

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

**Thursday 8th January 2009 at 6.00pm to 8.00 pm**

**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:**

**Board Members:**

Rupert Tyson (Joint Chair)  
Alice Burke  
Audrey Villas  
David Larkin  
Brian Marsh  
Feryat Demirci  
Terry J Edwards

**Stakeholder Representative:** Karen Alcock (Joint Chair)

**Officers:**

Charlotte Graves  
Clive Taber  
Alex Jarosy  
Tom Hunt  
Alan Turner  
Robin Smith  
Tom Hogan  
Pat Ronayne  
Neil Isaac  
Gary Penticost  
Peter O'Kane  
Neehara Wijeyesekera  
Judith Morrison

**Resident Representatives:**

Muriel Gordon,  
Ron Devoti,  
Rhonda Dewsnap,  
Peter Kinsey,  
Danny Neeson,  
Sid Curtis,  
Joyce Brown,  
Erdal Doganduzel,  
Jean – Paul Lawrence Tampu-eya  
Denise Bingham  
Tony Goodchild  
Michael Gills  
Susan Fajana-Thomas  
Gordon Guthrie

**Housing Partner Representatives:**

Mouchel: John Newbury  
David Saxon  
Nii-Amon Nikoi

Pinnacle: Elliot Brooks  
Pathmeads: John Ferman  
Sarah Chapman  
Fergal Ward

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

**Agenda**  
**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</li> </ul>		Information	2 mins	6.05-6.07
3.	Chair	a) Minutes of 30 <sup>th</sup> October 2008 Matters arising	1-10	Decision	10 mins	6.07-6.17
		b) Rolling register	11-12			
4.	C Graves/Exec team	What's happening at Hackney Homes Update?	13-16	Information	15 mins	6.17-6.32
5.	C Graves	Inspection Update		Verbal Report	5 mins	6.32 -6.37
6.	O Oyekanmi	Resident Awards	17-20	Information	5 min	6.37-6.42

7.	T Hunt	EIB	21-26	Information	10 mins	6.42-6.52
8.	J Morrison	Leaseholder issues <ul style="list-style-type: none"> <li>• Independent Audit of Service Charges</li> <li>• Miscoding of job tickets</li> </ul>		Verbal report	5 mins	6.52-6.57
9.	J Morrison	Ipsos Mori Leaseholder Status Survey	27-36	Information	15 mins	6.57-7.12
10.	A Jarosy	Performance Monitoring	37-44	Information	15 mins	7.12 -7.27
11.	A Turner	Decent Homes	45-54	Information	10 mins	7.27-7.37
12.	P O'Kane	Key Delivery Priorities 2009/10.	55-72	Information	10 mins	7.37-7.47
13	O Oyekanmi	Hackney Homes Good News	73-74	Information	5 mins	7.47-7.52
14.	Chair	Any Other Business		Information Verbal update	5 mins	7.52-7.57
15.	Chair	<b>Date of next meeting: 5<sup>h</sup> March 2009 at 6.00pm (Christopher Addison House)</b>		Information		

## 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 30 October 2008 at 6.00PM**

Present	<p><b>Board members</b> Rupert Tyson (Joint Chair) David Larkin Terry J Edwards Alice Burke</p> <p><b>Stakeholder Representative:</b> Jamie Carswell(Joint Chair)</p> <p><b>Housing Partner Representatives</b> Elliot Brooks- Pinnacle John Ferman- Pathmeads Nii-Amon Nikoi- Mouchel</p>	<p><b>Officers</b> Charlotte Graves Gary Penticost Alan Turner Neil Isaac Neehara Wijeyesekera Chris Tabi Clive Taber Alex Jarosy Pat Ronayne Sharan Sewa David Saxon Judith Morrison Peter O'Kane</p>	<p><b>Resident Representatives</b> Joyce Brown Rhonda Dewsnap Muriel Gordon Tony Goodchild Denise Bingham Peter Kinsey Susan Fajana-Thomas Jean-Paul Lawrence Tampu-Eya Danny Neeson Gordon Guthrie</p>
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Item	Open to the Public	Action	Date
<b>1. Welcome &amp; Introduction</b>	Rupert Tyson opened the meeting and welcomed Tess Merrett, the new Governance Manager.		
<b>2.</b>	Apologies were received from: <ul style="list-style-type: none"> <li>• Audrey Villas</li> <li>• Brian Marsh</li> <li>• Robin Smith</li> </ul> <p><b>Declarations of interest</b> None</p>		
<b>3.a Minutes of 11 September 2008.</b>	The Clockhouse refurbishment including the ground floor meeting room had been omitted from the minutes as had the Exit Survey at Clockhouse.		



Item	Open to the Public	Action	Date
	<p>Concierge and Value for Money would be taken to the Service Improvement Group.</p> <p><u>4.6 Litter picking enforcement scheme.</u> Job descriptions had been agreed and consultation would now take place with the Unions. A pilot scheme would begin in the New Year after consultation.</p> <p><u>3.4 Repairs-184/EIB</u> Gary Penticost said he had met with the Chairs of the neighbourhood panels. A procedure document had now been drafted and was being circulated to the Panel Chairs to ensure it covered everything. As this was still work in progress it would be brought back to RLG. The Group asked what the options were for EIB underspend as we needed to spend this budget. Gary Penticost said that we could link the EIB procedure into the 184 procedure.</p> <p>The Stamford Hill Panel had 16 items for which quotes were still awaited Gary Penticost said that he would meet with Tom Hunt Chris Tabi and should be able to prepare something shortly.</p> <p><u>6.6 Schedule of all TRA meetings</u> Work would start on a computerised system in the New Year. Dates of meetings were available in Hackney Homes News and also on the website.</p>	<p><i>Gary Penticost</i></p> <p><i>Gary Penticost</i></p> <p><i>Clive Taber</i></p>	<p><i>Tbc</i></p> <p><i>09</i></p>
<p><b>4. What's happening at Hackney Homes Update?</b></p>	<p>4.1 Charlotte Graves introduced the report and highlighted the key issues.</p> <p><u>Inspection Preparation</u> The Inspectors would be on site for 4 days a week over a 2 week period. They would be looking at the following Key Lines of Enquiry</p> <ul style="list-style-type: none"> <li>• Cross cutting themes</li> <li>• Asset Management and stock investment</li> <li>• Tenancy and estate management</li> <li>• Resident involvement</li> <li>• Allocations</li> <li>• Tenancy support</li> <li>• Leasehold and Right to Buy</li> <li>• Income</li> </ul> <p>4.3 Staff had been preparing hard for this and had concentrated on improvements to</p>		

Item	Open to the Public	Action	Date
	<p>services. The result of the Inspection would not be known until after Christmas and would be released according to the Audit Commission's timetable. If Hackney Homes were successful in gaining two stars then the result would be released fairly quickly as we needed to gain access to the funds to spend in January, February and March. If we were not successful then the result would take longer to communicate as it might be challenged. The Inspectors would see several Focus Groups, membership of which was a mixture of selected people and people randomly chosen.</p> <p><u>4.4 Repairs and Maintenance</u> Hackney Homes had appointed contractors Morrison Ltd, Crispin and Borst and AJS Electrical Services for responsive repairs and this contract had commenced on 1 October.</p> <p><u>4.5 Estate Cleaning and Grounds Maintenance</u> Tom Hunt, Head of Estate Environment was leaving Hackney Homes and moving to Ealing Homes. Pat Ronayne, Head of Leasehold and RTB was also moving to Ealing Homes.</p> <p>Charlotte Graves then gave some feedback on some events which had taken place.</p> <p><u>4.6 Tenants' Event</u> The Tenants' Event which was held on Tuesday 28 October had been very successful. 100 Tenants had attended the first session and approximately 70 the second.</p> <p>4.7 Charlotte Graves had had lunch with Panel Chairs and it had been very useful to meet in an informal setting. There was a proposal to make this a regular event.</p> <p>The Resident Liaison Group noted the report.</p>		
<p><b>5. Status Survey (Mori) 2008 Tenant and Leaseholder Satisfaction Surveys</b></p>	<p>5.1 Sharan Sewa introduced the report and explained the methodology of the Survey. The last Survey had taken place in 2006 and this 2008 Survey highlighted areas of improvement and areas where we needed to focus. We had had a good response rate with 39% of Tenants sampled responding compared with 22% in 2006 and 27% of Leaseholders sampled responding compared with 17% in 2008.</p> <p>5.2 There was an overall improvement in Tenant satisfaction since 2006 of 9% moving from 59% to 68%. The overall BME satisfaction rate showed a 14% improvement since 2006 moving from 56% to 70%. The percentage of Tenants</p>		

Item	Open to the Public	Action	Date
	<p>satisfied with cleaning was 68%. We needed to look at the way our complaints were dealt with.</p> <p>5.3 The Leasehold satisfaction rates had improved but we needed to explore some more our services with Leaseholders. Our satisfaction rates were in line with City West Homes (69%) and Homes for Islington (68%), both of which were 3 star organisations.</p> <p>5.4 An Action Plan would be drawn up using the results of the surveys to improve our services.</p> <p>5.5 The Group asked for clarification on the sample of Tenants surveyed. Sharan Sewa said that we provided Mori with all the details of our Tenants and the sample was then made randomly.</p> <p>5.6 The Leaseholder repairs satisfaction statistic was queried and the Group asked what it related to. Sharan Sewa said it related to communal repairs. The Group noted that Tower Hamlets ALMO had an independent auditor looking at services charges and was this something Hackney Homes could consider. Pat Ronayne said that services charges were independently audited for the financial statements.</p> <p>5.7 Charlotte Graves said that a full presentation on the Tenant Survey was being made to the Board on 10 November. The subsequent Action Plan for improvement would then be taken back to the Board. Owing to the Board business on the Agenda for 10 November, the full presentation on the Leaseholder Survey would take place at a later Board. This again would be followed up by an Action Plan for improvements.</p> <p>5.8 It was noted that there were several areas where Leaseholders had decided not to make any comment.</p> <p>The Resident Liaison Group noted the Report.</p>		
<b>6. Resident Board Member Succession</b>	6.1 Neil Isaac introduced the Report and said that it was for information only.		

Item	Open to the Public	Action	Date
	The Resident Liaison Group noted the Report.		
<b>7 August Performance Summary and Service Standards</b>	<p>7.1 The Group noted that the number of complaints progressing from Stage 1 to Stage 2 was still increasing and asked what was being done to improve this. Alex Jarosy said that there was room for improvement at Stage 1 but that the message being sent to officers was now very clear i.e we had to deliver what we promised on time and answer all the questions raised at Stage 1 of the complaint. There had been 5 training sessions with the Housing Ombudsman starting with senior managers and cascading down to all staff. There had been no findings of maladministration with any Hackney Homes' Housing Ombudsman cases.</p> <p>The Resident Liaison Group noted the report.</p>		
<b>8. Update Report on Decent Homes Programme</b>	<p>8.1 Alan Turner introduced the report. The programme had gone well and the main questions were from Tenants who had not yet had any work done asking when work would begin. A lot of work had taken place to play areas and gardens. Alan Turner said that 2000 Tenants had visited the Tenants' Choice Exhibition.</p> <p>8.2 The Group asked for an Equalities Impact Assessment report on kitchens and bathrooms to be brought back to the Resident Liaison Group.</p> <p>8.3 Some Leaseholders had had work undertaken and then had dealt directly with the contractors over any subsequent damage. Alan Turner said that everyone should know the correct procedures as they had received the Toolkits and telephone numbers with the correct sequence to follow so it would be helpful to have some specific examples.</p> <p>8.4 Alan Turner said that we had already started surveys and the S20 processes so that if we were successful in obtaining 2 stars, we could get to work immediately on the next phase of the programme.</p> <p>The Resident Liaison Group noted the report.</p>	<b>Tom Hogan</b>	<b>Tbc</b>







<b>14. Date of Next Meeting</b>	<i>Thursday 8 January 2009 The Chief Executive's Conference Room, 1<sup>st</sup> Floor, Christopher Addison House. Noted</i>		
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Signed as a true record of this meeting \_\_\_\_\_Chair      Dated \_\_\_\_\_

Item 3b)

## Rolling Register Resident Liaison Group

<b>1. Repairs-184/EIB 26.06.08 and 30.10.08</b>	Further information to be circulated on EIB process.	<b>G Penticost/ Tom Hunt</b>	<b>On-going</b>
<b>2. What's happening at Hackney Homes Update? 11.09.08</b>	Alice Burke requested a schedule of all TRA meetings.	<b>C Taber/N Wijeyesekera</b>	<b>2009</b>
<b>3. Central Diary</b>	Muriel Gordon suggested the creation of a central diary for reference in arranging meetings to ensure that meetings do not clash.	<b>Wijeyesekera / C Taber</b>	<b>2009</b>
<b>4. Garages Update 30.10.08</b>	<b>Garages update</b>  Report and Strategy on Garages to consider <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>	<b>A Turner</b>	<b>From 09/10 budget year</b>
<b>5. Update on Decent Homes Programme 30.10.08</b>	8.2 Equalities Impact Assessment report on kitchens bathrooms to be brought back to the RLG	<b>T Hogan</b>	<b>Tbc</b>
<b>7. Woodberry Down</b>	Representatives of WDCO to be invited to give a presentation to RLG on what was happening	<b>R Smith</b>	<b>09</b>

<b>Title of Report: Chief Executive's Report – Strategic Overview</b>	
<b>Decision Making Body: Resident Liaison group</b>	<b>Date: 8<sup>th</sup> January 2009</b>
<b>Classification: FOR INFORMATION</b>	<b>Report of: Chief Executive – Charlotte Graves</b>
<b>Item Previously considered at: This is standing monthly item</b>	<b>On Which Date: N/A</b>
<b>Report Author: - Charlotte Graves, Chief Executive</b>	<b>Appendices: N/A</b>

**Report Outline:**

- |   |
|---|
| <ul style="list-style-type: none"> <li>• <b>Paragraph: 1.0 - Summary of Report</b></li> <li>• <b>Paragraph: 2.0 - Recommendation(s) to the Committee</b></li> <li>• <b>Paragraph: 3.0 - Background</b></li> <li>• <b>Paragraph: 4.0 - Inspection Update</b></li> <li>• <b>Paragraph: 5.0 - Repairs and Maintenance</b></li> <li>• <b>Paragraph: 6.0 - Estate Cleaning &amp; Grounds Maintenance</b></li> <li>• <b>Paragraph: 7.0 - Resident Services</b></li> </ul> |
|---|

If you have any questions about this report, please contact Charlotte Graves on 0208 356 3671 or email [charlotte.graves@hackneyhomes.org.uk](mailto:charlotte.graves@hackneyhomes.org.uk)

## **1.0 SUMMARY OF REPORT**

- 1.1** The purpose of this report is to ensure that the Resident Liaison Group have an overview of activity, performance and strategic issues at Hackney Homes.

