

**HACKNEY HOMES Ltd  
Resident Liaison Group Meeting**

**Thursday, 2 July 2009 at 6.00pm to 7.50pm**

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

**Part A Meeting (Open to the Public)**

**Distributed to:**

**Resident Liaison Group Members:**

Rupert Tyson (Joint Chair)  
Tom Price (Joint Chair)  
Audrey Villas  
Danny Neeson  
David Larkin  
Brian Marsh  
Joyce Brown  
Feryat Demirci  
Terry J Edwards  
Muriel Gordon  
Alice Burke  
Rachel Sheldon  
Lionel Fairweather  
Ehsan Uddin  
Erdal Doganduzel  
Jean – Paul Lawrence Tampu-eya  
Denise Bingham  
Tony Goodchild  
Michael Gills  
Susan Fajana-Thomas  
Gordon Guthrie

**Officers:**

Charlotte Graves

Neil Isaac

Robin Smith

Gary Penticost

Neehara Wijeyesekera

Judith Morrison

Tom Hunt

Clive Taber

Alex Jarosy

Alan Turner

Tom Hogan

**Housing Partner Representatives:**

Mouchel: John Newbury

David Saxon

Nii-Amon Nikoi

Pinnacle: Elliot Brooks

Pathmeads: John Ferman

Sarah Chapman

Fergal Ward

**Contact:**

**Governance Team**

**020 8356 3432/2264/4225.**

**Governance.team@Hackneyhomes.org.uk**

**HACKNEY HOMES Ltd**  
**Resident Liaison Group Meeting**

**Thursday 2 July 2009 at 6:00pm to 7.50pm,  
The Chief Executive's Conference Room, 1<sup>st</sup> Floor,  
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ**

**A Part A AGENDA (Open to the Public)**

Item	Presenter	Subject	Pages	Status	Duration	Time
1.	Chair	Welcome and Introduction		Information	5 mins	6.00-6.05
2.	Chair	<ul style="list-style-type: none"> <li>• Apologies</li> <li>• Declarations of Interest including HH Board Members declaring they are Board Members</li> </ul>		Information Information	2 mins	6.05-6.07
3.	Chair	a) Minutes of 7 <sup>th</sup> May 2009 and Matters arising b) Rolling Register	1-7 8-9	Decision	10 mins	6.07-6.17
4.	C Graves/Exec Team	Key issues for Hackney Homes		Information Verbal reports	15 mins	6.17-6.32
5.	Peter Naughton	Woodco		Presentation	15 mins	6.32-6.47
6.	W Hylton	Consultation Presentation on Hackney Homes CCTV Strategy (Draft) 2008 – 2012		Presentation	15 mins	6.47-7.02

7.	C Taber	ETRA Review update	10-11	Information	15 mins	7.02-7.17
8.	C Taber	Alternative forms of engagement –feedback from Focus Group	12-15	Information	5 mins	7.17-7.22
9.	C Taber	Estates Improvement Budget Review	16-23	Information	10 mins	7.22-7.32
10.	T Merrett	Alternative Venues for the meeting	24-25	Information	5 mins	7.32-7.37
11.	Chair	Any Other Business		Information	10 mins	7.37-7.47
12.	Chair	<b>Date of next meeting: 10 September 2009 (Christopher Addison House)</b>		Information	1 min	7.47-7.48



## Hackney Homes Ltd

ITEM 3a

**Part A** Minutes of Resident Liaison Group Meeting, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 7 May 2009 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair) Cllr Tom Price (Joint Chair)</p> <p>Terry J Edwards Brian Marsh Muriel Gordon Danny Neeson Mavis MacGee David White Joyce Brown Gordon McGuthrie Lionel Fairweather Jean-Paul Lawrence Tampu-eya</p> <p><b>Housing Partner Representatives</b> John Ferman- Pathmeads John Newbury</p>	<p><b>Officers</b> Charlotte Graves Gary Penticost Alan Turner Neil Isaac Judith Morrison Neehara Wijeyesekera Tom Hunt John Ferman John Newbury Carla Ferrarello Clive Taber</p> <p><b>In attendance</b> Uzma Durrani</p>
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Item	Open to the Public	Action	Date
<b>1. Welcome Introduction</b> &	Tom Price welcomed everyone to the meeting and all those in attendance introduced themselves.		
<b>2.</b> • <b>Apologies</b>	<p>Apologies were received from:</p> <ul style="list-style-type: none"> <li>• Alice Burke</li> <li>• Susan Fajana-Thomas</li> <li>• Denise Bingham</li> <li>• Tony Goodchild</li> <li>• Robin Smith</li> </ul>		

Item	Open to the Public	Action	Date
<ul style="list-style-type: none"> <li><b>Declarations of interest</b></li> </ul>	<ul style="list-style-type: none"> <li>Elliot Brook</li> </ul> <p>Rupert Tyson, Brian Marsh, Terry Edwards declared themselves to be Board Members of Hackney Homes</p>		
<p><b>3.a Minutes of 12 March 2009</b></p> <p><b>Matters arising</b></p> <p><b>3(b) Rolling Register</b></p>	<p>Joyce Brown asked that the minute of Item 11 AOB District <i>Heating</i> be corrected to reflect the fact that the Group asked that the matter of the district heating charges be taken back to Council.</p> <p>The minutes were agreed as a true record and signed accordingly.</p> <p><u>3(a) Matters Arising 7 EIB</u> Gary Penticost said that monies had been carried over to the new financial year for works which had already been committed. For those works which had not been committed, it was not possible to roll the money forward.</p> <p><u>3(a) Matters Arising Kitchen &amp; Bathroom arrears policy</u> Officers stated that the Board had agreed the cessation of this policy and would work with the Council as to how this could be achieved.</p> <p><u>Clockhouse Meeting Space</u> Clive Taber would contact Muriel Gordon outside the meeting.</p> <p><u>EPAG</u> Joyce Brown would ask EPAG to contact Tess Merrett regarding giving a presentation at a future Resident Liaison Group Meeting.</p>	<p><b>N Isaac</b></p> <p><b>C Taber</b></p>	



