefit Service. Over 65% of the claims paid in to rent accounts within two weeks of a tenancy start date.
- 8.6 Financial inclusion workshops delivered to our estates which are being promoted throughout the summer, following on from successful debt advice casework at neighbourhood offices.

Anti Social Behaviour

- 8.7 More developments to our Universal Housing system are already helping to simplify and improve consistency with key service standards at the early stages of casework. We will be providing an update later in the year on progress and impact for residents along with Housing Management Partners.
- 8.8 Hackney Homes Estate Safety Team have commenced audit of Colville Estate, and have successfully removed 3 pirate radio masts (currently working with Ofcom)

- 8.9 Signed up again with Action for Children to deliver Family Intervention Project until March 2010, and working closely with Community Safety over further ASB developments.

9.0 LEASEHOLD SERVICES

9.1 Service Charges

After issuing the 2009/10 service charge estimates in March Leasehold Services collected cash totalling £920K during April. This is above the monthly target of £670K.

9.2 Major Works

Cash collection in January (480K) exceeds the monthly target of 375K. Over the course of the month additional recovery action was taken which contributed to increased cash collection.

10.0 WOODBERRY DOWN UPDATE

- 10.1 Attached to this report (Appendix 1) is a Woodberry Down Update report.

CHARLOTTE GRAVES
CHIEF EXECUTIVE
HACKNEY HOMES

WOODBERRY DOWN – FOR INFORMATION

PHASES 2-5 UPDATE

Stock Transfer

A Stock Transfer programme is in place which aims for a ballot in January 2010 with transfer in March/April 2010.

An offer document is being produced and will be submitted as a tri-partnership arrangement between the Council, Genesis Housing Group and the to-be-formed Community Based Housing Association.

A Stock Transfer working group is in place to ensure that a compliant process is delivered to timetable. There are four sub-ordinate workstreams feeding into the Stock Transfer working group, each with resident representation. Four thematic workshops are planned to help provide resident input into the offer document; these begin in June 09 and will run until August 09.

The Council's Communications Team has been contacted to notify them off the process and ensure that the Council is satisfied with the approach being taken. Clarification has been asked as to whether the Council maintains responsibility for the formatting and printing of the final offer document. Genesis is keen to commission a PR company to produce the document.

Lead officers within the Council or Hackney Homes need to be identified for the various transfer elements such as TUPE, affected contracts and Estate Management Transfer.

It has been agreed at the latest Stock Transfer working group that the CBHA will be named and branded in May / June 09 to ensure all publicity and marketing materials is sent out in a coherent format.

Developer Procurement

Dialogues with both developers continue with the team and Genesis. At the request of the developers the timetable has been extended to allow more time for production of variant proposals that aim for a cost neutral scheme. The revised key milestone dates for the rest of the procurement are:

Milestone	Date
Genesis Selected	March 2009
Dialogues close with Developer	29 th May 2009
Final Proposals returned by Developer	19 th June 2009
Developer evaluations completed	25 th June 2009
Cabinet Approval of Consortium	27 th July 2009

OLD SCHOOL SITE

Construction of 117 social-rented homes commenced on 3rd March, with funding support of £16 million from the Homes and Communities Agency (HCA). A Ground Breaking celebration was held on 12th March.

ACCREDITATION

A report for the Board and the Council is on this agenda to authorise the necessary application to the Tenants Services Authority for Housing Management accreditation. Further discussions are necessary with the Council over whether Hackney Homes becomes a Housing Partner of HCA. In the absence of HCA accreditation, further applications for grant funding will still need to be made via Berkeleys or Genesis.

PHASE 3 – 5 INTERIM REPAIRS

We have received contractor's proposals to undertake the works and Frosts Associates have begun a value for money analysis of the costs and will be reporting its findings shortly. In the meantime the procurement is going ahead as originally planned with the appointment of the selected contractor(s) to be announced in late May. Although the contractor will be on site in June the actual works will not begin until September.

THE ACADEMY

The new £30 million Skinners Academy is now on site at Woodberry Grove North. The Ground Breaking Ceremony is subject to dates convenient to members of the Skinners Company.

