

**HACKNEY HOMES Ltd
Board Meeting**

Monday 29th June 2009 at 6.30pm to 7.20pm

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

Part A Meeting (Open to the Public)

Distributed to:

Hackney Homes Board Members:

Rupert Tyson (Chair)

Alice Burke (Vice Chair)

Marie Photiou (Vice Chair)

Audrey Villas

Asim Bhattacharyya

Jonathan McShane

Feryat Demirci

Samantha Lloyd

David Larkin

Danny Sutcliffe

Linda Kelly

Brian Marsh

Afolasade Bright

Karen Dodds

Terry J Edwards

Hackney Homes Executive Team:

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

Hackney Homes Officers:

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

Stakeholder Representatives:

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

Contact:

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HACKNEY HOMES Ltd Board Meeting 47

Monday 29th June 2009 at 6.30pm to 7.20pm


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

A AGENDA Part A (open to the public)

Item	Presenter	Subject	Pages	Status	Duration	Time
1.	Chair	Welcome/Apologies/ Introductions		Information	2 mins	6.30-6.32
2.	Chair	Declarations of Interests		Information	1 min	6.32-6.33
3.	Chair	Questions received from the public	1-6	Information	2 mins	6.33-6.35
4.	Chair	Minutes of Monday 18th May 2009 (Part A) and Matters Arising	7-12	Decision	5 mins	6.35-6.40
5.	T Edwards	a) Service Improvement Committee Meeting 27 th May 2009		Verbal updates	10 mins	6.40-6.50
	A Burke	b) Human Resources Committee Meeting 3rd June 2009				
	S Lloyd	c) Audit and Finance Committee Meeting 8 th June 2009				
	B Marsh	d) Standards and Ethics Committee Meeting 11 th June 2009				



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6.	C Graves	Chief Executive's Report - Strategic Overview	13-21	Information	10 mins	6.50 -7.00
7.	N Isaac	End of Year Financial Overview and Budget 2009/10 Update	22-26	Information & Discussion	10 mins	7.00 -7.10
8.	T Merrett	Alternative Meeting Venues	27-28	Decision	5 mins	7.10-7.15
9.	G Penticost	Update report on Decent Homes Programme May 2009	29-31	Information only		
10.	Chair	Any Other Business		Information	5 mins	7.15-7.20
11.	Chair	Next Board Meeting: Monday 27th July 2009 at 6.30pm Christopher Addison House		Information		

Title of Report: Question(s) from the Public	
Decision Making Body Hackney Homes Board	Date: 29 June 2009
Classification: For Response	Report of: Governance Team
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Questions submitted by David White	Appendices: Appendix 1 Appendix 2, Appendix 3

Report Outline:

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| <ul style="list-style-type: none"> • Paragraph: 1.0 - Summary of Report; |
|--|

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 SUMMARY

Attached to this cover sheet as appendices, are three questions from David White and Hackney Homes' response.

Item 3 Appendix 1

The EIB - a response to the latest revised process

By David White (sec B&C TRA, sec. Clapton Panel, member NENEP, member RLG)

I'm hoping you will tell me the figures below, being largely supposition on my part, are wildly incorrect and be able to tell me where I've gone wrong.

This is one reason I requested EIB figures for Hackney at the last RLG.

I understand the reason the old estate committee EIB system worked (3+ years ago) was in large part because there was enough dedicated staff to process all the applications.

In one office there were 4 full time, experienced staff tasked primarily with EIB processing.

Last year some 150 EIB applications were made in the NE alone & around half were completed. This is only in small part because applications were put in late or were changed mid-stream. Some TRAs had put in applications within 2 weeks but still did not have the work completed.

This year I understand there may be 2 people to process 3 times the number of applications (in addition to their usual other duties).

As I noted above, for the last 2 years only 75 a year (50%) were processed to completion.

This year you are asking for 3 projects from each TRA.

That could translate into 450 applications from just the NE.

Summary: NE last year 75 completed, this year 450 expected - 1 additional staff.

If you factor in the other 4 patches at the same application rate you get a total of 2,250 EIB applications - to find quotes for and subsequently process. A small percentage will involve match funding so will take even more man-hours.

In order for the ETRA/EIB process to work surely there needs to be at least 4 officers working full time exclusively on processing EIB/184 applications: getting quotes, checking surveys/tasking surveyors, liaising with RPOs as well as placing orders, deciding/paperwork EIB or 184 best budget, keeping records and reporting back to estate managers?

I would like to ask these two questions: assuming all 2,250 applications are in within the next month, say by the end of July latest, how is Florfield going to process that many applications at current staff levels - on top of the man-hours involved on the 184.

Secondly, assuming 10% is equipment, how long will it take for Crispin & Borst to do the initial quotes, return them to the TRAs, and then revised quotes processed and returned?

In many cases the first quote will probably need amending or negotiating so

have to be adjusted, producing a potential 2,500 - 4,450 processes. To reiterate: please tell me I'm wrong and my best guess figures are way out.

