

HACKNEY HOMES Ltd Board Meeting 25

Monday 26th February 2007 at 6.30pm to 8.30pm.

Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ

A AGENDA Part A (Open to the public)

Item	Presenter	Subject	Status	Page Number	Duration
		Open Items			
1.	S Tucker	Introductions / Audit Commission Presentation	Information		30 mins
2.	Chair	Welcome/Apologies/Introductions	Information		3 mins
3.	Chair	Declarations of Interests	Information		2 mins
4.	Chair	Questions received from the public	Information (Verbal)		5 mins
5.	Chair	(a) Minutes of 29 th January 2007 and matters arising (Part A)	Decision		
		(b) Rolling Decision Register (Live Issues Only)	Information		
6.	S Tucker	Chief Executive's Monthly Report	Information (Report)		10 mins
7.	S Noonan	Service Improvement Update	Information (Verbal)		5 mins
8.	G Penticost	Decent Homes Programme – Progress Report	Information (Report & Appendices)		5 mins

9.	Chair	Any Other Business			2 mins
10.	Chair	Date of Next Full Board Meeting: 26 th March 2007 at 6.30pm (Christopher Addison House)			2 mins

AGENDA B – Part B (Not Open to the Public)

The following items form part of the Hackney Homes Ltd Full Board Agenda B and are not open to the Public:

Hackney Homes Full Board Meeting Agenda B – Part B on 26th February 2007:

- 1) Minutes of the 29th January 2007 – Part B and matters arising (this Minutes Document cannot be disclosed as it contains confidential and commercially sensitive information);
- 2) Hackney Homes Ltd – Reports from Committees February 2007 – February 2007 (these minutes documents cannot be disclosed as they contain confidential and commercially sensitive information. Attendees of these Committees have received copies of the relevant documents);
- 3) Hackney Homes Business Plan- (this Document can not be disclosed as it contains confidential and commercially sensitive information).
- 4) Estates Cleaning and Ground Maintenance Options Appraisal – (this Document can not be disclosed as it contains confidential and Commercially sensitive information).

Distribution: All Board Members

In Attendance: Steve Tucker; Susmita Noonan; Gary Penticost, Neil Isaac, Daniel O’Connell, Sue Poulter, Sunil Desai, Cheryl Ramsay, Samantha Simms, Kweku Quagraine.



Hackney Homes Ltd

ITEM 5a

Part A Minutes of Board of Directors, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ.

On 29th January 2007 at 6.30pm to 8.30pm

Present	Board Members	Officers	Observers
	David Curley (Chair) Audrey Villas Samantha Lloyd Alice Burke Rupert Tyson Asim Bhattacharyya Brian Marsh Marie Photiou Sharon Patrick Afolasade Bright David Larkin Karen Alcock Linda Kelly	Steve Tucker Susmita Noonan Neil Isaac Samantha Simms – Governance Team Kweku Quagraine – Governance Team Cheryl Ramsay – Governance Team (Minutes)	Stephen Tate – Hackney Borough Council Nimisha Patel – Hackney Borough Council Steve Edwards – Trade Union Rep Helen Toner – Trade Union Rep

	Part A – Open to the Public	Action	Date
1. Apologies	Apologies from Andrew Potter. Sandra Hall did not attend.		
2. Declarations of Interests	None.		
3. Questions from the Public	None.		
4. (a) Minutes of the last meeting 18th December 2006 and matter arising	Amendments were proposed to the Full Board Part A Minutes of the 18 th December 2006 and the Full Board Part A Minutes of the 27 th November 2006. The Governance Team will distribute both sets of amended minutes to all Board Members before the next Hackney Homes Full Board Meeting (26 th February 2007).	Gov Team	Before 26th February 2007
(b) Rolling Register	Noted.		



Hackney Homes Ltd

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On 29th January 2007 at 6.30pm to 8.30pm

<p>5. Chief Executive's Monthly Report</p>	<p>3.1 Background</p> <p>Steve Tucker stated that key priorities for Hackney Homes during January 2007 were the preparation of the Business / Budget Plans 2007/08 and Audit Commission documents.</p> <p>Steve Tucker reported that Hackney Homes had made a saving of £4,000,000 this was more than the medium term financial forecast requirement and that this saving item would be discussed at the next Hackney Homes Full Board Meeting (26th February 2007).</p> <p>4.0 Performance</p> <p>Steve Tucker advised that the Hackney Homes Budget document highlighted the following:</p> <ul style="list-style-type: none"> • a saving of £763,000; • a delegated budget saving of £2,000,000 (primarily due to a significant increase in leasehold services and rent collection); • a capital budget forecasted saving of £700,000 against a total planned budget of £87,500, 000. <p>5.0 Governance Issues</p> <p>The Governance Team have introduced a number of measures designed to improve services to and communication with Board Members. As well as using email as a form of communication the Governance Team collates hard copy documents and sends material via post every Friday afternoon.</p> <p>Board Members informed officers that they had not received the Governance Team post last week.</p> <p>The Board requested the Governance Team to enquire into why Members had not received their Governance Team post.</p>	<p>Gov Team</p>	<p>Before the next Full Board (26th Feb 07)</p>
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	<p>6.0 Resident Engagement</p> <p>An Ipsos Mori survey (topline results) was commissioned in the summer to assess tenant satisfaction within Hackney. This produced the following results:</p> <ul style="list-style-type: none"> • 70% (previously 39%) of tenants felt that they were kept informed; • 76% (previously 47%) of tenants felt that their views were taken into account; • 81% satisfaction rate with regards completed repairs; • 53% of tenants were satisfied with opportunities for participation in decision-making; • 59% (previously 50%) of tenants are satisfied with the overall level of service. <p>7.0 Decent Homes and Regeneration</p> <p>Steve Tucker advised that the Decent Homes Regeneration headline expenditure performance was good and that all Neighbourhoods expected to achieve their target spend in full.</p> <p>Steve Tucker stated that:</p> <ul style="list-style-type: none"> • West Haggerston and Kingsland Estates had been successful in their Gap Funding applications; • Resident liaison and support arrangements have been successfully implemented in the Kings Crescent and West Haggerston Estates; • The final phase of the Holly Street Estate regeneration had begun. <p>Neil Isaac brought to the Board's attention the possible implications of capital and revenue under / over spends on the 2007 / 08 budget.</p> <p>The Board instructed Neil Isaac (Hackney Homes Director of Finance and Resources) to maintain a watching brief concerning regeneration savings.</p>	<p>NI</p>	<p>Ongoing</p>
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On 29th January 2007 at 6.30pm to 8.30pm