Title of Report: ALMO Inspection – Audit Commission Recommendations Update	
Decision Making Body: Hackney Homes Board	Date: 18th May 2009
Classification: For information and discussion	Report of: Director of Finance & Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - Chrys Edwards ext: 2752	Appendices: N/A

Report outline

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s)**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Update – Audit Commission Recommendations**
- **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 – Other related decisions**

1. Summary of Report

1.1 This paper brings Members up to date with progress made against Audit Commission recommendations following the ALMO Inspection and related report, published in February 2009.

1.2

2.0 Recommendation

2.1 That the Board note the progress made to date on implementing the Audit Commission recommendations and agree to receive further monitoring reports on a quarterly basis.

3.0 Background

- 3.1 Hackney Homes has, since the publication of the Audit Commission report, worked at ensuring that the four main recommendations and related observations are addressed in a structured and auditable way.
- 3.2 On the back of the service planning process, HH has captured key service objectives and actions which when delivered will meet the requirements not only of the main recommendations, but also suggested service improvements and observations contained within the report.
- 3.3 The four main recommendations covered such areas as, ASB, improving service planning and making service improvement objectives SMART, using customer profiling more effectively to improve and tailor services to vulnerable residents, responding to complaints in a timely manner, improving conditions on regeneration estates and completing repairs in target time and ensuring that repairs appointments are kept etc.

4 Update – Audit Commission Recommendations

- 4.1 To follow is a table which presents the actual recommendation from the Audit Commission report and summarises progress to date.
- 4.2

Recommendation	Update
<i>R1 – Hackney Homes should improve its approach to ASB by:</i>	
<ul style="list-style-type: none"> Completing development of consistent policies and procedures, ensuring that staff receive adequate training to implement the procedures 	<ul style="list-style-type: none"> Policy officer appointed April 09 ASB service plan drafted reflecting issues raised by AC and service objectives/ actions to be taken to address these. Deadline for addressing this aspect of recommendation Sept 09
<ul style="list-style-type: none"> Ensuring that services for residents suffering ASB, domestic violence or hate crime are provided outside normal office hours 	<ul style="list-style-type: none"> Feasibility study of out of hours provision of ASB services to be undertaken May 09
<ul style="list-style-type: none"> Improving case management to meet the requirements of the revised procedures 	<ul style="list-style-type: none"> NRM meetings have re-defined terms of reference, the main aim of which is to identify problems with case management and address them. Performance monitoring meetings service to ensure consistency and good practice in ASB case management
<i>R2 - Hackney Homes should improve the way it manages performance by:</i>	
<ul style="list-style-type: none"> Developing and sharing a long term vision for the ALMO 	<ul style="list-style-type: none"> Strategic Plan 2008/ 2013 in place. Board away day (Feb 09) communicates further focus and direction for HH 09/10 priorities in relation to overarching strategic plan, communicated to HH managers
<ul style="list-style-type: none"> Improving performance information and monitoring of ASB 	<ul style="list-style-type: none"> ASB service plan developed in conjunction with Housing partners, has emphasis on performance management

	<ul style="list-style-type: none"> and monitoring of agreed standards ASB module of universal housing will also facilitate performance monitoring
<ul style="list-style-type: none"> Completing the introduction of enhanced IT systems 	<ul style="list-style-type: none"> Project excellence is ongoing and is due to be fully implemented by 2011. The key role of Customer Services Champion, with responsibility for coordinating customer services across HH has been recruited to.
<ul style="list-style-type: none"> Ensuring that learning from complaints is maximised 	<ul style="list-style-type: none"> Since the inspection complaints performance has improved, however it is still not where it needs to be. Actions being taken to address this are: <ul style="list-style-type: none"> further training and access to the complaints handling system (RESPOND), provision of directorate/ service specific complaints analysis to aid learning from complaints, customer focus group (resident and staff) to look into how complaints handling can be improved,
<ul style="list-style-type: none"> Revising service and other plans to ensure that they are SMART and fully coordinated 	<p>Service Planning process revisited by:</p> <ul style="list-style-type: none"> Revised service planning template through consultation with officers, comparison with good practice plans from 2/3* organisations Training workshops in how to set SMART objectives and related targets Guidance Notes to service plan authors explaining how to ensure “golden thread” is achieved (making linkages) Introduction of a review panel to further test quality and “SMARTness” of service plans Signing off process – ensured that directors and heads of service agreed identified service priorities. Delivery Plan for 10/11 – met with Council to identify how process can be improved Shared areas for improvement and learning Process for priority setting to commence June 09 Aim to produce final draft to Council in Oct 09. <p>HH manager briefings to be vehicle for ensuring DP reflects what can be delivered and what is of priority to residents in terms of services provided.</p>

