

**HACKNEY HOMES Ltd
Board Meeting**

Monday 21st September 2009 at 7.55pm to 8.55pm

**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

Jonathan McShane

Feryal Demirci

Samantha Lloyd

David Larkin

Linda Kelly

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)
David Saxon (Mouchel)
Elliot Brooks (Pinnacle)

Hackney Homes Officers:

Sunil Desai
Brian Madden
John Newton
Trish Hail
Odile Anderson
Alan Turner
Jonathan Oxlade
Curtis Taylor

Stakeholder Representatives:

Tom Price
Tim Shields
Steve Douglas
Stephen Tate
Nimisha Patel
Carol Hinvest

Contact:**Governance Team****020 8356 3432/2264/4225.****Governance.team@Hackneyhomes.org.uk**

HACKNEY HOMES Ltd Board Meeting 49

Monday 21st September 2009 at 7.55 pm -8.55

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	7.55-7.57
2.	Chair	Declarations of Interests		Information	1 min	7.57-7.58
3.	Chair	Questions received from the public	1-3	Information	2 mins	7.58-8.00
4.	Chair	Minutes of Monday 29 June 2009 (Part A) and Matters Arising	4-11	Decision	5 mins	8.00-8.05
5.	A Burke T Edwards	a) Audit and Finance Committee Meeting 7 th September 2009 b) Service Improvement Committee Meeting 15 th September 2009		Verbal updates	5 mins	8.05-8.10
6.	C Graves	Chief Executive's Report - Strategic Overview	12-18	Information	10 mins	8.10-8.20

7.	Mohan	The Dove Row Project		Presentation	10 mins	8.20-8.30
8.	G Penticost	Whiston & Goldsmith Green Estates Programme	19-34	Decision	10 mins	8.30-8.40
9.	N Burbridge	Energy Performance Certificates	35-41	Decision	10 mins	8.40-8.50
10.	T Hogan	Equality Bill 2009	42-53	Items 10-13 –Information only reports.		
11.	C Edwards	ALMO Inspection – Audit Commission Recommendations Update	54-67			
12.	R Campbell	Update on Health & Safety	68-69			
13.	A Turner	Update Report on Decent Homes Programme 2009-2010 1 st Quarter	70-73			
14.	Chair	Any Other Business		Information	5 mins	8.50-8.55
15.	Chair	Next Board Meeting: 16th November 2009 Christopher Addison House		Information		

Title of Report: Question(s) from the Public	
Decision Making Body Hackney Homes Board	Date: 21 September 2009
Classification: For Response and Noting	Report of: Governance Team
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Question and Item raised by North & South Defoe Residents' Association	Appendices: N/A

Report Outline:

- **Paragraph: 1.0 – Question from NASDRA TRA**
- **Paragraph 2.0 – Response**
- **Paragraph 3.0 – Question from Jon Sheldon, Leaseholder**
- **Paragraph 4.0 - Response**
- **Paragraph 5.0 – Item raised by North & South Defoe Residents' Association**

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

1.0 Question from North & South Defoe Residents' Association

The following question was submitted by NASDRA TRA

- The TRA feels that the decent homes surveys need to be re-looked at as the information is inconsistent and indecisive.

2.0 RESPONSE

The original stock condition survey that formed the basis of the Decent Homes programme was completed in 2002/03. The survey was signed off by the Office of the Deputy Prime Minister. The survey data was used in the ALMO bid which led to the creation of Hackney Homes and the award of £225m ALMO credits.

The survey data is held on a stock database and is constantly updated and the Audit Commission has examined and approved the database. The stock

database is used to assemble the Decent Homes and Planned Maintenance programmes. A thirty year Asset Management Plan is produced every six months and used by the council to inform the Medium Term Planning Forecast for the Housing Revenue Account. If the surveys were anything less than consistent and robust it is highly unlikely that any funding would have been awarded to Hackney Homes.

3.0 Question from Jon Sheldon, Leaseholder

The following question was raised by Jon Sheldon Leaseholder.

- We have recently been notified that our estimated service charges for the coming year have increased by over 50%. I would like the Board to explain the reason for this massive price increase and to be assured that in future we will receive value for money. This will require a noticeable if not doubling in the standards of service which we currently receive, as at present we do not receive the standard of service we are charged for.

4.0 RESPONSE

The services provided to the block and estate are:-

- Estate Repairs
- Estate Cleaning
- Grounds Maintenance
- Block Repairs
- Block Cleaning
- Lift Maintenance
- Communal Door Entry

The estimated service charges for 08/09 were £952.37. The estimated service charges for 09/10 are £1261.90 which is an increase of 32.5%. The increase is mainly due to projected rises in block cleaning, lift maintenance charges and increased building insurance costs. The estimated cost for the lift maintenance reflects the condition of the lift and the need for major works i.e. lift controller replacement works. The increase in building insurance costs is connected to an increase in the claims made. It is not known where the suggestion that actual charges will increase by over 50% came from. Actual service charges invoices for 2008/09 are scheduled to be issued at the end of September and an increase of less than 10% is predicted.



There are three blocks on this estate which are managed by Hackney Homes; Hill, Ivy and Leaside Houses. The estate cleaning and grounds maintenance services are inspected monthly by Estate Safety Officers from Pinnacle and the estate cleaning pass rate for July 09 was Hill House, 88%, Ivy House 84% and Leaside 94%. Ground maintenance pass rates were 100%. Following receipt of this question, the Performance & Audit Manager inspected the Estates and found the cleaning to be of an acceptable standard and the ground maintenance standards to be good.

The estate cleaning supervisor has attended 2 quarterly walkabouts this year which were attended by the Estate Manager, ETRA Chair, Vice Chair and Resident Participation Officer and no major issues have been identified. Officers can confirm that no complaints have been received about this estate and any minor cleaning issues have been rectified within the specified times.

5.0 ITEM RAISED BY NORTH & SOUTH DEFOE RESIDENTS' ASSOCIATION

The North & South Defoe Residents' Association wished to raise the following with Hackney Homes' Board.

- The North & South Defoe Residents' Association would like to say thank you and praise the hard work of Sarah Chapman and Gary Putwain in regards to resolving the damp issues and involving and informing residents throughout the lead up to works at Allen Road.

 <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 29 June 2009 at 6.30PM</p>	<p>ITEM 4</p>
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<p>Present</p>	<p>Board Members Rupert Tyson (Chair) Alice Burke (Vice-Chair) Brian Marsh Karen Dodds Feryal Demirci Jonathan McShane Samantha Lloyd Audrey Villas Marie Photiou</p>	<p>Hackney Homes Officers Charlotte Graves Neil Isaac Gary Penticost Neehara Wijeyesekera Sunil Desai Neil Vokes</p>	<p>Stakeholder Representatives (Hackney Council) Michelle Patterson</p> <p>Housing Partners John Ferman (Pathmeads) John Newberry (Mouchel)</p> <p>Member of the Public Eric Gato</p>
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	Part A – Open to the Public	Action	Date
<p>1. Welcome/Apologies/ Introductions</p>	<p>Apologies were received from the following:</p> <ul style="list-style-type: none"> • Asim Bhattacharyya • Danny Sutcliffe • Afolasade Bright • Linda Kelly • Terry Edwards • Judith Morrison • Elliot Brooks • Alan Turner • Tom Hunt 		



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2. Declarations of Interests	None.		
3. Questions from the Public	<p>Questions had been received from David White, Clapton Panel Member and both these and the responses had been included in the Board Papers. Gary Penticost would be sending some further information to David White.</p> <p>The Board welcomed the idea of community artists but recognised that there may be a value for money issue. Gary Penticost said that David White had made some good suggestions and these would be reviewed to see what could be implemented.</p>	G Penticost	
4. Minutes of 20 April 2009 (Part A and matters Arising	<p><u>Minutes of 18 May 2009 (Part A)</u> The minutes were agreed as a true record and signed accordingly.</p> <p><u>Matters arising from the Hackney Homes Board Meeting Minutes of 18 May 2009</u></p> <p><u>6. Chief Executive's Report</u> Neil Isaac said he was in discussion with the Council about rolling the underspend on the 184 Budget forward.</p>	N Isaac	
5. Report back from the Audit & Finance Committee, Service Improvement Committee and HR Committee	<p>As Terry Edwards and Danny Sutcliffe had both sent their apologies for this meeting, there was no verbal feedback from the Audit & Finance Committee Meeting and the Service Improvement Committee Meeting. The Governance Manager would in future circulate the draft Committee Minutes to Board members. However, as these minutes were Part B business, they would be circulated separately from the Board papers.</p> <p>Alice Burke, Chair of the HR Committee reported that as the meeting had not</p>	T Merrett	With immediate effect

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	<p>been quorate, it had not taken place. However, she had met with the Head of HR to discuss sickness levels and reported back that a new system had now been implemented which flagged up potential long term sickness problems. This in turn allowed Managers to invoke the procedures for managing sickness earlier in the process. The Board asked whether the issues surrounding long-term sickness had been resolved. Alice Burke said that there were now only 4 cases of long-term sickness and Managers had received training in dealing with long-term sickness.</p> <p>The Board then discussed the issue of non-quorate meetings and the Chair stressed the importance of letting the Governance Team know as soon as possible if they were unable to attend a meeting. The Chair of the HR Committee said that she was now meeting with the Head of HR one month before the scheduled HR Meeting to discuss the draft agenda. She would then seek the Committee Members' views as to whether the meeting should go ahead.</p> <p>The Governance Manager would undertake a review of the functions, purpose, membership and number of Committee meetings to assess what scope there was to amend their purpose and to evaluate whether in fact the business currently dealt with by Committee could be dealt with by the Board.</p>	<p>T Merrett</p>	<p>Nov/Dec</p>
<p>6. Chief Executive's Strategic Overview</p>	<p>Charlotte Graves introduced the report and highlighted the proposal to set up a Leaseholder Advisory Group comprising leaseholder and freeholders who pay service charge across the borough. This would complement the Leaseholder Forum. The proposal was welcomed as the Leaseholder Forum</p>		

<p>Woodberry Update</p> <p>Down</p>	<p>did not represent all leaseholders.</p> <p>The Board asked what the next steps were for the ETRA. Neehara Wijeyesekera said that the consultation with TRAs would be completed in September and a report would be brought back to Board in November. Several Board Members said that not all the TRAs had received the questionnaire. Officers would follow this up.</p> <p>There was concern expressed about fuel poverty/rent arrears. Neehara Wijeyesekera and Gary Penticost said that they would meet with Alan Turner to discuss this.</p> <p>The Board noted the report.</p> <p>Neil Vokes introduced the report. The Board asked that the resident survey carried out on the Seven Sisters Road scheme be circulated to it.</p> <p>In regards to the possible transfer of homes from the Council to a community based housing association, Charlotte Graves said that the Board was aware that there had always been a Plan B in respect of Woodberry Down. This Plan B would have financial and operational implications for Hackney Homes. The position with the current timetable would become clearer in the next few weeks and if it looked possible that Plan B may be invoked, then briefing meetings would be arranged for Board Members.</p> <p>The Board asked if there were any guarantees that the timetable wouldn't slip again. Neil Vokes said that the future General Election would play a key role</p>	<p>N Wijeyesekera</p> <p>N Wijeyesekera</p> <p>Neil Vokes</p> <p>Woodberry Down Team</p>	<p>November</p> <p>Immediately</p> <p>July</p>
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	<p>in the timetable for stock transfer as the transfer required approval by the Secretary of State. However, it was also highlighted that if the ballot took place later in June/July 2010 rather than January 2010, it would give more time for consultation.</p> <p>The Board asked what the consultation period was for the offer document. Neil Vokes said that consultation on the offer document had already started and would complete in August. Once completed, the formal notes from the consultation would form part of the negotiations between Hackney Homes/LBH/Genesis and WDCO. The negotiations would take a month and would result in an offer from the Council to the residents.</p> <p>The Board noted the report.</p>		
<p>7. End of Year Financial Overview and Budget Update</p> <p>8. Alternative Venues for Meetings</p>	<p>The Board noted the report.</p> <p>Tess Merrett introduced the Report. The Board considered still considered the proposal a good idea but asked that some other areas of the Borough, such as Shoreditch be considered. It was suggested that perhaps one in every four meetings could be in a venue somewhere in the Borough. The Board asked that on those occasions when the meeting took place outside Christopher Addison House, the Agenda was kept very light to allow time for Board Members to speak to the local residents. It was also important to ensure that the area was well leafleted to allow Residents to know that the Board Meeting was taking place.</p>		



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9. Update on Decent Homes Programme

Board Members would send Tess Merrett some further suggestions and these venues would be visited.