Item 3 Appendix 2

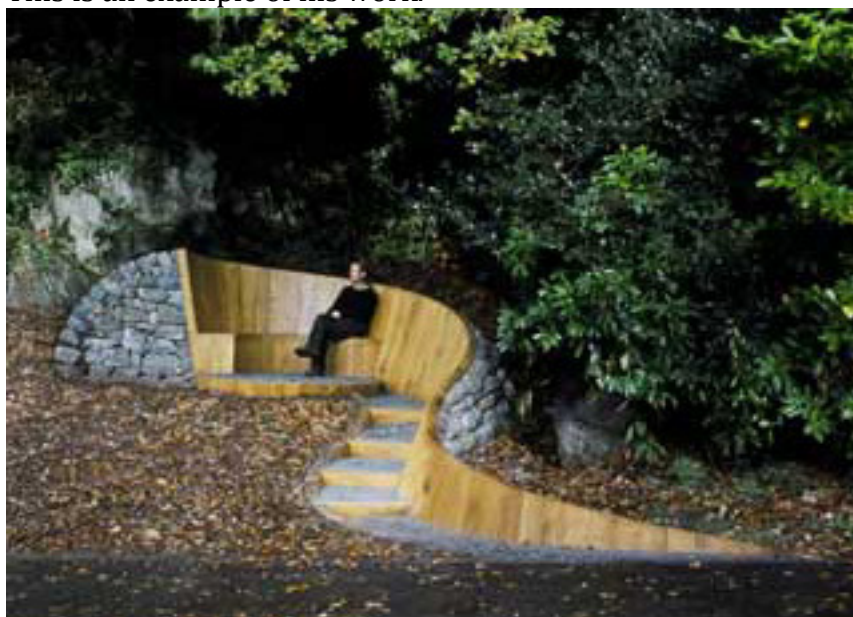
Match funded and "unusual" EIB projects.

At the moment there is no procedure for matched funded EIB projects or unusual projects such as our proposed "sculptural seating".

This is to be supplied through "Art-Express", a community charity that has already helped with the Sculpture Park and playground in Stamford Hill.

We want to use the same sculptor, Tim Norris (RBS) and Both Tim and Arts-Express have consented. He has public liability insurance and has worked with local authorities and public housing groups both directly and through organizations such as Arts-Express.

This is an example of his work.



You can see more on the Clapton Panel website's EIB page.

Perhaps an easy solution to the problem of proceeding match funded/externally sourced services from organizations like Arts-Express or Groundwork is simply to approve any match funded project only "if and when the other funding has been approved".

You can then be certain the other funder has already vetted the project and the TRA is serious and will progress it.

This would mean, in the first instance when a TRA asks for EIB funds to be used in this way all that is needed is just to note to "keep the EIB sum specified ring fenced for the stated purpose", then wait for the other funder/grant application to be either approved or rejected.

The chances are that the match funder will be either the Levy Special Projects or an HSCV grant.

Procurement and payment:

Who ever the funder, payment to whoever is supplying/doing the project should not present a problem if it is either:

1. Payment to/through usual procurement via C&B to approved supplier or
2. Payment to/through a community organization - which is outside the remit/procurement procedure (I hope and trust is the case).

That is to say, Hackney Homes must be able to pay groups like Groundwork without going through procurement as this paying for services to other non-profit or registered charities, as both Groundwork and Arts-Express are. I can't imagine there would be, but if there is a problem raising a "saffron" to pay a charity like Groundwork (from the EIB) I'd very much like to know what the problem is.

I hope this helps.

Do you think this is a viable/procedurally workable approach?

One final matter: I have heard that a private company that has dealt with Hackney Homes for some time, is well established and on the approved list has had problems with Crispin & Borst charging 25% for procurement this year - more than the suppliers own profit margin.

Can you confirm if this is true please?

I understand usual procurement fees are 10 to 15%.

Item 3 Appendix 3- Answers to questions from the public

EIB Number of ETRAs

Below is the number of active TRAs contained in each neighborhood.

NEIGHBOURHOOD	TRAs
Homerton	15
North East	24
Queensbridge & De Beauvoir	19
Shoreditch	13
Stoke Newington	12

Please note that there are approx 7 TRAs that are inactive or 'dormant' at the moment (number not included in the above).

Total ETRs = 90

We are asking for each to supply three schemes $90 \times 3 = 270$ schemes to go forward to estimate.

This number should not cause any problems for the team as all schemes that fall within budget allocation will be processed, works ordered etc., without the need to wait for confirmation by ETRAs, this in fact will reduce the process time and administration involved.

How long will it take Crispin & Borst to do the initial quotes?

This will be dependent upon requests. However, we hope that the time required to complete quotations will reduce as we improve the service. Our Partners have given assurances that they will deal with requests as quickly and efficiently as possible.

EIB Match Funding

I do not see as any potential issue as the contractor should not be treated as a third party i.e. we should engage them directly.

David White can contact John Newton who will be able provide advice on the most appropriate procurement route.

For any contractor we use (whether or not there is match funding involved) we need to ensure that the work undertaken is cost effective and is done to the required standard.

Percentage uplift by main suppliers

The contracts in place clearly lay down the percentage uplifts allowed and the process to follow. As part of our contract management process HH will investigate to ensure contract compliance in any/all cases brought to our attention.



