

Hackney Homes Delivery Plan Priorities 2007-2009

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This session will cover

- What is a delivery plan? - what's the point of it?
- The part you play - some questions for you
- The next steps

What is a delivery plan?

- It's an agreement between the Council and Hackney Homes
- Sets out:
 - Expectations - what Hackney Homes will 'deliver' over the life of the plan – 18 months
 - Sets out what LB Hackney will 'deliver' / how it will challenge and support
- Some key areas:
 - Performance - services
 - Improving access - services available to all
 - Improving homes
 - Managing money
 - Resident involvement, expectations
 - Improving neighbourhoods - making Hackney a better place to live

It must be owned by both parties

***A good delivery plan should lay the foundation for better services for residents
- your involvement is crucial***



Some questions for you ...

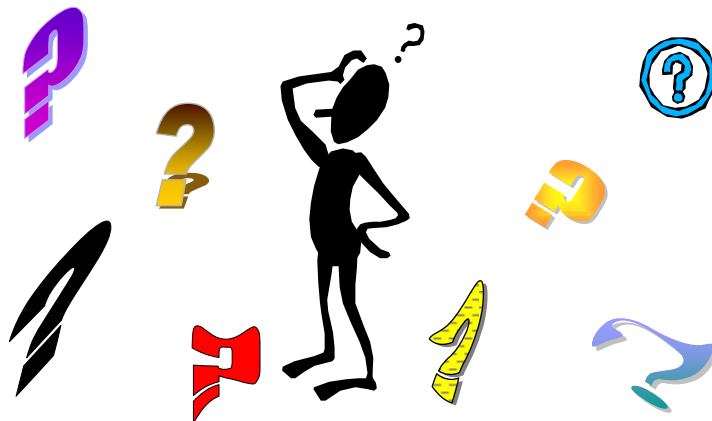
- ***Where is the service now*** - the **Strengths** and **Weaknesses**?
- ***The service in the future*** - the **Opportunities** and **Threats**?
- Think about:
 - ***Performance*** - what has got better, what needs to improve, what needs to be communicated?
 - ***Communication*** - what works / what could be better? What do you want to know and when / how?
 - ***Improving neighbourhoods and estates*** - what has worked, what else could Hackney Homes do?
 - ***Involving residents*** - what works well, how can we get more residents involved?
 - ***Value for Money*** - what do you think is VfM? What else could be done here?



The next steps

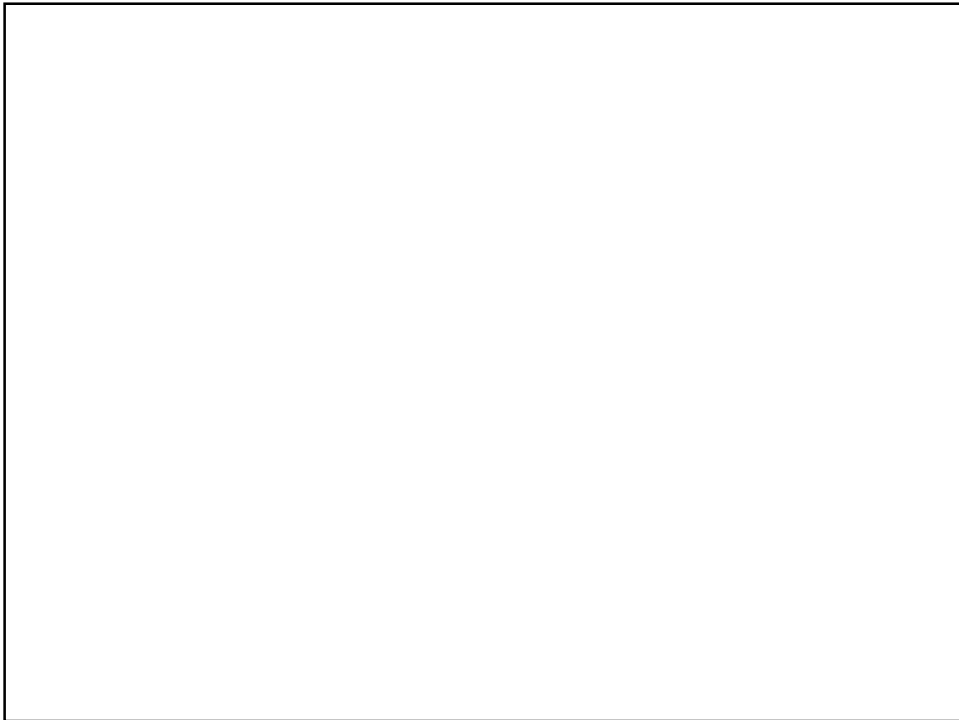
- Councillors being consulted on the Delivery Plan
- Targets will need to be agreed for services
- Delivery Plan will need to be signed off between Council and Hackney Homes - **December 2007**
- Hackney Homes will develop their new Business Plan for 2008 - 2013:
 - Have started to engage their Board in this
 - Will consult staff, residents, stakeholders, the Council (councillors and officers)
 - Business Plan to be signed off **March 2008**

Any questions...





