

www.islington.gov.uk



ISLINGTON
Housing and Adult Social Services
Highbury House
5 Highbury Crescent
London
N5 1RN

Consultative Panel Reports May 2012

Consultative Panel Meetings Times and Venues

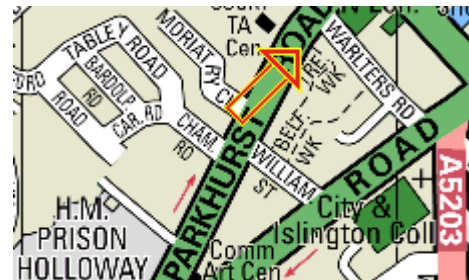
Old Street Area Housing Panel **7pm**

Tompion Community Centre
40 Percival Street
EC1V 0EB
Refreshments provided



Holland Walk Area Housing Panel **7pm**

Williamson Street Community Centre
Parkhurst Road N7
Refreshments provided



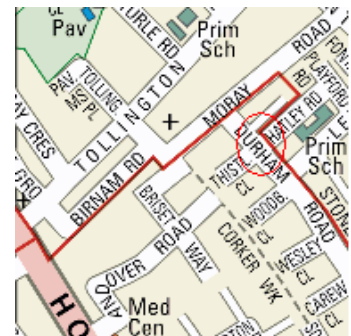
Highbury House West Area Housing Panel (formerly Lyon Street) 7pm

Westbourne Community Centre
Roman Way N7
Refreshments provided



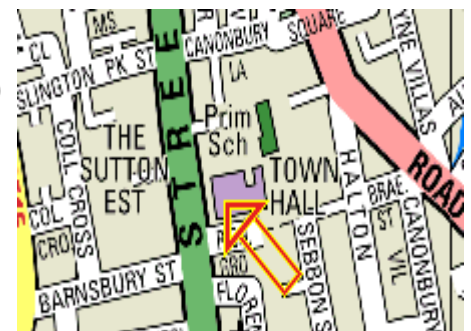
Highbury House East – North Area Housing Panel (formerly Upper Street North) 6.30pm

86 Durham Road
Durham Road Community Room,
Durham Road N7 7DU
Refreshments provided



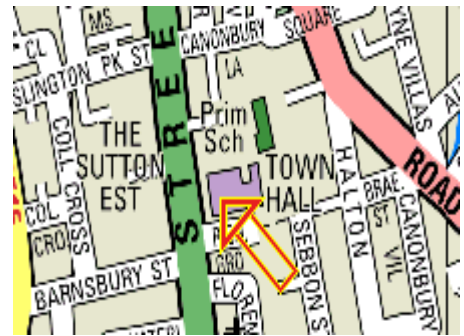
Highbury House East – South Area Housing Panel (formerly Upper Street South) 7pm

Islington Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



**Partners for Improvement in Islington
Residents Forum
6:35pm**

Islington Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



For more information about consultative panel meetings call one of the relevant numbers below:

Old Street AHP	020 7527 6259
Holland Walk AHP	020 7527 7471
Highbury House West AHP (formerly Lyon Street)	020 7527 6818
Highbury House East - North AHP (formerly Upper Street North)	020 7527 5379
Highbury House East – South AHP (formerly Upper Street South)	020 7 527 5378
PFI Residents Forum	020 7 288 8343

Consultative Panel Dates – 2012-13

MEETING	MAY 2012	JULY 2012	SEPTEMBER 2012	NOVEMBER 2012	JANUARY 2013	MARCH 2013
Holland Walk Williamson Street Community Centre Parkhurst Road N7 – 7.00pm	Wednesday 23 May 2012	Wednesday 18 July 2012	Wednesday 19 September 2012	Wednesday 21 November 2012	Wednesday 16 January 2013	Wednesday 20 March 2013
Old Street Tompion Community Centre 40 Percival Street EC1V 0EB – 7.00pm	Wednesday 16 May 2012	Wednesday 11 July 2012	Wednesday 12 September 2012	Wednesday 14 November 2012	Wednesday 9 January 2013	Wednesday 13 March 2013
Highbury House East (North) 86 Durham Road Community Room Durham Road N7 7DU – 6.30pm	Tuesday 22 May 2012	Tuesday 17 July 2012	Tuesday 18 September 2012	Tuesday 20 November 2012	Tuesday 15 January 2013	Tuesday 19 March 2013
Highbury House East (South) Town Hall Upper Street N1 2UD – 6.30pm	Thursday 24 May 2012	Thursday 19 July 2012	Thursday 20 September 2012	Thursday 22 November 2012	Thursday 17 January 2013	Thursday 21 March 2013
Highbury House West Westbourne Community Centre Roman Way N7 – 7.00pm	Monday 21 May 2012	Monday 16 July 2012	Monday 17 September 2012	Monday 19 November 2012	Monday 21 January 2013	Monday 18 March 2013
Partners Residents Forum Town Hall Upper Street N1 2UD – 6.30pm	Thursday 17 May 2012	Thursday 19 July 2012	Thursday 20 September 2012	Thursday 15 November 2012	Thursday 17 January 2013	Thursday 21 March 2013

Glossary of Terms and Abbreviations

TERM	EXPLANATION
ABC	Anti-Social Behaviour Contracts
Audit Commission (AC)	Independent public body responsible for ensuring that public money is spent economically, efficiently and effectively in the areas of local government, housing, health, criminal justice and fire and rescue services. The Housing Inspectorate is part of the Audit Commission.
Audit Committee (AC)	The Audit Committee is an operating committee of the Board of Directors charged with oversight of financial reporting and disclosure. Committee members are drawn from members of HFI's Board of Directors,
Asset Management Committee (AMC)	AMC is an operating committee of the Board of Directors charged with oversight of managing HFI's Assets. Committee members are drawn from members of HFI's Board of Directors,
AGM	An Annual General Meeting (AGM) is held by an organisation at about the same time every year. At the meeting they report on the organisation's work over last year, present the accounts to their members and elect new committees.
AHO	Area Housing Office
AHP	Area Housing Panel
AOB	Any Other Business (AOB) – the term used at the end of a meeting to see if anyone has anything else they want to discuss that was not on the agenda.
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Order
Business Plan (BP)	A written document that sets out the tasks the ALMO will be doing to improve housing services over a set period.
CAA	Comprehensive Area Assessment – a government framework for assessing how well local authorities are performing
CBL	Choice-Based Lettings – system that allows tenants to bid for properties according to how many housing register points they have
CE	Chief Executive
CLG	Communities and Local Government sets policy on local government, housing, urban regeneration, planning and fire and rescue.
CSDO	Community Service Development Officer
CTA	Court Applications
Data	Information
DHS	Decent Homes Standard – criteria set down by the government to ensure that social housing meets a minimum standard by 2010
GSMT	Gas Safety Management Team
HCA	The Homes and Communities Agency is the national housing and regeneration delivery agency for England.
HFI	Homes for Islington
HFI Direct	HFI Call Centre for tenants and leaseholders.
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
ICT	Information and Communication Technology
iWorld	Housing management IT system
Kier Islington	Company providing repair services for Council owned properties.
LA	Local Authority
LBI	London Borough of Islington
Management voids	Empty properties that require minor repairs work
NI	National Indicator
N/A	Not Applicable
NFA	The National Federation of ALMOs Ltd (NFA) is the trade body representing all 69 arms length management organisations (ALMOs).

Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H2 timescales
NP	Not Provided
NSP	Notice of Seeking Possession
NTQ	Notice to Quit
Operations	Division within Homes for Islington consisting of the following functions: accounts, income management, tenancy management, contact centre, central services
Partners for Islington (PFI)	Company contracted to manage all street properties for Homes for Islington
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
Performance Management Committee (PMC)	The PMC is an operating committee of the Board of Directors that is charged with oversight of the performance of HFI and that of Partners for Islington.
Performance and Service Development	Division within Homes for Islington that is responsible for Simon is responsible for; service development, strategy, customer focus, consultation & complaints, equality & diversity, community development and TRA & TMO liaison.
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services
Reception Centres	Units of temporary accommodation, managed by the Operations division of the ALMO
Re-let	When a new tenancy is created at a previously empty property
Rent roll	The total amount of rental income due
Repair Priorities	Target timescales for completing repairs: H0 = 2 hours (weekends); H1 = 3 calendar days; H2 = 2 hours (week days); H4 = 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within Homes for Islington consisting of the following functions: HR & company administration, IT & infrastructure
Resources Management Committee (RMC)	The RMC is an operating committee of the Board of Directors charged with oversight of HFI's finances, human resources and ICT.
Responsive repairs	A term used for day-to-day repairs requested by tenants
SLA	Service Level Agreement between internal/Council departments
SMT	Senior Management Team
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organisation
Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
Turnaround time	The number of days or weeks between a property becoming vacant and being re-let to a new tenant
Urgent repairs	Repairs to be completed within the H0-H2 priority bandings
Voids	Properties that are vacant
Wgt	Weighting
Year End	The final performance at the end of the financial year (end of March)
YTD	Year To Date

**Consultative Panels
Central Reports
May 2012**

Item	Contents	Status	Page
1	Engaging Residents at the Grassroots	Consultation	1
2	Moving Out – Just Rewards tenant incentive scheme	Consultation	15
3	Estate Parking Enforcement Service and Contract	Consultation	21
4	Feedback from Panels – March 2012	Information	27
5	Consultative Panel Update	Information	29
6	Integration of Homes for Islington	Information	31
7	Capital Programme Update - Quarter 4	Information	35

Report of	Team	Job Title
Patrick Odling-Smee	Housing and Adult Social Services	Service Director of Housing Needs and Strategy

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	1	Consultation

Engaging Residents at the Grassroots

1. Synopsis

- 1.1 This report sets out proposals for resident engagement arrangements for housing landlord services at the grassroots level and seeks feedback from Panels on these proposals.

2. Recommendation

- 2.1 That Panels feedback their views on the proposals set out in section 4 of this report.

3. Background

- 3.1 On 1 April 2012 the Council took on directly providing housing landlord services to residents. The Council is in the process of putting agreed plans into place to replace the Homes for Islington Board structures that came to an end in March. A report on these proposals was provided to Panels in March and the Council's Executive agreed the amended proposals following resident feedback. The amended proposals are set out in appendix 1.

3.2 During the review of delivery of housing services residents fed back that they wanted to see improvements in how residents were involved in decision-making. As a result the Council has carried out a three stage consultation with residents on resident engagement and what arrangements residents would like to see now that landlord services are provided directly by the Council. The first stage of the process looked at the outcomes residents wanted to achieve from engaging with the Council. The second stage focused on getting feedback on the proposed strategic level proposals and finding out more about what residents wanted from grassroots engagement, what worked well or badly now and what support was needed for residents who are or want to be involved. The final stage then considered draft proposals for grassroots engagement. The proposals considered at the third stage consultation have been adapted taking into account the feedback from residents so far.

4. Proposals for grassroots resident engagement

4.1 The outcome of all resident engagement should be an improvement in services to residents. A number of other key principles underpin the proposals below. These are based on the feedback from residents about what they wanted from resident engagement. The principles are:

- Openness of resident engagement arrangements to all residents
- Flexibility for residents to engage with the Council in a way that suits them
- Clarity about the outcomes that can be expected from each resident engagement event or arrangement
- Feedback to be provided to residents on how they have made a difference by engaging with the Council
- Residents will be involved in developing options for change and improvement, as well as selecting options

A number of different consultation methods are being proposed in order to suit the consultation preferences of different residents. The proposed methods of consultation build on what residents have told us they value about the current consultation methods and what does not work so well. Proposals for grassroots engagement are set out below and section 4.12 sets out the next steps for developing these proposals further.