The Board asked whether there was any possibility of the stock condition survey being reassessed.

A full stock condition survey would require additional resources and Council approval before we could commence further.

Background

The original surveys, upon which all Decent homes programmes were based were sample surveys carried out in 2003. Social landlords with significant stock recognised the impracticality of getting 100% of homes inspected/surveyed internally and relied on sampling (in our case 10% of the stock). The results of the sample inspections were tested on the ground with managers, maintainers and resident representatives as long ago as 2003/4 and data on surveyed units data was cloned to other units in the block.

Bearing in mind the nature of the assessment we found that upon detailed inspection some units which failed, based upon the sample surveys did not in reality fail and it enabled us to replace them with units where the opposite was true. The programmes of work had always been **notional** programmes based upon the sample therefore and were all subject to a detailed survey to confirm their place in the programme or otherwise.

As we come towards the end of the Decent Homes Programme there would

Gary Penticost/Alan Turner



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<p>10.AOB</p>	<p>inevitably be increasing demands for the inclusion of additional blocks as non-decent but in reality many of them would exceed what was in fact a low decency benchmark and would be dealt with after 2012. There were around 21,000 homes where the kitchens and bathrooms were at the end or nearing the end of their useful lives. Decent Homes funding could only be expended upon those which fail the <u>minimum</u> standard and this applied to only 7,000 homes, the remaining 14,000 will have to await resources beyond 2012.</p> <p>The Council had approved the resources available and now had to approve the spend. Charlotte Graves said that the Council had been very helpful with this programme.</p> <p>Charlotte Graves said that Alan Turner had decided to retire in the Autumn. He would be very much missed.</p> <p>The Board asked for an updated on EIA Kitchens & Bathrooms. An information note would be sent round.</p> <p>In response to a question by Mr Cato, Neil Isaac said that members of the public could submit questions for the Board and this was more appropriate than putting questions to the AGM as the only member of the Company was the Council.</p>		
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Hackney Homes Ltd

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

On 29 June 2009 at 6.30PM

The Meeting Closed at 7.30 pm

**Date of next Board Meeting: Monday 27 July 2009 at 6.30 pm
Christopher Addison House**

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: 21st September 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 - Finance & Resources • Paragraph: 5.0 - Property Services • Paragraph: 6.0 - Estate Environment • Paragraph: 7.0 - Resident Services • Paragraph: 8.0 - Leasehold Services • Paragraph: 9.0 - 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 FINANCE & RESOURCES

4.1 Outturn 2008/09

The Hackney Homes external audit by Baker Tilly of the 2008/9 Accounts has been completed and they have found that the accounts gave a true and fair view and that there are no material issues arising. These Accounts will be presented at the AGM on 21st September 2009.

4.2 Budget Monitoring 2009/10

The position as at July is that Hackney Homes own budgets are currently forecasted to under spend by £42k whilst the delegated budgets are forecasted to overspend by £200k mainly due to a timing difference in setting the budget for tenant and leaseholder charges. The A&F Committee on 7th September received their normal monthly update on Budget Monitoring.

4.3 Budget 2010/11

Budget planning for 2010/11 is near completion. The Audit and Finance Committee on 7th September received a report for recommendation to the Board on savings to be made and also the main issues that will impact on setting next years budget.

5.0 PROPERTY SERVICES

5.1 Building Maintenance

The gas servicing programme is progressing well and now stands at 99% of properties having a valid gas safety certificate (this is known as a CP12). Of the outstanding 1%, approximately 200 properties, the average time outstanding is 25 days and these are the difficult to access properties, which necessitates going to court to obtain the appropriate authorisation in order for us to enter the property to service the boiler

We have recently recruited 2 apprentices, Carpenter and Electrician

A revised structure for Building Maintenance division has been agreed in principle with the Executive Team. We will now enter into a period of consultation with the trade unions and staff. The structure will now see a more formal client and contractor arrangement within the revised structure, which will increase accountability and assist in the ongoing improvements to the division.

5.2 Asset Management Division

We have been successful in attracting a £2.9m grant for cavity wall insulation and a £30.5m grant towards a Combined Heat and Power (CHP) scheme in

Shoreditch. A briefing report on the CHP scheme is in preparation although further funding has to be attracted before a final proposal is presented, and any decisions taken.

Progress on Decent Homes Programme remains good, with over 85% of the £45m budget already committed.

Procurement 2010 was approved by Audit and Finance Committee and The Council's Cabinet Procurement Committee (CPC) at Review Point 2a and the anticipated completion date for appointing new contractors has moved forwards from November 2010 to July 2010.

Sadly, we have to report the death of a much loved colleague on 26th August 2009. Winston Edwards was a Performance Management and Resources Officer in this division. He had worked for Hackney and subsequently Hackney Homes since 1st August 1995. A large number of friends and colleagues joined members of his family at his funeral on 7th September. He bore his illness without complaint and continued to work for as long as he could. He will be sadly missed.

6.0 ESTATE ENVIRONMENT

Two new Service Managers have started work within the Service. Balavant Barber is the new Service manager for Grounds Maintenance and Michelle Menzie the Service Manager for Estate Cleaning in the north of the Borough. They are already making an impact within the Service during the short time they have been with us.

16 Community Halls have had work started to address Disability Discrimination Act (DDA) and major works issues. Vaine House Community Hall refurbishment works started during week commencing 7th September and the new Youth facility will open in 6 weeks.

7.0 RESIDENT SERVICES

Developments in ASB: feedback received from local surveys completed whilst out at fun days and conferences. The out of hours service will be operational in October, and this pilot will be evaluated after six months. Satisfaction with cases closed is showing improvement with handling and outcomes however these need to be monitored carefully for seasonal variation. Satisfaction is based upon a sample of actual cases by an independent organisation.

HH Chief Executive received a commendation from DCLG for the social housing tenancy fraud initiatives jointly commissioned with LBH/HH. Council's Scrutiny Commission on 8 September convened its first meeting to review Tackling Anti Social Behaviour LBH/HH/RSL Partners progress, and all members welcomed the presentation by HH officers and especially Vice Chair Alice Burke. A recent example was that in early September we successfully identified a fraudulent claim for succession into one of our homes.

Worklessness: agreed by HH Board and we are pleased to report borough wide coverage commences in October. We are looking to recruit a co-

ordinator on a fixed term basis for 18 months. The enhanced TRA review nears completion with final reports compiled and ready for presentation at November RLG. The SIC will receive detailed findings in October. Programming of Tenants Question Time this time based in Shoreditch is underway between HH Resident Participation and Communications.

The review of Housing Management contracts is currently out for consultation. Feedback will be collated from residents will be based from Neighbourhood Panels and from surveys. There will be a briefing session for HH Board on 23rd September.

The restructure consultation is nearing completion with some adjustments likely based upon feedback from Staff and Unions. Further individual staff meetings will be taking place during October.

8.0 LEASEHOLD SERVICES

During August Hackney Homes held a Financial Advice Surgery for leaseholders experiencing difficulty paying their service charges. The surgery was well attended with over 80 leaseholders receiving specialist advice from a range of agencies including Age Concern, CHAS and Private Sector Housing. The surgery was well received with further specialist surgeries planned.

A Leaseholder and Freeholder Conference is being held on Saturday 26 September. The Conference is aimed at providing leaseholders and freeholders with an opportunity to get together, meet staff, attend workshops and presentations on important matters and ask questions about issues of interest and concern.

The first meeting of the Leaseholder Advisory Group is being held on 16 September. The Group, which consists of leaseholders across the borough, is scheduled to meet quarterly and will be chaired by the Chief Executive. The forum is aimed at providing a way for leaseholders and freeholders that pay service charges to discuss issues of importance with Hackney Homes

9.0 WOODBERRY DOWN UPDATE

9.1 Attached to this report (Appendix 1) is a Woodberry Down update report.

CHARLOTTE GRAVES
CHIEF EXECUTIVE
HACKNEY HOMES

Appendix 1

WOODBERRY DOWN – FOR CONFIDENTIAL INFORMATION

PHASES 2 - 5 UPDATE

The Phases 2 - 5 Procurement continues to make progress in accordance with the timetable. Revised Developer bids were submitted to the Council on 4 September, and we expect to report to Cabinet on 12 October. We are also working with the HCA and Government to gain support for the £40 million funding package for either Stock Transfer or Incremental Development on the Kick Start model, depending upon the outcome of discussions with Government.

Genesis, Hackney Homes and WoodCo are currently working towards a possible stock transfer ballot in January 2010, with Transfer in April 2010. The Council's Offer document is being progressed for submission to Cabinet on 26 October should Government confirm by then that it is still prepared to support Stock Transfer.

The key drivers behind this timetable is that by holding any ballot in January 2010, with Transfer in April 2010, the timetable reduces the risk of the Transfer stalling as a result of the General Election where either the Secretary of State will be unable to give consent to the Transfer due to the General Election period or unable to agree gap funding due to changes in Government and/or policy.

The Deputy Mayor has written to the Secretary of State with the additional information requested by the Government, and a further Ministerial meeting is expected soon.

The team started a Door knocking exercise starting on 7 September and lasting for three weeks, to discuss with residents the possibility of establishing a Community Based Housing Association (CBHA). This is the first set of door knocking exercises to take place before January 2010.

KICK START SITES

THE OLD SCHOOL SITE – PHASE 1A

Good progress is being achieved on the Old School Site, with construction of the frame for the 117 social rented units in Blocks F and G reaching third floor level. Piling to block Block E is due to be completed shortly, and Berkeley Homes commence marketing of the private housing this month. Berkeley Homes are awaiting a response from EDF regarding the commissioning of the temporary sub-station, before demolishing the remainder of the Old School and existing sub-station.

PHASES 1B – 1F

Application has been made via Berkeley Homes for £61.5 million additional funding to enable the majority of affordable element Kick Start sites to be built out within the next four years. The bid includes the building of 353 social rented and 81 intermediate homes plus finance to repurchase the remaining leaseholders/freeholders and decanting and demolition costs for the four blocks on Seven Sisters road.

The table below identifies the number of social rented and intermediate homes in the individual sites which would need to be delivered over the next four years to comply with grant requirements:

Site	Social Rented	Intermediate	Total
Site 1b - Woodberry Grove North	160	40	200
Site 1e - Horston / Sherwood	108	28	189
Site 1g - Newnton	60	0	157
Green Lanes	25	0	25
Totals	353	68	571

The delivery of social rented accommodation is of key importance and the ability to secure the delivery of such accommodation as expeditiously as possible is a key priority. Based upon the current programme envisaged by Berkeley Homes the following results:

Site	Social Rented	Anticipated Handover
Site 1a - Old School Site (under construction)	117	November 2011
Site 1b - Woodberry Grove North	160	November 2013
Site 1e - Horston / Sherwood	108	August 2013
Site 1f - Havering / Wyersdale	100	July 2016
Site 1g - Newnton	60	March 2014
Green Lanes	25	July 2011
Total	570	

DESIGN/ TRAINING SESSIONS

The first session with the residents group is planned this month and will be considering Woodberry Grove North site in the first instance. These sessions allow a full participatory input into the design of the new social rented homes, complementing the design code and master planning documents. A planning application is intended to be submitted in October.

PROGRESS ON DECANTING AND DEMOLITION

The Decant Team has completed most of the Housing Needs Surveys for tenants in the four blocks at Havering, Wyersdale, Weybridge and Wensleydale Houses. They have referred tenants who couldn't be contacted to the Estate Management Team at the North East Neighbourhood Office.

The Housing Needs Surveys for Peak and Petherton Houses has now begun.

Void inspections are currently being carried out on the estate and the process is on-going.

PHASE 3 – 5 INTERIM REPAIRS

The 'value for money' exercise has now been completed and has proved to be positive with consultants, Frost Associates, recommending that the Hackney Homes go ahead and appoint Mulalleys. Contracts should be signed in the week beginning 1 October.

