

HACKNEY HOMES Ltd Resident Liaison Group

Tuesday, 4th December 2007 at 6.00pm to 8.00pm

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

REVISED AGENDA

Item	Presenter	Subject	Status	Page Number	Duration
1.	Chair	Welcome/Apologies/Introductions	Information		2 mins
2.	Chair	Minutes of 25 th October 2007 and matters arising	Information		10 mins
3.	C Taber	Update on Terms of Reference	Information		5 mins
4.	C Taber	Update on Panel Grants	Information		5 mins
5.	N Mukerji	Delivery Plan	Presentation		20 mins
6.	A Jarosy	EIB 2007/08	Presentation		15 mins
7.	S Raphael	Consultation Strategy	Presentation		15 mins
8.	T Hunt	Enhanced TRA's Update	Presentation		15 mins
9.	Chair	Any other business	Information		5 mins
10.	Chair	Date of Next Meeting: 21 st February 2008 at 6.00pm (Christopher Addison House)	Information		1 min

Hackney Homes Ltd

ITEM: 2

RESIDENT LIAISON GROUP

MINUTES OF THE MEETING HELD ON 25 OCTOBER 2007

PRESENT: Rupert Tyson (Chair), Terry Edwards, Ron Devoti, Muriel Gordon, Rhonda Dewsnap, Walter Hare, Peter Kinsey, David Larkin, Brian Marsh, Danny Neeson, Alice Burke, Sid Curtis, Joyce Brown, Clive Taber, Gary Penticost, Neil Isaac, Pat Woods, Bob Phillips and Jerry Austin.

1. **Apologies for absence**

Apologies were received from Councillor Alan Laing, Tony Goodchild, Audrey Villas, Vince Murrain, Tom Hogan and Susmita Noonan.

2. **Minutes of the meeting held on 26.7.07**

The minutes were agreed as a correct record.

3. **Matters arising from minutes**

- **Monitoring of Pathmeads in the final 3 months of their contract**

Monitoring had taken place although there was a difficult period when staff were transferring to different organisations. It was agreed the matter should be closed and that clear monitoring arrangements would be put in place for future contract handovers.

- **Parking permits**

Neighbourhoods have been informed that permits can be issued to tenants/leaseholders in arrears provided they are keeping to a payment plan to reduce those arrears.

- **Satellite dishes**

Indiscriminate installation continues to be a problem on estates. The RLG requested a report setting out Hackney Homes approach to the enforcement of the policy on satellite dishes.

Clive Taber/Malcolm Brewer

- **Panel budgets**

A request was made to increase budgets. It was agreed to consider this request and report be made to a future meeting.

Clive Taber

- **Digital upgrades to communal aerials**

The RLG was advised that there was £200,000 to upgrade existing systems as an ongoing programme. Some representatives stated that the upgrading should be completed before tenants can be asked to take down their individual aerials.

- **Residents' Conference**

Clive Taber gave an update on the Conference. This has been re-arranged to take place on 20th February 2008. It will be an informal event. The Communications Team are organising the event with two residents are giving advice and support. Hackney Homes is also hosting a Residents' Award Ceremony/dinner on 13th December; invitations to this event will be going out soon.

4. Draft terms of reference

The issue of specific TMO representation on the Resident Liaison Group was raised. It was explained that TMOs are not one body and there would be a problem of cascading information to all TMOs. There was some discussion regarding the Stamford Hill and Clapton panel representation as they were one panel with 2 sub-panels.

With regards to the draft terms of reference, the Chair asked that reps take the document to their respective panels and give their comments to Clive Taber on or before **22nd November**. Their views will then be taken into account and inform the next draft which can then be discussed at the next meeting.

