

**HACKNEY HOMES Ltd  
Resident Liaison Group Meeting**

**Thursday 30th October 2008 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:** Jamie Carswell (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

**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

**Housing Partner Representatives:**

Mouchel: John Newbury  
David Saxon  
Nii-Amon Nikoi

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

**HACKNEY HOMES Ltd**  
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**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 Information	2 mins	6.05-6.07
3.	Chair	a) Minutes of 11 <sup>th</sup> September 2008  b) Matters arising	1-10	Decision Information	10 mins	6.07-6.17
4.	C Graves/Exec team	What's happening at Hackney Homes Update?	11-18	Information	15 mins	6.17-6.32
5.	T Hogan	Resident Satisfaction Survey	19-28	Information	10 mins	6.32-6.42
6.	N Isaac	Board members succession plan	29-32	Decision	15 mins	6.42-6.57
7.	A Jarosy	Performance Monitoring	33-42	Information	15 mins	6.57-7.12

8.	A Turner	Decent Homes Update	43-54	Information	10 mins	7.12-7.22
9.	C Goddard/N Wijeyesekera	Resident Awards	55-56	Information	10 mins	7.22-7.32
10.	Chair	Any Other Business ETRA		Information Verbal update	10 mins	7.32-7.42
11.	Chair	<b>Date of next meeting: 8<sup>th</sup> January 2009 at 6.00pm (Christopher Addison House)</b>		Information	1 min	7.42-7.43



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On 11 September 2008 at 6.00PM

Present	<p><b>Board members</b>  Rupert Tyson (Joint Chair)  David Larkin  Terry J Edwards  Brian Marsh  Alice Burke</p> <p><b>Stakeholder Representative:</b> Jamie Carswell(Joint Chair)  <b>Housing Partner Representatives</b>  Elliot Brooks- Pinnacle  John Ferman- Pathmeads  Nii-Amon Nikoi- Mouchel</p>	<p><b>Officers</b>  Charlotte Graves  Gary Penticost  Tom Hunt  Neil Isaac  Neehara Wijeyesekera  Tom Hogan  Clive Taber  Michael Emmett  Sally Raphael</p>	<p><b>Resident Representatives</b>  Joyce Brown  Rhonda Dewsnap  Muriel Gordon  Tony Goodchild  Denise Bingham  Peter Kinsey  Sid Curtis  Michael Gill  Danny Neeson  Ron Devoti</p>
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Item	Open to the Public	Action	Date
<b>1. Welcome Introduction</b>	<p><b>&amp;</b> The Chair, Jamie Carswell noted the members requests for AOB items as follows:</p> <ul style="list-style-type: none"> <li>• Resident Board Members' term of office- Joyce Brown</li> <li>• Resident Participation- Rhonda Dewsnap</li> <li>• Parking charges – Rhonda Dewsnap</li> <li>• Concierge and VFM-Alice Burke</li> </ul>		
<p><b>2.</b></p> <ul style="list-style-type: none"> <li>• <b>Apologies</b></li> <li>• <b>Declarations of interest</b></li> </ul>	<p>Apologies were received from:</p> <ul style="list-style-type: none"> <li>• Audrey Villas</li> <li>• Susan Fajana-Thomas</li> <li>• Jean – Paul Lawrence Tampu – Eya</li> <li>• John Newbury</li> <li>• David Saxon</li> </ul> <p>None</p>		



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<p><b>3.a Minutes of 26<sup>th</sup> June 2008.</b></p> <p><b>b. Matters arising</b></p>	<p><i>The Resident Liaison Group agreed the minutes of 26<sup>th</sup> June 2008.</i></p> <p><b>3.1 Mediation Services</b> Clive Taber informed the meeting that he was exploring alternatives for mediation services and getting quotes from organisations. An update would be given at the next RLG meeting.</p> <p><b>3.2 Satellite Dishes</b> The meeting was informed that a lot of dishes were springing up everywhere. Action to be progressed by officers between meetings.</p> <p><b>3.3</b> The RLG meeting wanted to know why Hackney Homes mail was sent to Hackney Council for franking and thus causing delays in posting the mail.</p> <p><b>3.4 Repairs-184/EIB</b> The meeting was informed that a meeting was taking place after the RLG meeting to discuss EIB/184 issues. The next RLG would receive an update.</p> <p><b>3.5</b> Tom Hunt to liaise with Governance so that a future RLG would consider 'Repairs Policy on rented garages/ Revenue from garages.'</p>	<p><i>T Hogan</i></p> <p><i>C Taber</i></p> <p><i>N Isaac</i></p> <p><i>G Penticost/T Hunt</i></p> <p><i>Governance/T Hunt</i></p>	<p><i>30.10.08</i></p> <p><i>ongoing</i></p> <p><i>30.10.08</i></p> <p><i>30.10.08</i></p> <p><i>TBC</i></p>
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**4. What's happening at Hackney Homes Update?**

4.1

The Chief Executive thanked all staff and management for the work they were doing to ensure that Hackney Homes residents received excellent and accessible services.

4.2

The Chief Executive also informed the meeting about the incidents that resulted in two deaths at properties managed by Hackney Homes. She informed the RLG members that she attended police meetings where the police were positive that they would find ways to stop such incidences in the future. The Chief Executive commended Terry Edwards for the help he offered in dealing with the incidents.

Terry Edwards said that there was need for extra policing in the area. He added that the gates at St Thomas's Square should be locked at dusk.

4.3

Tom Hogan informed the meeting that Hackney Homes was arranging with the Health Trust to encourage healthy eating. The meeting was informed that initiatives such as this one added to the improvement of services to the residents.

*4.4 Finance and Resources*

The RLG members were informed that Hackney Homes would be monitoring the gas and electricity price increases to ensure that effects of overspends on utilities were minimised.

*4.5 Inspection preparation*

The Chief Executive informed the RLG meeting that the Self Assessment document preparation was at an advanced stage. She added that Sally Raphael and Chrys Edwards were coordinating and editing the inspection preparation work from information provided by managers.

The Chief Executive informed the RLG meeting that the Self Assessment Document described how Hackney Homes met Key Lines of Enquiry (KLOEs) as well as highlight the progress made since the last inspection.



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### 5. Service Standards

5.1

Tom Hogan informed the RLG meeting that the Board in March agreed 110 Service Standards. He told the meeting that managers received service standards needed in their areas and they were expected to develop performance systems to ensure that the service standards were achieved.

5.2

Tom Hogan informed the RLG members that the Service Standards document could be downloaded from the Hackney Homes website in English and other languages.

5.3

Ron Devoti asked the officers to ensure that the service standards promised was delivered. Rhonda Dewsnap and Muriel Gordon wanted the service standards to be set at realistic levels taking into consideration budgetary and other limitations. Tom Hogan told the meeting that Hackney Homes would always endeavour to achieve the highest standards.

*RLG noted the report*



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### **6. Resident Participation Strategy**

#### 6.1

Clive Taber informed the RLG that the Resident Participation Strategy 2008-2011 was a key document to be submitted to the Audit Commission. He added that the Resident Participation Strategy document compliments Resident Participation Compact in setting out how Hackney Homes would engage with residents.

#### 6.2

Clive Taber informed the RLG meeting that the Board on the 8<sup>th</sup> of September considered the strategy and made the following suggestions to be incorporated into the document:

- The demographic profile of Hackney Homes residents;
- Outline of how the Resident Liaison Group was set up;
- Youth programmes strategy and
- ASB activities.

#### 6.3

Some RLG members wanted to see more cooperation between the residents and the police throughout the borough. The Chair informed the meeting that the Council would work to ensure police and residents worked together.

#### 6.4

Neehara Wijeyesekera encouraged the RLG members to bring forward suggestions for inclusion in the document. He added that there would be meetings with panels and TRAs to develop the plan.

Terry Edwards asked for a discussion about the best times to arrange meetings to enable residents to attend.

*The RLG approved the Resident Participation Strategy 2008-2011*



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<p><b>7.Tenants' Update</b></p>	<p><b>Events</b></p> <p>7.1 Neehara Wijeyesekera informed the RLG members that the Tenants' Event would last about three and half hours covering areas such as internal repairs, how to access debt advice and gas programme.</p> <p>7.2 The meeting was informed that there would be question and answer session so that residents could ask the Executive Team and housing partners questions about Hackney Homes' services.</p> <p>7.3 The meeting expressed varying views about the format the tenants' event should take. Some RLG members felt that the tenants' event must be organised and led by tenants while others were of the opinion that the event must not encourage division between tenants and leaseholders. Some members said that tenants were welcomed at leaseholders' events and thus leaseholders must also be free to attend tenants' events.</p> <p>7.4 Neehara Wijeyesekera informed the RLG members that all interested parties would be consulted and kept informed about the arrangements for the tenants' event.</p> <p><i>The RLG noted the report.</i></p>		
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### **8. Hackney Homes Officers-Issues**

8.1

Ron Devoti informed the RLG meeting that he wanted officers to attend more meetings and provide answers to questions and issues raised at tenants' meetings.

8.2

The Chief Executive informed the meeting that she would be willing to attend any meetings that did not clash with Board and Committee meetings schedule. She urged organisers of the tenants' meetings to keep her and management informed about future meetings. The Chief Executive promised RLG members that she would ensure the attendance of officers required at the meetings.

8.3

Muriel Gordon asked officers to follow up on emails sent to them. She said that volunteers worked very hard and they expected the offices to acknowledge and respond to emails promptly. Sid Curtis added that residents appreciated officers' workload but they expected the officers to keep communication open to ensure that residents were kept informed about their queries. Ron Devoti said that residents would only request officers' presence at residents' meetings if necessary.