<ul style="list-style-type: none"> • Improve monitoring of services and clear plans to improve services 	<p>See above</p>
<p><i>R3 – Hackney Homes should improve services to vulnerable residents by:</i></p>	
<ul style="list-style-type: none"> • Improving its profile of residents and using this to tailor services to the needs of vulnerable residents 	<ul style="list-style-type: none"> • Each service area has been asked to identify how it will use customer profiling information to improve/ tailor services to residents. • Complaints team have identified as part of its service plan the aim to use this information to identify whether there are community groups within Hackney not using the complaints process as well as improve their recording of customer profiling information. • The current access survey form is being revised to provide more information regarding the ‘why’ customer profiling information is important • Neighbourhood and leasehold officers will be undertaking ‘door knocking’ exercises targeting those residents which have hearing impairment and language requirement, who were unable to provide the all the required information for customer profiling • A data cleansing exercise is planned for this year which will reconfirm the quality of information provide. Residents will be asked to confirm that the information on HH data base is accurate and current. • Current level of BME information stands at 73%
<p><i>R4 – Hackney Homes should improve service to residents by;</i></p>	
<ul style="list-style-type: none"> • Responding to complaints in a timely manner 	<ul style="list-style-type: none"> • The complaints team service plan has this as a key service objective (See R2 above).
<ul style="list-style-type: none"> • Improving the telephone service 	<p>Phone performance is regularly monitored across Hackney Homes with data being produced on a monthly basis. IT also features on the ICT SLA monitoring agenda; we are working with the Council on their Telecoms Service Improvement Plan to ensure that HH benefits from improvements such as call monitoring on Centrex phone lines.</p>
<ul style="list-style-type: none"> • In partnership with LBH, completing consultation on and implementation of, plans to improve conditions on regeneration estates; 	<ul style="list-style-type: none"> • Continued dialogue with Council is taking place. Interim repairs programme for Woodberry agreed, • H & S repairs and maintenance programme for other regeneration estates

	<p>agreed.</p> <ul style="list-style-type: none"> Residents on these estates are being kept informed
<ul style="list-style-type: none"> Completing repairs in target times and ensuring that repairs appointments are kept 	<p>The following service improvements can be found in the responsive repairs service plan.</p> <ul style="list-style-type: none"> Improvement of information/ specification provided to contractors Create more appointment time slots Increase multi-skilling capacity Complete roll out of Opti-time
<ul style="list-style-type: none"> Improving the information provided to leaseholders to clarify the link between service charges and services provided. 	<ul style="list-style-type: none"> Work is in hand to ensure that good quality information is provided to leaseholders as part of the actual charges for 2008/09 due at the end of September. Estimates sent in March 2009 were accompanied by a booklet which was improved based on feedback from leaseholders and in conjunction with the communication team. A leaseholder advisory group, consisting of leaseholders and officers, is in the process of being set up. The main aim of this group is to provide further feedback about the leasehold service and what can be done to ensure continuous improvement. This group will also consider what can be done to increase leaseholder satisfaction. The first meeting is scheduled to take place in July 09.

5.0 Impact on Hackney Homes Strategic Plan

5.1 The realisation of these recommendations will contribute to the four overarching business objectives.

6.0 Impact on the Hackney Risk Register

6.1 Addressing the Audit Commission recommendations will have a direct bearing on Hackney Homes achieving 3* status

7.0 Equalities and Diversity Implications

7.1 It is imperative that the information collated regarding customer profiling should be analysed and used by HH to improve services.

7.2 HH must, by the time of the next inspection, be able to demonstrate that not only has it got a very structured and self maintaining system of keeping this information up to date, but that the information recorded has effected change which has resulted in +tailoring services to meet identified need.