Hackney Homes Ltd

ITEM 4

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

On 18 May 2009 at 6.30PM

Present	Board Members Rupert Tyson (Chair) Alice Burke (Vice-Chair) Afolasade Bright Brian Marsh Linda Kelly Karen Dodds Feryat Demirci Jonathan McShane Danny Sutcliffe Terry Edwards	Hackney Homes Officers Charlotte Graves Neil Isaac Gary Penticost Neehara Wijeyesekera Judith Morrison Alan Turner Chrys Edwards Robin Smith	Stakeholder Representatives (Hackney Council) Carol Hinvest Nimisha Patel Housing Partners John Ferman (Pathmeads) Elliot Brooks (Pinnacle) Member of the Public Eric Cato
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	Part A – Open to the Public	Action	Date
1. Welcome/Apologies/ Introductions	Apologies were received from the following: <ul style="list-style-type: none"> • Samantha Lloyd • Audrey Villas • Marie Photiou • Asim Bhattacharyya • John Newbury 		
2. Declarations of Interests	None.		
3. Questions from the Public	None		
4. Minutes of 20 April 2009 (Part A and matters	<u>Minutes of 20 April 2009 (Part A)</u> The minutes were agreed as a true record and signed accordingly.		

Hackney Homes Ltd

ITEM 4

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

On 18 May 2009 at 6.30PM

<i>Arising</i>	<p><u>Matters arising from the Hackney Homes Board Meeting Minutes of 20 April 2009</u></p> <p><u>6. Chief Executive's Report</u> The Board asked if the underspend on the 184 Budget 2008/09 had been ring-fenced and rolled forward to this financial year. Neil Isaac said that once the accounts had been closed, officers would know the final position.</p>	N Isaac	June
5. Hackney Homes' Chair's Report	<p>The Chair gave a verbal report and said that he, Alice Burke and David Larkin had attended an ALMO Board Member event hosted by South Essex Homes at Westcliff on Sea and were seen as strong ambassadors for Hackney, raising Hackney's profile nationally.</p> <p>The staff awards party was a great success and congratulations to the Communications Team for arranging the event.</p> <p>The Chair attended the opening of the CCTV at Fellowes Court and a consultation meeting with the Council on the ETRA review. Although the attendance at the meeting was poor, the feedback was good.</p> <p>The Board noted the report.</p>		
6. Report back from the Audit & Finance Committee Meeting 11 May 2009	<p>In the Chair of Audit & Finance Committee's absence, Neil Isaac, gave a verbal report from the Audit & Finance Committee held on 11 May. The Board was concerned about the amount of savings which had to be found given that Hackney Homes had received its ALMO Credits and the Major Repairs Account had not changed from the last financial year. The Board was also concerned that any cuts would adversely affect front line staff. Neil Isaac said that whilst there was adequate Capital Funding available, the Revenue Account had been diminished by changes to the subsidy regime. To date, Communities and Local Government had not made an announcement on the HRA Review and Hackney Homes was therefore tied by government policy and had to ensure that the accounts were balanced.</p>		



Hackney Homes Ltd

ITEM 4

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

On 18 May 2009 at 6.30PM

	<p>However, officers did share the Board's concern. Charlotte Graves said that there was a commitment to protect front line services. Neil Isaac confirmed that Hackney Homes had received the ALMO credits for Decent Homes for the next two years. Given the current climate and potential changes in government policy, the Board asked Officers to ensure that everything was done to receive the remaining money due to Hackney Homes.</p>	<p>EMT</p>	
<p>7. Chief Executive's Strategic Overview</p> <p>Woodberry Down Update</p>	<p>Charlotte Graves introduced the report. Officers had already started work on the savings proposals for the 2010/2011 financial year.</p> <p>There was some concern with repairs and maintenance amongst Board Members. Gary Penticost said he would discuss these issues outside the meeting. Crispin & Borst had done an excellent job with the Community Halls' kitchens & bathrooms. It was noted that the cleaning in Stoke Newington was very good and the Pathmeads team was thanked for handling a particularly sensitive issue.</p> <p>Robin Smith highlighted the timetable for the stock transfer. As a special CPC/Cabinet had been arranged for 27 July, it was essential that this timetable was adhered to. The Board wanted Officers to ensure that Residents at Woodberry Down did not feel pressurised in any way to return a yes vote. It was important that Residents understood exactly the implications of stock transfer. Charlotte Graves said that Robin Smith was presenting a specific item at an Executive Management meeting about the transfer and the role of Genesis and the importance of Hackney Homes remaining impartial in the transfer process. Robin Smith would give the same presentation to Board. When the final critical path was ready, this would be brought to Board for information.</p> <p>The Board asked that articles were run in Hackney Homes publications and information was circulated to all the Neighbourhoods to keep Residents informed.</p> <p>The Board noted the report.</p>	<p>Robin Smith</p> <p>Communications</p>	<p>TBC</p>

<p>8. ALMO Inspection – Audit Commission Recommendations Update</p>	<p>Chrys Edwards introduced the report. The Board commended the report as a very useful document and asked how progress would be measured. Chrys Edwards said that there was an over-arching monitoring process through the departmental service plans and a quarterly progress report was prepared which could be brought to Board. The Board expressed the importance of not only improving the areas of weakness but also maintaining those areas of strength. The Board asked how the implementation of Project Excellence would impact on repairs and maintenance. Chrys Edwards confirmed that Project Excellence would be implemented in tandem with the Audit Commission’s recommendation.</p> <p>The Board noted the report.</p>	<p>C Edwards</p>	<p>21.9.09</p>
<p>9 Year End .Business Critical Indicators</p>	<p>Neil Isaac introduced the report and explained the change in the format of the BCIs which now included an amber traffic light which indicated where an indicator was within 15% of the target. This format brought us in line with the Council’s reporting format. The Indicators were then reviewed in detail.</p> <p>The Board expressed concern about the apparent lack of improvement in dealing with Complaints and offered its help in removing any impediment there might be to reaching the target. Linda Kelly asked that a day be arranged for her to shadow the complaints team.</p> <p>The Board also expressed concern about the high levels of long-term sickness and asked what was being done to resolve this matter. Neil Isaac said that two initiatives had been implemented, one working with Occupational Health alongside the Council and the other in implementing the ill-health retirement criteria within the pension rules. Two members of staff had been retired using these rules. The Chair of HR said that she would follow this up through the HR Committee and report</p>	<p>N Isaac/A Jarosy</p>	<p>TBC</p>



