
INTEGRATED HOUSING BOARD

MONDAY, 21st SEPTEMBER, 2009, at 18.30 HRS –CIVIC CENTRE, WOOD GREEN, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: See membership list set out below.

AGENDA

1. APOLOGIES

To receive any apologies for absence.

2. URGENT BUSINESS

The Chair will consider the admission of any items of Urgent Business. (Late items of Urgent Business will be considered under the agenda item where they appear. New items of Urgent Business will be considered under Item 11 below).

3. DECLARATIONS OF INTEREST

Members of the Board must declare any personal/and or prejudicial interests with respect to agenda items and must not take part in any decision with respect to these items.

4. MINUTES (PAGES 1 - 6)

To confirm the minutes of the meeting held on 11 May 2009 as a correct record.

5. AFFORDABLE WARMTH STRATEGY 2009 - 2019 (PAGES 7 - 58)

6. REGISTERED PROVIDERS PARTNERSHIP (PAGES 59 - 96)

7. WELCOME VISITS (PAGES 97 - 100)

8. QUARTER ONE PERFORMANCE MANAGEMENT HIGHLIGHT REPORT (APRIL TO JUNE 2009) (PAGES 101 - 112)

9. MONITORING PERFORMANCE OF THE HOUSING STRATEGY 2009-19 SUB-STRATEGIES (PAGES 113 - 120)

10. HARINGEY'S HOMELESSNESS STRATEGY 2008 - 2011: REVIEW OF THE FIRST YEAR AND LOOKING FORWARD TO 2010 -11 (PAGES 121 - 150)

11. NEW ITEMS OF URGENT BUSINESS

To consider any new items of Urgent Business admitted under Item 2 above.

12. ANY OTHER BUSINESS

To raise any items of AOB.

13. DATES OF FUTURE MEETINGS

To note the meeting dates set out below for the remainder of 2009/10:

- 26 November 2009
- 23 February 2010

SECTOR GROUP	AGENCY	NO. OF REPS	NAME OF REPRESENTATIVE
Local Authority	Haringey Council	6	Councillor John Bevan , Cabinet Member for Housing Councillor Brian Haley , Cabinet Member for the Environment Niall Bolger , Director Urban Environment Phil Harris , Assistant Director Strategic and Community Housing Lisa Redfern , Assistant Director Adult Services Margaret Allen , Assistant Director Commissioning and Strategy
Health	Haringey Primary Care Trust	1	Eugenia Cronin , Director of Public Health *
	Mental Health Trust	1	Lee Bojtor , Chief Executive
Voluntary and Community Sector	Community Link Forum	3	Sue Brown Ibilola Campbell Louis Antill Lewis
	HAVCO	1	Gloria Saffrey
	Family Mosaic	1	Jo Murphy , Group Director
Other agencies	Metropolitan Housing Trust	1	Neil Mawson , North Thames Regional Director
	Circle Anglia	1	Robert Black , Chief Executive
	Innesfree	1	Clare Winstanley , Chief Executive
	Homes for Haringey	1	Paul Bridge , Chief Executive
Total		17	

* This is a jointly appointed post between Haringey Council and Haringey PCT

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Present: Councillor John Bevan (Chair), Margaret Allen, Sue Brown, Ibilola Campbell, Madeleine Foster, Phil Harris, Louis Antill Lewis, Jo Murphy (Vice-Chair), Lisa Redfern*, Gloria Saffrey and Clare Winstanley.

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

MINUTE NO.	SUBJECT/DECISION	ACTON BY										
IHB1	<p>APOLOGIES AND SUBSTITUTIONS</p> <p>Apologies for absence were received from the following:</p> <table data-bbox="261 846 1366 1025"> <tr> <td>Niall Bolger</td> <td>represented by Phil Harris</td> </tr> <tr> <td>Paul Bridge</td> <td>David Sherrington substituted</td> </tr> <tr> <td>Eugenia Cronin</td> <td>Susan Oiti substituted</td> </tr> <tr> <td>Neil Mawson</td> <td></td> </tr> <tr> <td>Lisa Redfern</td> <td>(for part of the meeting –arrived at 7.40pm)</td> </tr> </table>	Niall Bolger	represented by Phil Harris	Paul Bridge	David Sherrington substituted	Eugenia Cronin	Susan Oiti substituted	Neil Mawson		Lisa Redfern	(for part of the meeting –arrived at 7.40pm)	
Niall Bolger	represented by Phil Harris											
Paul Bridge	David Sherrington substituted											
Eugenia Cronin	Susan Oiti substituted											
Neil Mawson												
Lisa Redfern	(for part of the meeting –arrived at 7.40pm)											
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>											
IHB4	<p>MINUTES RESOLVED:</p> <p>That the minutes of the meeting held on 11 May 2009 be confirmed as a correct record.</p>	Xanthe Barker										
IHB5	<p>APPOINTMENT OF CHAIR FOR 2009/10 RESOLVED:</p> <p>That the Cabinet Member for Housing, Councillor John Bevan, be appointed as Chair for 2009/10.</p>	Xanthe Barker										
IHB6	<p>APPOINTMENT OF VICE-CHAIR FOR 2009/10 RESOLVED:</p> <p>That Jo Murphy be appointed as Vice-Chair for 2009/10.</p>	Xanthe Barker										
IHB7	<p>APPOINTMENT OF REPRESENTATIVE TO THE HARINGEY STRATEGIC PARTNERSHIP</p> <p>RESOLVED:</p>											

	<p>That the Cabinet Member for Housing, Councillor John Bevan, be appointed as the Integrated Housing Board's representative to the Haringey Strategic Partnership for 2009/10.</p>	<p>Xanthe Barker</p>
<p>IHB8</p>	<p>CONFIRMATION OF MEMBERSHIP AND TERMS OF REFERENCE: 2009/10</p> <p>The Board received a report presenting proposed Membership and Terms of Reference for confirmation for 2009/10.</p> <p>It was noted that Madeleine Foster had replaced Robert Black as the Circle Anglia's representative on the Board.</p> <p>RESOLVED:</p> <p>That the Membership and Terms of reference be confirmed.</p>	<p>Xanthe Barker</p>
<p>IHB9</p>	<p>QUARTER FOUR PERFORMANCE MANAGEMENT HIGHLIGHT REPORT (DECEMBER TO MARCH 2008/09)</p> <p>The Board received a report that provided an overview of performance of the programme of projects in receipt of ABG funding and the against Local Area Agreement (LAA) targets within the Board's responsibly during the Fourth Quarter of 2008/09.</p> <p>A draft document, not for general circulation, was provided to members of the Board, which provided a more detailed breakdown of how the use of Temporary Accommodation (TA) was being addressed in the Borough. It was noted that in the future the Board would receive statistical information on a monthly basis.</p> <p>In response to a query the Board was advised that there had been extensive discussion with Transitions Team to ensure that there was adequate planning for young people leaving Care in terms of housing.</p> <p>It was noted that the Transitions Team sat within Adult Services and that planning began three to four years before a child's eighteenth birthday. Where a young adult was in higher education it was possible for them to receive additional support from the Local Authority until the age of twenty-four.</p> <p>The Board discussed how occupancy was checked to detect instances of fraud. There was agreement that there should be a more detailed report at the next meeting looking at this issue and how the Housing Associations and Council could work together to address this. This would also provide an overview of the new National Fraud Initiative.</p> <p>Concern was raised at the degree to which the Board was reliant on external agencies to supply information in relation to targets and consequently unable to meet targets that attracted additional funding.</p>	<p>Phil Harris/ Nick Powell</p>

	<p>It was noted that due to a lack of information there were still several areas where performance could not be measured. There was agreement that a report should be produced and submitted at the next meeting providing an analysis of trends over the last two years.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the report be noted. ii. That a report should be received at the next meeting providing an analysis of trends, in terms of performance, over the last two years. 	<p>Phil Harris/ Nick Powell</p> <p>Phil Harris/ Nick Powell</p>
<p>IHB1 0</p>	<p>.AFFORDABLE WARMTH STRATEGY - UPDATE REPORT</p> <p>The Board received a report that provided an update in relation to the development of the Affordable Warmth Strategy.</p> <p>It was noted that since the previous meeting a draft project plan had been agreed, which included a twelve week consultation period; following this the Strategy would be presented to the Board in September for approval. Once approved the Strategy would be launched in the Autumn prior to the onset of winter.</p> <p>The Board was advised that the Council's Charging Assessment Team was currently working on a joint project led by the Department of Work and Pensions (DWP) that may be able to provide additional funding for the Affordable Warmth Strategy. There was agreement that there officers should meet outside the meeting to discuss this.</p> <p>It was suggested that each of the Thematic Boards should receive an information report on the Affordable Warmth Strategy as part of the consultation process.</p> <p>It was acknowledged that the consultation period was taking place at a time when people were likely to on holiday. However, this had been balanced against the need to get the Strategy launched before the winter.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> iii. That the report be noted. iv. That an update on progress in implementing the Strategy should be received at the next meeting. 	<p>Margar et Allen/ Rosie Green</p> <p>Rosie Green</p> <p>Rosie Green</p>
<p>IHB1 1</p>	<p>.HOMES FOR HARINGEY -RESULTS OF DOOR KNOCKING SURVEY</p> <p>The Board received a report on the Homes for Haringey (HfH) Door Knocking Project.</p> <p>The project had been launched in October 2008 and aimed to knock on the</p>	

door of every tenant and leaseholder in the Borough and aimed to involve every member of staff. The questionnaire had contained five questions and three key areas had been identified where HfH was perceived to be performing well and where it could do better:

'Performing Well'

- Internal repairs
- Estate cleaning
- Grounds maintenance

'Could do better'

- Internal repairs
- Communal repairs
- Security

The average rating given to HfH by those surveyed was 3.5 out of 5.

It was noted that once the remaining properties had been contacted the results would be collated and analysed alongside results from the Status Survey. Staff who had participated would also be surveyed to find out what they had learnt from taking part in the exercise. Following those surveyed would be informed about how their views had informed practice.

The Board was advised that where nobody had been in a survey had been left for them to complete with a return envelope. In addition the call centre had also been used to contact people.

It was noted that seven special projects were being established that would involve people who had participated the survey and indicated an interest.

It was confirmed that there would be an Action Plan setting out how the issues arising from survey would be addressed and there was agreement that it would be useful if the information obtained was used to inform the Joint Strategic Needs Assessment.

David
Sherrin
gton

RESOLVED:

That the presentation be noted.

IHB12

ANY OTHER BUSINESS

Items for Future Meetings

The Board discussed items for future meetings and there was agreement that the following items should be submitted:

- Update on the Affordable Warmth Strategy
- Feedback on the Equalities Impact Assessment of the Homelessness Strategy

	<ul style="list-style-type: none">• Mayor of London's Housing Strategy –Response to Consultation <p>It was also agreed that the Board should receive a 'reading bundle' on a monthly basis, which would inform discussion and provide some context around the issues affecting the Board and its work.</p> <p><u>Events</u></p> <p>The Board was advised that the Homelessness Strategy Implementation Group had agreed that a conference and series of workshops would be held in September, to mark the end of the first year of the Strategy's implementation, which all partners would be invited to attend.</p>	
IHB13	DATES OF FUTURE MEETINGS The following dates of future meetings were noted: <ul style="list-style-type: none">• 21 September 2009• 26 November 2009• 23 February 2010	

COUNCILLOR JOHN BEVAN

Chair

The meeting closed at 7.50pm

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haringey strategic partnership

Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Affordable Warmth Strategy 2009 - 2019

Report of: Rosie Green, Housing Strategy and Partnerships Manager, Strategic and Community Housing Service

Purpose

The purpose of this report is to seek approval from the Integrated Housing Board of Haringey's new Affordable Warmth Strategy, its action plan and the consultation report.

The report outlines the approach taken to develop this strategy and agree the action plan.

Summary

The IHB have led on the delivery of this strategy and agreed at its last meeting in May that a multi-partnership approach should be used to develop this Affordable Warmth Strategy. We were very pleased to have representatives from the Haringey Forum for Older People on the strategy project group as this has led to a more robust and meaningful strategy.

The IHB requested that the strategy to be completed for this meeting on 21st September 2009 thus enabling it to be launched before the onset of winter.

The 4 key priorities identified are:

- Engage with people to improve awareness and understanding of fuel poverty
- 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 action plan has been developed by the strategy working group. Currently there are some gaps in timescales, responsibilities and outcomes. This group have agreed that these need further consideration and discussion and therefore the plan will be completed at the first meeting of the implementation group meeting in October.

Legal/Financial Implications

None identified.

Recommendations

- i. That the IHB note the outcomes from the consultation process.
- ii. That the IHB approve the Affordable Warmth Strategy and Action Plan.
- iii. That the IHB monitor the deliver of the action plan.

Consultation Feedback

The paper attached at Appendix 1 provides the feedback received through the consultation process. This was from 15 June to 4 September 2009. The paper outlines the consultation approach taken and the range of individuals and organisations who were involved in the process.

The main outcomes from the consultation were:

- The need for clear information via a 'one stop shop approach' as there is so much available and it is confusing
- To develop the multi-partnership approach to deliver the action plan as this issue can not just the responsibility of one organisation alone
- Clear links with other strategies. For example the Council's Climate Change team identified that this strategy had the potential to meet their objectives for promoting energy efficiency. The strategy therefore was revised to incorporate their requirements, thus eliminating the need for another strategy. Through collaborative working we can deliver the identified actions.

Equalities Impact assessment

An EIA is currently being developed and will be presented to the next meeting of the IHB on 26 November 2009.

Monitoring of the Strategy

There will be an annual review of the strategy and action plan which will be presented to the IHB for approval.

There is another report on this meeting's agenda for the IHB to consider how it wants to monitor and receive performance reports on the Housing Strategy 2009-2019 sub-strategies. Therefore the monitoring of this strategy will comply with the decision taken.

For more information contact:

Name: Rosie Green

Title: Housing Strategy and Partnerships Manager

Tel: 020 8489 4526

Email address: rosie.green@haringey.gov.uk

Appendix 1

Haringey's Affordable Warmth Strategy 2009-19

Consultation feedback

Consultation carried out between 15 June and 4 September 2009

1. Introduction

This document reports on the results of the consultation process and results for Haringey's Affordable Warmth Strategy which was held between 15th June and 4th September

We all want to have a warm house that we can afford to heat. For many households in the Borough this is difficult to achieve. There are many reasons for this, including lack of insulation and efficient heating systems, to people not claiming benefits that they are entitled to and rising energy costs. The Affordable Warmth strategy sets out plans for how the council and its partners plan to tackle fuel poverty and promote energy efficiency in a manner that is consistent and effective and to improve living conditions for all residents in Haringey.

To deliver this our key aims are:

1. Engage with people to improve awareness and understanding of fuel poverty
2. Increase the energy efficiency of Haringey's housing
3. Maximise resources and opportunities for tackling fuel poverty
4. Make the links to other related strategies (such as Haringey's Greenest Borough Strategy)

2. Consultation methods and materials

In order to communicate the content of the strategy and provide different methods for people to feedback, a number of consultation materials and communication techniques were used.