*The RLG noted the report.*



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<p><b>9. Self Assessment Document</b></p>	<p>9.1 Sally Raphael informed the RLG members the Self Assessment Document would cover areas where Hackney Homes were doing well and highlight progress made since the last inspection. She urged members to submit any comments.</p> <p>9.2 Sally Raphael would be circulating the summary of the Self Assessment Document.</p>	<p><i>S Raphael</i></p>	<p><i>TBC</i></p>
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<p><b>10. Any other Business</b></p>	<p>10.1 Central diary Muriel Gordon suggested the creation of a central diary for reference in arranging meetings to ensure that meetings do not clash.</p> <p>10.2 Resident Board Members The meeting asked Neil Issac to circulate the appointment programme/timetable for Resident Board Members to RLG members.</p> <p>10.3 Members wanted the next RLG meeting to consider how Hackney Homes were planning for the succession of board members. Succession plan to be included as an item at next RLG meeting and a report to be prepared for the meeting.</p> <p>10.4 Parking Permits Rhonda Dewsnap wanted Hackney Council to waive the cost of " All Zone parking permits " Hackney Homes purchased from Council. She said that the money that could be saved by Hackney Homes could be used to improve services.</p> <p>Cllr Jamie Carswell acknowledged Rhonda's enquiry and informed the meeting that he would refer the issue to Cllr Laing. He encouraged RLG members to contact Cllr Laing to seek clarification on parking issues.</p> <p>10.5 Concierge and Value for money Alice Burke wanted management to evaluate the concierge services at Seaton Point and Gooche House. The meeting was informed that a written response would be sent to Alice Burke explaining the provision of concierge services at Seaton Point and Gooche House.</p>	<p>N Wijeyesekera/ C Taber</p> <p><i>N Isaac</i></p> <p>N Isaac</p> <p>J Carswell</p> <p>C Graves/Exec Team</p>	<p>30.10.08</p> <p><i>TBC</i></p> <p>30/10/08</p> <p>TBC</p> <p>TBC</p>
<p><b>13. Date of Next Meeting</b></p>	<p><i>Thursday 30th October 2008 at 6.00pm, The Chief Executive's Conference Room, 1<sup>st</sup> Floor, Christopher Addison House.</i> <i>Noted</i></p>		



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

<b>Title of Report: Chief Executive’s Report – Strategic Overview</b>	
<b>Decision Making Body: Resident Liaison group</b>	<b>Date: 30<sup>th</sup> October 2008</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: - 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 Preparation</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 - IT</b></li> <li>• <b>Paragraph: 8.0 - Housing Management Partners</b></li> <li>• <b>Paragraph: 9.0 - Delivery Plan 2009-10 timetable</b></li> <li>• <b>Paragraph:10.0 - Lunch with Neighbourhood Panel Chairs</b></li> </ul> |
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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 PREPARATION**

#### **4.1 Feedback from meeting with our Lead Inspector, Patrick Mulrenan on 3<sup>rd</sup> September**

#### **4.2 Key Lines of Enquiry that will be covered during the inspection**

- a. Cross cutting themes (value for money, access and customer care and equality and diversity). Particular emphasis will be placed on value for money.
- b. Asset management and stock investment. This will be an important area and the inspectors will be keen to see what progress we have made on Decent Homes.
- c. Tenancy and estate management. The inspectors will look at lettings, audits, cleaning and ASB.
- d. Resident involvement. The inspectors will be particularly interested in outcomes.
- e. Allocations. As the Council retains most of this function, this will not be a major area but the inspectors will be looking for a good relationship with the Council and how we deal with viewings and transfers.
- f. Tenancy support. We have confirmed that we do not manage sheltered housing and discussed the relationship with Family Mosaic and Single Homeless Project (SHP). The inspectors will be looking particularly at outcomes for tenants.
- g. Leasehold and Right to Buy.
- h. Income.

Note: Regeneration KLOE will not be covered.

#### **4.3 Focus groups and programme development**

- i. The inspectors will be on site Monday to Thursday both weeks.
- j. The inspectors will start in the first week with frontline staff and will choose people who attend the focus groups based on staff lists.
- k. Each inspector will do 3-4 focus groups, interviews or other activities in a day.
- l. They have asked for subjects to be grouped together e.g. focus group for voids staff followed by one to one with voids manager.
- m. They will start their first activity at 9.30am each day.
- n. They will meet the executive team and Charlotte in the second week.
- o. They want to meet Jamie Carswell and Fiona Fletcher Smith from the Council. They are happy to meet the Mayor and Chief Executive, but this is not a requirement.
- p. They will want to meet the Chair of the Board on a one to one

basis. They will do one focus group of remaining Board members (mixture of tenants, councillors and independent).

- q. Patrick Mulrenan will attend the Board meeting on the 10<sup>th</sup> of November as an observer.
- r. Note: Sara will not be available on the 19<sup>th</sup>.
- s. The inspectors will hold 3 focus groups for residents: one for involved residents, one for leaseholders and one for residents.
- t. We have been asked to provide details of events before and during the inspection.

#### **4.4 Feedback sessions**

- u. The first feedback session will be held on Tuesday 11<sup>th</sup> November at 10am (venue to be confirmed). They will go through their initial desk top and mystery shopping findings. They will want a response to this feedback by Friday 14<sup>th</sup>.

#### **4.5 Post inspection timetable**

- aa The inspectors will be holding their consistency panel on 7<sup>th</sup> January.
- bb Draft results will be available about 1-2 weeks later.
- cc Round table likely to be first week of February (TBC).

#### **4.6 Approach**

- dd Reality checks will be starting now. They will be making calls, visiting estates, going to offices.
- ee They are looking for an honest approach. If we have problems they want to know about it and what we're doing to address the issues.
- ff They want to reassure staff that there is no need to be nervous about interviews and that they are interested in what people do and how they do their jobs. They are not trying to catch people out.
- gg They will be looking for more strategic answers from more senior managers.
- hh They will be looking at performance indicators but these are not everything. They will be looking at performance of the teams and people involved as well.
- ii They will not swamp us with requests for documents, and they would ask for the same in return.
- jj They will want to see examples of positive practice.

## **5.0 REPAIRS AND MAINTENANCE**

### 5.1 Repairs and Maintenance:

- **New maintenance contracts** on responsive repairs commenced on the 1<sup>st</sup> October 2008 with Morrison Ltd, Crispin and Borst and AJS electrical Services. These contracts will provide support to DLO main contracts and deal with planned communal area repairs and maintenance works activities.
- **Opti time** – works scheduling system. Pilot with our plumbing teams goes live on the 21<sup>st</sup> October 2008. This will enable effective allocation of works to operatives.
- **New “composite” schedule codes for responsive repairs.** These have now been agreed currently being implemented.
- **Repairs focus groups** with residents are ongoing and successful. Receiving positive feedback on service being provided and areas for further improvement.
- **Residents steering group** on planned maintenance contracts. Working really well with very positive feedback from residents, who are involved in contract performance reviews and

### 5.2 Asset Management.

- **“Code man 4”** asset management system goes live on 20<sup>th</sup> October. Basic training for all staff completed, this will further improve our stock management and works planning processes.
- **Regeneration estates interim repairs.** Surveys and works costing completed. Report being prepared for Board approval.
- **Sustainability matrix completed.** This enables us to concentrate attention to estates and properties where options for future investment need to be considered. This helps us to focus resources via estate plans to prioritise the production of estate plans. Lead officer now in place.
- **Supply chain management consortium** awaiting CLG (Gov) approval. Additional members to this group are in final discussions.

### 5.3 Decent Homes – Possible impact of funding decisions

The DCLG confirmed on 28 December 2007 that £225m of ALMO credits are available for the Council, of which Hackney’s provisional borrowing allocation ALMO funding towards Decent Homes is **£92m** to cover 2008/2010. Following a successful inspection £44m would be released in the 1<sup>st</sup> Quarter of 2009 and another tranche of £48m in 2009/10.

Based on our forecast, if this funding is available, we will achieve the minimum Decent Homes Standard by 2012. Although this will meet the government standard, there will be a continuing programme of improvements to kitchen and bathrooms and estate environments beyond 2012 to meet the Hackney Standard.

Our anticipated programme with no ALMO credits for the decent home

programme from April 09 with a budget of £20m /Financial Year shows that around 12% (>3,000) of the stock will remain non-decent at that time.

Capital resources of only £20m pa will substantially prolong (beyond 2012/13) the completion of a kitchen & bathroom renewal programme for those homes currently failing the standard. Renewal of kitchens and bathrooms for those not failing but near the end of their useful life could not be addressed for several years.

Resources available would be directed towards ensuring that external elements (roofs, windows etc) were maintained in good order as first priority but little improvement work to meet the Hackney Standard could be contemplated.

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

### **6.1 Recruitment**

Christopher Tabi was appointed the Estate Cleaning and Grounds Maintenance Manager.

Colleen Schwarz was appointed as Business Development Manager and commenced with Estate Environment on 29<sup>th</sup> September 2008.

Office moves are taking place within Dunloe Street to accommodate the restructure.

Advertising and recruitment for the posts as identified in the Best Value Review will now be driven forward.

### **6.2 Performance**

Estate Cleaning and Grounds Maintenance are achieving the targets of 92%

### **6.3 Enforcement**

Officers from Estate Environment Services recently completed PACE ( Police & Criminal Evidence Act 1984) and pocketbook training as part of the new proposed Estate Environmental enforcement action to tackle environmental crime i.e. litter, graffiti, fly-tipping and dog fouling etc. This empowers the officers to collect the information for possible prosecution.

## **7.0 INFORMATION TECHNOLOGY**

## **7.1 Project Excellence**

Project Excellence is proceeding well and to timetable. The Anti Social Behaviour module went live in all neighbourhoods at the end of September. The module makes full use of workflow to ensure that all neighbourhood and Hackney Homes staff follow the new ASB procedures, and that residents will receive a consistent level of service. All documentation is scanned onto the system so that residents enquiries can be answered quickly and accurately and the customer experience in this area should improve dramatically as a result.

## **8.0 HOUSING MANAGEMENT PARTNERS**

### **8.1 Pinnacle**

Pinnacle are pleased to confirm that the two full time Youth Workers are remaining in the North East contract for at least another year due to the successes already achieved and demand from residents for them to get involved in many other estates. They will be concentrating this year on setting up new Youth Forums and drama productions which continue to be a great success. This year there will also be more cohesive working between the Youth Workers and Pinnacle's ASB Team in order to analyse effectiveness of programmes and how to divert resources.

Pinnacle are also introducing Local Service Improvement Compacts in both of their two neighbourhoods. This is an initiative which has been very popular in Westminster and enables residents to monitor the performance and efforts of the neighbourhood in areas not regularly monitored by HH as they are not contractual. In the North East the areas identified by residents are ASB communication, tackling overflows, notice board information and tackling illegal leasehold sub-lets. The Consultation on areas to be covered is due to start soon in Shoreditch.

### **8.2 Pathmeads**

In the last 3 months we have had performance drives on rent arrears, initial tenancy visits and tenancy audits.

This has resulted in:

- The total arrears reducing by over £50K from £927155.24 at the end of June to £876653.25
- The tenancy audits being on target and ahead of last year's schedule.
- 100% of Initial Tenancy Visits being completed within the timescale in September.

Genesis community have been out on our estates working in conjunction with our estate management team to deliver ways into work initiative which has so far resulted in over 20 residents entering the programme in the first few weeks on inception.

### **8.3 Mouchel Parkman**

#### **Performance and service focus**

Both Neighbourhoods are on course to meet the target for empty property reletting. Both are well ahead of the rent collection rate target of 98.2% (BVPI 66a) and are currently at 100.23% and 100.33%. They are also within sight of achieving their overall arrears reduction targets and we are confident of meeting these at year end.

Having got on top of these key business targets the Neighbourhoods are focusing ever more attention on the services affecting the quality of life for residents such as monitoring and managing the estate environment, responding to reports of nuisance and ASB and providing accessible and customer focused services from the Neighbourhood Office. This is based on dedicated customer service teams, specialist Neighbourhood Relations Managers and action plans for estate and tenancy/leasehold management that are monitored by our Senior Management Team.

One of the remaining challenges is the stabilisation of staff turnover in the estate and tenancy management teams. This has now been achieved in De Beauvoir & Queensbridge and we are close to achieving this in Homerton.

#### **Resident involvement**

We continue to work closely with MESH and are working to achieve a similarly productive relationship with the Central Hackney Neighbourhood Panel.

