

HACKNEY HOMES Ltd Board of Directors Meeting 17

6.30 to 8.30 PM ON 22nd May 2006,

Regan Way Community Hall, Regan Way Shoreditch N1 6PH

A AGENDA Part A (open to the public)

Item	Presenter	Subject	Status	Page Number	Duration
		Open Items			
1	D Curley (Chair) S Tucker	Welcome by Chair and Steve Tucker, Chief Executive	Information	Verbal	8 mins
2	D Curley	Apologies and Introductions	Information	Verbal	2 mins
3	D Curley	Declarations of Interests	Information	Verbal	2 mins
4	D Curley	Questions received from the public	Information	Verbal	10 mins
5	D Curley	Minutes of 24 April 2006 and matters arising	Decision	4	5 mins
6	S Tucker	Chief Executives Monthly Report	Information	11	30 mins
7	R Smith	Update on Woodberry Down Regeneration	Information	24	10 mins
8	S Noonan	Improvement plan <ul style="list-style-type: none"> • Rent and Decent Homes 	Information		5 mins
9	D Young	Value for Money	Information	27	10 mins
10	A Turner	Decent Homes Programme	Information	28	5 mins
11	D Curley	Any Other Business			5 mins


Distribution: All Board Members

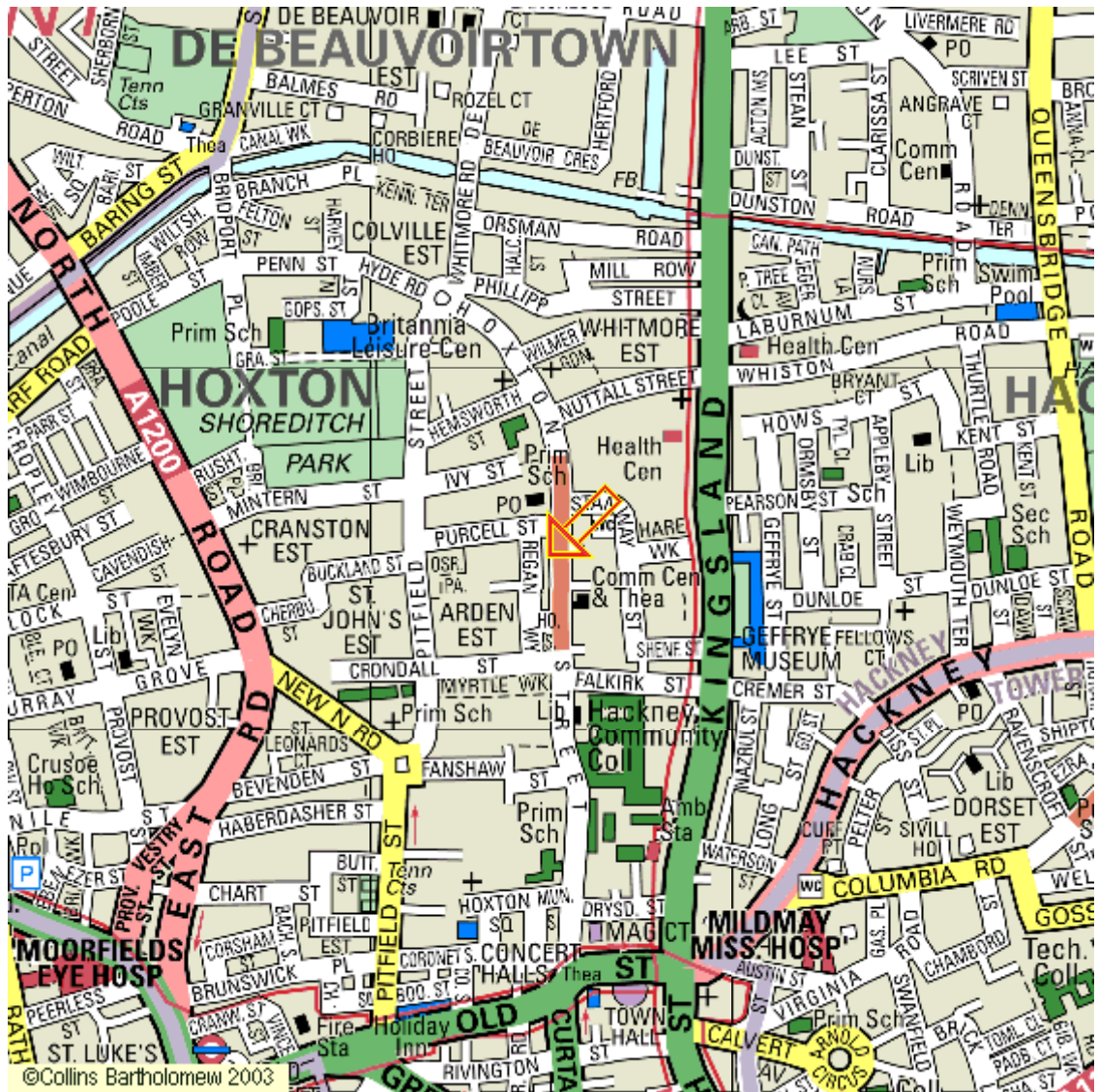
In Attendance: Steve Tucker; Susmita Noonan, Pat Ronayne, Alan Turner, Robin Smith, Susmita Noonan, Derek Young