A multi partnership group commented on and guided the consultation work, amongst other work. This ensured we would reach residents effectively. A webpage which detailed the purpose of the strategy and consultation work and was put on the Haringey Council webpage. An article on Affordable Warmth and the consultation appeared in Haringey People and Home Zone magazines.

Approximately 100 community and voluntary groups (concerned with issues such as housing, poverty, faith, information, family etc.) were sent the strategy alongside a summary version and guidance questions. Posters and flyers advertising the consultation were distributed by Neighbourhood Managers and put up in public spaces (libraries, Customer Service Centres, Community Centres, and the Green Fair etc.) and taken to forums and meetings.

A number of forums and meetings were attended to speak about the strategy and gather feedback: Community Link Forum, Home for Haringey tenant event, Haringey Forum for Older People.

A half-day consultation event was held on 22 July, with presentations and workshops based on the priorities in the strategy. In attendance were representatives from residents' associations and environmental organisations, representatives from the Haringey Forum for Older People, Registered Social Landlords, the Council's Environmental Resources service, Housing Associations, Housing Trusts and Elected Members. This provided detailed feedback on the content of the strategy, what needs to be expanded on, what was missing and how we can ensure the strategy reaches residents effectively.

3. Feedback

Overall messages

Feedback confirmed that whilst ensuring grants reach residents is important the strategy needs to consider all types of houses and tenants in the borough. It was also suggested that the strategy incorporate buildings used by community and social groups.

It was identified that there is confusion about what information and schemes are available, and to whom. Furthermore, we need to find out the information needs of all different types of tenants in different tenures, from owner-occupiers (from a socio-economic range) to specific groups of people such as the Orthodox Jewish Community. Information and key messages should be consistent and reliable.

Communicating information effectively is important, with feedback suggesting that we need a multi-method approach which moves beyond the standard 'leaflet' approach. This would include peer-to-peer communication, utilising existing channels of communication and developing new ones (within and outside of the Council) and placing adverts in public places.

Haringey's Environmental Resources team felt the strategy should be broadened to include promoting energy efficiency thus linking these two key areas together in one document. This has now been completed and agreed with the Climate Change team.

All comments and feedback was qualitative. These have been organised into themes and not according to the four priorities (although these were used to guide the consultation). The themes are:

Information

Participants discussed the need for language to be plain, culturally sensitive and appropriate for the audiences. Messages should accurately reflect what is available to residents.

There was consensus that basic, consistent information should be produced which would appeal to *all* residents, regardless of socio-economic status. This

should stress that all residents are entitled to decent advice/support and, in particular circumstances, financial assistance.

Example of this basic information:

What can be done?

What are the benefits?

Paying for changes?

Further information could then be targeted at particular audiences, which would focus on available grants, where you can get advice on making your home more energy efficient and the money saving/green aspects of making changes etc.

Feedback stressed that we need to find out the quality of information energy suppliers provide and utilise it effectively.

Communication

Once consistent and understandable messages have been produced these need to be communicated effectively. The Council needs to do some work to identify key groups (e.g. private and social landlords, Orthodox Jewish community, immigrants, owner-occupiers, affluent residents and disabled residents) and their information needs – this information would be used to develop appropriate messages and advertising campaigns.

Participants recommended that there be a one single point of contact with clear communication between staff and the public. This would ideally merge information on affordable warmth, debt advice and a list of recommended insulation/boiler suppliers etc. Community groups and agencies as well as individuals need to be able to access clear and consistent information.

It had been suggested that since there has been a leaflet overload in the borough we try to keep these to a minimum. Peer-to-peer communication was seen as vital, with the following people identified as well placed to do this work:

- Affordable Warmth champions
- Resident Associations
- Residents who have had work done on their properties
- Community groups
- Service staff who visit homes (social workers, repair people etc.)
- Energy representatives in Council departments and partner organisations
- Unemployed residents and graduates could be used as advocates and act as advice givers
- Targeting children as they are proven to be effective at communicating ideas to families

Places to advertise information and promote the work included: libraries, supermarket notice boards, GP surgeries buses, tubes, area assemblies, Councillor surgeries, neighbourhood managers, job centres, sent with council letters, door-knocking (this could be in-tandem with other environmental campaigns), gas bills, council tax.

Training

It was stressed that all staff/volunteers etc. need to understand key messages and schemes available before they can talk to residents. This has training implications across the borough.

Training would need to be tailored to the type of person (customer service centre worker, community volunteer, school teacher, social worker etc.) delivering the information and their target audience.

Making homes more energy efficient

The Council needs to work with organisations which supply and manage homes (private and social renting as well as temporary accommodation) to come to agreement on service levels which should be reached.

Working with companies who supply energy was identified as an essential action, with bulk-buying of energy and implementation of effective innovative technologies being two suggestions.

Targeting those homes where a good SAP rating (the method for measuring energy efficiency) is hard to achieve was seen as important.

Links to other strategies

The strategy needs to link to other related plans and strategies. The consultation process has identified the links and the action plan will establish how this strategy will contribute to these key actions.

Haringey's Affordable Warmth Strategy 2009 - 2019

**Tackling Fuel Poverty and
Promoting Energy Efficiency**

Foreword



We all want to have a warm home that we can afford to heat. For many households in the Borough this is difficult to achieve. There are many reasons for this including the lack of insulation and efficient heating systems to people not claiming the benefits that they are entitled to and rising energy costs.

This strategy aims to address these issues. Haringey Council and its partners have undertaken considerable work in this area and alleviated fuel poverty for many people. However much remains to be done. By working together we intend to deliver affordable warmth services in a more consistent manner that are effective and offer value to improve living conditions for all residents in Haringey.

I hope you will agree with the priorities for Haringey that we, our partners and residents have identified here and that you will join with us to achieve these aims.

Cllr John Bevan
Cabinet Member for Housing Services



We are already feeling the impacts of Climate Change through more frequent occurrences of extreme weather conditions and this together with rising fuel prices will have a greater impact on vulnerable people in our borough.

In our Greenest Borough Strategy we have committed to reducing CO2 emissions associated with energy use in our homes. We will do this by improving the energy efficiency of homes, providing information to enable home energy conservation and through the delivery of a decentralised energy network. In addition, we will work to ensure that new housing meets higher standards of the Code for Sustainable Homes.

We look forward to working closely across council departments to support the delivery the Affordable Warmth Strategy.

Cllr Brian Haley
Cabinet Member for Environment and Conservation

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Affordable Warmth Champions

The successful implementation of Haringey's Affordable Warmth Strategy is dependent on all partners working together to tackle the issues of fuel poverty in the Borough and ensuring that everyone has a warm home to live in.

Representatives from major organisations involved with fuel poverty have agreed to become Affordable Warmth Champions. They are committed to working together to improve services, achieve the objectives of this strategy, and provide a co-ordinated and effective multi-agency approach to reduce the effects of fuel poverty.

These representatives will champion the work set in motion by this strategy in their respective organisations as well as ensuring that services to combat fuel poverty and promote energy efficiency are promoted in the community.

Names to be agreed

Executive Summary

This strategy has been developed by the Integrated Housing Board (a thematic partnership of Haringey Strategic Partnership) and is a sub-strategy of the overarching Housing Strategy 2009-2019.

The multi-partnership Affordable Warmth Strategy identifies how we intend to tackle fuel poverty and promote energy efficiency over the next ten years.

Our vision for fuel poverty and promoting energy efficiency is:

'To make sure that no household in Haringey lives in a cold, unheated home and that people know how to use energy in their homes efficiently, therefore saving money and reducing CO2 emissions'

In 2001 the Government published its UK Fuel Poverty Strategy, with the primary aim to tackle the growing numbers of households who could not afford to heat their homes (for whatever reason) to an acceptable level.

Through this strategy the Government is under a statutory duty to ensure the eradication of fuel poverty in vulnerable households by 2010 and in all other households by 2016.

The Government's recent White Paper 'the UK Low Carbon Transition Plan: National Strategy for Climate Change for Climate and Energy' (2009) proposes further measures to improve domestic energy efficiency. Through this strategy Haringey will seek to ensure that any increases in costs are mitigated for vulnerable households.

Since these two national strategies has been a considerable amount of work undertaken in the Borough to help meet these challenging targets. With this strategy we brought all the various initiatives together to make sure we provide a co-ordinated, efficient and effective approach that assists all residents of the Borough to be warm at home in the winter and minimise the effects of cold, inadequately heated homes.

In order to deliver this our vision our four aims are:

1. Engage with people to improve awareness and understanding of fuel poverty and energy efficiency

Our aim is to ensure that all agencies play a part in reducing the number of people in fuel poverty and that residents know what help may be available to them and how to get it.

2. Increase the energy efficiency of housing across Haringey

To reduce long term levels of fuel poverty we must increase the energy efficiency rating of housing within the Borough regardless of whether they are social rented, privately rented or owner occupiers.

3. Maximise resources and opportunities for tackling fuel poverty

There are many funding opportunities available to tackle fuel poverty. Some have been in existence for some years while others are new. This reflects the growing awareness of the wider impact fuel poverty has. Increasing energy costs and the lack of up take of benefits could increase the incidence of fuel poverty.

4. Link to other strategies

While affordable warmth is important it must not be seen in isolation. There are direct links to a number of the Council and partners strategies. We must ensure that our aims are fully embedded within these and identify where there are common priorities and work together to achieve these.

This strategy will be monitored by the Integrated Housing Board who will oversee the work of the Affordable Warmth Forum, whose responsibility it is to deliver the action plan.

Introduction and overview

In 2001 the Government published its UK Fuel Poverty Strategy; its primary aim was to tackle the growing numbers of households who could not afford to heat their homes (for whatever reason) to an acceptable level.

Through this Strategy the Government is under a statutory duty to ensure the eradication of fuel poverty in vulnerable households by 2010 and in all other households by 2016.

Since then like other local authorities, Haringey Council, has been working to achieve the Government's key aims. Other organisations such as Homes for Haringey, Housing Associations and information and advice providers have also been working towards improving outcomes in this area.

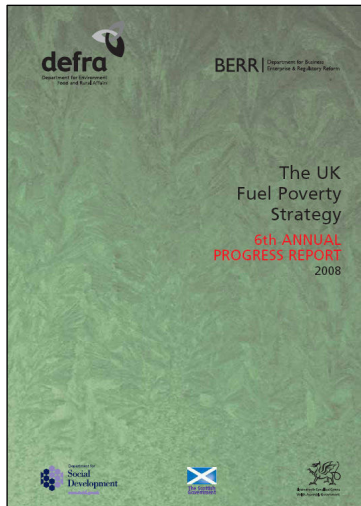
The Government's recent White Paper 'The UK Low Carbon Transition Plan: National Strategy for Climate and Energy' (2009) proposes further measures to improve domestic energy efficiency. It is anticipated however that the impact of the proposals will increase average household bills by 8%¹. Through this strategy Haringey will seek to ensure that any increases in costs are mitigated for vulnerable households.

¹ The UK Low Carbon Transition Plan: National strategy for climate and energy (2009 White Paper)

HARINGEY'S AFFORDABLE WARMTH STRATEGY 2009-19

In the UK the energy that households use to heat their homes and water accounts for over 80% of total household energy use². The improvements in fuel poverty delivered through this strategy will contribute to the reduction of domestic CO² emissions and help us achieve the aspiration of being the 'Greenest Borough';

We now need to bring all the various initiatives together to make sure we provide a co-ordinated, efficient and effective approach that assists all residents of the Borough to be warm at home in the winter and minimise the effects of cold, inadequately heated homes.



What is affordable warmth and fuel poverty?

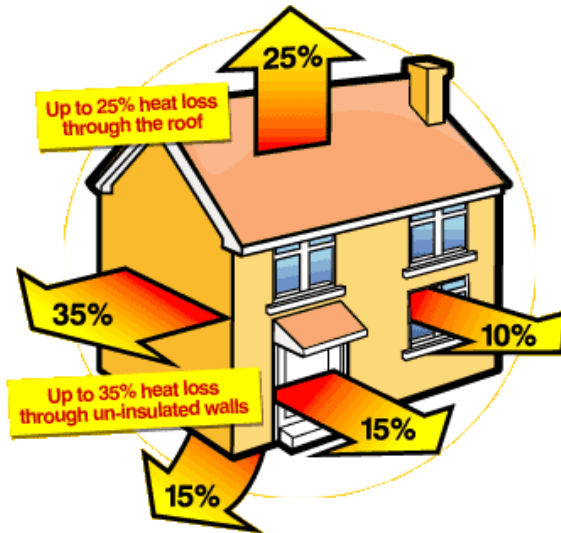
According to the Government definition a household is said to be in fuel poverty if it needs to spend more than 10 percent of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms).

In practice however, Haringey Council defines any household where the occupants are unable to heat their property to a sufficient degree, so as to ensure their personal comfort, as suffering from fuel poverty.

Several factors contribute to this including; low income, rising fuel prices, inadequate insulation, household composition relating to property size, inefficient heating systems, and lack of information and awareness about how fuel poverty can be tackled.

Vulnerable groups on low incomes, especially older people, are typically most affected by fuel poverty; in some cases faced with a choice that would be unimaginable to most, whether to heat or eat. There is a greater prevalence of fuel poverty among people aged over 60 years of age, single people under 60 and households with children.

² Department of Energy and Climate Change, Energy Trends (September 2008)



Heat loss in a typical home

The consequences of fuel poverty can be severe; fuel poor householders are more susceptible in particular to respiratory illness such as bronchitis and asthma, and are at increased risk of strokes and heart attacks. The associated stress and anxiety that often goes hand in hand with fuel poverty can also lead to feelings of helplessness and depression.

There is an estimated 25,000 excess winter deaths between December and March every year³; this figure is far in excess of those in much colder countries such as Russia and Finland. While it is not possible to say that these are related to cold weather only, it is widely recognised that fuel poverty is a likely factor. If fuel poverty is eradicated the savings to the NHS would run into millions.

In Haringey there were 30 excess winter deaths in 2006-2007. This has dropped from a high of 110 in 2002-2003³

Not limited to the effects on householders, fuel poverty often results in increased household maintenance and repair costs sending householders deeper into fuel poverty.

The associated negative impacts on the home will be increased condensation, dampness and mould growth as well as increased levels of dust mites which can exacerbate health problems.

By reducing or eliminating the causes of fuel poverty households will be able to achieve 'affordable warmth', ensuring that no more than 10 percent of household disposable income will need to be spent on fuel bills.

³ Office for National Statistics

How we produced this strategy

The development of this strategy was led by the Integrated Housing Board, a theme Board of the Haringey Strategic Partnership. This Affordable Warmth Strategy is identified within the Council's Housing Strategy 2009-19 implementation plan for completion in 2009.

In producing this strategy we have sought to be as inclusive as possible and engage with a wide range of people and organisations in its development. In particular we have tried to promote involvement from those groups that are typically most affected by the costs associated with heating their homes, especially those on lower incomes, in receipt of benefits or past retirement age.