## **2.0 RECOMMENDATION**

- 2.1** The Resident Liaison Group 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 INSPECTION UPDATE**

### **4.1 Audit Commission Inspection Result**

The executive team will be meeting with the Commission in early January to discuss the report and result. There will be time for both the Audit Commission and Hackney Homes to thoroughly check the report ahead of its release.

Hackney Homes are obliged to follow the Audit Commission's protocol and wait until the report is officially released to let everyone know the result. This is likely to be towards the end of February or early March.

## **5.0 REPAIRS AND MAINTENANCE**

- 5.1** Building Maintenance continuing with the training programme for operative multi-skilling. A number of awards were made in November. The programme continues into the New Year.

- 5.2** An information leaflet/good practice guide on decorating your home was circulated in early December.

### **5.3 Gas safety**

The programme of legal action to gain entry into hard to access properties continues and the current programme is 99.6% up to date.

### **5.4 Asset Management**

The programme of updating Codeman 4 on the asset register continues.

## **6.0 ESTATE CLEANING AND GROUNDS MAINTENANCE**

### **6.1 Estate Improvement Budget**

A report on the Estate Improvement Budget has been submitted for discussion at this meeting of the Resident Liaison Group.

### **6.2 Recruitment**

Following agreement to severely reduce spend within Estate Environment on agency staff we will be holding a recruitment drive for Estate Cleaners by the end of January. We anticipate going to advert the second week in January.

### **6.3 Performance**

94.7% for Estate Cleaning. 97.4% for Grounds Maintenance

### **6.4 Harmonisation**

Meeting held with the Trade Unions on 16<sup>th</sup> December 2008. Further meetings will be held in January 2009. It was mutually agreed that the process for harmonising all the lower paid staff would commence.

## **7.0 RESIDENT SERVICES**

**7.1** The Active Residents Awards held on 17<sup>th</sup> Dec 2008 was well attended and successful.

**7.2** The Residents and Officers of Hackney Homes are looking to arrange a return visit to London Borough of Croydon to meet with their Residents and Officers following a productive visit in September 2008.

**CHARLOTTE GRAVES**  
CHIEF EXECUTIVE  
HACKNEY HOMES

Title of Report: <b>Report On 2008 Hackney Homes Active Residents Awards</b>	
Decision Making Body: <b>Resident Liaison group</b>	Date: <b>Thursday 8 January 2009</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Chief Executive – Charlotte Graves</b>
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - <b>OLAIDE OYEKANMI – COMMUNICATIONS EXECUTIVE</b>	Appendices: N/A

**Report Outline:**

- **Paragraph: 1.0 - 2008 HACKNEY HOMES ACTIVE RESIDENTS AWARDS**

If you have any questions about this report, please contact Olaide Oyekanmi on 0208 356 3522 or email [olaide.oyekanmi@hackneyhomes.org.uk](mailto:olaide.oyekanmi@hackneyhomes.org.uk)

**1.0 HACKNEY HOMES ACTIVE RESIDENTS AWARDS**

The Hackney Homes Active Residents Awards took place on Wednesday 17<sup>th</sup> December 2008 at the Assembly Halls in the Hackney Town Hall.

**Round up of the Awards Event**

Two young rising stars from Hackney's estates swept the board at the Hackney Homes' annual resident awards attended by hundreds of residents from over forty Tenants groups in Hackney.

Ben Woodley and Jammie Dickens who live on an estate in Stoke Newington and have set up a youth club won the Young Resident of the Year category as well as Resident Group of the year.

Husband and wife team Jill and Vince Murrain from Kings Crescent estate won the coveted Resident of the Year for Kings Crescent Youth and Sports Club – that attracts over 150 children and young people with its array of sporting and social activities.

And Ron Devoti who has dedicated 30 years of his life to improving life for residents on Clapton's estates received a special mention. Since the 1950s Ron has been

campaigning tirelessly for others. Ron is well loved and respected within his community and first started out in Hackney by establishing a Boys Club up in the late 1950s.

James Cook MBE, former British and European super middleweight champion and a prominent force behind the Pedro Youth Centre in Clapton kicked off the evening by giving a rousing speech encouraging others to give back to their communities.

And retiring Deputy Mayor Jamie Carswell spoke of his admiration for Hackney Homes' residents and the hard work that goes on within communities.

Chair of Hackney Homes Rupert Tyson said: "Tonight has been a really positive evening and we've seen how many residents are truly making a difference in their local area and setting an example for us all."

Chief Executive of Hackney Homes Charlotte Graves said: "Whether it is working on your tenant and resident association, organising fun days or social trips or simply being the person who helps to report things happening on your estates, all of you are creating stronger and better communities in Hackney."

### **Evaluation of the planning process**

Information about the awards (posters, leaflets and nomination forms) were made available in neighbourhood housing offices and TMOs, via the Hackney Homes website, in libraries, in community halls, in youth clubs and were sent to each TRA Chair and Secretary to disseminate to members.

In addition, the awards were publicised with editorials and adverts in the Hackney Homes Newsletter and in local press – Hackney Gazette and Hackney Today, in BME press including Avrupa and Londra Gazete (Turkish Press) and in online housing press, London Housing News.

As a result of this, we received over three times the amount of nominations received in 2007. The awards generated a lot of interest in local and housing press and the following coverage is anticipated : a double page editorial in local press - Hackney Today, a quarter page editorial in Hackney Gazette, a quarter page in Avrupa Gazete, an article in online housing press, London Housing News and a mention on local Hackney blog – Clapton Pond Blog. If Hackney Homes had been charged for these, the cost would have exceeded £7000.

### **Feedback from attendees**

142 Hackney Homes residents, staff and key stakeholders attended the dinner and awards. Feedback forms were provided on the evening and responses with comments about the event and suggestions for future awards.

Majority of attendees responded stating that the event was well organised, it was better than they had expected and they would like the awards to be an annual event.

The total cost of organising the event including venue hire, catering, awards and prizes, AV equipment, publicity, DVD filming and furniture hire came to a total of £32,000.

93% of respondents mentioned that aspects of the awards evening including date of event; location/venue; time; food; publicity; quality of the presentation and guest speaker were either excellent or good.

99% of respondents responded that the event was better than or just as they had expected and they would like the awards to be an annual event.

### **Using this feedback**

This feedback as well as observations from the teams involved in organising will contribute to the planning of the awards event in 2009.

### **Funding and Sponsorship**

Sponsorship opportunities from local businesses and partner organisations will be explored. We will work to tap into the Corporate Social Responsibilities of organisations identified and discuss with them how they can offer financial support as well as other initiatives, for example, work experience opportunities that will help to improve the quality of life for residents within the local community.

Title of Report: <b>Estate Improvement Budgets (EIB)</b>	
Decision Making Body: <b>Hackney Homes Resident Liaison Group</b>	Date: <b>Thursday 8<sup>th</sup> January 2009</b>
Classification: <b>For Information and discussion</b>	
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: <b>Tom Hunt Ext 1936</b>	<b>Appendices: Appendix A- Processing an EIB Request</b>

## 1. Background

1.1 Estate Improvement Budget (EIB) funding is a budget allocation given to Tenant and Resident Associations who comply with core constitutional criteria such as holding AGM's and maintaining TRA accounts, based on a formula of £25.25p per dwelling covered by the TRA. The total amount available for 2008/09 is £567,200.

1.2 EIB funding has historically been used for communal or environmental improvements to the physical fabric of the estate. It has been used for a combination of repairs or renewals, additional security work plus various gardening projects.

Examples of such projects would include the following:-

- Boundary fencing
- Landscaping/Gardening works
- Play/Youth equipment
- Renewal of boundary walls
- Communal lighting
- Play area resurfacing

## 2. Recommendations

It is recommended that Resident Liaison Group note this report.

### **3. The Procedure**

3.1 A copy of the procedure for progressing EIB requests is attached as Appendix A.

### **4. Current Situation**

4.1 Following an average under-spend of approximately £200k, per annum for at least the last three years; the decision was taken to transfer responsibility for the budget to the Head of Estate Environment Services. It was hoped that processing EIB requests through the RESPOND system as part of the ETRA process would give tighter control and therefore minimise the possibility of under-spending.

It was also agreed with Resident Liaison Group (RLG) that any under-spend identified in November would be transferred to fund any 184 over subscription.

4.2 This change to the process has highlighted a range of issues which will again result in an under-spend of approximately £150k being transferred to the 184 budget.

The issues identified include:

- A lack of understanding of the types of works that can be ordered and the process for progressing requests by some Housing Managers and TRA Chairs.
- An apparent reduction in demand for use of the EIB.
- No coordinated/amalgamated record of budget spent, commitments or job status regarding work undertaken by all service areas.
- Fragmentation and inconsistency of communication between Housing Managers, Service providers and the ETRA Officer.
- A lack of surveying and administrative resources within Property Services.

## 5. Proposals

In view of the above it is proposed that;

- The Estate Improvement Budget is either;
  - A) Transferred to and managed by Property Services.
  - B) Reallocated to each Neighbourhood for local management of the process
  - C) The EIB be split 50/50 with half being transferred to the 184 budget and the other half being allocated to the TRA for small amounts of local expenditure.
- A full training programme is devised and training be given to all officers who are connected with the process.
- A Review is undertaken to assess the administrative and surveying resources required within Property Services to ensure that any potential bottlenecks within the system are removed.

## Processing an EIB Request

The following process should be adhered to following all Enhanced TRA meetings where a request is made for EIB works:

The work required should be noted on the ETRA template during the meeting.

Following the meeting the Estate Manager should send an e-mail or a copy of the ETRA template to either of the officers listed below with full details of what works are required and the exact location, including contact details.

Listed below is the works that can be quoted by the following officers:

The following request should be addressed to the following officers:

Richard Wiles, Principal Surveyor, Ext 1600.

- Playgrounds including fencing around the play area and play equipment.  
Mel Cameron. Ext 3318. All civils works
- paving tarmac/asphalt
- notice boards and signs  
Gary Lane/Gary Putwain. Ext 3132
- Painting,
- concrete repairs
- building works
- fencing (other than play areas)
- flooring  
Ben Zimmerman/Wayne Hibberd, Ext 1723, 1724 Fax 1725
- All Grounds Maintenance works  
Joseph King, Ext 2620
- All electrical work quotes

When you receive the quotes, arrange a meeting with the TRA Chair ASAP to obtain approval for the works to commence. If the quote is acceptable, please E-mail a copy of the quote to Johanna Evans [Johanna.evans@hackneyhomes.org](mailto:Johanna.evans@hackneyhomes.org) Ext 1662, confirming you have agreed the quote with the TRA. Johanna will arrange for the tickets to be put on the system for works to commence.