Item	Open to the Public	Action	Date
	<p>meeting.</p> <p>The Group approved the Non-Urgent Communal Area Repairs and Improvements Procedure Note for 184 Budget – Planned Walkabout Programme.</p>		
<p><b>5 Resident Liaison Group Discussion</b></p>	<p>Neehara Wijeyesekera introduced the discussion and the Group raised the following matters.</p> <ul style="list-style-type: none"> <li>• The Group should elect its Chair and Vice Chair</li> <li>• The purpose of the Group was to resolve Residents’ Problems</li> <li>• Officers brought papers to the Group and discussions were curtailed</li> <li>• The Group required much earlier involvement in consultation on policies and procedures.</li> <li>• The Group wanted to hear news from other Panels in the borough</li> <li>• The Group wanted more facts and figures and detailed information</li> <li>• The Terms of Reference for the Group were not followed</li> <li>• It was not clear in what capacity some people were attending the Group</li> <li>• Board Members who were also Panel Chairs could be in a difficult position in respect of conflict of interests</li> <li>• Residents have the right to elect whomsoever they want as their Panel Chairs who then subsequently were RLG members</li> <li>• The Chair of the Board does not have officer status on his Panel and this example should be followed by other Panels.</li> <li>• The Group was not operating on a level playing field as Panel Chairs who were also Board members were privy to certain information.</li> <li>• Other groups across the Borough should feedback to RLG via the Neighbourhood Panels.</li> </ul>		

Item	Open to the Public	Action	Date
	<ul style="list-style-type: none"> <li>• Youth Groups should be included at every level</li> <li>• Non-Resident Board members had more of a conflict in carrying out their duties.</li> <li>• BMEs were under-represented on the Group</li> <li>• Any good practice to share amongst the Panels</li> <li>• Groups attract attendance by what they achieve and deliver therefore the RLG needed to deliver something</li> </ul> <p>The Group then asked for the views of the Executive and the Chief Executive said that she worked with the majority of the people in the room in different forums which worked well, however, the Resident Liaison Group itself did not work as well. The Chief Executive asked what the RLG wanted.</p> <p>It was agreed that :</p> <ul style="list-style-type: none"> <li>• Strategies, policies &amp; procedures would be brought to the Group earlier in the process.</li> <li>• Terms of reference, membership and remit would be reviewed</li> <li>• A summary of all the key issues for the Executive and Hackney Homes would be brought to each meeting</li> </ul>		
<p><b>6.The Estate Plans Project</b></p>	<p>Carla Ferrarello introduced the paper and outlined the processes. The Group agreed that the idea was a very good one and asked for clarification on whether it included visual environment. Carla Ferrarello confirmed that it included the complete environment. It was planned that the project would cover 20 estates every six months. The Group asked what percentage of the postal surveys were returned. Carla Ferrarello said that a minimum of 10% up</p>		



## Hackney Homes Ltd

ITEM 3a

**Part A** Minutes of Resident Liaison Group Meeting, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 7 May 2009 at 6.00PM

Item	Open to the Public	Action	Date
	<p>to a maximum of 23% were returned. Tom Hunt said that this structured approach allowed everyone to understand what was possible to achieve on the estates and what was not. The Group asked if the finance was in place to be able to deliver these plans. Alan Turner said that the plans were about using the resources which were already available to us, investing in the best way possible and working alongside residents.</p> <p>A report on progress would be brought back to the Group in November.</p> <p>The Board noted the report.</p>		
<p><b>7. Any Other Business</b></p>	<p>Terry Edwards drew the Group's attention to the Octopus Project which was a boroughwide initiative run by Scotland Yard for primary school children up to the age of 11 years. Tom Price, the Chair of the meeting, asked that this be publicised.</p> <p>Rhonda Dewsnap asked whether there would be resident consultation on the review and renewal of the Neighbourhood Contracts. Charlotte Graves said that as yet, there was no formally agreed process and that 2 of the contracts still had 2 years to run. However, Officers would be starting discussions with the Council shortly.</p> <p>Rhonda Dewsnap said that the Fabian Society had published a housing document called In the Mix which was available on its website.</p> <p>Danny Neeson said that the Central Panel was running an Open Day on Saturday 9<sup>th</sup> May from 12 Noon.</p> <p>The Group asked for an update on the position with Rents. Neil Isaac said</p>		



## Hackney Homes Ltd

ITEM 3a

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On 7 May 2009 at 6.00PM

Item	Open to the Public	Action	Date
	<p>that the Council had agreed to implement the Government option and Officers were now working on ensuring that all matters affecting this such as benefit issues were picked up prior to implementation. This would take a few weeks but would be backdated.</p> <p>David White asked for borough wide information on EIB.</p> <p>Jean-Paul Lawrence Tampu-Eya asked that Hackney Homes only used legal proceedings for tenancy matters as a last resort. Clive Taber said that legal proceedings were only used as a last resort and he would talk with Jean Paul Lawrence-Tampu-Eya outside of the meeting.</p> <p>The Group agreed that they would like to hold meetings round the borough and some options for venues would be brought to the next meeting.</p>	<p><b>C Taber</b></p>	
<p><b>8. Meeting Closed</b></p>	<p>The Meeting Closed at 8.00 pm.</p> <p>The next meeting would take place on Thursday 2 July at 6.00 pm at Christopher Addison House</p>		