	<p>9.0 Woodberry Down Regeneration Scheme</p> <p>Planning permission was being sought from the Hackney Council Planning Department concerning the Woodberry Down Scheme.</p>		
<p>6. (a) Business Continuity Plan - Report</p> <p>(b) Business Continuity Plan – Policy</p>	<p>Noted.</p> <p>Approved.</p>		
<p>7. (a) Email / Internet – Report</p> <p>(b) Email / Internet – Policy</p> <p>8. Improvement Plan Update</p>	<p>Noted.</p> <p>Approved subject to consultation with the Hackney Homes Trade Unions.</p> <p>Susmita Noonan confirmed that 6,000 records concerning tenant vulnerability had been entered onto the Hackney Homes systems.</p> <p>Susmita Noonan informed the Board that, after initial feedback, the revised Tenant Participation Consultation Report was in progress.</p> <p>Susmita Noonan confirmed that file management audits were being conducted in 3 neighbourhood offices and that the 1 day audit sessions consisted of managers “sampling” office files.</p> <p>The Board requested weekly updates concerning file management audit sessions.</p> <p>Susmita Noonan advised that there was an Aids and Adaptations Policy which had been</p>	<p>NI / DOC</p> <p>SN</p>	<p>Weekly emails to Board Members as of 5th Feb 2007</p>



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	agreed between Hackney Homes and Hackney Council. Hackney Council were aware that the Audit Commission would interview Hackney Council Aids and Adaptation officers during the Hackney Homes Audit Commission Inspection in March 2007.		
9. Decent Homes Programme Report and appendices (a – c)	Noted.		
10. Any Other Business	None.		
11. Date of Next Full Board Meeting	26 th February 2007 at 6.30pm in The Director's Conference Room, 1 st Floor, Christopher Addison House. Agreed.		

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



Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to January 2007.

Item 5b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
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1. Chief Executive's Report	18 th Dec 06	1.12 The Board requested that information about the restructuring process and timeframes be circulated for the information of Board members.	ST / GP / SN	Ongoing	Information Circulated	Dec 06
2. Monthly Performance Digest						
3. Improvement Plan	29 th Jan 07	3.5 The Board requested regular updates concerning file management audits.	SN	Weekly emails as of W/C 5.2.07	Circulated	Feb 07
4. Partner Scrutiny Meetings						
5. Business Plan and VFM						
6. Procurement 7.						
7. Staff Incentive Scheme	18 Dec 06	7.3 The Board highlighted the ongoing discussions concerning the Staff Incentive scheme. The Chair requested the Board be kept in the	NI	Ongoing	CE Report included update	Jan 07



Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to January 2007.

Item 5b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
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		loop.				
8. Decent Homes	29 th Jan 07	8.5 Decent Homes Regeneration The Board instructed Neil Isaac to maintain a watching brief concerning regeneration underspend.	NI	Ongoing	Implemented	Feb 07
9 .Parking Permits 10						
10. Audit and Finance Committee						
11. Invoicing						
12. Neighbourhood Visits by Members						
13 Succession arrangements for Board Members	31 July 06	13.4 A best value approach to selecting a balloting organisation to implement a system for resident elections, with proviso that the second placed candidate could be called upon if a vacancy arises	Gov Team	April 2007		



Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to January 2007.

Item 5b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
14. Cabinet Forward Plan issues						
15. Questions received from the public						
16. Report back from Committees						
17. Senior Management Structure						
18. Asset Management Strategy						

REPORT OF CHIEF EXECUTIVE OF HACKNEY HOMES		
Hackney Homes Board Monday 26th February 2007 CHIEF EXECUTIVE'S REPORT TO THE BOARD – Part A	Classification	Enclosures
	Ward(s) affected	AGENDA ITEM No. 6

1.0 **SUMMARY**

- 1.1 This Report presents the Board with information on year-to-date performance, outcomes from key projects and procurement work and from other strategic and operational activity within Hackney Homes.

2.0 **RECOMMENDATIONS**

- 2.1 That the Board receives this report.

3.0 **HACKNEY HOMES BUSINESS PLAN**

- 3.1 The Hackney Homes Business Plan for the period 2007-2011 is presented elsewhere on the Board Agenda and has been the subject of extensive staff and resident consultation over the last four months commencing with the Hackney Homes Staff Conference event and the Residents' Conference in November through to the Awaydays with the Neighbourhood Panels and with the Hackney Homes Board last month. This has given all stakeholders opportunities to be involved in deciding how Hackney Homes will achieve the objectives set out in the Delivery Plan and our aim of providing excellent services for residents. This represents a significant improvement upon last year's Business Plan assembly process when we were concentrating upon the launch of the new organisation and mobilising around the Improvement Programme which was substantially completed by the end of September 2006. Since then, we have been able to focus upon timely and inclusive business planning for Hackney Homes covering the whole period up to the end March 2011.

- 3.2 The engagement with staff and residents has been wide and varied to ensure it captures the full range of views and feedback. This has been used to inform and develop our service priorities and redirect resources to where they will add value for residents. We met with all of the Neighbourhood Panels at an all-day Business Plan Consultation Event on Friday 26th January. This was a really productive discussion with residents on priorities for the future and on how we plan to improve resident participation. The key areas for improvement emerging for residents were:

- ❖ **Improving communication** with an emphasis on quality rather than volume, avoiding jargon and regular local feedback on achievement of service standards. Residents also want consultation to be carried out by Hackney Homes staff rather than consultants or external organisations.

- ❖ **Tackling anti-social behaviour** – The good work done on tackling serious anti-social behaviour was recognised by residents but they really support our strategy of focusing on low-level antisocial behaviour which can be equally dispiriting for neighbours. Residents would like us to get tough with breaches of both the Tenancy Agreement and the Leasehold Contract.
- ❖ **Cleaning and Estate Services** – Residents recognised the big improvements made but still feel there should be more investment in the service.
- ❖ **Value for Money** – There were differences of view over expenditure priorities with an evident split between tenants and leaseholders around estate improvements and enhancements. At the same time, all residents felt that value for money was not always the cheapest bid and that quality considerations rightly rank more highly.
- ❖ **Improving Performance** – Residents want performance reports to be shorter than at present and for us to show that their feedback on performance is being heard and action taken on this. Residents like the competency testing that we have introduced for staff and they want Hackney Homes to have recruitment, training and development systems in place which support our objective of becoming and remaining a high-performing organisation.
- ❖ **Resident Participation** – There was a wide-ranging discussion about how we can involve more young people in activities, the importance of residents in helping drive up the organisation's performance and the options for resident participation which have recently gone out for consultation. There were mixed views on different aspects of the proposals and some new issues were raised, for example, on how Tenants Levy money is used.

I have since received feedback from a number of Panels who have been extremely positive about the consultation event and the opportunity it gave to influence the Hackney Homes Business Plan.

3.3 The Business Plan was also discussed at the afternoon session of the Board Awayday on 30th January. The vision of where we want to be in three and five years' time was developed and we worked back through a schedule of foundation-type decisions that will be essential to secure that vision. The Board asked that we sketch out what this means across each category or heading of the business. Some of the change projects will have a long lead time of up to three years before they are working on the ground.

4.0 **PERFORMANCE UPDATE**

4.1 The January monthly performance digest has been separately circulated to all Board Members and shows continuing steady improvements in performance on the majority of indicators. The highlights include: -

- + **Rent arrears** fell by £160K during January with corresponding reductions in average arrears per tenant. The table on the numbers of accounts in arrears organised into bands has also shown a steady reduction in all four bands since April 2006.
- + **Empty property average re-let times** remain within target although North-West Neighbourhood (that is, Stoke Newington) at 31 days, and TMO's at 38 days, were both poor performers in January.