4.2 Resident Involvement Registers

The Council and Partners for Improvement in Islington (Partners) both hold registers of residents who have put themselves forward to become more involved in their housing services. Both registers offer members the ability to decide what subjects they wish to be contacted about and the means of consultation they may be involved in. For instance a member of a register can opt to be involved in answering online surveys about their repairs service, or could opt to be involved in any type of consultation about how residents are involved in services.

Proposal – It is proposed that:

- The resident engagement registers maintained by the Council and Partners are used to involve more residents in developing and improving services and policy and become a formal mechanism by which the Council consults residents.

- Residents who have joined the registers will continue to be consulted in accordance with their stated preferences.
- That a review takes place of the Council and Partners registers to agree a joint approach to registers and how they are maintained.

Reasons for proposals and feedback

Residents fed back that they liked being involved through the register and the flexibility that it offered.

4.3 Local Housing Forums

There are currently five Area Housing Panels and a residents' forum run by Partners. In the Old Street and Holland Walk areas there are also sub-Panels that deal with issues more local to residents. The Panels and forum look at local and borough wide issues.

Proposal – It is proposed that:

- Area Housing Panels or sub-Panels are morphed into Local Housing Forums that deal only with local issues.
- Forums will take on the role of deciding which communal improvements are the highest priority in their area and will make recommendations to the Housing Executive.
- The forums are open to all residents living in council properties in that area. Residents can opt to be regular attendees who receive papers, invites etc or attend on an 'as and when' basis.
- Forums will be widely publicised to encourage wider attendance.
- That the following areas have their own forums: Old Street Area (Clerkenwell, Bunhill and St Peters Wards), Highbury House West (Caledonian, Barnsbury, St Mary's and Holloway), Highbury House East, South (Canonbury, Mildmay and Highbury East), Highbury House East, North (Highbury West and Finsbury Park) Elthorne Area (Tollington and Hillrise), Whittington Area (St Georges and Junction). If areas would like more local Panels this could be accommodated.
- That forums shape their own meetings; set their own agenda and the regularity with which they meet. Forums will be able to request reports from the Council on issues affecting that area to support their agendas and attendance from relevant officers. (There will be a maximum level of support that the Council will be able to provide and this will be agreed with the Panel Chairs). A package of support will be provided to Chairs and Vice Chairs, including training. Issues for discussion at the forums could include; the quality and performance of local services, problems of anti-social behaviour in the area, caretaking issues and improvements to the local environment.
- The forum will select a Chair and Vice-Chair who will sign up to a code of conduct to ensure forums are welcoming to and promoting the interests of all residents. The code of conduct will be developed with residents. Action will be taken by the Council if Council representatives, Housing Executive Members or the Residents Champions or Vice Champions observed behaviour by the Chair or Vice-Chair that breached the code of conduct.
- A code of conduct for all attendees at the meeting could be introduced if forum attendees find this useful.
- Surgeries for individual issues will be piloted before the meetings to help meetings focus on their agenda.

- Strategic and borough wide issues will not go to forums but will instead be consulted on through topic groups. Regular forum attendees will be invited to attend topic groups (please see topic group proposals at 4.4).

Voting at local forums

Concerns about voting rights in relation to prioritising environmental schemes were raised at a number of the consultation meetings. Currently voting rights are restricted to TRA members and therefore proposals to open up these meetings raised issues about who would be able to vote on funding issues. The table below sets out a number of options and their pros and cons for Panels to consider:

Restrictions on voting	Pros	Cons
All attendees can vote but no one can vote in relation to a scheme affecting their own estate	<ul style="list-style-type: none"> • Encourages residents to consider the needs of others without self interest • Makes it counter productive for a big group to come from one estate to support a scheme, they will only be able to support rival schemes. • Only option to maintain open approach, whilst keeping voting at local forums 	<ul style="list-style-type: none"> • Deals could be done outside the meetings between estates who are able to bring along lots of people to vote for another estates scheme who will return the favour
Only attendees who have attended two previous meetings that year are allowed to vote (used in Croydon)	<ul style="list-style-type: none"> • An estate cannot bring along a group as a one-off to support their scheme 	<ul style="list-style-type: none"> • Reduces fairness and openness • Does not encourages residents to think about the needs of others • Excludes people who have come to the meeting from a considerable part of the meetings business and may put them off attending in future • Could restrict voting to a small number of individuals • May put people off of putting forward some very valid ideas, if they feel they don't have a chance because they have not attended enough meetings
Only TRA representatives can vote, 1 vote per estate	<ul style="list-style-type: none"> • An estate cannot bring along a group as a one-off to support their scheme 	<ul style="list-style-type: none"> • Reduces fairness and openness, 50% of estates do not have TRAs • Does not encourages residents to think about the needs of others • Excludes people who have come to the meeting from a considerable part of the

		<p>meetings business and may put them off attending in future</p> <ul style="list-style-type: none"> • Could restrict voting to a small number of individuals • May put people off of putting forward some very valid ideas, if they feel they don't have a chance because they have not attended enough meetings
No voting, look for consensus of opinion using a clear criteria for prioritising schemes	<ul style="list-style-type: none"> • Reduces the benefit of a lot of people attending from one estate • Strict criteria on schemes could help focus forums on the needs of estates and their communities 	<ul style="list-style-type: none"> • Strict criteria reduces flexibility of forum to consider different types of schemes • Takes away from individuals feeling they have taken part in a democratic process
No voting at meeting only on-line or paper vote, one per household	<ul style="list-style-type: none"> • A fully open process, involvement does not require attendance at a meeting • Includes more residents in the process 	<ul style="list-style-type: none"> • May be less fair as larger estates could dominate access to funding • Promotes self interest only • Could be expensive

Reasons for proposals and feedback

Mixed views were expressed by residents on existing Panels and the proposed changes. There was strong support among residents who attended them for sub-Panels of the current Panels. Comments on area housing Panels were much more mixed. Some residents valued the Panels, while others found them unwelcoming and discouraging or found that they did not discuss enough local issues. Feedback from both residents and staff was generally negative about the way borough wide issues were discussed at Panels.

4.4 Topic Groups

The Council currently uses focus groups to support the development of policy and reviewing of services. These groups are usually put together from the residents involvement registers.

Proposal

It is proposed that topic groups are set up specially to discuss borough wide issues as strategies and policies are developed. Groups would discuss issues such as the strategy for investing in Council homes, repairs policy, business planning, changes to tenancy policy, procuring contracts and developing new homes on estates. An annual programme of consultation by topic group will be published. Residents from the resident involvement registers, regular attendees of local forums and anyone who contacts the Council to express an interest in a particular topic group would be invited to attend the group.

Topic groups:

- Will discuss a single subject or small number of related items
- Attending residents will receive training on the subject they are there to discuss if necessary
- Could be maintained on an on-going basis for on-going subjects such as procurement and recruitment
- Could be asked to consider feedback from other residents (for example from surveys) as part of their discussions
- Will be involved in developing options for wider residents consultation
- Will be run by a combination of service managers developing services and resident engagement officers
- Attempts will be made to ensure that residents attending topic groups reflect the profile of residents in Islington.

Reasons for proposal and feedback

Both residents and staff have fed back that they do not feel that area Panels are the best place to receive feedback from residents on strategic and borough wide issues. There is not generally sufficient time at Panel meetings to deal with complex issues. Some residents have fed back that they do not wish to be involved in discussing policy issues and would rather these were discussed outside of local forums. Generally residents fed back during the consultation that topic groups were a good idea.

4.5 Tenants and Residents Associations

50% of all Islington Housing Estates have tenants and residents associations (TRA), the other 50% currently have no TRA representation. TRAs have to comply with rules set out by the Council to demonstrate they are representative and in order for them to access administration grants.

Proposal

It is proposed to be more flexible with residents who want to set up a TRA. It is not proposed to make changes to any existing TRA unless they would like to do so. The Council would like to offer TRAs the option to get more involved in decision-making on their estate if they would like to.

It is proposed that an entry level TRA is established to help residents who would like to set up a TRA to do so more easily. An entry level TRA would provide a good platform to set up a fully functioning TRA, but would also allow newly started TRAs to focus on the activities that are most important to them, whether that be setting up community events on an estate, dealing with a particular problem that has arisen or getting involved in improving green space on their estate.

It is proposed that the Council will work on pilots with one or two TRAs who would like to increase their role on their estate. These pilots, if successful, would be used to establish a higher level of involvement for TRAs who wanted this.

Reason for proposal and feedback

Residents who had started new TRAs or who were interested in forming TRAs fed back that the demands on them had put them off or doing this. Residents at the consultation who had set up TRAs fed back that they would have been able to set up a TRA much sooner if a more flexible approach was available. A TRA member came forward to propose a stronger more active model of TRA and residents fed back a wish to be more involved in local decision-making.

There were also some concerns fed back from residents about TRAs who they did not feel were inclusive or representative. This issue will need to be taken into consideration when developing these proposals further.

4.6 Local issues groups

Proposal

It is proposed that residents on estates that do not have a TRA can ask the Council to organise a meeting of residents to tackle a particular issue that has arisen on their estate. The Council will invite residents to the meeting and advertise the meeting on the estate. The purpose of the meeting will be to establish the effects the problem is having on the estate and to agree with residents how the Council will deal with the issue.

Reason for proposal and feedback

Residents from newly formed TRAs and residents without TRAs on their estate reported feeling that they were not often listened to by the Council when raising issues as individuals. This proposal is intended to give residents on estates without a TRA a way of getting residents together to discuss a one-off issue and seek a resolution.

4.7 Community Representatives and Special Interest Groups

Proposal

It is proposed to continue to contact and involve community groups and special interest groups for feedback on changes and improvements to services and policies. Special interest groups represent the particular interests of groups such as people with disabilities and can therefore provide useful feedback on particular issues. Community Groups can provide important feedback on the experiences of the communities that they represent. The council will review the interaction with these groups to ensure they are consulted when appropriate.

Reasons for proposals

These groups have fed back that they like to have specific contact with the Council and that the communities or individuals that they represent do not always find other forums such as the area Panels meet their needs. The Council continues to be committed to making sure that other consultation forums and methods of consultation are inclusive and attractive to residents from all communities.

4.8 Tenant inspectors and mystery shoppers

Tenant inspectors have been recruited to help the Council monitor environmental standards on estates. Mystery shoppers are also residents who are asked to use a housing service in order to give feedback on their experience and any improvement that might be needed.

Proposal

It is proposed that these schemes are continued and that their work is directed to support the work of the Residents Improvement Taskforce in reviewing Council services.

Reasons for proposals

Residents' feedback has been generally positive about mystery shopping and resident inspector schemes. The Residents' Improvement Taskforce will be reviewing Council services and are likely to want to call on these residents to support their reviews.

4.9 TMOs

Unfortunately not many residents who are managed by TMOs have taken part in the consultation so far. To ensure that their needs are being met by the proposals contact with TMO committees will be sought and a survey of residents will be carried out to get feedback from this group.