Signed as a true record of this meeting \_\_\_\_\_Chair          Dated \_\_\_\_\_

Item 3b)

## Rolling Register Resident Liaison Group

<p><b>1. Repairs-184/EIB</b> <b>8.1.09</b></p>	<p>Final report on EIB to be prepared  Final Report on 184 to be prepared..</p>	<p><b>Tom Hunt/ N Wijeyesekera  G Penticost</b></p>	<p><b>2 July</b>  <b>7 May</b></p>
<p><b>4. Garages Update</b> <b>30.10.08</b></p>	<p><b>Garages update</b>  Report and Strategy on Garages to consider</p> <ul style="list-style-type: none"> <li>• Demand</li> <li>• Condition</li> <li>• Future finance</li> <li>• Viability</li> <li>• Whether to demolish</li> </ul>	<p><b>A Turner</b></p>	<p><b>From 09/10 budget year</b></p>
<p><b>5. Update on Decent Homes Programme</b></p>	<p>8.2 Equalities Impact Assessment report on kitchens and bathrooms and arrears policy in respect of kitchens and bathrooms to be brought back to the RLG following discussion at Service Improvement Committee</p>	<p><b>T Hogan</b></p>	<p><b>September 09</b></p>
<p><b>7. Woodberry Down</b></p>	<p>Representatives of WDCO to be invited to give a presentation to RLG on what was happening</p>	<p><b>R Smith</b></p>	<p><b>July 09</b></p>



Item 3b)

# Rolling Register Resident Liaison Group

<b>8. Resident Participation Strategy</b>	Report on outcomes of ETRA Review	<b>C Taber</b>	<b>July 09</b>
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Title of Report: <b>Enhanced TRA Meetings Review Update</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>2nd July 2009</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Head of Resident Services</b>
Item Previously considered at: <b>Report to meeting of Resident Liaison Group</b>	On Which Date: <b>30 October 2008</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices: <b>N/A</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Update on the Enhanced Tenants & Residents Association Meeting Review**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)

## **1.0 SUMMARY OF REPORT**

- 1.1 The purpose of this report is to provide an update on the progress of the Enhanced Tenants & Residents Association (ETRA) review.

## **2.0 RECOMMENDATION**

- 2.1 Resident Liaison Group is asked to note the contents of the report.

## **3.0 BACKGROUND**

- 3.1 In September 2007 the new ETRA meetings were established with the estate managers being the main liaison point on estate based issues. As part of the consultation process and the establishment of the ETRA system it was decided that after the system had been operating for over a year a review would be carried out to measure its effectiveness. The review process was commenced in January 2009.

#### 4.0 UPDATE ON THE ETRA REVIEW

4.1 The original timetable has been extended to ensure that the process was thorough and produced good quality and productive outcomes that residents were able to properly contribute to that would give the process and any resulting changes legitimacy. The consultation element of the Review will be completed in the summer and the reports to the RLG and to the Hackney Homes Board will take place in September/October 2009.

4.2 The details of actions completed and timings for those yet to be completed are set out in the table below:

Action	Timing	Status
Discussions with Panels	Jan 09-April 09	<b>Complete</b>
Feedback from AC Report	Feb 09	<b>Complete</b>
Discussions with Councillors	May 09	<b>Complete</b>
Discussions with key HH service/ Departments & Members support	June 09	<b>To be done</b>
Telephone/Postal/e-mail survey To all TRA's	May 09 – July 09	<b>To be done</b>
Views from Alternative forms Of engagements/Non-TRA Residents	May 09 - July 09	<b>To be done</b>
Discussions with Estate Managers	June 2009	<b>Complete</b>
Report to RLG on outcomes	Sept 09	<b>To be done</b>
Consideration of outcomes and Proposals by Hackney Homes Executive Team and Board	Sept/October 09	<b>To be done</b>
Implementation of changes	October 09 onwards	<b>To be done</b>

4.3 The timing of the questionnaire for Tenants & Residents Associations has been rescheduled as some Panels requested an opportunity to be able to view the draft questionnaire and make any suggestions for amendments prior to it being sent out. This has been done and appropriate amendments, following receipt of the feedback for the Panels, have been made. At the time of writing this report the questionnaire is due to be sent out before the RLG meeting with a return date in the latter part of July. A further verbal update will be given at the meeting.

4.4 At this stage as the consultation element of the Review has not been completed it is not possible to comment on the findings to date.

4.5 We would like to thank all those who, to date, have contributed their views to the Review process.

**Clive Taber**  
**Neighbourhood Contract Manager**

Title of Report: <b>Alternative Forms of Engagement Update</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>2 July 2009</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Head of Resident Services</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices: <b>None</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Update of Alternative Forms of Engagement Activity**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)

**1.0 SUMMARY OF REPORT**

- 1.1 The purpose of this report is to update the RLG about the alternative forms of engagement activities since March 2009.

**2.0 RECOMMENDATION**

- 2.1 The Resident Liaison Group is asked to note the report.

**3.0 BACKGROUND**

- 3.1 As an outcome of the Review of Resident Participation Arrangements in 2007 the range of alternative forms of engagement were greatly expanded. In addition the Resident Participation team were able to devote more staff time to this area and further develop these forms of engagement. The objective was to reach out to those residents who are willing to engage with Hackney Homes but did not want to access the service through the traditional routes of involvement.

- 3.2 The RLG has requested that the meeting receive a bimonthly update on the alternative forms of engagement.