Haringey Council and its partners have been working hard over many years to alleviate the impact of fuel poverty in the Borough. Until now however, there has been a lack of a co-ordinated approach that this strategy seeks to address. We have sought to effectively reflect existing good practice and to support existing frameworks for the delivery of affordable warmth measures.

CASE STUDY



Circle Anglia

Through their Affordable Warmth Strategy, Circle Anglia has set a minimum SAP rating of 45 for their homes and will define resources required to bring all properties up to a rating of 65.

By communication and education they will help their tenants to maximise their benefits, regularly give information on energy and develop activities that focus on tackling financial exclusion and worklessness.

Circle Anglia has also identified underoccupation of a home as an issue. This is relevant across all households in the Borough as simply put 'all square metres have to be heated regardless of how many people live in the home'.

This strategy has been developed in partnership with a number of key agencies that work closely with the Council, for example, Age Concern, Community Groups and Haringey Forum for Older People. All partners are committed to improving access to affordable warmth solutions for all Haringey residents. We have involved representatives from different community groups so that there is a greater first hand understanding of what fuel poverty means and what residents want the council and partners to do.

We consulted on this strategy for a period of three months through a variety of methods. These included a stand at Haringey's Green Fair, attending meetings of community and voluntary groups, sending copies of the strategy with specific questions to over 200 organisations, displaying leaflets and posters in public spaces such as libraries, putting the draft strategy on the

Council website and holding a specific consultation event in July 2009. This event was widely attended and several key actions emerged.

Where appropriate, the consultation feedback has been incorporated into the strategy and the development of the action plan. A separate consultation feedback report has been produced which details responses. This can be found on the Council's website⁴.

The national context

The Fuel Poverty Implementation Plan, "Fuel Poverty in England: the Government's Plan for Action" was published on 30 November 2004. The Plan sets out how the Government proposes to meet its statutory obligation to eradicate fuel poverty by 2016 and its own target to eradicate fuel poverty for vulnerable households in England by 2010. The Government's commitment to address fuel poverty forms one of its four energy policy goals.

Within this framework the first target is to address fuel poverty for people who are vulnerable to cold related ill health by 2010. A vulnerable household is defined as one containing children, an older person, someone who has a disability or a long term illness.

Addressing fuel poverty is key to the Government's wider agenda of reducing poverty, addressing social exclusion and improving health. Reducing fuel bills will help meet the Government's objective to halve child poverty by 2010 and reducing the number of cold and damp homes will contribute to tackling health inequalities and help to increase the number of decent homes.

The Home Energy Conservation Act 1995 (HECA) required every local authority with housing responsibilities to produce an energy conservation report identifying practical and cost effective measures to improve the energy efficiency of all residential accommodation in their area this report will shortly be replaced by National Indicator 187⁵. This indicator uses the Standard Assessment Procedure (SAP) ratings of households of people in receipt of certain benefits to determine the level of fuel poverty in the borough. An Energy Performance Certificate (EPC) shows the SAP rating of a home. An example can be found in Appendix 1.

⁴ www.haringey.gov.uk

⁵ Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating

Standard Assessment Procedure (SAP)

The Standard Assessment Procedure (SAP) is a way of rating the energy efficiency of a home. It uses a scale of 1 (worst) to 100 (best) to measure the heating and insulation of the property. The rating is included in an Energy Performance Certificate (EPC) which also shows how by improving the rating the cost of energy bills can be reduced. An example can be found at Appendix 1.

A rating of 65 or over means that the home is energy efficient and minimises the risk of fuel poverty.

The Government is committed to improving the energy efficiency of homes. Its 5 year housing plan, 'Homes for All' sets out how it aims to achieve this by introducing the:

- Decent Homes Standard for social rented housing - the Government's housing objective is to ensure that everyone has the opportunity of living in a decent home and so promote social cohesion, well being and self dependence. One of the four criteria that need to be satisfied to achieve the Decent Homes Standard is that a home provides a reasonable degree of thermal comfort
- Housing Health and Safety Rating System (HHSRS) - this replaced the housing fitness standard and repealed the separate Houses in Multiple Occupation fitness test creating a more comprehensive survey of household standards and hazards. It is a tool for identifying potential hazards to health and safety in the home and making owners and landlords aware of these. In particular it recognises that excessive cold and dampness are serious health hazards.
- Licensing of Houses in Multiple Occupation (HMO) - this includes mandatory licensing for HMOs over a certain size, power for the council to licence other HMOs and selective licensing for private landlords in designated areas. The new measures are aimed at raising standards in the private rented sector.
- Home Information Pack - all homes will need an Energy Performance Certificate when they are built, sold or let. The certificate will provide information of the energy efficiency rating of the property and will detail the most cost effective measures for improving the rating. A sample can be seen in Appendix 1
- Minimum standards for the environmental performance of new homes- In 2002 the Government amended building regulations to raise the energy performance of new homes by an estimated 25%, in 2005 this was increased by a further 25%. The Government aims to review this at least every five years.

There is evidence to support the idea of a 'minimum' Standard Assessment Procedure (SAP) rating. National Energy Action (NEA) suggests that a Standard Assessment Procedure rating of 65 is an efficiency standard that minimises the risks of fuel poverty.

A new Government Department, the Department of Energy and Climate Change (DECC) was created in 2008 to give a greater focus to solving the twin challenges of climate change and energy supply.

Our context - fuel poverty in Haringey

About Haringey

There are approximately 230,000 people living in Haringey. It is a very diverse Borough with some 50% of the population from ethnic minority backgrounds and around 200 languages are spoken.

The population is expected to grow by 10.2% (23,100) between 2006 and 2031. In terms of age, growth is concentrated in the ages 60 to 65 where the increase over 25 years is 56.2% (4,100). There are currently around 28,000 people over the age of 60 and 15,000 children aged 0 to 5³.

30% of the population live in the central and eastern areas of the borough which are among the most 10% most deprived Wards in England. There are approximately 27,250 with one or more person with a limiting long-term illness³.

Fuel poverty in the Borough

760,000 households in London are likely to be living in fuel poverty⁶

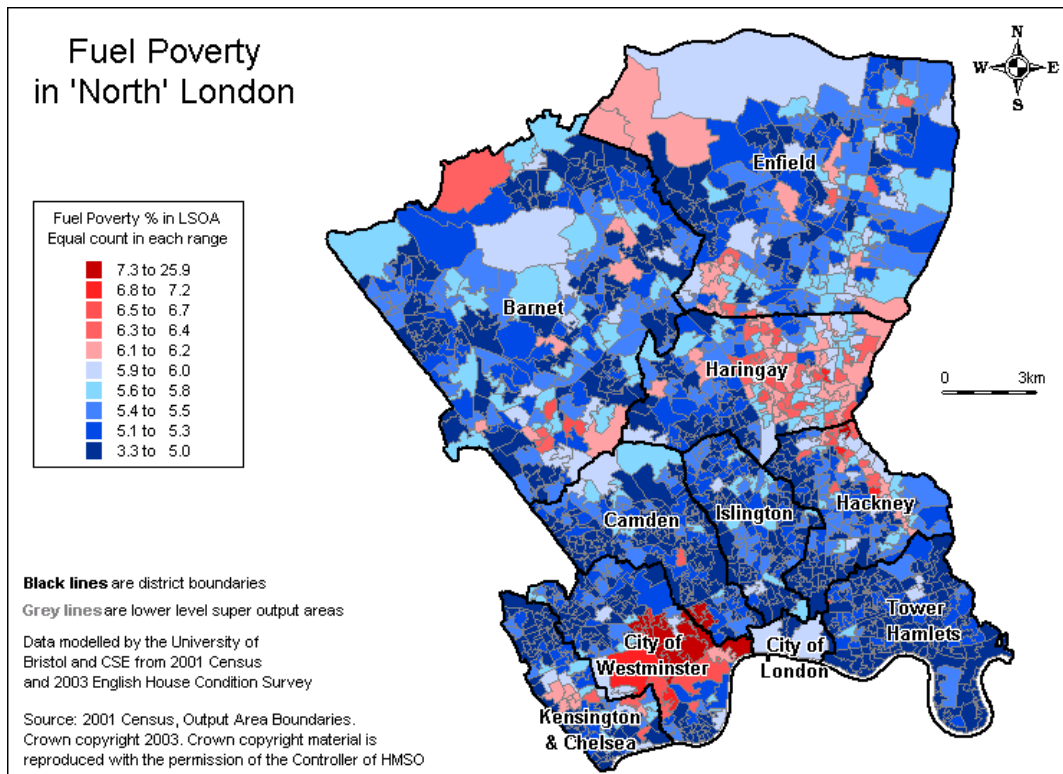
The London region has approximately 760,000 households living in fuel poverty. This is approximately 24% of all households in the city. Therefore fuel poverty remains a significant challenge for the region.

In Haringey, as might be expected, there are variations between the Wards in the number of households in fuel poverty. The Wards with the highest incidence are mainly in the east of the Borough and include Seven Sisters, Northumberland Park and Noel Park. In the west there is less incidence with lowest being Fortis Green, Muswell Hill and Crouch End. This is not to say however, that within these Wards there are variations between individual households.

The map overleaf, produced by National Energy Action, shows fuel poverty in North London. The colours show the numbers of households in each ward. The range goes from dark blue (lowest) to dark red (highest). Further

⁶ National Energy Action (The Mayor's preferred definition is based on a calculation of disposable income after housing costs)

investigation is needed to establish the reasons for the relatively high incidence of fuel poverty in Haringey compared with neighbouring boroughs.



There is an uneven spread of housing type in Haringey, with owner occupation being greater in the west with social rented concentrated in the east.

There are large numbers of older properties in the Borough which can be particularly difficult to heat because of lack of suitable insulation and solid walls. The 2002 private sector stock condition survey identified 17.5% of the stock was unfit, compared against a national figure of 7.5%. This is commonly due to disrepair. In the council owned stock managed by Homes for Haringey it was estimated in 2003 that 42% of the homes were 'non-decent'.

Our 2008 survey to provide data for the National Indicator 187 (measures the Standard Assessment Procedure (SAP) rating of homes where people have a means tested benefit) show that of the households that returned data

- 13.53% live in homes with a SAP rating below 35
- 73.43% live in homes with a SAP rating between 35 and 65
- 13.04% live in homes with a SAP rating above 65

National Energy Action has shown that once a home reaches a SAP rating of 65 other factors affect fuel poverty.

50% of carbon emissions in Haringey come from domestic energy use. Improvements to the energy efficiency of homes in the Borough will be key to contributing to the Mayor of London ambitious target of reducing carbon emissions by 60% in London by 2025.

What we have achieved so far

Haringey's Affordable Warmth Strategy will promote and deliver new innovative solutions to fuel poverty through effective partnership working. It will also continue to build on the several initiatives already underway in Haringey to deliver affordable warmth and promote energy saving in the home.

National Indicator 187

Haringey has adopted National Indicator 187 as one of its Local Area Agreement key indicators. Each year we conduct a survey of those households in receipt of certain benefits to determine what their SAP ratings are with the target being to increase the proportion of those living in homes with SAP ratings of above 65 and decreasing those below 35.

We need to use this indicator as a measure to show improvement in SAP ratings in these households.

'Here to HELP' scheme

Funded by British Gas, the Here to Help scheme delivered insulation improvements to both Council and Housing Association tenants and to private sector residents. From 2005 until the culmination of the programme in 2007 a total of 1152 households received insulation improvements worth over £400,000. Although this particular scheme has now come to an end the Council will continue to work through this strategy to bring forward similar programmes.

Homes for Haringey have also been working with British Gas through this scheme to improve energy efficiency in the Council's housing stock.

Warm Front

The Warm Front scheme introduced in 2002, delivers heating and insulation improvement grants to anyone who owns their own property, rents from a private landlord (and is responsible for the heating system), and are in receipt of certain means tested or disability related benefits.

In 2008/9 a total of 512 households in Haringey received a Warm Front grant. On average, each recipient has the potential to save over £350 per year on energy bills⁷. The maximum available grant is now £3,500 per household or up to £6,000 where oil or a new low carbon technology is recommended.

⁷ Warm Front Annual Report (2008-09)

Warmth & Comfort Scheme

The Warmth and Comfort Scheme is administered by the North London Sub Region and delivers heating and insulation improvements using similar eligibility criteria to the Warm Front scheme. The main difference being that under this scheme boilers over 15 years old and radiators over 20 years old will be replaced irrespective of whether they are working or not. Under the Warm Front scheme a boiler or radiator would only be replaced if it is not working. In 2008/9 a total of 381 households in Haringey were assisted under this scheme receiving grant funding totalling in excess of £500,000.

Carbon Emissions Reduction Target (CERT) funding

Through CERT funding Haringey are working with partner agencies Protocol & Eaga to distribute free energy saving light bulbs and 'shower smarts' to all households in the borough in 2009. This will both save households money on their fuel costs and reduce carbon emissions.

Aerial Thermal Survey

Demonstrating the Council's commitment to using innovative methods to tackle fuel poverty and raise awareness of domestic heat loss an aerial thermal survey was conducted in 2007 (the first of its kind by an English Local Authority). This innovative approach was praised in the national and local press and has generated a huge amount of interest throughout the Borough.



The complete interactive map is on the Council's website. It can be found at www.haringey.gov.uk/homeheatloss. The map will continue to be a useful tool to target those properties where heat-loss is identified as an issue.

Decent Homes

There has been much work carried out across the Borough by Homes for Haringey and Housing Associations to improve homes to ensure they meet the standards of the Decent Homes Programme.

These standards are:

- That the home is in a reasonable state of repair
- That it has modern facilities and services
- That it is reasonably warm

These in turn will improve energy use, the wellbeing of residents, and reduce CO2 emissions and the money people have to spend on heating.

All Housing Associations in the Borough are working towards meeting the Decent Homes standard.

Homes for Haringey

Homes for Haringey (HfH) manage the Council's housing stock. This accounts for 20% of all homes in the Borough.

Homes for Haringey have been awarded £198.5 million for the whole programme from 2008/09 to 2012/13. This funding includes an amount for improving local areas.

This money is being spent on improving kitchens, bathrooms, electrical wiring, heating, external entrance doors, windows and roofs.

In 2008-2009 1,555 rented and 367 leaseholder homes were improved. The SAP rating on these homes is now 65, which is a considerable improvement.

Homes for Haringey run an annual programme for replacing ageing boilers with high efficiency condensing boilers and upgrading the central heating system through the provision of programmable temperature and timing controls. Over the last 5 years they have replaced 4,000 boilers.

Loft insulation is provided through the Decent Homes Programme. Currently 300mm of insulation is fitted which exceeds building regulations. Homes for Haringey are now looking at the most cost effective way of dealing with solid wall properties.

Like most Housing Associations, Homes for Haringey fit low energy lightbulbs in void properties and seek to install 'photocell' lighting in communal areas. This automatically turns the lighting off when no one is present.

Information and Advice

Since fuel poverty has become a key priority, many organisations recognise that giving information and advice to people is of paramount importance. The plethora of different schemes available that offer help can be confusing and

HARINGEY'S AFFORDABLE WARMTH STRATEGY 2009-19

there are many aspects to fuel poverty where people may need help. This ranges from straightforward information and signposting to the Warm Front scheme to more complex welfare and benefit advice to help reduce debt and identify eligibility for benefits.