4.10 Links with strategic structures

Some residents have fed back a concern that the new structure could become fragmented and wanted more clarity about how the grassroots arrangements connect with the strategic structures. The table below sets out the proposed connections:

Grassroots arrangement	Housing Executive	Residents' Improvement Taskforce
Resident Involvement Registers	Feedback from the registers will be provided to the Housing Executive to support recommendation-making	The taskforce will be able to get wider resident feedback through the registers, setting up focus groups or carrying out surveys to support their reviews.
Local Housing Forums	The Housing Executive will receive recommendations from the forums on local environmental improvements and will recommend how the overall programme is distributed. Housing Executive	Residents Champions and Vice-Champions will be expected to attend some forum meetings to ensure the taskforce are incorporating wider resident views into their work and encouraging residents to get involved in reviews.

	<p>Members will attend the forums to hear them discuss local issues and will receive feedback from the local forums will be used to support the Housing Executives' recommendation-making as appropriate.</p> <p>Regular forum members will be invited to take part in topic groups to feedback to the Housing Executive on borough wide and strategic issues.</p>	
Topic Groups	Feedback from topic groups will be provided to the Housing Executive to support recommendation-making.	Topic groups could be used to support the reviews of the Taskforce if appropriate.
TRAs	TRA members along with other residents will be encouraged to attend local forums whose activities will be feedback to the Housing Executive.	<p>Members of TRAs will be encouraged to be involved in the Taskforce and its service reviews.</p> <p>The Residents' Champion and Vice Champions will seek out views from TRA members as well as residents who do not belong to TRAs</p>
Local Issues Groups	Information about local issues groups will be collated in order to identify any trends and will be reported to the Housing Executive.	Information about local issues groups will be collated in order to identify any trends and will be reported to the Taskforce for them to consider in proposing service reviews.
Community and Special Interest Groups	Feedback from community and special interest groups will be provided to the Housing Executive to support recommendation-making.	Feedback from these groups can be provided to support reviews carried out by the Taskforce.

Mystery Shopping and Resident Inspection	Mystery shopping and resident inspections will be used where appropriate to support recommendation-making of the Housing Executive.	The taskforce will be able to use resident inspectors and mystery shoppers to support their service reviews.
--	---	--

4.11 Residents' Resource Centre

Proposal

A residents' resource centre could offer information and support to residents to get involved in improving housing services, to set up a TRA or arrange community events and to write newsletters and produce posters advertising events. It is proposed that options for a residents' resource centre are developed further with a resident steering group and that those options are presented to residents and that the most popular options will be implemented by the Council.

Reasons for proposals

Residents fed back that it would be useful to have more support for residents who are or would like to be actively involved in TRAs and other forms of community and resident engagement activity. The idea of a residents' resource centre was supported by most residents during the consultation and there was support for a central model, local model and a model mixing local and central support. Involving residents in the development of this idea is essential to ensure any model of delivery is providing residents with the support and assistance they want.

4.12 Next Steps

Comments from Panels will be collated and amendments made to the proposals as appropriate. The next stage will then be developing these ideas in more detail with residents and then putting the new arrangements into place. The following table sets out how it is proposed residents will be involved in developing these arrangements:

Engagement arrangement	How residents will be involved
Resident Involvement Registers	As part of the review of the registers residents will be asked for feedback on their experience of the register.
Local Housing Forums	Officers will work with existing Area housing Panels and other residents who would like to attend the forums in future to shape the forums and set up terms of reference and morph existing Panels or sub-Panels into Local Housing Forums.
Topic Groups	Residents who take part in topic groups will be asked for feedback on the design and delivery of the groups to make sure they are giving all the information and

	support they need to provide feedback on complex issues.
TRAs	Officers will work with a couple of TRAs who want to take on more responsibility on their estates to develop proposals for a more responsible TRA. Officers will work with a number of newly formed TRAs and residents who have been interested in forming a TRA to develop an entry level TRA that offers flexibility.
Local Issues Groups	This opportunity will be advertised to residents as part of the launch of the new engagement arrangements.
Community and Special Interest Groups	Groups will be asked to give feedback as part of a review of how the Council works with these groups. Their feedback will be used to set out guidance for staff on how to seek views and feedback from these groups.
Mystery Shopping and Resident Inspection	A programme of work for mystery shoppers and resident inspectors will be agreed with the Residents' Improvement Taskforce. Further recruitment of residents to carry out these tasks will take place to support the agreed programme.
Resident Resource Centre	A steering group of interested residents will be established to draw up a number of options. Residents will then be asked to comment on the proposed options.

5. Implications

5.1 Financial Implications

5.1.1 Revenue Implications

There will be some costs associated with setting up a residents resource centre but this will depend on the options developed. The cost of each option will be assessed and provided to residents to assist them in identifying their preferred option.

Costs related to the grassroots residents engagement arrangements will be contained within existing and proposed staffing structures and resident engagement budgets.

5.1.2 Risk Implications

There is a risk that in refreshing the resident engagement arrangement and encouraging more engagement from residents that proposed resources and structures will not be sufficient. However, the new proposed structure for housing services has diverted considerable additional resources for resident engagement and budgets could be revisited in future years if necessary.

5.2 Equalities Implications

The proposals for resident engagement promote more opportunities for resident engagement and more flexibility for residents in the ways they can get involved. This should help all residents to get involved in their housing services if they want to.

Special interest groups such as the HFI disability forum will continue to be consulted on service and policy changes and improvements. Ensuring that feedback from disabled people with a variety of impairments will support improvement of services.

Community groups representing the many different settled communities in Islington will be consulted and a review carried out to ensure the most effective use of their input.

Support will be made available to support residents with different impairments and language barriers to attend and take part in local forums, topic groups and local issues groups and for responding to surveys etc.

An equalities impact assessment will be carried out to ensure that the finalised proposals offer opportunities to all residents. The impact assessment will consider each equalities strand and how residents within these groups may need assistance to engage with the Council.

5.3 Consultation Implications

The consultation implications are set out in the body of this report.

Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of Islington Council staff to feed in to the review process. If you were unable to provide feedback at the Consultative Panel meeting itself or would like to give further feedback to Islington Council on the report please e-mail or write to the author of this report with your own views or views of your TRA.

Report Author: Hannah Bowman, Head of Social Housing Partnerships
Telephone: 020 7527 4141
Email Address: Hannah.Bowman@islington.gov.uk

Islington Council's new strategic level resident engagement arrangements

Islington Housing Executive

A Housing Executive will be established as a formal advisory committee to the Council's Executive. The Housing Executive will advise on all of the Council's housing landlord related decisions to be taken by the Council's Executive and any important housing decisions taken by the Corporate Director of Housing and Adult Social Services or other officers with relevant delegated authority.

The Housing Executive will consist of 12 members:

- Chair – Lead Member for Tenants, Residents and Communities
- 4 non-Executive elected members (proportionally reflecting the make-up of the Council)
- 1 elected directly managed tenant from the South of the borough
- 1 elected directly managed tenant from the North of the borough
- 1 elected Partners for Improvement in Islington (PFI) managed tenant
- 1 elected tenant management organisation managed tenant
- 1 elected resident leaseholder, shared owner or service charge paying freeholder
- 1 selected housing association tenant from Islington
- The Residents' Champion elected by tenants, resident leaseholders, resident service charge paying freeholders and shared owners (providing a link between the Taskforce and Housing Executive).

Elections for resident positions on the Housing Executive will take place in September 2012. Appointment of all Councillors to the Housing Executive will take place at a meeting of the full Council.

Elected resident members will undertake a pre-election assessment process to ensure they have the capacity to fulfil the duties required of them as a Housing Executive member. It is intended that the housing association tenant on the Executive will bring an objective view. Selection of the housing association tenant will take place after the resident elections to allow members of the Housing Executive to be involved in the selection process.

Descriptions of the roles of Housing Executive members will be provided to all candidates, these will set out their responsibilities. All members of the Housing Executive will be asked to sign up to a code of conduct. These position roles and code of conduct will be developed with input from residents.

The Housing Executive will carry out a review of the new resident engagement arrangements during the summer 2014. They will also consider what the on-going arrangements should be for Housing Executive non-Councillor members' term of office, election arrangements and any limitation on overall length of service. Any changes to the arrangements will be recommended for consideration by the Council.

The formal scrutiny function in respect of housing management will continue to be undertaken by the Communities Review Committee.

The Housing Executive will replace the existing HFI Board and sub-Board arrangements. The Asset Management Committee, Performance Management Committees will come to an end with the end of the management agreement with HFI on the 1st April.

Residents' Improvement Taskforce

A Residents' Improvement Taskforce will also be established. The taskforce will have an open attendance, with all tenants, leaseholders, shared owners, and service charge paying freeholders being invited to attend. The group would set its own agenda and identify services that it wants to review or inspect.

The group will establish 'task and finish' groups to look into specific services and report back to the wider group. The 'task and finish' groups will be supported by resident engagement officers.

A Resident's Champion and two Vice Residents' Champions will be elected by ballot of tenants, resident leaseholders, shared owners and resident service charge paying freeholders. They will be elected for a term of two years. All tenants will be eligible to stand for the Residents' Champion position and one of the Vice Residents' Champions. The second Vice Residents' Champion position will be open to resident leaseholders, shared owners and resident service charge paying leaseholders. The Champion and Vice Champions will chair meetings, set the agendas and set up and support the 'task and finish groups'. The Champion and Vice Champion will also engage with other residents through the grassroots resident engagement arrangements to ensure the work of the Taskforce reflects the feedback from a wider body of residents.

Descriptions of the roles of Residents' Champion and Residents' Vice Champions will be provided to all candidates, these will set out their responsibilities. The Champion and Vice Champions will be asked to sign up to a code of conduct. These position roles and code of conduct will be developed with input from residents.

The Residents' Champion will provide the link between the Residents' Improvement Taskforce and the Housing Executive, providing reports back to the Housing Executive on the work carried out by the group. The Housing Executive will respond to the reports from the taskforce with an action plan for service improvement to be undertaken by the Housing Executive which may include recommendations for action to the Council's Executive.



Report of	Team	Job Title
Doug Goldring	HASS – Housing Operations	Service Director – Housing Operations

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	2	Consultation

Moving Out – Just Rewards tenant incentive scheme

1. Synopsis

- 1.1 This report outlines proposals to change Islington Council’s tenant incentive scheme, Moving Out - Just Rewards, in response to a new partnership project with Bright Sparks to recycle furniture, white goods and other unwanted items left in Islington’s properties.

2. Recommendations

- 2.1 That Panels consider and comment on the proposed changes to the Moving Out – Just Rewards tenant incentive scheme.
- 2.2 That the Panels indicate their preferred option from the following proposals:
- 1) The £150 incentive payment is completely withdrawn. Tenants’ behaviour appears to be unaffected by end of tenancy incentive payments and tenants should abide by the conditions set out in their tenancy agreement without being incentivised to do so;
 - 2) The £150 incentive payment is reduced to £50. Tenants continue to be rewarded for giving proper notice, handing in keys on time and leaving the property in reasonable condition but are no longer rewarded for removing their unwanted belongings. This is the council’s preferred option;
 - 3) The £150 incentive payment is retained to reward responsible tenants.