Title of Report: : Whiston & Goldsmith Green Estates Programme	
Decision Making Body: Hackney Homes Board	Date: 21 September 2009
Classification: For Information / Decision	Report of: Director of Property Services
Item Previously considered at: Executive Team	On Which Date: 19 August 2009
Report Author: Alan Turner (Hackney Homes) Nigel Burbridge (Hackney Homes)	Appendices: N/A

If you have any questions about this report, please contact Nigel Burbridge on 0208 356 8336/Alan Turner on 0208 356 2118 or email nigel.burbridge@hackneyhomes.org.uk/alan.turner@hackneyhomes.org.uk

Report Outline:

- Paragraph: 1.0 - Summary of Report;
- Paragraph: 2.0 - Recommendations;
- Paragraph: 3.0 – Background;
- Paragraph: 4.0 - Recommended Energy Saving Measures;
- Paragraph: 5.0 - Procurement;
- Paragraph: 6.0 - Fuel Poverty;
- Paragraph: 7.0 - Consultation Process & Findings;
- Paragraph: 8.0 - Programme;
- Paragraph: 9.0 - Lessons Learned;
- Paragraph: 10 – Financial Implications;
- Paragraph: 11 - Legal Implications / Advice;

1. SUMMARY

- 1.1 During the last few years Hackney Homes has been working in conjunction with its partners to promote the eradication of Fuel Poverty and the introduction of Energy Efficiency within the home. This has

been managed along side the Decent Homes Programme whilst working to improve stocks and provide decent and comfortable homes for our residents.

- 1.2 Last year, apart from continuing energy awareness and educational training, a new project was introduced called the "Green Estate Initiative ". This project was kick started at Whiston and Goldsmith Estates as a pilot scheme, to be reproduced across the borough in later years.
- 1.3 Part of the scheme, already carried out, was to distribute " Electric Monitors & Low Energy Light Bulbs " (provided free from npower) to residents on the Whiston & Goldsmith Estate and " Power Down Plugs " which reduce the electricity consumption for standby appliances (provided free from e-on) and Hippo Bags to reduce water consumption.
- 1.4 The project commenced in March 2008 with a number of consultation & briefing meetings including a Fun day on Saturday 12th July 2008
- 1.5 A number of possible measures have been identified which could improve the environmental sustainability of the estates, these include Cavity Wall Insulation / Solid Wall Insulation / Loft Insulation / Draft Proofing / Radiator Reflector Panels / Replacements of boilers over 20 yrs old / Improved Heating Controls / Solar Panels / Wind Turbines / Rainwater Harvesting / Low Energy Light Bulbs / Energy Monitors / Eon Power Down Plugs / Heat Pumps / Green Roofs & Reduction of Water Consumption. We have looked into the feasibility of these measures and obtained quotations with a view to achieving approval to progress works in Oct 2009. This report seeks approval to progress some of these works on the Whiston & Goldsmith Estates.
- 1.6 The results of which will determine the likely costs and resources required to extend the scheme across the Borough. It is intended that this project will raise resident's awareness on sustainability issues and advise them as to how they can contribute to reducing the impact on climate change and invest in energy efficiency / measures.
- 1.7 Our most recent exhibition was held on 21st October 2008 in the Town Hall Assembly rooms as part of the Energy Efficiency Week.
- 1.8 The corporate commitment to energy efficiency is evidenced in the 2004 community Strategy for the Borough, with its emphasis on sustainable development principles and the inclusion of specific objectives to minimise waste and maximise recycling. This, in turn, is reflected in the partnership actions on energy efficiency.

2. **RECOMMENDATIONS**

- 2.1 That the £183,036.86 CERT funding secured via grants from Npower for works previously carried out under the Decent Homes Programme be used to fund the current proposals detailed within this report.
- 2.2 Further funding is expected in future months as the Decent Homes Programme progresses and separate bids to invest those resources in further Green initiatives within the borough will be sought as appropriate.
3. Whiston & Goldsmiths Green estates Initiative - Proposals

3.1 **Draught proofing to chosen blocks on Whiston Estate**

Airtight Solutions Ltd (Blocks)
Total Cost = £25,365.00

3.2 **Reflector panels to chosen blocks on Whiston & Goldsmith Estates**

Energy Support (UK) Ltd (Blocks)
Total Cost = £15,750.00

3.3 **Loft Insulation to chosen blocks on Whiston Estate**

Miller Pattison Ltd (Blocks)
Total Cost = £19,892.00

and businesses. This is provided through a Service Level Agreement (SLA) to support the Council's campaign to raise awareness of Energy Efficiency. LEEL have attended many events within Hackney under their SLA including exhibitions in Neighbourhood Offices, Libraries, Age Concern, Community Centres and Shopping Malls. Last year over 14,000 low energy light bulbs were distributed to residents under an energy awareness programme, verbal advice was given to over 400 residents over the telephone, 25 seminars were held for the local community, 16 seminars were held for school children and 17 exhibitions were held throughout the Borough. Energy Efficiency Awareness will continue this year in the same format and by training community representatives. Hackney Homes Residents will continue to receive free low energy light bulbs on completion of Home Energy Survey Forms. Additionally the voids team have been provided with free low energy light bulbs to distribute within the voids welcome pack.

- 4.3 To help educate the residents and provide them with information that would help them to make decisions on energy efficient products a Multi-Media energy efficiency information service has been set up. The web address is: www.hackneyhomes.org.uk/hhs-energy-efficiency.htm The Multi-Media information page gives information on where to obtain grants and interest free loans, information on energy suppliers, green tariffs and the cheapest dual fuel suppliers. There is an interactive section which calculates the saving made by purchasing and installing low energy lighting. The website is accessible either directly or through the Council's Hackney Homes' website. Additionally regular articles about energy efficiency are printed in the Hackney Homes newsletter.
- 4.4 The other partner is Npower who have provided funding for some energy efficiency measures including light bulbs and monitors were also provided free of charge to enable residents to keep track of their electricity consumption.
- 4.5 Several meetings have taken place over recent months with interested parties including the Head of Asset Management and Councillor Linden to discuss the project's aims and objectives. Prior to the launch of the project, posters, stickers and banners were designed and printed by the Hackney Homes communication team.
- 4.6 An introductory letter giving details of the Whiston and Goldsmith Green Estate Pilot Project was delivered to tenants advising them of Hackney Homes' proposals to help them save energy and reduce their fuel bills. In the letter it was mentioned that these estates had been nominated for the piloting of the first ever Green Estates initiative in the London Borough of Hackney.
- 4.7 A letter informing people of the forthcoming Fun day was delivered. The programme was officially launched at the "Fun day" on the 12th of July 2008 at a public gathering at the Goldsmith Community Centre attended by the residents of both estates. Posters were displayed in

and around the estates to advertise the event. There were representatives from npower, Quattro Seal Insulation and Hackney Council recycling team. Refreshments and entertainment was provided. The turn-out was good. Nearly 100 residents attended the event with their families. Advice was offered on simple and easy energy saving tips, saving money on household bills and reducing carbon emissions.

4.8 After the Fun day, a press release from Hackney Homes was printed in the Hackney Homes newsletter outlining the commitment of residents to the “green” challenge,

4.9 Cold calling on residents followed to install energy monitors and power down plugs to those tenants who expressed an interest. Low energy light bulbs were also distributed at the same time and energy efficiency advice was given. A total of 118 monitors have been installed on the Whiston Estate and 74 on the Goldsmith Estate. Feedback forms were designed and distributed to the residents for completion and arrangements made to return them to the Goldsmith Community Centre for collection, this has not proved very successful therefore we are now arranging for a university student to collect the information direct from the residents and at the same time read their electric and gas meters and also ensure the monitors have been set and are operating correctly, comparisons will be drawn on the effectiveness of the energy saving measures in the properties on the two estates with a view to panning out to further estates across the borough

5. **RECOMMENDED ENERGY SAVING MEASURES**

5.1 We are now proposing to introduce Energy Saving measures and make improvements to the insulation quality and the structure of some of the properties on W & G Estates. We plan to take readings of the residents’ energy consumption on a regular basis throughout 2009 so that the effectiveness of the whole project can be judged. The old GLC buildings on these estates are similar in construction and type to other blocks within Hackney, using the data from this project; it should be possible to make direct comparisons between the two groups taking into account the kind of dwelling and its residential use.

5.2 Proposed Energy Saving Measures

1. **Energy Monitors** have been provided free by npower and distributed to residents willing to have them installed in their properties. These devices enable residents to keep track of their electricity consumption.
2. **Eon Power Down Plugs** have been provided free by Eon and have been distributed to all residents owning personal computers so they can be switched off when not in use.

3. **Low Energy Light Bulbs** have been provided to all residents where items 1 and 2 have been installed and distributed. The provision for the recycling of old light bulbs is being looked into.
4. **Hippo Water Saving Devices** have been distributed to all residents, including leaseholders, through their letter boxes
5. **Energy Efficiency Advice and Tips**, including completion of Home Energy Check forms have been offered to all residents
6. **Replacement of Old Boilers**, boilers more than 20 years old have been targeted for replacement where possible. This is being funded from the Planned Maintenance budget.
7. **Heating Controls** are updated where boilers have been replaced to comply with Part L of the Building Regulations.
8. **Radiator reflector panels**: a selection of blocks have been chosen for this measure for comparison reasons on energy efficiency calculations. The selected blocks are: Woolstone House, Marsworth House, Cheddington House, Cosgrove House, Blisworth House, Debdale House, Northchurch House, Pendley House, Linford House and Wistow House on Whiston estate. Courtauld House, Drummond House, half of April Court and half of Crofts House on Goldsmith estate have also been selected. It is hoped that this work will be carried out during Oct and Nov 2009 subject to approval.
9. **Draught Proof Windows / Doors**: A selection of blocks have been chosen for this measure notably: Cheddington House, Cosgrove House, Northchurch House, Linford House, Boxmoor House and Debdale House on Whiston estate. It is hoped that this work will be carried out from Oct to Nov 2009 subject to approval of this report. Draught proofing windows is not necessary on Goldsmith Estate as the windows are newer and there have not been any complaints.
10. **Solid Wall Insulation (Facade Cream)**: Only one quotation has been received for this measure. This is due to the specialist nature of the material. It was originally intended that this work will be carried out during the summer months (June / July) however due to Financial Approval only being received on 13/7/09 it is now programmed for this work to be carried out in Nov – Dec 09 when it is hoped the walls and ground will still be dry. Only a selection of blocks has been chosen so that we can carry out energy efficiency calculations. It is thought that we might be able to get a grant for this work which might also cover

the cost of cherry pickers or scaffolding. This is currently being investigated.

11. **Loft Insulation**, blocks considered for this measure on the Whiston Estate: Cheddington House, Linslade House, Boxmoor House and Pendley House. It is hoped that this work will be carried out from Nov to Dec 2009 subject to approval of this report. New roofs have recently been installed to some of the blocks on the Goldsmith Estate during which it has been assumed suitable insulation was installed to comply with current regulations.

12. **Solar Photovoltaic Panels**, it is possible to install PV on the east-west section of the pitched roof of Woolstone House, Linslade House and the flat roof of Debdale House on the Whiston Estate. Quotations have been obtained for solar PV systems on the roof of the above mentioned blocks. The following blocks are not applicable to the installation of Solar P.V systems: Cheddington, Cosgrove, Blisworth, Northchurch, Pendley, Muscott and Wistow Houses, due to orientation. We only have funding for one block, it is hoped that the work to Linslade House will be carried out from Nov to Dec 2009 subject to approval of this report.

13. **Windows**, the possibility of replacement of windows at Whiston Estate under the Decent Homes Programme is being investigated.

14. **Kitchen and Bathrooms**, the possibility of upgrading Kitchens and Bathrooms under the Decent Homes Programme is being investigated.

15. **Low flush toilets**, are a recommended measure and will be considered as and when a Kitchen & Bathroom programme is planned for these estates.

16. **Wind Turbines**, In line with professional advice, ground mounted wind turbines at Goldsmith Estate are not a suitable option given the low wind speeds and the number of obstructions around the site which would disturb the wind flow. Also, installation of roof mounted wind turbines for Marsworth House or Debdale House in Whiston Estate is not recommended due to the high costs involved, coupled with the uncertainty over turbine output with these types of installation. Therefore this renewable measure is not considered as a practical measure at this time. It is understood that a third party is currently in the

process of installing a wind turbine in Haggerston Park which will be watched with interest

17. **Heat Pumps** are not considered because of excessive installation costs. The ground needs to be suitable for digging a trench or borehole. Also, the heat distribution system works best with under floor heating and installing this in existing buildings would involve an unacceptable degree of alteration and disturbance.
18. **Rainwater Harvesting** was not considered in detail because it requires ground space and the works involved are too costly. Also, the system is more easily damaged, it is prone to attack from the weather and there is possible concern over hygiene.
19. **Cavity Wall Insulation** is a possible measure but will not be considered as there are the only two possible blocks for consideration, in the case of Marsworth, the cost of scaffolding on this tower block is too high. Also, Hay Street does not offer the experience of using a cherry picker as the insulation material can be applied from ground level.
20. **Green Roofs** are often used in built-up city areas where residents do not have access to gardens or local parks. Although they reduce heat loss, filter pollutants and reduce CO2 emissions, they are more demanding on the structure of the building due to the weight load of the soil and vegetation and the maintenance cost could be high. They also place higher demands on the waterproofing system of the structure because water is retained on the roof and due to the possibility of roots penetrating the waterproof membrane. Installing adequate waterproofing systems and root barriers can increase the cost of the roof. Therefore, this measure is not considered.