✚ Targets continue to be met for **Repairs Appointments made and kept** and for **Percentage of Urgent Repairs** completed within target time.

✚ 97.5% of all **Gas Service and Safety Checks** were completed by the end of January.

5.0 PROCUREMENT

5.1 The Report recommending contract awards for **building materials** was considered by Audit and Finance Committee on the 5th February in advance of decision by the Council's Cabinet on the 26th February. It recommends the appointment of five trade suppliers and the new arrangements will permit achievement of a number of efficiency gains through rationalisation of delivery and storage requirements, use of electronic trading and contract administration and payment processes. It is expected that the contracts will commence on the 2nd April with a joint review scheduled for May and a formal contract review in July which will include detailed assessment of savings achieved.

5.2 Audit and Finance Committee approved a new Service-Level Agreement between Hackney Homes and Hackney Council for **fleet management**. This covers all of the administration, maintenance, budgetary and compliance aspects of managing a large fleet. It followed a review of fleet management conducted in September 2006 which applied best value principles of Challenge, Consult, Compare and Compete and made specific recommendations for the overall management of the fleet.

5.3 Tender evaluation is continuing for **repairs and maintenance services** with visits being made to test the performance of firms by the combined officer and resident evaluation panel. The site visits will be completed by Friday 23rd February and will be followed by final evaluation and recommendations which will then be considered by the Hackney Homes Board.

6.0 RESIDENT ENGAGEMENT

6.1 The North East Neighbourhood Walkabout took place on Thursday 25th January and we met residents at Woodberry Down, Rowley Gardens, Sandford Court, Nelson Mandela House and at Beecholme Estate. We also visited the Mount Estate although no resident representatives were available to meet with us. Key issues identified included:

- Residents at **Woodberry Down** are keen to see the outcomes from the work now being undertaken on preparing an interim repairs strategy for Blocks which are not due for demolition in the near future. This is being prepared by quantity surveyors and will be the subject of extensive consultation when available.
- Residents at **Rowley Gardens** are concerned about the exposed staircases on their high-rise Blocks which they feel are a significant health and safety hazard. We will be using contingency budgets to address this problem. A further walkabout was carried out at Rowley Gardens on the morning of Friday 9th February which completed the inspection of all four Tower Blocks on the Estate, looking carefully at cleaning standards, maintenance of communal areas, and estate lighting issues.
- At **Sandford Court**, the existing door entry scheme has been systematically vandalised by the tenants of leasehold properties. A new and fully robust door entry

security system is now being installed.

- Decent Homes works were taking place at both **Nelson Mandela House** and **The Mount**, and residents commented positively on both the standards being achieved and the consideration shown by the constructors and their staff.
- At **Beecholme Estate**, residents reported that anti-social behaviour has been eliminated following the installation of new 'smart' CCTV cameras which have deterred potential miscreants. They also paid tribute to their estate cleaner who they said was fantastic and so committed that he regularly checks the estate when he is off duty.

6.2 The Stoke Newington Walkabout took place on Friday the 9th February. We met residents from Kings Crescent, Burma Court, Lordship South TMO, Somerford Grove and Holly Street estates. Feedback from residents confirmed the good progress that the Neighbourhood has made on tenancy and estate management issues, and individual residents spoke of significant improvements over the last year. Key issues identified included:

- ⇒ The Antisocial Behaviour Order placed around Codicott Terrace in **Kings Crescent** has had a positive effect in deterring intruders. Hackney Homes is supporting the highly-successful youth club on the estate which provides a constructive focus for young people's activities which are expanding and diverting many of them away from antisocial behaviour;
- ⇒ Residents of **Burma Court** welcomed the new parking enforcement scheme and were particularly pleased with the quality of Decent Homes works carried out on the Estate, saying that it had transformed their lives in terms of warmth and noise insulation in particular.
- ⇒ The kitchen and bathroom installation work at **Lordship South TMO** was felt by residents to be of a very high quality although there were some learning points around the kitchen design process and finishing the installation within the target 20-day period.
- ⇒ Residents at **Somerford Grove** were recently consulted about a new play area for the Estate on a disused piece of ground adjacent to the Health Centre which has been a site for serious anti-social behaviour and drug-dealing. However, the scheme was rejected due to the concerns of leaseholders about recharges for a portion of the costs. Hackney Homes is working closely with the Tenants & Residents Association to improve the estate environment and the Secretary described vast improvements that have been made over the last two years;
- ⇒ A small number of residents remain at **Briar and Laurel Courts** on Holly Street and have good views of their new homes being built by the contractor with the first rehousing scheduled for August this year. A Hackney Homes Liaison Officer has been appointed whose job is to ensure that issues raised by residents are dealt with quickly and to required standards.

6.3 Following the successful launch last year of our **Kickz football coaching project** in conjunction with the Metropolitan Police, Arsenal and Leyton Orient, Hackney Homes has now launched the **Nemesis street dance project** for eleven-to-eighteen-year-olds in conjunction with Hackney Play Association and City Zen. Sessions take place in

different locations around the Borough on weekday nights and are suitable for beginners and improvers who can learn from trained dance experts. Both the football and dance coaching are open to either boys or girls.

- 6.4 Over 800 residents took the trouble to respond to the **Rent Consultation** carried out in December and this feedback has been carefully analysed and used to inform the Business Plan. 46% of those responding did not agree with the rent increase as they felt it was above the rate of inflation. Some 26% agreed with the proposal and a number of those giving individual feedback felt it was good value for money and commented positively on the performance of some services. Residents were asked to select from a list of priorities and were also invited to comment on any priorities they have. For many, Decent Homes works are clearly their priority:

“We are waiting for windows to be done to stop the draught and condensation” – 9 Winslade House

“Work done to inside of home – kitchen and bathroom” – 40 Millfields Estate

“Need decent double-glazing windows, not happy with present as not energy efficient” – 69 Pitfield Estate.

The feedback also confirms the views received from resident representatives at the recent consultation event that they would like Hackney Homes to do more to tackle low-level anti-social behaviour.

7.0 **WOODBERRY DOWN REGENERATION SCHEME**

- 7.1 Key issue in January was the inclusion by the Secretary of State in the List of Buildings of Special Architectural or Historic Interest of the Woodberry Down Community JMI School and the John Scott Health Centre. These listings will impact on the recently completed Masterplan, and the strategy for major new community facilities such as a new primary school, new Academy, and new Health Centre. Hackney Homes, along with the Learning Trust and the Primary Care Trust, had made representations against the listings. Implications of the Secretary of State’s decision are currently being assessed.