Also E-mail a copy to the Enhanced TRA co-ordinator [aida.asefaw@hackne.gov.uk](mailto:aida.asefaw@hackne.gov.uk) (on internal E-mail system)

4. The revised system which transferred the Estate Improvement Budget to the Head of Estate Environment Services has not resulted in the desired improvement in control and spend of

<b>Title of Report: Key Points from Hackney Leaseholders' Survey 2008</b>	
<b>Resident Liaison Group</b>	<b>Date: Thursday 8<sup>th</sup> January 2009</b>
<b>Classification: For Information</b>	
<b>Item Previously considered at: Hackney Homes' Board</b>	<b>8 December 2008</b>
<b>Report Author: Sharan Sewa</b>	<b>Appendices: Appendix 1- Handout of Slides</b>

## 1. Background

Hackney Homes commissioned IPSOS MORI to carry out two separate surveys of resident satisfaction – one of tenants and the other of leaseholders. The results of these surveys are now available. The Resident Liaison Group considered the Tenants' Satisfaction Survey at its last meeting on 30 October 2008 and this paper sets out the Key Points from the Leaseholders' Survey

## 2. Survey Method

Every two years, local authorities and ALMOs are required to survey a representative sample of tenants. In addition, Hackney Homes decided to commission a similar survey of Council leaseholders.

Both surveys were carried out by IPSOS MORI, an independent and well regarded polling organisation. The questions were based on those set nationally with some additional ones agreed by Hackney Homes where more details were wanted. Both postal surveys ran from September to October this year.

## 3. Response Rate

- A 25% response rate is a considerable improvement on levels seen two years ago.
- Almost ½ higher than 2006 Hackney Leaseholders survey response rate of 17% (Hackney 2006 survey also by MORI who chased responses in same way)

## 4. Overall Satisfaction

- Overall satisfaction is 28% satisfied (very or fairly) and 41% dissatisfied (very or fairly) giving net satisfaction of -13%: +10% higher net satisfaction than in 2006.
- Satisfaction of leaseholders aged between 55 and 64 has substantially shifted from 23% (2006) to 45% (2008). 38% of leaseholders from lower income households are satisfied.

- Overall gross and net BME satisfaction is almost same as white.
- 5. Leasehold and Right to Buy**
    - Satisfaction with Leaseholder and Right to Buy Services is higher at 38% satisfied (very or fairly) and 27% dissatisfied (very or fairly) giving net satisfaction of +11%.
  - 6. Communal Repairs and Maintenance**
    - Overall satisfaction is 28% satisfied (very or fairly) and 46% dissatisfied (very or fairly) giving -19% net satisfaction which is 5% higher than in 2006.
    - Gross satisfaction 37% for those who had a communal repair in last 12 months, and -12% net satisfaction compared to -31% for those with no communal repair in the last 12 months.
    - There has been a positive shift in the net satisfaction on the five repairs aspects in comparison to 2006.
  - 7. Property and Estate**
    - Satisfaction with general condition of the property is 55% with +31% net satisfaction.
    - Satisfaction with overall quality of estates is 45% with +10% net satisfaction.
    - Satisfaction with cleanliness of estates is 41% with -5% net satisfaction.
  - 8. Value for Money**
    - Satisfaction with value for money of major works is 12% with -50% net satisfaction. Advice on payments and major works consultation are more highly rated.
    - Satisfaction with value for money for service charges is 15% with -51% net satisfaction. Advice on payments and ease of understanding communications are more positively rated.
  - 9. Opportunities for Participation**
    - Overall satisfaction with opportunities to participate is 28% with -9% net satisfaction.
    - Overall gross BME satisfaction is same as white.
  - 10. Movement in net satisfaction is generally although not universally substantial**

<b>Net Satisfaction</b>	<b>2006</b>	<b>2008</b>	<b>% Change</b>
Overall with landlord services (NI 160)	24%	28%	+4%
All respondents on repairs and maintenance	27%	28%	+1%
Neighbourhood	58%	60%	+2%
Staff helpful when contacted	49%	47%	-2%
Satisfaction with final outcome of contact	31%	33%	+2%
Keeping informed	49%	50%	+1%
Opportunities for participation in decision-making	N/A	28%	N/A



## 2008 Leaseholder Satisfaction Survey



Sarah Cheesbrough  
Research Director  
Social Research Institute

Ipsos MORI



### **Overview**

- Background and methodology
- Satisfaction levels – and variation in satisfaction
- Repairs, major works and Decent Homes
- The Service Charge
- Contact with Hackney Homes
- Communicating with Leaseholders
- Some conclusions

Ipsos MORI



## The survey

- Postal survey of leaseholders
- Simple random sample (no weighting)
- Fieldwork July to September 2008
- 25% response rate (n=784)
- Results based on all **valid responses** – ‘don’t know’/ ‘no opinion’/ not stated responses excluded
- Differences of 4% + are significant

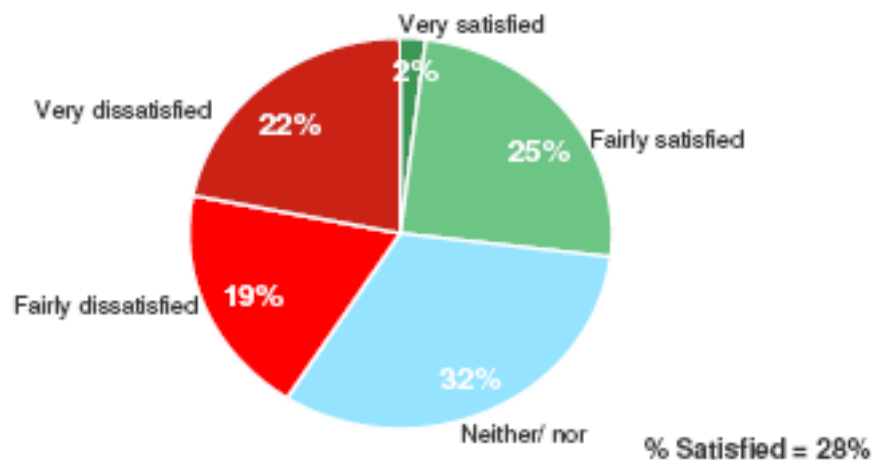
Ipsos MORI



## Overall satisfaction with Hackney Homes

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Hackney Homes overall?

% Dissatisfied = 41%



Ipsos MORI

All valid responses, n=663



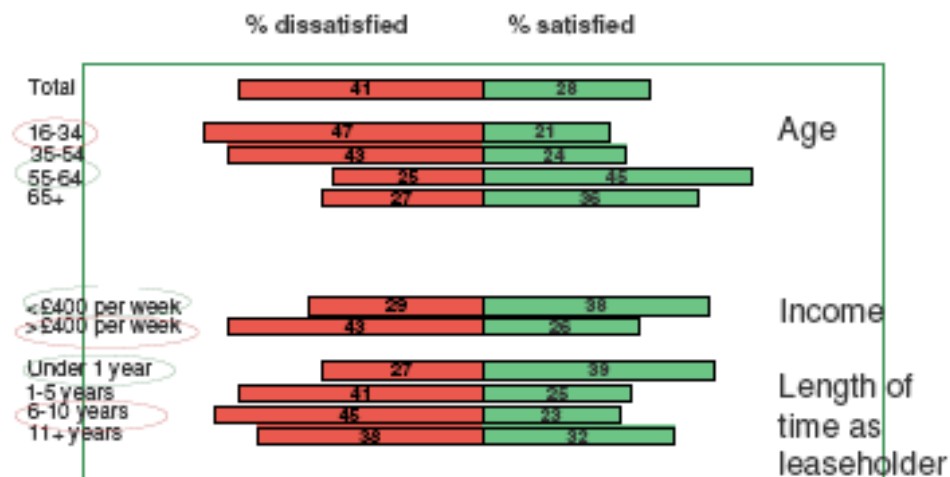
## Improvements on 2006 But lagging behind tenant satisfaction



Ipsos MORI



## Who is likely to be satisfied or dissatisfied?



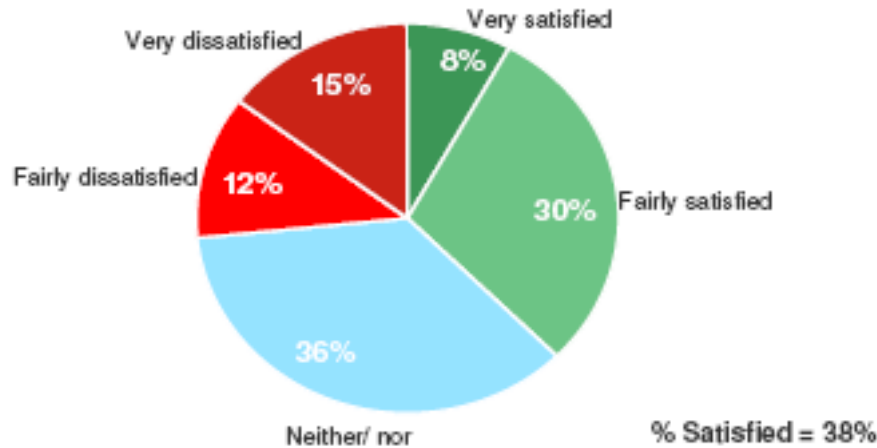
Ipsos MORI



## Much higher satisfaction with Leaseholder and Right to Buy Services

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Leasehold and Right to Buy Services?

% Dissatisfied = 27%

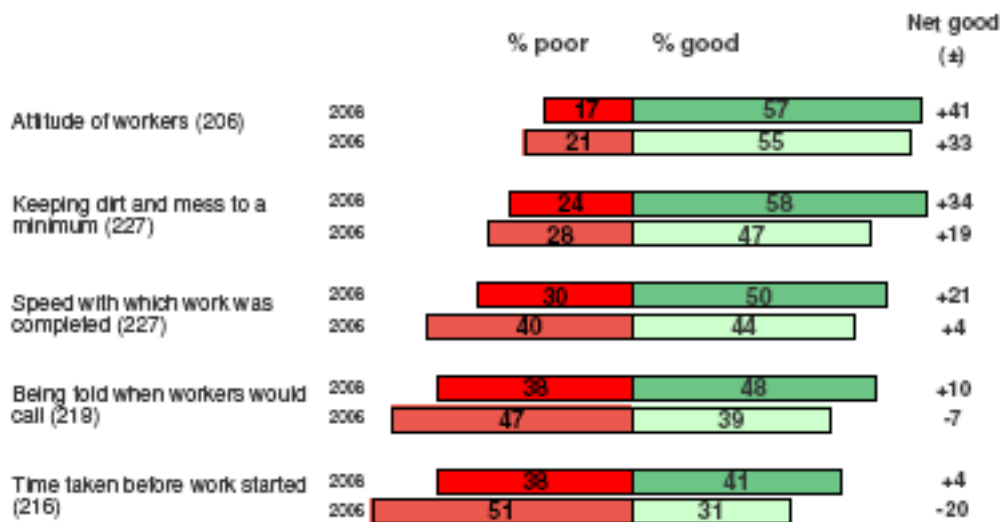


Ipsos MORI



## Individual ratings for aspects of communal repairs by those who have experienced them are good

Thinking about the last completed communal repair, how would rate it in terms of...?

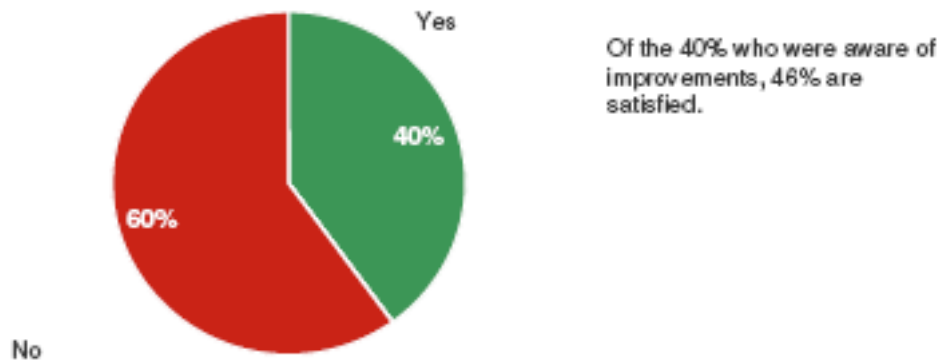


Ipsos MORI

Base: All valid responses (base sizes in brackets). Hackney Homes tenants. Fieldwork dates: 27 July - 15 September 2008



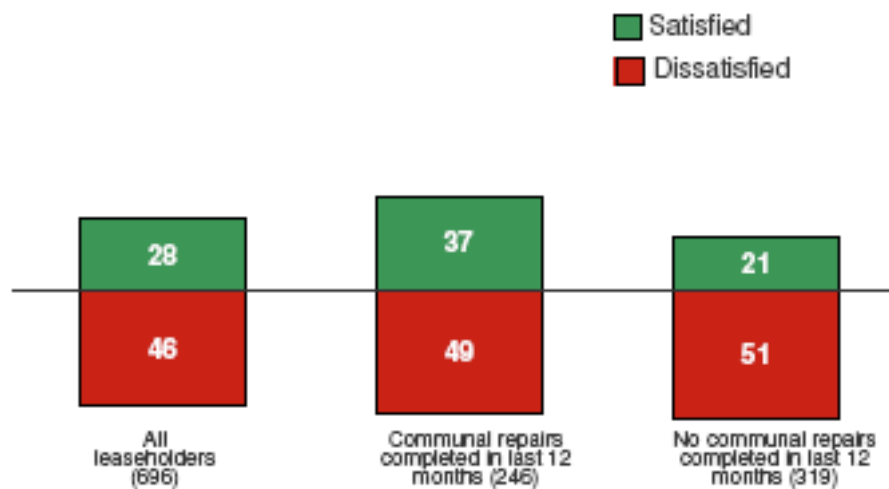
**And satisfaction with Decent Homes improvements is relatively high**