8.0 Other related decisions

8.1 None.

Title of Report: Business Critical Performance Summary Year End 08/09.	
Decision Making Body: Hackney Homes Board	Date: 18th May 2009
Classification: FOR INFORMATION	Report of: Director of Finance & Resources- Neil Isaac
Item Previously considered at: Not Applicable, though full Performance Report is circulated regularly to Board Members	On Which Date: N/A
Report Author: - Alex Jarosy Extension 4001	Appendices: Hackney Homes 2008/ 09 End of Year Performance Summary

If you have any questions about this report, please contact Alex Jarosy on 0208 356 4001 or e-mail to Alex.Jarosy@Hackneyhomes.org.uk

1.0 SUMMARY

1.1 This Report highlights Hackney Homes' end of year performance against the agreed Business Critical Indicators. These include all indicators which currently form part of the Delivery Plan which is the core document through which the Council manage the performance of Hackney Homes.

2 RECOMMENDATIONS

2.1 Board Members are requested to:

- i) Note the end of year outturns against annual targets
- ii) Highlight areas of particular concern
- ii) Request clarification on specific service areas.

3.0 BACKGROUND

- 3.1 The current Hackney Homes Performance Report is circulated to Board Members on a regular basis and contains over 200 indicators. A summary of the 2008/09 end of year performance is attached to this Report against what are agreed to be Business Critical Indicators covering the core service areas of financial efficiency, repairs, tenancy management, estate environment, customer services, decent homes and Woodberry Down. The Report also summarises the position regarding human resources in terms of days absence and there is a separate summary of performance against the Mayor's key priorities which will be discussed in more detail at the forthcoming Quarter 4 Performance Review with the Council. A copy of performance against the Mayoral Key Objectives is also attached to this Report.
- 3.2 The end of year Report shows that at the end of March of the 22 core indicators, 8 areas have hit the target comfortably and in respect of the all important BVPI 66a (rent collection) and BVPI 212 (empty property management), Hackney Homes is achieving top quartile performance. Equally, the performance against target for the Mayoral objectives shows that for 2008/09, all targets have been met in the areas of rent collection, decent homes, door entry systems and estate lighting. For the remainder of indicators, whilst performance has not met the target, the end of year outturn in the areas of overall value of rent arrears and service charge collection has only marginally missed the target.
- 3.3 There are a total of 14 indicators where performance has not met the annual targets. In these areas, particularly with regards Property Services, performance has been adversely influenced by reviews of data methodology. In other areas such as complaints, targets have not been consistent with the Council and other two star authorities. The Hackney Homes' Executive Management Team has addressed these issues through the service planning process with the result that several core indicators particularly for the repairs service will have achievable, though still challenging targets for 2009/10.

4.0 RENTS AND SERVICE CHARGES

- 4.1 This year has seen a reduction in rent arrears of £ 660,000 with the collection rate (LKPI 47c) having only marginally missed the target by under one percentage point. The key indicator of BVPI 66a has exceeded the target and as stated above, performance is at top quartile levels. Despite this, the overall value of arrears (£ 4.34 million) is beyond desirable levels and Neighbourhood Partners are now evaluating carefully the areas where significant historical debts still exist and ensuring that early action is taken for low to medium level arrears.

For service charge collection, Hackney Homes collected £ 8.18 million against the target of £ 9 million which though insufficient to meet the

target has been affected by the current recession and as with rent arrears, there will be a concerted thrust on arrears during the early part of 2009 / 10.

5.0 VOID PROPERTIES

- 5.1 Performance on void properties has maintained its top quartile position with average days turnaround of 25 days and efforts are continuing to address levels of tenant satisfaction with new lettings which ended the year on target at 77%.

6.0 PROPERTY SERVICES

- 6.1 Whilst the review of data methodology has had a detrimental effect on the end of year outturns where targets were set before the data review took place, the new targets established for 09.10 have now taken account of the impact of the data review and for appointments made and kept, the new targets are broadly consistent with the end of year outturn. For both resident satisfaction with the call centre and with the quality of work undertaken, whilst the targets have been missed, this has only been missed by less than 0.5 % and 1.25% respectively.

Finally, with regards gas servicing, Hackney Homes ended the year with 98.16% of gas servicing complete.

7.0 ESTATE ENVIRONMENT

- 7.1 Performance against both indicators of cleaning and grounds maintenance have exceeded the target with inspections being carried out by resident inspectors with further requests from residents to do the training and become involved.