6. **PROCUREMENT AND QUOTATIONS**

- 6.1 It is proposed to use the Decent Homes Constructor for this area (Lovell Partnerships) for the carrying out of works under their current programme of works under the Decent Homes Programme. The project manager will be furnished with the quotations received so that orders can be placed. The works will be monitored and inspected by both the Constructor's and Hackney Homes Staff.
- 6.2 Copies of quotations are kept in LEEL's project file
- 6.3 We are proposing to carry out thermal imaging on some of the blocks on Whiston Estate both before and after the recommended measures take place.

7. **FUEL POVERTY**

- 7.1 Fuel Poverty is defined as “ the situation where any household spends more than 10 per cent of its income on fuel to keep warm “. As far as Whiston and Goldsmith estates are concerned the majority of households are in receipt of income support, or are over 60, therefore it is a very high possibility that many residents will be fuel poor. The remedy for alleviating this situation is to help residents make their homes energy efficient by insulating the roof and walls, draught proofing, installing energy efficient heating and radiator panels and providing other improvements to the structure of the building.
- 7.2 Energy efficiency advice has been provided face to face to residents, allowing them to be aware of their energy consumption and the way they use their heating systems. Advice was given on how to keep warm and save money by the efficient use of heating systems. This will help residents of Whiston and Goldsmith Estates financially and, consequently, they will have more money to spend on food and clothing instead of paying to keep warm. Residents need to take advantage of devices such as monitors and power down devices which help them to reduce gas and electricity consumption, they have also been shown how to use their heating systems including controls efficiently.

8. **CONSULTATION PROCESS & FINDINGS**

- 8.1 Tenant consultation will be arranged for residents on both Whiston and Goldsmith Estates in order to inform them of the measures to be carried out to their blocks. Meetings will be held to advise and answer any questions before the work begins.
- 8.2 It is also intended to provide an energy efficiency exhibition to the Toucan Day Nursery and Sebright Primary School located within the Whiston and Goldsmith Estate area as part of the “Green Estates initiative”.

9. **PROGRAMME**

Energy Monitors / Eon Power Down Plugs	July 2008 - January 2009 (Done)
Low Energy Light Bulbs	July 2008 – January 2009 (Done)
Hippo Water Savers	September 2008 – October 2008 (Done)
Energy Advice	July 2008 – January 2009 (Done)
Replacement of Individual Boilers & Heating Controls over 20 yrs Old	September 2008 - March 2009 (Done)
Radiator Reflector Panels	Oct 2009 - Nov 2009
Draught Proof Windows / Doors	Oct 2009 - Nov 2009
Facade Cream	Nov 2009 – Dec 2009
Solar PV panels	Nov 2009 – Dec 2009
Loft insulation	Nov 2009 – Dec 2009

10. **LESSONS LEARNED**

- The results of this pilot project should determine the likely costs and resources needed to extend the scheme across the Borough. The benefits of energy efficiency in all its aspects should become apparent to the residents of both estates. The regular collection and analysis of fuel and water bills in particular will be one way to demonstrate this. Other indicators include more comfortable homes and a wider appreciation of the need to consider the interests of the environment.
- There was a general disinterest in energy saving measures especially amongst the elderly. We found it necessary to keep residents informed in all aspects of the Council's planned improvements to properties within the estates. It was also important to confirm our visits by carding, cold calling, keeping track of appointments and promotional activities.
- Not every resident wished to have the energy monitor installed, additionally we found that the monitors worked perfectly well when only a few had been installed within the blocks but interacted with other monitors when a major number of monitors had been installed, the was corrected by the manufacturer making adjustments to the monitors in question
- Difficulty was met in gaining access to some properties
- A recording sheet was produced and distributed to residents to enable them to keep note of the monitor readings. This sheet, when handed out to residents for completion by them, was found initially to be complicated by some people and it was necessary to simplify it. This is now being done. Also some residents could not find the time to take readings from the energy monitor
- A language barrier was encountered with some residents of Turkish and Bengali origin.

11. **FINANCIAL IMPLICATIONS – CERT FUNDING**

11.1 The Electricity and Gas (Carbon Emissions Reduction) programme came in to force on the 31st of January 2008. It provides the statutory basis for the Carbon Emissions Reductions Target 2008-2011 (CERT), which imposes an obligation upon licensed gas and electricity suppliers to have at least 50,000 customers to meet a carbon reduction target (CER Target). The order also sets out the broad framework for how this obligation is to be achieved by promoting actions leading to the reduction in carbon emissions:

- a) achieve an improvement in energy efficiency
- b) increase the amount of electricity generated or heat produced by micro generation

- c) increase the heat produced by any plant which relies wholly or mainly on wood
- d) reduce energy consumption

11.2 In order to comply with their obligations, suppliers are required to notify Ofgem of their actions. Ofgem will approve these notifications if it is satisfied that the measures suppliers are proposing to deliver would result in a reduction in carbon emissions. Before the 30th of April 2011, the suppliers must notify Ofgem of all measures installed. Ofgem will then determine the actual reduction in carbon emissions from each notification and whether each supplier has met its CER Target.

11.3 N-power, as a leading energy supplier, is determined to meet its obligations and as part of this has provided funding to LEEL for the purposes of making energy efficiency improvements under this project to the London Borough of Hackney. LEEL is acting as the managing agent in this programme and is ensuring that the funding received is being applied to the various measures.

11.4 LEEL will release the funding on a monthly basis depending on how much work Hackney Homes have undertaken in the relevant period.

11.5 In the following section is shown the allocation of the funding received for 2007-2008 and the proposed funding for 2009-2011 broken down between insulation and heating.

11.6 CERT funding received to date for Hackney Homes under the Decent Homes Programme during 2007-2009

CERT funding in 2007	Amount
Funding for energy efficiency measures carried out in 2007	£10,676.45
Funding for energy efficiency measures carried out in 2007	£12,150.45
Funding for energy efficiency measures carried out in 2007	£5,520.80
Funding for energy efficiency measures carried out in 2007	£10,819.16
Sub Total	£39,166.86

CERT funding in 2008	Amount
Funding for energy efficiency measures carried out in March 2008	£93,870
Funding for energy efficiency measures carried out between September and December 2008	£11,375
Sub Total	£105,245

CERT funding to date in 2009	Amount
Funding for energy efficiency measures to be carried out in May 2009	£19,313
Funding for energy efficiency measures to be carried out in June 2009	£19,312
Sub Total	£38,625
Total Funding Available	£183,036.86

10.0 **LEGAL IMPLICATIONS / ADVICE**

The legal and regulatory issues relating to carbon reduction and the energy companies are covered in paragraphs 11.1 and 11.2 above. There are no other legal implications.

Title of Report: Energy Performance Certificates	
Decision Making Body: Hackney Homes Procurement board	Date: 21 September 2009
Classification: For Information and Approval	Report of: Director of Property Services
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - Alan Turner 0208 356 2118 Nigel Burbridge 0208 356 8336	Appendices: N/A

If you have any questions about this report, please contact Nigel Burbridge on 0208 356 8336 or email nigel.burbridge@hackneyhomes.org.uk

1.0 SUMMARY

- 1.1 This report outlines the statutory duty required for Hackney Homes to produce Energy Performance Certificates (EPCs) from 1st October 2008 and describes how Hackney Homes has carried out this function in the past and will continue to carryout in the future.
- 1.2 EPCs for RTB properties are currently surveyed by a member of the leasehold team who sends the survey notes in electronic format to Hackney Homes' officers who then calculate and issue the certificates (58 EPCs for RTB properties have been issued in this manner to date). This process is working satisfactorily and will continue at a rate of 4/5 per week on average.
- 1.3 EPCs for void properties is not progressing satisfactorily and is the main subject of this report. Originally, when this requirement was enforced in October 2008 two officers from Hackney Homes surveyed the properties as and when the they became available and calculated / issued the EPCs, however as the number of requests increased they were no longer able to incorporate this additional work within their work load. It was suggested that the voids team carryout the surveys in conjunction with the annual gas safety checks, pass the survey notes

to the relevant Hackney Homes officers who would then calculate & issue the certificate, unfortunately the surveys were not forth coming resulting in us now being nearly 300 behind. We have negotiated a price with Scottish & Southern to clear what was at the time a back log of 200 properties at a cost of £50 per property (Total £10,000). We have arranged a further meeting with the representative from Scottish Southern on Tuesday 7th July during which we hope to discuss the possibility of clearing 400 at a cost of £20,000 and also to iron out any final issues such as access, what happens price wise should access not be gained to properties which are now let or for which keys have been issued but access not achieved etc.

- 1.4 Furthermore it should be noted that information gained from these surveys / calculations will be added to the codeman database to improve its accuracy thus ensuring that we have up to date records of our property index and ensuring that unauthorised alterations can be detected in our properties.

2.0 RECOMMENDATION(S)

- 2.1 The quotation from Scottish & Southern to clear the backlog of 200 EPCs at a cost of £50 per domestic property + vat be accepted (cost £10,000) and due to anticipated further requests of 20 / week that negotiations continue with Scottish Southern to clear a potential further backlog of 200 Total funding request £20,000**
- 2.2 That consideration be given for the two certified officers within Hackney Homes manage this process ensuring the statutory obligations are met.**
- 2.3 That in the future there is an opportunity to link EPC surveys to the Annual Gas Safety Checks ensuring surveys of all properties are done at the same time.**

3.0 BACKGROUND

- 3.1 From October 2008 Hackney Homes were statutorily obliged to carry out Energy Performance Certificates (EPCs) on all voids and all RTB applications.
- 3.2 The European Energy Performance of Building Directive (EPBD) is a key part of strategies for tackling climate change. The principle underlying the Directive is to make energy efficiency transparent by the issue of an EPC on sale, rent or construction of dwellings. (Under Article 7 of the Directive and EPBD regs 2007/991).

- 3.3 Once produced an EPC is valid for ten years and can be reused as many times as required within that period except where included in a Home Information Pack (HIP): in this case it must be no more than one year old. EPCs are not invalidated by renovation works or improvements. However a new certificate to demonstrate the improvement can be obtained.
- 3.4 An EPC is an efficiency rating of a building based on its fabric, heating system type, controls and activity for which the building is used. The EPC is calculated on the basis of the information gathered at the time of the survey and remains valid for a period of 10 years or until a substantial change in data is made.
- 3.5 An EPC should not be requested until a property is complete. If a boiler or any other major element has been removed from a property (i.e. not fitting boilers in vacant properties until tenanted) and an EPC requested the surveyor can only record what is seen at the time of the survey consequently the Domestic Energy Assessor (DEA) can only calculate the EPC on the basis of the evidence gathered which could result in only a draft EPC being calculated and a return visit required once the property is ready for letting. An EPC should not therefore be requested / calculated or issued until the property is complete and ready for letting.
- 3.6 The implication for Hackney Homes
- An EPC is to be made available for any dwelling that is to be let to a **new tenant from 1st of October 2008**, this must be made available free of charge to the prospective tenants.
 - An EPC is not required where the dwelling was occupied prior to 1st of October 2008 and continues to be occupied after that date by the same tenant.
 - Where a tenant submits an application to buy their dwelling under Right to Buy the leasehold department are to include a valid EPC with the section 125 Notices at the start of the process.
 - There is a government national register to store EPCs under a unique reference number. This database can only be accessed by a registered DEA (Domestic Energy Assessor) who can also access the Government approved software package. Hackney Homes have two officers undergoing training who are able to access this package
- 3.7 Initially we thought it would be to Hackney Home's advantage for EPCs to be undertaken in house as this approach offers the most control of the energy assessment and data management process and would maximise any potential to use existing high quality data. This approach could also have been used as the norm, with other approaches incorporated when required such as the Asset Management database

(Codeman), additionally Hackney Homes (NHER) Energy database holds all RDSAP data required to obtain an EPC from the national register.

If EPCs are generated in house, all RDSAP data would remain with HH and could build on existing data held in asset management databases. NHER software is already compatible with our asset management systems and work is currently being undertaken with these to incorporate EPC production and RDSAP / SAP 2005 calculation however the volume of request's have now increased to such a level that in house officers are unable to cope with the capacity.