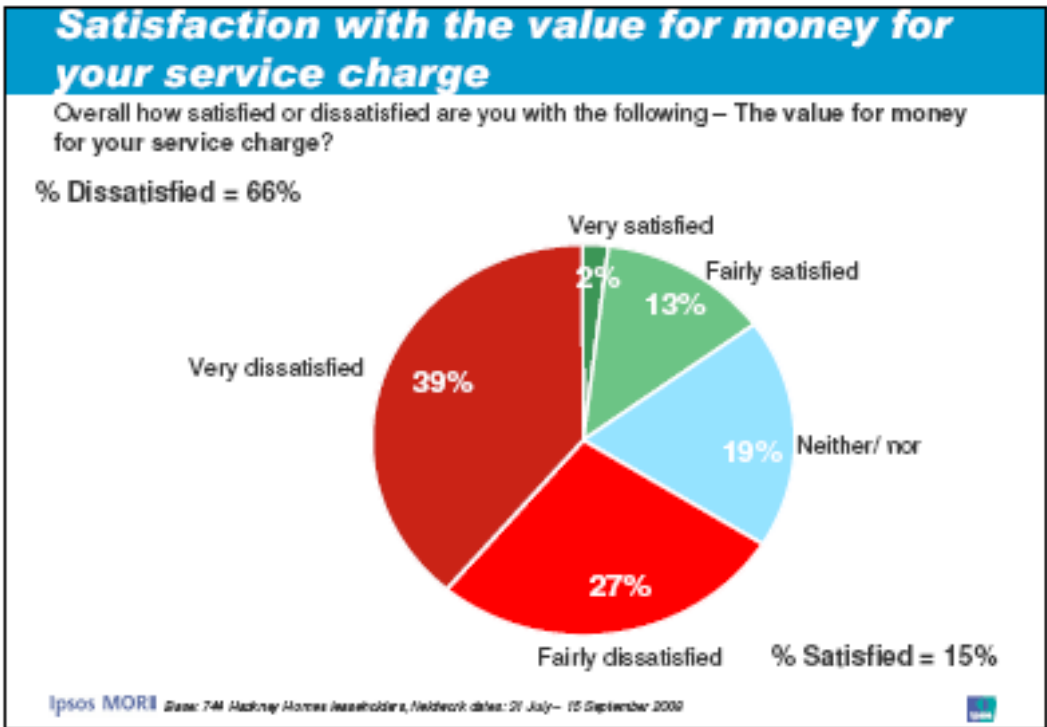
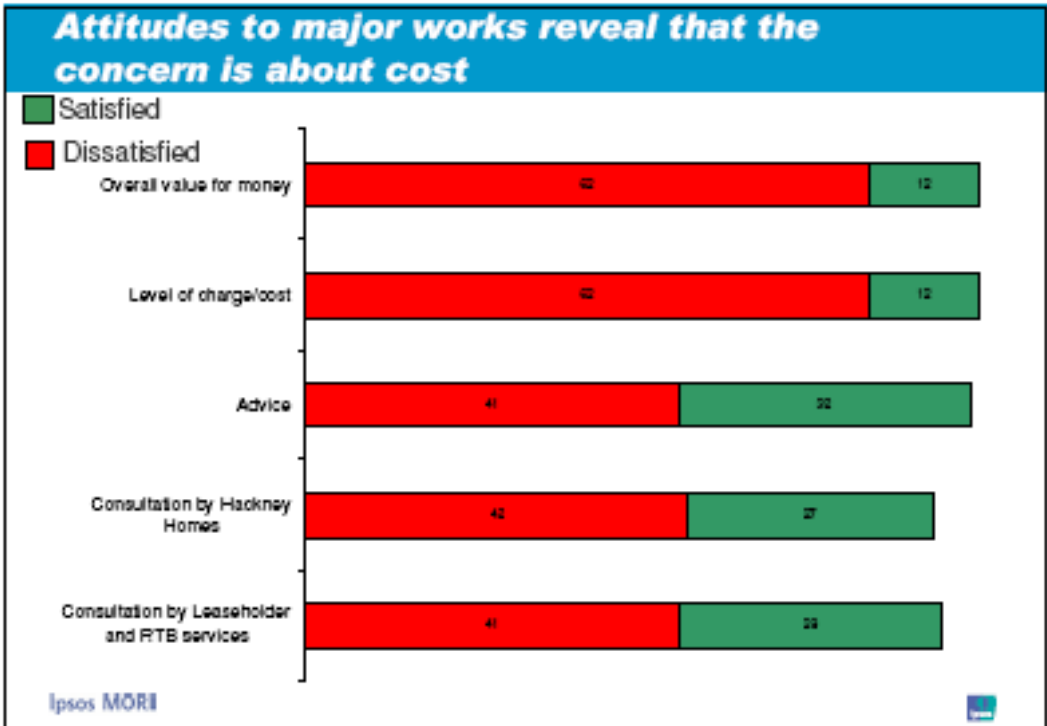
Ipsos MORI Base: 581 Hackney Homes leaseholders, fieldwork dates: 21 July – 15 September 2008

**But levels of total satisfaction are lower...**

% satisfaction with communal repairs and maintenance



Ipsos MORI Base: All valid responses (base sizes in brackets), Hackney Homes leaseholders, fieldwork dates: 21 July – 15 September 2008



## Leaseholders are happier with the condition of their property, estate and the neighbourhood

- 55% of leaseholders are satisfied with the condition of their property
- And 45% are satisfied with the condition of the estate
- But Leaseholders are twice as likely as tenants to be dissatisfied with cleanliness on their estate than tenants (45% compared to 21%)



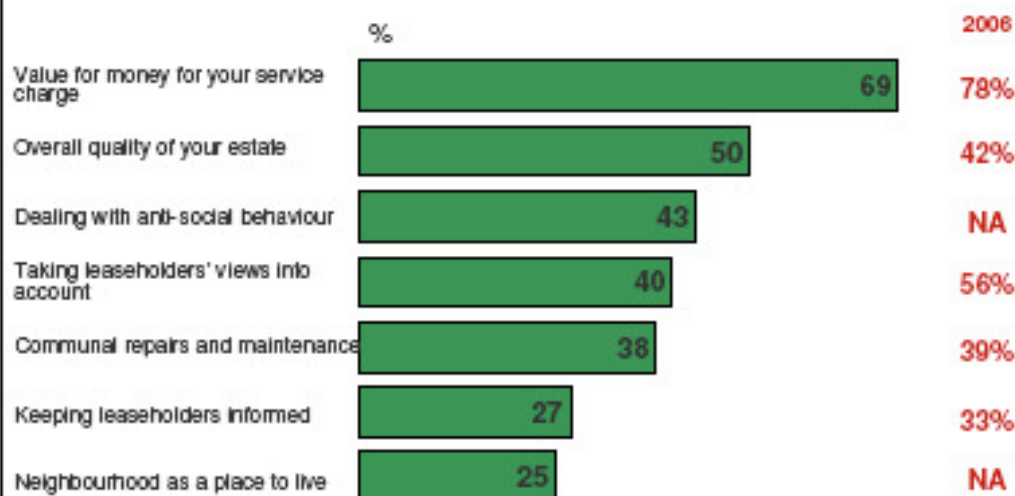
•60% satisfied with the neighbourhood as a place to live

Ipsos MORI



## Leaseholder priorities

Of the following, which do you consider to be the THREE most important?



Ipsos MORI

Base: 786 Asking Homes leaseholders, fieldwork dates: 27 July - 15 September 2009  
NOTE: Respondents could indicate more than one response



## Conclusions

- All measures of leaseholder satisfaction are stable or have improved since 2006
- Part of the difference between leaseholder and tenant satisfaction can be explained by social and demographic characteristics
- Younger leaseholders are more likely to have contact with Hackney Homes but less likely to be satisfied with the service and less likely to feel consulted.
- Value for money is still the top priority but concerns have eased since 2006.
- Communication = satisfaction.

<b>Title of Report: <i>Business Critical Performance Summary October 2008</i></b>	
<b>Decision Making Body:</b> <i>Resident Liaison Group</i>	<b>Date:</b> 8 <sup>th</sup> January 2009
<b>Classification:</b> <i>FOR INFORMATION</i>	<b>Report of:</b> <i>Director of Finance &amp; Resources- Neil Isaac</i>
<b>Item Previously considered at:</b>  <i>Not Applicable, though full Performance Report is circulated regularly to Board Members</i>	<b>On Which Date:</b> <i>N/A</i>
<b>Report Author:</b> - <i>Alex Jarosy Extension 4001</i>	<b>Appendices:</b> <i>Hackney Homes Performance Summary</i>

If you have any questions about this report, please contact Alex Jarosy on 0208 356 4001 or e-mail to [Alex.Jarosy@Hackneyhomes.org.uk](mailto:Alex.Jarosy@Hackneyhomes.org.uk)

## 1. SUMMARY

- 1.1 This Report shows the snapshot for October 2008 Performance through the agreed Business Critical Indicators.

## 2 RECOMMENDATION(S)

- 2.1 Resident Liaison Group Members are requested to:
- i) Note the progress against agreed targets
  - ii) Highlight areas of particular concern
  - ii) Request clarification on specific service areas.

### **3 BACKGROUND**

- 3.1** The current Hackney Homes Performance Report is circulated on a regular basis and contains over 200 indicators. A summary of the October and year to date performance is attached against what are agreed to be Business Critical Indicators covering core areas of activity.
- 3.2** For the month of October 2008, of the 22 core indicators for which data is available, performance is expected to hit the annual target in five areas. In twelve other areas, performance, whilst not ahead of target is expected to recover before the end of the financial year and for these, performance against target is showing as amber. In five areas (showing as red), performance is not likely to recover sufficiently to meet the annual target. The key service delivery performance issues are summarised below.

### **4. RENTS AND SERVICE CHARGES**

- 4.1** Whilst the target for collection (LKPI 47c) is showing as amber with an outturn of 99.74%, the overall value of arrears is for October £5 million which despite being a significant reduction from the start of year figure of £5.30 million is some way short of what is necessary to meet the end of year target of £4.34 million. It should be noted however that the October figure came just before a large direct debit payment week at week 31 and the current value of arrears at week 36 is now at £4.82 million. This area of work is being scrutinised very closely between Board Members, Partners and the Head of Neighbourhood Services and there will be further intensive work carried in the New Year following what is traditionally a high risk time of year for rent arrears recovery and rent payment.

For service charge collection, the October outturn is showing as £5.00 million. This is an improved performance on October of last year and it is anticipated that the end of year target of £9 million will be met by the end of the year.

### **5. VOID PROPERTIES**

- 5.1** October has been an excellent month for reducing void periods for empty homes with a monthly void turnaround figure of 19 days, providing for a year to date outturn of 22 days against a target of 25 days. This retains Hackney Homes in the top quartile nationally for empty homes management.

## **6. PROPERTY SERVICES**

- 6.1** Despite the recent review of repairs performance data, performance on appointments made and kept remains high at almost 94 % for October and with resident satisfaction with the Call Centre reaching almost 97% for year to date performance. Satisfaction with the quality of work now stands at almost 98% which is only marginally short of the 98.80% target.

Further challenges do exist in increasing performance for emergency and immediate repairs and more generally, the introduction of three major new contractors is expected to support the work of the Direct Labour Organisation towards improved performance in the later part of the year. Additionally, it should be noted that the review of repairs data collection processes which was carried out in the early part of the year has it difficult to achieve earlier targets and this will be rectified as part of the target review process with the Council.

## **7. ESTATE ENVIRONMENT**

- 7.1** Performance for estate cleaning continues to improve with a 94.8% pass rate for inspections carried out so far this year which means that the annual target of 93% has effectively been already exceeded.

## **8. DECENT HOMES**

- 8.1** The Decent Homes Programme is largely dependent on the achievement of the 2 star rating by the Audit Commission. Despite this however, this year's programme has seen expenditure of £ 15 million against the annual budget of £ 20 million with the expectation that the original target of 400 homes being made decent will be met

## **9. COMPLAINTS**

- 9.1.** Performance on responses to Stage One Complaints is at 85% which is short of the target. Despite this, there has been an improvement in response times from September despite an increase in the volume of complaints. The number of Ombudsman Investigations has remained constant with a further 2 in October, but There have been no findings of maladministration against the Council on matters within the jurisdiction of Hackney Homes.

With regards the 15 day response time, it is likely that from April 09, There will be a reduction to 10 working days in line with other ALMOS / Housing Authorities. This will present further challenges For Hackney Homes across all Service Units and Briefing Sessions on this will be held early in the New Year.