3. Background

3.1 Bright Sparks Recycling Pilot

Bright Sparks is a partnership scheme between Islington Council and a social enterprise. Initially set up to repair and sell small electrical items, the scheme is being expanded to sell and recycle unwanted belongings left in Islington Council's properties. All items left behind at the end of a tenancy will be taken by the Council's voids contractor, Kier, to a new Bright Sparks depot on the Andover estate. At the depot, the items will be sorted for sale, recycling or disposal. The scheme will assist tenants with their move and reduce the amount of waste from Islington going to landfill.

3.2 Moving Out – Just Rewards

Just Rewards is Islington Council's tenant incentive scheme which was launched in 2006 to reward responsible tenants and incentivise tenants' compliance with conditions of tenancy. Moving Out – Just Rewards is a £150 payment awarded at the end of a tenancy when appropriate notice is given, keys have been handed in on time, all belongings removed from the property and garden and the property left in good repair.

3.3 The introduction of the Bright Sparks pilot will mean a change in tenant behaviour and therefore a need to change the incentive scheme that encourages such behaviour. Tenants will not need to remove unwanted items from their property. In fact, the success of the Bright Sparks project partly depends on the availability of items for recycling. Other behaviours at the end of a tenancy remain desirable e.g. giving appropriate notice and handing in the keys on time and so a smaller incentive payment may remain relevant.

3.4 End of tenancy process

There is often a short window of time between the notification of a transfer/move and the end of the tenancy. The new project removes the burden of moving unwanted items and this is likely to assist many tenants.

3.5 Benchmarking

In March 2012, 7 London social landlords were contacted - Ealing, A2Dominion, Hillingdon, Hammersmith & Fulham, Lewisham, Camden and Lambeth in order to benchmark Islington's approach to end of tenancy incentives. Ealing, Lewisham and Camden participated in the benchmarking. Direct contact with these landlords and further desk research on housing forums and landlords' websites revealed that Islington's scheme is generous. Lewisham and Ealing offer £100 and although Camden has considered similar schemes it does not currently offer any incentive. The landlords contacted suggest that those tenants who leave their property in good condition would do so with or without the incentive payment and in fact Camden's approach is that tenants should be required to meet the conditions of their tenancy agreement without any incentive.

3.6 Incentive Schemes

Tenant incentive schemes have been considered good practice. The previous inspection regime conducted by the Audit Commission criticised where these incentive schemes were not being used and recommended that such schemes be implemented.

3.7 Experience of housing staff

At the end of March 2012, housing staff who deal with the end of tenancy process including new tenant liaison officers and the voids manager were interviewed in order to get their views on the Moving Out incentive scheme. They identified inconsistencies with current scheme that included instances where the £150 had been awarded to the outgoing tenant but then hidden, faulty alterations requiring extensive work were subsequently found and the outgoing tenant should not have received the payment. In other cases, staff had suspicions that unwanted items and rubbish had been dumped by the outgoing tenant in the locality but had no proof and so had no alternative but to give the payment.

3.8 Views of former tenants

A telephone survey of 11 former tenants from different Area Housing Offices who had received the £150 payment was conducted during March 2012. They were asked a series of questions:

- “Would you **definitely** remove your belongings without the £150 incentive”
- “Would you **probably** remove your belongings without the £150 incentive”
- “Would you **not** remove your belongings without the £150 incentive”

Nobody said they would not have cleared their property without the incentive. 2 respondents suggested that it had been important, the remaining 9 were adamant that the incentive did not affect their behaviour and that they would have done it anyway: “...it’s the kind of people we are.”; “...it was part of my agreement with Islington Council” and “Of course I would have done!”.

3.9 During the telephone survey, further feedback on the proposed pilot was also sought. 9 of the 11 former tenants took all of their belongings with them to their new property. The remaining 2 former tenants used existing resources to dispose of unwanted items – a local charity, given to neighbours. The items disposed of included gas cookers, a sofa, a large television, carpets and a fridge all of which items could have been used by Bright Sparks. One former tenant commented that they might have left 20-30% of their belongings behind if the service was available.

4. Costs and figures relating to Moving Out – Just Rewards.

4.1 Table 1 shows the number of Moving Out payments broken down by Area Housing Office and their total cost for years 2010-11 and 2011-12.

Table 1: Moving Out Payments 2010-11, 2011-12

	Number of Moving Out payments per Area Housing Office				Total cost of Moving Out payments £
	Holland Walk	Old Street	Highbury House East	Highbury House West	
2010-11	41	58	38	40	26,550
2011-12	36	65	69	28	29,700
TOTAL	77	123	107	68	56,250

4.2 When tenants leave belongings or rubbish behind in their properties at the end of their tenancy they are charged a set £290 for removal (moving out recharge). Table 2 shows figures for the number of properties re-let, the total number of Moving Out payments and the number of moving out recharges in 2010-11 and 2011-12.

Table 2: Total Numbers of re-lets, Moving Out Payments and moving out recharges for 2010-11 / 2011-12.

	Total number of re-lets	Total number of Moving Out payments	Total number of Moving out recharges
2010-11	852	177	332
2011-12	859 ¹	198	370
TOTAL	1711	375	702

- 4.3 There are circumstances when a decision is made not to award a moving out payment despite lumber being removed or not to issue a moving out recharge despite lumber being left in the property. For example:
- no payment is made or moving out recharge created if the property becomes empty after an unauthorised occupant moves out
 - recharges are unlikely to be raised if the former tenant has died or moved to a care home or if the amount of lumber left is very small
 - former tenants may have cleared their property but not given the council appropriate notice or were late handing in their keys
- 4.4 Table 2 shows that despite the availability of a £150 incentive payment, about 40% of re-lets still incur a recharge which demonstrated that the Moving Out - Just Rewards does not act as an incentive for a significant number of tenants who fail to comply with their tenancy conditions.

¹ ytd – February 2012

5. Partners for Improvement in Islington

Arrangements are being made to discuss with Partners for Improvement in Islington if they are interested and able to participate in the Bright Sparks scheme. Until such time as they are included in the Bright Sparks scheme the current Moving Out – Just Rewards scheme will apply to their tenants.

6. Implications

6.1 Financial implications

6.1.1 Capital Implications

None specific to this report

6.1.2 Revenue Implications

The financial impact to the HRA of the 3 options outlined in this proposal is set out in the table below. Option 1 is the only option that delivers a small saving.

Options	Moving Out Incentive Payments - Estimated (SAVINGS)	Moving out Recharges £290 – Estimated LOSS of « Collectable » INCOME	Estimated NET COST / (SAVING)
Option 1 (reduce incentive to Nil)	(£29,700)	£26,000	(£3,700)
Option 2 (reduce incentive to £50)	(£19,800)	£26,000	£6,200
Option 3 (incentive remains at £150)	£0	£26,000	£26,000

6.1.3 Efficiency Implications

Whilst the financial efficiencies generated by this initiative may be small it is acknowledged that this is compensated for by the environmental benefits arising both in terms of reducing the quantity of waste disposed of to landfill & potentially reducing the incidence of fly tipping on estates.

Staff resources currently deployed in obtaining evidence of waste left by vacating tenants & raising invoices/collection can be re-diverted to other housing activities.

6.1.4 Risk Implications

Kier's current voids price is based on collection of current levels of waste if this was to increase dramatically there is a risk that Kier will seek to increase their charge to the council. Landfill charges currently paid by Kier will reduce with the increase in lumber items being recycled as a result of the project.

There is a risk that Bright Sparks will not have the capacity to store/administer the quantity of items disposed of.

6.2 **Legal Implications**

None specific to this report.

6.2 **Equalities Implications**

The current scheme has been challenged by a small number of disabled tenants who, due to their disability, were unable to clear their property as required. In these instances the £150 was paid to them. The Bright Sparks voids scheme will be a helpful service for all tenants but particularly those with family commitments, mobility and vulnerabilities which prevents or hinders their ability to clear unwanted belongings when they move out.

6.3 **Sustainability Implications**

It is anticipated that sending all lumber and unwanted items left by tenants when they move out of their homes to the Bright Sparks project for recycling will result in a significant reduction in the amount of this material going to landfill.

6.4 **Consultation Implications**

Any comments received from the Consultative Panels will be considered as part of the review of the Just Rewards scheme.

Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of Islington Council staff to feed in to the review process. If you were unable to provide feedback at the Consultative Panel meeting itself or would like to give further feedback to Islington Council on the report please e-mail or write to the author of this report with your own views or views of your TRA.

Report Author: Ruth Peacocke, Service Development Officer
Telephone: 020 7527 8632
Email Address: ruth.peacocke@islington.gov.uk



Report of	Team	Job Title
Doug Goldring	Housing and Adult Social Services	Director of Operations

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	3	Consultation

Estate Parking Enforcement Service and Contract

1. Synopsis

- 1.1 This report updates Consultative Panels on forthcoming legislation and required changes to the estate parking enforcement service.

2. Recommendations

2.1 That Panels:

- i) review and make comments on the current enforcement contract, outlining strategy for ongoing service delivery and future re-procurement;
- ii) note the current estate parking enforcement contract is to be extended for one year to 30 September 2013, with a contract variation introduced to enable the issuing of Parking Charge Notices (PCN's) for all contraventions of estate parking restrictions;
- iii) note PCN's are to be introduced during the period covered by a commencement order for compliance with the new law. We provisionally anticipate that PCN issuing on estates will commence before October 2012;
- iv) note PCN fees are recommended to be set at £120, reduced to £60 for prompt payment.

3. Background

- 3.1 A report to Consultative Panels in September 2011 advised that chapter 3, part 2, clause 54, subsection 2 of the draft Protection of Freedoms Bill proposed to ban the wheel-clamping of vehicles on residential estates.
- 3.2 The bill also severely restricts the removal of vehicles by contractors, other than those those are untaxed / abandoned. Random towing of unauthorised and illegally parked vehicles will no longer be permitted. Targeted removals may be allowed under very limited circumstances. However no contractor would be financially able to retain a vehicle pound, towing fleet and staffing resources on a stand - by basis, for occasional use. Therefore a towing service will not be feasible. The bill does make provision for the police to tow vehicles away from estate land, but does not detail the circumstances in which such removals may take place.
- 3.3 The bill received Royal Assent on 1 May 2012 and has now become the Protection of Freedoms Act 2012. The commencement order that will state a fixed deadline for all clamping and towing to cease, is imminent. Typically a minimum period of 2 months is given. It is therefore currently anticipated that the new PCN issuing service would commence in July.

4 Enforcement contract

- 4.1 Current estate parking enforcement policy consists of wheel – clamping and towing away of illegally parked and unauthorised vehicles. The enforcement policy based on towing has been in place, with the service contracted out, for over 20 years. Wheel-clamping was introduced in 2000, as it was no longer possible to procure a towing service that did not incorporate wheel-clamping.
- 4.2 The current contract is held by Wing Security and is due to end on 30 Sept. 2013.
- 4.3 In April 2011 a contract variation was introduced, allowing the issuing of a Fixed Penalty Notice (FPN) to vehicles displaying a disability parking Blue Badge and parked in an access area, or occupying a residents parking bay. These vehicles could not be wheel-clamped or towed away.
- 4.4 Under the new legislation we will be legally forced to introduce PCN's on estates.
- 4.5 The PCN service will be introduced on a split of income basis, with no new costs or required increase in budgets. The split will be negotiated with Wing Security when the contract variation is introduced. It should be noted that current PCN contracts on public roads are predominantly based on the client paying a management fee to the contractor. We currently receive a small income and the forced changes to the service may lead to future cost implications when we re-procure.
- 4.6 Re-procurement will take place from November 2012 for a new PCN issuing and payment collection contract, to commence from 1 October 2013.