Directions

HackneyHomes

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Directions

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|---------|--|
| Tube | Nearest tube is the Northern Line Old Street, walk up Pitfield Street and turn right into Purcell Street. |
| Buses | 394 from Ocean to Falkirk Street
67,76,149,242 to Kingsland Road Geffrye Museum
21,76,141,271 to New North Road junction Minton Street |
| Parking | Normal pay and display parking meters on the estate.
Permits available by arrangement with Audrey Villas |

	OPEN MEETING		
Item	Decisions	Action	Date
2.0 Declaration of interest	No declaration of interest.		
3.0 Questions received from the public	No advance questions have been received at this stage. Note – The public has been asked to give all questions through to Governance Team at least 5 days in advance. MESH representative advised the Board that Board Meetings were now linked to their website		
4.0 Minutes of last meeting 20th March 2006	4.1 Brian Marsh asked minutes be amended to give his apologies at last meeting.	BC	
5.0 Chief Executive Monthly report	5.1 Apologies for late circulation of report which was caused by technical problems. 5.2 Derek Young introduced as Interim Director of Finance 5.3 ST thanked Board members for the successful launch of Hackney Homes. Most staff felt that the organisation had changed from Monday 3rd April.		

	<p>report.</p> <p>5.10 Members asked that Board Members should meet Woodberry Down residents as part of its open door policy. ST explained a structure for consultation already exists under the SRB & Board, however an additional meeting could be arranged. It was advised that Members should first meet with the resident participation team at Woodberry Down.</p> <p>5.11 A briefing from Robin Smith at the next meeting will be arranged. Board members need to forward suggestions as to the type of meeting they want with Woodberry Down residents to BC.</p> <p>5.12 Members asked that other estates undergoing regeneration should also be contacted in due course.</p> <p>5.13 ST explained that Hackney Council is leading to develop the strategic framework for estate renewal. Hackney Homes are part of this project team and assume responsibility after contracts are let.</p>	<p>Members</p> <p>ST</p>	
<p>6.0 Improvement Plan</p>	<p>6.1 SN gave a verbal update on the improvement plan. Customer focus is the main emphasis of this Board Committee. A forward plan has been approved. A Value for Money blueprint report will be presented to Audit & Finance.</p> <p>6.2 An Equalities and Diversity strategy has been introduced. A pre assessment for Charter Mark is scheduled in May. Updates on repairs are regularly given through complaint reports given to the committee.</p>	<p>SN</p>	