**10 OTHER CORPORATE INDICATORS**

- 10.1** Performance on staff absence is currently a cause for concern, with staff absence having increased from September. Specific Service Heads are now being targeted so as to ensure that appropriate action is in place. In addition, all cases of long term sickness now have an allocated Human Resources Officer to link up with the relevant Service Manager.

**11 IMPACT UPON THE HACKNEY HOMES BUSINESS PLAN**

- 11.1** The Business Critical Indicators are set out in the Hackney Business Plan.

**12 IMPACT UPON THE HACKNEY HOMES RISK REGISTER**

N/A

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

- 13.1** The performance indicators measure the efficacy of services delivered to service users with a high number of BME, women headed household and persons who may be vulnerable or facing disadvantage.

**14 CONSULTATION PROCESS & FINDINGS**

- 14.1** The full Performance Report is circulated to Board Members, Lead Councillors, Tenants and Residents Groups and placed on the Hackney Homes Website.

**15 ICT IMPLICATIONS**

N/A

**16 HUMAN RESOURCES IMPLICATIONS**

- 16.1** Section 10 details a number of issues in connection with staff absence.

**17 FINANCIAL IMPLICATIONS**

**17.1** A number of the indicators measure income collection. These include rents and Service Charges.

**18 LEGAL IMPLICATIONS / ADVICE**

N/A

**19 OTHER RELATED DECISIONS / GUIDANCE**

N/A

HACKNEY HOMES PERFORMANCE SUMMARY - Business Critical PIs																				
KEY	PERFORMANCE AGAINST ANNUAL TARGET 2008/09													DATA MONTH		FORECAST	Part Against Annual Target (PAAT)	EOY 07/08	Frequency of Reporting	
	ON COURSE TO ACHIEVE OR EXCEED TARGET	BELOW TARGET BUT LIKELY TO RECOVER	BELOW TARGET AND UNLIKELY TO RECOVER TO ACHIEVE TARGET	QTR 3			QTR 4			QTR 1			QTR 2							OCT
			OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	YTD	TARGET			
RENT COLLECTION & ARREARS	LKPI 48 Total Value of Rent Arrears (YTD - 0M)		£5.97 M	£5.03 M	£5.07 M	£5.70 M	£5.61 M	£5.29 M	£5.30 M	£5.37 M	£5.34 M	£5.14 M	£5.28 M	£4.96 M	£5.00 M	£5.03 M	£4.34 M	△△	£5.29 M	M
	LKPI 47c YTD Total Collection as % of Rent Debt		100.58%	103.35%	100.15%	100.41%	100.47%	103.67%	96.03%	98.68%	99.02%	99.89%	96.43%	99.69%	99.74%	96.74%	103.91%	△△	100.57%	M
BVPI RENT COLLECTION INDICATORS	Ex-BVPI 88a YTD Total Collection as % of Rent Arrears brought forward from previous years (EOY Target)	N/A	N/A	97.61%	N/A	N/A	93.13%	N/A	N/A	98.33%	N/A	N/A	N/A	90.51%	N/A	93.51%	93.29%	△	98.13%	Q
FORMER TENANT ARREARS	LKPI 56 Cash Collected as % of debt (gross arrears EOY Target)	N/A	N/A	7.21%	N/A	N/A	12.85%	N/A	N/A	2.74%	N/A	N/A	N/A	6.09%	N/A	6.09%	10.00%	△△	12.85%	Q
TENANCY MANAGEMENT & AUDITS	LKPI 34 YTD Relatable Voids as % of Stock	0.67%	0.75%	0.89%	0.82%	0.96%	0.69%	0.67%	0.83%	0.57%	0.67%	0.55%	0.69%	0.67%	0.67%	0.96%	△	0.89%	M	
EMPTY PROPERTY MANAGEMENT	Ex-BVPI 212 Average re-let time	16	20	21	25	27	17	26	29	24	16	21	19	19	22	25	△	21	M	
	LKPI 67 Percentage of new tenants satisfied with property	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	74.10%	N/A	74.10%	77.00%	△△	N/A	Q
REPAIRS	APPOINTMENTS LKPI 96 % of Responsive Repairs Appointments Kept	99.10%	96.42%	96.03%	94.95%	97.23%	95.23%	94.73%	90.64%	91.15%	90.82%	90.23%	92.56%	93.79%	92.10%	96.90%	▽	98.01%	M	
	IMMEDIATE + EMERGENCY LKPI 92 (GNPI 18) % of Immediate & Emergency Repairs (jobs completed within target (2 - 24 hours))	92.64%	93.06%	86.01%	83.28%	89.41%	89.05%	93.45%	92.96%	91.02%	89.59%	90.20%	83.69%	86.36%	90.44%	97.00%	▽	92.02%	M	
	MAJOR ADAPTATIONS LKPI 76: Percentage of MAJOR Adaptations completed in 30 weeks (normal - job done)	87.50%	71.43%	N/A	88.89%	57.14%	78.92%	65.38%	76.92%	85.19%	70.87%	85.00%	71.00%	80.77%	75.00%	90.00%	▽	82.75%	M	
	SATISFACTION	LKPI 12 Res/rent Satisfaction with Repairs Call Centre	99.40%	96.36%	97.73%	98.29%	100.00%	90.00%	100.00%	97.00%	98.32%	96.94%	NP	98.43%	95.05%	96.96%	96.00%	△△	98.96%	M
LKPI 11 Res/rent Satisfaction with quality of work		98.60%	96.36%	98.48%	98.29%	99.11%	98.59%	100.00%	100.00%	97.21%	97.89%	NP	97.64%	96.53%	97.07%	96.90%	△△	98.51%	M	
CLEANING	LKPI 78 Total % of Inspections (% Pass)	93.50%	94.10%	94.80%	94.80%	94.20%	94.50%	94.70%	94.80%	94.10%	94.80%	94.90%	94.80%	95.40%	94.90%	93.00%	△	92.85%	M	
GROUNDS MAINTENANCE	LKPI 8A Total % of Inspections (% Pass)	94.50%	93.20%	93.80%	93.60%	97.90%	99.20%	97.80%	96.50%	95.80%	92.40%	94.90%	94.80%	97.10%	95.80%	93.00%	△	94.94%	M	
LEASEHOLD & RIGHT TO BUY SERVICES	LKPI 14 Service Charge Collector Cumulative YTD (£)	£4.97 M	£5.79 M	£5.57 M	£7.36 M	£8.09 M	£8.88 M	£9.79 M	£1.57 M	£2.26 M	£2.92 M	£3.54 M	£4.23 M	£4.97 M	£4.97 M	£9.03 M	△△	£9.95 M	M	
COMPLAINTS	LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	95.73%	95.00%	91.11%	98.15%	90.24%	92.59%	91.45%	85.65%	94.69%	85.71%	87.14%	78.10%	85.23%	85.46%	97.00%	△△	94.74%	M	
	LKPI 25c Total Number of Stage one complaints	121	60	73	134	86	107	117	92	160	82	67	91	110	879	N/A	N/A	1172	M	
	LKPI 23 Members Enquiries	85.45%	73.02%	70.68%	100.00%	75.47%	82.69%	90.00%	69.61%	72.31%	83.25%	85.71%	83.33%	82.14%	90.20%	92.00%	△△	94.66%	M	
	LKPI 72 No. of Ombudsman Complaints	2	1	3	4	7	3	6	3	4	3	7	2	2	27	36	▽	41	M	
HUMAN RESOURCES	Ex-BVPI 12 No. of days lost to sickness	0.96	1.11	0.93	1.38	0.99	0.85	0.71	0.71	0.80	0.80	0.87	1.00	1.11	10.22	6.40	▽	10.31	M	
INVOICE PAYMENTS	Ex-BVPI 83 Monthly % of undisputed invoices paid on time (30 calendar days)(incl LBH non-delegated)	85.39%	93.46%	86.11%	94.15%	94.37%	94.52%	94.33%	82.78%	88.74%	79.59%	77.82%	78.92%	83.47%	81.96%	87.00%	△△	88.55%	M	
ASB	LKPI 91A Tenant Satisfaction with response to ASB	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	37.37%	N/A	37.37%	TBC	N/A	N/A	Q
PROPERTY SERVICES Moving towards Decent Homes	M 158 (Formerly BV 184a) Proportion of homes non-decent - current FY	N/A	N/A	35.31%	N/A	N/A	35.19%	N/A	N/A	33.19%	N/A	N/A	N/A	32.51%	N/A	32.51%	34.00%	△△	35.16%	Q
	LKPI 77 (KDK 1) Total number of homes made decent in period	N/A	N/A	163	N/A	N/A	35	N/A	N/A	121	N/A	N/A	N/A	156	N/A	159	430	△△	494	Q

Title of Report: : <b>UPDATE REPORT ON DECENT HOMES PROGRAMME</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>Thursday 8 January 2009</b>
Classification: <b>“For Information”</b>	Report of: <b>Director of Property Services</b>
Item Previously considered at:  <b>Hackney Homes Board</b>	On Which Date:  <b>Monday 8 December 2008</b>
Report Author: <b>Alan Turner and Tom Geard</b>	Annex 1 – 2008/09 Cash-flow chart Annex 2 – KPI satisfaction response

### 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 Business Plan;**
- **Paragraph: 5.0 - Impact Upon The Hackney Homes Risk Register;**
- **Paragraph: 6.0 - Consideration of the Hackney Homes Equality & 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 describes progress on the 2008/09 Decent Homes Programme.

## 2.0 RECOMMENDATION

2.1 This report is for information.

## 3.0 BACKGROUND

### 3.1 2008/09 Performance – Progress by contract area

#### Stoke Newington:

External works to blocks in progress	3
External works to blocks Completed	29
External works to blocks due to start	1
External Works to Blocks – Total	33

Street Properties Works in progress	0
Street Properties Works Completed	12
Street Properties Works due to start	0
Street Properties works-Total	12

#### North East:

External works to blocks in progress	12
External works to blocks Completed	17
External works to blocks due to start	0
External Works to Blocks – Total	29

Kitchen and bathroom renewal in progress	0
Kitchen and bathroom renewal completed	35
Kitchen and bathroom renewal due to start	0
Kitchen and bathroom renewal- Total	35

Street Properties Works in progress	0
Street Properties Works Completed	5
Street Properties Works due to start	0
Street Properties works-Total	5

6  
9  
0  
15

#### Shoreditch A:

External works to blocks in progress	0
External works to blocks Completed	50
External works to blocks due to start	0
External Works to Blocks – Total	50

0

Kitchen and bathroom renewal in progress	1
Kitchen and bathroom renewal completed	2
Kitchen and bathroom renewal due to start	3
Kitchen and bathroom renewal- Total	

Street Properties Works in progress	
Street Properties Works Completed	2
Street Properties Works due to start	7
Street Properties works-Total	2

11

**Shoreditch B:**

	0
External works to blocks in progress	38
External works to blocks Completed	0
External works to blocks due to start	38
External Works to Blocks – Total	

Kitchen and bathroom renewal in progress	
Kitchen and bathroom renewal completed	0
Kitchen and bathroom renewal due to start	18
Kitchen and bathroom renewal Total	0

18

**Homerton:**

	0
External works to blocks in progress	29
External works to blocks Completed	0
External works to blocks due to start	29
External Works to Blocks – Total	

Kitchen and bathroom renewal in progress	
Kitchen and bathroom renewal complete	
Kitchen and bathroom renewal due to start	
Kitchen and bathroom renewal Total	

### 3.2 Decent Homes Performance 2008/09 - Targets

#### Units Made Decent in 2008-09 by Contract Area

Contract Area	2008-09 Target	Overall Decent Qtr1	Overall Decent Qtr2	Overall Decent Qtr3	Overall Decent Qtr4	Overall Decent Total
Homerton	N/A	114	123			237
North East	N/A	0	0			0
Shoreditch A	N/A	0	36			36
Shoreditch B	N/A	7	0			7
Stoke Newington	N/A	0	0			0
<b>Total</b>	400	121	159	0	0	280

3.3 These figures are based on reported completions to 30<sup>th</sup> September 2008 and are subject to audit. The above figures will also be supplemented by completed voids and technical adjustments at the end of the year.

3.4 The target % of homes non-decent at 1<sup>st</sup> April 2009 is 31.7%. This is also a National Indicator that is published annually, and is subject to audit by the Audit Commission. At the end of the second quarter, the Decent Homes programme is well on track to meet the target, with the total of non-decent homes reduced to 32.51%.

Progress towards the target is shown below:

	2007-08 Final Returns	2008-09 Target	2008-09 Qtr1 Return	2008-09 Qtr2 Return	2008-09 Qtr3 Return	2008-09 Qtr4 Return
<b>NI 158 (% non-decent council homes)</b>	33.30%	31.70%	33.19%	32.51%		

3.6 The Audit Commission have confirmed that where dwellings are due for demolition beyond 2010 these can be discounted from the total non decent stock provided they are currently failing decency. There are 2810 dwellings awaiting regeneration which are therefore excluded from the Decent Homes calculations.

3.7 The current assessment is that some 7,842 homes remain to be made Decent between 1<sup>st</sup> April 2009 and 2012/13.