The changed role of the Neighbourhood staff in relation to Enhanced Tenants and Residents Associations (ETRA's) has presented a challenge. Therefore, in the current round of ETRA's we have got the Chairs' agreement to attendance by our senior managers so that we can get a better understanding and considered response to the

requirements.

### **Project Excellence and ASB**

During the month we brought to a conclusion our inputs to the successful launch of the new anti-social behaviour (ASB) management system as part of Project Excellence. Joanne Davies, Mouchel's Service Improvement Manager, completed the full-time element of her role as ASB Workstream Leader for Hackney Homes. David Saxon, Homerton Neighbourhood Manager, led on drafting the Hackney Homes ASB policy and procedure.

### **9.0 Delivery Plan 2009-10 timetable**

The annual Delivery Plan focuses primarily on the priority activities in the year ahead. It will fix the targets for next year across a wide range of performance indicators. The current Delivery Plan is on the Hackney Homes website

A draft will be considered at the December Hackney Homes Board meeting. As amended that would be the basis for a Consultation Draft to be considered at the Residents Liaison Group on 8<sup>th</sup> January 2009.

The Plan has to be agreed between Hackney Council and Hackney Homes. Following comments from RLG and the Council, a revised draft would be considered by Hackney Homes Board at its meeting in March.

### **10.0 Lunch with Neighbourhood Panel Chairs**

A successful lunch was held recently with the Neighbourhood Panel Chairs. Constructive discussions took place on how to take forward Tenant Participation later this year and next year.

**CHARLOTTE GRAVES**  
CHIEF EXECUTIVE  
HACKNEY HOMES

**Report Title: Status Survey (MORI) 2008 – Tenant and Leaseholder Satisfaction Surveys**

**Date of Meeting: 30<sup>th</sup> October 2008**

**Report Author: Tom Hogan**

## **1.0 Introduction**

- 1.1 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.
- 1.2 This report provides background information and slides to show the extent to which satisfaction with services have changed since the last time the surveys were completed in 2006.
- 1.3 The importance of these surveys is that they are one of the ways we can find out whether services are improving and what needs to change in the future. The results are therefore widely shared across Hackney Homes.

## **2.0 Survey Method**

- 2.1 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.
- 2.2 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 surveys were postal and ran from September to October this year. The response rate was very good, particularly for the tenants' survey.

## **3.0 Results**

The final results have only recently become available, although we did receive some interim results which have been quoted in reports. The next stage will be to analyse the data and break it down by Neighbourhood and other factors.

The headline results can be summarised as follows:

- Tenant satisfaction has increased by 9% from 59% to 68%

- Black and minority ethnic tenants have increased their overall satisfaction by 14% to 70%
- Tenant Satisfaction with repairs is up 9% to 70% and 68% are satisfied with the cleaning service
- Satisfaction with opportunities for tenant participation increased by 1% to 54%
- Both tenants and leaseholders expressed relatively low rates of satisfaction with the way complaints about anti social behaviour are dealt with
- Leaseholder satisfaction although increased remains low at 27% and they are generally far more critical even of those services such as cleaning and repairs where tenants are generally satisfied.

A number of graphs are attached to this report to provide more details.

#### 4.0 Conclusion

These results represent a significant step forward for Hackney Homes which has seen tenant satisfaction increase to levels of ALMOs with two and three star services such as Homes for Islington (68%) and City West Homes (69%). Key services such as repairs, cleaning and the Decent Homes programme are generally well regarded but the surveys also point to ones where improvements need to be prioritised in future plans, anti social behaviour being the obvious example. As tenant satisfaction has improved the contrast with that of leaseholders has become more stark. More attention is clearly needed to address their concerns and improve our overall response.

## Resident Liaison Group Resident Satisfaction

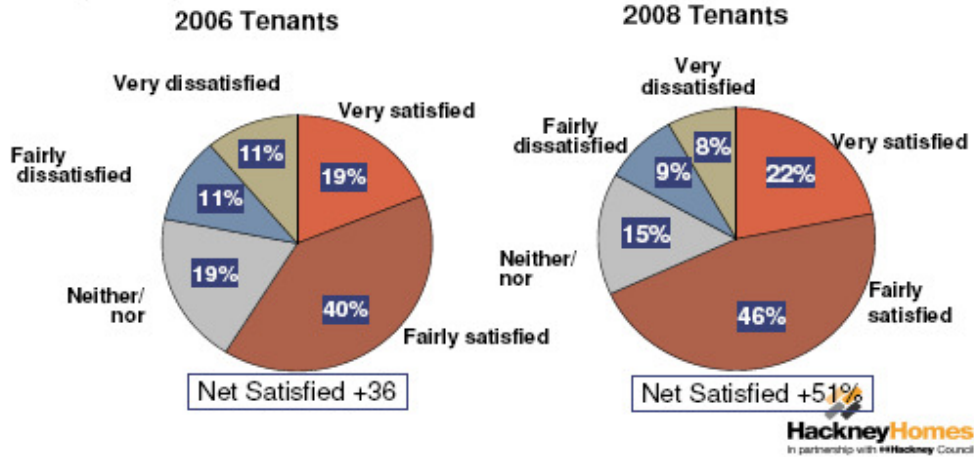
October 2008

### Tenants' and Leaseholders' Satisfaction Surveys 2008-2009

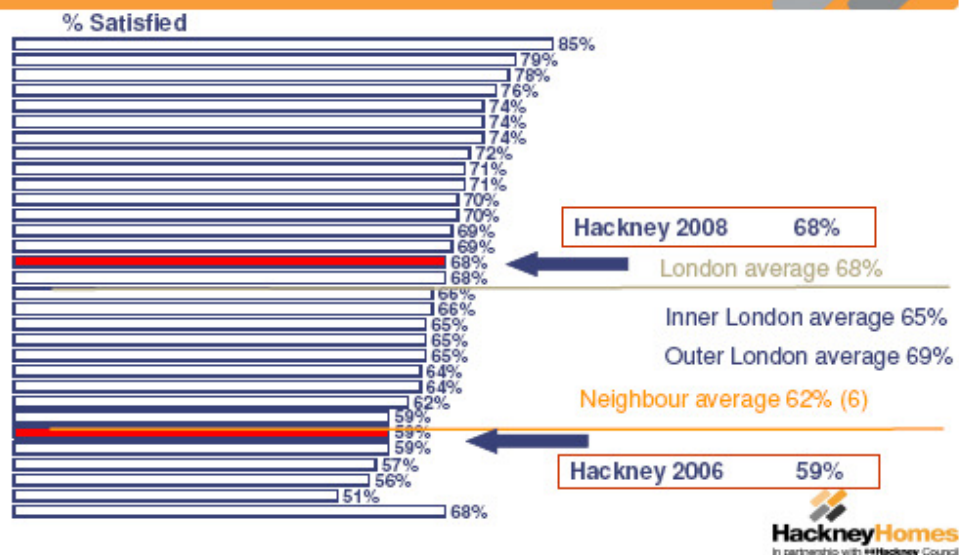
- Independent survey conducted by Ipsos MORI
- Postal self completion approach
- Fieldwork period between August and October 2008
- Increased response rates:
  - Tenants from 22% (899) in 2006 to 35% (1497) in 2008
  - Leaseholders from 17% (603) in 2006 to 25% (776) in 2008

## Overall tenant satisfaction with landlord

Tenant satisfaction with the overall service provided by the landlord (NI 160)

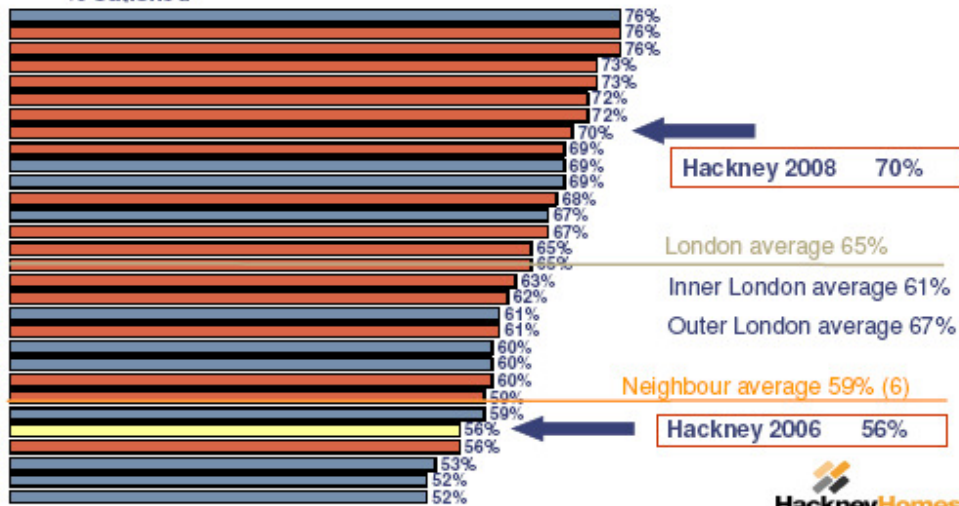


## Overall tenant satisfaction in context compared with 2006 – Up 9%



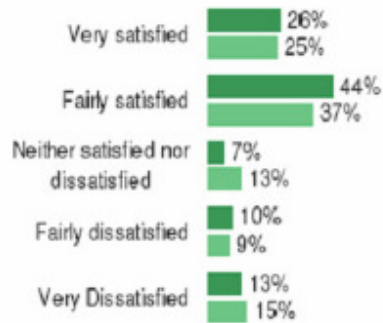
## Overall tenant satisfaction with landlord (BME tenants)

% Satisfied



## Tenant satisfaction with repairs and maintenance

Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

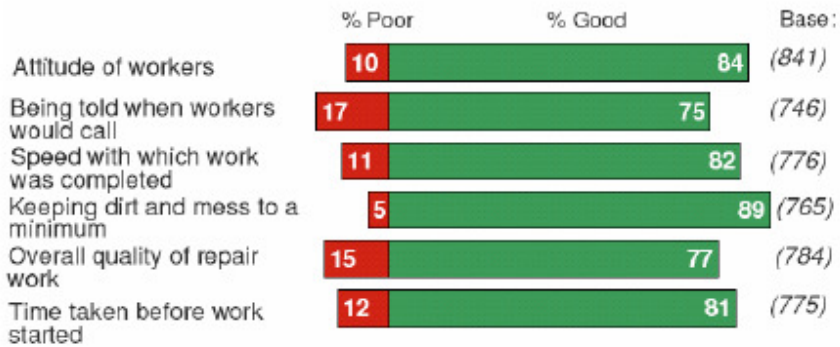


Legend: 2008 (dark green), 2006 (light green)



## Rating aspects of repair

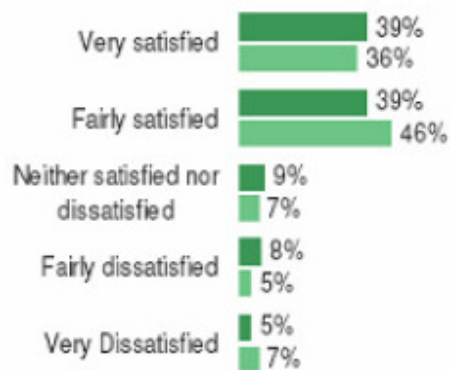
Thinking about your last completed repair, how would you rate it in terms of...?