- 3.8 The current arrangement is that there are 2 officers undergoing the necessary certificated qualifications to do the calculations. These officers used to carry out the surveys on the void properties with the RTB surveys being carried out by Technicians in the RTB team, the calculations being done by the certificated officers.
- 3.9 The numbers of surveys required are now increasing and it should be remembered that prior to October 2008 the requirement to carry out these surveys was not part of any officer's job description.

4.0 IMPACT UPON THE HACKNEY HOMES STRATEGIC PLAN

4.1 FUEL POVERTY

With the rising price of fuel, fuel poverty is likely to become more of an issue. The main cause of fuel poverty in the UK is a combination of poor energy efficiency in homes, low incomes and high energy prices. The Government developed a Fuel Poverty Strategy in 2001 that aims to bring an end to fuel poverty and the 2007 Energy White Paper sets out a number of measures to tackle fuel poverty. For social housing fuel poverty is intended to be addressed through the Decent Homes programme and the Carbon Emissions Reduction Target (CERT) which is an obligation on energy suppliers to achieve targets for promoting reductions in carbon emissions in the household sector.

5.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

It has been suggested that Data Gatherers or Data Collecting can only be carried out by accredited energy assessors.

Data Gatherers or Data Collecting?

Gathers have a contractual agreement with the Accredited Energy Assessors (AEA) in providing professional assistance in gathering info to allow an EPC to be completed.

- **The use of gathers is not allowed for producing a domestic EPC.**

Data Collector

Collection refers to the use of existing data gathered by landlords/agents whilst managing large portfolio of property.

- Sampling and cloning is permitted for large amounts of SIMILAR homes, subject to a random sample by the AEA.
- Where we hold extensive EPC data the DEA MUST inspect a sample of the properties to validate the accuracy of the info

Guidance

A guide has been released on the sampling and common value approach, which provides a step by step guide which is easy to follow as described below:

<http://www.communities.gov.uk/documents/planningandbuilding/doc/930974.doc>

- An in house DEA can be used subject to a procedure to be in place to ensure no conflict of interest
- Divided into 2 approaches:
 - Common Values – Uses data for similar property and customising it i.e. data from a top, altered for a mid height property
 - 4 step approach
 - ID of property with similar characteristics
 - ID of common elements
 - Customise data for know variations
 - Enter the data and produce an EPC
 - Sample and multi certification – requires dividing the stock into similar archetypes, sample inspections in each group, obtaining a median, and applying it to the whole
 - 3 step process
 - Analysis of stock into groups
 - Visual inspection of group and sample inspection
 - Analysis and tolerances
 - Issue a sampled EPC

It is not our understanding that our current practice needs to change at all, except perhaps in having a “cloned” process in place, which is under discussion.

Our process relies on Data Collection, not Data Gathering.

If funding can be found for a sample survey of 20 or so Building Archetypes then we can adopt the cloning process, until then we feel our process is sound.

It would however still be recommended that an outside source clear the backlog of EPCs as the two officers capable of doing these are unable to do so together with their current commitments.

6.0 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY ACTION PLAN

N/A

7.0 CONSULTATION PROCESS & FINDINGS

N/A

8.0 ICT IMPLICATIONS

N/A

9.0: HUMAN RESOURCES IMPLICATIONS

N/A

11.0 FINANCIAL IMPLICATIONS

10.1 VALUE FOR MONEY

By keeping the overall function in house (i.e. Hackney Homes officers monitoring the requests and outputs) Hackney Homes can achieve value for money and by achieving energy efficiency can be linked to a number of the Hackney Homes' strategies, most notably the Anti

Poverty Strategy which was approved by the Board in October 2008. One of the action points in this agreed strategy was **“To raise awareness amongst residents of energy saving measures.”** (Anti Poverty Strategy - October 2008).

12.0 **LEGAL IMPLICATIONS / ADVICE**

11.1 To comply with “The European Energy Performance of Building Directive (EPBD) “requirements for EPCs to be provided to all residents and leaseholders from 1st October 2008

13.0 **OTHER RELATED DECISIONS / GUIDANCE**

N/A

Title of Report: Equality Bill 2009	
Decision Making Body: Hackney Homes Board	Date: 21st September 2009
Classification: For information	Report of: Director of Finance and Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - Tom Hogan Head of Service Development 0208 356 4017 136-142 Lower Clapton Road, E5 OQD	Appendices: Appendix A: Customer Profiling Summary of Tenants

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 Equality & Diversity Strategy 2006 and Action Plan 2007 - 2010; • 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

The report identifies the implications of the Equality Bill currently before Parliament. It also sets out the actions currently underway or planned for the future.

2.0 RECOMMENDATION(S)

For noting and comment

3.0 BACKGROUND

3.1 Introduction

- 3.1.1 The Government published its new Equality Bill in April this year which aims to consolidate current legislation for all aspects of the equality agenda and to introduce a number of new duties on employers and service providers. There are currently nine major pieces of legislation and over a hundred statutory instruments referring to a variety of legal concepts which can be difficult to interpret. The new legislation therefore sets out to establish a common set of principles in respect of age, disability, gender, gender reassignment, race, religion/belief and sexuality.
- 3.1.2 In many cases the Bill reflects good practice recommended by the Equality and Human Rights Commission (and its predecessors, CRE and others) and such guidance as the Audit Commission's Key Lines of Enquiry (KLOEs), which Hackney Homes has been using for some time to develop policies and strategies. The Bill uses the term public bodies which will include local authorities. Whether it will cover ALMOs is to be confirmed when the Government publishes an inclusive list.
- 3.1.3 At the date of preparing this report the Equality Bill has completed the committee stage of the parliamentary legislative process but no date has been set for the report stage at which revisions and amendments will be identified. The final content of what will be the Equality Act and its implementation timetable are not therefore available at this point but commentators expect its provisions to come into force sometime during the autumn of next year.

3.2 What the Equality Bill means for housing

- 3.2.1 It introduces a new duty for public sector bodies to consider ways to reduce socio-economic inequalities. Strategic service planning and resource allocation will need to reflect local conditions and needs. Hackney Homes has an anti poverty strategy which is expected to meet this requirement and can be used to inform service planning more generally.
- 3.2.2 From 2011 public bodies will be expected to promote their new duties in relation to age, religion/belief, and sexual orientation in addition to those they are currently expected to promote in relation to disability, gender and race. Although there is no requirement to produce a single equality scheme setting out how this is to be achieved Hackney Homes is currently developing one in consultation with the Equality and Diversity Group.
- 3.2.3 Positive action in recruitment will be available to employers to select someone from an under-represented group where they believe that they have a choice between candidates of equal suitability.
- 3.2.4 Promoting equality through procurement is featured in the Bill. Public bodies are expected to pass on equality duties within contract terms. These will include those terms related to service provision, recruitment, and materials in respect of all the equality duties (age, race, gender, belief, disability, sexuality, gender reassignment, and inequality).
- 3.2.5 The Bill extends statutory protection generally to members of specific groups – so called protected characteristics: age, disability, gender, gender reassignment, race, religion, and sexual orientation.

3.3 What the Bill means for different groups

3.3.1 Age

The Bill makes it unlawful to discriminate against anyone aged 18 or above because of their age when providing services. It is however permissible to provide extra services where it can be justified to meet the needs of a specific group such as pensioner households. The approach taken by the repairs policy for example should not be affected therefore. Provisions to ban age discrimination in the workplace will continue. The Bill also extends protection to those such as **carers** who are helping someone who themselves is in a protected group. For example employers will need to consider the personal circumstances of employees and residents who may be helping a disabled person. As such it could have a wide range of implications for policy making in respect of housing management and personnel procedures. Hackney

Homes will therefore be reviewing its policies and procedures in relation to carers.

3.3.2 Disability

Disabled people will receive additional rights under legislation to access the accommodation provided to them such as hallways and other communal areas. Public bodies will need to consider making reasonable adjustments to estates and blocks rather than simply adjustments within the home. Precisely what the extent of this duty is and how it will be interpreted by the courts in the light of practical considerations about particular buildings and the financial implications of any adaptations is not clear at this point. Generally the Bill also aims to make it easier for disabled people to raise complaints where they believe they have been treated less favourably because of their disability.

The Bill may also clarify landlords' obligations in the management of tenancies where the tenant suffers from a mental illness or disability affecting their capacity to make decisions. Following the Malcolm vs. Lewisham LBC case there has been some lobbying from the Equality and Human Rights Commission and others for tighter regulation.

Employers, such as Hackney Homes, are likely to be required to report on the numbers of disabled staff they employ.

3.3.3 Gender

Employers with more than 250 employees will be expected to report on the relative pay of men and women from 2013 onwards. Secrecy clauses in contracts of employment about pay will be banned. Those who care for people protected under the Bill will also be protected. It will also be unlawful to stop breastfeeding mothers from using public areas.

3.3.4 Gender reassignment

The Bill proposes that public authorities include consideration of this group within planning and service delivery. It also protects those who associate with transsexuals from discrimination on that account.

3.3.5 Race

Employers with more than 150 staff will be required to publish annual details of the ethnic breakdown of those they employ. Employers will be allowed to take additional positive action measures to achieve a more diverse and representative workforce. Employment tribunals will have authority to make recommendations in relation to organisations as a whole.

3.3.6 Religion/Belief

Public bodies will be required to consider the interests of people with different religious beliefs and faiths when deciding on strategies and service delivery. Hackney Homes has incorporated this strand of the equalities agenda in the development of its strategy and it will feature in the new Single Equality Scheme as well as the equality impact assessment process.

3.3.7 Sexual Orientation

As with race, employers will be permitted to adopt recruitment policies to achieve a more representative and diverse workforce in respect of sexual orientation, and employment tribunals can make general recommendations to employers. It is proposed that the new act will make it illegal for private members' clubs to discriminate on grounds of sexuality.

3.4 Preparations within Hackney Homes

- 3.4.1 Oversight of the equalities agenda is organised through the Equality and Diversity Group chaired by the Chief Executive and with a membership which includes two Board members, frontline staff, managers and union representatives. The Housing Diversity Network are used to offer advice and provide a useful library of strategies and guidance from other organisations. An equality champions' scheme is currently being developed to encourage greater participation across the organisation.
- 3.4.2 In the light of the new Equality Bill officers will be prioritising work in a number of key areas:
- 3.4.3 Equality Framework for Local Government which has just superseded the Local Government Equality Standard aims to be more outcome focused. Equality targets are therefore being developed for all areas of service delivery.
- 3.4.4 Single Equality Scheme – a draft is currently being prepared which will set out the approach in relation to the new legal obligations and additional aspects including socio economic inequality. This will include a detailed action plan to be considered by the Equality and Diversity Group.
- 3.4.5 Equality profiling of customers and staff – efforts are continuing to survey all tenants (22,000 plus) and leaseholders (8,500 plus) in relation to contact details (telephone numbers, e mails, next of kin) and language preferences, and monitoring information related to age, gender, ethnicity, religion, sexuality, trans-gender and disability. A number of graphs summarising this information are attached as Appendix A. The amount of data on each aspect varies in part reflecting the sensitivity of

the topic and more work will be needed to convince many residents of the benefit of answering questions on their health or sexuality. Survey work on the leaseholders has also seen low return rates and further initiatives are planned to encourage responses. Hackney Homes also has access to recent research commissioned by the council with Fordhams Research which has provided useful summary data on those living in council tenancies and leasehold properties including those privately sub-let.