Clive Taber

5. Changes to the repairs policy

Gary Penticost explained that changes to the repairs policy had been made following consultation with residents. Hackney Homes will now undertake repairs that had previously been the tenants' responsibility. The meeting welcomed these changes and noted that the costs should be kept under review. A number of points were raised and the RLG pointed out the following:

- Overflows continue to be a big problem
- Satisfaction cards should include a question asking whether the job was actually done.
- That where possible residents causing damage should be recharged.
- Customer service cards should allow comments/feedback to be provided on communal repairs. It was agreed that this was desirable and that this would be pursued.
- Gary was asked whether priority was given to those with work commitments when appointments were made for early morning, late evenings or Saturdays. No priority is given to any group; to make the system as flexible as possible appointments are offered on a first come first served basis.

- Gary was also asked whether repairs to fences could be considered under the revised repair policy. He explained that due to the cost implications, repairs are restricted to cases where damaged fencing was dangerous.

6. **Service Standards**

A presentation was given of the consultation process Hackney Homes is undertaking to review all of its service standards. The first stage of that review, to list all the standards and suggest revisions, has been completed. The next stage will involve extensive consultation with residents including the Neighbourhood Panels and the establishment of a residents' panel to examine areas of detail.

There was confusion regarding the documentation on this item. Some representatives had only just received a large set of documents and had not had chance to read it and felt it was not appropriate to discuss it at the meeting. The Chair and Officers apologised and confirmed that Hackney Homes will ensure adequate time is given for the consultation process given the substantial amount of documentation involved.

Dates of future meetings

Clive was asked why the frequency of meetings had been increased to bimonthly instead of quarterly. He explained that because of the re-inspection by the Audit Commission and the importance of issues to be discussed, it made sense for the group to meet more frequently. As the next meeting clashed with the Award ceremony, the date was changed to Tuesday, 4th December.

7. **Any other business**

a. **Election of Homerton rep to the ALMO Board**

Neil was asked whether a temporary nominee can be made to the Board pending the election for the resident rep. The RLG was advised that there has to be an election for the vacant position.

Report To: Resident Liaison Group

Report Title: Panel Grants

Date of Meeting: 4 December 2007

1.0 Background

At the meeting of the Resident Liaison Group (RLG) on 25 October 2007 representatives requested consideration to increasing the financial support to Panels and also that the grant level be increased with inflation.

1.1 A report was requested on the matter.

2.0 Discussion and Proposals

2.1 The Panel grants are allocated on the basis of size of stock and the amounts set in 2004/05 range from £16K to £21K. The grant levels have not been linked to inflation as most Panels did not take up all of their allocations and some had, over the years, accrued a significant surplus of funds.

2.2 The current situation is that most Panels claim all or a large proportion of their grant allocation. At the last meeting it was pointed out that the Panels felt that they could undertake a far greater range of activities that would improve resident involvement in Hackney Homes if more funds were made available.

2.3 On the basis of the current situation outlined 2.2 above that the Panel Grant be increased with inflation from 2008/09.

2.4 As part of the new resident involvement arrangements the annual grant of £40K to the Tenant and Residents Convention was discontinued. It is proposed that 50% of this amount be made available to Panels to undertake additional activities.

2.5 Given that Panels will have differing spending requirements dependant on the level of projects/activities that they want to undertake. That this will vary from year to year with different Panels being more active in any one year. It is proposed that the £20K be made available for Panels to bid for on the basis of special project or activities they wish to undertake. These would be additional to items identified in their business plans provided at the start of the year when claiming the first quarters grant.

2.6 It is suggested that the projects or activities that would be eligible for funding under this arrangement would be the following:

- Activities such as focus groups or surveys of social events aimed at encouraging engagement with a wider range of residents who do not normally attend formal meetings
- Projects/activities aimed at encouraging different groups to become involved with the Panels e.g. BME Groups, young people, families with young children, people with disabilities.
- Innovative ways of obtaining views from Panels and TRA's on Hackney Homes services and feeding these views back to Hackney Homes
- Activities that build community cohesion
- Special Projects to market the role of Panels to the wider body of residents in their neighbourhood
- Projects to develop working with other agencies

The RLG may wish to add or amend this suggested criteria.