Hackney Homes Ltd

ITEM 4

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

On 18 May 2009 at 6.30PM

<p>10. Health & Safety Update</p>	<p>back to Board.</p> <p>The Board queried the lack of information on stage 2 complaints. Neil Isaac said that this information would be included in the BCI reports for this new financial year.</p> <p>The Board also commented that there appeared to be some disparity between the target setting and Hackney Homes' capacity to achieve these targets. Charlotte Graves said that the planning process for the target setting last year had shown room for improvement and that this year, it was started earlier and involved more Officers. This change in the process should be reflected in next year's BCIs. The Board asked if some areas could be discussed in more detail and that the BCI report include some commentary.</p> <p>Neil Isaac said that Improvement Plans were being produced to work on turning the amber and red traffic lights green.</p> <p>The Board noted the report.</p>	<p>HR Committee</p>	<p>29.6.09</p>
	<p>Neil Isaac introduced the report. The Board asked for information on vulnerable people particularly with reference to child safety and protection.</p> <p>The Board expressed extreme concern about the recent death of a contractor and asked whether the contractors had lone worker policies in place. Gary Penticost said that the Health & Safety Executive had checked on this particular contractor's lone worker policy and procedures and had found it to be in order.</p> <p>The Board said that sanitisers were no substitute for regular handwashing and that face masks did not protect against swine flu. Neil Isaac said that since the report had been written, the Business Continuity Silver Team had decided against providing staff with face masks for this very reason.</p>	<p>N Isaac/A Jarosy</p>	<p>July 09</p>
		<p>N Wijeyesekera</p>	<p>July 09</p>



Hackney Homes Ltd

ITEM 4

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

On 18 May 2009 at 6.30PM

<p>11. Any Other Business</p>	<p>The Board noted the report.</p> <p>The Board queried the funding cuts for work to community halls. Neil Isaac said that this area of spend was subject to phased approval and it was hoped that this may be resolved in July.</p> <p>The Board asked that a budget for community development be explored.</p> <p>The Board noted that Gary Penticost and Tom Hunt had been very helpful in obtaining funding for community halls through the ELBA project.</p>	<p>N Isaac</p>	<p>Sept 09</p>
	<p>The Meeting Closed at 7.45 pm</p> <p>Date of next Board Meeting: Monday 29 June 2009 at 6.30 pm Christopher Addison House</p>		

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

Title of Report: Chief Executive’s Report – Strategic Overview	
Decision Making Body: Hackney Homes Board	Date: 29th June 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:

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|---|
| <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 |
|---|

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

Audit and Finance (A & F) Committee on 8th June considered the final revenue and capital budget monitoring outturn report for 2008/09. There was an underspend of £691k on the management fee budget and an overspend of approximately £2.2m on the delegated budgets. This was due mainly to an overspend on utility costs of £1.5m and an under recovery on rents of £1.3m as previously reported. The Capital budget overspent by £0.8m largely due to non receipt of NDC money. These figures were in line with what was anticipated.

4.2 Capital Programme 2009/10

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

4.3 Budget 2010/11

Budget planning for 2010/11 is well underway and the A & F Committee has received two training sessions highlighting the reasons for the need to make savings and also the main issues that will impact on setting next years budget. The latest report updating the HRA Medium Term Planning Forecast is expected to be approved by the July Council Cabinet meeting. This report is a key document for the HRA as it provides the link between the Council's / Hackney Homes strategic aims and business plans to its long term business planning process and annual budget setting process.

5.0 PROPERTY SERVICES

5.1 Excellence in Public Procurement Awards

The Government Opportunities magazine **Excellence in Public Procurement Awards** are one of the most sought-after awards in the sector. It is the only magazine in the UK dedicated to public procurement, so when it gives an Award, it's doing so on the basis of in-depth knowledge of the marketplace. Hackney Homes was nominated as a finalist for our Decent Homes Strategic Alliance.

There were a record number of Award entries in 2009 from a broad cross-section of the UK public and private sectors. This makes the achievement of a finalist place even more significant, as the level of competition for these coveted Awards intensifies.

The award categories covered, Sustainability and Social Procurement, Collaborative Procurement, Small Businesses and Third Sector Service

Providers, Best Service, Procurement Innovation or Initiative, Young Procurement Professional, Individual Excellence, Team Excellence and the highly coveted Lifetime Achievement Award, the quantity and quality of entries has been exceptional, and only the very best nominations have achieved finalist status.

Hackney Homes submitted an entry under the following category.