#### **4.0 DETAILS OF THE ALTERNATIVE FORMS OF ENGAGEMENT & OUTCOMES**

- 4.1 The alternative form of engagement activities undertaken since March 2009 until 12 June 2009 is as follows:

##### **Street Property Sounding Board**

Subject – Decent Homes

Attendees – 86

Outcome/Feedback –

- More question & answer sessions (as on Decent Homes) to be held for other services
- To hold localised neighbourhood road shows to deal with specific issues,
- Next event in North East (17<sup>th</sup> June) on Decent Homes, Planned Maintenance and Repairs,
- Opportunity to meet & greet Estate Managers at localised events above
- Establish borough-wide Street Property Forum

##### **Disability Focus Group**

Subject – ASB/Respect Agenda

Attendees – 10

Outcome/Feedback –

- Service Delivery issues – improvements in recordkeeping (ASB),
- More should be done to publicise the ASB service and in ways which meet the needs of a diverse community and confidentiality for those reporting ASB – residents expressed concern that staff may not safeguard it
- There was a lack of facilities for children and teenagers
- More use could be made of community halls to provide youth facilities
- Car repairing and fly tipping was a big issue
- Establish borough-wide Disability Forum
- Next event due on 6<sup>th</sup> July on Equality Scheme and Disability Forum

##### **African Caribbean Consultative Forum (ACCF)**

Subject – Fully Constituted Forum – Committee Meeting (Bi-Monthly)

Attendees – 11

Outcome/Feedback –

- How to raise the profile of the forum,
- Holding a Summer event or part of HH fun days
- How can residents across the Borough access the forum

- Pleased with proposed change of rent arrears policy on decent homes kitchen and bathroom
- Key issue – Cleaning - raising the standard of cleaning on some estates
- Key issue – Security - ensuring residents feel safe in their home -

Following Groups are due to meet in the next two months:

- Asian Women's Group
- Turkish Focus Group
- Leaseholder Forum
- Fellows Court Youth Committee
- Landfield & Beckers Youth Committee

### **Hackney Homes Youth Committees**

Chatvic Youth Committee – (New Kingshold, Morningside, Frampton Park and Trelawney)

Attendees – 13

Outcome/Feedback –

- Media consultation with London Tonight – about derelict land
- Consultation with Hackney Planning Group on Central Hackney/Narroway proposals
- Training and development for Youth Committee members

Woodberry Down Youth Committee –

Attendees – 9

Outcome/Feedback –

- Local engagement with Parkside Youth Club
- Youth Committee website/web page to be created
- Youth committee representation on EDC to be looked into
- Two youth projects to be delivered on estate
- Representatives to attend Hackney North East Forum meetings as part of Youth Parliament

Holly Street Youth Committee –

Attendees – 16

Outcome/Feedback –

- Youth Committee to work in partnership with new TRA
- Youth Committee members to be part of Holly Street Partnership executive meeting
- Training and development of youth committee members on project management, presentation and roles and responsibilities.
- Local partnership working with Connexions
- Representatives to attend Hackney Shoreditch Forum meetings as part of Youth Parliament

Fawcett Youth Committee –

Attendees – 12

Outcome/Feedback –

- Film premier at Rio cinema film made about relations with the Police – invited TRA, local police, councillors and Hackney Homes
- Young people to attend Youth Parliament
- Training and development for Youth Committee members

4.2 During this period a total of 157 residents have engaged with Hackney Homes through these alternative forms of engagement. The numbers are likely to increase in the future as we are introducing our '100 club' where we preparing a list of up to 100 residents who are happy to receive a phone call from us to discuss a themed service issue. In addition to this we will be looking to generate regular postal and web surveys on these issues.

4.3 We produce a bi-annual 'Get Involved' news booklet that provides details of the various engagement activities undertaken in the preceding 6 months. The next one is due out in September/October 2009.

Title of Report: <b>Environmental Improvement Budget</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>2 July 2009</b>
Classification: <b>FOR INFORMATION/VIEWS</b>	Report of: <b>Head of Resident Services</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices: <b>Appendix 1 – EIB Information sent to TRA's</b> <b>Appendix 2 – EIB Guidance note for TRA's</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Details of the New EIB Arrangements**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)

**1.0 SUMMARY OF REPORT**

- 1.1 The purpose of this report is to inform the RLG about the new arrangements for processing Environmental Improvement Budget (EIB) requests. Any views on the arrangements will be considered for next year's programme.

**2.0 RECOMMENDATION**

- 2.1 The Resident Liaison Group is asked to note the report and make any suggested changes that will be considered for next year's programme.

**3.0 BACKGROUND**

- 3.1 The performance last year saw £351206 spent on EIB works from a total budget of £567280. The proportion of the EIB money spent in 2008/09 was 62% and a substantial improvement is required for the current year 2009/10. When the reasons for this level of performance were analysed it was clear that the internal Hackney Homes arrangements for delivering the programme were not effective and needed changing. In addition there were technical issues in processing a large number of

sometimes relatively small jobs and that many requests were not being finally signed off until the second half of the year. As a result Hackney Homes undertook an exercise to overhaul the arrangements to achieve a significant improvement in 2009/10.

#### **4.0 DETAILS OF THE NEW EIB ARRANGEMENTS**

4.6 Both Resident Services and Property Services reviewed how the EIB decisions were made and how they were processed. It became apparent that given the pressure on staffing clear roles needed to be allocated and that as much time as possible needed to be provided to allow for jobs to be processed. A particular problem was the practise of specifying and obtaining a quote for a job and then waiting to go back to the ETRA meetings for approval instead of just placing the order at the time of receiving the cost information.

4.2 Under the new arrangements the EIB will be coordinated and monitored by the Resident Participation service in Resident Services and Property Services will undertake specifying works, costing, raising orders and ensuring works are completed satisfactorily. One of the key changes is that Tenants & Residents Associations are asked at the start of the year to identify 3 EIB requests and prioritise these requests. Hackney Homes will then undertake these works (subject to budgetary constraints) without going back to the TRA's for any additional approvals.