- 7.2 Progress of the Scheme in recent weeks includes the following:-

- Masterplan (submitted on 20 December 2006) proposes 4,328 new homes on Hackney land, based on 1,250 in Kick Start and 3,078 in subsequent phases. This is comparable with 4,300 proposed in the 2005 Urban Design Framework. Including third party land, the Masterplan proposes 4,791 new homes. The Council’s Planning Department is ready to start processing once Berkeley’s have confirmed they are content with viability issues, and the implications of the newly listed buildings are clarified.
- A Report to the Council’s Cabinet has been prepared for the meeting on 26 February. This deals with the Compulsory Purchase Orders for the Kick Start sites and Horston/Sherwood Houses, and the Offer to Leaseholders who require support and assistance to find a new home.
- Berkeley’s have appointed two firms of leading architects - Wilkinson Eyre and Rolfe Judd - to submit a detailed planning application for the Old School Site in

March. Subject to the Planning process, the earliest expected date for a start on site is Autumn 2007, with completion of the first social rented units during 2009.

- Berkeley's have converted a shop in Woodberry Grove into a Temporary Information Centre, which is to be opened on 4 April. Berkeley's Planning Application for a larger Information Centre on the Old School Site is awaiting determination by the Council.
- From the original 263 homes (including 37 leaseholders) on the Kick Start sites, only 4 tenants and 11 leaseholders remain (of which 8 have agreed to sell).
- 99 old homes in five Blocks have already been demolished, with the strong possibility of the demolition contractor starting on further blocks by the end of the financial year.
- Capital bids are being progressed by the Council for the necessary resources for the Woodberry Down Capital Programme to proceed in accordance with the strategy agreed by the Council at December Cabinet.
- A new satellite library has been incorporated in the Robin Redmond Resource Centre and will open to the public on 26th February with 18 local people trained as volunteers to work with Library Outreach Officers. A range of improvements to the training facilities in the Centre have been completed with a new range of courses due to start in April.

Steven Tucker
Chief Executive

UPDATE REPORT ON DECENT HOMES PROGRAMME – February 2007

1.0	<p>PURPOSE OF REPORT This report provides Hackney Homes Board members with an update on the Decent Homes Programme</p>
2.0	<p>CURRENT ISSUES</p>
2.1	<p><u>Financial</u></p>
2.2	<p>The 06/7 programme is on track to fully spend the existing approved £45m budget. It is not anticipated that a further release of funds for the 06/7 programme will occur, therefore the current programme will be contained within the £45m. Some schemes from 07/8 have been brought forward into the current year to provide continuity of work to those contractors nearing the end of their original 06/7 works allocation.</p>
2.3	<p>Valuations across the five contract areas have averaged £4.8m over the last 3 months and expenditure is currently £33.5m exclusive of fees. With two more valuations per contract area expected before year end (yielding further expenditure of approx £9.6m) plus the addition of fees, security works, additional year 1 schemes, adaptations and programme recharges, a full year end spend is forecast.</p>
2.4	<p>Hackney Council has indicated that the likely 07/8 budget for Decent Homes work will be £14m. At the current rate of spend this will take the programme through to June. With the earliest release of ALMO credits estimated in mid May, the programme will have to be carefully managed to avoid over commitment while trying to ensure continuity of working.</p>
2.5	<p>Supply Chain uplifts have been agreed across the range of agreements with an average increase of 5.1%. Agreement of the year 2 Frameworks are dependant on satisfactory agreement over the rates.</p>
	<p><u>General</u></p>
2.6	<p>The current Yr 1 programme for the Homerton area will continue into the 07/8 programme year due to the later commencement in this area. The level of activity across the other four contract areas in April /May 2007 will comprise of existing Year 1 + (07/8 works brought forward for those contractors who completed their 06/7 packages early) and some new priority schemes. Lead schemes will be identified in all areas except Homerton for commencement in first quarter 2007 up to the limit of the overall £14m allocation.</p>
2.7	<p>Complete Year 2 lists have been released to constructors to enable early planning of the programme and enable an early start in April 07. The consultation programme will be dealt with in two phases, with early schemes being notified in the next few weeks. The second phase of addresses will be brought into the consultation timetable when the release of ALMO credits is known</p>
2.8	<p>Hackney Homes Decent Homes Project Teams have now relocated from Christopher Addison House to the Contractors site bases. This will ensure more direct contact with contractor's staff to further develop team working with our partners on the Decent Homes Programme. This also places those delivering Decent Homes closer to the communities they serve.</p>

3.0 **DECENT HOMES PERFORMANCE 06/07**

3.1 Decent Homes Annual Targets

No. of Homes Decent at April 1st 2006 (47.58%)(from BVPI)

2006/7 Target	2006/7 Target	Actual year to December 06
Number of properties to be made decent internally (local BVPI)	1500	782
Number of properties to be made decent externally (local BVPI)	2368	1013
Number of properties to meet Full Decent Homes Standard as result of DH work (BVPI 184a)	1500	1322

3.2 **Commentary:** These figures are estimates based on reported completions to 31st December 2006 and are subject to reconciliation and audit at year-end. The above figures will also be supplemented by completed voids and technical adjustments and reported at the conclusion of the fourth quarter. The number of properties decent externally (actual) will increase closer to target in the next month as a high number of blocks are due for completion in January. These figures report the position at the end of quarter 3.

3.3 Current Financial Profile with commitment to end of January 07 (per Contract Area)

Commentary:

Overall programme expenditure (Cedar) stood at £33.4m at the end of January. This is approx £4m below the profiled forecast. Expenditure + certified has fallen back in January reflecting the Xmas break and the slow pick up in the New Year. However it remains on forecast, but work must be done in the remaining two months to process all payments due, to bring expenditure in line with forecast and prevent payments missing the end of year deadline. After a promising start, expenditure has fallen back in the Homerton contract area. The Contractor has taken on further labour capacity to accelerate the programme and the February valuation should bring expenditure closer to forecast. Financial reports are attached at appendix A

Current Output Profiles with actuals to end January 07 (per Contract Area).

3.4 Commentary:

Access problems on the remaining central heating addresses have prevented further progress on this programme and the outputs at the end of January will show little improvement before

	<p>year end. This programme is essentially a call-backs list and comprises mainly of no-accesses or refusals from previous contracts. At the end of this programme year all remaining addresses will be recorded and passed to the voids team for access when the property becomes vacant. The main programme outputs in the “big three” contract areas of North East, Shoreditch A and Shoreditch B are showing a strong performance where annual delivery is close to hitting year end target.</p> <p>The Homerton year end forecast for roofs and windows will exceed the original predicted outturn and will reflect the increased level of expenditure forecast for this area.</p>
<p>4.0</p> <p>4.1</p>	<p><u>KPI Commentary.</u></p> <p>Resident Satisfaction remains above target in all contract areas The report shows little change from last month. The figures are cumulative and will show little change until packages are complete and contract end data is loaded (i.e. cost predictability or resident satisfaction) There will be some change in coming months as new schemes are loaded and final accounts are agreed and Cost Predictability can be added to the report as a new KPI.</p>
	<p>Contact Officer:</p> <p>Alan Turner, Divisional Head, Asset Management 0208 356 2118</p> <p>Originating officers</p> <p>Dale Walker 0208 356 8256, Head of Programme Management Jonathan Oxlade 0208 356 2147 , Head of Resources</p>