<p>7.0 Value for Money Strategy</p>	<p>7.1 ST explained the Value For Money report gives the committee a focus on Value For Money issues and developing a Value For Money culture. A quantifiable set of targets will be identified.</p> <p>7.2 AP suggested an incentive for staff to contribute ideas for quick wins.</p> <p>7.3 The elements that are involve in Value For Money are as follows:</p> <ul style="list-style-type: none"> • The strategic picture through the HRA Medium Term Financial Forecast which is the key planning tool and is developed in conjunction with the council • Authorities and landlords needs to benchmark by comparing costs. Good practice procurement is needed. High cost areas need to be tackled. • Income collection and maximisation. • Engineering Excellence - application of business process reengineering techniques to transform the way the organisation works and reduce the distance between the request for a service and delivering that service. • Establishing a Value for Money culture including setting individual value for money targets at appraisal <p>7.4 Members requested a set of quantifiable targets go to Audit & Finance Committee.</p> <p>7.5 AB asked if Value For Money will feature in the Delivery Plan. ST advised that the Audit Commission would want to see the Hackney Homes Delivery Plan identifying our Value For Money strategy and Targets at a high.</p>	<p>ST</p>	
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	<p>7.6 AP voiced that the Delivery Plan for 2007 and 2008 would have to reflect Value For Money.</p> <p>7.7 The Chair confirmed that if Members had any queries about Value For Money these should be referred to Audit & Finance committee.</p>		
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<p>8.0 Report back on Decent Homes Programme</p>	<p>8.1 AT introduced his report on how the Decent Homes programme had developed, how performance was being monitored and evaluated and our future plans, including phase 3 the “Hackney Standard”</p> <p>8.2 Members asked about the performance of the Contractors. And AT said that the same variation had been evident in the early stages but this was to be expected. The programme is now accelerating in all areas.</p> <p>8.3 Members asked if payments for Decent Homes contractors are being paid promptly. AT confirmed some payments were late, and this was due to the change over to Hackney Homes. AT is taking steps to resolve this.</p> <p>8.4 The Board were advised that contract prices have been extensively benchmarked and found to be well inside market rates across London.</p> <p>8.5 The process for phase 3 will be the subject of further reports to the Board.</p> <p>8.6 A satisfaction rate of around 100% has been reported with Decent Homes work improvements and around 90% satisfactions with the contractors. Focus groups are being organised to verify this feedback.</p> <p>8.7 Members asked for clarification around “call backs” for Decent Homes kitchen and bathroom work not wider taken because of rent arrears. AT explained that a list is being kept for attention at a later stage.</p> <p>8.8 AT confirmed that Decent Homes was on target for 2010</p>	<p>AT</p> <p>AT</p> <p>AT</p>	<p>9</p>
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<p>9.0 Cabinet approvals</p>	<p>The Cabinet approved the following reports</p> <ul style="list-style-type: none"> • Affordable Housing Strategy • Corporate Equality Plan • Capital Programme Report • Estate Renewal Report <p>The Board will in future receive the Forward Plan of Cabinet decisions.</p>		
<p>10.0 Any other business</p>	<p>10.1 Members were informed that Marian Robinson an active resident within Hackney passed away recently. Her memorial service will be Wednesday, 26th April at 12:00. Celebration at the community centre.</p> <p>10.2 Members asked about the policy for parking outside street properties. Members asked if they could be appraised of how many jobs this was affecting, and its impact on delivery of service. PH to look into the number of permits that are available and costs and report on what is being done to address this.</p>	<p>All</p> <p>PH</p>	

Signed as a true record of this meeting _____

Chair

Dated _____

MONTHLY REPORT TO HACKNEY HOMES BOARD

	<p>KEY MESSAGES</p> <p>I have summarised below the key messages for Board Members for this May Chief Executive's report.</p>
	<ul style="list-style-type: none"> • End of Year Performance <p>The end of year performance report has been produced and circulated following final verification of figures. The final outturn figures have improved in a number of areas above those reported in April. Rent collection for example has exceeded the target of 95% and empty property re-letting has also bettered the 27 day target with an end of year figure of just over 24 days which is well into top quartile territory. The end of year performance is to be reviewed at the meeting with the Mayor on the afternoon of Wednesday, 24 May 2006.</p> <p>Work is also underway on preparation of the detailed working papers for submission to the District Auditor for the annual review of best value performance indicators. This is a rigorous and demanding scrutiny of how performance information has been compiled and always involves a significant commitment of officer time dealing with auditor queries. The Housing Service has not had any of its performance indicators qualified for 4 consecutive years and it is important that this high standard is maintained.</p>
	<ul style="list-style-type: none"> • Neighbourhood Management Charge for Leaseholders <p>This proposed new charge is being considered by the Leasehold Valuation Tribunal. Their interim judgement has confirmed that Hackney Homes is entitled to collect this charge and they are now proceeding to test the reasonableness of the proposed level of this charge which has been set at £87. I have met with the Borough Leaseholders Forum recently to explain the charge and discuss the proposals with them. In addition a series of public meetings with leaseholders have been convened to ensure that the proposal is explained to the widest possible audience.</p> <p>A statement of case has now been submitted to the Leasehold Valuation Tribunal and the detailed evidence in support of the proposed level of charge is currently being finalised. A more detailed briefing on this is included as an Appendix A.</p>
	<ul style="list-style-type: none"> • Woodberry Down <p>Following the request from Board members to meet with the Estate Development Committee at Woodberry Down and agreement to meet with the Resident Involvement team whose job is to keep residents informed and engaged with the regeneration process, I asked Robin Smith, Programme Director at Woodberry Down, to make arrangements for this and a short initial briefing is included for this Board meeting with a more detailed briefing taking place in early June.</p>