### **3.8 Resident Satisfaction**

The KPI used to measure resident satisfaction currently has a target of 85% of residents expressing satisfaction with completed Decent Homes works. All constructors are consistently exceeding this target. The target for the response rate, that is the number of completed satisfaction surveys completed by residents, is 95%. Two of the three main constructors are meeting the target with the other slightly behind at 92.4% (see chart at **Annex 2**). The KPI targets will be reviewed in January 2009. More challenging targets will be set where targets are being easily met.

### **4.0 IMPACT UPON THE HACKNEY HOMES BUSINESS PLAN**

4.1 This is a regular update report on the Business Plan's objective to deliver the Decent Homes standard.

### **5.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER**

5.1 No impact from this 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 The satisfaction levels, in 3.9 above, are captured using questionnaires presented to the resident when the works are completed. This process has been recently assessed and has been agreed as still being most effective method of capturing this information.

7.2 In addition to the above the Decent Homes Teams have set up:

- Regular "Surgeries" on the Estates this gives the resident the opportunity to meet with the Constructors Resident Liaison Officer (RLO) and Hackney Homes Client Officer (CO), where they can discuss future or current programmes of work. The residents that attend the "Surgeries" welcome and appreciate the meeting.
- "End of Project" reviews with the residents (including leaseholders) (representatives of those groups) have been organised, where the Constructor, Hackney Homes and representative walk through and around the project, and record "snags" etc. This walkabout is also seen as an opportunity to obtain further feedback on how the residents felt the project went.
- Regular meetings with the local Neighbourhood office to keep them up to speed with the programmes of work, providing information packs. They, in turn, can then communicate this to their residents.

- Attendance at the Reactive Repair “Surgeries” ; the advantage of this combined session, is the that the resident has a one stop shop for
  - Repairs & Maintenance
  - Updates and information relating to Decent Homes inquiries
  - Translation Service (Turkish) is provided

## 8.0 ICT IMPLICATIONS

N/A

## 9.0 HUMAN RESOURCES IMPLICATIONS

N/A

## 10.0 FINANCIAL IMPLICATIONS

10.1 The Decent Homes 2008/09 programme has a budget of £20m. We anticipate a full spend of this budget. Work on site will reduce as the year progresses but preparation of projects for 09/10 will continue.

10.2 The actual 2008/09 expenditure to date is shown in the table below:

<b>Contract Area</b>	<b>Forecast Spend</b>	<b>Actual Spend as at 31/10/08</b>	<b>Spend Outstanding</b>
Homerton	£6.149m	£3.107m	£3,042m
Shoreditch A	£3.626m	£3.011m	£0,615m
Shoreditch B	£2.176m	£1.748m	£0.428m
North East	£5.062m	£3.835m	£1,227m
Stoke Newington	£2.987m	£2.795m	£0.192m
<b>TOTAL</b>	<b>£20.000m</b>	<b>£14.496m</b>	<b>£5.504m</b>

10.3 The table above shows we have spent nearly £14.5m against a project forecast spend £20.0m. This means that there is £5.5m capital expenditure outstanding to be spent in the next five months to the end of the financial year. **Annex 1** shows the cash-flow on the programme in chart format.

10.4 The Sectional Commencement Agreement (SCA) mechanism, described below, allows commitments to be carefully controlled. Financial monitoring is done on a weekly basis (as opposed to monthly) to thoroughly check that expenditure matches the value of completed work and that there is sufficient work in progress to fully use the resources available.

10.5 As a consequence of these actions a full spend of the £20.0m works budget allocated for this programme is predicted.

- 10.6 Commitment of expenditure occurs when a Sectional Commencement Agreement (SCA) is signed with the constructor. A SCA covers a group of properties and typically has a value of £1m - £2m. The available annual capital budgets are controlled through the total value of SCAs issued not exceeding the allocated resources.
- 10.7 We will continue to prepare the Year 3 programmes for commencement as soon as the resources become available. The Audit Commission inspection in November 2008 will determine when and if additional resources (ALMO credits) become available. It is unlikely that the timing will have much impact on expenditure in 2008/09, but Hackney Homes is prepared for a big acceleration in expenditure in 2009/10 if the additional resources are awarded.

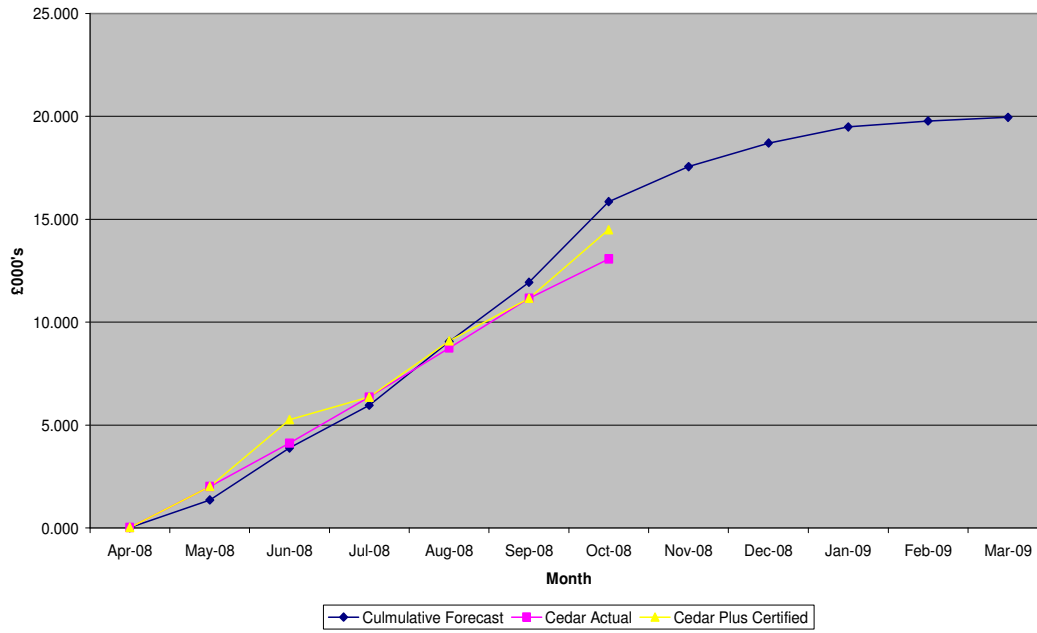
**11.0 LEGAL IMPLICATIONS / ADVICE**

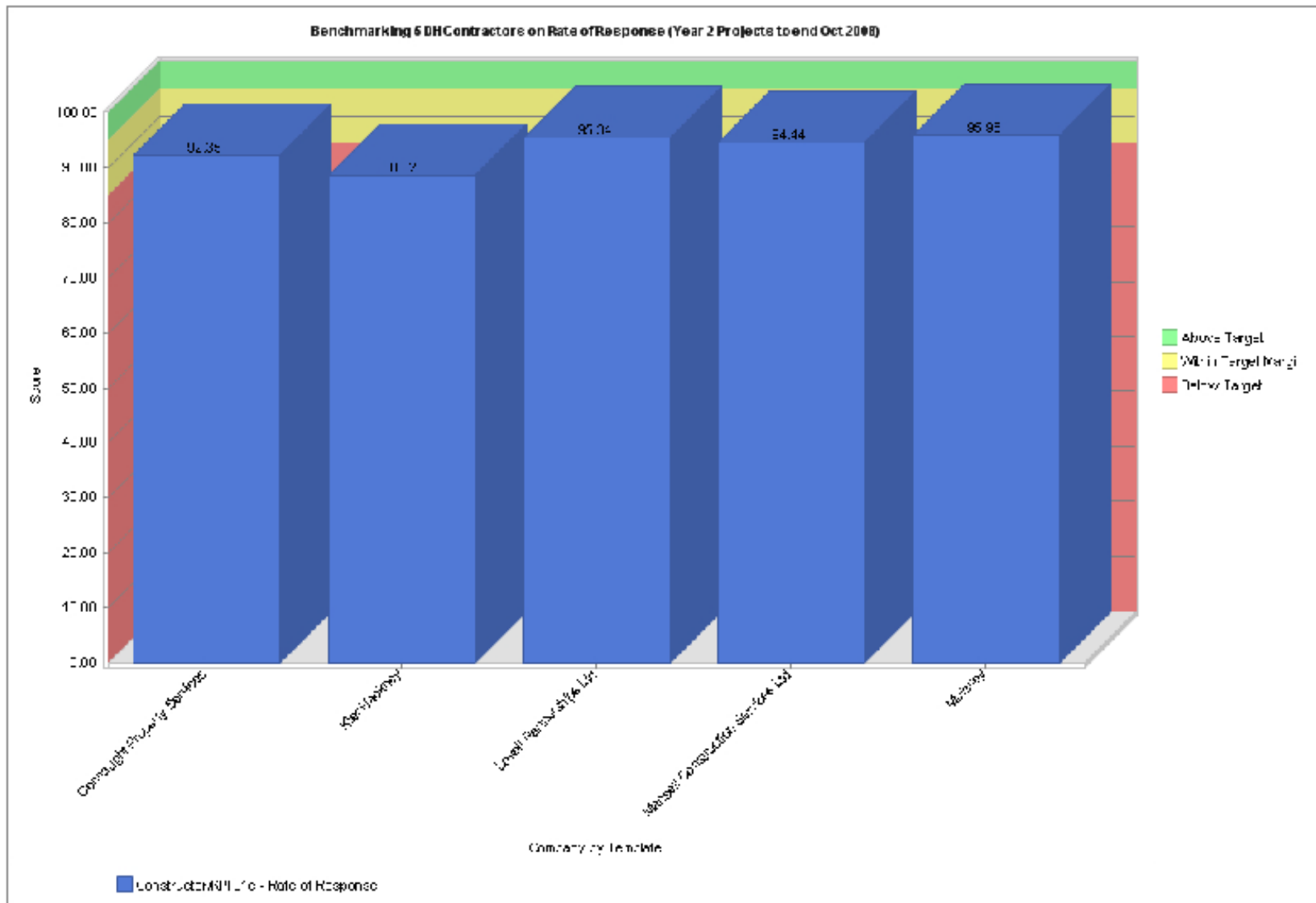
N/A

**12.0 OTHER RELATED DECISIONS / GUIDANCE**

N/A

Decent Homes Phase 2 Total Summary





Title of Report: <b>Key Delivery Plan Priorities 2009-10</b>	
<b>Resident Liaison Group</b>	Date: <b>8<sup>th</sup> January 2009</b>
Classification: <b>Comment</b>	Report of: <b>Interim Director of Quality and Strategy</b>
Item Previously considered at: <b>Hackney Homes Board</b>	On Which Date: <b>8<sup>th</sup> December 2008</b>
Report Author: <b>Peter O’Kane Ext 6924</b>	There are three Appendices. <b>1: Sustainable Community Strategy</b> <b>2: MORI Survey results</b> <b>3: Proposed Improvement Priorities</b>

If you have any questions about this report, please contact Peter O’Kane  
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## 1.0 **SUMMARY**

1.1 This report seeks Resident Liaison Group’s views on those improvement priorities for Hackney Homes which should be included in the Hackney Homes’ draft 2009/10 Delivery Plan.

## 2.0 **RECOMMENDATIONS**

2.1 The Resident Liaison Group is asked to:

1. **Note** the Strategic framework (paras 4.2 to 4.7 and Appendix 1) and ‘Where we are now’ judgment (paras 4.8 to 4.10)
2. **Comment** on the residents’ priorities identified in paras 4.11 to 4.15.
3. **Note** that the key Delivery Plan priorities will be a selection of all the 2009/10 Hackney Homes service improvements (paras 4.16 to 4.19).
4. **Comment** on proposals for key service improvement priorities and any particular aspect of those priorities (paras 4.20, 4.21 & Appendix 3).
5. **Identify** any other key improvement priorities that they would like to see explored for their potential inclusion in the Delivery Plan 2009/10, bearing in mind resource constraints and consequent need to prioritise.

### **3.0 BACKGROUND**

- 3.1 The annual draft Delivery Plan, required by the Management Agreement between Hackney Council and Hackney Homes, has to include suggestions for service improvements.
- 3.2 The Hackney Homes Delivery Plan agreed with Hackney Council will be used when assessing Hackney Homes' service outturn performance.
- 3.3 In the 2009/10 Delivery Plan Hackney Homes will be agreeing with the Council key priorities for service improvement in 2009/10. Whilst it focuses primarily on activity in the year ahead, the Delivery Plan also takes into account a three year planning horizon notably on financial matters.
- 3.4 The October Board agreed that draft proposals go the Resident Liaison Group. The December Board meeting noted the proposed key service improvement priorities for the 2009/10 Delivery Plan.
- 3.5 After receipt of comments and discussions with the Council including formal consultation steps laid down in the Management Agreement, a revised draft would go to the Hackney Homes Board March meeting.