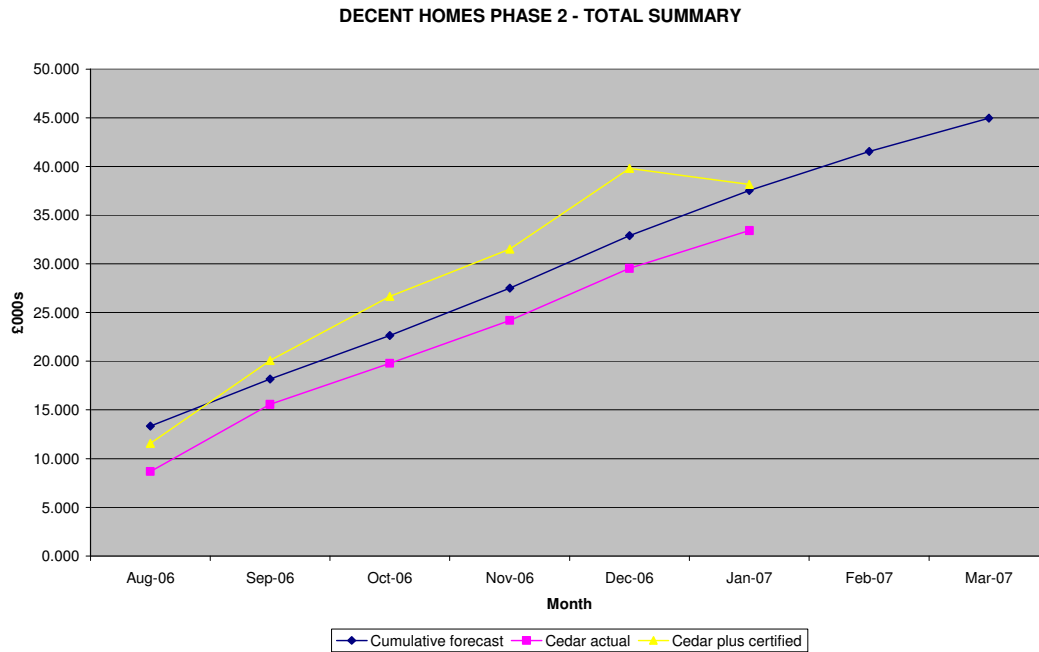


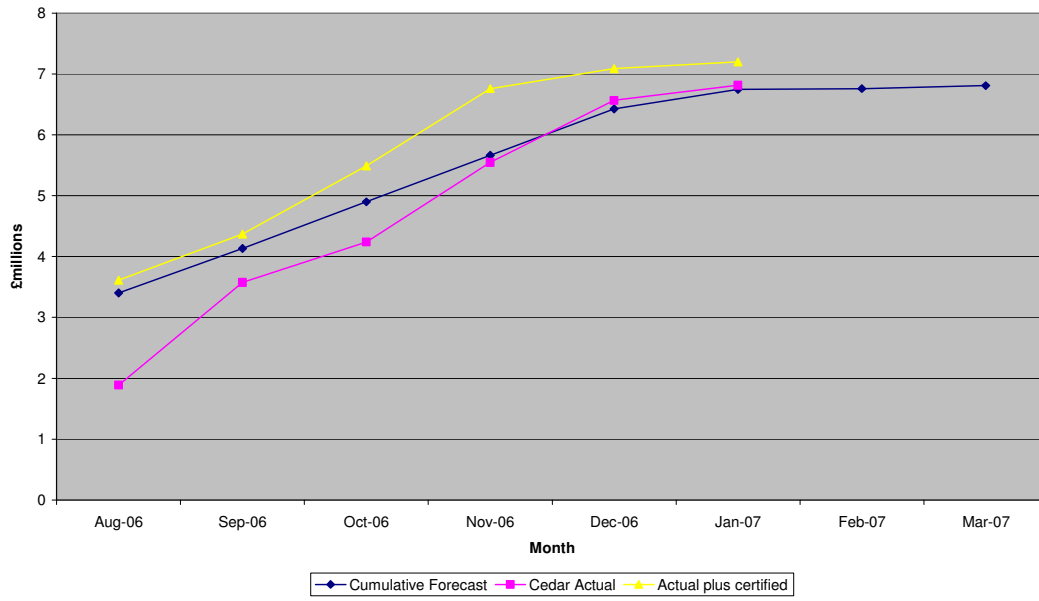
CHART 1 – TOTAL PROGRAMME JANUARY 2007

Cumulative forecast is the Project Manager’s estimate of total expenditure on the contract.

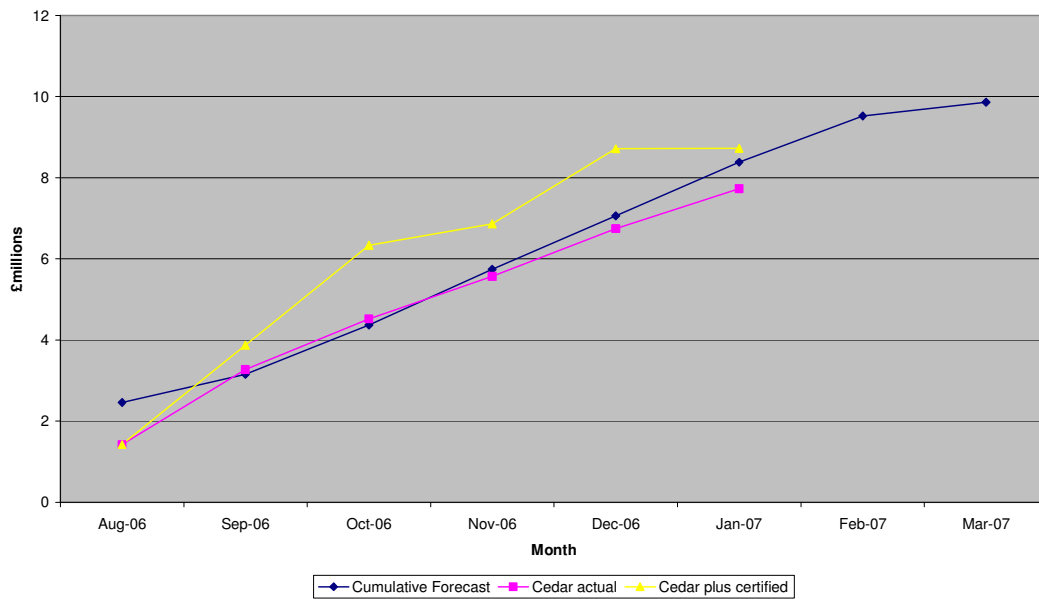
Cedar actual is the total of payments made as shown on the council’s finance system (Cedar).

Cedar plus certified is the Cedar actual plus the value of work completed and certified but not yet showing on the Cedar system. This gives a more accurate measure of actual progress on the contract.