Thank you!



ENVIRONMENTAL IMPROVEMENT BUDGETS

CURRENT AND FUTURE DELIVERY

ALEX JAROSY

WHAT ARE THE FUNDS AVAILABLE TO TRAs ???

- 184 Funding - Known as the Walkabout Budget
- EIB Funding based on fixed a fixed sum of £ 25.25 per Unit.
- Key uses include:

- Communal Repairs
- Equipment for TRA Halls
- Play and Youth Equipment
- Security Improvements

- Previously allocated to Estate Committees under the structure in place before the Tenant Participation Review.

IMPLICATIONS OF THE TENANT PARTICIPATION REVIEW

- Estate committee allocations totalling £602,000 now go to tenants & residents associations themselves
- Previously money rested with estate committees often covering more than one estate
- Allocations now subject to TRA regulation process
- Smaller TRAs may lose funding opportunities

DELIVERING THE PROGRAMME

- Process of evaluation and project management
- Continuous dialogue with tenants & residents groups throughout
- Sign off by officers of the TRA
- Need to cap off the underspend in the current year by identifying projects capable of completion

PROPOSALS 2007/08

- Existing EIB projects to be evaluated for immediate implementation
- Balance to be passed to neighbourhood panels
- Panels to elect sub committees over December & January
- Programme of works to be agreed by end of January 2007

SOME PROJECTS TO BE GRANT FUNDED

ANY QUESTIONS?

Consultation Strategy

Sally Raphael
Head of Communications (Interim)



Why we need a consultation strategy?

- To be clear about why we consult
- To conduct consultation in a professional and coordinated way
- To set out how we will evaluate consultation
- To meet our legislative requirements



The benefits of consultation

- Inform people about proposed changes
- Involve people in decision making
- Improve the delivery of services
- Determine priorities for the future
- Understand different views
- Find out what people want so we can try and meet their aspirations



Who we want to consult with

- Tenants, leaseholders and freeholders
- Tenant and Resident Associations
- Neighbourhood Panels
- Resident Liaison Group
- Leaseholder and Freeholder Forum
- Community groups
- Partner organisations
- All Hackney residents



Methods of consultation

- Focus groups
- Telephone surveys
- Paper surveys
- Email surveys
- Web-based surveys
- Public and open meetings
- Drop in sessions and events
- Workshops
- Annual conferences
- Road shows
- TRA meetings
- Panel meetings
- Resident Liaison Group



Evaluation

- Number of responses
- Cost of consultation
- Timeliness
- Usefulness
- Equality monitoring
- Reports to management team and Board
- Reporting back to residents



Our standards

- Involving residents
- Recognising the needs of residents
- Explain why we are consulting and how your views will be taken into account
- Provide background material
- Explain if people have been selected for consultation
- Provide an explanation of the process
- Give a contact name and phone number



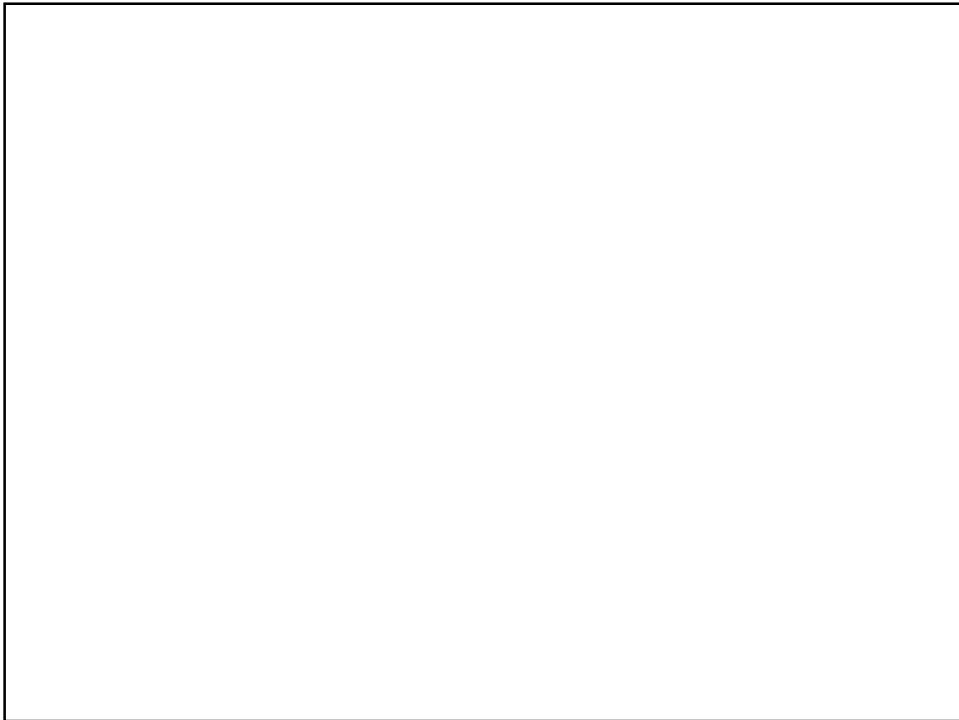
Our standards

- Describe how we will consult
- Provide a timeline
- Interpret the information honestly
- Report back to the public
- Act on findings to improve services
- Abide by the data protection act
- Use trained and competent staff to carry out the consultation
- Publish forthcoming consultations on the website, in the newsletter and Hackney Today





Your questions and feedback



ENHANCED TRA MEETINGS – How we are progressing

Tom Hunt – Head of Estate Environment Services

Aida Asefaw, TRA Co-Ordinator.