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## Tenant satisfaction on Decent Homes improvements

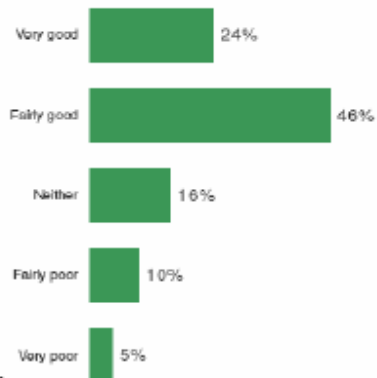
Taking everything into account, how satisfied are you with the improvements made under the Decent Homes scheme?



2008  
2006

## Keeping tenants informed

■ How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?



Base: Hackney Homes respondents 1408

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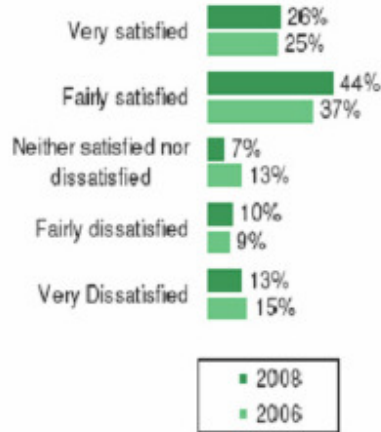
## Opportunities for participation

■ 53% (2006)    → 54% (2008)

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## Tenant satisfaction with repairs and maintenance

Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?



## Reporting anti-social behaviour

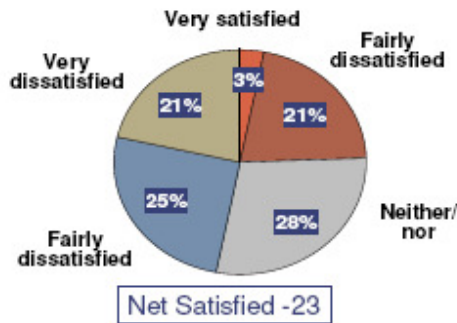
When you last had contact, was getting hold of the right person...?



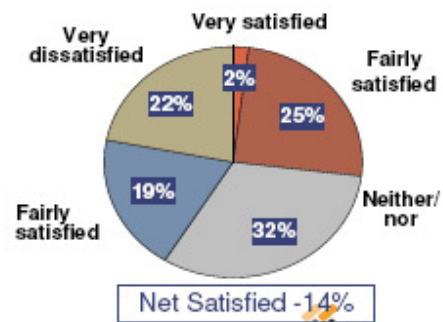
## Overall leaseholder satisfaction with landlord

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

Leaseholders 2006

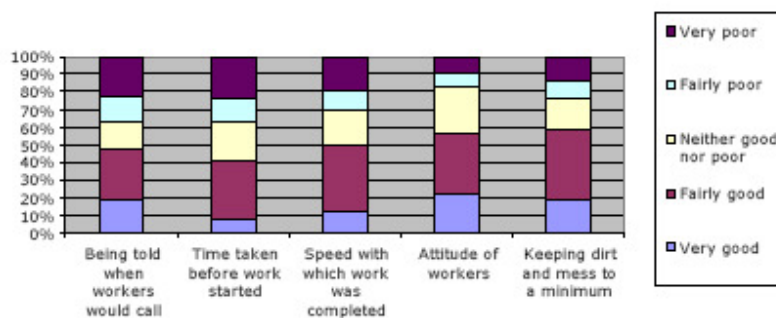


Leaseholders 2008



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## Repairs satisfaction leaseholders



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## Leaseholder satisfaction with services

How satisfied or dissatisfied are you with the following services provided by Hackney Homes?

Base: All valid responses (697/733/522/429/676)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	%	%	%	%	%
Advice on service charge payments	7	31	28	13	21
Advice on major works payments	5	23	25	14	22
Support provided to new leaseholders	3	20	42	15	21
Support provided to vulnerable leaseholders	3	13	45	13	26
How enquiries are dealt with generally	5	24	23	23	25

## Leasehold satisfaction with consultation on major works

How satisfied or dissatisfied are you with the consultation carried out over major works by.....?

Base: All valid responses (636/588)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
	%	%	%	%	%
Leasehold and Right to Buy Services	6	23	30	19	22
Hackney Homes overall	6	21	31	19	23

<b>Title of Report: Resident Board Member Succession</b>	
<b>Decision Making Body: Hackney Homes Resident Liaison Group</b>	<b>Date: Thursday 30<sup>th</sup> October 2008</b>
<b>Classification: For Information</b>	<b>Report of: Director of Finance &amp; Resources – Neil Isaac</b>
<b>Item Previously considered at: Hackney Homes Board</b>	<b>On Which Date: 18 August 2008</b>
<b>Report Author: Neil Isaac – ext 5730</b>	

### Report Outline:

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s) to the Committee;**
- **Paragraph: 3.0 – Background;**
- **Paragraph: 4.0 – Board Member Election**
- **Paragraph: 5.0 - Impact Upon The Hackney Homes Business Plan;**
- **Paragraph: 6.0 - Impact Upon The Hackney Homes Risk Register;**
- **Paragraph: 7.0 - Consideration of the Hackney Homes Equality & Diversity Strategy 2006 and Action Plan 2007 - 2010;**
- **Paragraph: 8.0 - Consultation Process & Findings;**
- **Paragraph: 9.0 - ICT Implications;**
- **Paragraph: 10.0 - Human Resources Implications;**
- **Paragraph: 11.0 – Financial Implications;**
- **Paragraph: 12.0 - Legal Implications / Advice;**
- **Paragraph: 13.0 - Other Related Decisions / Guidance.**

### **1.0 SUMMARY**

- 1.1 To outline the reasons for not replacing two Resident Board members at the Hackney Homes 2008 AGM held on September 8<sup>th</sup>.
- 1.2 A timetable and process is set out for the election of Board Members in the run up to the AGM in autumn 2009.

## **2.0 RECOMMENDATIONS**

- 2.1 To comment on and endorse the proposed timetable for recruitment of Resident Board Members for the autumn of 2009.

## **3.0 BACKGROUND**

- 3.1 The last meeting of the Resident Liaison Group requested an update on the timetable for resident board member elections and for the background to the decision to have a moratorium in 2008.
- 3.2 The decision to hold an AGM to approve the dormant part year accounts for 2005/06 brought the cycle of AGMs forward by a year so that in the normal course of events two Resident Board Members would have retired at the 2008 AGM which was held on September 8<sup>th</sup>.
- 3.3 A report to Hackney Homes Board on August 18<sup>th</sup> 2008 recommended a Moratorium on the rotation of Resident Board Members for a year. Although Board Members can stand for re-election, the democratic process is such that there was the prospect that two new Board Members could be replacing two experienced Board Members in the run up to the Inspection and, subject to a two star result, the implementation of the Decent Homes programme.
- 3.4 The Council agreed to the Moratorium, and a written resolution amended the Company's Memorandum and Articles accordingly.
- 3.5 This issue was discussed at the Standards and Ethics Committee on the 8<sup>th</sup> of July, with a verbal update given to the Board on the 14<sup>th</sup> of July. The Committee agreed to seek Council approval to the application of a moratorium on the election of Resident Representatives on the Board.
- 3.6 The Standards and Ethics Committee also agreed that a programme leading up to the AGM in 2009 should be presented to the Board to ensure that there is a full understanding of the process and timetable that will need to be followed to enable any new Board Members to hit the ground running in 2009.

## **4.0 RESIDENT BOARD MEMBER RECRUITMENT**

- 4.1 The articles of the Company as amended now require two Resident Board Members to retire at the AGM in the autumn of 2009. The process allows for volunteers to retire and for this to be agreed unanimously by the Board. However if volunteers are not forthcoming then lots will have to be drawn amongst the longest serving Resident Board Members.
- 4.2 Until it is clear which posts will fall vacant it is not possible to plan or publicise the detail of any election. However it is suggested that publicity inviting interested tenants and leaseholders (and service charge paying freeholders) to put themselves forward for a training programme for

potential Board Membership should be issued early in the New Year. This would be two or three sessions setting out the role and responsibilities of Tenant Board Members.

4.3 The retirement process for Resident Board Members would start at the February 2009 Board. As already outlined the vacancies would be chosen by volunteer or by lot.

4.4 In March 2009 the election process would start allowing interested residents who are individuals that are in the correct “constituency” to put their names forward for election. This process would be managed by the Electoral Reform Society and would be completed within three months.

4.5 Successful candidates would be invited to Board Meetings from July 2009 and could start their induction process ahead of the 2009 AGM in the autumn.

4.6 The indicative timetable is set out below.

<b>Event</b>	<b>Date</b>
Written Resolution on moratorium – received	Summer 2008
Inspection	November 2008
Publicity on forthcoming vacancies and the process	January/February 2009
Training for potential Board Members	February 2009
Vacancies Chosen	February 2009
Election process starts	March 2009
Nominations Close	April 2009
Ballot preparation	May 2009
Formal Ballot	June 2009
Results announced	July 2009

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

5.1 The Business Plan requires clear Leadership from the top of the Organisation. The approach outlined in this report will ensure clear leadership through the forthcoming months.

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

6.1 The issue of Board Member retention and recruitment is considered as part of Risk HH13 in the HH Risk Register. The Board therefore agreed at its meeting in August that retention of Board Members be fixed for a further year and that recruitment should proceed thereafter. We anticipate that the recruitment will commence after the announcement of the Inspection result and should therefore enhance the likelihood of a strong field.

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

7.1 The Resident Board Members add to the diversity of the Board and the current make up has now been retained for a further year. It is possible that the ongoing work with the harder to reach groups may result in more diverse candidates for election.

## **8.0 CONSULTATION PROCESS & FINDINGS**

8.1 The Council was consulted and approved the process and timetable for recruitment of resident Board members in 2009 is now being brought to the Resident Liaison Group.

## **9.0 ICT IMPLICATIONS**

n/a

## **10.0 : HUMAN RESOURCES IMPLICATIONS**

n/a

## **11.0 FINANCIAL IMPLICATIONS**

11.1.1 The deferral of the election of Resident Board Members will generate a one off saving in 2008/09.

## **12.0 LEGAL IMPLICATIONS / ADVICE**

Hackney Homes' solicitors gave legal advice on the matter.

## **13.0 OTHER RELATED DECISIONS / GUIDANCE**

n/a

<b>Title of Report: <i>August Performance Summary and Service Standards</i></b>	
<b>Decision Making Body:</b> <i>Resident Liaison Group</i>	<b>Date:</b> 30 <sup>th</sup> October 2008
<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 and available on the Hackney Homes Website</i>	<b>On Which Date:</b> <i>N/A</i>
<b>Report Author:</b> - <i>Alex Jarosy Extension 4001</i>	<b>Appendices:</b> <i>Appendix 1: Hackney Homes Performance Summary Appendix 2: Hackney Homes Service Standards Appendix 3: Complaints Volume Subject Matter Appendix 4: Responses to Complaints</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)

## 1.0 SUMMARY

- 1.1 This Report shows the snapshot for August Performance through key Service Delivery Core Indicators as well as a more detailed breakdown for RLG Members as to performance against agreed service standards.