	<ul style="list-style-type: none"> • Borough Tour <p>Arrangements have been made for the Board members tour of the borough which is taking place on the afternoon of Monday 5th June 2006.</p>
	<ul style="list-style-type: none"> • Parking – A detailed briefing on this is included as an Appendix B.
	<ul style="list-style-type: none"> • Hackney Homes Accommodation <p>Due to the plans for construction of a multi-use games area for the new Bridge City Academy on the site of the Yorkton Street Depot which currently houses the Housing Contact Centre and the headquarters of Trading Services, there is a need to move staff and facilities to the proposed new location at Florfield Depot. This in turn requires a move of the staff and operatives currently located at Florfield to an alternative depot site at De Beauvoir Estate which in turn requires consultation with local residents. The expected timescale for this move is demanding and there is a growing concern that it could seriously disrupt our Improvement plans. In particular, experience suggests that changes involving complex IT and telecommunications systems as used at the Housing Contact Centre often entail a major impact on service delivery. Officers are in discussions with Council officers about this and it is recognised that in the hierarchy of needs within the borough the requirements of the new Academy take precedence. However, our duties and responsibilities are to Hackney Homes and the service needs of our residents and we will be resisting any proposals which compromise our prospects of achieving the two star rating as a consequence of disruption to the Housing Contact Centre which is a key customer facing service. I have raised this with senior colleagues in the Council to explain our concerns and seek urgent resolution.</p>
	<ul style="list-style-type: none"> • Business Continuity Management <p>The Hackney Homes Management Team received a presentation by the Council's Business Continuity Manager and is co-operating fully with the borough wide programme of emergency planning and readiness. Hackney Homes has its own emergency arrangements and emergency contact rota which is being reviewed and updated following a major disruption to lift services and water supplies at a block in Shoreditch over the Easter holiday. The aim is to ensure that where there is disruption outside normal working hours which affects tenants and residents then there is always support and assistance available from neighbourhood housing management, as well as that which is always available from technical staff.</p>
	<ul style="list-style-type: none"> • Hackney Homes Employee Relations <p>Nearly one half of the workforce of Hackney Homes are trade union members and relations with all staff are organised through the Hackney Homes Local Joint Committee which meets every 2 months to consider industrial relations matters and in alternative months to consider health and safety matters. In addition I am now meeting in between LJC meetings with the</p>

Classification

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	<p>senior representatives of the trade unions together with the Human Resources Manager for more informal discussion with the aim of fostering a productive and inclusive industrial relations climate across Hackney Homes. The trade unions were also invited by the Human Resources Committee to attend their meeting on Thursday, 11 May 2006.</p>
	<ul style="list-style-type: none"> • Equalities and Diversity Strategy <p>Hackney Homes has now adopted a very detailed Equalities and Diversity Strategy and action plan which forms an important part of the overall Improvement Plan. This was an area of weakness at the last inspection and adoption of the new strategy is an important step in addressing this. It brings together the wide range of good practice in diversity which already exists within Hackney Homes including for example for the extensive outreach work with minority communities, and places this within a coherent framework that is focussed upon achievement of local government equality standard. The Equalities and Diversity Strategy will be considered by the Improvement Committee.</p>
	<ul style="list-style-type: none"> • Allocations <p>Members have expressed some concern over Hackney home's allocations policy for families above the 5th floor. Members are advised that Hackney homes itself does not have an allocations policy, as its role is to implement Hackney Councils allocations policies. Attached are the full and summery versions of Hackney Councils allocations policy for information. Appendix C and D.</p>
	<p>Originating officer</p> <p>Steve Tucker, Chief Executive Hackney Homes 0208 356 3671</p> <p>12th May 2006</p>