- 2.7 It is felt this approach of having a fund available for Panels that have projects they wish to undertake is likely to be a more efficient way of ensuring the availability of funds to panels as and when they require them.
- 2.8 Panels will need to note that there are considerable budgetary pressures and should budgets made available not be spent there will be pressure to review these budgets for future years. The proposal of having a fund available to all Panels rather than fixed ring fenced fund for each Panel is more likely to maximise take up.

3.0 Recommendations

- 3.1 That the proposal to increase Panel grant allocations by inflation in 2008/09 be approved and a recommendation made to Hackney Homes to approve this change.**
- 3.2 That the proposal to make available a fund of £20K of additional funding that Panels can bid for be approved and a recommendation made to Hackney Homes to approve this change.**
- 3.3 That bids for the additional funding be based on the criteria set out in 2.6 above.**

b. Pride of Place award scheme

Officers were asked why leaseholders are not included in the scheme. It was explained that the scheme is about recognising responsibilities and obligations and it is aimed at tenants because that is where the biggest issues are, for example rent arrears.

b. Leaseholders' conference

The meeting expressed concern at the unacceptable actions of the management of the Ocean venue resulting in the late cancellation of the Leaseholders conference.

c. Customer profile

Bob Phillips informed the meeting that the Repair Contact Centre staff are calling tenants to compile customer profiles. This information is vital for service delivery and asked if RLG members could convey this to fellow residents.

The meeting ended at 8.25 pm.

DATE OF NEXT MEETING: 4TH DECEMBER 2007 at 6 PM.

Debbie Onyekwuluje

Hackney Homes Consultation Standards

A Hackney Homes Consultation Strategy has been drafted. It sets out our commitment to engaging with residents and other stakeholders in the borough and providing opportunities for involvement in planning, prioritising and monitoring our services.

The strategy provides a framework for how we will consult, the manner in which we will consult, how we will evaluate our work and how we will communicate the results to residents and other stakeholders.

Within the strategy we have developed 15 standards that encapsulate this commitment. Feedback from the Resident Liaison Group and Panels will be sought, prior to a final draft being provided to the Hackney Homes Board for approval in early 2008.

Hackney Homes will:

1. Seek to involve the widest spectrum of residents in our consultations. We will undertake equalities monitoring to ensure all residents have the opportunity to participate.
2. Recognise the particular needs of faith groups, residents who don't speak English as a first language and people with physical or learning disabilities. This will include arranging interpreters where appropriate and using induction loops in meeting rooms. We will ensure all venues selected for focus groups and consultations are DDA compliant.
3. Explain why we are consulting people and how we are going to take account of their views.
4. Provide background material where appropriate and use plain language in all consultation documents. All consultation documents will include a translation strapline to provide the opportunity for people to have the information in a different language, large print or Braille.
5. Explain which people and groups are being consulted and why they have been selected (for example: this proposal especially affects young people or people living in Shoreditch)
6. Ensure that the consultation process is understood by all involved and that consultees are provided with an accurate expectation of what their participation will lead to.
7. Provide the name and contact phone number for someone who can answer questions about the consultation.
8. Describe how we will consult on an issue. For example, a public meeting, postal survey, electronic survey, conference, telephone interview.

9. Organise consultation in ways that are convenient and accessible to the people whose views we are seeking.
10. Ensure information we provide is honestly interpreted.
11. Report back to the public what they've told us during the consultation and what we've done as a result.
12. Act on the findings to improve services, programmes and policies and the quality of housing for local residents.
13. Abide by the provisions of Data Protection legislation regarding information collected.
14. Use competent and trained staff or contractors to carry out the consultation.
15. Publish a list of forthcoming consultations on the Hackney Homes website and include details in the Hackney Homes News and Hackney Today.

DRAFT