## 2 RECOMMENDATION(S)

- 2.1 RLG 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 to Board Members on a regular basis and contains over 200 indicators. A summary of the August performance is attached and attached also is a separate table showing performance against the core service standards.
- 3.2 For the month of August, of the 21 core indicators, performance is expected to hit the annual target in eight areas in six other areas, performance, whilst not ahead of target is expected to recover well before the end of the financial year and for these, performance against target is showing as amber. In seven areas (showing as red), performance is not likely to recover sufficiently to meet the annual target.

A brief synopsis of the August performance against targets is set out in this Report.

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

- 4.1 Whilst the target for collection ( LKPI 47c) is showing as amber with an outturn of 99.43%, the overall value of arrears is for August £ 5.26 million which represents a rise from the £ 5.14 million in July. The cause of this is attributed to the fact that the month of August was untypical through having only one ( rather than two) direct debit payments. Whilst the current arrears now stand at £ 4.96 million, there remain serious challenges for Neighbourhood Partners if the end of year target of £ 4.34 million is to be met.

For service charges, the August outturn is showing as £ 3.54 million. This is an improved performance on August of last year and the Leasehold Income Services Directorate are now intensifying their recovery plan so as to ensure current shortfall is made up before the end of the year.

### **5. VOID PROPERTIES**

- 5.1 July and August are showing good performance on void property management with 18 and 22 days respectively. The Hackney Homes void performance continues at top quartile levels and data will shortly be available regarding customer satisfaction on new lettings.

## 6. **PROPERTY SERVICES**

- 6.1 Property Services indicators has been the subject of a recent review which has resulted in a re alignment of some data. Despite this resident satisfaction remains high and performance on repair appointments whilst still behind the original target, remains at over 90 %.

## 7. **ESTATE ENVIRONMENT**

- 7.1 Performance for both cleaning and grounds maintenance remains high with both areas exceeding the annual target. This is based on actual inspections and represents a clear improvement from August last year.

## 8. **SERVICE STANDARDS**

- 8.1. Attached as the second table is a schedule showing the current performance against core service standards. Of the 12 core service standards, seven are either on target or likely to achieve the target by the end of the current year.
- 8.2 It should be noted that the Core Targets are a selection from the much larger list of service standards where performance indicators are currently being established. These indicators are split between customer services, resident involvement, tenancy management, estate environment, home ownership, rent and property maintenance. Many of these targets are already included in the monthly Performance Report as part of the performance indicators for specific services. Further work is however progressing in ensuring that, where appropriate, measurable performance indicators are available in every area.

## 9. **COMPLAINTS**

- 9.1 Attached to this Report is a breakdown showing the numbers of issues raised through formal complaints between April and August 2008. The Report predictably shows the highest number of issues raised being attributable to the re active repairs service. Whilst as a proportion of the overall number of job tickets raised during the course of the year, the volume is not particularly high, attention is now focussing on the following core improvement areas:-

- a. Co-operation between neighbourhood Offices and Property Services with regards leaks and water penetration.
- b. Follow up from Surveyors visits
- c. Damp and mould growth
- d. Failure to remedy repairs on the first visit.

Property Services in conjunction with Housing Services have now drafted procedures to deal more effectively with water leaks and this is now in operation with the establishment of the Leaks Detection Team and enhanced schedule of housing management and Property Services Managers to make decisions on the out of hours call out rota. Additionally, there are now agreed procedures for legal action for access to properties where access is being denied for suspected water penetration. For Surveyors' visits, there are now two specialist Repairs agents in the Contact Centre dealing specifically with repairs identified on Surveyors' visits so as to ensure that diagnosis is followed up promptly with specific job tickets.

- 9.2 Crime and anti social behaviour is the second highest area of concern amongst residents for complaints ( almost 10 % ) . There have been a small, though significant number of cases where poor multi agency working has been identified both in respect of general ASB management and in respect of domestic violence. Closer examination of the specific complaints and casework involved has demonstrated the need for Neighbourhood staff to understand the expectations of them when presented with the early signs of ASB activity and to work rigorously with other agencies. Complaints have also highlighted the need for regular review and appraisal of domestic violence casework and this together with a more detailed domestic violence procedure is currently being developed in conjunction with the Council's Domestic Violence Team. This has involved a round of training sessions for all relevant neighbourhood staff with the requirement that referrals to the Council's Domestic Violence Unit and regular case reviews are made mandatory.
- 9.3 Transfers and re housing accounts for 4 % of complaints. In general, Tenants prefer to use the Members' Enquiry system to progress these issues, though scrutiny of a handful of cases has identified the need for tighter control of residents' application forms so as to ensure prompt activation to the Council's Choice Based Lettings System.
- 9.4 Staff behaviour complaints amount to just over 5% of complaints. There is now an agreed procedure for managing these in conjunction with Human Resources and further analysis of these complaints is currently being undertaken so as to establish common trends.

- 9.5 Performance on response times for Stage 1 responses is below the 95 % target, though after dipping to 84 % in June 08, performance is now recovering to 87.14 % in August. For Stage 2 responses, performance is now at 100% for August and the backlog has been reduced to 22 overdue tasks across Hackney Homes.
- 9.6 Key to the performance on complaints handling has been the need to improve the quality of responses at Stage 1. To this end, the Interim Complaints Manager has arranged a series of training sessions for staff at different levels in effective complaints handling. These courses have been run by the Local Government Ombudsman's Office and to date this year, there is now a decline in the number of complaints being upheld at Stage 2.
- 9.7 Performance for responses on time for Members' Enquiries is now at 85.71% which is marginally short of the target, though it should be stressed that there has been a consistent improvement since May 2008. For Mayoral Enquiries, there has been regular dialogue with the Mayor's Office regarding performance in both quality and response time and for August 2008, performance is back to just over 81% which whilst still behind target represents a significant improvement from the earlier part of the year.

## 10. **OTHER CORPORATE INDICATORS**

- 10.1. Performance on staff absence is currently being addressed robustly by all managers in Hackney Homes with staff being interviewed promptly on their return from sick leave and with clear monitoring in place to ensure that the appropriate action is taken.

Complaints performance is this month the subject of a more detailed Report so has not been included in this Report, though details of Stage 1 complaints are included in the attached Performance Summary.

## 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**

- 15.1 The new Universal Housing System will enable greater interface between data from different Service Units

16. **HUMAN RESOURCES IMPLICATIONS**

N/A

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 PI's																					
KEY		PERFORMANCE AGAINST ANNUAL TARGET 2008/09																			
		ON COURSE TO ACHIEVE OR EXCEED TARGET																			
		BELOW TARGET BUT LIKELY TO RECOVER																			
		BELOW TARGET AND UNLIKELY TO RECOVER TO ACHIEVE TARGET																			
		DATA MONTH												FORECAST		Frequency of reporting		START DATE, if not currently available			
		AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	YTD	TARGET	Perf Against Annual Target (PAAT)	EOY 07/08			
RENT COLLECTION & ARREARS	LKPI 48 Total Value of Rent Arrears (YTD - £M)	£6.35 M	£6.17 M	£5.97 M	£6.03 M	£6.07 M	£5.76 M	£5.61 M	£5.29 M	£5.30 M	£5.37 M	£5.34 M	£5.14 M	£5.26 M	£5.26 M	£4.34 M		£5.29 M	M		
	LKPI 47c YTD Total Collection as % of Rent Debit	99.98%	99.61%	100.58%	100.35%	100.15%	100.41%	100.47%	100.67%	99.03%	98.68%	99.02%	99.69%	99.43%	99.43%	100.91%		100.67%	M		
BVPI RENT COLLECTION INDICATORS	BVPI 66a YTD Total Collection as % of Rent+arrears brought forward from previous years (EOY Target)	N/A	97.36%	N/A	N/A	97.61%	N/A	N/A	98.13%	N/A	N/A	98.30%	N/A	N/A	N/A	98.20%		98.13%	Q		
FORMER TENANT ARREARS	LKPI 56 Cash Collected as % of debt (gross arrears EOY Target)	N/A	5.00%	N/A	N/A	7.21%	N/A	N/A	12.85%	N/A	N/A	2.74%	N/A	N/A	N/A	10.00%		12.85%	Q		
TENANCY MANAGEMENT & AUDITS	LKPI 34 YTD Relettable Voids as % of Stock	0.58%	0.58%	0.67%	0.75%	0.89%	0.83%	0.86%	0.89%	0.67%	0.60%	0.57%	0.67%	0.55%	0.55%	0.90%		0.89%	M		
EMPTY PROPERTY MANAGEMENT	BVPI 212 Average re-let time	21	25	16	20	21	25	27	17	26	29	24	18	22	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	N/A	N/A	77.00%	N/A	N/A	Q	Dec. 2008	
REPAIRS	APPOINTMENTS	LKPI 06 % of Responsive Repairs Appointments Kept	98.56%	99.07%	99.10%	98.42%	96.03%	94.95%	97.23%	95.23%	94.70%	90.92%	90.95%	90.73%	90.18%	91.50%	99.00%		98.01%	M	
	OVERALL REPAIR PERFORMANCE	LKPI 02 (GNPI 18) % of Immediate & Emergency Repairs Jobs completed within target (2 - 24 hours)	94.85%	94.92%	92.64%	93.09%	86.61%	88.26%	89.41%	89.05%	94.06%	94.13%	93.69%	92.20%	91.48%	93.25%	97.00%		92.02%	M	
		LKPI 63: Percentage of MAJOR Adaptations completed in 30 weeks (referral - Job done)	73.33%	100.00%	87.50%	71.43%	n/a	88.89%	57.14%	76.92%	65.38%	76.92%	85.19%	70.97%	84.21%	76.06%	90.00%		62.75%	M	
	SATISFACTION	LKPI 12 Resident Satisfaction with Repairs Call Centre	99.62%	99.09%	99.40%	99.39%	97.73%	98.29%	100.00%	98.80%	100.00%	97.80%	98.32%	96.84%	NP	97.76%	99.00%		98.99%	M	
LKPI 11 Resident Satisfaction with quality of work		98.08%	98.91%	98.60%	99.39%	98.48%	98.29%	99.11%	96.39%	100.00%	100.00%	97.21%	97.89%	NP	98.45%	98.80%		98.51%	M		
CLEANING	LKPI 7A Total % of Inspections (% Pass)	93.80%	92.20%	93.50%	94.10%	94.80%	94.80%	94.20%	94.50%	94.76%	94.80%	94.10%	94.80%	94.90%	94.67%	93.00%		92.85%	M		
GROUNDS MAINTENANCE	LKPI 8A Total % of Inspections (% Pass)	93.60%	92.00%	94.50%	93.20%	93.80%	93.60%	97.90%	99.20%	97.80%	96.50%	95.80%	92.40%	94.90%	95.54%	93.00%		94.94%	M		
LEASEHOLD & RTB SERVICES	LKPI 14 Service Charge Collection Cumulative YTD (£)	£3.42 M	£4.11 M	£4.97 M	£5.78 M	£6.57 M	£7.36 M	£8.09 M	£8.66 M	£0.76 M	£1.57 M	£2.26 M	£2.92 M	£3.54 M	£3.54 M	£9.00 M		£8.66 M	M		
COMPLAINTS	LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	95.24%	96.05%	95.73%	95.00%	91.11%	96.15%	90.24%	92.59%	91.45%	85.85%	84.69%	85.71%	87.14%	87.12%	97.00%		94.74%	M		
	LKPI 25c Total Number of Stage one complaints	94	90	121	80	73	134	89	107	117	92	100	82	87	478	N/A	N/A	1172	M		
	LKPI 23 Members Enquiries	94.55%	72.73%	85.45%	73.02%	70.69%	100.00%	73.47%	82.69%	90.00%	69.81%	72.31%	80.25%	85.71%	79.40%	92.00%		94.66%	M		
	LKPI 72 No. of Ombudsman Complaints	N/A	1	2	1	3	4	7	3	6	3	4	3	7	23	21		21	M		
HUMAN RESOURCES	BVPI 12 No. of days lost to sickness	0.85	0.69	0.99	1.11	0.93	1.08	0.98	0.65	0.71	0.71	0.68	0.88	0.87	9.50	8.40		10.31	M		
INVOICE PAYMENTS	BVPI 08 Monthly % of undisputed Invoices paid on time (30 days) (includes both Hackney Council delegated & non-delegated)	91.38%	84.74%	85.38%	93.49%	89.11%	84.15%	94.37%	94.52%	84.33%	82.70%	88.74%	79.58%	77.82%	82.64%	87.00%		88.55%	M		
ASB <i>Summary reporting of Actions &amp; Resolutions</i>	LKPI 61A 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	N/A	N/A	TBC	N/A	N/A	Q	Sep. 2008	
PROPERTY SERVICES <i>Moving towards Decent Homes</i>	NI 158 (Formerly BV 184a) Proportion of homes non-decent - current FY	N/A	35.34%	N/A	N/A	35.31%	N/A	N/A	35.16%	N/A	N/A	33.19%	N/A	N/A	33.19%	34.00%		35.16%	Q		
	LKPI 77 (KOI 1) Total number of homes made decent in period	N/A	190	N/A	N/A	163	N/A	N/A	35	N/A	N/A	121	N/A	N/A	121	400		484	Q		

