

**MINUTES OF THE INTEGRATED HOUSING BOARD (HSP)
MONDAY, 21 SEPTEMBER 2009**

Present: Councillor John Bevan (Chair), Ibilola Campbell, Louis Antill Lewis, Jo Murphy (Vice-Chair), Lisa Redfern, Gloria Saffrey and Clare Winstanley.

In Attendance: Xanthe Barker, Nick Powell, Rosie Green, Paul Dowling and Paul Dennehy.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
IHB1	<p>APOLOGIES AND SUBSTITUTIONS</p> <p>Apologies for absence had been received from the following:</p> <p>Margaret Allen Niall Bolger Lee Bojtor Eugenia Cronin -Susan Otitu substituted Madeleine Foster Janice Gunn Councillor Brian Haley Paul Bridge</p> <p>The Chair noted that Jean Croot, Head of the Council's Safer Communities Unit, had requested that she become a member of the Board, in order to strengthen the relationship between the IHB and the Safer Communities Executive Board (SCEB).</p> <p>There was agreement that this would be beneficial to both Boards and it was requested that a presentation was made at a future meeting giving an overview of the SCEB's work.</p> <p>RESOLVED:</p> <p>That Jean Croot, Head of the Council's Safer Communities Unit, should become a member of the Integrated Housing Board.</p> <p>That a presentation on the work of the SCEB and links to the IHB should be provided at the next meeting.</p>	<p>Xanthe Barker</p> <p>Jean Croot / Rosie Green</p>
IHB2	<p>DECLARATIONS OF INTEREST</p> <p>No declarations of interest were made.</p>	
IHB3	<p>URGENT BUSINESS</p> <p>No items of urgent business were raised.</p>	

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<p>IHB4</p>	<p>MINUTES</p> <p>An overview was provided with respect to actions arising from the previous meeting:</p> <p><u>National Fraud Initiative</u></p> <p>The Board was advised that the Department for Communities and Local Government had announced that a Tenancy Fraud Fund would be launched in October 2009 and the Council intended to put forward a bid.</p> <p>A report would be submitted to the next meeting updating the Board on progress with respect to this.</p> <p><u>Temporary Accommodation –Provision of Statistical Information</u></p> <p>A paper was tabled setting out the statistical information in relation to Temporary Accommodation, as requested at the previous meeting. There was agreement that this should be appended to each agenda for information.</p> <p>It was further agreed that that a more detailed report should be provided on a six monthly basis and that this should set out information on customer satisfaction.</p> <p>It was requested that where abbreviations were used an explanation should be provided of their full title.</p> <p><u>Homes for Haringey ‘Door Knocking Strategy’</u></p> <p>The Board was advised that an Action Plan was being devised at present based on the results of the survey and it was requested that this was brought to the Board once completed.</p> <p>It was noted that it had been requested that the results of this were used to inform the Joint Needs Assessment and it was agreed that this should be fed back.</p> <p>RESOLVED:</p> <p>That the minutes of the meeting held on 11 May 2009 be confirmed as a correct record.</p>	<p>Nick Powell</p> <p>Nick Powell</p> <p>Nick Powell</p> <p>Paul Bridge</p>
<p>IHB5</p>	<p>AFFORDABLE WARMTH STRATEGY 2009 - 2019</p> <p>The Board received a report seeking approval of the Affordable Warmth Strategy and Action Plan.</p> <p>It was noted that the strategy contained four key priorities:</p> <ul style="list-style-type: none"> • Engage with people to improve awareness and understanding of fuel poverty 	

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- Increase the energy efficiency of housing across Haringey
- Maximise resources and opportunities for tackling fuel poverty
- Make the links to other related strategies such as the Greenest Borough

The Board was advised that there had been extensive consultation over the summer period. Although concerns had been raised with respect to the timing of this it was considered important that the Strategy was in place by the Autumn so that it would have an impact prior to winter.

It was noted that the Strategy would be considered by the Council's Cabinet in October 2009.

The Board discussed the draft strategy and there was a general consensus that the quality of the consultation exercise, particularly with older people, had been good.

Rosie Green

It was suggested that the references made to both Housing Associations and NHS Haringey should be increased to reflect the level of engagement and involvement they had had in forming the document.