GO Best Procurement Innovation or Initiative Award

- City of Edinburgh Council, Corporate Procurement
- **Decent Homes Strategic Alliance, Hackney Homes.**
- Department for Environment, Food and Rural Affairs, SBEWS Team
- London Energy Project, sponsored by Capital Ambition
- Northumberland County Council, Procurement Centre
- Regional Supplies Service, Central Services Agency

This was the category receiving the second highest number of submissions. It was closely contested and of high quality and although we did not receive the award itself, it is rewarding to find ourselves in the top 6 in the country alongside much larger and more fully resourced organisations.

We have made a bid to HCA for funding to support the Cranston Estate Combined Heat and Power scheme. Hackney Homes is one of only 10 social landlords in the country to have been accepted through the first stage of bidding. Officers will make a presentation to HCA on 29th June. The proposals are supported by London Development Agency (who may provide additional funding support) and have to date been jointly funded by LBH and Shoreditch Trust.

5.2 Housing Heroes Awards

At an awards ceremony on 10 June Hackney Homes carpenter, Callie Duncan won the Housing Heroes Awards **Frontline service individual of the year** after being short listed from more than 300 entries. This is a new awards scheme launched this year that aims to shine the spotlight on the people and teams that are doing great work in delivering services to local people.

Callie Duncan and apprentice plumber, Daisy Clarke recently visited Stoke Newington School to talk to youngsters about a career within the trades.

5.3 Planned Maintenance

An excellent start has been made on the Capital Programme of over £20m. The Mayor's priority for door entry systems has started earlier in the year through improved planning and preparation. The contractors have responded well and their new systems have already been completed, 14 new and 11 replacement systems have already commenced. This means we are on target to meet or exceed the target of 114 new and 37 replacement systems this year. The dispute with one of our contractors has been resolved and work has recommenced.

We are expecting the final approvals for some items of the capital programme imminently and this will enable the programme to progress in areas such as essential fire risk works (identified from our Fire Risk Assessment Programme) capital voids and the health and safety works. This will mean Planned Maintenance will be delivering a capital programme amounting to over £33m this year.

The Planned Maintenance Steering Group is continuing with residents becoming directly involved in our partnering contracts through membership of the core teams for each of the contracts. Residents have been extremely positive about this opportunity and the benefits of their inputs are apparent to all involved.

The revised resident led 184 Planned Common Areas procedure was agreed before the start of the year. Much positive feedback has been received regarding the initial 'walkabout' phase of the programme.

The EIB procedure has also been revised and clarified and Planned Maintenance will now take responsibility for the process of ordering and getting works undertaken once the items have been identified by TRAs and approved by Housing Services.

The gas servicing programme has continued well using the Environmental Protection Act to enable entry to be forced as a last resort. Following the transfer back of a number of short lease properties with out of date certificates we are now close to our previous excellent position.

We continue to work with Community Services to improve our adaptations work. New partnering contracts are working well for the works phase but Community Services have had problems with Occupational Therapy services at the front end of the process. Community Services are co-operating with proposals that allow HH to take more control of the whole process.

We are continuing our membership of the Asset Management Improvement Partnership best practice and benchmarking club. Membership is expanding and the agreed benchmarking measures are now being entered by all members. The opportunity to share good practice amongst the diverse membership is proving valuable.

6.0 ESTATE ENVIRONMENT

- 6.1** The Service Managers posts have now been filled. The Grounds Maintenance Service Manager will commence on 1st July and the Estate Cleaning Service Manager will commence on 17th August.
- 6.2** Estate Environment were nominated for the Heroes Awards on Wednesday 10th June.
- 6.3** A further three members of staff have received a Long Service Award (25 years), a presentation took place on Friday 12th June at Dunloe Street to

thank them. Estate Environment intend to establish this as a regular procedure as there are many others within the service who have exceeded the 25 years.

- 6.4** Estate Environment have now commenced discussions with Leasehold Services regarding the development of a costing system which provides access to information by addresses via the web so that Leaseholders and in future residents, can interrogate Estate Environments service standards costs and activities and the relevant inspections to ensure that they are getting what they pay for.

7.0 RESIDENT SERVICES

7.1 ETRA Review

The Review is progressing well, recently discussions have been held with Councillors and Estate Managers and the Panels have been consulted on the questionnaire which has now been sent out to Tenants and Residents Association to collect their views.

7.2 EIB

New arrangements for processing EIB requests have been produced through a joint exercise between Resident services and Property Services. We are confident that the new arrangements will lead to substantial improvement in the service to residents with high proportion of EIB requests being completed by the end of the year. Comprehensive details and guidance has been sent to all TRA's and the general feedback is that residents view this as a positive development.

7.3 Tenants Levy

The first round of the Tenants Levy grants for 2009/10 have been successfully distributed with £25K of funding provided to Tenants & Residents associations to enable them to operate effectively and for social activities to enhance community development.

7.4 African & Caribbean Forum

The African and Caribbean group who engage with Hackney Homes on a regular basis have now become a constituted Hackney Homes representative forum. The members of the African and Caribbean forum have put a considerable amount of time and effort in working with Hackney Homes' officers and it will ensure they are a key part of Hackney Homes' engagement arrangements.

7.5 Street Property Roadshow

As part of our engagement work with street property residents a Roadshow has been organised on the 17 June 2009 in the North East neighbourhood for street property residents to come along and find out more about the services provided by Hackney Homes, to find out details of where they are in various programmes e.g. decent home and to meet staff from various Hackney Homes services. Further Roadshows will be organised for the remaining four neighbourhoods.