Also in the area of fuel tariffs residents are encouraged by the Government and media to switch providers to get the cheapest rate but again this can be confusing.

There are many organisations e.g. Citizens Advice Bureau, Age Concern, Haringey Association of Voluntary and Community Organisations (HAVCO), health visitors, Haringey Council, Housing Associations and Homes for Haringey that are giving information and advice to clients, either by face to face meetings or through newsletter and leaflets.

Additionally there have been campaigns like 'Claim it!' to make people know about the benefits they can claim.

Resources

There is increased investment in a number of Government funded programmes to alleviate fuel poverty, totalling £1billion nationally.

Key fuel poverty programme expenditure and budgets⁸

Programme	Expenditure 2007-08	Budget 2008-2011	Who Pays?
Warm Front	£350 million	£959 million	Government
Carbon Emissions Reduction Target (CERT)	£700 million spent by energy companies in 2005-08 under Energy Efficiency Commitment	£3.36 billion of which £1.9 billion is to be spent on the 'Priority Group'	Energy supply industry – who are able to pass on costs to customers
Community energy Savings Programme (CESP)	Not applicable	£350 million	Energy industry – generators and suppliers
Decent Homes	Not identified separately	£2 billion	Government

The Government also paid £2.7 billion in 2008-09 in Winter Fuel payments and an estimated £209 million on Cold Weather payments.

Warm Front

Each Warm Front grant can be up to a maximum of £3,500 for each household. To access the grant a person must be in receipt of means tested or disability related benefits. The grant can be used for insulation, draught

⁸ House of Commons. Environment, Food and Rural Affairs Committee. Energy Efficiency and Fuel Poverty. Third Report May 2009

proofing and installation of a heating system. The grant is given on a first come, first served basis and is available regardless of the tenure of the property. Where the cost of the work exceeds the £3,500 grant the householder has to make-up the difference.


The average contribution in 2007-08 was £581 and although the grant has now increased from £2,700 to £3,500 the National Audit Office has shown that a significant percentage of people may not be able to afford this contribution.

While undertaking a survey of the property the Warm Front team will also do a benefit check to make sure the client is receiving all the money they are eligible for.

We will strive to increase the take-up of these grants through the delivery of this strategy.

We work closely with the Benefits, Taxation and Environmental Resources teams to identify which residents may be eligible for a Warm Front grant.

CASE STUDY






Mrs. Jones, 63 received a Warm Front Grant to replace her boiler and install loft insulation.

“I have had to use the heating a lot less since the loft insulation was installed and am therefore expecting lower bills...”

The radiators in Mrs. Jones home had previously not worked and no hot water was available. Mrs Jones is disabled so having working heating and hot water is extremely important.

“I was extremely pleased with the service I received from the Warm Front Team, the installers cleaned up after themselves and were very polite – I couldn’t fault the service, my house is so much warmer now and I’m very grateful”



Community Energy Saving Programme (CESP)

Nationally £350 million is available over the next 3 years. This programme places an obligation on energy suppliers to meet a CO² reduction target by providing energy efficiency measures to domestic customers. It will require local authorities, voluntary agencies and energy companies to work together

in partnership to undertake house to house calls particularly in areas of deprivation to offer practical help and advice in energy saving. A whole house approach is encouraged, therefore major improvements such as heating and solid wall insulation will be provided.

The Programme will deliver £3.5 million worth of energy saving improvements within a 'lower super output area'. Haringey has many lower super output areas which qualify and the Council is currently discussing with British Gas for them to run a Community Energy Saving Programme scheme in the Borough. The aim is to install measures in 80% of homes in an eligible Community Energy Saving Programme area.

Social Housing Energy Savings Programme (HESP)

The Homes and Communities Agency will be managing a funding pot of £85m to improve environmental standards to existing stock. The Housing Energy Savings Programme aims to help social landlords insulate hard to treat cavity walls. Homes for Haringey are currently preparing a bid for this.

Carbon Emissions Reduction Target (CERT)

The Carbon Emissions Reduction Target requires energy suppliers by 2011 to deliver measures that will provide reduced carbon emissions from domestic homes. It is estimated that 60% of the funding available will go to low income or older people, who will get free or substantially discounted energy saving improvements.

By increasing the energy efficiency of households, the Carbon Emissions Reduction Target will not only help alleviate fuel poverty but is also expected to stop households falling into poverty in the future. Residents can find out from their energy provider if they can get help.

Included in the Carbon Emissions Reduction Target is a Home Energy Advice service where advisers will visit households and audit the energy efficiency.

Landlords Energy Saving Allowance

Landlords who are eligible for tax can claim an allowance of up to £1,500 per property for insulation. This is for insulation of loft, walls and hot water systems plus draught proofing of the property.

British Gas Council Tax Rebate Scheme

Through this scheme any resident will be able to contact British Gas to request loft or cavity wall insulation. If the resident is in receipt of means tested or disability related benefits then the work will be done for free, if they are not then the work will be done at a discount. Also any resident who has

the work done and has to pay for it will receive a £75 rebate off their Council Tax bill.

Free internet sites that can help with energy efficiency and fuel poverty

There are internet sites that help people find out about the SAP rating of their homes and also how to make sure they are paying the lowest amounts for their fuel.

Energy Savings Trust

Each householder can check for free the SAP rating of their home and see the potential for improvement. This useful tool clearly shows the savings that can be made and the associated reductions in CO2 emissions. Appendix 1 shows a sample Energy Performance Certificate (EPC).

National Housing Federation

The National Housing Federation has produced a toolkit to help and guide residents through the confusion of identifying the energy supplier that is most likely to help them reduce their gas and electricity bills. This can be found at www.housing.org.uk/uplads/file/factsheets/energy_switching_toolkit.pdf

Our capacity to deliver

For this strategy to achieve its aims we need to ensure that we have the resources to deliver it.

As part of implementation we will assess the implications of the work we intend to do and then undertake an audit to assess what resources are available and identify any gaps.

We need to include our partners in this audit plus other services within the Council such as the Environmental Resources Team.

Our approach to delivery

Fuel poverty is a complex issue and a comprehensive approach is needed that draws together three key factors – fuel prices, incomes and energy efficiency of homes.

To achieve our aim of reducing fuel poverty across the Borough we must work in partnership to ensure that we deliver the objectives of this strategy to provide a co-ordinated and effective multi-agency approach.

The key principles which underpin our delivery are:

- Engaging and involving residents in how we deliver services and make information widely available so people can make appropriate decisions
- Partnership working
- Being innovative and proactive in embracing new opportunities to tackle fuel poverty

What we need to do

To tackle fuel poverty in Haringey our priorities are to:

1. Engage with people to improve awareness and understanding of fuel poverty
2. Increase the energy efficiency of housing across Haringey
3. Maximise resources and opportunities for tackling fuel poverty
4. Make the links to other related strategies such as the Greenest Borough

1. Engage with people to improve awareness and understanding of fuel poverty and energy efficiency


Our aim is to ensure that all agencies play a part in reducing the number of people in fuel poverty and that residents know what help may be available to them and how to get it.

Key actions are to:

- Maximise partnership working between key agencies in Haringey
- Work with advice and information agencies such as the Citizens Advice Bureau, Age Concern and Help the Aged, groups such as the Landlord's Forum and other partners to address fuel poverty and also to inform of the latest initiatives in Haringey so that there is a one-stop approach.
- Mainstream fuel poverty by raising awareness of all staff in the Council and in all partner organisations to identify potential households and signpost them to relevant sources of help.
- Target particular areas of the borough where high levels of fuel poverty are identified.
- Audit what information is available currently and if it is appropriate i.e. language and format
- Explore other ways of producing this information such as a DVD and distribute to all homes
- Make information available on where to go for
 - Debt advice so that residents have the money to pay for heating
 - Information on energy tariffs so informed choices can be made
 - How to switch from a prepayment meter to cheaper energy tariffs

- Make residents aware that underoccupancy of their homes is a major factor of fuel poverty and we help residents in social housing move to a smaller property
- Use the Affordable Warmth Champions to change the culture of how we use energy so that people know how to make savings
- Enlist the goodwill and expertise of volunteers to explain heating operation and controls to residents who need help

CASE STUDY



Newlon Housing Trust

Newlon Housing Trust commissioned Green Tree Marketing to develop a Energy Efficiency Tenant Engagement report to encourage tenants to adopt ways that reduce their home energy use and therefore the cost of their fuel bills.

From this report an action plan was then written that provides innovative and exciting ways of engaging tenants in both energy efficiency measures and reducing their household waste.


The main themes cover:

- Communication and messages
- Incentives
- Literature and materials
- On their website ideas on saving money in your home
- Other partners who can help deliver these measures

Top Winter Tip

By making simple changes you can save £10 per month or up to £120 per year

That's enough to cover the cost of your Christmas dinner or take the family to the panto



3. Increase the energy efficiency of housing across Haringey

To reduce long term levels of fuel poverty we must increase the SAP rating of housing within the Borough regardless of whether they are social rented, privately rented or owner occupiers.

Key actions are to:

- Promote and actively market the Warm Front Programme
- Actively pursue new government initiatives such as CESP and CERT and work with utility companies and national organisations such as Energy Action Trust and National Energy Action to ensure Council and its partners are aware best practice
- Ensure that through the Housing Strategy 2009-19 the Decent Homes Programme is delivering its targets on time
- Undertake enforcement action to ensure private landlords provide adequate heating
- Acquire only homes with high SAP ratings to use as temporary accommodation. This will also send a positive message to landlords
- Ensure void properties are placed on the best energy tariffs with a preferred energy supplier, moving away from prepayment meters

- Replace light bulbs in void properties with energy saving ones

CASE STUDY

The Complete Works by MHT London

Metropolitan Housing Trust, London (MHT) has developed a programme for refurbishing harder to treat Victorian street properties to a standard that goes well beyond the Government's Decent Homes standard. Its whole house approach involves decanting the householders into alternative accommodation for 14 weeks whilst the work is completed.

The refurbishment, delivered by MHT's Neighbourhood Investment Unit (NIU) dramatically cuts carbon emissions, maximises opportunities for residents to be engaged and creates more welcoming and energy efficient affordable homes.

Works to these harder to treat, solid wall street properties includes:

- 60mm K18 Kingspan Kooltherm internal wall Insulation
- 300mm loft insulation
- 100mm floor insulation (ground level timber suspended floors)
- Double glazed windows (refitting timber sash double glazed windows in conservation areas)
- Low flow dual flush toilet
- Installation of A rated condensing combi boiler
- Complete electrical re-wiring
- Structural works, including change of layouts & moving bathrooms
- Resident designed kitchen replacement & complete decoration
- Information guide to getting the most out of your refurbished home



In the last 18 months MHT has completed sixty-two fully refurbished properties, typically achieving carbon emissions reductions in excess of 45% per home.

The NIU's work has been shortlisted as a finalist in this year's Inside Housing Sustainability Awards.



3. Maximise resources and opportunities for tackling fuel poverty

There are many funding opportunities available to tackle fuel poverty. Some have been in existence for some years while others are new. This reflects the growing awareness of the wider impact fuel poverty has. Increasing energy costs and the lack of up take of benefits could increase the incidence of fuel poverty.

Key actions are to:

- Promote the take up of benefits and signpost people to debt advice
- Seek to bulk purchase energy for larger housing schemes so that energy costs are lower
- Undertake an audit of resources required to deliver this strategy and identify any gaps
- Work with Homes for Haringey on piloting SMART meters to help residents know exactly how much energy they are using, thus putting users more in control and able to better manage fuel costs
- Investigate the possibility of the Council putting in place a service contract that will give Warm Front clients a preferential rate for servicing
- Actively explore new initiatives on fuel poverty and be proactive in our harnessing of new resources
- Investigate joint procurement with housing associations to deliver improvements through this. This will give an efficient and value for money approach to contracting

4. Link to other strategies

While affordable warmth is important it must not be seen in isolation. There are direct links to a number of the Council and partners strategies. We must ensure that our aims are fully embedded within these and identify where there are common priorities and work together to achieve these.

Key actions are to:

- Work with colleagues to identify common activities in Haringey's Greenest Borough Strategy Implementation Plan particularly
 - Priority 3 – Managing environmental resources effectively
 - Priority 4 – Leading by example
 - Priority 5 - Ensuring sustainable design and construction
 - Priority 7 – Raising awareness and involvement
- Work with the Council's Environmental Resources Team to promote energy efficiency in Haringey and ensure a joint approach to climate issues such as reducing emissions. We will work with and support the bid for a 'low carbon zone', an initiative announced by the Mayor for the creation of ten of these zones, which any Greater London borough can apply for. There is currently £3million of funding available
- Make links to Experience Still Counts, Haringey's strategy for improving the quality of life for older people. This document identifies ten goals that cover all aspects of older people's lives. Addressing fuel poverty

- fits with Goal 3, Staying Healthy and Goal 7, Having a safe comfortable and well maintained home
- Develop the links with Primary Care Trust in respect of excess winter deaths and unplanned hospital admissions

How we will deliver and monitor this strategy

The delivery of this strategy will be overseen by the Integrated Housing Board (IHB), a thematic partnership board of Haringey Strategic Partnership.

We will establish an Affordable Warmth Forum that meets regularly. Their role will be to make sure that the actions in the implementation plan are being delivered and by monitoring performance demonstrate that they are successful. As well as reporting to the Integrated Housing board this forum will identify good practice among partners and ensure there is joint working as well as involving residents in tackling fuel poverty.

This forum will produce an annual review detailing progress made in that year and also look to future ways to deliver priorities.

We will assess performance in a number of ways

- National Indicator 187 - by the annual survey to establish if we are meeting the target of 1% per annum increase in the SAP ratings of less than 35 of these properties
- Compare new stock condition surveys to identify improvements in housing stock across all tenures
- Reduction in the number of unplanned hospital admissions and excess winter deaths in Haringey
- Number of people referred to Warm Front and other funded fuel poverty programmes
- Improve benefit maximisation and uptake of benefits
- The Affordable Warmth strategy will contribute to the overall Haringey target to reduce the 4.9tonnes CO2 emissions (2005 per capita) in the Borough. The target for 2009/10 is to reduce this figure by 7.4%

Appendix 1

Sample Energy Performance Certificate showing Standard Assessment Procedure (SAP) rating

Energy Performance Certificate

17 Any Street,
Any Town,
County,
YY3 5XX

Dwelling type: Detached house
Date of assessment: 02 February 2007
Date of certificate: [dd mmmm yyyy]
Reference number: 0000-0000-0000-0000-0000
Total floor area: 166 m²

This home's performance is rated in terms of the energy use per square metre of floor area, energy efficiency based on fuel costs and environmental impact based on carbon dioxide (CO₂) emissions.