ENHANCED TRA MEETINGS

Current Position

- 70 actions remained on RESPOND last month and to date a further 84 actions have been entered making a total of 154 actions this month.
- Of the 154, 115 (65.6%) were responded to within 15 days
- 39 actions have been carried forward and will be responded to during the next month in addition to new entries for that month.
- A sample analysis has shown that the actions scrutinised related to:

Repairs
184 & EIB
Tree Maintenance

HACKNEY HOMES ENHANCED TRA MEETINGS

Resident Feedback

Positives

- Good meeting, focused on issues more, discussed more business
- No hiding place for officers
- Structured process
- Estate Managers leading process

Negatives

- Must have minutes to know the detail
- Meeting was a farce. No one knew what they were doing
- Procedure too complicated
- Just another cost cutting exercise

ENHANCED TRA MEETINGS

What have we done since the start of the meeting's

- We are involving residents in managing this process.
- A key resident has helped write a step by step guide to managing the meeting process and the follow up.
- We have been talking to TRA Chairs and Estate Managers/Housing Managers to find out their feelings on the meetings to date. We have had mixed reactions.
- We are conscious that these are resident meetings. After the first cycle of meetings we will meet with all the TRA Chairs and Estate Managers/Housing Officers to see what can be improved.
- We have increased the amount of money for TRA administration from £250 to £300
- We have taken the managing of this process into Estate Environment Services where we have employed an officer to manage this process.
- Designed a Carbon Pad for use by Estate Managers

ENHANCED TRA MEETINGS

A reminder of the process

- A standard agenda will be produced for use at all future meetings and supplied to all TRAs by the Estate Environmental Services Team. (This can be adapted to suit individual TRAs)
- Agenda to be circulated to all interested residents, relevant officers and Councillors one week before the meeting. Agenda to be sent out by TRA employed administrator
- A copy of the agenda should be placed on the notice board along side any other publicity advertising the meeting dates for all residents to view. Estate Manager/Housing Officer to ensure copy in notice board.
- All action points raised at the meeting to be recorded by the Estate Manager/Housing Manager in carbon book supplied for each Enhanced TRA meeting.
- No individuals repairs or complaints to be placed on Respond unless they have already reported the issue and the item is overdue. Only communal repairs should be put on Respond. Estate Manager/Housing Officer to ensure repairs are raised.
- TRA Chair or nominated member of TRA committee to agree all items/action points on the night of the meeting or no later than the next morning and signed off by the TRA Chair or Representative

ENHANCED TRA MEETINGS

- A signed copy of duplicated sheets from carbon action book to be left with Chair or nominated officer, of agreed items.
- The Estate Manager/Housing Officer to fax copy of the agreed carbon pad list to the ETRA Co-ordinator the following morning, if signed off at the meeting, or straight after meeting the Chair or representative the next day..
- The Respond Officer in the Estate Environment Team will load all information onto Respond, and e-mail copies to the Estate Manager/Housing Officer within 3 days, with all the relevant dates for a response.
- Upon receipt of the information from the Respond Officer the Estate Manager/Housing Officer should notify the TRA Chair/Representative. The Estate Environment Respond Officer will also send the information directly to the Chairs or nominated representative.
- Officers that are required to attend future meetings will be decided at the meeting. Any additional officers required can be requested by the Chair if they are not satisfied with any response. Estate Manager/Housing Officer to invite all officers.

ENHANCED TRA MEETINGS

- If the TRA are not happy with the final outcome after officers have attended the meeting, the complaint will go to a Stage one complaint.
- All estimates for EIB works should be sent to the Chair or nominated representative by the Estate Manager/Housing Officer within twenty days.
- Once EIB estimates agreed, all orders for works should be arranged within 15 days by the Estate Manager/Housing Officer who should then notify the TRA Chair and Respond Officer at Environmental Services.

ENHANCED TRA MEETINGS

What Next?

- To arrange meeting of all TRA Chairs, Estate Managers /Housing officers and Resident Participation Officers to review progress.
- Develop information flows to Estate Managers i.e. Repairs, work schedules, Decent Homes info etc.
- Develop monitoring arrangements within Estate Environment
- Develop communication links with TRAs

THANK YOU

We realise that you are all volunteers and recognise the time and effort you put in to ensuring that your estates become better places to live in.