8.0 DECENT HOMES

- 8.1 The Decent Homes Programme will be moving ahead now that the two star rating has been achieved. In terms of 08.09 performance, levels of non decency have now met the target, having declined to 32.32 % with 13,258 homes now meeting the decency standard.

9.0 COMPLAINTS

- 9.1 Responses to Stage 1 complaints have narrowly missed the target at 88.81% of responses having been delivered on time. For Stage 2 Complaints, performance, whilst poor has improved significantly in the last three months of the year. More work is now progressing to identify the learning points from complaints and a further and Annual Complaints Report will be submitted to the Service Improvement Committee in due course.

10.0 OTHER CORPORATE INDICATORS

10.1 Performance on managing staff absence is currently a cause for concern with an end of year position of 10.29 average days absence against a target of 8.40. Whilst the worsening position during the course of the year will need to be addressed, the current performance is not significantly worse than either the Council or comparable ALMO s.

11.0 IMPACT UPON THE HACKNEY HOMES BUSINESS PLAN

11.1 The Business Critical Indicators are set out in the Hackney Business Plan.

12.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

N/A

13.0 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY 2006 / ACTION PLAN 2007 – 2010

13.1 The performance indicators measure the efficacy of services delivered to service users with a high number of BME, women headed household and persons who may be vulnerable or facing disadvantage.

14.0 CONSULTATION PROCESS & FINDINGS

14.1 The full Performance Report is circulated to Board Members, Lead Councillors, Tenants and Residents Groups and placed on the Hackney Homes Website.