4.3 The summary details of the new arrangements are set out below:

- At the first Enhanced TRA meeting TRA's are asked to identify 3 schemes for this years EIB expenditure and prioritise these schemes with '1' being the top preference, '2' being the next and '3' being the third preference.
- If by the time TRA's receive this information a small number of ETRA meetings may have already been held this year the process will start at the second meeting for this year.
- The estate manager will record the choice of works and priority order on the ETRA Enquiry Form and forward it to Resident Services. The details will be logged (so we can track progress) and forwarded to Property Services who will order and manage the works and ensure completion.
- For the September to November round of ETRA meetings Hackney Homes will report back through the estate manager details of works undertaken and the costs.
- If there are any funds still remaining at this point the ETRA meeting will be asked to decide on further works to utilise this money or agree that it be transferred to the 184 walkabout budget so additional communal works in the Neighbourhood can be carried out. If no decision is made regarding spare funds these funds will be transferred to the 184 budget.
- There is a clear enquiry and escalation process, for initial enquires contact details are provided for designated officers in Property Services and Resident Services. If there is a need to escalate matters further contact details are provided for designated managers. In the unlikely event that residents feel their enquiry has not been satisfactorily resolved TRA's can write to the Director of Property Services.

- 4.4 Given time constraints and the need to make a swift start on processing EIB works this year, it was not possible to engage in further consultations but residents views on the service in 2008/09 and the problems identified were taken into account when producing the above process. Hackney Homes would ask that residents work with the system as it is this year and feedback received will be taken into account and where appropriate changes made to the process for 2010/11.
- 4.5 Should the RLG feel they would like to have further discussion on the EIB process later in the year a report could be made to the February/March 2010 meeting introducing a discussion on potential changes to the EIB arrangements.
- 4.6 The information sent out to TRA's is attached in Appendix 1 and Appendix 2.

## Appendix 1 – Letter to TRA's

Hackney Homes  
136-142 Lower Clapton Road  
Hackney  
London  
E5 0QJ

Telephone: 0208 356 2058  
Email: [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)  
Fax: 0208 356 2270

Our Ref: NE/NCM

Date: 15 May 2009

Dear TRA Representative,

### **Re: New Environmental Improvement Budget (EIB) Arrangements**

We have been working to produce a more effective system for processing requests for work under the EIB.

We have developed a new system as set out below. In order to commit as much expenditure this year as possible we would ask that your TRA works with this system for this year 2009/10 and later in the year we will review how things have gone and any changes suggested by residents will be considered for 2010/11.

At your first Enhanced TRA meeting please identify 3 schemes for this years EIB expenditure. Please prioritise these schemes with '1' being your top preference, '2' being your next and '3' being your third preference. We are conscious that by the time you receive this information a small number of ETRA meetings may have already been held this year, for these TRAs we will start the process at the second meeting for this year.

Your estate manager will record your choice of works and priority order on the ETRA Enquiry Form and forward it to my team in Resident Services. The details will be

logged (so we can track progress) and forwarded to Property Services who will order and manage the works and ensure completion.

For the September to November round of ETRA meetings we will report back through the estate manager details of works undertaken and the costs. If there are any funds still remaining at this point we will ask the ETRA meeting to decide on further works to utilise this money or agree that it be transferred to the 184 walkabout budget so additional communal works in the Neighbourhood can be carried out. If no decision is made regarding spare funds these funds will be transferred to the 184 budget.

Should you have any queries about the progress of the works for your estate please contact Johanna Evans in Property Services on 0208 356 3960 or e-mail [Johanna.evans@hackneyhomes.org.uk](mailto:Johanna.evans@hackneyhomes.org.uk) ; If you have any other queries please contact David Mulligan on 0208 356 4369 or e-mail [david.mulligan@hackneyhomes.org.uk](mailto:david.mulligan@hackneyhomes.org.uk) . If after contacting Johanna or David your query has not been resolved please contact Martin Weaver on 0208 356 1658, email [martin.weaver@hackneyhomes.org.uk](mailto:martin.weaver@hackneyhomes.org.uk) or contact me on 0208 356 2058, e-mail [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk) .

In the unlikely event that you feel your enquiry has not been satisfactorily resolved you can write to Gary Penticost, Director of Property Services at Christopher Addison House, 72 Wilton Way, London E8 1BJ.

I hope this letter satisfactorily outlines the new process and that it will effectively deliver the EIB programme this year.

Yours sincerely,

**Clive Taber**  
Neighbourhood Housing Contract Manager

## **ENVIRONMENTAL IMPROVEMENT BUDGET**

### **INFORMATION DOCUMENT**

#### **How the EIB Works**

The Environmental Improvement Budget (EIB) is a fund available to Tenant and Resident Associations who hold Enhanced TRA Meetings. The EIB allocation available to each TRA is based upon the number of properties in the TRAs catchment area. The figure is worked out by the number of properties multiplied by the sum £25.25.

The EIB can be used to pursue a wide variety of projects. The two main criteria required of EIB proposals are: 1) the item must serve to improve the communal area, and 2) Hackney Homes have the requisite in-house capacity to carry out the request.

TRAs are encouraged to decide on EIB submissions as soon as possible in the year, ideally at the first round of Enhanced TRA Meeting (i.e. May–July). If the TRA do not submit any project proposals by the second cycle meeting, their unspent EIB allocation will be transferred to the 184 budget to allow other communal works to be carried out in the neighbourhood.