3.6

### **4.0 PRIORITIES ON SERVICE IMPROVEMENT**

- 4.1 There are a number of factors to consider when assessing what service improvements should be priority in the 2009/10 Delivery Plan;
- Strategic framework
  - Where we are now
  - Residents' views and priorities
  - Suitability as a Delivery Plan service improvement priority.

#### **Strategic Framework**

- 4.2 Earlier in 2008 the Board agreed, after wide consultation, the Hackney Homes Strategic Plan 2008-2013. It is a strategic framework for the achieving of the Hackney Homes mission *To deliver excellent, accessible services, and quality homes people want to live in*".
- 4.3 The main sets of activities to deliver Hackney Homes' Mission are encapsulated in the four Objectives:
- Providing excellent, accessible services
  - Delivering modern homes
  - Running Hackney Homes well
  - Improving neighbourhoods.
- 4.4 The over-arching long term strategy for the Borough is set out in the Sustainable Community Strategy which was agreed by the Council on 24<sup>th</sup> November 2008. Some summary extracts are attached as **Appendix 1**. The Strategy's ambition is "*to achieve balanced, sustainable communities and neighbourhoods, which celebrate our diversity and share in London's growing prosperity and enable a good quality of life for all.*".

- 4.5 The Council has agreed six priorities for Community Strategy, to:
1. *Reduce poverty by supporting residents into sustainable employment, and promoting employment opportunities.*
  2. *Help residents become better qualified & raise educational aspirations.*
  3. *Promote health and wellbeing for all, and support independent living.*
  4. *Make the borough safer, and help people to feel safe in Hackney.*
  5. *Promote mixed communities in well designed neighbourhoods, where people can access high quality, affordable housing.*
  6. *Be a sustainable community, where all citizens take pride in and take care of Hackney and its environment, for future generations.*
- 4.6 In 2009/10 a priority for the Sustainable Community Strategy is assessing how best to reduce worklessness particularly on Hackney Homes' estates.
- 4.7 There have been informal sounding with Council officers on areas they might consider as key service improvement priorities in 2009/10. This is prior to the formal consultation process on the Delivery Plan. They have been taken into account in drawing up the proposals in this report.

#### **Where we are now**

- 4.8 Any judgement of the present position on Hackney Homes' is necessarily based on many factors including residents' feedback through a range of routes, including the STATUS survey results from MORI, performance monitoring and the findings of the Audit Commission inspectors.
- 4.9 We do not yet have the final report from the Audit Commission Inspection. In addition to the strengths identified, it is likely that some service areas will be identified as potentially benefitting from improvement.
- 4.10 Any forecast will have to be revisited when the draft Inspector's report is received in January. However a review of the feedback received on site indicates that issues associated with the procedures and handling of anti-social behaviour will be highlighted in the report. Other feedback has featured perceived queries on a number of points including :
- 'how systematic is the evaluation and use of resident feedback (including complaints)?',
  - the factors affecting the level of leaseholder dissatisfaction,
  - the relative focus on short term compared to long term objectives,
  - the quality of life on regeneration estates,
  - the extent of measurement of performance on service standards,
  - trends in telephone caller service performance.

#### **Residents' Views and Priorities**

- 4.11 Information on residents' views has been taken into account through a wide range of routes including the formal standing machinery of Panels, Resident Liaison Group, specialist panels and regular surveys. There are also consultation mechanisms for a variety of structured and unstructured mechanisms specific services or programmes including service specific surveys and other feedback mechanisms.

- 4.12 The surveys of tenants and leaseholders views conducted by MORI has provided structured information on residents' views on the quality of services. These are summarised in **Appendices 2a and 2b**.
- 4.13 The results also identify residents' priorities on services and what residents regard as the more frequent of significant local neighbourhood problems. They are both set out below for tenants and leaseholders .

### **Residents' Priorities from MORI Surveys**

Priority	Service		Neighbourhood problems	
	Tenants	Leaseholders	Tenants	Leaseholders
1 <sup>st</sup>	Repairs and maintenance	Value for money	Rubbish or litter	Rubbish or litter
2 <sup>nd</sup>	Overall quality of the estate	Overall quality of the estate	Car parking	Disruptive children
3 <sup>rd</sup>	Dealing with anti-social behaviour	Dealing with anti-social behaviour	Drug use or dealing	Car parking
4 <sup>th</sup>	Keeping tenants informed	Taking leaseholder views into account	Disruptive children	Drug use or dealing

- 4.14 On services the big difference between tenants and leaseholders is not surprisingly the higher priority placed by leaseholders on value for money.
- 4.15 On neighbourhood issues, the similarity in the priorities of tenants and leaseholders is quite striking. They may not necessarily be the result of persons living on the estate. Tackling many aspects of the neighbourhood problems is not solely, or possibly even primarily, the responsibility of Hackney Homes as

#### **Suitability as a Delivery Plan Service Improvement Priority**

- 4.16 Not all service areas which could benefit from improvement can or should be in a key 2009/10 Delivery Plan priority. Firstly not all can be done in one year. Secondly there are significant resource constraints.
- 4.17 In some cases it may not be feasible to specify the required improvement at this stage, because the most desirable route to achieve improvement is far from clear – possibly because there are unresolved external factors.
- 4.18 The achievement of a particular improvement may lie outside the control of Hackney Homes and / or the Council and it would not be sensible to include it in a formal commitment to deliver by Hackney Homes.
- 4.19 Certain achievements may not be readily capable of unambiguous and relevant measurement for the purposes of a formal public agreement on whose delivery Hackney Homes' performance may be assessed .

### **Proposals for Delivery Plan 2009/10 Improvement Priorities**

- 4.20 Taking into account the above factors and bearing mind the resource constraints an initial set of proposals for 19 key improvement priorities for inclusion in the Delivery Plan 2009/10 are summarised in **Appendix 3**.
- 4.21 There still remains a decision about the specific aspect of each service area as the focus of the agreed key Delivery Plan improvement priority.
- 4.22 There will have to be an agreed view on the feasibility of measuring an aspect for the purposes of a formally agreed service improvement.
- 4.23 Once specific areas for improvement are agreed, there will be further discussions on relevant Key Performance Indicators for 2009/10.

### **5.0 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY & ACTION PLAN 2007 – 2010**

- 5.1 In setting and achieving service improvement priorities Hackney Homes will take account of its Equality and Diversity Strategy and Action Plan.

### **6.0 FINANCIAL CONTEXT**

- 6.1 Some of the Delivery Plan improvement priorities assume the availability of ALMO credits but otherwise do not assume any additional capital resources other than those already known to be planned for 2009/10. They take account of required reductions in revenue resources in the coming years.

## **About this Sustainable Community Strategy**

(Extract from report to Hackney Council Cabinet on 24<sup>th</sup> November 2008)

This community strategy is our shared 10 year vision. The priorities set out in it are a framework for local public services and partners from business, community and voluntary sectors to guide our work over the next decade to improve the quality of life in the borough.

All councils set out their long-term plans, to take into account the unique characteristics of each place and shape the locality they govern. Here you will find Hackney's approach. It is unique to Hackney, playing to its strengths and addressing its needs.

Since our first community strategy of 2005, Mind the Gap, there have been major successes in reducing infant mortality and the rate of teenage pregnancy. Many more Hackney residents are in jobs. Nearly two thirds of council homes meet the "decent" standard, compared to only a quarter five years ago, our streets are cleaner, and seven of our parks are judged to be "green flag" standard, or excellent. Quality of life in Hackney has improved.

However, all of Hackney's wards stubbornly remain in the top 10 percent most deprived wards nationally. The greatest risk to community cohesion in Hackney is economic polarisation. Closing the gap between our wealthy residents and our most deprived remains the strategic focus for the borough.

As a partnership our priorities are tackling poverty and inequality through raising the aspirations of our residents, especially Hackney's children and young people, to interrupt the cycle of deprivation, and supporting people to improve their life chances and to achieve their ambitions.

## **How we will work to achieve this vision for Hackney**

Having looked at the best available evidence about Hackney now, and the challenges and opportunities the borough and its people face, we have agreed six priorities for the next ten years. These are to:

1. Reduce poverty by supporting residents into sustainable employment, and promoting employment opportunities.
2. Help residents to become better qualified and raise educational aspirations.
3. Promote health and wellbeing for all, and support independent living.
4. Make the borough safer, and help people to feel safe in Hackney.
5. Promote mixed communities in well designed neighbourhoods, where people can access high quality, affordable housing.
6. Be a sustainable community, where all citizens take pride in and take care of Hackney and its environment, for future generations.

## Outcomes

A set of 18 outcomes provide partners with a focus for their own long-term planning, and the agenda for collective discussion. This is what will have happened in 10 years if we are to realise our vision.

1. Substantially narrow the gap between Hackney's employment rate and the London average.
2. Increase employment for people in Hackney who are disabled or have a long-term health condition or mental health problems.
3. Improve the earnings of people in Hackney to lift them out of poverty.
4. Close the gap between the percentage of people in Hackney with no qualifications at all and the London average and increase the percentage of people of working age in Hackney who hold qualifications fit for the job market.
5. Ensure the educational improvement of Hackney's children and young people is excellent and that educational performance by school leaving age is consistently above the national average.
6. Ensure parents, families and carers are effectively supported to inspire their children to achieve wellbeing and reach their full potential in life, particularly families living in poverty.
7. Promote and maintain mixed, sustainable communities in all our neighbourhoods by securing a tenure and dwelling mix, including affordable homes and homes adaptable for people's changing needs.
8. Reduce the overall mortality rate in Hackney for all.
9. Reduce health inequalities in Hackney by promoting fair access to health advice, support, programmes and local amenities so everyone is able to enjoy good health.
10. To reduce the rate of mental illness in Hackney and close the gap in mental wellbeing between people from different backgrounds and between people living in the most and least deprived areas in the borough.
11. To enable independent living and offer personalised support for people with support needs living in Hackney, including older people, disabled people and carers.
12. Use excellent, sustainable urban design across the borough in our streets, on our estates, in our town centres and in other public spaces and local amenities; design which encourages and enables people to walk, cycle, play and spend time together safely in the community.
13. To make the borough safer, and make sure people living in, working in, studying in and visiting Hackney can feel safe in our borough.

14. To ensure that our town centres in Dalston and Hackney Central and our areas of growth in Shoreditch, Woodberry Down and Hackney Wick are vibrant places where local people and visitors choose to shop and spend leisure time, and that make sure these centres remain attractive places to do business and invest in.
15. To enable and empower all our citizens to take an active role in local community, civic and democratic life in the Borough.
16. To achieve a reduction in CO2 emissions from the local area in line with national and internationally set standards from domestic, commercial /industrial and transport emissions.
17. To minimise the waste produced by local public services and enable local citizens, businesses and public services to minimise waste and to use resources including energy, water and waste in a sustainable way.
18. To provide fair access to first class public services in Hackney, and provide value for money for local residents and businesses.

## **Worklessness**

The first cross-cutting review of this Sustainable Community Strategy will be looking at worklessness in Hackney, its complexities, and the barriers that exist to people entering the labour force. This review will inform and refine the aims of the strategy in tackling worklessness. It will begin in early 2009.

Issues we will want tackle include:

- evaluation of what's worked, or not, so far;
- are our interventions at the right scale to get us where we want to be;
- attitudes to work;
- barriers to working that may be beyond our control, on some of which we may be able to lobby national government for change;
- how we mitigate any potential contradictions in what we're setting out to achieve between this priority and other priorities in the Strategy, e.g. supporting more women into work as opposed to focusing on parenting as a means of raising educational attainment;
- how we measure and work to increase the amount of social capital in Hackney – we know that, *“living in deprived areas can help perpetuate worklessness as there are fewer employed contacts through which individuals can find work. Finding work through personal contacts is the most common route into employment for the unemployed;”*<sup>1</sup> how then can we foster a greater level of “social leverage”, i.e. informal networks associated with how people find jobs and other opportunities?

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<sup>1</sup> Social Capital: a discussion paper Prime Minister's Strategy Unit 2002;

## **KEY POINTS FROM HACKNEY TENANTS STATUS SURVEY 2008**

### **11. Response Rate**

- At 39% this is over a third more than London average in 2006 of 29%. (MORI have said no sign of a general increase in response rates in 2008.)
- Over ¾ higher than 2006 Hackney STATUS survey response rate of 22%. (Hackney 2006 survey also by MORI who chased responses in same way.)

### **12. Overall Satisfaction**

- Overall satisfaction is 68% satisfied (very or fairly) and 17% dissatisfied (very or fairly) giving net satisfaction of 51% :
- 15% higher net satisfaction than in 2006.
- 68% is same as London mean & 3% better than Inner London mean (2006).
- MORI's Housing Frontiers model predicts a Hackney score 7% below the mean. Hence Hackney's score at London mean (2006) exceeds prediction by 7%. This margin over prediction was beaten in 2006 only by 2 other MORI boroughs.

NB By 'net satisfaction is meant the % of people replying who are fairly or very satisfied minus the % of people who are fairly or very dissatisfied.

### **13. BME Satisfaction**

- Overall gross and net BME satisfaction is roughly same as white
- This is 8% better than the Inner London mean (2006) for BME satisfaction.
- All but one other Inner London borough has BME satisfaction below white.