Energy Efficiency Rating

	Current	Potential
Very energy efficient - lower running costs		
(92-100) A		
(81-91) B		
(69-80) C		73
(55-68) D		
(39-54) E	37	
(21-38) F		
(1-20) G		
Not energy efficient - higher running costs		
England & Wales EU Directive 2002/91/EC		

Environmental Impact (CO₂) Rating

	Current	Potential
Very environmentally friendly - lower CO ₂ emissions		
(92-100) A		
(81-91) B		
(69-80) C		69
(55-68) D		
(39-54) E		
(21-38) F	31	
(1-20) G		
Not environmentally friendly - higher CO ₂ emissions		
England & Wales EU Directive 2002/91/EC		

The energy efficiency rating is a measure of the overall efficiency of a home. The higher the rating the more energy efficient the home is and the lower the fuel bills will be.

The environmental impact rating is a measure of a home's impact on the environment in terms of carbon dioxide (CO₂) emissions. The higher the rating the less impact it has on the environment.

Estimated energy use, carbon dioxide (CO₂) emissions and fuel costs of this home

	Current	Potential
Energy Use	453 kWh/m ² per year	178 kWh/m ² per year
Carbon dioxide emissions	13 tonnes per year	4.9 tonnes per year
Lighting	£81 per year	£65 per year
Heating	£1173 per year	£457 per year
Hot water	£219 per year	£104 per year

Based on standardised assumptions about occupancy, heating patterns and geographical location, the above table provides an indication of how much it will cost to provide lighting, heating and hot water to this home. The fuel costs only take into account the cost of fuel and not any associated service, maintenance or safety inspection. This certificate has been provided for comparative purposes only and enables one home to be compared with another. Always check the date the certificate was issued, because fuel prices can increase over time and energy saving recommendations will evolve.

To see how this home can achieve its potential rating please see the recommended measures.

Remember to look for the energy saving recommended logo when buying energy-efficient products. It's a quick and easy way to identify the most energy-efficient products on the market.

For advice on how to take action and to find out about offers available to help make your home more energy efficient, call **0800 512 012** or visit www.energysavingtrust.org.uk/myhome

Recommendations

The measures below are cost effective. The performance ratings after improvement listed below are cumulative, that is they assume the improvements have been installed in the order that they appear in the table.

Lower cost measures (up to £500)	Typical savings per year	Performance ratings after improvement	
		Energy efficiency	Environmental impact
1 Cavity wall insulation	£411	E 53	E 46
2 Low energy lighting for all fixed outlets	£11	E 53	E 46
Sub-total	£422		
Higher cost measures (over £500)			
3 Hot water cylinder thermostat	£102	D 58	E 51
4 Replace boiler with Band A condensing boiler	£323	C 73	C 69
Total	£847		
Potential energy efficiency rating		C 73	
Potential environmental impact (CO ₂) rating		C 69	

Further measures to achieve even higher standards

The further measures listed below should be considered in addition to those already specified if aiming for the highest possible standards for this home.

5 Replace single glazed windows with low-E double glazing	£40	C 75	C 71
6 Solar photovoltaics panels, 25% of roof area	£49	C 77	C 74
Enhanced energy efficiency rating		C 77	
Enhanced environmental impact (CO ₂) rating		C 74	

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Affordable Warmth Strategy Action Plan

An Implementation Group will be formed with representatives from partner organisations at the time launch of the Strategy in October 2009. It will be the responsibility of this group to fully assess this action plan, to populate completion timescales and responsibilities and to monitor the delivery of the strategy.

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
<p>ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency</p>	<p>1. Maximise partnership working between key agencies within Haringey</p>	<p>Set up Affordable Warmth Strategy Implementation Group with representatives from partner organisations and wider group of key agencies for the sharing of information</p> <p>Produce a directory of key 'link' contacts for information sharing between partner organisations and key agencies</p> <p>Explore good practice in other local authorities that have adopted a similar approach</p> <p>Explore opportunities for energy companies to join the partnership</p>	<p>October 2009</p>	<p>Strategic & Community Housing</p>	<p>Composition of Implementation Group and terms of reference agreed</p> <p>Implementation Group meetings scheduled</p> <p>All emerging initiatives are easily communicated to relevant agencies</p>	

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
<p>ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency</p>	<p>2. Develop and implement a communication and marketing plan</p>	<p>Communication plan completed and launched in consultation with partner organisations</p> <p>Ensure that a PR campaign is developed and sustained</p> <p>Advertise the Government's annual 'Warm & Well' campaign in all public buildings including libraries, sports centres and community centres</p> <p>Produce a quick reference guide to enable people to quickly determine eligibility for grant funding</p> <p>Advertise 'top tips' and myth-busting facts for reducing emissions and reducing energy bills - Haringey People & other publications/posters</p> <p>Investigate a multi-method</p>		<p>TBA</p> <p>TBA</p>	<p>Understanding of fuel poverty and energy efficiency increased across the borough</p>	

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		<p>approach to communication e.g. advertising on Council Tax bills, street banners and on public transport</p> <p>Target people in receipt of benefits with information on energy saving enclosed with benefit advice/cheques</p>				
<p>ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency</p>	<p>3. Work with advice and information agencies such as the Citizens Advice Bureau, Age Concern and Help the Aged, groups such as the Landlord's Forum and other partners to address fuel poverty and also to inform of the latest initiatives in Haringey so that there is a one-stop approach (Linked to Communications and Marketing Plan)</p>	<p>All key agencies are kept aware of and can disseminate appropriate advice to clients</p> <p>Ensure that appropriate training is carried out with agencies and the voluntary sector on tackling fuel poverty and promoting energy efficiency</p> <p>Work with agencies to deliver an affordable warmth road show to take the key messages to the public in i.e. shopping centres and supermarkets</p>			<p>Public facing staff in all key agencies are aware of and can advise on available initiatives</p>	

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
<p>ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency</p>	<p>4. Mainstream fuel poverty by raising awareness of all staff to identify potential households and signpost them to relevant sources of help.</p>	<p>Work with debt advice agencies and credit unions to increase access to direct debit as a payment option</p> <p>Work with the Energy Saving Trust to make households aware that they can get a free impartial energy report</p> <p>Explore opportunities for training with the Energy Saving Trust</p>				
		<p>Identify training requirements across services</p> <p>Conduct training/briefing sessions for all staff that routinely come in contact with vulnerable people</p> <p>Develop briefing sheets for support workers that come in regular contact with elderly or vulnerable residents</p> <p>Work with education professionals to promote</p>				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		awareness of energy efficiency in schools				
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	5. Target particular areas of the borough where high levels of fuel poverty are identified.	Utilise the Aerial Thermal Survey results to identify areas of suspected high fuel poverty and target these areas using door knocking programme and CESP programme Use data from the English Housing Survey (ESH) and the updated Census (2011) to build an accurate picture of fuel poverty in Haringey Target those households in receipt of benefits	From April 2010		Take up of Warm Front grants increased	
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	6. Audit what information is available currently and if it is appropriate i.e. language and format (Linked to Communications and Marketing Plan)	Collate information from all organisations involved with fuel poverty and insure that all publications are up-to-date Explore the possibility of				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		producing multi-agency literature on fuel poverty				
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	7. Explore other ways of producing information such as a DVD and distribute to all homes (Linked to Communications and Marketing Plan)	Increase door knocking campaign to promote energy efficiency, affordable warmth and grant take-up Evaluate the DVD being produced by the GLA for distribution to all Haringey residents				
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	8. Make information available on where to go for... <ul style="list-style-type: none"> • Debt advice so that residents have the money to pay for heating • Information on energy tariffs so informed choices can be made • How to switch from a prepayment meter to cheaper energy 	Make information available and accessible on the Council's website Produce a quick reference guide to enable people to quickly determine eligibility for grant funding and benefit entitlement Ensure that details of energy saving measures and advice on switching energy tariffs is included in HfH and RSL tenant start-up packs				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
	tariffs (Linked to Communications and Marketing Plan)					
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	9. Make residents aware that under-occupancy of their homes is a contributory factor of fuel poverty and we help residents in social housing move to a smaller property (Linked to Communications and Marketing Plan)	Insure that all new publications on fuel poverty include under-occupancy as a causal factor Ensure that officers working with under-occupiers are aware of fuel poverty issues Ensure that literature on incentives to move to smaller accommodation also detail potential energy cost savings Develop a multi-agency under-occupation strategy				
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	10. Use the Affordable Warmth Champions to change the culture of how we use energy so that people know how to make savings	Use Champions as link contacts to promote knowledge and understanding of fuel poverty within their respective organisations				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		Identify and train local community representatives with a view to spreading the message to hard to reach groups				
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	11. Enlist the goodwill and expertise of volunteers to explain heating operation and controls to residents who need help	Work with HAVCO to identify volunteers and assess training requirements				
TWO: Increase the energy efficiency of Haringey's housing	12. Promote and actively market the Warm Front programme (Linked to Communications and Marketing Plan)	Initiate a door knocking campaign to promote Warm Front and encourage people to make behavioural changes to reduce energy consumption and save money Ensure marketing materials are available and prominent in all public buildings Working with the Council's Housing Benefit team and				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		the Department for Work and Pensions target people eligible for Warm Front grants				
TWO: Increase the energy of housing across Haringey	13. Actively pursue new government initiatives such as CESP and CERT and work with utility companies and national organisations such as Energy Action Trust and National Energy Action to ensure Council and its partners are aware of best practice	Ensure that contact is made with relevant utility companies and measures are targeted in the first instance to fuel poor households Ensure that future bidding is coordinated both internally and with external partners				
TWO: Increase the energy of housing across Haringey	14. Ensure the Decent Homes Programme is delivering its targets on time	Monitor the Decent Homes programme through delivery of the Housing Strategy 2009-19 to Government timescales are met	March 2013 December 2010 unless deadline extended	Homes for Haringey Registered Social Landlords	All Council and RSL rented accommodation to reach the Decent Homes Standard	Monitored through Greenest Borough Strategy National Indicator 158 - % of non-decent Council homes _____% Regulatory Statistical

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
						Return (RSR) - % of homes which fail the DHS _____%
TWO: Increase the energy efficiency of housing across Haringey	15. Undertake enforcement action to ensure private landlords provide adequate heating	Ensure that enforcement action is taken on all properties with category 1 hazards under the Housing Health and Safety Rating System (HHSRS) Ensure that all enforcement action undertaken is effectively monitored			Energy efficiency of private sector accommodation increased	
TWO: Increase the energy efficiency of housing across Haringey	16. Acquire only homes with high SAP ratings to use as temporary accommodation.	All homes acquired for use as temporary accommodation to aspire to a future SAP rating of at least 65. Targets for improvements to be carried out over time to be set				
TWO: Increase	17. Ensure void	Explore options and appoint		Homes for	Average energy bills	

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
the energy efficiency of housing across Haringey	properties are placed on the best energy tariffs with a preferred energy supplier, moving away from prepayment meters	a preferred energy supplier		Haringey	reduced	
TWO: Increase the energy efficiency of housing across Haringey	18. Replace light bulbs in void properties with energy saving ones	Supply energy saving light bulbs through the CERT programme		Housing providers	Estimation of total energy saving across the borough – CO ² level and £s saved	
THREE: Maximise resources & opportunities for tackling fuel poverty	19. Promote the take up of benefits and signpost people to debt advice	Complete training for frontline staff and community groups on eligibility for benefits Work with the DWP and community groups to increase the take up of Pension Credit Utilise the Council's GIS system and Mosaic software to identify areas of the borough where there may be pockets of benefit eligible residents				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
THREE: Maximise resources & opportunities for tackling fuel poverty	20. Seek to bulk purchase energy for larger housing schemes so that energy costs are lower	Options appraisal to be drawn up in negotiation with energy companies Encourage RSLs to adopt a similar process and explore economies of scale by entering into multi-agency contracts Explore opportunities for a London Borough ESCO		Homes for Haringey		
THREE: Maximise resources & opportunities for tackling fuel poverty	21. Undertake an audit of resources required to deliver this strategy and identify any gaps	Analysis of costs for increased resource to be conducted Barriers to delivery and solutions to be scoped Audit of existing 'M3' software package carried out Develop a cross-departmental referral and tracking system to ensure that vulnerable households	Oct 2009			

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		in fuel poverty receive the improvements they need				
THREE: Maximise resources & opportunities for tackling fuel poverty	22. Work with Homes for Haringey on piloting SMART meters to help residents know exactly how much energy they are using, thus putting users more in control and able to better manage fuel costs	Identify funding sources for installation of smart meters and target fuel poor households		Homes for Haringey Implementation Group		
THREE: Maximise resources & opportunities for tackling fuel poverty	23. Investigate the implementation of a Warm Front service contract to give householders a preferential rate for servicing	Assess available resources and options with Warm Front Explore options of extended guarantees and maintenance contracts with energy suppliers				
THREE: Maximise resources & opportunities for tackling fuel poverty	24. Actively explore new initiatives on fuel poverty and be proactive in our harnessing of new resources	Deliver energy efficiency measures outside of the Decent Homes Programme through Social Housing Energy Saving Programme (SHESP) funding	June 2010	Homes for Haringey	Increase	

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		<p>Retrofit for the future pilot</p> <p>Explore the possibility of a partnership approach with Groundwork on a 'Green Doctor' scheme</p> <p>Actively pursue other sources of grant funding such as...</p> <ul style="list-style-type: none"> • Life+ • Bio-energy Capital Grants Scheme • Low Carbon Building Programme • Intelligent Energy Europe (IEE) • Environmental Transformation Fund (ETF) <p>Implementation group to keep abreast of new funding sources and produce a diary of bid deadlines</p> <p>Investigate the implementation of a pay as</p>		<p>Homes for Haringey Environmental Resources Team</p> <p>Environmental Resources Team & Homes for Haringey</p> <p>Environmental Resources Team</p>		

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		<p>you save scheme for energy efficiency measures</p> <p>Encourage private landlords through the Landlord Forums to install SMART meters and other energy saving measures - investigate the possibility of incentive schemes</p>				
THREE: Maximise resources & opportunities for tackling fuel poverty	25. Investigate joint procurement with housing associations to deliver improvements	<p>Explore options for entering into an agreement with a switching company</p> <p>Develop an Energy Services Company for Haringey to deliver district heating (submit funding bid to LDA)</p> <p>Ensure that a preferred supplier and fitter is appointed through the procurement process to deliver improvements across the Borough</p>		Environmental Resources Team		
FOUR: Links to	26. Work with colleagues	Provide energy audits to				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
other Strategies	<p>to identify common activities in Haringey's Greenest Borough Strategy Implementation Plan particularly ...</p> <ul style="list-style-type: none"> Priority 3 – Managing environmental resources effectively Priority 4 – Leading by example Priority 5 - Ensuring sustainable design and construction Priority 7 – Raising awareness and involvement 	<p>homes and businesses in partnership with Homes for Haringey, E-on, EDF, British Gas and the Carbon trust</p>				
FOUR: Links to other Strategies	<p>27. Work with the Environmental Resources team to promote energy efficiency in Haringey and ensure a joint approach to climate issues such as reducing emissions.</p>	<p>Strategy Implementation Group to include representatives from Environmental Resources</p> <p>Ensure that agreed monitoring systems are in place across the Council to effectively record contributory work and guard against duplication</p>	<p>October 2009</p>			

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
<p>FOUR: Links to other Strategies</p>	<p>28. Make links to Experience Still Counts, Haringey's strategy for improving the quality of life for older people particularly...</p> <ul style="list-style-type: none"> ■ Goal 3 – Staying Healthy ■ Goal 7 – Having a safe comfortable and well maintained home 	<p>Establish links with home carers to identify where older persons discharged from hospital are fuel-poor</p> <p>Ensure 'staying healthy' literature effectively signposts to relevant guidance on fuel-poverty</p> <p>Utilise the healthy activity programme to spread the word about affordable warmth</p> <p>Utilise the 'Handyman' scheme and other contractors to help identify fuel poor households and promote available grants</p> <p>Link in with the communication plan being undertaken as part of the Experience Still Counts strategy</p> <p>Regular space in Haringey</p>				

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
		<p>People with contact points and seasonal information</p> <p>Promotion of Warm Front grants through the Houseproud scheme</p>				
FOUR: Links to other Strategies	29. Develop the links with Primary Care Trust in respect of excess winter deaths and unplanned hospital admissions	Establish a point of contact with the PCT for the sharing of information				



Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Registered Providers Partnership

Report of: Paul Dowling, Principal Housing Strategy Officer

Purpose

To report the findings of the consultation with Registered Providers (RPs) on the formation of a new partnership and associated protocol.