- 3.4.6 Profiling information is vital as it makes it possible to analyse the take up of services and their impact. If there are significant differences between communities or any of the strands of equality this needs to be accounted for. Under the new Equality Bill Hackney Homes will also have to report on staffing such as the numbers of disabled and an ethnic breakdown. A profiling exercise of staff is therefore planned.
- 3.4.7 The Board will need to be profiled to examine the extent to which it is representative of the community served. Each Board member will therefore be asked to complete a profiling survey form to returned and to the Governance Team and kept confidential.
- 3.4.8 Equality Impact Assessments – the procedure will be updated to include the new duties and concepts such as protected characteristics.
- 3.4.9 The Consultation Strategy will need to be updated to account for the Bill. At present Hackney Homes supports a combination of traditional consultation structures including enhanced TRAs and Neighbourhood Panels together with one off and standing sounding boards, panels and focus groups where participation is encouraged from under represented groups. In addition, surveys aim to gain feedback from a wide cross section of the community. As the profile information improves it will be possible to complete more detailed analysis on how the services of Hackney Homes affect different parts of the community and meet with them to discuss improvements.
- 3.4.10 Training has been obligatory or all staff in relation to equalities awareness and many managers have now been trained in how to carry out equality impact assessments of their services. These programmes will now need to be revised to take account of the Bill and it is also planned to provide some more detailed training for relevant staff in connection to areas like disability which is can be complex and new duties such as those in connection with sexuality. Board members may also consider whether their training should include these topics.
- 3.4.11 Procurement procedures will be updated to meet the Equality Bill's extension of duties to all those contracts let by public bodies.
- 3.4.12 Inspection and Regulation – during the last Audit Commission inspection (November 2008) Hackney Homes was assessed against certain key lines of enquiry (KLOE). These are certain to be revised in line with the new statutory requirements after the Equality Act comes into force. The

Tenant Services Authority which is to oversee the regulation of all public sector housing is currently consulting on how it is to operate and is likely to feature a stronger role for resident involvement. Whatever criteria are finally agreed by planning ahead and acting now Hackney Homes can show that it has the capacity and commitment to best meet the needs of all its customers.

4.0 IMPACT UPON THE HACKNEY HOMES STRATEGIC PLAN

The equalities agenda is fundamental to the delivery of our strategic objectives. When the Bill becomes law it will be necessary to revisit the delivery mechanisms to ensure we continue to follow best practice.

5.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

None

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

The report addresses these implications

7.0 CONSULTATION PROCESS & FINDINGS

None at this stage.

8.0 ICT IMPLICATIONS

None

9.0 HUMAN RESOURCES IMPLICATIONS

9.1 These are outlined in the report, but could be revised as the Bill progresses through Parliament.

14.0 FINANCIAL IMPLICATIONS

N/A

15.0 LEGAL IMPLICATIONS / ADVICE

15.1 Legal advice will be requested in connection with the implications of the Equality Act once it becomes law.

16.0 OTHER RELATED DECISIONS / GUIDANCE

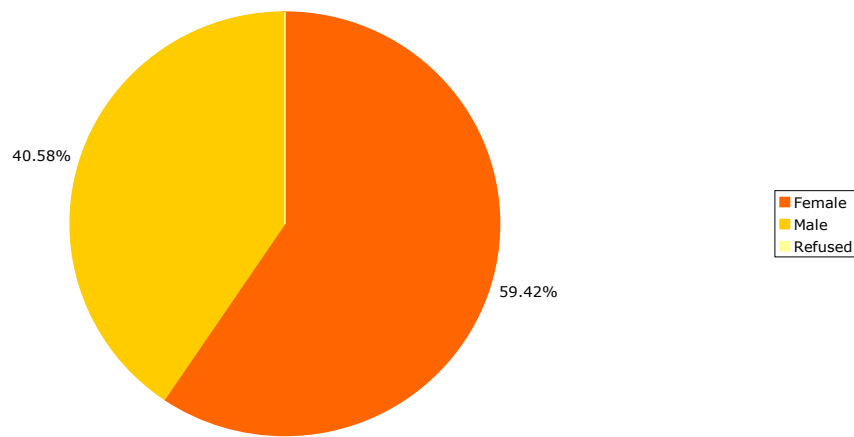
N/A

Appendix A

Customer Profiling Summaries – Tenants (July 2009)