5 PCN fines and appeals

- 5.1 It is recommended that a single PCN amount is set at £120, discounted to £60 if paid within 14 calendar days. These amounts are based on forecast enforcement

levels and predicted payment levels, measured against the risk of encouraging illegal and unauthorised estate parking if the payment amounts are significantly lower than PCN's on Islington's public roads. The costs of providing the service have also been considered, along with benchmarking of other local authorities. A benchmarking table has been provided at Appendix A.

- 5.2 There will be a one stage Parking Charge Notice appeal process, modelled on the process for existing council Penalty Charge Notices issued on public roads. Appeals must be submitted within 14 calendar days. During the 14 calendar day response timescale fee levels will be frozen, effectively allowing up to 28 calendar days for payment of the reduced PCN amount. Unsuccessful appeals may be referred to the Local Government Ombudsman. The vehicle owner is also entitled to use the council's complaints process to mitigate and / or seek compensation.
- 5.3 For vehicles wheel-clamped or towed away an average of 13% per annum result in an appeal. Average appeal levels for penalty notices issued are 50%. At current enforcement levels the introduction of PCN's is likely to lead to a substantial increase in appeals.

6 Signage changeover strategy

- 6.1 There are 1080 estate parking restriction metal warning notices displayed on over 200 estates. The signage positions are mapped and indexed. Introducing PCN's requires changes to all signs.
- 6.2 A new council branded PCN signage design is attached at Appendix B. The content and design meets British Parking Association (BPA) guidelines.

7 Policy implications

- 7.1 The change in enforcement legislation has potential implications for the allocation and control of estate parking bays and rights of our bay-holders.
- 7.2 Estate bay-holders pay a weekly rent for exclusive use of individually numbered bays and are currently able to report obstructively parked vehicles for removal. Without the ability to protect their exclusive right of access we may see a rise in such parking problems, caused by drivers who are not deterred by the risk of receiving a PCN. Once the new legislation is implemented and the issuing of PCN's has been in place for at least 6 months, a further paper to Consultative Panels will review the outcomes and impact on estate parking control.

8 Consultation Implications

- 8.1 Consultative Panels were briefed in September 2011 of the estate parking enforcement implications of the Freedom of Protections Bill.
- 8.2 An advisory article was published in the April Residents Newsletter.
- 8.3 Feedback from Area Panels will be used to shape the future service.

Report author: David Hutchison, Estate Parking Manager
Telephone: 020 7527 8666
Email address: david.hutchison@islington.gov.uk

ESTATE PARKING CHARGE NOTICE BENCHMARKING TABLE

HOUSING AUTHORITY	PCN AMOUNTS
Camden Council	£60 / £120 under consideration
City West Homes (Kensington and Chelsea)	£60 / 120 agreed
Greenwich Council	£60 / £120 proposed
Homes for Haringey	To be confirmed
Hyde Housing	£60 / 120 agreed
London and Quadrant	£60 / 120 agreed
Redbridge Council	£50 / 100 in place. Increase to £60/120 proposed
Southern Housing	To be confirmed
Wandsworth Council	£60 / 120 proposed
Westminster Council	£60 / 120 agreed

Islington Parking Services (On Islington public highways)	£40/80 (Lower level offences.)	£65/130 (Higher level offences.)
Camden Parking Services (On Camden public highways)	£40/80 (Lower level offences)	£65/130 (Higher level offences)



ISLINGTON

Private Parking

Parking conditions apply at all times

Permit parking only

All vehicles must clearly display an estate parking permit



Blue badge users must clearly display the blue badge and park in marked disability parking bays only, where available.

Failure to comply with these conditions may result in the issue of a Parking Charge Notice of £120. (£60 if payment is received within 14 days)

If the Parking Charge Notice is not paid, vehicle keeper details will be requested from the DVLA and further action will be taken to recover payment. This may lead to additional charges.

**For more information and payments:
Tel: 0870 240 4139**

Report of	Team	Job Title
Patrick Odling-Smee	Housing and Adult Social Services	Service Director of Housing Needs & Strategy

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	4	Information

Feedback from Panels – March 2012

1. Synopsis

- 1.1 This report informs Panels of feedback provided on the consultation items at the March 2012 round of Panel meetings.

2. Recommendation

- 2.1 That Consultative Panels note this report.

3. Feedback from Panels – March 2012

3.1 Housing Resident Engagement Arrangements

The Council's Executive took the feedback from the Consultative Panels into consideration when agreeing the budget and the medium term financial strategy for the Council's housing revenue account. As requested at the Panels the Council will be carrying out an extensive consultation over the summer (but avoiding the summer holidays as suggested) that will give residents the opportunity to have a direct influence on how money is spent on investment in their homes.

3.2 **Caretaking Review**

Our residents value caretaking as a high profile and important service. Residents on the whole are satisfied with the arrangements of current service.

The majority of residents would like the service to continue with known and recognisable caretakers working on a fixed geographical patch.

Residents on the whole were against any changes to the provision of mechanised caretaking and are happy with this service. However leaseholders would like more clarity on the charges.

Residents are broadly in support of an input specification that has some out put based components.

Most residents would like caretaking to remain under Housing's direct management and are against the service being allocated to another department or split.

Housing and Adult Social Services will be taking on board these comments when looking at how the required efficiency savings will be made and further proposals will be made for consultation.

3.3 **Panel Dates 2012-13**

The dates, times and venues as selected by Panels, are available in the covering pages of this set of reports.

Report Author: Shenika Francis, HASS
Telephone: 020 7527 5148
Email Address: shenika.francis@islington.gov.uk

Report of	Team	Job Title
Patrick Odling-Smee	Housing and Adult Social Services	Service Director of Housing Needs & Strategy

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	5	Information

Consultative Panel Update

1. Synopsis

- 1.1 This report Updates Consultative Panels on national topics and current events in Islington.

2. Recommendation

- 2.1 That Consultative Panels note this report.

3. Background

- 3.1 This report will be presented at each Consultative Panel meeting to provide summary information to Panel members on current activities with Islington Council and any national topics that may effect the way housing services are delivered.

4. **IslingtonLife Spring edition**

Islington Life is your local magazine brought to you by Islington Council. This newsletter goes to all Islington residents and is out now. Highlights from this issue include:

- measures we are taking to tackle anti-social behaviour and housing fraud
- local projects and activities engaging the local community and young people
- information on new council homes built by Islington Council

5. **New fire resistant front doors**

By law the Council must ensure that front doors of flats are fire-resistant and ensure that escape routes such as corridors and stairway have good emergency lighting. The Council intend to carry out this fire safety work to all blocks/estate this year and will write to residents to confirm when the work will be carried out.

6. **Why you need home contents insurance**

Islington Council do not insure your furniture, belongings, decorations and other home contents. This means that any loss or damage as a result of theft, fire, flooding or accident is your responsibility. Home contents insurance can provide protection for your belongings, fixtures and fittings in your home.

The council is able to provide home contents insurance at a special low cost rate. This scheme is open to all council tenants and right-to-buy leaseholders. For further information or please contact your local Area Housing Office.

7. **Sensory impairment team office move**

The Sign Language Interpreting Team will move from their offices at 23 – 26 St Alban's Place on Fri 18 May, with the service at the town hall from 21 May

For more information please contact Debbie Conway, Team Manager

Sign Language Interpreting Team & Administration Team Islington Council/NHS Islington
Tel: 020 7527 3396, Fax: 020 7527 3275, Minicom: 020 7527 6067, Mobile/SMS: 07769 235798 or email debbie.conway@islington.gov.uk. For interpreter bookings, please email: interpreter.signlanguage@islington.gov.uk

8. **Holloway Arts Festival**

Islington is working with Rowan Arts to bring you The Holloway Arts Festival. The festival is set storm the streets of Islington from the 1 - 10 June. Celebrating its tenth year, the festival will bring a riot of eclectic music, spoken word, film, comedy, crafts, theatre and outdoor events. Many of the events taking place are free or offered at concessionary rates. For more information visit <http://www.hollowayartsfestival.co.uk/>

Report Author: Shenika Francis, HASS
Telephone: 020 7527 5148
Email Address: shenika.francis@islington.gov.uk

Report of	Team	Job Title
Sean Mclaughlin	Housing and Adult Social Services	Corporate Director of Housing & Adult Social Services

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	6	Information

Integration of Homes for Islington

1. Synopsis

- 1.1 This report provides a brief update on the integration of Homes for Islington (HFI), following the Council's decision to bring the housing management function back in-house in November 2011.

2. Recommendation

- 2.1 That the Panel notes the contents of this report.

3. Background

- 3.1 HFI was the Council's Arm's Length Management Organisation (ALMO), set up in 2004 to manage the majority of Islington's housing stock. On 24 November 2011, following an extensive consultation exercise with tenants and leaseholders, the Executive agreed that the services and functions provided by HFI should be brought back under the direct management of the Council.

- 3.2 In response to that decision, a Housing Integration Board was established, consisting of senior officers from across the council and from HFI. The remit of the Board was to ensure a smooth transition and the delivery of anticipated savings.
- 3.3 The Board has directed and monitored the actions of several sub-groups that have managed the key aspects of the integration, such as resident engagement, transfer of staff, transfer of HFI contracts and assets, financial integration, and the amalgamation of support services.
- 3.4 An early termination date to the agreement with HFI was negotiated and HFI's staff, services and functions were transferred to the Council as planned on 1 April 2012.

4. Transfer of staff and reorganisation of support services

- 4.1 All staff members that were employed by HFI on 31 March 2012 were entitled to transfer to the council under TUPE (Transfer of Undertakings (Protection of Employment) regulations when the services and functions were taken over by the council.
- 4.2 As HFI was a separate organisation, the integration with the Council has resulted in some duplication of work in support services. This includes corporate support services such as human resources, finance and procurement, as well as departmental support services such as performance and IT support.
- 4.3 As a result, a number of reorganisations are now being undertaken to ensure the new, integrated service provides good value for money to tenants and leaseholders.
- 4.4 Consultations are currently taking place with affected staff and most new teams are expected to be in place by July 2012. Resident contact numbers for frontline services will remain unchanged regardless of the outcome of the reorganisations.

5. Resident engagement arrangements

- 5.1 As part of the integration, the HFI Board and Sub-Board structures need to be replaced by new resident engagement arrangements. It is intended that these new arrangements will put residents at the heart of decision-making on housing landlord issues.
- 5.2 A three-stage consultation process is currently being carried out with tenants and leaseholders to help inform the new arrangements and Area Panels have been, and continue to be involved in this process.
- 5.3 The Panels received a report in March outlining the strategic proposals for resident engagement and a separate report, detailing the proposals for grassroots engagement arrangements has been provided to Panels for the May meetings.

6. Integration costs and anticipated savings

- 6.1 The report to Executive in November 2011 suggested that £1.69 million could be saved by bringing the housing management function back under direct council control. The

integration programme is currently on track to deliver these savings, with the possibility of further savings being achieved.