Appendix A

NEIGHBOURHOOD MANAGEMENT CHANGE FOR LEASHOLDERS

The proposed

1. Neighbourhood management charge is a new charge for an existing service. It relates to the provision of housing and estate management services across all neighbourhoods and is payable from 1st April 2006 in accordance with other service charges payable by leaseholders. The charge covers the service provided by our Neighbourhood Housing Management across the Borough. TMOs also provide some of this service, although they choose how to provide this function. This charge was not raised in previous years as proof of service and a corresponding charge could not be levied.
2. The Audit Commission during the recent indicative inspection recommended that we charge this service to leaseholders as otherwise the costs fall entirely to tenants. The Best Value Review of Leasehold Services advised that we should charge the minimum price quoted for management of leasehold properties by service providers.
3. The minimum quoted price per leasehold unit across the Borough was provided by Mouchel Parkman at £83 in 2004, which after inflation and the efficiency savings, specified in the contract, has risen to £88.41 for 2006/07. Three neighbourhood contracts commenced on 1st April 2004, two contracts commenced in 1998, and continue under contract extension.
4. A consultation exercise commenced in January 06. At the start of consultation with leaseholder groups the effect of inflation was not known, and the proposed charge was quoted as £87.00 for 2006/07. At this stage, it was confirmed to leasehold representatives that in order to prove the validity and legality of the charge, we would approach the Leasehold Valuation Tribunal, LVT directly for a determination of reasonableness.
5. The charge was not included in 2006/07 estimated service charges which were sent out shortly before Hackney Homes came into effect on 3rd April but leaseholders were notified at the time that it may arise subject to consultation to be conducted and the views of the Leasehold Valuation Tribunal.
6. The Leasehold Valuation Tribunal has jurisdiction over variable service charges payable by leaseholders, as provided by the Common hold and Leasehold Reform Act 2002. Every leaseholder has been advised formally of the proposed charge for 2006/07, following directions provided by the LVT at a pre-trial hearing. Two public meetings were held for leaseholders not represented by representative groups during April.

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7. A statement of case was exchanged with leasehold representatives and individuals as instructed by the LVT, on 4th May to which responses from leaseholders are due after three weeks. Further meetings will be conducted in June to advise leaseholders of progress of the LVT case and further observations. Details of our statement of case, and also supporting documentation, invoices, contracts, leases are made available at 298 Mare Street for viewing by appointment by any leaseholder. There are approx 100 pages of supporting documents which explain the basis of the statement of case.
8. Each housing management contract is awarded through competitive tendering. Procurement processes, covering EU regulations are observed and this method ensures that price and quality criteria are used for the award of contracts. The price quoted for management of leasehold properties is only one element amongst many in the decision on contract. The Value for money for leaseholders is demonstrable through charging the lowest tendered price for a leasehold unit contracted within Hackney and through a range of other considerations including the client monitoring and compliance arrangements which test and verify delivery of the service to the specified quality standard. Landlord Services manage and monitor the performance of Neighbourhood management partners. The client services team follow a process which is accredited through ISO 9000 and is subject to regular independent assessment.
9. With my last meeting with the Boroughwide Leaseholders Forum on Monday, 8th May, they formally proposed a deal with Hackney Homes to peg the proposed charge at the current level plus inflation for the next four years. Careful consideration is being given to this and guidance will be sought from legal and from the District Auditor.

Steven Tucker
Chief Executive

ITEM 6

Parking Permits for Hackney Homes Staff

At the last Board meeting a question was asked about provision of parking permits for operatives engaged on work for Hackney Homes. Mobility of operatives is critically important in order to meet appointments and deliver high levels of productivity. The following figures illustrate our parking permit requirements.

Operative numbers

- 450 plus operatives (including supply chain partners)
- 35 apprentices
- 150 estate cleaners / grounds maintenance
- 15 approx operatives do not drive
- 38 fixed site painters
- approx non operational trades
- gang work
- There are approximately 197 net operative users and allowing for leave, training and sickness the daily figure is approximately 175.
- Directly employed operatives have sole access to 90 all zone tickets at £1,300 each which costs Hackney Homes £117 000 per annum. 1,000 Estate specific permits are available as needed which also includes all specialist contractors and Decent homes suppliers. 400 are exclusive for HTS staff use.
- One day local permits for estates are provided on an as needed basis.

Council strategy and policy: Hackney has introduced off street parking control in all areas and has a policy of restricting the issue of permits. The Council in its strategy proposals is looking to control access to street and estate parking for residents and essential services which include health, social services, care and educational workers along with Hackney homes contractors, suppliers and the private sector services for leaseholders and others. We are working with them positively here however the Hackney transport strategy is a work in progress and medium term.