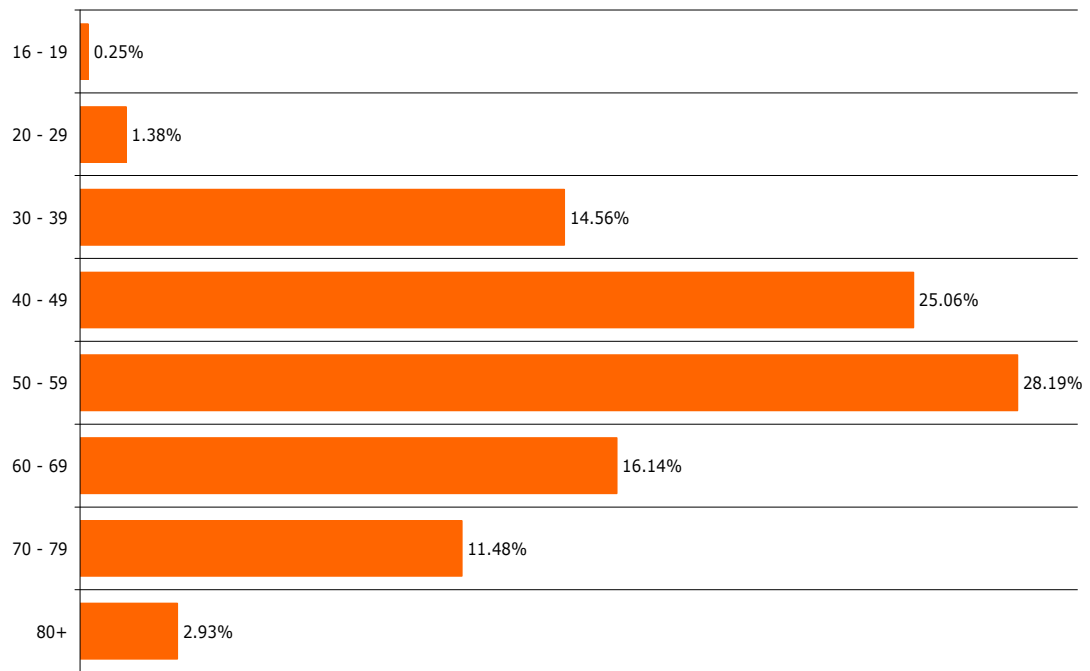
Gender

Figure 1: Gender of tenants

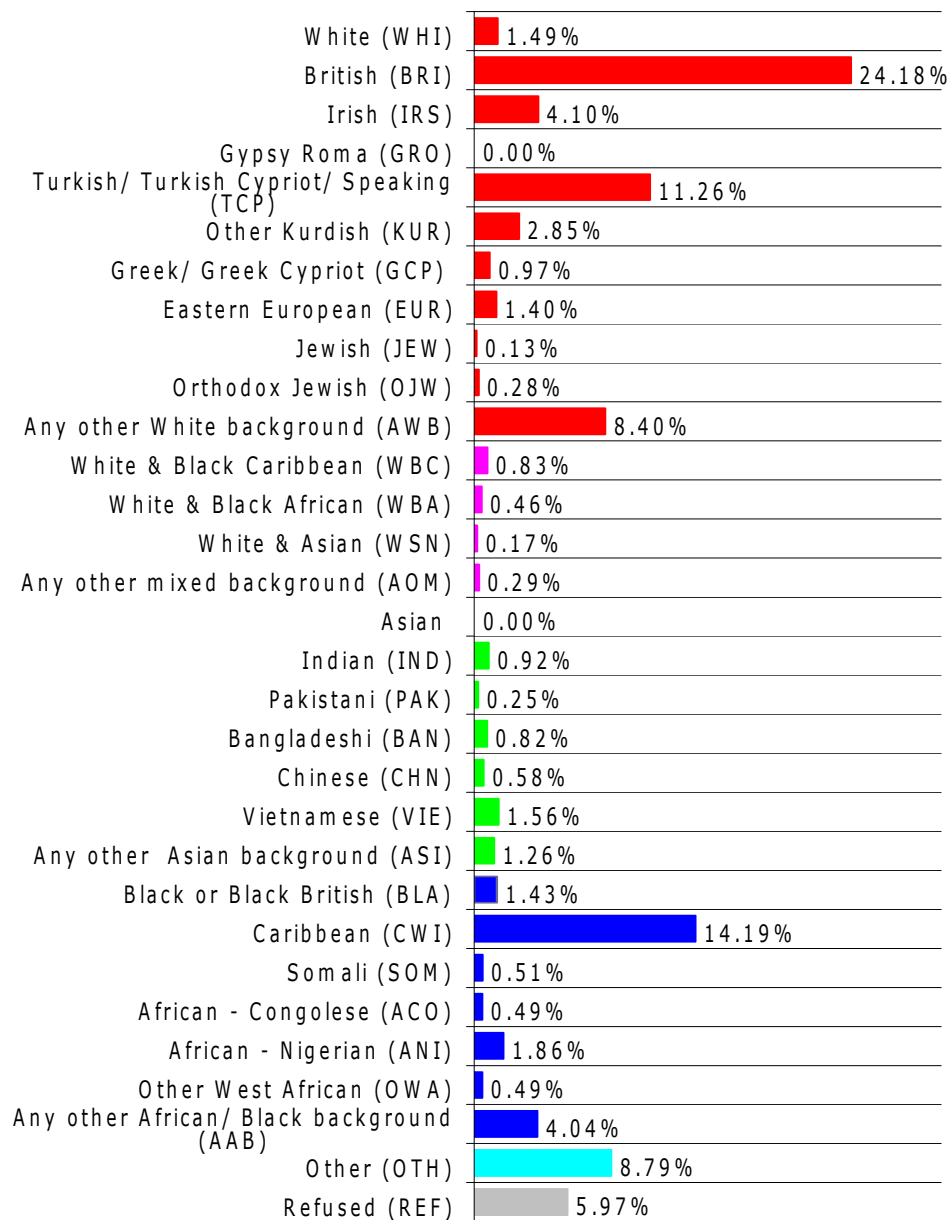


Age Profile

Figure 2: Age of tenants

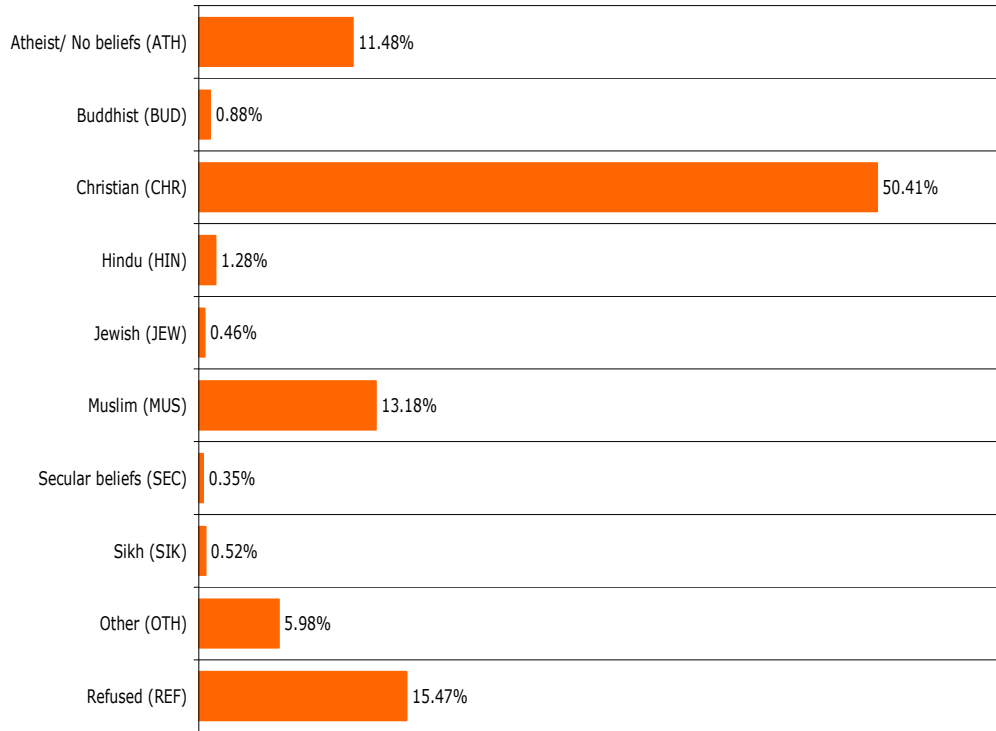


Ethnic Breakdown of Tenants



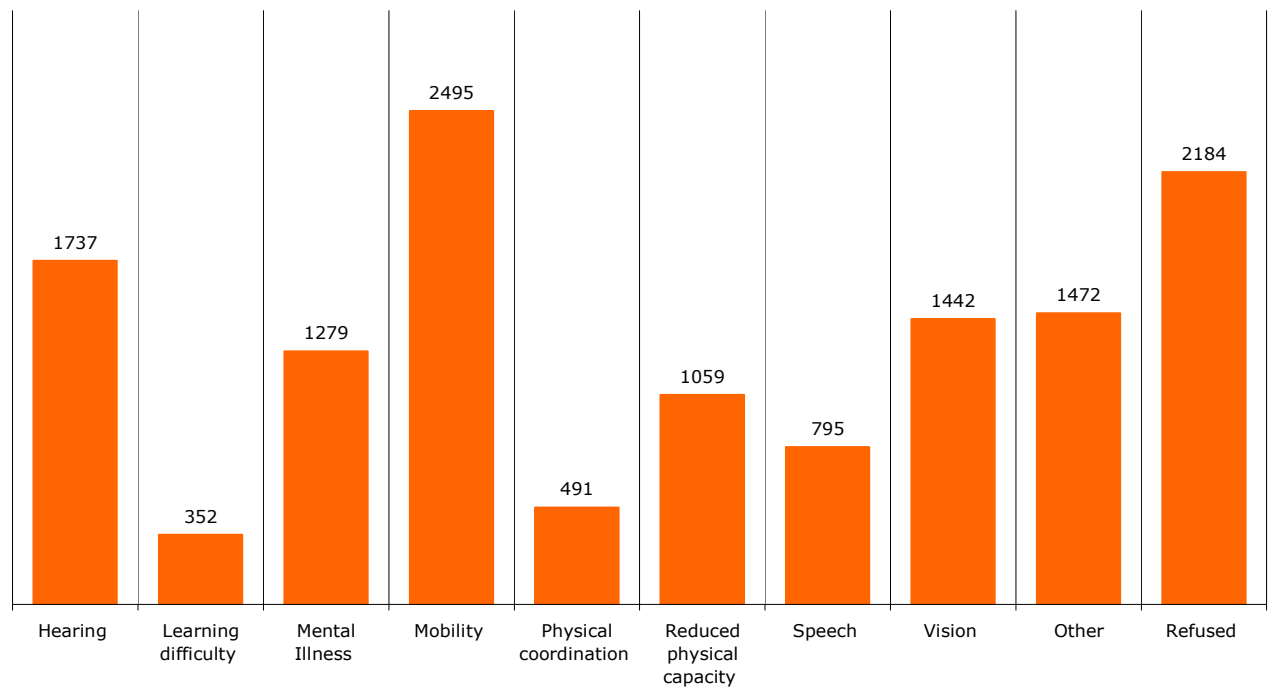
Religion and Belief

Figure 6: Religion of tenants



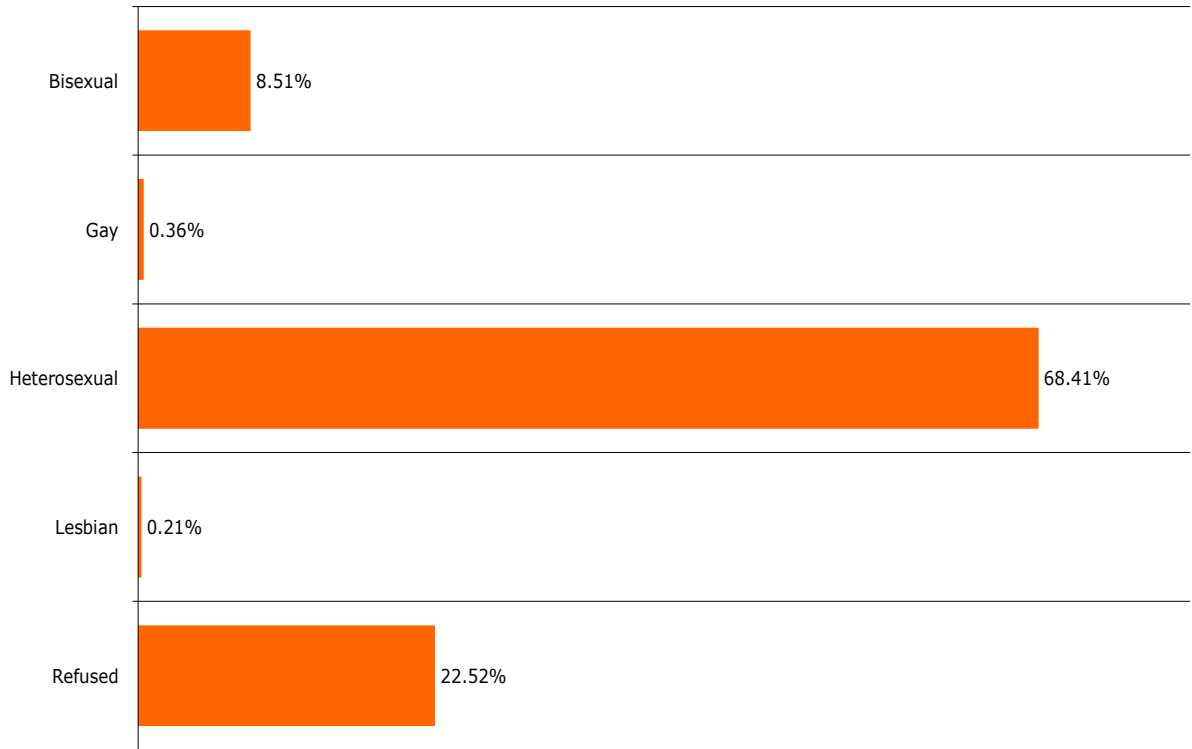
Disabilities

Figure 7: Disability of tenants



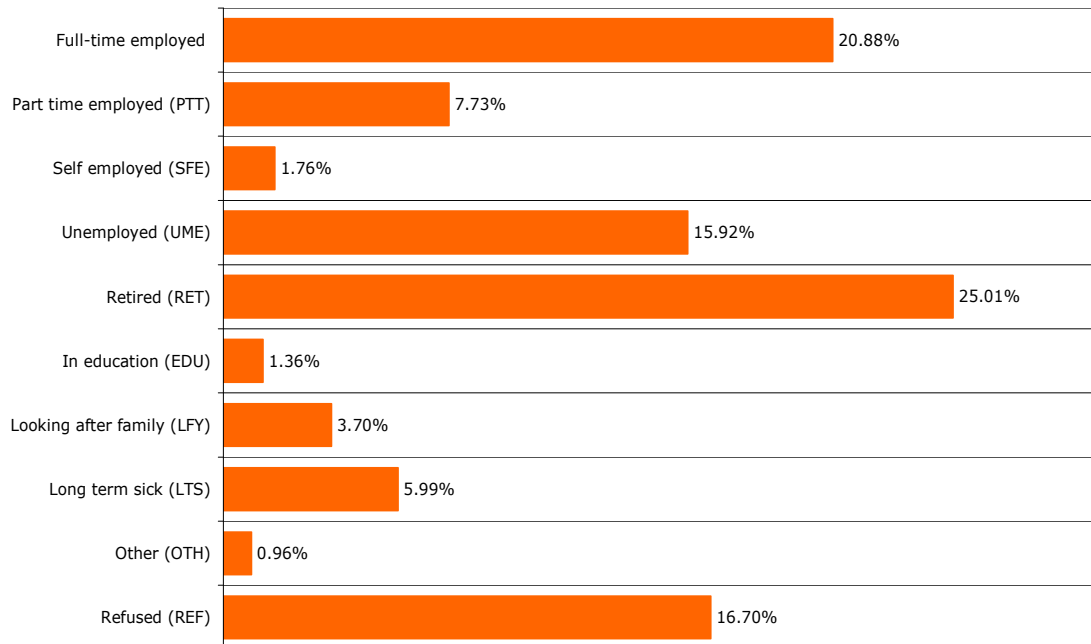
Sexuality of Tenants

Figure 10: Sexual orientation of tenants



Work Status

Figure 11: Work status of tenants



Title of Report: ALMO Inspection – Audit Commission Recommendations Update	
Decision Making Body: Hackney Homes Board	Date: 21st September 2009
Classification: For information and discussion	Report of: Director of Finance & Resources
Item Previously considered at: HH Board	On Which Date: 18th May 2009
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 is the second in a series of updates to the Board regarding progress being made against Audit Commission recommendations following the ALMO Inspection.

2.0 Recommendation

- 2.1 That the Board note the progress made to date on implementing the Audit Commission recommendations.

3.0 Background

3.1 It is just under a year since the last inspection and Hackney Homes has been working towards completing the work needed to address fully the four main recommendations and related observations.

3.2 This update relates to the period July- 10th Sept 09. Anything completed in the period between 11th – 30th September, will be reported on in the next update report.

4 Update – Audit Commission Recommendations

4.1 The following table provides a summary of the progress made since the last update in May 09.

R1 – Hackney Homes should improve its approach to ASB by:			
Recommendation	Update – Q1 – April-June 09	Complete By	Q2 - Current Position July - 10th September 2009
<p>1. Completing development of consistent policies and procedures, ensuring that staff receive adequate training to implement the procedures</p>	<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 	<p>September 09</p>	<p>Policy and procedures are in draft format. Consultation has taken place with Social Crime Nuisance and their recommendations are being incorporated into these draft procedures. We are on track to deliver by target date. Further consultation needed once final draft agreed with residents. We have included a HH Board member who is champion for ASB who has been involved in the development of the policy.</p> <p>Training has been commission for staff on: 22-23 October 2009- 10-11 November 2009- 8-9 December 2009 The 2-day programme content:</p> <ol style="list-style-type: none"> 1. The revised Hackney Homes Policies and procedures including limited input from CIVICA. 2. Aspects of good practice 3. Reporting of ASB cases 4. Interviewing techniques for victims and perpetrators of ASB <p>An Excellence in delivering ASB services training course for managers has also been arranged - training dates 16 and 30th September. 1 day course. Content:</p> <ol style="list-style-type: none"> 1. Introduction / overview 2. What ASB is and why it is important to landlords 3. HH ASB service development plan key changes/developments

			<p>4. Excellence in delivering ASB services</p> <p>In addition to setting up bi-monthly meeting with NRMs to ensure that ASB case management is consistent across NO, the following has been achieved:</p> <ol style="list-style-type: none"> 1. TOR for group and actions 2. Actions reported to HSMT 3. Data cleansing of ASB database to tackle duplication of cases currently held on the system 4. Reviewing ASB case from 'open' to 'close' timeframe, to improve case management turnaround times. 5 A quantitative PI being adopted is the House Mark standard of 61 days. 6. We are able to identify ASB hotspot areas and divert the appropriate resources to address ASB issues.
<p>3. Ensuring that services for residents suffering ASB, domestic violence or hate crime are provided outside normal office hours</p>	<ul style="list-style-type: none"> • Feasibility study of out of hours provision of ASB services to be undertaken May 09 	<p>July 09</p>	<p>ASB website content agreed and waiting for IT to action, delivery date to be confirmed. ASB hotline will commence on 1.9.09.</p> <p>As this is a very important aspect to service provision, it was felt that residents should have their say. A questionnaire was devised ("Improving Your ASB Service) for completion by residents at fun days and other resident attended events. One of the fourteen questions, asked, "what additional ways would you like to be able to report ASB to HH in the future: a) Online, b) Out of Hours. Currently collated responses (so far 150) consultation will be completed by end of September.</p>

			<p>Partners have been informed of what we are doing in regard to OOH provision. RSL have indicated that after the evaluation of the services, they may be willing to enter into a borough- wide agreement.</p> <p>The costings have been identified. For six months provision: HH contribution is £50k and Carlisle Security contribution £10k. (or £10k/ month)</p> <p>From the initial 150 respondents to the ASB questionnaire, suggest that the majority would like both online and OOH service.</p>
4. 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 	Ongoing	<p>Partners conduct a monthly review of ASB cases. The Client (HH Resident Services) are reviewing all case over 90 days, with the aim of getting down to House Mark standard of 61 days</p> <p>The Universal ASB module is being used consistently at NO and will be more efficient once the data cleansing exercise has been completed.</p>
<i>R2 - Hackney Homes should improve the way it manages performance by:</i>			
1. 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 	Ongoing	<p>5 year Strategic Plan in process of being refreshed. The aspiration of becoming a 3* organisation will be reiterated within the revised plan</p> <p>Discussions are taking place between the Council and Hackney Homes regarding the future of the ALMO</p>