#### **Types of works requested under the EIB:**

The below information is intended to provide an indication of the type of works that TRAs can request through their EIB allocation. This is not an exhaustive list.

**Planned Maintenance;** works such as painting, minor structural works and repairs, fencing, paving, tarmac, tiling, and flooring.

**Sign Services;** the supply and fitting of notice boards (wall-mounted or free-standing) and signs that can be tailored to specific functions (e.g. 'No Dog Fouling,' 'No Ball Games,' etc.).

**Grounds Maintenance;** works such as the planting of flowers, shrubs and trees, the pruning of trees, and the fitting of planters.

**Specialist Works;** in particular works associated with playgrounds: the installation of play equipment, the laying of safe-surfacing or tarmac, and upgrade works to gates and fencing of playgrounds.

**Electrical Work;** works such as internal and external lighting, and the installation of wall-pack lighting.

## Guidance Notes:

1. The financial year covers the period 1 April – 31 March of the following year.
2. The first round of ETRA meetings falls in the period of May – July. The second round of ETRA meetings falls within September – November.
3. During the first round of ETRA meetings, the TRA:
  - I. Discuss proposals for projects funded through the EIB.
  - II. Agree on three (3) items to submit to Hackney Homes.
  - III. Agree to a priority order between the three items
  - IV. Confirm their choice with the Estate Manager.
4. The Estate Manager will then submit these EIB requests to Hackney Homes. Hackney Homes will then progress the works:
  - I. The item is logged on a central database for record-keeping purposes.
  - II. The item is first submitted to the relevant service area for costing.
  - III. The costing will be checked against the TRAs available money allocation – if it is within their budget, the work will be put forward for actioning.
  - IV. A Job Ticket is raised by Property Services.
  - V. The work is carried out in due course.
  - VI. The central database is updated and the Estate Manager informed of the status of EIB works in advance of the second TRA meeting (September – November).
5. The second round of ETRA meetings – the September to November period – is the second and last opportunity for a TRA to make an EIB submission. The procedure follows the steps outlined above. Should the TRA not make a decision at this point, the remaining monies from their allocation will be redirected to the 184 budget.
6. As a first point of contact, any enquiries should be directed to your Estate Manager. Updates will be provided to the Estate Manager as a matter of course on the progress of EIB submissions.
7. For further queries Johanna Evans (Property Services) and David Mulligan (Resident Services) can be contacted for updates:

### Johanna Evans

184 Quality Officer,  
Planned Maintenance.  
Tel: 020 8356 3960  
Email: johanna.evans@hackneyhomes.org.uk

### David Mulligan

Resident Participation Support Officer,  
Resident Services.  
Tel: 020 8356 4369  
Email: david.mulligan@hackneyhomes.org.uk

8. Should a TRA be unhappy about how their EIB request has been handled the issue can be escalated by contacting Gary Putwain, Martin Weaver, or Clive Taber.

Gary Putwain

Group Facilities Manager  
Planned Maintenance  
Tel: 020 8356 3094  
Email: gary.putwain@hackneyhomes.org.uk

Martin Weaver

Head of Planned Maintenance  
Tel: 020 8356 1658  
Email: martin.weaver@hackneyhomes.org.uk

Clive Taber

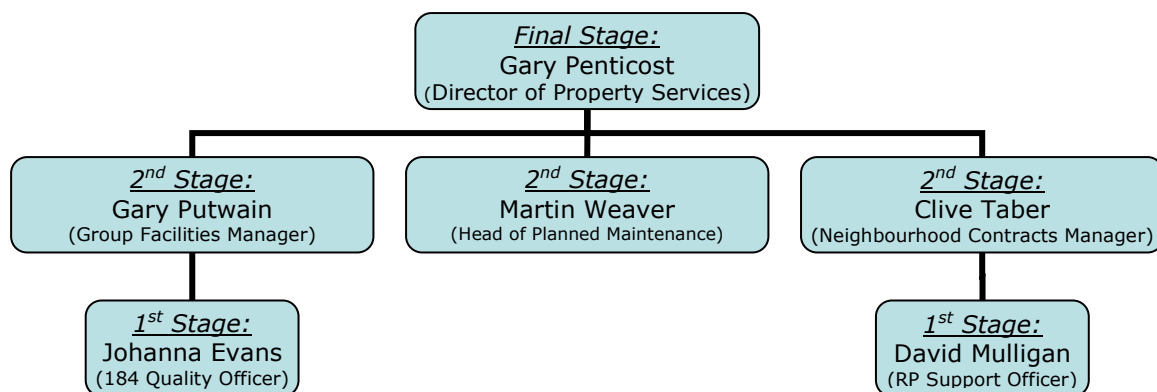
Neighbourhood Contracts Manager  
Resident Services  
Tel: 020 8356 2058  
Email: clive.taber@hackneyhomes.org.uk

If the TRA remains dissatisfied they can write to Gary Penticost, Director of Property Services.

Gary Penticost

Director of Property Services  
Christopher Addison House  
72 Wilton Way  
London E8 1BJ

9. The structure for escalation of an issue is:



Title of Report: <b>Alternative Meeting Venues</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>29 June 2009</b>
Classification: <b>For Decision</b>	Report of: <b>Director of Finance &amp; Resources</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Tess Merrett: 3432</b>	Appendices: <b>N/A</b>

### Report outline

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s)**
- **Paragraph: 3.0 – Background**

## 1. Summary of Report

1.1 The RLG indicated at its last meeting that it would like officers to explore the possibility of holding some meetings at different venues around the Borough. To date, a small selection of venues around the Borough have been visited and assessed for suitability and an initial list of four is listed below. However, members will have a greater knowledge of Hackney's Community Halls and any suggestions would be gratefully received.