The Building and Craft unions make valid points noting the restrictions imposed over the last 4 years, and the effect on performance and earnings. They propose approaching the Council and demand in the strongest terms a considerable discount on these permits and we secure an agreement for Hackney Homes liveried vans to receive dispensations from penalties when are legally parked and engaged upon Hackney Homes business. We shall add this to our agenda for discussions with the council

Options do include some more permits, dedicated spaces on estates with keys, gated parking and for hard to reach estates by renting bays. This is a combination of short, medium and long term agreements which require extensive consultation. In the short term after discussion with the teams at the North and South repair bases we will purchase 6 additional permits to ease the pressure.

There needs to be a balance between unrestricted supply and value for money whilst meeting the legitimate service delivery requirements of residents and the Council.

This provision is viewed as a reasonable balance; all zone permits have increased by 5 and estate permits by 200 in the last 12 months.

HackneyHomes

Monthly Performance Highlight Report

April 2006

Message from the Chief Executive

Hackney Homes was formally launched on April 3rd with a very successful launch day for both Board Members and staff. The much-discussed branding of the new Organisation has been well-received by staff and the public and our Communications Team is now developing a comprehensive marketing strategy to publicise the new Organisation and its achievements over the coming months.

April saw continued success on the awards for Hackney Homes with the successful accreditation by Landlord Services for the ISO 9001:2000, an internationally recognised quality management accreditation. The new auditing framework is being applied to our housing Partners and it is expected that it will be applied to in-house teams in due course. The accreditation now means that two-thirds of Hackney Homes now has ISO accreditation with previous awards going to Hackney Technical Consultancy and Trading Services.

Building on the achievements of 2005/06, the new Organisation is now embarking on establishing Improvements across all services through the Improvement Plan and preparing for the Inspection next year. High on our Agenda is our customer services initiatives including improving on our complaints responses and ensuring that customer concerns are at the heart of service delivery improvements.

At this time of year all Departments are compiling the Best Value Review submissions which will ultimately be scrutinized by the District Auditor. It is expected that Hackney Homes will maintain the position of having nil qualification against all Best Value Indicators.

Finally, there have been significant achievements with regards Decent Homes. Of the £63 million capital programme, £10.7 million of work has been completed for Phase 1 Decent Homes and £17.9 million for Phase 2; Hackney residents can look forward to further stock investment with an annual Capital Programme of £62.1 million for 2006/07.

Key Performance Indicators

Listed below is information on some key performance indicators of which the Board should be aware. More detailed information, together with comments from Officers, is contained within the Hackney Homes monthly Performance Report which will be dispatched shortly.

BVPI 66A Total Collection as % of Rent plus arrears brought forward from previous years. (EOY Target :96.5%)

Data source: Saffron

<i>Neighbourhoods</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>2005/06</i>
North East	86.89%												94.0%
North West	86.04%												92.9%
Homerton	88.39%												94.3%
Queens & De Beauvoir	87.28%												92.8%
Shoreditch	89.12%												95.3%
Neighbourhoods Total	86.54%												94.3%

Leaseholder Service charge Collection - Local Performance Indicator

Data source: Saffron

Collection	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
Service charge collection	0.5 M												
Service charge collection rate	93%												103%
Major works collection	0.1 M												
Major works collection rate	N/A												90%

Leaseholder Service Charge and Major Works Arrears (Cumulative YTD) – Local PI

Data source: Saffron

ARREARS	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
Service charges arrears	1.7 M												
ARREARS AS % DEBIT	28%												33%

Right to Buy

Applications received (cum)	52												
Offers made (cum)	17												
Sales (cum)	0.5 M												

Repair Appointments Made and Kept Local Performance Indicator

Neighbourhood	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	06/07 Target		05/06
North East	95%														94%
North West	93%														96%
Homerton	96%														93.6%
Q&D	98%														93.4%
Shoreditch	96%														93.5%
Borough Total	95%												96%		94.1%

Void turnaround times BVPI - 212 Average re-let time- Audit Commission KPI (EOY TARGET 28 Days)

Neighbourhoods	Last Year	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	YTD
North East	21.5	17.64												
North West	37.3	19.67												
Homerton	47.6	19.79												
Q&B	25.9	27.57												
Shortditch	25.2	19.79												
TMO	73.9	27.63												
HH Total	34.6	24..63												

BVPI 08 - % of undisputed invoices paid on time (30 days) - Target 84%

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Last year
Resources	97.5%												
Regen & Dev	68.9%												
Landlord Services	75.6%												
Trading services	90.1%												
Total	84.6%												86.7%