### **14. Repairs**

- By some distance this is the most important service for Hackney tenants.
  - Overall satisfaction is 70% satisfied (very or fairly) and 23% dissatisfied (very or fairly) giving +47% net satisfaction which is 9% higher than in 2006.
  - 70% is the 3<sup>rd</sup> highest of the 2006 scores of London boroughs surveyed by MORI and the highest by 4% of the 10 MORI inner boroughs.
  - Gross satisfaction 75% for those who had a repair in last 12 months, and +55% net satisfaction compared to only +31% for those with no repair in last 12 months.
  - BME tenants more often had a repair but net satisfaction 3% lower at 44%.
- #### **Home and Environment**
- Satisfaction with overall quality of home is 67% with +44% net satisfaction.
  - Satisfaction with cleanliness of estates is 68% with +47% net satisfaction.

### **15. Value for Money**

- Only increased by 2% to 63% which is 2% below 2006 Inner London mean.

16. **Opportunities for Participation**

- This has stayed much the same at 54% with net satisfaction of +39%.
- 2% below the 2006 Inner London mean.
- BME tenants slightly more satisfied.

17. **Movement** in net satisfaction is generally although not universally substantial.

<b>Net Satisfaction</b>	<b>2006</b>	<b>2008</b>	<b>% Change</b>
Overall with landlord services (NI 160)	+36%	+51%	+15%
All respondents on repairs and maintenance	+38%	+47%	+ 9%
Neighbourhood	+38%	+49%	+11%
Staff helpful when contacted	+58%	+64%	+7%
Satisfaction with final outcome of contact	+15%	+29%	+14%
Keeping informed	+54%	+55%	+1%
Opportunities for participation in decision-making	+37%	+39%	+2%

## **KEY POINTS FROM HACKNEY LEASEHOLDERS SURVEY 2008**

### **1. Response Rate**

- A 25% response rate is a considerable improvement on levels seen two years ago.
- Almost ½ higher than 2006 Hackney Leaseholders survey response rate of 17% (Hackney 2006 survey also by MORI who chased responses in same way)

### **2. Overall Satisfaction**

- Overall satisfaction is 28% satisfied (very or fairly) and 41% dissatisfied (very or fairly) giving net satisfaction of -13%: +10% higher net satisfaction than in 2006.
- Satisfaction of leaseholders aged between 55 and 64 has substantially shifted from 23% (2006) to 45% (2008).
- 38% of leaseholders from lower income households are satisfied.
- Overall gross and net BME satisfaction is almost same as white.

NB By 'net satisfaction is meant the % of people replying who are fairly or very satisfied minus the % of people who are fairly or very dissatisfied.

### **3. Leasehold and Right to Buy**

- Satisfaction with Leaseholder and Right to Buy Services is higher at 38% satisfied (very or fairly) and 27% dissatisfied (very or fairly) giving net satisfaction of +11%.

### **4. Communal Repairs and Maintenance**

- Overall satisfaction is 28% satisfied (very or fairly) and 46% dissatisfied (very or fairly) giving -19% net satisfaction which is 5% higher than in 2006.
- Gross satisfaction 37% for those who had a communal repair in last 12 months, and -12% net satisfaction compared to -31% for those with no communal repair in the last 12 months.
- There has been a positive shift in the net satisfaction on the five repairs aspects in comparison to 2006.

### **5. Property and Estate**

- Satisfaction with general condition of the property is 55% with +31% net satisfaction.
- Satisfaction with overall quality of estates is 45% with +10% net satisfaction.
- Satisfaction with cleanliness of estates is 41% with -5% net satisfaction.

### **6. Value for Money**

- Satisfaction with value for money of major works is 12% with -50% net satisfaction. Advice on payments and major works consultation are more highly rated.

- Satisfaction with value for money for service charges is 15% with -51% net satisfaction. Advice on payments and ease of understanding communications are more positively rated.

**7. Opportunities for Participation**

- Overall satisfaction with opportunities to participate is 28% with -9% net satisfaction.
- Overall gross BME satisfaction is same as white.

**8. Movement in net satisfaction is generally although not universally substantial**

<b>Net Satisfaction</b>	<b>2006</b>	<b>2008</b>	<b>% Change</b>
Overall with landlord services (NI 160)	24%	28%	+4%
All respondents on repairs and maintenance	27%	28%	+1%
Neighbourhood	58%	60%	+2%
Staff helpful when contacted	49%	47%	-2%
Satisfaction with final outcome of contact	31%	33%	+2%
Keeping informed	49%	50%	+1%
Opportunities for participation in decision-making	N/A	28%	N/A

## Proposed Key Service Improvements for the Draft Hackney Homes 2009/10 Delivery Plan

No	Service improvement sought	Summary justification for selecting this service area for improvement	'So what?' : Benefits of proposed service improvement for service users
1.	Effective delivery of Year 3 of Phase 2 of the Decent Homes programme.	Essential to protect the fabric of buildings and improve their thermal efficiency. The Government requires it. The scale of the Decent Homes programme in 2009/10 will, with the availability of ALMO credits, be more than twice that of 2008/09.	Overall quality of the home is 2 <sup>nd</sup> highest priority for tenants. New kitchens and bathrooms would be very popular with over 7,000 tenants due to receive them starting in 2009/10 once ALMO credits are received. Better thermal efficiency has marked financial & health benefits for residents.
2.	Making the repairs service more service-user focussed.	Much more tenant profiling info, the arrival in 2009 of Customer Relations Mgt. and Repairs modules on the new IT system offer an opportunity in 2009 to improve communication with service users and enhance repairs ordering processes.	Repairs and maintenance is by far the most important single service for tenants.
3.	Improving repairs service and contractor performance.	Appointment of new contractors is an ideal moment to manage and benchmark contractors' performance against each other and the in-house service on cost, time taken and customer satisfaction.	Repairs and maintenance is by far the most important single service for tenants.
4.	Achieving consistently good handling of anti-social behaviour (ASB) cases.	The new ASB IT system module will assist in the mgt allows, and the analysis of cases shows, the need for improved ASB case management.	ASB is the 3 <sup>rd</sup> highest priority for both tenants & leaseholders and their satisfaction with the way their report was handled is only slightly over 40%.
5.	Better standard services to TMO residents	TMOs generally have below average and more variable service standards as measured by the performance report.	TMOs provides services to 16% (in 7) of all Hackney Homes residents and satisfaction of TMO residents has now fallen below the average.

No	Service improvement sought	Summary justification for selecting this service area for improvement	'So what?' : Benefits of proposed service improvement for service users
6.	Increased satisfaction with car parking.	Evidence of widespread dissatisfaction amongst residents, although a lack of space availability will make a big increase in satisfaction hard to achieve.	Car parking was the issue with the 2 <sup>nd</sup> highest incidence of serious problems recorded by the MORI surveys for both tenants and leaseholders.
7.	Improving effective resident engagement	The wide-range of persons interested in becoming involved gives scope to enhance the effectiveness of engagement through capacity building.	Effective and diverse resident engagement and its resultant feedback is a very effective way of informing the development and delivery of highly valued service-user focussed services.
8.	Enabling residents in workless households to get work	Hackney has one of UK lowest % in work. Tackling this is a 2009/10 priority in the Sustainable Community Strategy. Two Hackney Homes' housing mgt. partners are already contractors to Council in this.	Living in a home with no one in work has several adverse knock-on affects on life chances, health etc. Almost half of London social homes have no one in work. Only 20% of (the albeit younger) private renters have no one in work
9.	Regular programmed deep cleaning of stairs and bin chambers.	Ensuring that all relevant areas receive this deep cleaning on a regular basis will make daily cleaning more effective. It will also pre-empt public health problems.	There have been a substantial number of requests for residents for such cleaning largely because of unattractive smells. It is a VFM way of maintaining quality of the estate environment.
10.	Minimising waste through increasing recycling	A coming crunch on land fill costs requires big changes in current practice. Education and info. for residents is key and Hackney Homes staff are well-placed to do that.	'Rubbish and litter' is the neighbourhood issue which is most often seen by both tenants and leaseholders as a serious problem.
11.	A substantial interim repairs programme on Woodberry Down.	Substantial interim repairs are needed, targeting those homes in the later phases of the 20 year regeneration programme.	Residents and the Woodberry Down Community Organisation have pressed for interim repairs.
12.	More informed awareness by leaseholders of the VFM service charges provide.	MORI survey found that net leaseholder dissatisfaction with service charges value for money very high (51%) - one of the very few scores worse in 2008 cf 2006.	Value for money is by far the most important concern for leaseholders.

No	Service improvement sought	Summary justification for selecting this service area for improvement	'So what?' : Benefits of proposed service improvement for service users
13.	Improve clarity and accuracy of service charge bills.	Would aid income collection. Detailed accurate breakdown of service charge costs needed to meet VFM concerns. 2009 IT system and better data will help.	More transparent and informative service charge bills is a high priority for the Leaseholder Group.
14.	Progress in tackling VFM concerns of leaseholders on major works.	This would help major works costs collection and leaseholders' concerns could be harnessed to inform challenges by Hackney Homes to quality of works.	Value for money is by far the most important concern for leaseholders and they have highlighted concerns about the quality of works.
15.	More flexibility in the payment options option to leaseholders for both service charges and major works bills.	Over half of leaseholders have incomes of under £25k. Affordability could be a major problem. More flexible payment methods could allow improved income collection.	Leaseholders Groups had already flagged up that many leaseholders were going to face great difficulty paying high bills even before the impending national job and overtime cuts bite.
16.	More appropriate responses to and use of complaints.	The image & reputation of public service agencies are very much affected by how well they handle complaints. Too often responses are too slow and the learning not always systematically captured.	Satisfactory responses to complaints can greatly improve how service users feel about an agency responsible for perceived service failures. There could be significant service benefits if the 'free consultancy' that complaints offer are utilised.
17.	More effective performance management of the Service Standards.	The measurement of Service Standard performance is more limited than their importance suggests is needed.	Progress in tackling VFM concerns of leaseholders on major works.
18.	Implement through Project Excellence various modules of new IT system.	The essential replacement of existing IT system needs to go hand in hand with substantial service process changes to ensure its full potential benefit is realised.	New IT system offers scope to greatly improve not only service delivery, but also in particular the quality of the immediate response by staff to service user enquiries.
19.	Improving value for money.	Better VFM may allow more investment in new priorities. It is important for residents' perception that Hackney Homes, which has to make large savings in its fee in the coming years, is clearly cost effective.	Improving VFM will allow more investment in service areas with growing priority. Value for money is extremely high priority for leaseholders and tenants' satisfaction with VFM did not increase significantly between 2006 and 2008.

<b>Title of Report: Hackney Homes Good News</b>	
<b>Decision Making Body: Resident Liaison group</b>	<b>Date: Thursday 8 January 2009</b>
<b>Classification: FOR INFORMATION</b>	<b>Report of: Chief Executive – Charlotte Graves</b>
<b>Item Previously considered at: N/A</b>	<b>On Which Date: N/A</b>
<b>Report Author: - - OLAIDE OYEKANMI – COMMUNICATIONS EXECUTIVE</b>	<b>Appendices: N/A</b>

**Report Outline:**

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| <ul style="list-style-type: none"> <li>• <b>Paragraph: 1.0 - GOOD NEWS</b></li> </ul> |
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**1.0 GOOD NEWS**

The purpose of this report is to highlight some key achievements.

- **Positive media coverage** in local media such as Hackney Today and Hackney Gazette and trade press such as Inside Housing and 24housing. This has helped to raise the profile of Hackney Homes with local residents as well as stakeholders within the housing industry. Examples of coverage are article by Charlotte Graves on MORI results in Inside Housing and coverage of Residents Awards in Turkish newspaper, Avrupa Gazete.
- The results of the **TMO survey** conducted earlier this year show that over 70% of TMO residents are satisfied with the overall services provided. Hackney Homes will be working with TMOs in early 2009 to address concerns raised in the survey.
- **100th Energy monitor fitted** on Whiston and Goldsmiths Estate in drive to be the greenest estate in Hackney. The response from residents to this has been positive and there are plans to publicise this further in the New Year.
- The **lift installation programme** has been ongoing. Residents on Beecholme estate and Halstead Court, Fairbank Estate recently received new lifts as part of a £2 million five year lift renewal programme. The new lifts are environmentally friendly and use less energy; they have better accuracy of floor levelling and are quieter running.

- The attractive **bike lockers on Frampton Park Estate** scooped up a national award recently at the prestigious London Cycling Campaign awards. Winning in the Best Cycle Facility category, the Frampton Park Estate bicycle lockers project which was initiated by the TRA has resulted in 56 lockers across 16 locations on the estate.
- **Respecting and celebrating the diversity** of our residents and our staff has been a key priority for Hackney Homes. Over the past two years, we have made great inroads in promoting equal opportunities for all, in tackling discrimination and in promoting good relations amongst all our residents. An overview of these have recently been published in the 2008 update of the Equality and Diversity Strategy Summary.