1.2

## 2.0 Recommendation

- That the RLG agrees to hold a future meeting at one of the listed venues subject to availability.
- Suggests some alternative venues to be viewed

## 3.0 Background

3.1 Following the suggestion from RLG at its last meeting to consider holding some meetings in different venues around the Borough, several venues have been visited and assessed for suitability and further sites will be visited in due course. The 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

<b>Hall</b>	<b>Address</b>	<b>Comments</b>
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	Bolyen Road, N16 8EP	Easy to find. Parking resident only until 6.30. Large hall with facilities. Very well used.



## Hackney Homes CCTV Strategy (Draft) 2008 – 2012

### 1. Introduction

- 1.1. This strategy sets out what we want to achieve between 2008 and 2012. It is intended to clarify the role of Estate CCTV taking particular account of Hackney Homes responsibilities to our residents and the Crime & Disorder Act 1998. It is also intended to ensure the co-ordinated management of CCTV on all estates to maximise its role and effectiveness, including with regards to TMOs (Tenant Management Organisations).
- 1.2. The Estate CCTV strategy fully supports Hackney's corporate strategy, the National CCTV Code of Practice and Hackney's Crime & Disorder Reduction Strategy.
- 1.3. This strategy was developed in consultation with
  - Clapton Park TMO,
  - London Borough of Hackney CCTV Service,
  - Lordship Park TMO,
  - Metropolitan Police Service (Safer Neighbourhoods Team),
  - Suffolk TMO,
  - Woodberry Down SRB Board,
  - Wyke TMO,
  - Residents representatives of those Estates with existing CCTV,
  - Property Services,
  - Neighbourhood Offices,
  - Neighbourhood Relation Managers,
  - Estate Environment,
  - Estate Safety / Crack Down Team

### 2. The Priorities

- 2.1 Hackney Homes' Mission is "To deliver excellent, accessible services and quality homes people want to live in".
- 2.2 The Mayor's priorities that impact upon Estate CCTV are:  
A safer, cleaner, greener Hackney. Police and Council enforcement teams aim to deliver a 20% reduction in street crime and tackle anti-social behaviour fairly and effectively across Hackney.

### 3. Hackney Homes CCTV Mission Statement

- 3.1. To reduce ASB, crime and the fear of crime through the identification and monitoring of incidents, alerting the Metropolitan Police Service and producing evidence of anything in the area covered by the cameras that threatens the well being or security of any person or property.

### 4. CCTV objectives

**4.1. To review existing CCTV systems, evaluating effectiveness and Value For Money (VFM) considerations.** Estate Safety will commission a review in partnership with the London Borough of Hackney CCTV Steering Group. The study will examine all existing systems on Hackney Homes Estates and comparable systems elsewhere. Objectives are:

- 4.1.1. To identify those systems that are the most effective in reducing ASB, crime and the fear of crime.
- 4.1.2. To identify those systems that are the most cost-effective to maintain.
- 4.1.3. To identify the lifespan of the existing systems – some of which are over 15 years old.
- 4.1.4. To identify best practice for monitoring systems.
- 4.1.5. To identify equipment to be used in future schemes that is compatible with the infrastructure but offers significant advantages in cost and performance.

**4.2. To increase CCTV coverage where it will assist with reducing crime and anti-social behaviour in places where the public have access.** We will do this by installing long term CCTV in public places where there is a need, and relocatable cameras in places where there is a short-term requirement. Permanent CCTV will only be installed in areas where there is a long term crime problem that CCTV can impact on and that can be linked to features that will not move, such as concentrations of shops, clubs, pubs, transport hubs, educational facilities, or other 'crime magnets'. Relocatable CCTV will be maintained for installation in areas where there are 'transient' needs for CCTV.

**4.3. To participate in an effective CCTV Steering Group.** We will fully participate in the London Borough of Hackney CCTV Steering Group. This group meets quarterly in order to take an overview of existing and proposed CCTV systems and ensure their operation fully meets the needs of the Crime and Disorder partnership. The CCTV Steering Group consists of a representative from each of the following:

- Hackney CCTV Team
- The Metropolitan Police
- Hackney Homes
- The Community Safety Team
- LBH Property Services

**4.4. To ensure TMOs and similar organisations use CCTV effectively for the good management of the Estates.** We will do this by ensuring that proposed systems are scrutinised by the CCTV Steering Group and recommendations made are adopted, that the systems are appropriate, and are managed effectively.

**4.5. To improve efficiency by taking advantage of any appropriate operational or technical measures available.** We will do this by liaising with organisations developing innovative technology that enhances operations, and maintaining

contact with other organisations to draw on their 'best practices' and incorporate those practises into the Estate CCTV.

- 4.6. **To promote the Estate Safety Service to the public and stakeholders.** We will publicise and educate the Public and Partners to change the perception that CCTV is only reactive, and to raise awareness of the beneficial nature of a linked up, monitored, pro-active system.

## **CCTV and Crime Reduction Booklet**

Hackney Homes has invested significant resources to improve the safety and security of your estates. We have installed a range of improvements including brighter estate lighting, concierge services and secure door entry systems.

We are also committed to using technology such as Closed Circuit Television (CCTV) to make your estate safe from the nuisance of anti-social behaviour.

This booklet provides information about the use of Closed Circuit Television (CCTV) equipment on Hackney Homes' estates and what you as a resident can do to work with us to improve the safety and security on your estates.

### **About the CCTV scheme**

Hackney Homes have invested in high quality CCTV equipment on a number of estates which allows us to easily track and monitor activities on estates.