Telephone answering Performance - Local Performance Indicator - Target 95%

% Calls Answered

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Last year
Resources	75.6%												
Regen & Dev	63.4%												
Landlord Services	73.7%												
Trading services	86.4%												
Total	73.9%												78.5%

Update on Woodberry Down Regeneration Project

1.0	<p>SUMMARY</p> <p>This report is to present recent progress on the Woodberry Down Project.</p>
2.0 2.1	<p>RECOMMENDATIONS</p> <p>The Board note the report</p>
3.0 3.1 3.2 3.3 3.4 3.5	<p>BACKGROUND</p> <p><u>Principal Development Agreement and housing mix with Berkeley</u> We have now agreed with the Head of Planning the Housing mix for all tenures for the Kick Start and Master plan planning applications, and made good progress on typical flat plans for the social rented units. This is a major step forward following many weeks of negotiation. The Housing mix is being reported to the Hackney Council Management Team on Tuesday for sign off so the design teams can progress the considerable work needed for the preparation of the planning applications.</p> <p>A timeline is being developed with the Head of Planning and the design team to ensure all outstanding issues are covered before the planning applications are submitted. Currently we are aiming to complete the work in July, but it is possible that Planning may ask for more time.</p> <p><u>Priority Community Facilities</u> We hosted a meeting with the Berkeley design team and Walters Cohen, the architects engaged by the Manor House Trust for the new Priority Community Facility that is being planned as a replacement for the Robin Redmond Resource Centre. The SRB Board are reserving from remaining SRB funds a potential grant of £2 million to pay for the construction costs, fit-out and fees.</p> <p>The new Centre will be planned around the base of the high rise block proposed on the Old School Site. Apart from a hall and meeting rooms, there will be a gym and a restaurant, with access to the open space at the edge of the reservoir.</p> <p>The Cabinet Report for the Health Centre has been drafted and will be submitted to HMT and Mayors office for consideration.</p>

<p>3.6</p> <p>3.7</p> <p>3.8</p> <p>3.9</p> <p>3.10</p> <p>3.11</p>	<p><u>Circle Anglia</u></p> <p>Circle Anglia has been chosen as the housing association for the Kick Start phase. We are yet to receive some specification with regards to the Intermediate Housing. David Brewer from CA will be forwarding a comprehensive statement shortly; which will summarise what they will be offering to the Woodberry Down residents but also any possible issues.</p> <p>Also we met an Audit Commission representative and the Council's procurement officers to talk through how best to design a robust process for selecting an RSL to form a Community Based Housing Association for WD.</p> <p><u>Estate Development Committee</u></p> <p>We recently met with the EDC Executive and briefed them on progress to date. They have required a presentation to the full EDC meeting on 18 May: this will be the first such presentation since the EDC chose to disengage some time ago and is therefore a welcome step forward. Key EDC issues are the population and socio-economic data that underpin the design of the new Health Centre, community facilities generally, the programme for repairing homes awaiting regeneration from Phase 3 onwards, leaseholder matters, and typical floor plans for social rented flats.</p> <p>The EDC are proposing the creation of a new organisation to replace the EDC. We have requested more information on some of the details previously shared with us.</p> <p>The site visits to Berkeley projects are now underway.</p> <p>We have had numerous complaints about the perceived decline in cleaning standards including dumping around the estate, general litter problems and maintenance failures and residents think there is a lack of care now that demolition has started. This is something that we must all be vigilant over, reporting to the relevant officers whenever any of us notice a problem. - Suggestions at our Monday morning team briefing for my meeting with Landlord Services.</p>
<p>4.0</p>	<p>PROPOSALS</p>
<p>4.1</p>	<p>None</p>
<p>5.0</p> <p>5.1</p>	<p>IMPLICATIONS</p> <p>None</p>
<p>6.0</p>	<p>CONCLUSION</p>
<p>6.1</p>	<p>For information only</p>

Contact Officer:

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ITEM 9

Item being discussed	Date/s of meeting / discussion	Details of decisions taken	Follow up action for next meeting.	Date
Budgets	2 May 06	Officers of Hackney Homes are still assessing the budgets in detail and may need to seek agreement in some amendments.	Derek Young to write to council	June 06
		Committee to be advised of any issues arising from the detailed assessment of the budgets.	DY to report back to committee	June 06
		Business plan for 2006/07 to be presented to the next A and F. detailing section by section responsibilities	ST to present draft to committee	June 06
Value for Money	2 May 06	Detailed report to A and F setting out the value for money programme for 2006/7 including proposed savings on each scheme and cross references to the business plan	DY to provide report to committee	June 06
Saffron HMS replacement	2 May 06	A replacement report and recommendation for A&F Committee.	Trisha Hail	Oct 06
Public Liability Insurance details	2 May 06	Details of current spend situation required	Sue Poulter to provide a report to next A&F	June 06