8.0 LEASEHOLD SERVICES

8.1 Forthcoming Events

A series of dedicated leaseholder and freeholder events are planned for 2009/10 including a Financial Advice Surgery on Tuesday 18 August and a Leaseholder and Freeholder Conference on Saturday 26 September.

The Financial Advice Surgery is aimed at leaseholders that need assistance and specialist debt advice. CHAS, Private Sector Housing, Houseproud and Age Concern will be in attendance to assist customers that book appointments.

The Leaseholder and Freeholder 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.

8.2 Leaseholder Advisory Group

As part of working towards improving the services we deliver to leaseholders and freeholders we are setting up a Leaseholder Advisory Group that will, depending on take up, consist of leaseholders and freeholders across the borough. The arrangement is aimed at providing a way for leaseholders and freeholders that pay service charges to discuss issues of importance with Hackney Homes.

All leaseholders and freeholders that pay service charges have been written to and invited to nominate themselves if they wish to be considered for the Group. It is intended that the Group will also have a representative from each Neighbourhood Panel and the Borough wide Leaseholder and Freeholder Forum.

The arrangement will be trialled for a year with the first meeting scheduled to be held in August.

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

WOODBERRY DOWN – FOR INFORMATION

Phases 2 – 5 Procurement

Final developer proposals are due to be submitted on 19th June.

The procurement strategy agreed by the Council has been to achieve an RSL/Developer Partnership for Phases 2-5, with a stock transfer after and a fall-back position of incremental development by the Partnership working with the Council and Hackney Homes should either funding for a stock transfer not be confirmed by Government, or there is a negative ballot.

The stock transfer option is intended to release £40m in gap funding from the Homes and Communities Agency, which DCLG allocated some time ago for Woodberry Down. Negotiations with HCA continue, but there is yet to be confirmation of the funding. A meeting with the Minister was held on the 19th May 09.

Therefore, the Council and Genesis will continue with the procurement of a developer for Phases 2-5 and work towards a potential stock transfer ballot in 2010, subject to HCA confirming the £40m gap funding by October 09 when the Offer Document is scheduled to be agreed by Cabinet.

Officers will continue to establish the new CBHA in shadow form and consult with residents on the offer document. However, within the caveat, that transfer is dependent on securing the gap funding. Otherwise incremental development is likely in accordance with the agreed procurement strategy. This would be trickle transfer whereby existing stock remains under the management of Hackney Homes whilst new build homes are transferred to Genesis Housing Group.

The position will be reviewed in the summer once the Developer has been procured and negotiations with HCA further advanced.

Current Timetable

Genesis and Hackney Homes are currently working towards a stock transfer ballot in January 2010 with transfer in April 2010 subject to the views of WDCO. Whilst a challenging timetable, specialist legal advice indicates that subject to the necessary resources being made available the timetable is achievable.

There are two key drivers behind this timetable. The first is that by holding the 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 Election period, or unable to give consent or agree gap funding due to changes in Government and/or policy.

The second advantage is that such a short timetable focuses residents and demonstrates that change and regeneration is happening now – “New Year Start”. However, WDCO have indicated that a summer ballot in 2010 with an extended timetable would be beneficial from their point of view.

KICK START SITES

Old School Site

Key issue is the Revised Planning Application which was presented to Planning Sub-Committee on Wednesday, 10 June. Most important is the question of a revised Section 106 Agreement over which negotiations are continuing.

HCA Negotiations

We are in dialogue with the HCA with a view to bring forward two sites – Woodberry Grove North and Newton Close – and build, with HCA funding approximately 266 social rented homes.

SEVEN SISTERS ROAD

BMG Research continues to survey residents and non-residents to gauge levels of support for the Seven Sisters Road Scheme by interviewing around 500 people.

The survey was to be completed by the 6th June followed by a report. A decision will then be taken as the most appropriate way of taking the proposal forward.

COMMUNICATIONS & CONSULTATION

The new **Principles and Purpose** document – now called **The Woodberry Down Regeneration Framework** – has been published in time for the Harrogate Conference.

The **June Newsletter** has been distributed to all residents & stakeholders this week including an insert on Space Standards.

The Roadshow went well with a larger turnout than expected, and with people attending who we've not previously engaged. A good number have completed the survey – results are being analysed, but the key message appears to be one of residents wanting the development underway as quickly as possible across more sites than currently.

SEVEN SISTERS ROAD

BMG Research continues to survey residents and non-residents to gauge levels of support for the Seven Sisters Road Scheme. To date they have interviewed 210 **(300)** WD Residents, 32 **(100)** Hackney Residents and 34 **(100)** Non-Hackney / Non-WD Residents – target in **bold**.

The survey will be completed by the 6th June with a final report provided to Hackney Homes two weeks later. The findings of the report will be circulated to key officers within Hackney Homes and the Council as well reported back to the WDCO Board as previously agreed.

A decision will then be taken as the most appropriate way of taking the proposal forward.

COMMUNICATIONS & CONSULTATION

The new **Principles and Purpose** document – now called **The Woodberry Down Regeneration Framework** – has gone to print, ready in time for us to take to Harrogate.

The **June Newsletter** has been distributed to all residents & stakeholders this week including an insert on Space Standards. Effy's now working on the July edition – any articles or information for inclusion in this, please send to her directly.