#### **These aim to:**

- Act as a deterrent to criminals on estates
- Assist the police in detecting criminals
- Make residents feel safer on their estates
- Encourage residents to report crime and anti-social behaviour

### **What are the benefits of having CCTV?**

CCTV cameras and equipment are being used across the country to ensure that crime, theft and vandalism are all substantially reduced. And when crime does occur, CCTV system incident recording can provide valuable evidence, improving the likelihood of a conviction.

The CCTV equipment in Hackney targets known hot-spots and some of the cameras are linked to a tracking system so that when motion is detected in the field of view, the camera automatically zooms in to look at the activity.

The cameras can assist in identifying perpetrators of crime and the apprehension of offenders and provide evidence for their prosecution.

### **Who maintains the CCTV systems?**

CCTV cameras and equipment are maintained by Hackney Homes.

### **Who monitors the cameras?**

Hackney Homes have commissioned Hackney Council's CCTV and Emergency Planning Service to monitor the estate CCTV images and produce CCTV evidence as and when required.

CCTV systems record 24 hours a day. Although images are recorded 24 hours a day, the CCTV Emergency Planning Service Centre cannot monitor all the cameras 24 hours a day. However, if an incident takes place, it is likely to have been recorded.

Most of the images are monitored at the CCTV Centre which enables the operators to monitor activities on the estates and report any criminal activities quickly to the police. It also allows Hackney Homes to detect fly tipping, graffiti and other damage to properties which can then be quickly fixed.

### **CCTV images**

CCTV images are currently stored for an average of 14 days. After this time the images are automatically wiped from the system and new footage replaces it.

It is important that you report any incidents to the police quickly to ensure any CCTV evidence can assist.

### **How to report an incident**

If you witness any suspicious activity or are the victim of crime yourself, you should report it to the police immediately. If it is a serious crime call 999, otherwise contact your local police station.

If there is a CCTV camera nearby make sure you mention this to the police. If you can, give the number of the camera or the name of the house or block nearby. You should also provide the time and date of the incident as precisely as you can to help the police and CCTV Service identify the relevant footage.

When you report an incident to the police they will contact the CCTV Emergency Planning Service to request the footage.

### **How can I report or request filmed footage?**

If you are a witness or a victim of crime you should contact your local police station immediately.

Requests for other CCTV enquiries can be made 24 hours a day, 7 days a week on 020 8356 2323.

Staff who operate CCTV systems have undergone stringent security vetting and access to the system is strictly controlled through the use of an effective password system.

**For more information you can contact:**

CCTV and Emergency Planning Service,  
Stoke Newington Municipal Offices,  
184 Stoke Newington Church Street,  
London N16 0JR

**Phone:** 020 8356 2323

**Fax:** 020 8356 2332

**Questions and Answers**

**Q: Do cameras record all the time?**

**A:** Yes, they record 24 hours a day, 365 days a year

**Q: How long are images kept for?**

**A:** Images are kept for an average of 14 days. Please report crime promptly before images are erased from the system.

**Q: Can anyone view the pictures?**

**A:** No. Only security staff, police and persons carrying the correct authorisation in accordance with the Data Protection Act can view CCTV screens.

**Q: Do I have to give my name and address when I report an incident?**

**A:** No. But it is helpful to do so as giving your name and address makes it a genuine report and sets it apart from hoax calls. The information you give is always treated in the strictest confidence and is not disclosed to anyone.

**Q: What happens if evidence of crime is found?**

**A:** When the Police request evidence, the CCTV Service produces it for them. The police then can use the evidence in their investigations as proof that the offender committed the offence. Once an incident is caught on camera it is difficult for the suspect to deny the offence.

**Q: What should I do if there is ongoing anti-social behaviour on my estate?**

**A:** The first thing to do is report it to your local neighbourhood office. They will take all of the details and help investigate your query. It may be that other residents have also contacted the neighbourhood office, and your information will support the case. The neighbourhood office work closely with the police

and other agencies and will advise on how the matter will be dealt with. The problem might also be referred to specialist teams including the Hackney Homes Estate Safety Team who deal with drugs, pirate radio and illegal subletting. There are other services on offer as well, including mediation, to deal with anti-social behaviour and neighbour disputes.

**Q: How do I request CCTV on my estate or in my area?**

A: Hackney Homes is committed to working with residents to increase CCTV coverage where it will assist with reducing crime and anti-social behaviour. On request, we can work with residents and Tenants and Residents Groups to look at (on a case by case basis) how CCTV will be beneficial in an area. A number of options are available including short term relocatable cameras as well as long term permanent CCTV cameras. To request this, you can write to the Hackney Homes Estate Safety Manager, 20 Olympus Square, London E5 8PL.

**Useful contacts**

**Local police**

To report a crime, please call your local police station:

**Stoke Newington 020 7739 1212**

**Emergency Services 999**

**CCTV and Emergency Planning Service 020 8356 2323**

**Hackney Homes Contacts**

**Repairs Contact Centre 020 8356 3691**

**Estate Safety Team 020 8356 1902/1906**

**Drugs Hotline 020 8356 3333**

**North East Neighbourhood Office (Stamford Hill)**

Clock House, 149 Stamford Hill, London N16 5LG

**Phone: 020 8356 6500**

**North West Neighbourhood Office  
(Stoke Newington)**

Stoke Newington Municipal Offices,

Stoke Newington Church Street, London N16 0JR

**Phone: 020 8356 6151 or 6152**

**Homerton Neighbourhood Office**

92 Well Street, London E9 7JA

**Phone: 020 8356 7800**

**De Beauvoir & Queensbridge Neighbourhood Office**

31 De Beauvoir Road, London N1 5SJ

**Phone: 020 8356 6600**

**Shoreditch Neighbourhood Office**

1 Croyley Street, London N1 7PT

**Phone: 020 8356 6705**

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