Rosie Green

Concern was expressed over the number of 'gaps' in the documents at present and it was queried whether this information would be obtained prior to consideration by the Council's Cabinet in October. It was acknowledged that the timescale was tight; however, the Implementation Group tasked with developing the strategy, would meet to finalise the document and any outstanding issues would be addressed then.

It was noted that determining the evidence to measure outcomes and providing an outcome based approach would be key to the Strategy's success. The Board was assured that this aspect would be fleshed out when the Implementation Group next met.

Rosie Green

In response to a query, the Board was advised that Homes for Haringey intended to pilot the use of Smart Metres and that the impact of this would feed into the Strategy once the details had been finalised. In terms of the assistance available to people on low incomes and in receipt of Benefits, the Board was advised that the Council's Fuel Poverty Officer reviewed the list of people on Benefits regularly and contacted those were not taking up help they were entitled to.

Guidance with respect to the assistance available for people living in privately rented accommodation was being considered by the Implementation Group and work was being carried out with providers to identify ways of reaching this group.

There was agreement that the draft Action Plan should be emailed to members of the Board for comment.

Rosie Green

RESOLVED:

- i. That feedback from the consultation process be noted.

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	<ul style="list-style-type: none"> ii. That the Affordable Warmth Strategy and Action Plan be approved, subject to the circulation of the Action Plan for comment, prior to submission to the Council's Cabinet. iii. That the IHB would monitor the delivery of the Action Plan. 	
<p>IHB6</p>	<p>REGISTERED PROVIDERS PARTNERSHIP</p> <p>The Board considered a report that set out the findings of consultation with Registered Providers with respect to the formation of a new partnership and associated protocol.</p> <p>Following agreement by the Board on 23 March 2009 a draft protocol had been formed, in consultation with Members and Council officers, which was then circulated to Registered Providers for comment. Of the thirty-seven Housing Associations consulted eight responses had been received.</p> <p>The Board discussed the key issues raised during the consultation process and the was agreement that awareness of the multi agency training sessions on Safeguarding needed to be raised and better promoted. It was also agreed that reference to this should be made within the protocol.</p> <p>The Board was advised that the Housing Associations that had commented would be contacted before the protocol was finalised. Although the response received was disappointing there was agreement that the concerns raised were representative of the sector views, particularly with respect to the quotas for lettings. There was a general consensus that the 90% proposed would be too onerous and would adversely affect the ability of providers to offer transfers within their stock.</p> <p>There was discussion around information sharing and how this could be improved, particularly when people moved properties. It was acknowledged that vulnerable clients were more prone to falling into crisis after moving if agencies failed to share information effectively.</p> <p>The Board was advised that there were existing information sharing protocols and that there was agreement that the relevant officers should liaise to ensure that these were being used effectively. It was also requested that details of these were circulated with the minutes.</p> <p>In response to concern that the consultation exercise had only resulted in a small number of responses, it was suggested that the questionnaire should be re circulated to the wider group of Housing Associations to give them a second opportunity to respond.</p> <p>It was agreed that references in the document to '<u>RSL's</u>' should be replaced with the term '<u>Housing Associations</u>'.</p> <p>RESOLVED:</p> <p>That, subject to the points set out below, the final draft protocol be signed off</p>	<p>Paul Dowling</p> <p>Rosie Green / Xanthe Barker</p>

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	<p>by the Chair, prior to submission to the Council's Cabinet:</p> <ul style="list-style-type: none"> i. The circulation of existing information sharing protocols to Board. ii. References to RSL's be replaced with the term Housing Associations iii. The inclusion of web links within the document where possible 	<p>Rosie Green</p>
<p>IHB7</p>	<p>WELCOME VISITS</p> <p>The Board received a report presenting the information circulated with respect to the use of new tenancy welcome visits by Homes for Haringey and other London Boroughs.</p> <p>The Board discussed a proposal that all Housing Associations should conduct 100% of their new home visits within six weeks. There was a general consensus amongst the Housing Association representatives present that this would not be possible in 100% of cases as people were sometimes unwilling to participate.</p> <p>There was agreement that it would be more sensible to have a target that required contact regarding the arrangements for a visit should have been made within this period. Officers were requested to liaise with Housing Associations to take this forward via the common management standards project.</p> <p>It was recognised that ensuring transitions were as smooth as possible was in the interest of both the tenant and the Housing Association. The Board was advised that events to welcome new members of the community were held on a monthly basis by some Housing Associations and contact was also made in this way.</p> <p>RESOLVED:</p> <p>That there should be further discussion within Housing Associations to reach an agreement that 100% of new tenants would be contacted within the first six weeks of moving into a new property.</p>	<p>Nick Powell</p> <p>Nick Powell</p>
<p>IHB8</p>	<p>FIRST QUARTER ONE PERFORMANCE MANAGEMENT REPORT</p> <p>The Board received a report that provided an overview of performance against Local Area Agreement targets within the Board's responsibility during the first quarter of 2009/10.</p> <p>It was noted that the format of the report had been altered in order to provide a better sense of context. The data presented was taken from the Council's performance monitoring system Covalence and views were sought from the Board as to whether the format of the report was appropriate.</p> <p>There was a general consensus that targets which fell within the responsibility of the Board should be presented separately from cross cutting targets. More broadly, it was suggested that a mechanism was required to monitor performance across the Theme Boards and there was agreement that officers should raise this outside the meeting with the HSP Manager.</p>	<p>Nick Powell / Paul Dowlin 9</p>