- 6.2 The November Executive report also suggested that one-off costs of between £660k and £940k could be expected if HFI was brought back under direct Council management. It is difficult to fully project the final amount of one-off costs as this will not be known until redundancy payments have been taken into account. However, current projections suggest that the cost of integration will be below £660k.

7. Rebranding

- 7.1 The Council Executive were clear that the amount of money spent on rebranding the services previously provided by HFI should be kept to a minimum. As a result, rebranding has been limited, with some strategic signs e.g. at Area Housing Offices and name badges being replaced on 1st April 2012, however most other branding remaining unchanged.
- 7.2 The HFI brand will be gradually removed over the coming months and years as items such as caretaker uniforms and estate signs are only replaced when they are due for their usual upgrades.
- 7.3 HFI Direct has been renamed *Housing Direct*. The functions and contact numbers will remain the same. The council's website and intranet are currently in the process of being updated and the information held on the HFI website will be incorporated into this over the summer.

8. Conclusion

- 8.1 The integration of HFI has been successful to date, with all aspects of the programme being delivered on schedule, within budget and with anticipated savings due to be delivered.

Report Author: Simon Elkington, Housing Integration Programme Manager
Telephone: 020 7527 8699
Email Address: simon.elkington@islington.gov.uk

Report of	Team	Job Title
Simon Kwong	Housing and Adult Social Services	Director of Property Services

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	May 2012	7	Information

Capital Programme Update - Quarter 4

1. Synopsis

- 1.1 This report advises Consultative Panels on the progress of all local schemes of 2011/12

2. Recommendation

- 2.1 That the Panel notes the report.

3. Background

This report monitors progress on capital projects in each Housing Area up until the end of the 4th quarter (31st March 2012). A further update up to the end of the 1st quarter (30 June 2012) will be presented to the Consultative Panels at the July 2012 round of meetings.

Report Author: Aiden Stapleton, Consultation Manager
 Telephone: 020 7527 4148
 Email Address: Aiden.Stapleton@islington.gov.uk

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
B Phase 3 Blair close	HE	Breyer	External/ Internal repairs & decoration	RB	09/01/2012	25/03/2012	Daniel Davies 0207 527 7434
B Phase 3 - Haden Court	HE	Breyer	External decorations roofs and kitchens	RB	28/11/2011	25/05/2012	Abhinav Kurupp - 02075272378
B Phase 4- Old Andover	HE	Breyer	Andover House, Barmouth House, chard House, Methley House, Rainford House, Yeovil House Plus environmental works	TR	28/11/2011	06/07/2012	Kulvir Cambow - 0207 527 4271
B Phase 4 Vaudeville Court	HE	Breyer	Window renewal. External/ Internal repairs & re-decoration. Roof Repairs.	RB	30/01/2012	13/07/2012	Abhinav Kurupp - 02075272378
B Phase 4 Mayville Estate	HE	Breyer	Neptune House, Lydgate House	RB	09/11/2011	11/06/2012	Abhinav Kurupp - 02075272378
B Phase 7 Kerridge Court	HE	Breyer	External/ Internal repairs & decoration	RB	28/02/2012	22/10/2012	Abhinav Kurupp - 02075272378
B Phase 8 Harvist Estate	HE	Breyer	External/ Internal repairs & decoration	TR	28/05/2012	12/10/2012	Jim Mathews - 0207 527 7473
B Phase 11 Highbury Quadrant	HE	Breyer	Underpinning	TR	03/09/2012	03/12/2012	Kulvir Cambow - 0207 527 4271

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
B Phase 18 Aubert Court Estate	HE	Breyer	1-17, 18-33, 34-50, 51-67, 68-82, 83-100 Aubert Court, 1-10, 11-18, 25-40 Avenell Mansions, 1-16, 17-36, 37-47 38, 48-62 Courtney Court, 1-11, 13-31 Hamilton Park, 1-5, 6 - 25, 26, 27-32, 33-35, 36-41, 42-43 Jack Walker Court, Weymouth Villas, 35 Moray Road, Albermarle Mansions, Medina Court	RB	06/08/2012	06/02/2013	Jim Matthews - 0207 527 7473
Highbury Station Road K&B	HE	Mears	K&Bs	BR	05/03/2012	25/05/2012	Paul Couzen
New Rver Green	HE	TBC	New River Green Estate the replacement of existing roof top communal ventilation units, duct cleaning and grill replacement within the dwellings.	VS	01/09/2012	01/03/2013	Alan Price - 0207 527 8605
Crowfield House	HE	TBC	Lift replacement	VS	05/11/2012	31/05/2013	Peter Mersh
1-5 Caldly Walk & 39-52 Caldly Walk	HE	TBC	Lift replacement	VS	03/12/2012	31/05/2013	Peter Mersh
King Henry's Walk 10/11 Programme	HE	TBC	Lift refurbishment	VS	25/06/2012	02/11/2012	Peter Mersh
Horsefield 10/11 Programme	HE	TBC	Lift refurbishment	VS	25/06/2012	02/11/2012	Peter Mersh
Highbury Quadrant Estate	HE	Temple Lifts	Lift refurbishment	VS	03/09/2012	06/05/2013	Peter Mersh
ELWOOD HOUSE	HE	Kiers Services Ltd	New system - Door Entry System	VS	30/04/2012	18/06/2012	Steve Webber

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
HURLOCK HOUSE 8-34	HE	TBC	New system - Door Entry System	VS	30/04/2012	08/06/2012	Steve Webber
TWYFORD HOUSE 108-135	HE	TBC	New system - Door Entry System	VS	30/04/2012	18/06/2012	Steve Webber
TWYFORD HOUSE 26-75	HE	TBC	New system - Door Entry System	VS	30/04/2012	18/06/2012	Steve Webber
TWYFORD HOUSE 55-80A	HE	TBC	New system - Door Entry System	VS	30/04/2012	18/06/2012	Steve Webber
TWYFORD HOUSE 85-100	HE	TBC	New system - Door Entry System	VS	30/04/2012	18/06/2012	Steve Webber
ONGAR HOUSE 7-12	HE	Kiers Services Ltd	New system, new doors and screen	VS	23/04/2012	28/05/2012	Steve Webber
CROWFIELD HOUSE 26-50	HE	Silk & Mackman Ltd,	New system doors and screens	VS	10/04/2012	18/05/2012	Steve Webber
Harvist Estate <i>Talbot House</i> <i>Citizen House</i> <i>Lillingstone House</i> <i>Hind House</i>	HE	TBC	Communal Lighting Improvement Programme	TR	30/04/2012	08/06/2012	Selwyn Forte
Sinclair court	HE	TBC	Laterals and risers	VS	TBC	TBC	Selwyn Forte
Aubert Court	HE	TBC	DRY RISERS 2012 - 13	VS	TBC	TBC	TBC
JOHN KENNEDY COURT	HE	TBC	DRY RISERS 2012 - 13	VS	TBC	TBC	TBC
MCINDO COURT	HE	TBC	DRY RISERS 2012 - 13	VS	TBC	TBC	TBC
BESANT COURT	HE	TBC	DRY RISERS 2012 - 13	VS	TBC	TBC	TBC
JERSEY HOUSE	HE	Temple Lifts	DRY RISERS 2012 - 13	VS	16/08/2010	01/04/2011	TBC
GUERNSEY HOUSE	HE	Temple Lifts	DRY RISERS 2012 - 13	VS	16/08/2010	01/04/2011	TBC
PARKVIEW	HE	TBC	DRY RISERS 2012 - 13	VS	TBC	TBC	TBC

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
MP21 - M Fry & Stock Orchards Est	HW & HYW	Mears	External/ Internal repairs & decoration to Margery Fry CT,Wilfred Frienburgh CT, Tufnell Park Rd, Carleton Rd, Hillmarton Rd, Russett Cres, Sturmer Way.	KF	01/11/2012	15/05/2013	John Lloyd - 0207 527 2793
MP25 - Williamson Street	HW & HYW	Mears	External/ Internal repairs & decoration to 85-95 & 97-103 Corinne Road 1-21 & 22-28 Melyn Close 2-22 & 23-43, Merchon Hse - Anson Rd, Adams Place 1-24 & 25-40 & 41-52 Trefil Walk and Vaynor Hse - William Street.	KF	15/10/2012	26/07/2013	Seun Olateju - 0207 527 2788, 07974091648
B Phase 3 Highbury Mansions	HYW	Breyer	External/ Internal repairs & decoration	RB	01/01/2012	18/05/2012	Kulvir Cambow - 0207 527 4271
B Phase 4 Barratt House	HYW	Breyer	Window renewal. External/ Internal repairs & re-decoration.	RB	09/01/2012	08/06/2012	Kulvir Cambow - 0207 527 4271
B Phase 19 - Stephens Ink Estate - Highbury West	HYW	Breyer	External/ Internal repairs & decoration to 1-8 Herbert Chapman Ct, 9 - 16 Herbert Chapman Court, Westerdale Court, Rosedale Ct, 21, 14-22 Hamilton Parks,Kenton Hse,Leiston Hse,Otley Hse,1-12 Tannington, Queen Margarets Ct,40-50, 53 -63 Wyatt Rd	RB	20/08/2012	18/02/2013	Kulvir Cambow - 0207 527 4271

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
MP1 Montague court	HYW	Mears	Windows renewal. Flat roof renewal, external repair & decoration & internal communal repair & decoration	KF	30/01/2012	17/05/2012	Paul Croom - 0207 527 7440
MP4 Westbourne Estate	HYW	Mears	External works - Vulcan Way, Jupiter Way, Bride St, Fortuna Clo, Roman Way, Westbourne Rd, Atlas Mews, Mackenzie Rd,	BR	10/04/2012	05/10/2012	Seun Olateju - 0207 527 2788, 07974091648
MP6 Crown Mansions	HYW	Mears	External Decorations / Partial window Renewal to street elevation - Paradise Passage, Liverpool Road, Mackenzie Rd.	BR	11/06/2012	13/09/2012	Paul Croom - 0207 527 7440
MP8 Dawlish and Tiverton Houses -	HYW	Mears	Window, lintel and balcony works - Dawlish House, Tiverton House	BR	30/04/2012	13/07/2012	Paul Couzens - 02075278507
P12 Caledonian Estate	HYW	Mears	External decorations This project incorporates works in Lockhart Close, Burns, Carrick, Irvine, Scott and Wallace House, Sophia Close, Roman Way, Burness Clo, Armour Cl, Mackenzie Road, Caledonian Rd.	BR	03/09/2012	01/03/2013	Seun Olateju - 0207 527 2788, 07974091648
MP13 - Cannonbury Court and Haslam Close	HYW	Mears	External decorations This project incorporates works in Sebbon Street, Hawes Street and Haslam Close	VS	09/07/2012	02/11/2012	Paul Couzens - 02075278507