To recommend the new partnership and associated protocol to the IHB subject to discussion on the consultation feedback.

Summary

This report presents the responses to the recent partner consultation on the proposed Partnership Protocol for Registered Providers for discussion.

Legal/Financial Implications

None identified.

Recommendations

That feedback from the consultation and possible amendments to the protocol are discussed and a final draft protocol is produced for sign off by the Chair of the Integrated Housing Board.

For more information contact:

Name: Paul Dowling
 Title: Principal Housing Strategy Officer
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Background

The recommendation to create a new partnership structure comprising all Registered Providers willing to commit to a revised partnership protocol was agreed by the IHB on 23rd March 2009.

A draft protocol was drawn up in consultation with Members and Council

departments and subsequently circulated to Registered Providers for comment.

The draft protocol was sent to 37 Housing Associations with stock or management responsibilities in Haringey and subsequently 8 consultation responses were received from the following providers:

Newlon
Shian Housing Association
Arhag Housing Association
Innisfree Housing Association
Circle 33 Housing Trust
Family Mosaic
Metropolitan Housing Trust
Servite Houses

Consultation responses

In general, comments received as part of the consultation were positive and demonstrate a significant commitment by Registered Providers to work in partnership with the Council. The consultation responses have been amalgamated and summarised and are appended to this report; this summary has been broken down by section of the draft protocol for ease of reference.

Some of the comments received were common to the majority of the respondents; these are outlined below

Quotas for Lettings

The partnership protocol proposes that nomination rights for subsequent 'true-void' lets are set at 90%. The general feeling amongst the respondents was that this requirement would be too onerous and would adversely affect the ability of providers to offer transfers within their own stock

The Nominations Procedure

It was felt that the Council could do more to commit to sharing information about nominees that would allow providers to make informed judgements about accepting clients. It was suggested that this should include information on past arrears and also information that could allow providers to better manage risks (e.g. information relating to potentially violent clients). A position on Local Lettings Policies was also requested

The number of re-marketing cycles proposed was viewed as being excessive by the providers as it would adversely affect void turnaround time

Development & Marketing

Although providers were all willing to consider raising development standards in terms of environmental sustainability and the Building for Life Standard, it was felt that this should not be a requirement unless the same standards could be applied to the private sector.

Safeguarding Children and Vulnerable Adults

All respondents were in agreement that there needs to be a greater emphasis on a partnership approach to safeguarding and requested that there should be a single point of contact within the Council for this and that cross-organisational training opportunities be identified.

Appendices

Summary of consultation responses –Appendix 1.

APPENDIX I

Registered Protocol Consultation – Summary

Part I – Partnership Agreement

3. Roles & Expectations

Commitment from Haringey to work with RSLs to agree realistic timescales for providing input to the development of strategies and policies and provision of data

5. Anti-social behaviour

As this is a partnership agreement it would be beneficial to outline what the Council will be doing in relation to ASB

The use of management transfers should be linked in with 'reciprocal arrangements' section (part II, section 14)

Data requirements should be agreed as far in advance as possible to allow RSLs to ensure that software systems are capable of providing information efficiently.

6. Existing stock

It is not always appropriate for RSLs to reinvest income from property sales within the same borough

Part II – Nominations Agreement

10. Quotas for RSL lettings

90% nomination rights to subsequent 'true void' lets is onerous and should be reduced to the current level of 75% - All respondents

11. The nominations procedure

BME organisations who have a commitment to housing members of the BME community should be allowed to fulfil that commitment

Please clarify how often the waiting list will be reviewed

Council should require applicants to permit information to be disclosed which may relate to a subsequent tenancy

There should be a local lettings policy caveat

An information sharing definition and commitment should be included to manage risks in terms of both staff and residents (e.g. potentially violent, sex offenders etc).

12. Home Connections

Should the Council confirm when a property has been advertised?

What verification process are the RSLs expected to undertake?

If Council verification was undertaken before viewing the process could be completed more efficiently.

Three re-marketing cycles is excessive, suggest that one is more appropriate or a maximum timescale

More realistic to expect submission of NP1 within 24hrs

13. RSL grounds for refusal

This section is too restrictive unless RSLs have full access to the Council assessment (conflicts with RSL policies on e.g. historic ASB)

A clause should be included for rejection of nominations where insufficient information is provided

14. Reciprocal arrangements

There maybe other reasons that an RSL may want to move a tenant – there should not be restrictive red tape put around this

These should be explicitly detailed as non-true voids

15. Council appeal procedure

The Council should consider releasing the property to the next set of nominees whilst applicants are going through the appeal process

Part III – Management & Repairs

20. Waste, Recycling & Cleansing

Will funding be made available for designing out crime on existing estates?

Council advice on storage needs to be circulated at agreed at early planning stages. Inclusion of recycling space for existing stock would need to be subject to a cost review

A statement of commitment from the Council is needed - to work with RSLs on utilising the Council's powers against residents in terms of nuisance, pest infestations and satellite dishes

The frequency of estate cleaning should be agreed between provider and tenant – this would have a direct affect on service charges

21. Sustainability of existing stock

Will the Council make funding streams available for taking into account environmental sustainability when refurbishing existing stock and in new developments?

Why is a detailed programme of works required for RSL empty properties?

Part IV – Development & Marketing

26. Development Standards

The HCA minimum standard for Building for Life is 12, we will where possible exceed this

25% local labour is not always possible - perhaps setting up links with CONEL would be a good approach that Haringey could spearhead – 20% would be more realistic

A commitment from O/Ts on timescales would be a welcome addition to the W/C accessible section

W/C properties should be pre-allocated so that specification can be tailored

Adopted standards should be consistent with those required of the private sector. Higher standards could be negotiated around individual developments.

27. Partnership Working & Information sharing

The Council may expect overage payments to reflect any increase in value but there is no allowance if the opposite is true

New sites – cannot always divulge information about new sites due to confidentiality arrangements with developers

28. Low cost Home Ownership

Clause relating to Haringey People should be removed

Part V – Safeguarding Children & Vulnerable Adults

It would be beneficial if training could be rolled out for RSL staff

The Council's roles and responsibilities in terms of re-housing should be included

Section should open with - safeguarding adults and children is the responsibility of all

There should be an identified point of contact within the Council for safeguarding

More emphasis is needed in this section on the development of a joint working protocol between the Borough and RSLs and development of an approach that includes training and clarification of roles

General comments –

Clarification and additional information is needed in respect of...

Aids and adaptations

Administration of Housing Benefit

Liaison with RSLs by EHO officers

Remove 'RSL' from the document and replace with 'Housing Association'

A mailing list with partner details would be useful

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**Partnership Agreement
For Registered Social Landlords**

DRAFT
FOR CONSULTATION
August 2009

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Partnership Agreement For Registered Social Landlords

Part I – Partnership Agreement

1. Introduction

- 1.1 This document sets out the priorities and strategic vision for joint partnership working between Haringey Council and its Registered Social Landlord (RSL) partners.
- 1.2 This will involve partnership working between the Council, the Homes & Communities Agency (HCA), the Tenant Services Authority (TSA) and RSLs. The broad purpose is to ensure a strategic and integrated approach to the provision and management of affordable housing in the Borough and the development of sustainable communities.
- 1.3 This Agreement is not intended to be legally binding document. It is a statement of intent to be adhered to by parties, who undertake to use all reasonable endeavours to put this partnership into effect through a partnership approach.

2. Strategic Priorities

- 2.1 The RSL signatories to this agreement agree to actively engage with the Council in the pursuance and achievement of the five Borough Priorities being;

Priority 1. Making Haringey one of London's greenest boroughs.

Priority 2. Creating a better Haringey: cleaner, greener and safer.

Priority 3. Encourage lifetime well-being, at home, work, play and learning.

Priority 4. Promoting independent living while supporting adults and children when needed.

Priority 5. Delivering excellent, customer focused, cost effective services.

- 2.2 The RSLs signatories to this agreement further agree to work with the Council in the effective delivery of its main strategies being:

- Community Strategy
- Council Plan
- Wellbeing Strategic Framework
- Safer for all (Safer Communities Plan)
- Homelessness Strategy
- Regeneration Strategy
- Greenest Borough Strategy
- Housing Strategy
- Supporting People Strategy

3. Roles and expectations

- 3.1.3 The Council will ensure that partners are appropriately involved at all key stages of strategy development and implementation;
- 3.1.4 RSLs agree as stakeholders in Haringey to provide consultation comments on Council Strategies and significant documents when invited to do so.
- 3.1.5 The Council will publicise its list of partner RSLs in planning and other documentation to private developers and other relevant parties, and seek to involve partners at the earliest opportunity in effectively negotiating Section 106 agreements;
- 3.1.6 The Council will facilitate partnership meetings, disseminate information and seek to improve relations with strategic bodies.
- 3.1.7 RSLs agree to provide information about their activities in the borough on request (e.g. updated property lists by location and lettings information).
- 3.1.8 RSLs should actively promote:
 - the use of Council services
 - Social cohesion
 - Steps to reduce or deter crime

4. Rent & service charge levels

- 4.1 The parties to this Agreement acknowledge the importance of achieving and maintaining rent levels which are affordable to tenants on low incomes and which do not form a barrier to employment.
- 4.2 Partner RSLs will be expected to operate within the target rent and service charge framework set out by the HCA for new and existing homes. Rents and service charges should be set using a process that is easily understood and accountable to residents.

5. Anti – Social Behaviour (ASB)

- 5.1 RSL Partners will be expected to...
 - 5.1.1 Actively combat ASB within their housing stock and on all land owned by the RSL and have robust procedures in place to respond to incidents
 - 5.1.2 Provide intervention services including early mediation to resolve disputes

- 5.1.3 Ensure that RSL staff are available as witnessess to support enforcement activity through the courts
- 5.1.4 Sign the Council/Partnership information sharing protocol (ISP)
- 5.1.5 Sign up to and implement the Government's Respect Standard
- 5.1.6 Have in place an ASB Policy, as required by the Home Office, this should be published on the RSLs website
- 5.1.7 Provide quarterly data and statistical returns to the Council on ASB activity within stock showing the location, type and nature of ASB as well any enforcement measures taken
- 5.1.8 Be active members and regularly attend the quarterly Anti-Social Behaviour Partnership Board and the Anti-Social Behaviour RSL liaison meetings
- 5.1.9 Participate in Council sponsored problem solving and intervention strategies
- 5.1.10 In extreme cases where it is deemed necessary to re-house victims of ASB the RSL will make all endeavours to re-house affected tenants either temporarily or permanently by sourcing units from their own stock

6. Existing Stock

- 6.1 The parties recognise the importance of the RSLs maintaining the quality of their existing stock as well as in developing new homes.
- 6.2 It is acknowledged that there will be occasions when it is appropriate for an RSL to dispose of some of its existing stock, for example when it is uneconomic to renovate it to the standards required. It is agreed that the RSL partners will consult the Council prior to any disposals within the Borough, and that the proceeds of any sales funded through NAHP grant will be reinvested into projects within the borough.
- 6.3 The Council will advise all other partner RSLs of disposal, marketing and auction dates with a view to encouraging retention as affordable housing.

Other policies and strategies, not named above, will be produced by the Council from time to time. The RSL preferred partners will be expected to comply with the terms of those documents insofar as they relate to the operation of this protocol.

END

Partnership Agreement For Registered Social Landlords

Part II - Nomination & Lettings

7. Introduction

- 7.1 The document sets out the procedures and guidelines for nomination by Haringey Council of prospective tenants for vacant RSL homes, as agreed between the Council and the RSLs working in the borough.
- 7.2 It details the quotas and targets for RSL lettings allocated to Haringey Council, provides an agreed definition of “true void” for RSL homes, and describes the nomination process for use by both RSLs and the Council. It also sets out an agreed system for monitoring and liaison.

8. Scope

- 8.1 This agreement covers all permanent lettings of self-contained RSL managed accommodation within the London Borough of Haringey. It includes all general needs and sheltered units unless specific arrangements are made between the Council and an RSL. Arrangements for intermediate housing are outlined in section 28.

9. Definitions

9.1 Definition of “true void” in RSL stock

- 9.1.1 In calculating the proportion of “true void” properties to be made available to Haringey Council, RSLs shall define a “true void” as being:
 - i. Voids within new build, newly acquired or newly rehabilitated schemes.
 - ii. Voids created through tenant moves to other landlords where no reciprocal arrangement exists, including moves made under mobility schemes.
 - iii. Voids created by housing association transfers within Haringey where the transfer is to another landlord.
 - iv. Voids created through tenant transfers to another borough or another landlord where no reciprocal arrangement exists except when such transfers are made on the grounds of racial harassment or violence.

- v. Voids created by tenants buying or renting their own property in the private sector, through the Tenants Incentive Scheme, or through making other accommodation arrangements.
- vi. Voids created by the death of a tenant where there is no statutory or contractual right to succession.
- vii. Voids created by eviction or abandonment of the property.
- viii. Voids created by decants once works are completed.

9.2 Definition of non “true void”

- i. Voids created by temporarily decanted tenants
- ii. Voids created by mutual exchanges
- iii. Voids created as a result of tenant transfers within RSL own stock and within the borough of Haringey.

10. Quotas for RSL lettings

10.1 For initial letting of newly built schemes:

10.1.1 The RSLs shall provide the Council with nomination rights to 100% of units for initial lettings to new developments.

10.2 For subsequent lettings:

10.2.1 The RSLs shall provide the Council with nomination rights to a minimum 90% of all “true void” properties in their housing stock.

10.2.2 RSLs undertake to closely monitor nominations to the Council to ensure that these quotas are met within the financial year (April – March).