Decent Homes Programme – Update

1.0	PURPOSE OF REPORT															
1.1	This report provides Hackney Homes Board members with an update on the Decent Homes Programme.															
2.0	DECENT HOMES PERFORMANCE OUTTURN 05/06															
2.1	The London Borough of Hackney as at 1 April 2005 had 24,191 tenanted dwellings and 14,899 (61%) of these dwellings were non decent. The Best Value Performance Indicator (BVPI) target for 2005/06 was to get non-decency down to 46%. Unfortunately due to the protracted negotiations with the works constructors on rates and other agreements there was a severe delay experienced in starting the programme. This specifically affected the amount of external properties that were made decent in 2005/06.															
2.2	Officers are in the process of validating the final outturn figure; however it is expected that the figure for non-decency is likely to be around 54%. In terms of the local indicators, 741 properties were made decent against a target of 2472, and 1056 properties made internally decent against the target of 602. The high performance reached on the internal works was achieved by increasing the number of kitchen and bathroom installations from 300 to 1500 and this was done to compensate for the expected slower performance on the external works. The 2005/6 financial outturn on Phase 2 was £17.9m against a forecast of £18m (to be confirmed).															
3.0	PERFORMANCE 06/07															
3.1	The new targets for this financial year are as follows: <ul style="list-style-type: none"> ▪ Number of properties made decent internally 1500 ▪ Number of properties made decent externally 5117 ▪ Full Decent Homes Standard 1800 															
3.2	The BVPI target for this financial year is 38% non decency. The table below highlights progress to date. <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Work Type</th> <th>Completed 2006/7</th> <th>In progress 2006/7</th> </tr> </thead> <tbody> <tr> <td>Kitchens and Bathroom</td> <td style="text-align: center;">124</td> <td style="text-align: center;">363</td> </tr> <tr> <td>Envelope repairs</td> <td style="text-align: center;">0</td> <td style="text-align: center;">46</td> </tr> <tr> <td>Central Heating</td> <td style="text-align: center;">106</td> <td style="text-align: center;">85</td> </tr> <tr> <td>Gerda Entry Doors</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	Work Type	Completed 2006/7	In progress 2006/7	Kitchens and Bathroom	124	363	Envelope repairs	0	46	Central Heating	106	85	Gerda Entry Doors	0	0
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3.3	There are individual targets that have been set for the different elements of work in order that the performance to bring 1800 properties up to the decent homes standard can be effectively monitored. A report highlighting performance against these targets will															

3.4	<p>be provided on a quarterly basis as an appendix in future reports. The Decent Homes budget for 2006/7 is £36.1m.</p> <p>Key Performance Indicators (KPIs) The KPI information on Year 1 will be made available at the end of the first quarter and will feature in future reports. The KPIs that are used to monitor Decent Homes performance are:</p> <ul style="list-style-type: none"> ▪ Resident Satisfaction ▪ Response Time for Defect Liability Repairs ▪ Predictability Cost ▪ Predictability Time ▪ Local Employment & Training <p>Resident satisfaction to date on the Kitchens and Bathroom programme shows 98% (target is 100%) are satisfied with the improvements to their home and 84% (target is 80%) are satisfied with their contractor.</p>
4.0	<p>CURRENT ISSUES</p> <p>4.1 Negotiations on the year 1 programme have now been finalised and all constructors have signed Year 1 agreements to deliver their work programme. There should be no more delays in the kitchen and bathroom renewal programme.</p> <p>4.2 However there have been additional delays in undertaking some of the external works due to anomalies in the pricing methodologies that have been submitted by some of the constructors. These are currently being worked out.</p> <p>4.3 Framework contracts for Year 2 - 4 programmes are in preparation by our legal advisers and it is expected that the principles agreed in the Year 1 contracts will enable negotiations and contracts to be signed by the end of June. This will allow the Year 2 programme to commence in this financial year.</p>
	<p>Contact Officer: Mekor Newman, Assistant Director Regeneration & Development 0208 356 2192</p> <p>Originating officer Alan Turner, Head of Housing Construction 0208 356 2118.</p>