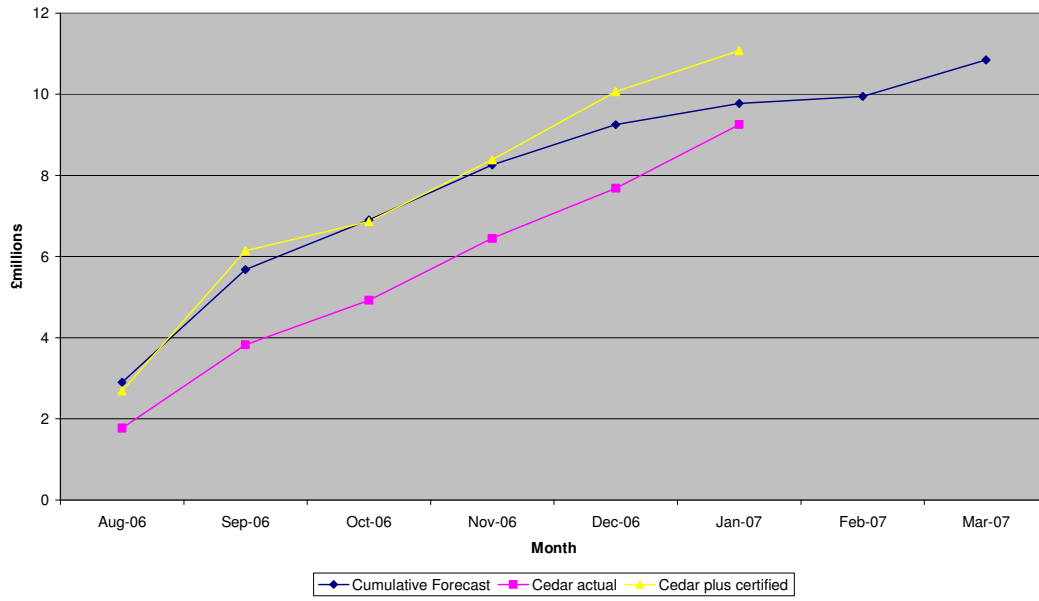
STOKE NEWINGTON (MANSELL) DECENT HOMES PHASE 2



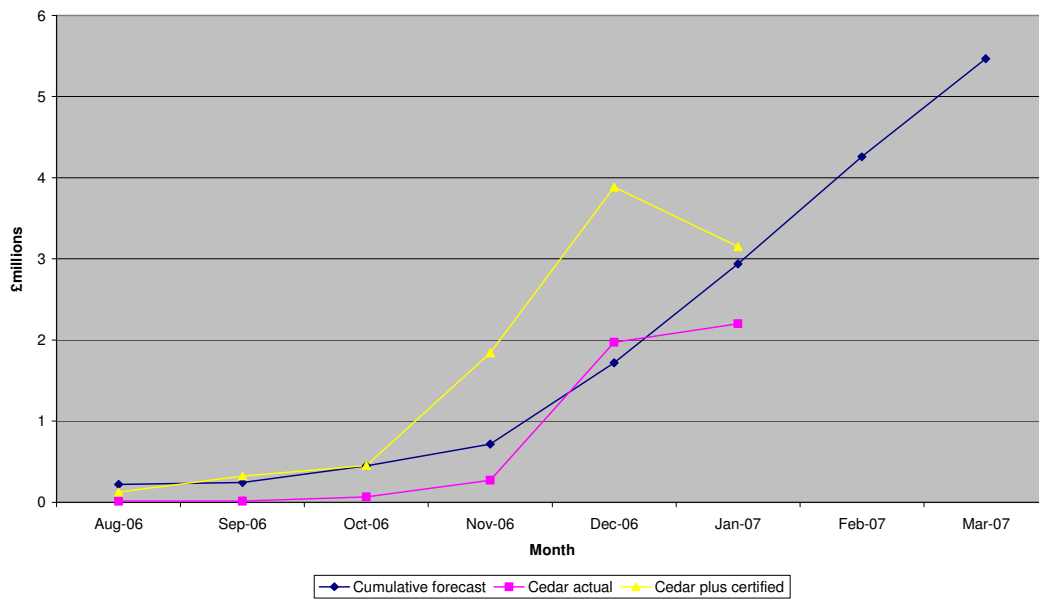
SHOREDITCH B (MULALLEY) DECENT HOMES PHASE 2



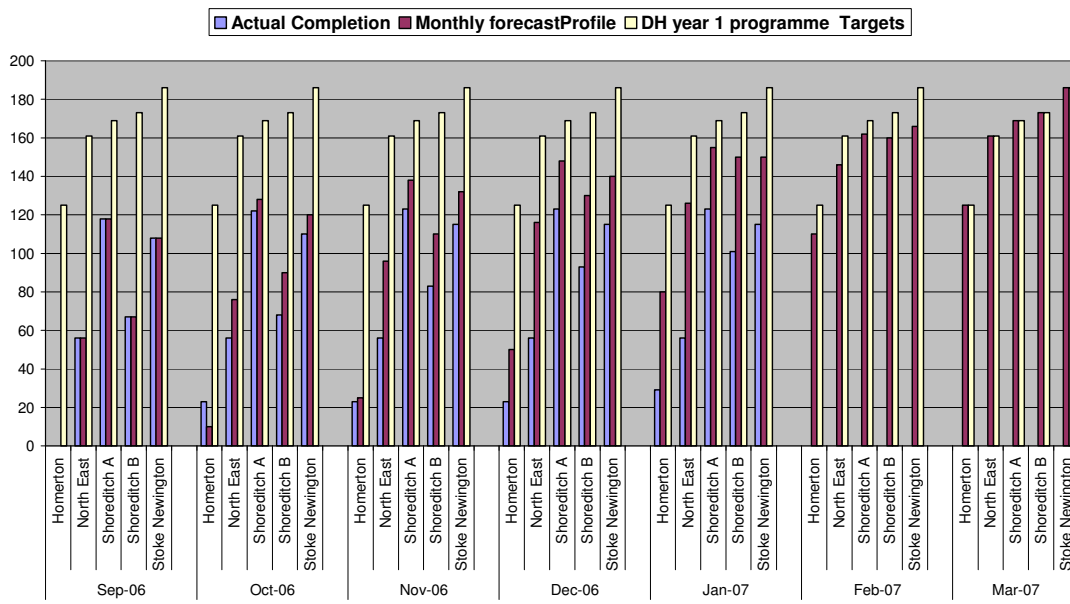
SHOREDITCH A (LOVELL) DECENT HOMES PHASE 2