11. The Nominations Procedure

11.1 General comments

11.1.1 Haringey Council is a member of the Home Connections Choice Based Lettings scheme. Except where otherwise specified, Home Connections will be the system by which the Council provides nominations to RSLs. The procedure for letting via Home Connections is set out in section 12.

- 11.1.2 Written procedure for processing nominations shall be drawn up and kept updated by the Council for use by relevant staff. Copies of these shall be provided to all RSL partners. RSL staff shall be invited to attend relevant training on these procedures.
- 11.1.3 The Council shall review each application on its waiting list periodically to verify applicant's household details
- 11.1.4 In order to facilitate the most efficient letting of new properties, RSLs shall advise the council six months prior to completion of new housing to be handed over or any special housing schemes to be developed in the next six months, including information on bed size, suitability for special needs and availability dates.
- 11.1.5 RSLs agree not to place unreasonable conditions on the type of nomination which might be made to a particular letting.
- 11.1.6 The Council agrees to provide the RSL with comprehensive information (within the bounds of data protection) regarding nominees in terms of relevant individual support needs and previous tenancy issues in keeping with the Council's sustainable communities agenda.
- 11.1.7 Each RSL is expected to achieve a lettable standard for each void property to which the Council has nomination rights. This standard should be set by the RSLs published policy and be made available to the Council on request.

12. Home Connections Process

- 12.1 The Home Connections Choice Based Lettings process runs on a weekly cycle with properties advertised both on-line and in the local free newspaper. Properties are available for bidding from a Wednesday until midnight on the following Sunday.
- i. The RSL will submit a vacant property for nomination to the Council by completing the electronic form (NP1) before the deadline of 10am each Tuesday. In order for the property to be advertised this must include a photograph of the void property.
 - ii. The Council will provide the RSL with a shortlist of appropriate nominees to the RSL by 5pm the following Tuesday using the NP1 form (close of business the day following the close of bids at midnight on Monday)
 - iii. The RSL will conduct its own internal viewing and verification process resulting in the highest pointed candidate who is willing to accept the nomination being offered the property; viewings are preferably conducted on a Wednesday.
 - iv. The RSL will inform the Council of the outcome of the viewing process using the electronic form NP1, by the close of business on the day of the viewings.

- v. After receiving the outcome form the Council will conduct a final verification of the applicant and will then send a formal offer letter to the successful applicant and full household details to the RSL within two working days using the HD1 form.
- vi. The association will inform the Council of the tenancy start date within five working days of the completion of the sign up process.
- vii. Where none of the nominees accept the offered property, or no bids are received for a marketed void, the void will be re-marketed for three consecutive cycles. Thereafter, if no bids are received or no nominees accept the property at viewing, the RSL shall be free to withdraw the void and use themselves, or discuss and agree inclusion of the void in further Home Connection cycles with the Council's Lettings Team Leader.

13. RSL Grounds for Refusal

13.1 RSLs shall only reject nominees in the following specific circumstances:

- i. If the circumstances of the nominated household have changed since they were last assessed by the Council. Or, if new information has come to light since the assessment was made, such that the offer is unsuitable.
- ii. If a property is unsuitable for the nominated household because the household is too large or small for the unit, according to the RSLs allocations policy.

13.2 RSL shall not offer a nominee a different unit from that originally made available unless previously agreed with the Housing Assessments and Lettings Manager.

13.3 All cases where a nominee has been rejected should be escalated to the Housing Assessments and Lettings Manager for decision.

14. Reciprocal arrangements

14.1 The Council shall consider sympathetically any requests from RSLs for reciprocal lettings arrangements. These will be considered on a case by case basis by senior officers (after consultation with Homes for Haringey) who will have particular regard to:

- i. The comparability of the units (e.g. size, quality, area, timetable for availability)
- ii. Whether it will prevent statutory homelessness
- iii. Whether it is necessary to achieve expenditure within a necessary timescale
- iv. Whether it is necessary to prevent violence/harassment

15. Council Appeal Procedure

- 15.1 Nominees shall have the right of appeal in line with the Council's published lettings policy. The right of appeal relates only to the suitability of the offer.
- 15.2 The Council shall operate the appeal procedure as specified in the Lettings Policy. During the appeal process, the RSL shall be requested to keep the offer open for five working days from the date of refusal. Should the appeal decision take longer than this, the Council shall withdraw the offer and provide a new shortlist of appropriate nominations.

16. Preventing discrimination

- 16.1 Both the Council and RSL partners are strongly committed to actively tackling discrimination on the grounds of ethnicity, disability, gender, religion/belief, age or sexuality.
- 16.2 RSLs and the Council shall operate equal opportunity policies designed to prevent and eliminate discrimination in the provision of social housing. Equalities information will be collected and will form part of the monitoring information required in the lettings return.
- 16.3 The lettings sub-group shall review the equalities data collected on an annual basis and may jointly set annual targets to ensure appropriate lettings.

17. Monitoring

- 17.1 Each RSL shall complete the Haringey lettings return on a quarterly basis. Associations with small stock holdings (fewer than 50) of a very low turnover of units (fewer than 10 per year) shall be asked to submit an annual return only.

END

Partnership Agreement For Registered Social Landlords

Part III - Management & Repairs

18. Partnership Working

18.1 Estate Walkabouts

18.1.1 RSLs should ensure that their approach to management and maintenance is proactive rather than reactive and as such conduct regular estate walkabouts to ensure early identification of potential issues.

18.1.2 A schedule of dates and times of estate walkabouts (including contact details of the officer carrying out the walkabout) should be available to the Council on request. These details will then be distributed to relevant Ward Councillors who may wish to attend.

18.2 Common Management Standards

18.2.1 RSL partners agree to work proactively with the Council and Homes for Haringey on the development of common management standards.

18.3 Management Agreements

18.3.1 RSL partners agree to explore opportunities for management agreements where efficiency savings and/or benefits to residents can be realised.

19. Complaints Procedures

19.1 RSLs agree to provide full details of their complaint procedures to the Council on request and further commit to inform RSL residents of these procedures.

19.2 RSLs should on request provide details of a central point of contact for the referral of complaints from residents and Members.

19.3 Enquiries from Councillors or on behalf of Councillors should be responded to within 10 working days.

19.4 RSLs should further provide information about complaint making on their websites and provide a link to the TSA (Tenant Service Authority) as well as the TSA's guide to making a complaint ("Putting Things Right").

20. Waste, Recycling & Cleansing

20.1 Waste and recycling storage and collection arrangements

- 20.1.1 Partner RSLs agree to provide adequate storage space for waste containers for a once, or by agreement twice per week, collection service so as to avoid any overflow or spillage. In addition RSLs agree to provide adequate storage space for recycling containers at or near the waste container storage location.
- 20.1.2 Partner RSLs agree to ensure that waste and recycling containers are stored at locations that are kept clean and well maintained and are laid out to be convenient and easy to use for tenants and with good access for collection vehicles and operatives.
- 20.1.3 The Council agrees to work with partner RSLs to provide advice and guidance regarding the storage of waste and recycling containers and make collection arrangements that are designed to fit in with the particular nature and characteristics of individual properties.
- 20.1.4 The Council agrees to carry out collections according to the agreed schedule and to return containers to the recognised storage locations after emptying. Any spillage caused by collectors through their own actions will be cleared by them before leaving site.

20.2 Cleansing

- 20.2.1 Partner RSLs agree to put in place arrangements for cleansing external estate areas on a minimum frequency of once per week, or more often where this is warranted, and to make arrangements for dumps to be removed within 24 hours of notification.
- 20.2.2 The Council agrees to provide advice and guidance about cleansing and dumps removal arrangements. If required by partner RSLs, the Council agrees to work with its own cleansing service provider to provide quotes to carry out cleansing services to RSLs. Where such arrangements are made, the Council will also work with RSLs to facilitate monitoring of work carried out using its own officers and if required produce reports on standards achieved.
- 20.2.3 The Council agrees to provide RSLs with similar assistance to that outlined in 20.2.2 in relation to graffiti removal.

20.3 Waste, recycling and cleansing communications with tenants

- 20.3.1 Partner RSLs agree to provide tenants with guidance and information about waste and recycling services to ensure that they can dispose of their waste properly and participate in the recycling collection services provided by the Council. This would include information about how to dispose of bulky items of waste properly. This provision is especially important in relation to new tenants, or tenants moving to Haringey from another borough, at the time they are moving in.
- 20.3.2 The Council agrees to provide RSLs with leaflets, sample letters, articles or information in other formats with the required information regarding waste, recycling and cleansing.

The Council will also provide communication advice to ensure information is given to residents using the most effective channels.

20.3.3 Partner RSLs agree to allow temporary access to blocks of flats or gated developments for the Council's Participation Officers, so that residents can be directly engaged on recycling and other environmental issues through doorstep canvassing.

20.4 Enforcement

20.4.1 The Council agrees to provide RSLs with advice and guidance to deal with enforcement in relation to waste, cleansing and graffiti.

20.4.2 RSLs should seek to design out crime in locations subject to regular abuse. Contact details for Haringey's Crime Prevention Officers can be found in appendix III.

20.4.3 RSLs should ensure full cooperation with the Council in seeking to achieve reversal of unauthorised development e.g. removal of satellite dishes in conservation areas.

20.4.4 RSLs should seek to maintain pest-free conditions in their stock and land. Arrangements should be put in place for prevention, proofing, monitoring of activity and early intervention/treatment.

21. Sustainability of existing stock

21.1 Context

21.1.1 Over 13% of homes in Haringey are classed as RSL-owned, with an estimated 65k tonnes of CO₂ emissions coming from this sector, representing around 6-7% of total emissions in the borough. It is therefore vital that there is engagement of RSLs and tenants on sustainability and support to enable action to be taken to improve environmental performance. In addition to environmental levers there are also financial and social benefits from embedding sustainability into the partnership between RSLs and the Council.

21.2 Sustainability

21.2.1 Partner RSLs agree to proactively work with the Council on increasing the energy efficiency of housing stock in Haringey and to maximise resources and opportunities for tackling fuel poverty in line with the Council's Affordable Warmth Strategy 2009-19.

21.2.2 Partner RSLs agree to take into account environmental sustainability when carrying out refurbishment of properties and in new developments, to meet or exceed required building standards/best practice, which may include:

- Rainwater storage in new developments;
- Consider converting any flat roofs to living green roofs;
- Consider the use of automatic timed switch-off devices for lighting in public areas within their properties;
- Install water metering in all homes

- Install gas and electricity meters with realtime displays in every home
- Ensure that dual rate electric meters are replaced with single rate meters, and consider replacing all electric storage heaters
- Consider installing appropriate micro-renewables (Solar thermal, Ground Source Heat Pumps or Solar PV)
- Install low level flushes in all new properties or water saving devices in existing properties
- Install double flush toilets in new and refurbished properties
- Fit tap and shower aerators and distribute other water saving devices such as shower timers
- Consider innovative ways of tackling hard-to-treat homes such as Victorian solid wall properties

21.2.3 Partner RSLs agree to work with the Council to undertake awareness-raising activities through the distribution of information to tenants (where necessary provided by the Council) and the incorporation of sustainability into tenants newsletters, resident panel meetings, Decent Homes workshops and other events, to enable tenants to take action and utilise sources of financial and advisory support available.

21.2.4 Partner RSLs agree to work with the Council to establish partnerships with energy suppliers in order to access funds for energy efficiency projects.

21.2.5 Partner RSLs agree to work with the Council to ensure that any partners such as contractors have robust environmental sustainability policies.

21.2.6 The Council agrees to work with partner RSLs to provide information and guidance, including relevant literature, to tenants regarding energy and water efficiency and other sustainability issues.

21.2.7 The Council agrees to work with partner RSLs to provide advice and guidance on improving the energy and water efficiency of RSL properties, and the options available for delivering such improvements.

22. Decent Home Standard

22.1 This Protocol seeks to ensure that all parties are actively working to provide decent homes for the residents of Haringey.

22.2 The definition of a decent home is defined as meeting four criteria:

- It meets the current statutory minimum standard for housing
- It is in a reasonable state of repair
- It has reasonably modern facilities
- It provides a reasonable degree of thermal comfort

22.3 The RSLs need to have a programme of works set in place to bring their stock up to a decent home standard, by the Governments' 2010 target.

23. Empty Homes

- 23.1 If the RSL has any empty properties that need extensive works to bring them up to standard, then a detailed programme of works specifying timescales and suitable deadlines should be drawn up and supplied to the Council.
- 23.2 A long term programme should be adopted to bring all empty properties back in to use.
- 23.3 The signatories to this protocol agree to work with the Council where viable on initiatives to bring empty properties back into use as affordable housing.
- 23.4 Empty properties owned by RSLs should be maintained in a condition that prevents illegal occupation and which deters or does not invite vandalism and other anti-social behaviour. A programme of works or disposal strategy should be in place to ensure that such properties do not remain empty for any significant length of time.

END

Partnership Agreement For Registered Social Landlords

Part IV – Development & Marketing

24. Funding & grant availability

- 24.1 The Council will actively work with the Homes & Communities Agency (HCA) to maximise the availability of NAHP funding for compliant and viable schemes.
- 24.2 It is required that the partner RSLs will inform the Council (Enabling Team) of any intention to bid for NAHP funding.
- 24.3 The Council will only support NAHP grant bids from RSL signatories to this agreement.
- 24.4 The Council will fully utilise the process of Continuous Market Engagement (CME) to promote compliant, viable schemes brought forward by partners.
- 24.5 The Council will, where possible, make available funding streams other than NAHP grant for the provision of affordable housing e.g. commuted sums secured through s.106 agreements. Such payments will be allocated through a competitive tendering process to RSLs signed up to this agreement.
- 24.6 The RSLs will seek to maximise the input to housing investment in the Borough from private finance and other funding sources

25. Community involvement

- 25.1 All the parties of this agreement recognise the importance and value of consulting with and involving the local community. Effective and early community consultation is critical to the development process. The RSLs agree to actively and meaningfully consult with the local community and Ward Councillors at the pre-planning application stage.
- 25.2 The Council will endeavour to promote and facilitate scheme specific consultation when requested by an RSL.

26. Development Standards

- 26.1 It is agreed that RSLs undertaking development adhere to and where possible exceed the standards required by the HCA's current design and quality standards irrespective of grant funding.