### Hackney Homes Service Standards

Hackney Homes aims to deliver excellent customer service by putting our customers at the centre of everything we do. Working with our residents, we have reviewed and identified a series of Service Standards that can help us to monitor service provision. We are working hard to achieve these standards and the summary below provides a report on how we are doing against our key service standards. We are working hard to achieve these standards and the summary below provides a report on how we are doing against each standard.

LII 23 This information provides a summary of performance against Hackney Homes' Service Standards  Source: Various as shown.	HOW WE ARE PERFORMING AGAINST THE STANDARDS																		
	SERVICE STANDARDS	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	YTD (08/09)	08/09 Target	In line with target (?)	For further info see Page:	
<p><b>Comments:</b></p> <p>This table sets out performance against some of the key service standards which were reviewed earlier in the year. It is hoped that it presents the information more clearly and highlights those areas where action is needed by employing a traffic lights system.</p> <p>Of those indicators outside target: Reception queuing times are improving and have been close to the target in recent months.</p> <p>Aids and Adaptations performance measures were recently reviewed as part of a new service level agreement with Social Services whilst performance on the whole is poor compared with the newly established targets each stage of the process is now under greater level of scrutiny, which in turn should result in improvements during the coming months.</p> <p>Hackney Homes is currently introducing a new ASB system which will accommodate measuring the percentage of complaints seen in three hours amongst other standards.</p> <p>Please refer items 5 and 8-11 to Property Services for comment</p>	1. Percentage of answered telephone calls within five rings.	96.49%	96.80%	96.17%	95.47%	95.29%	95.51%	95.46%	95.85%	96.03%	95.55%	95.37%	95.59%	95.60%	95.64%	97.00%		18	
	2. (a) Callers to reception seen within 5 minutes of arrival	78.02%	76.52%	78.42%	75.63%	79.73%	78.35%	78.66%	79.74%	78.12%	84.76%	89.29%	86.69%	87.15%	83.69%	90.00%		19	
	2 (b) Callers to the office requiring an interview seen within 15 minutes of arrival.	84.66%	83.68%	86.12%	83.75%	89.52%	94.74%	94.72%	92.77%	86.71%	90.47%	93.86%	97.19%	94.37%	90.26%	90.00%		19	
	3. Percentage of all letters, faxes and emails responded to within 10 working days .	98.35%	99.22%	89.57%	92.11%	95.19%	98.62%	96.00%	96.61%	90.94%	99.17%	95.50%	95.78%	95.77%	95.20%	97.00%		18	
	4. Percentage of all complaints replied within 15 working days .	95.24%	96.05%	95.73%	95.00%	91.11%	96.15%	90.24%	92.59%	91.45%	85.85%	84.69%	85.71%	87.14%	87.12%	97.00%		20	
	5. Percentage of gas servicing programme completed year to date	74.26%	82.51%	90.83%	95.24%	95.82%	97.35%	98.83%	99.04%	8.21%	17.86%	29.39%	43.05%	56.29%	56.29%	100.00%		13	
	6. (a) Percentage of MINOR Adaptations completed in 9 weeks	Not Collected During 2007/08									37.50%	40.00%	33.33%	25.00%	-	32.14%	90.00%		N/A
	6. (b) Percentage of MAJOR Adaptations completed in 30 weeks	Not Collected During 2007/08									65.38%	76.92%	85.19%	70.97%	84.21%	76.06%	90.00%		N/A
	7. Percentage of hate crime or anti-social behaviour cases seen within 3 days (reported quarterly)	This indicator will be reported as part of the new ASB reporting system being introduced in Oct 2008																	
	8. Percentage of immediate repairs completed within 2 hours.	98.67%	100.00%	97.78%	96.67%	78.57%	75.83%	86.67%	69.79%	96.71%	96.14%	96.76%	96.18%	96.88%	96.51%	97.00%		14	
	9. Percentage of emergency repairs completed within 24 hours.	93.72%	94.97%	92.97%	93.26%	89.52%	89.09%	90.41%	90.16%	93.57%	93.67%	93.03%	90.93%	89.75%	92.45%	97.00%		14	
10. Percentage of urgent repairs completed within 5 working days.	N/A									95.61%	97.09%	92.67%	90.76%	90.02%	93.06%	94.00%		14	
11. Percentage of normal repairs completed within 20 working days.	99.15%	98.56%	94.72%	94.14%	94.13%	95.77%	95.29%	95.70%	95.58%	91.65%	93.01%	94.35%	93.95%	93.71%	99.25%		14		

**COMPLAINTS VOLUME SUBJECT MATTER**

Subject Matter	April 07 to March 08	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Total YTD
Communal/Block Maintenance	163	6	3	2	2	3								16
Compensation+	166	11	7	11	9	2								40
Compliment	30	5	5	1	4	0								15
Concierge Issue	6	0	0	0	0	0								0
Crime & Anti-Social Behaviour+	283	24	27	26	28	18								123
Decent Homes+	174	19	14	9	9	6								57
Disposal Of Belongings	8	0	0	2	1	2								5
Employee Behaviour or Attitude+	131	16	19	15	5	10								65
Empty Property Issue	15	2	0	0	2	2								6
Environmental Improvement Budget	1	1	1	1	1	1								5
Environmental Services+	130	9	12	9	18	15								63
Estate Management Issue+	90	9	7	18	19	6								59
Estate Parking+	72	5	5	4	4	2								20
Estates Plus Programme	N/A	1	0	1	0	0								2
Failure to Keep Appointment	25	0	0	1	2	0								3
Housing Disrepair Team (Legal Disrepair Only)	65	2	1	1	0	1								5
Leasehold & RTB Services+	142	16	17	16	7	6								62
Lost Records	3	0	0	0	0	0								0
Media Interest Issue	N/A	3	0	0	0	0								3
No Reply to Correspondence	36	0	0	0	3	0								3
Occupation Issue+	14	3	1	1	0	0								5
Refused Service	34	0	1	2	0	0								3
Rents Issues+	51	3	3	6	8	1								21
Repairs & Maintenance	1171	159	81	136	84	65								525
Request for Information+	18	1	3	3	3	0								10
RSL Partner Complaint	2	0	1	0	1	0								2
Section 184 Budget	0	1	0	0	1	0								2
Service Request	146	9	4	2	8	6								29
Tenant Participation+	25	1	1	10	1	2								15
TMO Complaints Issues	7	5	2	0	0	1								8
Transfers/Rehousing+	213	21	7	11	11	4								54
Unsatisfactory Telephone Service	39	3	1	2	3	0								9
Unstatisfactory Response to Previous Communication	47	5	3	5	4	0								17
<b>Monthly Total</b>	<b>3307</b>	<b>340</b>	<b>226</b>	<b>295</b>	<b>238</b>	<b>153</b>								<b>1252</b>