15.0 ICT IMPLICATIONS

N/A

16.0 HUMAN RESOURCES IMPLICATIONS

16.1 Staff absence performance is covered in the Report

17.0 FINANCIAL IMPLICATIONS

17.1 A number of financial indicators are included in the Report. These include rents and service charges.

18.0 LEGAL IMPLICATIONS / ADVICE

N/A

19.0 OTHER RELATED DECISIONS / GUIDANCE

N/A

HACKNEY HOMES PERFORMANCE SUMMARY - Business Critical PI's																				
KEY	PERFORMANCE AGAINST ANNUAL TARGET 2008/09													DATA MONTH		FORECAST	EOY 07/08	Frequency of reporting		
	ON COURSE TO ACHIEVE OR EXCEED TARGET													MAR	YTD				TARGET	Perf Against Annual Target (PAAT)
	BELOW TARGET BUT LIKELY TO RECOVER															MAR	YTD	TARGET		
	BELOW TARGET AND UNLIKELY TO RECOVER TO ACHIEVE TARGET													MAR	YTD				TARGET	Perf Against Annual Target (PAAT)
		QTR 1	QTR 2	QTR 3	QTR 4															
		MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD	TARGET				
RENT COLLECTION & ARREARS	LKPI 48 Total Value of Rent Arrears (YTD - £M)	£5.29 M	£5.30 M	£5.37 M	£5.34 M	£5.14 M	£5.26 M	£4.96 M	£5.00 M	£4.92 M	£4.95 M	£4.92 M	£4.86 M	£4.63 M	£4.63 M	£4.34 M	▽	£5.29 M	M	
	LKPI 47c YTD Total Collection as % of Rent Debt	100.67%	99.03%	98.68%	99.02%	99.69%	99.43%	99.89%	99.74%	99.63%	99.80%	99.80%	99.85%	100.04%	100.04%	100.91%	▽	100.67%	M	
BVPI RENT COLLECTION INDICATORS	Ex-BVPI 66a YTD Total Collection as % of Rent+arrears brought forward from previous years	98.13%	N/A	N/A	98.30%	N/A	N/A	98.51%	N/A	N/A	98.59%	N/A	N/A	98.70%	98.70%	98.20%	△	98.13%	Q	
FORMER TENANT ARREARS	LKPI 56 Cash Collected as % of debt (gross arrears EOY Target)	12.85%	N/A	N/A	2.74%	N/A	N/A	6.09%	N/A	N/A	8.75%	N/A	N/A	14.63%	14.63%	10.00%	△	12.85%	Q	
TENANCY MANAGEMENT & AUDITS	LKPI 34 YTD Relettable Voids as % of Stock	0.89%	0.67%	0.60%	0.57%	0.67%	0.55%	0.66%	0.67%	0.72%	0.84%	0.72%	0.88%	1.04%	1.04%	0.90%	▽	0.89%	M	
EMPTY PROPERTY MANAGEMENT	Ex-BVPI 212 Average re-let time	17	18	29	24	19	21	20	19	23	29	27	23	30	25	25	△	21	M	
	LKPI 67 Percentage of new tenants satisfied with property	N/A	N/A	N/A	N/A	N/A	N/A	71%	N/A	N/A	72%	N/A	N/A	87%	77%	77%	△	N/A	Q	
RESIDENT SERVICES	APPOINTMENTS	LKPI 06 % of Responsive Repairs Appointments Kept	95.23%	94.72%	90.91%	91.06%	90.91%	90.37%	92.94%	93.93%	95.07%	95.78%	93.50%	93.82%	94.81%	93.26%	99.00%	▽	98.01%	M
	IMMEDIATE + EMERGENCY	LKPI 02 (GNPI 18) % of Immediate & Emergency Repairs jobs completed within target (2 - 24 hours)	89.05%	93.87%	93.71%	91.69%	90.44%	91.64%	89.74%	90.76%	85.17%	82.83%	73.72%	76.63%	74.65%	86.14%	97.00%	▽	92.02%	M
	MAJOR ADAPTATIONS	LKPI 70: Percentage of MAJOR Adaptations completed in 30 weeks (referral - job done)	76.92%	66.67%	75.61%	85.19%	68.75%	86.36%	71.43%	80.65%	63.89%	77.78%	63.64%	100.00%	80.00%	72.94%	90.00%	▽	62.75%	M
	SATISFACTION	LKPI 12 Resident Satisfaction with Repairs Call Centre	98.80%	100.00%	97.80%	98.32%	96.84%	NP	98.43%	95.05%	100.00%	99.73%	100.00%	98.89%	100.00%	98.57%	99.00%	▽	98.99%	M
LKPI 11 Resident Satisfaction with quality of work		96.39%	100.00%	100.00%	97.21%	97.89%	NP	97.64%	96.53%	98.47%	96.00%	98.66%	95.93%	96.83%	97.55%	98.80%	▽	98.51%	M	
CLEANING	LKPI 7A Total % of Inspections (% Pass)	94.50%	94.76%	94.80%	94.10%	94.80%	94.90%	94.80%	95.40%	94.70%	94.80%	93.60%	93.00%	92.60%	94.34%	93.00%	△	92.85%	M	
GROUNDS MAINTENANCE	LKPI 8A Total % of Inspections (% Pass)	99.20%	97.80%	96.50%	95.80%	92.40%	94.90%	94.60%	97.10%	97.40%	98.30%	98.90%	99.00%	97.60%	96.77%	93.00%	△	94.94%	M	
LEASEHOLD & RIGHT TO BUY SERVICES	LKPI 14 Service Charge Collection Cumulative YTD (£)	£8.66 M	£0.76 M	£1.57 M	£2.26 M	£2.92 M	£3.54 M	£4.23 M	£4.97 M	£5.70 M	£6.25 M	£6.85 M	£7.46 M	£8.18 M	£8.18 M	£9.00 M	▽	£8.66 M	M	
COMPLAINTS	LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	92.59%	91.45%	85.85%	84.69%	85.71%	87.14%	76.10%	85.23%	92.00%	92.63%	93.67%	90.77%	92.45%	88.81%	97.00%	▽	94.74%	M	
	LKPI 25c Total Number of Stage one complaints	107	117	92	100	82	87	91	110	100	87	67	111	100	1144	N/A	N/A	1172	M	
	LKPI 23 Members Enquiries	82.69%	90.00%	69.81%	72.31%	80.25%	85.71%	83.33%	82.14%	88.64%	70.97%	91.67%	89.13%	64.47%	79.45%	92.00%	▽	94.66%	M	
	LKPI 72 No. of Ombudsman Complaints	3	6	3	4	3	7	2	2	3	2	2	4	4	42	36	▽	41	M	
HUMAN RESOURCES	Ex-BVPI 12 No. of days lost to sickness	0.65	0.71	0.71	0.68	0.88	0.87	1.00	1.08	0.83	0.89	0.97	0.80	0.73	10.29	8.40	▽	10.31	M	
INVOICE PAYMENTS	Ex-BVPI 08 Monthly % of undisputed invoices paid on time (30 calendar days)(incl LBH non-delegated)	94.52%	84.33%	82.70%	88.74%	79.58%	77.82%	78.92%	83.47%	83.30%	85.56%	75.85%	83.86%	73.86%	81.87%	87.00%	▽	88.55%	M	
ASB	LKPI 61A Tenant Satisfaction with response to ASB	N/A	N/A	N/A	N/A	N/A	N/A	37.37%	N/A	N/A	37.63%	N/A	N/A	68.00%	46.89%	N/A	N/A	N/A	Q	
PROPERTY SERVICES	NI 158 (Formerly BV 184a) Proportion of homes non-decent - current FY	35.16%	N/A	N/A	33.19%	N/A	N/A	32.51%	N/A	N/A	32.37%	N/A	N/A	32.32%	32.32%	33.60%	△	35.16%	Q	
	LKPI 77 (KOI 1) Total number of homes made decent in period	35	N/A	N/A	121	N/A	N/A	159	N/A	N/A	32	N/A	N/A	196	508	400	△	484	Q	