<p>2. Improving performance information and monitoring of ASB</p>	<ul style="list-style-type: none"> • ASB service plan developed in conjunction with Housing partners, has emphasis on performance management and monitoring of agreed standards • ASB module of universal housing will also facilitate performance monitoring 	<p>September 09</p>	<p>Please refer to section R1 above. With particular reference to the adoption of the House Mark standard and data cleansing to ensure that case management and service standards are being adhered to.</p>
<p>3. Completing the introduction of enhanced IT systems</p>	<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. 	<p>June 2011</p>	<p>Project Excellence running to timetable.</p> <p>Customer Services Champion was recruited and appointed in March, but left Hackney Homes in June.</p> <p>Interviews for replacement taking place 19th August.</p>
<p>4. Ensuring that learning from complaints is maximised</p>	<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 	<p>April 09</p>	<p>Performance on Complaints responses are now at almost 90 % which is nearly on target. Further training on Respond has been carried out and it is envisaged that Respond will come to an end shortly and be replaced with Project Excellence.</p> <p>With regards Complaints Analysis, Reports are now going to Board showing key service areas as well as breakdowns for a wide range of different complainants (race, sex etc). Additionally, complaints responses are being evaluated for quality, timeliness and accuracy.</p> <p>With regards Learning from Complaints, the new Service Improvement Record is now being</p>

	<ul style="list-style-type: none"> ○ learning from complaints, customer focus group (resident and staff) to look into how complaints handling can be improved, 		<p>completed on a quarterly basis and this will be worked through with managers to identify core service improvement initiatives.</p> <p>Two focus groups are in place – One for complaints handling staff and the other for Customers who have made complaints</p>
<p>5. Revising service and other plans to ensure that they are SMART and fully coordinated</p>	<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 	<p>April 09</p>	<p>Service plans are being monitored on a quarterly basis. HH has a service improvement plan which now links all key initiatives/ priorities & plans with service improvements specified for delivery.</p> <p>Delivery Plan action plan (09/10) is also being monitored on a quarterly basis. The items which were specified for delivery in the period April-June were completed on time.</p> <p>Delivery Plan 10/11 is being worked on. Target for draft document, Oct 09.</p>

	<p>improved</p> <ul style="list-style-type: none"> • Shared areas for improvement and learning • Process for priority setting to commence June 09 • Aim to produce final draft to Council in Oct 09. • 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. 		
6. Improve monitoring of services and clear plans to improve services	See above	Ongoing	
<i>R3 – Hackney Homes should improve services to vulnerable residents by:</i>			
1. 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 	Ongoing	<p>As part of HH efforts to maximise the level of customer profiling information collected, Neighbourhood staff are required as part of their tenancy audits to undertake access surveys with those tenants who were unable to complete the questionnaire, either because of English was not their language or those identified as vulnerable.</p> <p>In order to make the activity of increasing the level of customer profiling information more efficient, HH is using every opportunity it can to not only collect information regarding ethnicity and gender information, but also ensuring that information on all equality strands is being collated. For example, telephone surveys have been run for ASB satisfaction, new tenants and gas where this additional information is being collected.</p>

	<p>form is being revised to provide more information regarding the 'why' customer profiling information is important</p> <ul style="list-style-type: none"> ○ 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% 		
<i>R4 – Hackney Homes should improve service to residents by;</i>			
1. Responding to complaints in a timely manner	The complaints team service plan has this as a key service objective (See R2 above).	Ongoing	There has been a steady improvement during the first quarter of 09/10 with and end of June outturn of almost 90%.
2. Improving the telephone service	Phone performance is regularly monitored across Hackney Homes with data being produced on a monthly basis.	Ongoing	We are being kept informed about the Council's Telephone Service Improvement Plan This item is ongoing.

	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.		
3. In partnership with LBH, completing consultation on and implementation of, plans to improve conditions on regeneration estates;	Continued dialogue with Council is taking place. Interim repairs programme for Woodberry agreed, H & S repairs and maintenance programme for other regeneration estates agreed. Residents on these estates are being kept informed	Ongoing	<p>We have made concerted efforts to improve our communications with the residents via</p> <ol style="list-style-type: none"> 1. Estate specific newsletters every quarter (Evidence available). 2. Monthly surgeries on the estates to deal with queries on our Interim repairs programme, repairs and housing mgt. (Evidence available). 3. Attendance at the Council's Steering Groups (where they consult on strategy and progress). (Evidence available). 4. Management of a large Interim repairs programme to physically improve the basic tenant priorities on these estates: communal decs and lighting and other safety works, roof and window repairs. (Evidence available). 5. Worked in partnership with the Council's Director N&R and agreed a Communications Plan and Protocol for Regen estates. (Evidence available). <p>We now need to test Residents satisfaction with the above and we have designed a survey to be</p>

			<p>sent out with the quarterly newsletters starting in September.</p> <p>In terms of implementation of plans the Council has just completed a review of its Housing Development Strategy (Evidence available) and we</p> <ol style="list-style-type: none"> 1. Are delivering the Phase 1 Internal refurbishment programme at Kings Crescent 2. Will be delivering the Phase 2 'retrofit' programme at Kings Crescent Estate 3. Are decanting Tower Court and demolishing in April 2010. 4. Will be decanting Bridport House, Colville Estate, and demolishing in early 2010. 5. Are demolishing Great Eastern Buildings in September 2009.
<p>4. Completing repairs in target times and ensuring that repairs appointments are kept</p>	<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- 	<p>Ongoing</p>	<p>Scripting is being developed for Keyfax (diagnostic tool) to be rolled out with Project Excellence in September/October. This will facilitate repairs diagnosis and getting the right trade/ materials ordered/ and ultimately repair done.</p> <p>Call recording has been introduced within Contact Centre to help monitor no access issues and reporting.</p> <p>Opti-time is now offering 5 different time slots am,</p>

	time		<p>pm, school run, 4 to 6 and Saturday mornings which is creating more time slots.</p> <p>We have got 7 multi-skilled apprentices, 4 of which have had their training extended by 1 year to increase their skill set. Some Plumbers are currently multi-skilling and the remainder going on training soon. Operatives are offered further training in other trades which is improving the multi-skilling capacity of Hackney Homes. This strategy means that a job can be completed (including second fixing) in one go, thus adding to customer satisfaction.</p> <p>The roll out of Opti-time to plumbers, carpenters, and electricians has been completed and by the end of August will be rolled out to plastering, brickwork, metalwork, glazing and any other small trades. Gas is due to be rolled out in September.</p>
5. Improving the information provided to leaseholders to clarify the link between service charges and services provided.	<p>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.</p> <p>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.</p> <p>A leaseholder advisory group, consisting of leaseholders and officers, is in the process of</p>	Ongoing	<p>Still on track to provide improved information with actual charges/ statements by the end of September.</p> <p>The first meeting of the leaseholder advisory group is scheduled to take place by the end of September.</p>

	<p>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.</p>		
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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: Update on Health & Safety	
Meeting: Board	Date: 21st September 2009
Classification: For information only	Report of: Health & Safety Manager
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Robert Campbell Health & Safety Manager T: 0208 356 2095	Appendices: N/A

Health & Safety Update

1.0 Swine Flu

- 1.1 Hackney Homes Silver group have received daily updates from LBH and the Cabinet Office. The Silver group have held regular meetings to ensure that management are agreed and fully aware of Hackney Homes' strategy and that a consistent message is given to staff and other stakeholders in-line with government guidance.
- 1.2 Union representatives have been invited to all meetings and consulted on the approach being taken.
- 1.3 To encourage good hygiene practices, all staff are being given a bottle of hand gel and information on ways of minimising the risk of infection. The catch it, bin it, kill it advice has been promoted by the communications team via the staff newsletters, notice-boards and the intranet.
- 1.4 Hand gel is being issued to estate environment and property services operatives.

2.0 Fire Safety

- 2.1 Following the recent Camberwell fire, there has understandably been increased attention on fire safety from residents and the media.

- 2.2 The issue for Hackney is that the design and construction of Lakanal House is similar to some residential blocks managed by Hackney Homes on behalf of Hackney Council.
- 2.3 In advance of the Police and/or London Fire Brigade inquiry into what caused the fire, Hackney Homes are being proactive in assuring its residents, staff and Board that it is minimising the risk of a similar incident in Hackney Homes blocks.
- 2.4 Hackney Homes is confident that we have completed the fire risk assessments in all blocks that are six storeys and higher and are in the process of completing the rest of our blocks. Where defects or issues have been identified, we are taking action to resolve and undertake remedial works.
- 2.5 We will await further information from the inquiry into what caused the fire and will decide on what action to take if any.
- 2.6 Advice on fire safety for residents will be included in the next edition of the Hackney Homes magazine.
- 2.7 The tenant handbook is currently being updated and will emphasise the importance of keeping communal areas and balconies clear.
- 2.2 We are also able to report that Hackney Homes have been pro-active in its approach to fire safety and regular meetings are held with the London Fire Brigade, who are working with Gerda and Hackney Homes to produce a fire safety DVD.

Title of Report: : UPDATE REPORT ON DECENT HOMES PROGRAMME 2009-2010 – 1st QTR	
Decision Making Body: Hackney Homes Board	Date: 21 September 2009
Classification: “For Information”	Report of: Director of Property Services
Item Previously considered at: Hackney Homes Board	On Which Date: 20 April 2009
Report Author: Alan Turner Ext 2118	Appendices: None

If you have any questions about this report, please contact Alan Turner on 0208 356 2118 or email alan.turner@hackneyhomes.org.uk

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 Equality & Diversity Strategy 2006 and Action Plan 2007 - 2010; • 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.

9.0 SUMMARY

9.1 This report briefly describes the 1st quarter performance on the Decent Homes Programme for the 2009/10 financial year. The budget for the year has been increased from the originally approved £20m to £40m following a Cabinet decision on 22nd July. As a result, the target for “Units made Decent” has been increased to 1555 for this financial year. At the time of writing, Cabinet approval is being sought for an additional budget of £5.1m for the installation of additional kitchens and bathrooms.

- 9.2 This report also gives a brief description on how the “cost model” is used to estimate the cost of Decent Homes works and how “Agreed Maximum Price” (AMP) is derived to ensure value for money and minimise risks. A performance analysis for the Predictability of Cost (contract section) is included in the report.

10.0 **RECOMMENDATION**

- 2.1 This report is for information.

3.0 **BACKGROUND**

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

Qtr1, 2009-10

	Roofs	Windows	Kitchens	Bathrooms	Structural Repairs
North East	58	75	0	0	78
Stoke Newington	0	0	50	49	0
Homerton	18	132	33	31	20
Shoreditch A	118	71	33	33	18
Shoreditch B	20	9	24	24	19
Total	214	287	140	137	135

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

- At the end of the Qtr1, 30.96% of council homes in Hackney were non-decent.
- The target for 2009/10 is 27.0%.
- 190 homes were made decent during Qtr1

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

- The target for 2009/10 is 85%
- All constructors who carried out works in Qtr1 have exceeded the target for Resident Satisfaction:

Connaught (North East) – 97%

Lovell (Shoreditch A and B) – 97%

Mansell (Stoke Newington and Homerton) – 96%

Mulalley (Street Properties) – Work not yet commenced

- There is no performance to report on Mulalley. Work for street properties commences in Qtr 2 of 2009-10.

3.3 Key Performance Indicator 2 – Predictability: Cost - Contract Section

- The estimates of the cost of Decent Homes works are generated from a cost model developed in-house based on automated Excel which calculates an “Agreed Maximum Price” (AMP).
- The cost model is based on the analysis of the elemental final account costs from previous AMPs for a variety of property archetypes. These historic elemental costs are inflated as necessary in accordance with the price index affecting the agreed schedules of rates
- The cost model consistently achieves accuracy in the region of +/- 5%
- The addition of a priced construction work risk register allows for an increase in cost certainty covering unforeseen items such as asbestos removal.
- The target is to complete a project section to within a maximum of 105% of the AMP
- Targets were met in all 4 contract areas for year 2 external projects:

Contractor	No. of Projects (year 2 external)	Average Final Account as a % of AMP
Connaught	19	103.6%
Lovell	11	103.8%
Mansell	27	100.5%
Mulalley	9	104.2%

4.0 IMPACT UPON THE HACKNEY HOMES BUSINESS 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 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY 2006 ACTION PLAN 2007 – 2010

- No implications.

7.0 CONSULTATION PROCESS & FINDINGS

- N/A

8.0 ICT IMPLICATIONS

- N/A

9.0 HUMAN RESOURCES IMPLICATIONS

- N/A

17.0 FINANCIAL IMPLICATIONS

- In 2009/10, the total approved budget for the Decent Homes programme is £40m. The area by area breakdowns are as follows:

Contract area	09-10 budget £'000	Expenditure as at 30/06/2009 £'000
North East	8,381	773
Stoke Newington	3,663	447
Homerton	9,487	499
Shoreditch A	7,164	1,612
Shoreditch B	7,305	384
Street Properties	4,000	0
Total	40,000	3,717

18.0 LEGAL IMPLICATIONS / ADVICE

- N/A

19.0 OTHER RELATED DECISIONS / GUIDANCE

- N/A