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
MP14 - Pentonville	HYW	Mears	External decorations This project incorporates properties in Eckford, Calshot and Everilda Streets.	KF	25/06/2012	21/09/2012	Paul Couzens - 02075278507
MP15 Field Court	HYW	Mears	External decorations -1-11 & 12 -22 Field Court,	KF	25/06/2012	03/09/2012	Paul Croom - 0207 527 7440
Bampton & Catton K&B	HYW	Mears	K&Bs	BR	12/03/2012	25/05/2012	Paul Couzen
MP22 - Bemerton Est - On	HYW	Mears	External/ Internal repairs & decoration to BarneS ct,Caithness HSE,Dunoon HSE,Kinros HSE,Lion CT,Orkney HSE,Perth HSE,Selkirk HSE,Tiber Gdns, Caithness Hse, Dunoon Hse, Orkney Hse, Coatbridge Hse, Airdrie Close, Bemerton Street, Tayport Close, Twyford St, Earlsferry Way, Copenhagen St, Pembroke St, Caledonian Rd, Carnoustie Drive, Stranraer Way, Eden Grove, Geary St, Half Moon Cres, Wynford Rd, Lofting Rd, Treaty St, Lion Ct, Barnes Ct, Tiber Grdn.	KF	08/11/2012	TBA	Paul Croom - 0207 527 7440
Hold							

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
MP23 - Wakelin Hse Est	HYW	Mears	External/ Internal repairs & decoration to Halton Mans,Wakelin HSE 1-4 & 5-8 Tressell Cl, 1-6 & 7-10 Richmond Gr 1-6 & 7-9 Sebbon St, Halton Rd, Sebbon St.	BR	10/09/2012	31/01/2013	Seun Olateju - 0207 527 2788, 07974091648
MP24 - Highbury Stn Rd	HYW	Mears	External/ Internal repairs & decoration to 294-300 Liverpool Rd 32-38 Laycock St 31-45 Penton St Wynn Ct Olive Ct 15-18 Battishill St Providence Ct 92 Upper St, New Wharf Road 1-4 Risinghill St 38 Barsbury Rd	BR	10/09/2012	TBC	Paul Croom - 0207 527 7440
MP30 - Spriggs Hse	HYW	Mears	New Roof - Spriggs hse - Canonbury Rd	KF	TBA	TBA	Seun Olateju - 0207 527 2788, 07974091648
35 Hertslet, 37 Hertslet, 1 Arthur , 3 Arthur, 5 Arthur & 7 Arthur	HYW	Breyer	External/ Internal repairs & decoration to 35 Hertslet, 37 Hertslet, 1 Arthur , 3 Arthur, 5 Arthur & 7 Arthur	TR	June 2012	Dec 2012	Daniel Bates - 02075274216
Lockhart Close	HYW	EMS Ltd	Boilers and distribution Pipework and internal controls modification and replacement 02075277468	BR	08/05/2012	01/09/2012	Tony Parkin
Dehli Outram	HYW	BTU	Replacement of communal boilers and installation of Plate Heat Exchanger	BR	14/05/2012	01/09/2012	Alan Price - 0207 527 8605

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
Halton Mansion	HYW	TBC	Replacement of heating and hot water distribution, hot water cylinders, internal controls and radiators	BR	01/10/2012	01/10/2013	Alan Price - 0207 527 8605
20 Barnsbury Park	HYW	TBC	Installation of individual boilers	BR	04/06/2012	29/06/2012	Trevor Frater
Dixon Clark Court	HYW	TBC	Lift replacement	VS	05/11/2012	31/05/2013	Peter Mersh
FULBECK HOUSE 12-22	HYW	TBC	New system	VS	14/05/2012	25/06/2012	Steve Webber
CENTURION CLOSE	HYW	TBC	Door Entry 2012-13	VS	19/11/2012	11/03/2013	TBC
DUNOON HOUSE	HYW	TBC	Door Entry 2012-13	VS	26/11/2012	08/02/2013	TBC
CAITHNESS HOUSE	HYW	TBC	Door Entry 2012-13	VS	26/11/2012	08/02/2013	TBC
Bemerton Estate	HYW	TBC	Equipment has expended its useful life and cannot be relied upon.	BR	10/09/2012	05/10/2012	Selwyn Forte
DIXON CLARKE COURT	HYW	TBC	COMMUNAL LIGHTING 12-13	KF	TBC	TBC	TBC
WESTBOURNE ESTATE	HYW	TBC	ESTATE/COLUMN LIGHTING 2012/13	BR	17/12/2012	18/03/2013	George Forrest - 0207 527 2536
HALF MOON CRESCENT	HYW	TBC	ESTATE/COLUMN LIGHTING 2012/13	BR	03/12/2012	01/04/2013	George Forrest - 0207 527 2536
Delhi Outram Bingfield Street, Outram Place, Brydon Walk and Wheeler Gardens	HYW	TBC	Upgrade of Fire Alarm System(s) at Delhi Outram Estate	BR	23/04/2012	30/07/2012	George Forrest - 0207 527 2536
MP11 Camden Road North	HYW HW	Mears	External decorations This project incorporates work in Penn Road, Staveley Close Keighley Close, Nichollsfield Walk, 66-148 Brecknock Road and Margaret Bondfield House.	KF	24/08/2012	21/02/2013	John Lloyd - 0207 527 2793

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
-----------------	-------------	-------------------	---------------------------	------------------------	-----------------------------	----------------------------------	------------------------

Key

TR	Terry Rawles					020 7527 7459	
BR	Brenda Rodney					020 7527 7468	
RB	Richard Berwick					020 7527 5343	
KF	Kim Farrelly					020 7527 7430	
VS	Virginia Stephens					020 7527 2807	
HE	Highbury East						
HW	Holland Walk						
HYW	Highbury West						
OS	Old Street						

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
44B	HW	Apollo	Whitehall Mansions	TR	On hold	On hold	Kathryn Ware - 07827358946
MP2 Crouch Hall Court	HW	Mears	All blocks 1-67 Window renewal & External repairs and decoration - Crouch Hall Ct - Sparsholt Rd	KF	30/01/2012	06/07/2012	Seun Olateju - 0207 527 2788, 07974091648
MP3 New Orleans Walk Estate	HW	Mears	External Decorations - Arkansas Hse, Bayon Hse, Fayetteville Hse, Iberia Hse, Lafitte Hse, Lambert Hse, Monroe Hse, Orpheus Hse, Pakenham Hse, Shelbourne Hse, Shreveport Hse,	BR	26/03/2012	07/12/2012	Seun Olateju - 0207 527 2788, 07974091648
MP5 Brecknock Road Estate	HW	Mears	Windows renewal & External Repair & Decoration & Kitchen Renewal where properties qualify, Graham House, Quelch House, Carpenter Hse, Lee House, Paterson House, Hetherington House, Blake House, Curran House, Sexton House, Cobbett House, Kingsley House, Owen House, Morris House, Hyndman Hse, Phillips Hse, Potter Hse - Carleton Rd	KF	11/06/2012	11/06/2013	Paul Croom - 0207 527 7440
MP9 - Levison Way and Archway	HW	Mears	External decorations This project incorporates works to nos. 1 - 107 Levison Way, Hargrave Mansions, Calvert Court and 73 Landseer Road, Bovingdon Clo, Brookside Rd	BR	23/08/2012	06/03/2013	John Lloyd - 0207 527 2793
MP10 - Warltersville Road North	HW	Mears	External decorations This project incorporates Hillrise Mansions - Watersville Rd, Coleman Mansions - Crouch Hill and Marie Lloyd Garden,	BR	20/08/2012	19/01/2013	Paul Couzens - 02075278507

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
MP16 Longley House	HW	Mears	External decorations to Longley House	BR	10/09/2012	23/12/2012	John Lloyd - 0207 527 2793
MP20 - Elthorne & Hillside Est	HW	Mears	External/ Internal repairs & decoration to Holland Walk, Westacott Close, Scholefield Rd, Hazellville Rd, Beachcroft Way, Pilgrims Way, Saltdene, Sycamore CT, Regina Rd,	KF	27/09/2012	27/03/2013	John Lloyds - 0207 527 2793
MP26 - Lower Hilldrop Estate	HW	Mears	External/ Internal repairs & decoration to Kimble Hse 6-28 and 72-122 Dalmeny Ave Buckhurst Hse Coombe Hse Holmbury Hse Howell Hse Willbury Hse Dugdale Hse Horsendon Hse Rushmoor Hse and Ivinghoe Hse	KF	26/11/2012	24/05/2013	Seun Olateju - 0207 527 2788, 07974091648
MP27 - Highlands Estate	HW	Mears	External/ Internal repairs & decoration to Highlands Close, Hornsey Rd,	BR	01/01/2013	15/04/2013	John Lloyd - 0207 527 2793
MP28 - Regina Road Area O Penderyn-Trecastle	HW	Mears	External/ Internal repairs & decoration to Penderyn Way -Trecastle Way	KF	19/12/2012	TBC	Paul Croom - 0207 527 7440
MP29 - St Pauls	HW	Mears	External/ Internal repairs & decoration to St Pauls Ct	BR	TBA	TBA	Paul Couzen - 0207 527 8507
Miranda Estate (Henfield Close and Pauntly Street)	HW	TBC	Replacement of heating and hot water distribution, hot water cylinders, internal controls and radiators D&B (Henfield Close and Pauntly Street)	KF	01/10/2012	01/10/2013	Alan Price - 0207 527 8605

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
Buxton Rd - Internal Works Buxton Road - Boiler Buxton Road - Pit to dwelling pipework	HW	EPS	Replacement of internal pipework,radiators and controls	KF	01/08/2012	01/08/2013	Alan Price - 0207 527 8605
Coleman Mansions	HW	TBC	Communal Heating	KF	01/06/2013	01/06/2013	Alan Price - 0207 527 8605
Whitehall Mansions	HW	TBC	Lift replacement	TR	04/02/2013	06/05/2013	Peter Mersh
Holmbury House & Howel House	HW	TBC	Lift replacement	VS	05/11/2012	31/05/2013	Peter Mersh
Redwood Court 10/11 Programme	HW	TBC	Lift refurbishment	VS	09/01/2012	27/07/2012	Peter Mersh
Rushmore House 10/11 Programme	HW	TBC	Lift refurbishment	VS	09/01/2012	27/07/2012	Peter Mersh

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
Saltdene 10/11 Programme	HW	TBC	Lift refurbishment	VS	09/01/2012	27/07/2012	Peter Mersh
CALVERT COURT 1-12	HW	TBC	New system doors and screens	VS	10/04/2012	18/05/2012	Steve Webber
SUSSEX CLOSE	HW	TBC	Door Entry 2012-13	VS	28/01/2013	29/03/2013	TBC
Ilex House	HW	TBC	CCTV 2012/13	KF	TBC	TBC	TBC
Ringmere Gardens	HW	TBC	CCTV 2012/13	BR	18/02/2013	22/03/2013	TBC
Elthorne 1st Co-op	HW	TBC	CCTV 2012/13	KF	21/01/2013	11/03/2013	TBC
Arch Elm Co-op	HW	TBC	CCTV 2012/13	KF	TBC	TBC	TBC
Brooke Park Co-op	HW	TBC	CCTV 2012/13	KF	TBC	TBC	TBC
305 Hornsey Road Reception Centre	HW	TBC	CCTV 2012/13	VS	10/12/2012	18/01/2013	Selwyn Forte - 0207 527 8596
DAREN COURT	HW	TBC	COMMUNAL LIGHTING 12-13	KF	05/11/2012	01/04/2013	George Forrest - 0207 527 2536
ILEX HOUSE	HW	TBC	COMMUNAL LIGHTING 12-13	KF	17/12/2012	04/03/2013	George Forrest - 0207 527 2536
GIRDLESTONE ESTATE	HW	TBC	ESTATE/COLUMN LIGHTING 2012/13	BR	05/11/2012	04/02/2013	George Forrest - 0207 527 2536
BRECKNOCK ESTATE	HW	TBC	ESTATE/COLUMN LIGHTING 2012/13	KF	14/01/2013	06/05/2013	George Forrest - 0207 527 2536
HOLLY PARK ESTATE	HW	TBC	ESTATE/COLUMN LIGHTING 2012/13	KF	04/02/2013	13/05/2013	George Forrest - 0207 527 2536