Stock Transfer – we're working with Genesis to agree a way forward for communications about the Stock Transfer for the next year.

The Roadshow is going well with a larger turnout than expected, and with people attending who we've not previously engaged. A good number have completed the survey – results to follow once the Roadshow has ended.

Due to the success of the last **Turkish-speaking women's** luncheon at RRRRC, there will now be a follow-up coffee morning on Friday 12 June, again at RRRRC.

Finally, the C&C Team will be working at the **CIH Conference in Harrogate** the week after next, 15 – 19 June

Title of Report: END OF YEAR FINANCIAL OVERVIEW AND BUDGET 2009/10 UPDATE	
Decision Making Body: HACKNEY HOMES BOARD	Date: Monday 29th June 2009
Classification: For Information	Report of: Director of Finance & Resources
Item Previously considered at:N/A	On Which Date: N/A
Report Author: - Sunil Desai, Head of Finance	Appendices: None
<p>Report Outline:</p> <ul style="list-style-type: none"> • Paragraph: 1 - Summary of Report; • Paragraph: 2 – Recommendations; • Paragraph: 3 – Background; • Paragraph: 4 – Outturn 2008/09 and Budget 2009/10; • Paragraph: 5 - Impact Upon The Hackney Homes Strategic Plan; • Paragraph: 6 – Impact Upon The Hackney Homes Risk Register; • Paragraph: 7 – Consideration of the Hackney Homes Equality & Diversity Strategy 2006 and Action Plan 2007 – 2010; • Paragraph: 8 - Consultation Process & Findings; • Paragraph: 9 - ICT Implications; • Paragraph: 10 - Human Resources Implications; • Paragraph: 11 – Financial Implications; • Paragraph: 12 - Legal Implications / Advice; • Paragraph: 13 - Other Related Decisions / Guidance. 	

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

1 SUMMARY

- 1.1 This report summarises the 2008/09 outturn position for Hackney Homes (HH) and its delegated budgets. The revenue outturn position for HH was an underspend of £0.7m and an overspend on the delegated budgets of £2.2m. This was primarily due higher costs for gas / electricity and lower rental income from dwellings as a result Haggerston / Kingsland stock transfers. The overall HH capital outturn position was £0.8m overspend.
- 1.2 The current year's forecast position is expected to be as per budget, however there still remains risks associated with ensuring that identified savings are realised; overall HRA Repairs & Maintenance (R & M) budgets do not overspend and that utilities / rental income budgets are not overspent or there is an under recovery.

2 RECOMMENDATIONS

- 2.1 That the Board notes the 2008/09 outturn position for Hackney Homes for its own budgets / delegated budgets and capital budgets.
- 2.2 That the Board notes the current position on 2009/10 budgets.

3 BACKGROUND

- 3.1 Budget Managers within each of the three directorates are expected to use their local knowledge and current performance levels of activity in their area to forecast spend to the year end.
- 3.2 Budget monitoring is part of the performance management process for Hackney Homes and the Council.
- 3.3 Regular budget monitoring and budget plans are reported to the Audit & Finance (A & F) Committee.
- 3.4 The Company Account for 2008/09 will be reviewed by Baker Tilly our external auditor and will be presented for sign off at the AGM.

4 OUTTURN 2008/09 AND BUDGET 2009/10

4.1 REVENUE 2008/09

Hackney Homes Budgets

- 4.1.2 Hackney Homes' budgets have underspent by £691k net.
- 4.1.3 This was mainly due to an underspend of £806k of staffing costs. This is composed of an underspend on staffing costs of £4,810k and an overspend on agency staff of £4,004k.

- 4.1.4 There are other overspends on professional fees £152k mainly due to the insurance imprest account of £100k and Service Level Agreements of £206k which includes printing consumption overspend.

Hackney Homes Delegated Budgets

- 4.1.5 HH Delegated Budgets has overspent by £2.2m net. This was in line with what was predicted during the course of the year and was regularly reported upon to the A & F Committee.
- 4.1.6 The HH delegated budget for utilities shows an overspend of £1.5m. This overspend is based on what has been paid to the successful companies that tendered for these contracts, Gazprom (gas), Scottish and Southern (electricity) and EMO (oil). It should be noted that although price paid by individual consumers fluctuated during the year, these contracts were for a fixed price in terms of the price paid per unit.
- 4.1.7 The rental income from dwellings shows a shortfall in income of £1,274k. This was due mainly to the loss of income as a result of the stock transfers at Haggerston and Kingsland estates. This represents approximately a 1% variance on the overall budget of £99m.

4.2 CAPITAL 2008/09

- 4.2.1 The outturn Capital Monitor shows as overspend of £0.8m against the revised budget of £50.1m.
- 4.2.2 In the main, this is caused by overspends of £0.8m on Decent Homes and the non-receipt of £1.7m of NDC funding, offset by savings across NDC Rolling Refurbishment Programmes of £1.1m, Woodberry Down of £0.6m and Planned Maintenance of £0.1m.

4.3 BUDGET 2009/10

- 4.3.1 The current 2009/10 forecast position is per budget. This is to be expected as it still relatively early in the year.
- 4.3.2 The main areas that will be monitored closely are –
- Ensuring identified savings are realised;
 - The overall HRA R & M budgets do not overspend, however it should be noted that there continues to be demand pressure on reactive maintenance budgets;
 - Utility costs;
 - There is not a significant under recovery of rental income from dwellings.