**APPENDIX RESPONSES TO COMPLAINTS**

															Volume		
	Neighbourhood / Division	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Total due Aug 08/09	Answer in Time Aug 08/09	YTD (08/09)
LKPI 25a: Stage One Complaints	Property Services	94.87%	100.00%	95.00%	100.00%	95.92%	97.83%	91.14%	93.62%	89.61%	91.84%	88.64%	90.00%	89.74%	39	35	89.96%
	DeBeauvoir/Queens	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	50.00%	87.50%	100.00%	5	5	84.62%
	Homerton NO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%	83.33%	83.33%	6	5	89.29%
	North East NO	100.00%	100.00%	100.00%	100.00%	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	5	5	92.50%
	North West NO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	2	1	95.24%
	Shoreditch NO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	66.67%	100.00%	75.00%	100.00%	100.00%	2	2	85.71%
	TMO's	66.67%	75.00%	0.00%	66.67%	100.00%	66.67%	66.67%	100.00%	50.00%	0.00%	100.00%	100.00%	0.00%	1	0	66.67%
	Woodberry Down	N/A	N/A	N/A	100.00%	N/A	N/A	N/A	N/A	100.00%	N/A	N/A	N/A	N/A	0	0	100.00%
	Housing Services	83.33%	71.43%	100.00%	78.95%	66.67%	90.91%	66.67%	85.71%	100.00%	61.90%	72.22%	69.23%	80.00%	10	8	76.54%
	<b>TOTAL</b>	95.24%	96.05%	95.73%	95.00%	91.11%	96.15%	90.24%	92.59%	91.45%	85.85%	84.69%	85.71%	87.14%	70	61	87.12%
Complaints received	94	90	121	80	73	134	89	107	117	92	100	82	87	N/A	N/A	478	
LKPI 25b: Stage Two Complaints	78.57%	40.00%	76.67%	73.68%	100.00%	92.31%	46.67%	72.73%	23.53%	36.36%	15.38%	86.36%	100.00%	16	19	54.44%	
LKPI 59: Stage Twos Upheld	N/A	10.00%	33.33%	47.37%	100.00%	30.77%	NP	45.45%	29.41%	27.27%	15.38%	22.73%	12.50%	0	-	90.00%	
Stage Three Complaints	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	37.50%	100.00%	100.00%	5	5	80.77%	
LKPI 31: FOI Requests	83.33%	50.00%	100.00%	100.00%	75.00%	100.00%	63.64%	0.00%	100.00%	0.00%	15.38%	22.73%	12.50%	2	2	66.67%	
LKPI 27: % Ombudsman in target	N/A	50.00%	100.00%	50.00%	100.00%	66.67%	83.33%	50.00%	83.33%	60.00%	50.00%	100.00%	0.00%	1	0	68.75%	
LKPI 72: No. of Ombudsman items	N/A	1	2	1	3	4	7	3	6	3	4	3	7	-	-	23	
LKPI 58: TRA Enquiries	N/A	N/A	65.61%	100.00%	78.79%	70.97%	94.74%	88.89%	86.11%	72.97%	31.43%	41.51%	21.25%	80	17	44.81%	
LKPI 22: Board Member Enquiries	N/A	N/A	0.00%	100.00%	100.00%	N/A	N/A	N/A	100.00%	N/A	N/A	N/A	N/A	0	0	100.00%	
LKPI 23: Members' Enquiries	Property Services	100.00%	75.00%	84.21%	90.48%	79.31%	100.00%	68.75%	80.00%	89.29%	57.89%	73.91%	83.33%	85.00%	20	17	78.95%
	DeBeauvoir/Queens	100.00%	100.00%	33.33%	50.00%	100.00%	100.00%	71.43%	100.00%	100.00%	80.00%	80.00%	80.00%	100.00%	2	2	88.46%
	Homerton NO	83.33%	80.00%	100.00%	100.00%	50.00%	100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	88.24%	100.00%	4	4	93.94%
	North East NO	100.00%	100.00%	100.00%	85.71%	100.00%	100.00%	0.00%	66.67%	N/A	66.67%	87.50%	100.00%	100.00%	3	3	90.00%
	North West NO	100.00%	100.00%	100.00%	66.67%	75.00%	100.00%	66.67%	100.00%	100.00%	N/A	100.00%	100.00%	100.00%	2	2	100.00%
	Shoreditch NO	100.00%	100.00%	100.00%	50.00%	100.00%	100.00%	100.00%	N/A	100.00%	100.00%	100.00%	80.00%	N/A	0	0	92.86%
	TMO's	50.00%	N/A	0.00%	100.00%	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	N/A	0	0	100.00%
	Woodberry Down	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	1	1	100.00%
	Housing Services	88.89%	37.50%	75.00%	46.67%	45.45%	100.00%	73.33%	85.71%	80.00%	60.00%	47.37%	55.56%	70.00%	10	7	61.04%
	<b>TOTAL</b>	94.55%	72.73%	85.45%	73.02%	70.69%	100.00%	73.47%	82.69%	90.00%	69.81%	72.31%	80.25%	85.71%	42	36	79.40%
LKPI 24: Mayor's Enquiries	Property Services	70.00%	83.33%	100.00%	57.14%	75.00%	60.00%	55.56%	76.92%	66.67%	50.00%	45.45%	50.00%	80.00%	5	4	57.50%
	DeBeauvoir/Queens	75.00%	N/A	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	0.00%	50.00%	75.00%	2	1	66.67%
	Homerton NO	75.00%	0.00%	100.00%	66.67%	75.00%	100.00%	50.00%	33.33%	75.00%	100.00%	0.00%	16.67%	100.00%	6	1	46.67%
	North East NO	100.00%	66.67%	100.00%	80.00%	80.00%	100.00%	40.00%	100.00%	100.00%	66.67%	62.50%	42.86%	100.00%	7	3	63.64%
	North West NO	100.00%	N/A	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	2	2	100.00%
	Shoreditch NO	80.00%	50.00%	100.00%	50.00%	100.00%	50.00%	100.00%	100.00%	100.00%	66.67%	0.00%	100.00%	66.67%	7	7	73.91%
	TMO's	100.00%	0.00%	100.00%	100.00%	25.00%	100.00%	66.67%	N/A	50.00%	N/A	0.00%	0.00%	0.00%	1	0	20.00%
	Woodberry Down	50.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A
	Housing Services	75.00%	0.00%	75.00%	60.00%	33.33%	83.33%	83.33%	75.00%	60.00%	0.00%	100.00%	0.00%	100.00%	1	0	63.64%
	<b>TOTAL</b>	77.78%	61.90%	86.21%	62.16%	65.79%	77.27%	66.67%	81.25%	77.78%	58.33%	48.39%	53.33%	81.82%	31	18	63.64%

Title of Report: : <b>UPDATE REPORT ON DECENT HOMES PROGRAMME October 2008</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>Thursday 30th October 2008</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 18th August 2008 Monday 20th October 2008</b>
Report Author: <b>Alan Turner and Tom Geard</b>	Appendices: <b>1.KPIs 2. Financial Charts</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s) to the Committee;**
- **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 & Diversity Strategy 2006 and Action Plan 2007 - 2010;**
- **Paragraph: 7.0 - Consultation Process & Findings;**
- **Paragraph: 8.0 - ICT Implications;**
- **Paragraph: 9.0 - Human Resources Implications;**
- **Paragraph: 10 – Financial Implications;**
- **Paragraph: 11 - Legal Implications / Advice;**
- **Paragraph: 12 - Other Related Decisions / Guidance.**

**1.0 SUMMARY**

- 1.1 This report describes progress on the Decent Homes Programme to the end of August 2008.

## **2.0 RECOMMENDATION**

2.1 **This report is for information.**

## **3.0 BACKGROUND**

3.1 **2008/09 Performance - Progress**

### **Stoke Newington:**

External works to blocks in progress	9
External works to blocks Completed	27
External works to blocks due to start	0
External Works to Blocks – Total	36
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	19
External Works to Blocks – Total	48
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

### **Shoreditch A**

External works to blocks in progress	6
External works to blocks Completed	9
External works to blocks due to start	3
External Works to Blocks – Total	18
Kitchen and bathroom renewal in progress	0
Kitchen and bathroom renewal completed	50
Kitchen and bathroom renewal due to start	0
Kitchen and bathroom renewal- Total	50

Street Properties Works in progress	0
Street Properties Works Completed	1
Street Properties Works due to start	2
Street Properties works-Total	3

### **Shoreditch B**

External works to blocks in progress	2
External works to blocks Completed	7
External works to blocks due to start	2
External Works to Blocks – Total	11

Kitchen and bathroom renewal in progress	0
Kitchen and bathroom renewal completed	38
Kitchen and bathroom renewal due to start	0
Kitchen and bathroom renewal Total	38

### **Homerton**

External works to blocks in progress	0
External works to blocks Completed	18
External works to blocks due to start	0
External Works to Blocks – Total	18

Kitchen and bathroom renewal in progress	0
Kitchen and bathroom renewal complete	45
Kitchen and bathroom renewal due to start	1
Kitchen and bathroom renewal Total	46

### 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				114
North East	N/A	0				0
Shoreditch A	N/A	0				0
Shoreditch B	N/A	7				7
Stoke Newington	N/A	0				0
<b>Total</b>	400	121	0	0	0	121

3.3 These figures are best estimates based on reported completions to June 2008 and are subject to audit. The above figures will also be supplemented by completed voids and technical adjustments. These figures report the position at the end of quarter 1.

3.4 Target % of Homes Non-Decent at 1<sup>st</sup> April 2008 (33.3%)  
 Estimated % of Homes Non-Decent at 1<sup>st</sup> April 2009 (31.99%)  
 (Estimated BVPI)

	2007-08 Final Returns	2008-09 Target	2008-09 Qtr1 Return	2008-09 Qtr2 Return	2008-09 Qtr3 Return	2008-09 Qtr4 Return
184 a* (Proportion of HH homes which were non decent at 1st April 2008)	36.00%	33.00%	33.30%			
184 b (% change in proportion of non decent HH homes between 1st April 2008 and 1st April 2009)	8.50%	2.20%	0.31%			
	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%	31.99%	33.19%			
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3.5 A National Indicator target of 31.99% non-decent dwellings was set for 1<sup>st</sup> April 2009. **We are on target to achieve this as at the end of the first quarter** subject to audit checks.

3.6 In relation to BVPI 184B we have a target figure of 2.2% the proportion of non decent Hackney Homes which are made decent between the 1/04/2008 and 1/04/2009. The position at the 1st quarter is that we are reporting 0.31% change.

3.7 The Audit Commission have confirmed their definition 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.

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

**3.5 Decent Homes Programme 2008/09 - programme and management of commitments**

- Stoke Newington – Completed 27 blocks and currently working on nine blocks.
- North East – Year 2 fully committed, all blocks ahead of programme.
- Shoreditch A – Year 2 fully committed, all blocks ahead of programme. Additional block included in the programme, due to start in October 2008.
- Shoreditch B – Year 2 fully committed all blocks completed except two outstanding blocks, due to additional concrete repairs resulting in a three week overrun.
- Homerton- Year 2 Mansells currently working on nine blocks and two further commencement agreements have now been issued.

### 3.6 **Resident Satisfaction**

3.7 Appendix 1 shows KPIs on resident satisfaction and benchmarking for the five constructors. Resident satisfaction (KPI 1a & 1b) continues to exceed the target of 85% for all contract areas.

3.8 Predictability of time in unit (KPI 3b) measures the time contractors have taken to complete works inside individual units. Targets are set for installation of kitchen & bathrooms and for the replacement of windows. A negative score against a particular constructor for this KPI indicates that the works have been completed in % less time than the agreed target and, therefore, the constructor is performing better than the set target.

3.9 To determine the rate of response to Resident Satisfaction Questionnaires (KPI 1c) the target rate 95% is the benchmark we use for the five constructors. The target rate of 95% for five contract areas are currently being not met by all of the contract areas. This is due to residents not sending back their questionnaires and some residents are declining to complete them.

### 3.7 **Projected expenditure 2008/09.**

3.8 The projected cash flow for each contract area is shown in Appendix 2 based on completion of Year 1 and Year 2 as discussed in this report. It is currently anticipated that the 08/09 budget will be entirely spent.

## 4. **IMPACT UPON THE HACKNEY HOMES BUSINESS PLAN**

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

## 5. **IMPACT UPON THE HACKNEY HOMES RISK REGISTER**

5.1 No impact from this update report.

## 6. **THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY 2006 ACTION PLAN 2007 – 2010**

6.1 No implications.

## 7. **CONSULTATION PROCESS & FINDINGS**

7.1 Resident Satisfaction is a Key Performance Indicator in most areas of building work.

7.2 A means of sample testing to confirm the contractor's satisfaction results has been piloted Decent homes projects, based upon telephone call backs and home visits to residents who have completed resident satisfaction questionnaires, for the purpose of establishing that the recorded results match their opinions.