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
MP21 - M Fry & Stock Orchards Est	HW & HYW	Mears	External/ Internal repairs & decoration to Margery Fry CT, Wilfred Frienburgh CT, Tufnell Park Rd, Carleton Rd, Hillmarton Rd, Russett Cres, Sturmer Way.	KF	01/11/2012	15/05/2013	John Lloyd - 0207 527 2793
MP25 - Williamson Street	HW & HYW	Mears	External/ Internal repairs & decoration to 85-95 & 97-103 Corinne Road 1-21 & 22-28 Melyn Close 2-22 & 23-43, Merchon Hse - Anson Rd, Adams Place 1-24 & 25-40 & 41-52 Trefil Walk and Vaynor Hse - William Street.	KF	15/10/2012	26/07/2013	Seun Olateju - 0207 527 2788, 07974091648
MP11 Camden Road North	HYW HW	Mears	External decorations This project incorporates work in Penn Road, Staveley Close Keighley Close, Nichollsfield Walk, 66-148 Brecknock Road and Margaret Bondfield House.	KF	24/08/2012	21/02/2013	John Lloyd - 0207 527 2793

Key

TR	Terry Rawles	020 7527 7459
BR	Brenda Rodney	020 7527 7468
RB	Richard Berwick	020 7527 5343
KF	Kim Farrelly	020 7527 7430
VS	Virginia Stephens	020 7527 2807
HE	Highbury East	
HW	Holland Walk	
HYW	Highbury West	
OS	Old Street	

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
B Phase 2 - President House	OS	Breyer	External and communal decorations and window renewal	TR	10 Oct 2011	11/05/2006	Jim Mathews - 0207 527 7473
B Phase 3 Laundry Lane & Wontner Close	OS	Breyer	External/ Internal repairs & decoration - Scaffolding started 230112	RB	09/01/2012	18/05/2012	Kulvir Cambow - 0207 527 4271
B Phase 5 Bath Court	OS	Breyer	Internal services repairs no change	TR	TBA	TBA	Jim Mathews - 0207 527 7473
B Phase 6 Bevin Court	OS	Breyer	Decorations to the central staircase area	KF	20/02/12	08/06/2012	Jim Mathews - 0207 527 7473
B Phase 9 K&Bs Margery street	OS	Breyer	Various properties -	VS	28/03/2012	10/12/2012	Daniel Davies & Patrick Corera
B Phase 10 Cluse Court	OS	Breyer	New roof	TR	20/02/2012	25/05/2012	Jim Mathews - 0207 527 7473
B Phase 13 - Weston Rise	OS	Breyer	Roof Works Repairs	RB	27/02/2012	11/05/2012	Patrick Corera 02075274102
- Whitbread Estate	OS	Breyer	K & Bs	TR	TBC	TBC	Patrick Corera 02075274102
B Phase 15 Margery Street Estate	OS	Breyer	External/ Internal repairs & decoration to Gwynne Hse,Riceyman Hse,St Philip Hse,Bagnigge Hse,Spring Hse,St Ann Hse, St Helena Hse, Earlom Hse,Greenaway Hse,Charles Simmoms Hse,Catherine Griffiths CT,15 Yardley	VS	25/06/2012	07/02/2013	Abhinav Kurupp - 02075272378

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
B Phase 16 - Kings Square Estate - Burnhill A	OS	Breyer	External/ Internal repairs & decoration to 1-11, 12-163 Turnpike Hse, Barnabas Hse, Macclesfield Hse, Rahere Hse, Telfer Hse	TR	09/07/2012	08/03/2012	Kulvir Cambow - 0207 527 4271
B Phase 17 - Elizabeth Kenny Hse	OS	Breyer	External/ Internal repairs & decoration to 1-16, 17-36 Elizabeth Kenny Hse, 49 -57 Ecclesbourne, Walkinshaw Court, Cedar Court, Swan Hse, Downham Court, 5-7 Henshall Street.	RB	23/07/2012	25/02/2013	Patrick Corera 02075274102
B Phase 20 - Quaker & Wenlake Est	OS	Breyer	External/ Internal repairs & decoration to Quaker Ct, Royley Hse, Amias Hse, Priestley Hse, Wenlake Hse.	TR	03/09/2012	01/03/2013	Daniel Davies
B Phase 21 - New North Rd Est	OS	Breyer	External/ Internal repairs & decoration to 6-46 Queensbury St, 2-24 Morton Rd, 1-5 Elizabeth Ave, 1-15, 2-16 James Ct, 1-5 Raynor Pl, 230-240, 242 - 254 New North Rd, Parker Ct, 5A Rotherfield, 1 - 21 Parker Court 22-39 Parker Court.	RB	17/09/2012	19/03/2013	Abhinav Kurupp - 02075272378

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
B Phase 22 - Brunswick & Finsbury Estate	OS	Breyer	External/ Internal repairs & decoration to Wyclif St, Brunswick Ct, Emberton Ct, 1-5 8-13 Clearkenwell Ct, Joseph Trotter Clo, Michael Cliff House, Patrick Coman Hse, Charles Townsend Hse, Mallroy Buildings, 8-11 Cruickshank Street, Harold Laski House	BR	01/10/2012	25/03/2013	Jim Matthews - 0207 527 7473
Finsbury Green Roof	OS	TBA	Remedial works to Area between Patrick Coman and Michael Cliffe	BR	18/06/2012	TBA	Paul Croom - 0207 527 7440
Stafford Cripps	OS	RW Edwards	Installation of new boiler hse, distribution pipework, internal pipework, radiators and controls	RB	12/04/2011	01/06/2012	Alan Price - 0207 527 8605
Greenway Hse	OS	G&D Higgins	Original scheme to replace communal boiler with communal boiler. Residents objected as surrounding blocks were taken off communal and individual boilers installed. HFI have raised this on behalf of the residents following Consultation Meeting on the 8/6/2011	VS	01/05/2012	01/05/2013	Alan Price - 0207 527 8605

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
Barnabas Hse	OS	S & F Services	New stand alone boiler, system is being separated from the Rahere House Boiler 11-12 - LETTERS SENT TO INVITE RESIDENTS TO WORKING GROUP - NOTICE OF INTENT ISSUED.	TR	23/01/2012	09/04/2012	Alan Price - 0207 527 8605 - 02075278605
Braithwaite Hse	OS	TBC	Installation of new boiler hse, distribution pipework,internal pipework,radiators and controls	RB	01/06/2012	01/06/2014	Alan Price - 0207 527 8605
Finsbury Estate	OS	TBC	Patrick Coman and Michael Cliffe Communal Boiler renewal	BR	01/11/2012	01/11/2014	TBC
Partridge court	OS	TBC	Installation of new boiler hse, all works to be contained within the boiler hse	RB	15/08/2012	31/10/2012	Alan Price - 0207 527 8605
Brunswick Estate	OS	TBC	New Hot Water System	RB	01/02/2013	01/02/2015	Alan Price - 0207 527 8605
Turnbull House	OS	TBC	Lift replacement	VS	14/01/2013	06/05/2013	Peter Mersh
Cluse Court 10/11 Programme	OS	TBC	Lift refurbishment	VS	05/03/2012	20/07/2012	Peter Mersh
St Philip House 10/11 Programme	OS	TBC	Lift refurbishment	VS	09/01/2012	13/04/2012	Peter Mersh
ATTNEAVE ST 10-15	OS	TBC	New system doors and screens	VS	16/04/2012	21/05/2012	Steve Webber

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
DUNCAN STREET 4 blocks	OS	Kiers Services Ltd	New door entry system	VS	02/04/2012	07/05/2012	Steve Webber
WESTON RISE	OS	Kier	Door entry system works	VS	14/11/2011	16/03/2012	Selwyn Forte 02075278527
Weston Rise	OS	TBC	Equipment has expended its useful life and cannot be relied upon.	VS	06/08/2012	21/09/2012	Selwyn Forte
Braithwaite House	OS	TBC	Equipment has expended its useful life and cannot be relied upon.	RB	21/01/2013	01/03/2013	Selwyn Forte
Finsbury Estate	OS	TBC	CCTV 2012/13	BR	26/11/2012	21/01/2013	TBC
St Lukes Estate	OS	TBC	CCTV 2012/13	TR	28/01/2013	08/03/2013	TBC
Peregrine Reception Centre	OS	TBC	CCTV 2012/13	VS	01/12/2012	18/01/2013	Selwyn Forte - 0207 527 8596
Herongate Reception Centre	OS	TBC	CCTV 2012/13	VS	10/12/2012	18/01/2013	Selwyn Forte - 0207 527 8596
Whitbread Estate Farriers House , Shires House & Cooper House	OS	Mitie	Upgrading heating installation from 1 pipe to 2 pipe system	RB	06/02/2012	01/06/2012	Trevor Frater

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
St. Lukes Estate Newlands Court Patterson House Bath Court	OS	TBC	Communal Lighting Improvement Programme	RB	09/07/2012	31/08/2012	Selwyn Forte
St. Lukes Estate Godfrey House	OS	Ardent Security	Communal Lighting Improvement Programme	RB	05/12/2011	20/02/2012	Selwyn Forte
TURPNIKE HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	TR	22/11/2012	01/03/2013	George Forrest - 0207 527 2536- 0207 527 2536
RAHERE HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	TR	30/11/2012	30/01/2013	George Forrest - 0207 527 2536- 0207 527 2536
PERERINE HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	TR	07/01/2013	25/03/2013	George Forrest - 0207 527 2536- 0207 527 2536
KESTREL HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	TR	02/01/2013	25/03/2013	George Forrest - 0207 527 2536
MICHAEL CLIFFE HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	BR	25/02/2013	06/05/2013	George Forrest - 0207 527 2536

Contract	Area	Contractor	Scheme description	Consult Officer	Date started on Site	Estimated completion date	Project Manager
BEVIN COURT	OS	TBC	COMMUNAL LIGHTING 12-13	KF	01/02/2013	01/05/2013	George Forrest - 0207 527 2536
GALWAY HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	RB	01/12/2012	29/03/2013	George Forrest - 0207 527 2536
GRAYSON HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	RB	10/12/2012	04/03/2013	George Forrest - 0207 527 2536
GAMBIER HOUSE	OS	TBC	COMMUNAL LIGHTING 12-13	RB	14/01/2013	25/03/2013	George Forrest - 0207 527 2536

Key

TR	Terry Rawles	020 7527 7459
BR	Brenda Rodney	020 7527 7468
RB	Richard Berwick	020 7527 5343
KF	Kim Farrelly	020 7527 7430
VS	Virginia Stephens	020 75272807

HE	Highbury East
HW	Holland Walk
HYW	Highbury West
OS	Old Street

www.islington.gov.uk



ISLINGTON
Housing and Adult Social Services
Highbury House
5 Highbury Crescent
London
N5 1RN

**Consultative Panel Reports
May 2012**