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	<p>It was also agreed that further commentary, with respect to the four lead targets, should be included within future reports.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the report be noted. ii. That future reports should separate and focus on the four lead targets within the Board's responsibility. iii. That there should be discussion outside the meeting regarding how performance was measured across the partnership. 	<p>Nick Powell / Paul Dowling</p> <p>Nick Powell / Paul Dowling</p>
<p>IHB9</p>	<p>MONITORING PERFORMANCE OF THE HOUSING STRATEGY 2009-19 SUB-STRATEGIES</p> <p>The Board received a report that provided details of the performance with respect to the Housing Strategy and sub-strategies for 2008/09 – 2010/11.</p> <p>In response to concern that several key targets were due to be met in March 2010 the Board was advised that, although meeting all of the targets would be challenging, good progress was being made. Due to the Local Elections being held in May 2010 and the associated Purda period, where no decisions could be made, the timetables being adhered to were less flexible than usual.</p> <p>There was agreement that a letter should be sent to the relevant organisations alerting them that consultation exercises were due to commence with respect to these strategies.</p> <p>The Board requested that a progress report was provided at the next meeting.</p> <p>RESOLVED:</p> <p>That, in addition to a six monthly report, a progress report should be received at the next meeting.</p>	<p>Rosie Green</p> <p>Rosie Green</p> <p>Rosie Green</p>
<p>IHB10</p>	<p>HARINGEY'S HOMELESSNESS STRATGEY 2008 -2011: REVIEW OF FIRST YEAR AND LOOKING AHEAD</p> <p>The Board received a report setting out the progress that had been made during the first year of the Homelessness Strategy 2008 -2011.</p> <p>It was noted that a successful and well attended planning event had been held on 14 September 2009 to reflect on the work of the nine Delivery Groups and how these should move forward during the next year. Feed back had also been received on work to date.</p> <p>The Board was advised that the report was in draft form at present and therefore there were still significant gaps. There was agreement that the final version of the report, containing all of the information, should be brought</p>	<p>Rosie Green / Nick</p>

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	<p>back to the Board in November.</p> <p>It was requested that officers ensured that the work being carried out was in line with the principals of the Haringey Compact.</p> <p>RESOLVED:</p> <p>i. That the report be noted.</p> <p>ii. That the finalised version of the report be submitted to the Board's next meeting in November 2009.</p>	<p>Powell</p> <p>Rosie Green</p> <p>Rosie Green / Nick Powell</p>
<p>IHB1 1</p>	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>No new items of Urgent Business were raised.</p>	
<p>IHB1 2</p>	<p>ANY OTHER BUSINESS</p> <p><u>Use of Community Halls –Liability for Use by Third Parties</u></p> <p>This issue was brought to the Boards attention by Councillor Bevan who noted that the Council had experienced difficulties in letting community halls to members of the public.</p> <p>The Council had been advised that, for insurance purposes, a member of staff had to be present for the duration of any letting and partners were asked whether they also had to field staff in this way when they let their venues.</p> <p>There was a general consensus that this may be specific to the Council's insurance policy as partners were not aware of any requirement to have a member of staff present.</p>	
<p>IHB1 3</p>	<p>DATES OF FUTURE MEETINGS</p> <p>The dates of future meetings, set out below, were noted:</p> <ul style="list-style-type: none"> • 26 November 2009 • 23 February 2010 	

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Chair

The meeting closed at 8.10pm.