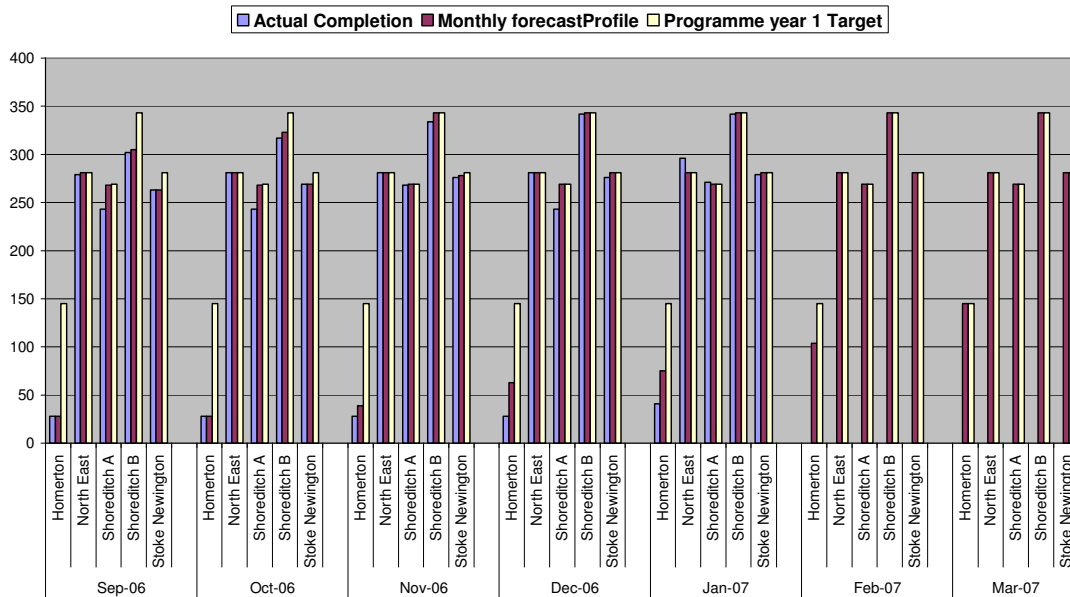
HOMERTON (KIER) DECENT HOMES PHASE 2



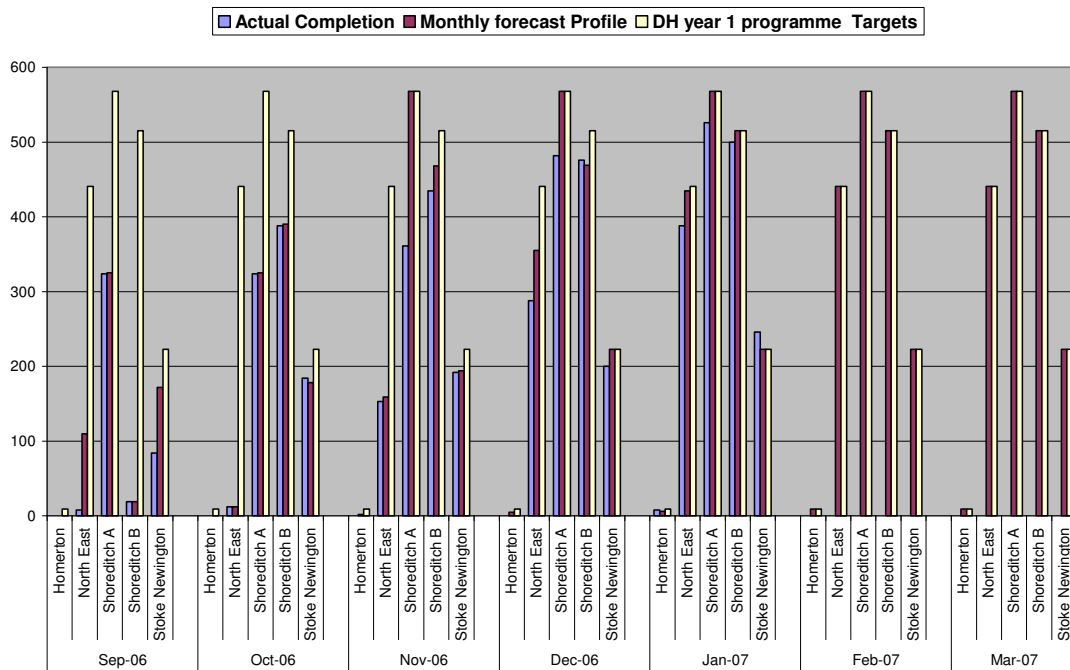
Decent Homes Phase 2 Year 1 Central Heating output profile



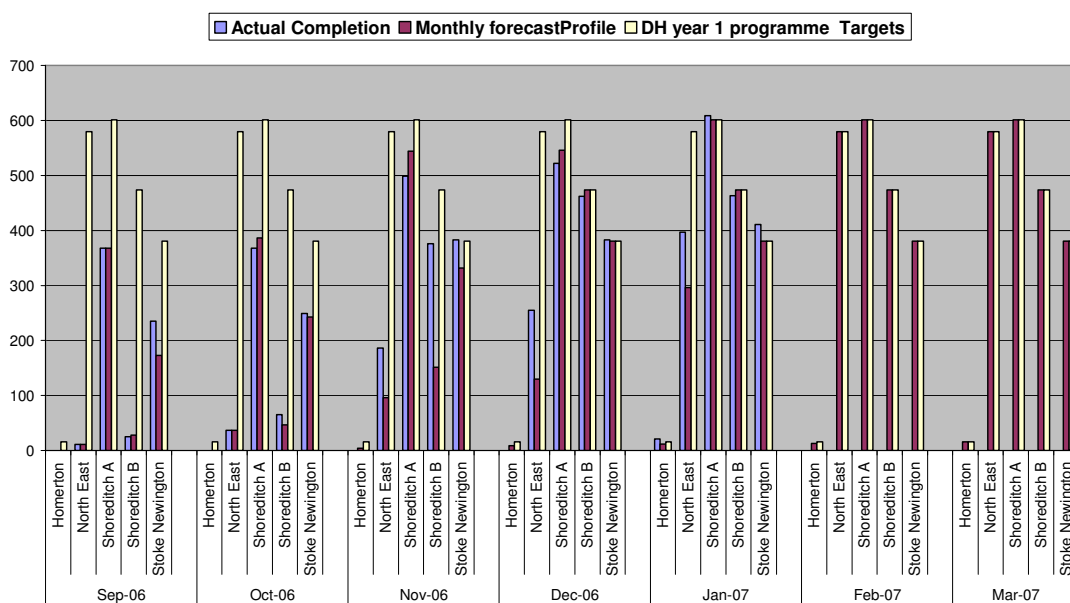
Decent Homes Phase 2 Year 1 Kitchen & Bathroom output profile