5 IMPACT UPON HACKNEY HOMES STRATEGIC PLAN

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

6 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

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

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

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

8 CONSULTATION PROCESS & FINDINGS

- 8.1 Key stakeholders are consulted on budget proposals, as will residents as part of the rent consultation process. In addition HH will work closely with the Council to ensure that proposals made by HH will allow the Council to deliver its priorities.

9 ICT IMPLICATIONS

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

10 HUMAN RESOURCES IMPLICATIONS

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

11 FINANCIAL IMPLICATIONS

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

12 LEGAL IMPLICATIONS / ADVICE

N/A

13 OTHER RELATED DECISIONS / GUIDANCE

N/A

Title of Report: Alternative Meeting Venues	
Decision Making Body: Hackney Homes Board	Date: 29 June 2009
Classification: For Decision	Report of: Director of Finance & Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - Tess Merrett: 3432	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 The Board agreed at its meeting in November 2008 to explore the possibility of alternating the Board meeting venue between Christopher Addison House and suitable venues around the Borough. A selection of venues around the Borough have been visited and assessed for suitability and these are listed below

1.2

2.0 Recommendation

- 2.1 That the Board agrees to hold the next Board meeting at one of the listed venues subject to availability.

3.0 Background

3.1 The Board at its meeting in November, agreed that officers should explore the possibility of holding alternative Board meetings round the Borough. Several venues have been visited and assessed for suitability and further sites will be visited in due course. The very positive news about the Community Halls is that they are very well used which means, of course, the downside is that we may have difficulty in booking them. Some of the halls viewed were unsuitable as they were used as children's nurseries, for example, and the play equipment remained in the hall. Some were simply too small however, as there are approximately 75 Community Halls, there are still many yet to be viewed.

3.2 The following table lists four venues which have the necessary facilities and are DDA compliant.

3.3

Hall	Address	Comments
Robin Redmond Resource Centre	440 Seven Sisters Road N4 2RD	Easy to find. Parking available in the Regeneration Team's car park. Good facilities. Very well used resource so will need to book early.
Jack Dunning Community Hall	Homerton Row E8 1AS	Easy to find, good facilities. Parking permit holder until 6.30 pm. Well used.
Lordship South Community Hall	14 Lordship Grove, Stoke Newington N16 0QA	Easy to find, free parking on the estate. Good facilities. Well used.
Shellgrove Community Hall	Boleyn Road, N16 8EP	Easy to find. Parking resident only until 6.30. Large hall with facilities. Very well used.

Title of Report: : UPDATE REPORT ON DECENT HOMES PROGRAMME December 2008	
Decision Making Body: Hackney Homes Board	Date: Monday 29th June 2009
Classification: For Information	Report of: Director of Property Services
Item Previously considered at: Hackney Homes Board	On Which Date: Monday 20th April 2009
Report Author: Alan Turner	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:

- **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

- 1.1 This report briefly describes the successful outcomes on the Decent Homes Programme for the 2008/09 financial year. The target for reduction of non-decent homes has been exceeded. The funding for the 2009/10 programme is not all in place at the time of writing this report. A verbal update will be given to the Board.

2.0 RECOMMENDATION

2.1 **This report is for information.**

3.0 BACKGROUND

3.1 **2008/09 Performance – outputs - Number of homes with new windows, new roofs and structural repairs**

	New Roofs	New Windows	Structural Repairs
North East	292	292	292
Stoke Newington	169	169	165
Homerton	345	345	345
Shoreditch A	180	86	180
Shoreditch B	98	79	98
Total	1,084	971	1,080

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

At the end of 2008/09, 32.0% of Hackney Homes housing was non-decent.

This exceeds the target of 33.6%.

The target for 2009/10 is 27.1%.

3.3 **Key Performance Indicator – Resident Satisfaction with completed works**

The three main constructors used in 2008/09 achieved consistently high levels of resident satisfaction:

Connaught (North East) – 96%

Lovell (Shoreditch A and B) – 96%

Mansell (Stoke Newington and Homerton) – 96%

The 2008/09 target was 85%, which was exceeded in all areas.

4.0 IMPACT UPON THE HACKNEY HOMES' STRATEGIC PLAN

4.1 This is a regular update report on the business plan's Decent Homes objective.

5.0 IMPACT UPON THE HACKNEY HOMES' RISK REGISTER

5.1 No impact from this update report.

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

6.1 No implications.

7.0 CONSULTATION PROCESS & FINDINGS

7.1 N/A

8.0 ICT IMPLICATIONS

N/A

9.0 HUMAN RESOURCES IMPLICATIONS

N/A

10.0 FINANCIAL IMPLICATIONS

10.1 In 2008/09, a total of £21.8m was spent on the Decent Homes programme. The area by area breakdown is as follows:

North East - £5.2m
Stoke Newington - £3.2m
Homerton - £6.4m
Shoreditch A - £4.5m
Shoreditch B – £2.5m

10.2 The 2009/10 budget has, at the time of writing this report, not yet been fully approved by the council. The intention is to spend at least £40m, and to commit a larger amount than this with expenditure flowing into 2010/11. The initial 2009/10 allocation of £20m has been fully committed. The Board will be given an update at the meeting on 29th June.

11.0 LEGAL IMPLICATIONS / ADVICE

N/A

12.0 OTHER RELATED DECISIONS / GUIDANCE

N/A