- 7.3 The outcome is good – residents are not disagreeing with the scores marked on the surveys. Residents have also not communicated any major problems with the manner in which works were carried out or with the work itself.
- 7.3 Over 70 responses have been received from calls or visits made. The numbers of calls made greatly exceeds the responses. This exercise is very time consuming and has revealed no discrepancy in the contractor’s resident satisfaction results.
- 7.4 There are issues over minor snagging items which remain outstanding, which are already being dealt with.
- 7.5 It was originally intended to select a sample of units for validation but due to the difficulty in making contact, a more pragmatic methodology was adopted, which sought to get as many responses as time allowed.
- 7.6 A learning point from the exercise is that we are calling sometime after the residents have completed the questionnaires. This is particularly the case for Homerton (Kier) blocks so residents do not always remember what they scored against 13 questions.
- 7.7 Our Client Liaison Officers attend the 10% internal inspections with our Clerk of Works. This enables them to have a more valuable one-to-one with residents, which is appreciated by them and provides us with direct feedback.
- 7.8 We will continue to arrange End of Project Reviews/Lessons Learned meetings for some of the projects but in view of the results to date and of the need to direct the limited resources we have onto the 09/10 programme, in anticipation of a positive result from the Inspection , it is not intended to carry out further validation checks on a routine basis.

8. **ICT IMPLICATIONS**

N/A

9.0 **HUMAN RESOURCES IMPLICATIONS**

N/A

## 10 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 Audit Commission inspection will take place in November 2008. If we are successful in attaining the 2\* and ALMO credits are released we will be in a strong position to progress works quickly.
- 10.3 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 31/08/08</b>	<b>Spend Outstanding</b>
Homerton	£6.149m	£2.120	£4.029m
Shoreditch A	£3.626m	£1.034	£2.592m
Shoreditch B	£2.176m	£1.150	£1.026m
North East	£5.062m	£3.404	£1.658m
Stoke Newington	£2.987m	£1.383	£1.604m
<b>TOTAL</b>	<b>£20.000m</b>	<b>£9.091m</b>	<b>£10.909m</b>

- 10.4 The table above shows we have spent £9.1m against a project forecast spend £20.0m. This means that there is £10.9m capital expenditure outstanding to be spent by the end of the financial year.
- 10.5 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.
- 10.6 As a consequence of these actions a full spend of the £20.0m works budget allocated for this programme is predicted.
- 10.7 The cash-flow for each area is shown at Appendix 2.
- 10.8 Commitment of expenditure occurs when a Sectional Commencement Agreement (SCA) is signed with the constructor. This is not reflected in the table above, which records only actual expenditure. The available budgets are controlled through the total value of SCAs issued not exceeding the allocated resources. The intention is to proceed as far as possible with the Year 2 programme in 2008/09.
- 10.9 We will continue to prepare the Year 3 programmes for commencement as soon as the resources become available. The AC

inspection in November year is unlikely to yield additional ALMO credits to fund an extended programme of work at a time which will have much impact in 08/09 expenditure but preparations to take advantage of it will continue regardless.

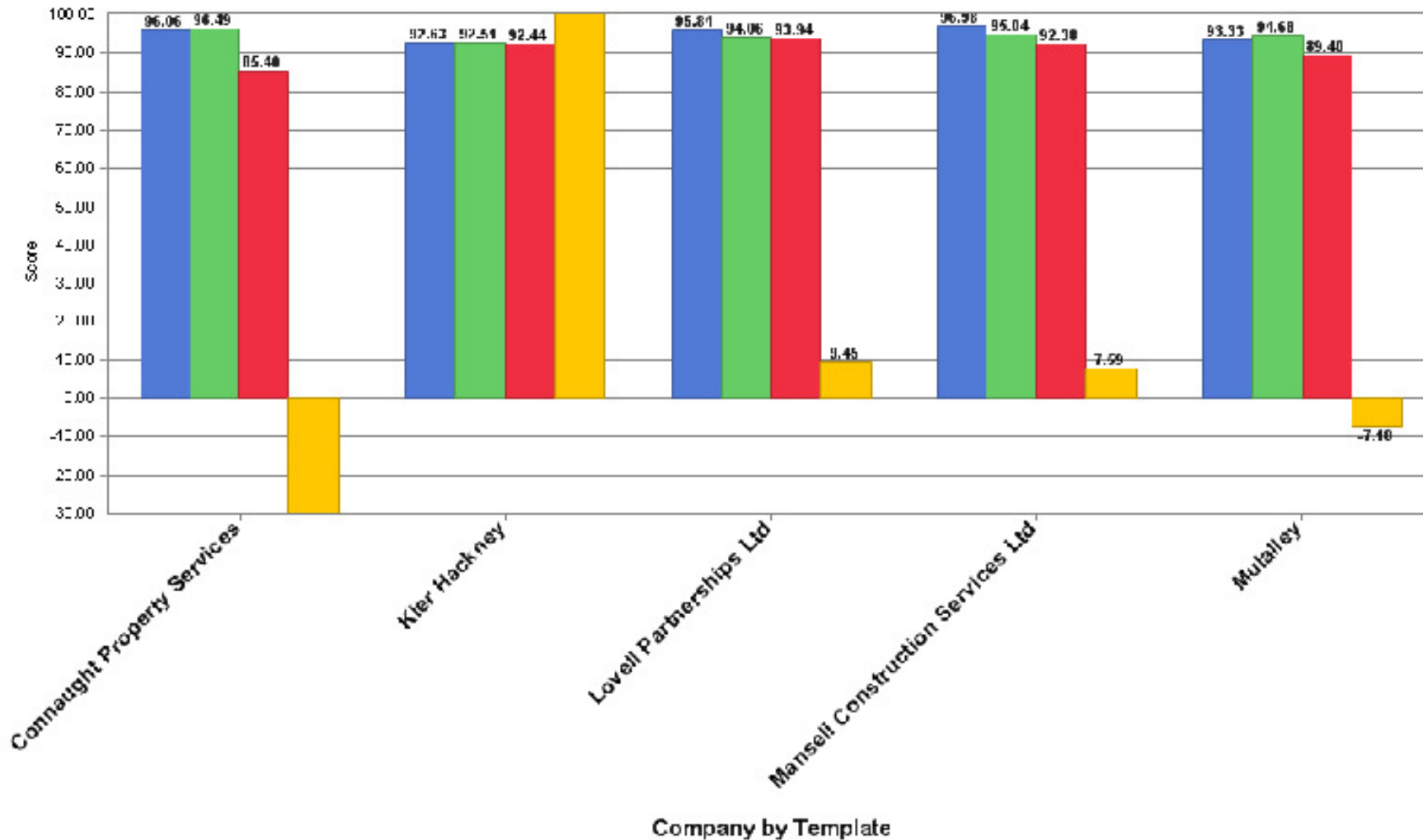
11.0 **LEGAL IMPLICATIONS / ADVICE**

N/A

12.0 **OTHER RELATED DECISIONS / GUIDANCE**

N/A

Benchmarking Main Contractors on basic KPIs for Y1ext and Y2 projects - to end August 2008



■ Constructor/KPI 01a Resident Satisfaction (Internal)
 ■ Constructor/KPI 01b Resident Satisfaction (Doors/Windows)
 ■ Constructor/KPI 01c Rate of Response
 ■ LBH/KPI 03b Predictability Time Unit

**GRAND TOTALS**

	C.Fcast <b>Mansell</b>	Cedar a	A+C+C	C.Fcast <b>Mulalley</b>	Cedar a	A+C+C	C.Fcast <b>Lovell</b>	Cedar a	A+C+C	C.Fcast <b>Kier</b>	Cedar a	A+C+C	C.Fcast <b>Connaught</b>	Cedar a	A+C+C	C.Fcast <b>Total</b>	Cedar a	A+C+C
Apr-08	0.000	-0.010	-0.010	0.010	-0.004	-0.004	0.000	0.005	0.005	0.000	0.019	0.019	0.000	0.010	0.010	0.010	0.020	0.020
May-08	0.067	0.087	0.087	0.246	0.054	0.054	0.031	0.506	0.506	<b>0.533</b>	1.140	1.140	<b>0.485</b>	0.230	0.230	1.362	2.017	2.017
Jun-08	0.342	0.373	0.915	0.527	0.470	0.788	0.340	0.369	0.647	<b>1.603</b>	1.806	1.806	<b>1.077</b>	1.106	1.106	3.889	4.124	5.262
Jul-08	0.885	0.945	0.945	0.808	0.798	0.798	0.618	0.667	0.667	<b>1.707</b>	1.959	1.959	<b>1.946</b>	1.987	1.987	5.964	6.356	6.356
Aug-08	1.490	1.383	1.383	1.219	1.150	1.150	0.804	1.034	1.034	2.431	2.120	2.120	3.115	3.054	3.404	9.059	8.741	9.091
Sep-08	1.849			1.499			1.874			2.705			4.010			11.937		
Oct-08	2.337			1.780			2.580			4.814			4.342			15.853		
Nov-08	2.710			1.956			3.078			5.472			4.342			17.558		
Dec-08	2.896			2.018			3.347			6.107			4.342			18.710		
Jan-09	2.959			2.018			3.476			6.698			4.342			19.493		
Feb-09	2.959			2.018			3.476			6.983			4.342			19.778		
Mar-09	2.959			2.018			3.476			7.164			4.342			19.959		

<b>Title of Report: 2008 Active Residents Awards</b>	
<b>Decision Making Body: Hackney Homes Resident Liaison Group</b>	<b>Date: Thursday 30<sup>th</sup> October 2008</b>
<b>Classification: For Information and discussion</b>	
<b>Item Previously considered at: Hackney Homes Board</b>	<b>On Which Date: 18 August 2008</b>
<b>Report Author: Olaide Oyekanmi Ext 3522</b>	

This paper provides a status update on the 2008 Hackney Homes Active Residents Awards.

## Background

The Hackney Homes Active Residents Awards were relaunched in 2007 simplifying the nomination process and categories.

The nomination categories were revised to three areas: Resident of the Year, Resident Group of the Year and Young Resident of the Year making it easier and simpler. The winning prize was also boosted to £1000 in each category with runners up winning £100 each to spend on local and community projects.

In 2007, over five times the amount of nominations were received than in the previous year and the awards generated media interest locally and regionally. Feedback received from the 2007 Awards is being used to plan the awards this year.

## Active Residents Awards 2008

Monday 13<sup>th</sup> October saw the launch of the 2008 Active Residents Awards. 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.

The awards will also be 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 housing press.

## Resident Involvement

A planning group consisting of residents from each neighbourhood, representatives from the youth committees and Hackney Homes are leading on planning the Residents Awards 2008.

The group have met twice in September and October and have jointly made decision on the invitation process, any additional awards and dates for launch of the event.

## **Key Dates**

13<sup>th</sup> October : Nominations open

14<sup>th</sup> November: Nominations close

wc 24<sup>th</sup> November: Judging Panel takes place

wc 31<sup>st</sup> November: Filming of shortlisted nominees

17th December: Awards evening at the Assembly Halls in the Hackney Town Hall.