Title of Report: Health and Safety Update	
Decision Making Body: Hackney Homes Board	Date: 18th May 2009
Classification: FOR INFORMATION	Report of: Neil Isaac, Director of Finance & Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Robert Campbell	Appendices: N/A

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 - Flu Pandemic Preparations • Paragraph: 4.0 Health & Safety Investigation |
|---|

If you have any questions about this report, please contact Robert Campbell 0208 356 2095 or email robert.campbell@hackneyhomes.org.uk

1.0 SUMMARY OF REPORT

1.1 The purpose of this report is to provide the Board with an update on Health & Safety matters across Hackney Homes

2.0 RECOMMENDATION

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

3.0 Hackney Homes Flu Pandemic Preparations:

3.1 Hackney Homes Silver group has been meeting on a regular basis and is on standby to implement the organisation’s Business Continuity Plan. The group is lead by Neil Isaacs and consists of management representatives from all key business areas.

- 3.2 The last meeting of the Silver Group was 13:00 Tue 12 May 2009 and there was a briefing to the wider monthly Managers Meeting on Hackney Homes' business continuity plans on Thursday 14th May 2009.
- 3.3 Should the level of alert be raised suppliers have been sourced for hand sanitiser and face masks and we have been informed that delivery would be within 48 hours
- 3.4 In accordance with Government guidelines the emphasis has been on increased level of personal hygiene. Catch it, Bin it, Kill it posters have been distributed and displayed in Hackney Homes buildings.
- 3.5 Information has also been disseminated to staff via email, staff bulletins, text messages and the intranet.

4.0 Health & Safety Executive Investigation following a death of a contractor

- 4.1 Hackney Homes is the landlord of the property in which the contractor was working in. He was employed by AJS Electrical Services and was carrying out works in an empty property.

On the morning of Tue 28th April AJS (Electrical Contractors) received a call from the contractor's daughter (Electrician) who was concerned that her father had not returned home from work the day before.

A check was made on tracker and it identified that the contractor's vehicle was located on the Colville Estate. The contractor's supervisor attended the property and found the contractor lying dead on the floor at approximately 9:40 a.m.

The police and HSE were contacted and attended site. The police carried out an initial investigation and were of the opinion that there was no reason to treat the death as suspicious.

- 4.2 The senior police officer attending reported that it appeared the contractor had been working on a bayonet light fitting in the toilet. He also informed us that the main electrical circuit breaker to the property was in the off position. The police took photographs and the coroner was then called.
- 4.3 An inspector arrived from the Health & Safety Executive (HSE) at approximately 10'clock and interviewed AJS's Contract manager, the Health & Safety Advisor, and the supervisor.
- 4.4. The HSE were contacted on Thursday 7th May and we were informed that a post mortem had been carried out on the deceased and it was determined that death was by natural causes due to a heart attack. We

were also advised that the HSE were satisfied that there was no need to investigate the matter further.

- 4.5 A message of sympathy was sent to the contractor's colleagues at AJS on behalf of Hackney Homes with a request to pass the message on to his family.