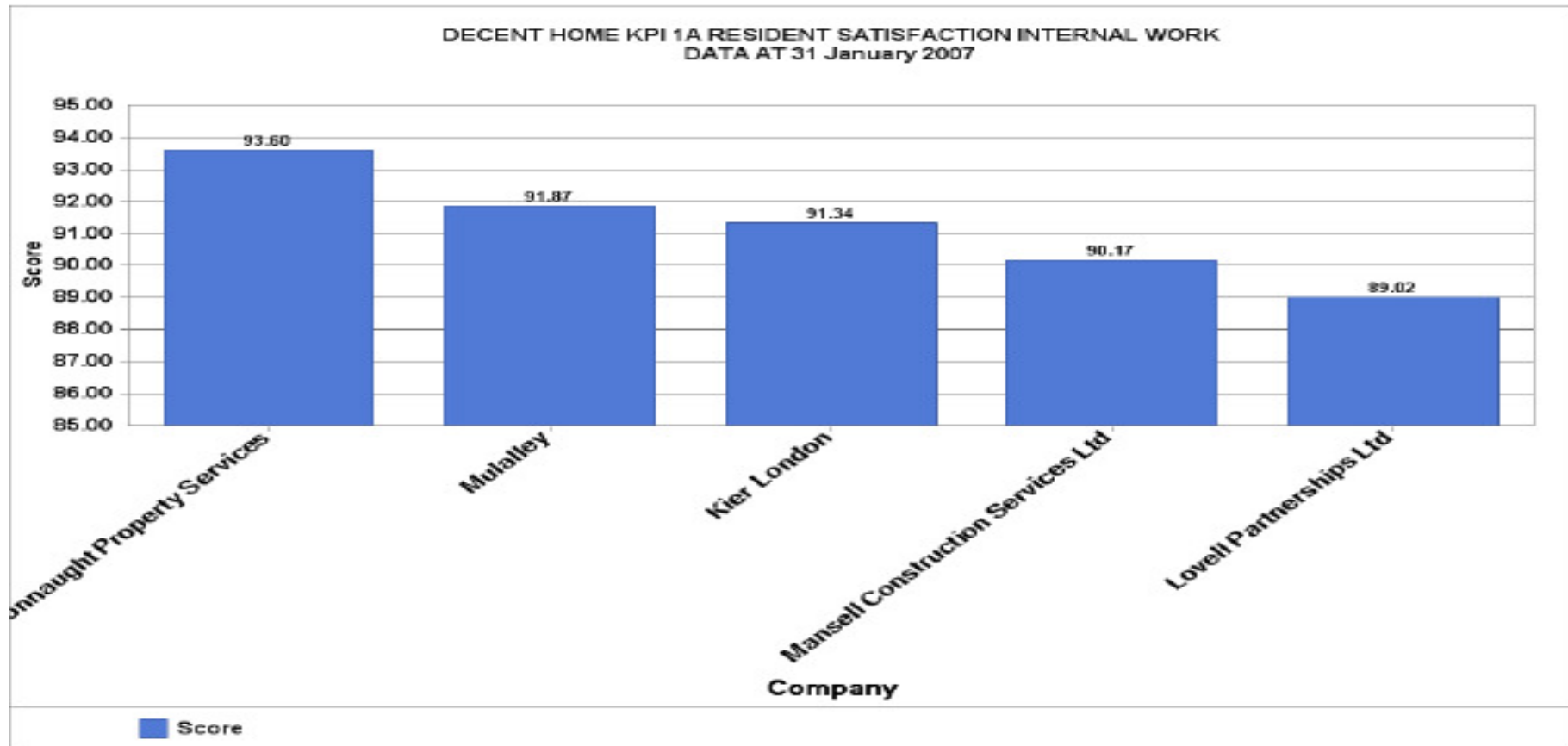


Decent Homes Phase 2 Year 1 Roof output profile

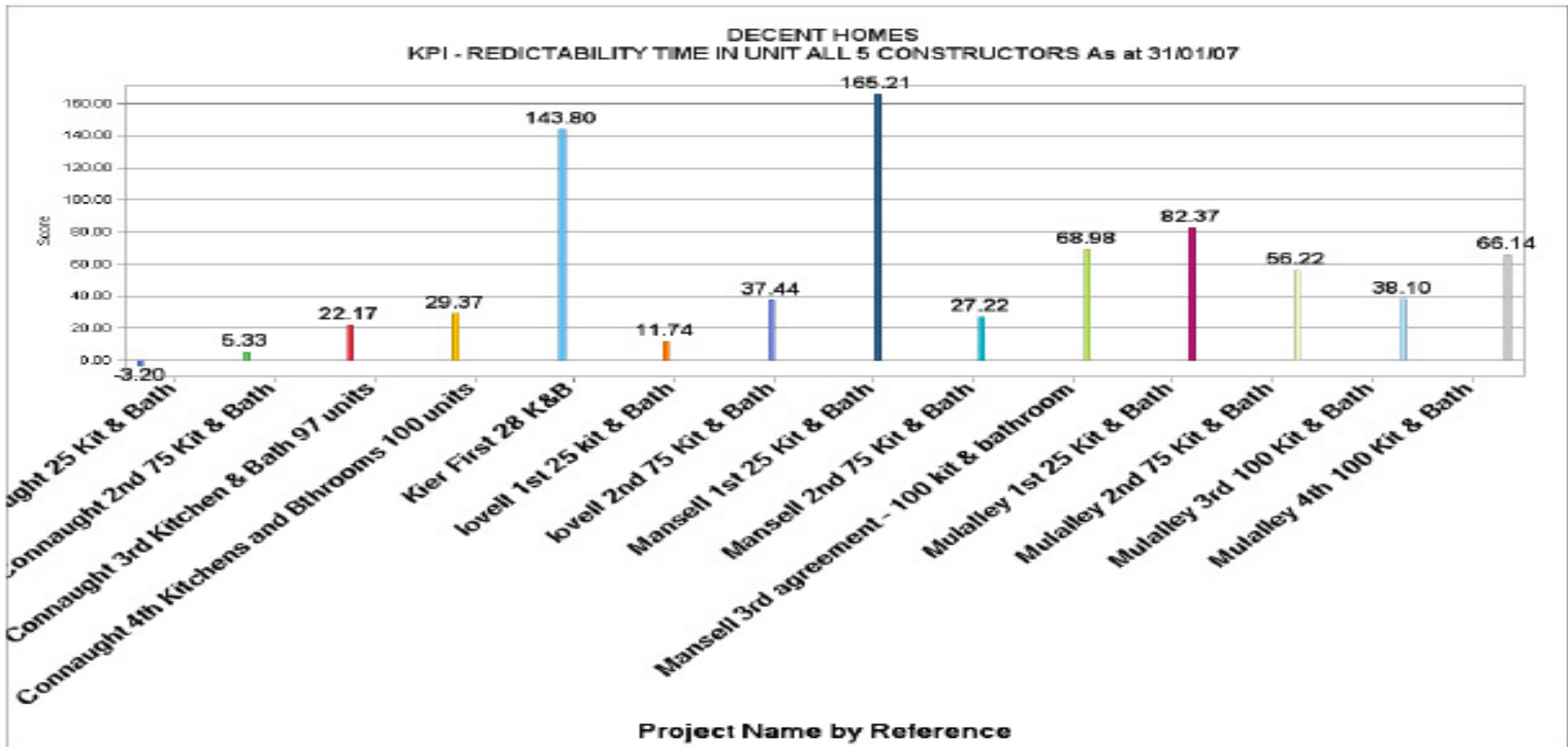


Decent Homes Phase 2 Year 1 Windows output profile





This graph shows the benchmarking of all 5 constructors on Resident Satisfaction rolled up for all internal projects. Resident satisfaction with internal works shows an average of 91.2% against a target of 85%. This remains unchanged from last month



This graph shows the % of time over the target of 20 days and the projects are grouped by contractors. The score is based on the average for all units in a project. The scores for the later projects for most contractors indicate an increase in completion times. This was partly caused by delays in obtaining materials that constructors have now resolved.