- 26.2 RSL-led development projects should be submitted to the Council for pre-application assessment and advice. As part of this process schemes will also be referred to Haringey's Design Panel¹ for scrutiny and feedback.
- 26.3 RSLs agree to approach the planning and design of new schemes with a view to minimising future management and maintenance issues e.g. communal satellite/cable connectivity, community safety, use of good quality and low maintenance external components and finishes etc. Satellite/cable connectivity should be as such that it is able to receive all the stations that future occupants are likely to require.
- 26.4 RSL partners should use reasonable endeavours to ensure that at least 25% of the workforce carrying out the development live within the London Borough of Haringey. This might involve pooling and sharing of information sub regionally by the RSL partners to facilitate the process.
- 26.5 Secured by Design**
- 26.5.1 All parties of this agreement recognise the importance of ensuring that all new development adheres to the 'Secured by Design' principles.
- 26.5.2 RSLs agree to consult with (at the pre-planning stage) Haringey's Crime Prevention Officers (MET Police) (Please see appendix III for contact details).
- 26.6 Lifetime Homes**
- 26.6.1 The Council aims to meet the target of 100% Lifetime Homes as set by the GLA's London Plan for all new housing in the borough and expects all the RSL partners to co-operate in the achievement of this target.
- 26.7 Wheelchair accessible housing**
- 26.7.1 10% of all general needs rented housing shall be designed and constructed to be suitable for occupation by a wheelchair user². 100% of supported extra care schemes should be suitable for wheelchair user occupation; the level of wheelchair housing on other supported schemes will be subject to negotiation with RSLs.
- 26.7.2 RSLs must allow for consultation with the Council's Occupational Therapists or Medical Advisors during the design phase and incorporate the Council's reasonable requirements into new homes.
- 26.8 Building for Life**
- 26.8.1 It is expected that on RSL led projects CABE Building for Life standards are used to assess proposals at an early stage and throughout the planning process to ensure effective place shaping.

¹ The Haringey Design Panel is made up of well-respected design experts, including architects, urban designers, town planners and transport and landscape specialists.

² See GLA Best Practice Guidance: Wheelchair accessible housing: Designing homes that can be easily adapted for residents who are wheelchair users.

26.8.2 RSLs will ensure in consultation with the Council that during the planning process and at completion of RSL led developments a score of 16/20 or higher is achieved using the Building for Life Standards.

26.9 Car Parking

26.9.1 RSL should ensure that prospective tenants and leaseholders of car-free developments are advised of area car-parking regulations.

27. Partnership working & information sharing

- 27.1 Partner RSLs agree to contact the Enabling Team as soon as an approach is made by a developer or land owner regarding a new site, well in advance of any bid for NAHP funding.
- 27.2 The RSLs authorise Haringey to communicate their involvement in a scheme to other partner RSLs who are or have been approached by a developer with regard to the same site.
- 27.3 The Council agrees to provide partner RSLs with site specific information on request such as existing planning briefs, planning history etc.
- 27.4 RSLs should promote understanding of the Council's planning requirements with developers.
- 27.5 The Council will (when requested) provide details of our partnership approach and will provide a list of RSL partner contacts.
- 27.6 RSL partners consent to provide a designated officer (when requested) with agreed financial information at the appropriate time to enable issues of affordability and viability to be examined.
- 27.7 The Council will enable good communication on development issues across Council services including the Planning, Property and Legal department. The Enabling Team will further endeavour to facilitate appropriate meetings with or between partners and Council officers in order to problem solve development issues.
- 27.8 The RSL partners will provide regular updates on forecast start on site and practical completions.
- 27.9 The Council will provide and maintain an up-to-date list of key Council contacts to all RSL partners.
- 27.10 All parties should provide timely updated information including staff changes, contact details, organisational restructures etc.
- 27.11 The Council will provide partners, where possible, with development opportunities through the disposal of land or buildings.

27.12 The Council will consult on the development of planning policy and Local Development Framework (LDF) and expect that RSL partners will provide comments.

27.13 Council Owned Land

27.13.1 On Council owned land, site acquisition will be undertaken on an open book basis. RSL partners will be required to submit a development appraisal (form of appraisal to be agreed) with initial feasibility drawings prior to exchange of contracts and a further development appraisal once planning permission has been granted and the building contract has been let.

27.13.2 Where changes have occurred between the initial feasibility scheme for, prior to exchange of contracts and the approved planning scheme, the Council may seek overage to reflect any increase profitability.

27.13.3. The RSL partner should endeavour to work with the Council to secure the site soon after exchange of contracts. This will entail the erection of hoardings and where necessary demolition works.

27.13.4 Prior to exchange of contracts, the RSL partner must demonstrate, where applicable, the timetable for securing grant funding from the HCA . The conditional sale of land, subject to funding, to a RSL Partner will be undertaken at the Council's discretion.

28. Low Cost Home Ownership (HomeBuy) Marketing

28.1 'Haringey People' advertising

28.1.1 The Council wishes RSLs to advertise new developments, open days and other events in the borough-wide 'Haringey People' magazine. The magazine is published 10 times per year and is distributed to 224,500 residents.

28.1.2 Haringey People rates can be downloaded from the Haringey Council website at www.haringey.gov.uk/haringey_people_rates.pdf

28.1.3 For further information please contact Laura Mitchell, Senior Marketing Communications Officer on 020-8489-2993, or email laura.mitchell@haringey.gov.uk

28.2 Direct mail-out requests

28.2.1 For reasons of data protection, client lists cannot be shared with RSLs but the Council can conduct a mail out on behalf of an RSL.

28.2.2 Upon application the Council will obtain a quote for a targeted marketing mail-out of Homes for Haringey tenants and/or clients on the Haringey Housing Register tailored to the specific requirements of the RSL (e.g. all applicants requiring two bedroom accommodation).

28.2.3 Further information on this and advertising in Haringey people can be found in “Home Ownership Marketing Procedures” annexed to this agreement.

28.3 ‘Home Connections’ advertising

28.3.1 The Council advertise shared ownership properties on Haringey’s Home Connections page for both new build development and re-sales. RSLs agree to provide full details of all home ownership opportunities for inclusion.

28.3.2 The adverts are available to view on the Home Connections web site as well as appearing weekly in the Haringey Advertiser and in Council Customer Service Centres and libraries.

28.3.3 Currently this service is free of charge. For further information please contact Paul Dowling, RSL Development Officer on 020-8489-4301, or by email at paul.dowling@haringey.gov.uk

28.4 Haringey’s Priorities

28.4.1 In addition to the criteria published by Housing Options for the purchase of shared ownership properties, the usual priority scale for this type of accommodation is:

- i. Council and housing association tenants
- ii. Those in temporary accommodation
- iii. Housing Register

28.4.2 This order of priority is generally the norm across London; however each Local Authority is able to set their own waiting list priority dependant on the needs of the local area. Applicants for shared ownership properties on Haringey’s Housing Register are prioritised in the following order:

- i. Homeless Families and Children
- ii. Those in overcrowded properties
- iii. Vulnerable People
- iv. Those with a Local Connection
- v. Remainder of Housing Register

28.4.3 Properties delivered as Rent to HomeBuy or as Intermediate Rent should in the first instance be marketed to Haringey Key Workers.

28.4.4 If properties have been ring fenced for Key Workers the properties should first be marketed to Key Workers from Haringey and thereafter cascade down to the Council’s usual order of priority.

28.4.5 Further information about Key Workers and shared ownership is available from the Housing Options website³, from the HCA website⁴ and from the Haringey Council website⁵.

³ www.housingoptions.co.uk

⁴ www.homesandcommunities.co.uk

⁵ www.haringey.gov.uk

29. Visits & Open Days

- 29.1 RSLs should ensure that they advise the Council of forthcoming open days. This will allow Housing Prevention and Options and Allocations staff to visit properties before they are let or sold. The intention is that staff will subsequently be better able to discuss scheme specifics with clients.

END

Partnership Agreement For Registered Social Landlords

Part V – Safeguarding Children and Vulnerable Adults

30. Safeguarding Children

- 30.1 Safeguarding children is a responsibility for us all. The London Child Protection procedures stress the need for all agencies and partners to work together to safeguard children. The procedures provide clear guidance on what is expected of all agencies who work with children or adults who are parents.
- 30.2 The Council is committed to working with RSL partners to ensure that safeguarding responsibilities are delivered. RSLs are expected to flag situations where there are safeguarding concerns to Children's Services through agreed referral routes and to work co-operatively with Children's Services on cases, sharing information as appropriate.
- 30.3 It is required that RSLs in the borough ensure that their organisations have regard to their responsibilities in relation to s.11 of the Children's Act and have policies and procedures in place which promote child welfare and safeguarding. RSLs will ensure that their staff are competent in identifying child protection issues and concerns.
- 30.4 The Council will provide advice and support as required to ensure that compliance with s.11 is achieved. The Council will provide contact details for a Nominated Safeguarding Officer who will act as a link person the Council and RSLs in cases of child protection.
- 30.5 In situations where a serious case review is commissioned by the Local Safeguarding Children Board following the death or serious injury to a child RSLs will co-operate fully with the review process to ensure that any learning can lead to improvements in safeguarding arrangements.

31. Safeguarding Adults

- 31.1 Working to safeguard vulnerable adults is also an important area of responsibility for the Council and RSLs operating in the borough.
- 31.2 RSLs will ensure that their staff are aware of issues concerning the safety of vulnerable adults and are able to raise alerts in situations of concern. Information will be shared as appropriate to allow cases to be investigated and for appropriate measures to be put in place.
- 31.3 The Council will work with RSLs to support the delivery of appropriate training and provide materials to promote the importance of safeguarding.

END

Partnership Agreement For Registered Social Landlords

Part VI – Hearthstone & Domestic violence (DV)

32. Hearthstone

- 32.1 Hearthstone provides survivors of DV in Haringey with access to all the support they will need in one place. The centre bring together Housing officers, victim support volunteers, Police Community Safety officers and staff from the Council's Equalities and Diversity unit.
- 32.2 The people working in Hearthstone all have considerable professional expertise of supporting survivors of DV. They are able to ensure that people contact agencies at the right time and, when they do, they are adequately prepared. They are also able to make referrals for longer term support and assistance.

33. Sanctuary Scheme

- 33.1 Transferring survivors away from DV is not always the best solution; for many victims remaining in the home is the preferred option.
- 33.2 The Sanctuary scheme allows survivors of DV to remain feeling safe and secure in their own home though police approved property modifications.
- 33.3 Modifications can be tailored to individual cases and range from minor security changes such as renewed lock systems to the installation of a panic room.

34. Multi Agency Risk Assessment Conference (MARAC)

- 34.1 A Multi Agency Risk Assessment Conference combines up to date risk information with an assessment of a victims needs and link those directly to provision of appropriate services for all those involved in a domestic violence case: victim children and perpetrator; (Co-ordinated Action Against Domestic Abuse (CAADA) definition).
- 34.2 The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. Cases are evaluated on the level of risk of repeat occurrence according to the CAADA risk assessment criteria on a scale of 1-20; cases meeting 10 or more of these criteria are considered to be at risk of repeat victimisation or death.

35. Policy and procedure

- 35.1 The RSL should have a dedicated policy and procedure for dealing with DV cases; this should cover arrangements for management transfers to like for like properties.
- 35.2 A dedicated officer to deal with DV cases should be identified within the RSL and the contact details should be supplied to Hearthstone on request.
- 35.3 The RSL consents to supply a copy of its Domestic Violence policy and a copy of its internal transfer form to be kept by Hearthstone in the event that after assessment a victim of DV is considered high priority for transfer.
- 35.4 Hearthstone will advise the respective dedicated RSL officer of any DV referrals received where the victim is housed by the RSL.
- 35.5 Hearthstone will assess the case and make recommendations to the relevant parties.
- 35.6 If a management transfer to another property is advised the RSL will arrange for that transfer to take place as soon as possible.
- 35.7 If the RSL feels that the case does not warrant the use of a management transfer the RSL agrees to abide by the findings of a MARAC that will be set up in consultation with the RSL.
- 35.8 If property modification is deemed preferable in discussion with the RSL and the tenant, the RSL agrees, by negotiation with the Council, to bare the cost of installation of agreed security measures.

END

Partnership Agreement For Registered Social Landlords

Part VII – Appendices

APPENDIX I

Member Contacts (correct at July 2009)

Position	Name	Party	Number	Location ⁶
Cabinet				
Leader of the Council	Cllr Claire Kober	Labour	020 8365 2119	RPH – 5 th floor
Dep. Leader of the Council, Cabinet Memb. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 th floor
Cabinet Member for Housing	Cllr John Bevan	Labour	07967 336448	RPH – 5 th floor
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 th floor
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 th floor
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 th floor
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 th floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 th floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 th floor
Cabinet Member for Resources	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 th floor
Alexandra				
	Cllr David Beacham	Liberal Democrats	07748 015286	RPH – 5 th floor
	Cllr Susan Oatway	Liberal Democrats	020 8374 4660	RPH – 5 th floor
	Cllr Nigel Scott	Liberal Democrats	07794 218556	RPH – 5 th floor
Bounds Green				
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 th floor

⁶ RSLH – River Park House, 225 High Road, Wood Green, N22 8HQ | APEX – APEX House, 820 Seven Sisters Rd, Tottenham, N15 5PQ | 639 – 639 High Road, Tottenham, N17 8BD | ALEX – Alexandra House, 10 Station Road, Wood Green, N22 7TR.

	Cllr Ali Demirci	Labour	07967 310412	RPH – 5 th floor
	Cllr John Oakes	Liberal Democrats	07973 223150	RPH – 5 th floor
Bruce Grove				
	Cllr Ray Dodds	Labour	07967 336443	RPH – 5 th floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 th floor
	Cllr Emma Jones	Labour	020 8885 2532	RPH – 5 th floor
Crouch End				
	Cllr Ron Aitken	Liberal Democrats	020 8374 2682	RPH – 5 th floor
	Cllr Lyn Weber	Liberal Democrats	07814 238100	RPH – 5 th floor
	Cllr David Winskill	Liberal Democrats	020 8374 5650	RPH – 5 th floor
Fortis Green				
	Cllr Sara Beynon	Liberal Democrats	07967 336173	RPH – 5 th floor
	Cllr Matt Davies	Liberal Democrats	07976 457453	RPH – 5 th floor
	Cllr Martin Newton	Liberal Democrats	020 8489 4005	RPH – 5 th floor
Harringay				
	Cllr Gina Adamou	Labour		RPH – 5 th floor
	Cllr Karen Alexander	Liberal Democrats	07875 490055	RPH – 5 th floor
	Cllr Carolyn Baker	Liberal Democrats	07890 758659	RPH – 5 th floor
Highgate				
	Cllr Rachel Allison	Liberal Democrats	07794 218591	RPH – 5 th floor
	Cllr Bob Hare	Liberal Democrats	07870 157703	RPH – 5 th floor
	Cllr Neil Williams	Liberal Democrats	020 8347 5225	RPH – 5 th floor
Hornsey				
Leader of the Liberal Democrat Group	Cllr Robert Gorrie	Liberal Democrats	020 8348 2119	RPH – 5 th floor
	Cllr Errol Reid	Liberal Democrats	07866 775731	RPH – 5 th floor
	Cllr Monica Whyte	Liberal Democrats	020 8888 3433	RPH – 5 th floor
Muswell Hill				
	Cllr Jonathan Bloch	Liberal Democrats	07785 550043	RPH – 5 th floor
	Cllr Gail Engert	Liberal Democrats	020 8489 4005	RPH – 5 th floor
	Cllr Sheila Rainger	Liberal Democrats	07974 203679	RPH – 5 th floor
Noel Park				
	Cllr Alan Dobbie	Labour	020 8888 8076	RPH – 5 th floor
	Cllr Catherine Harris	Labour	020 8341 6755 07976 457429	RPH – 5 th floor
	Cllr Fiyaz Mughal	Liberal Democrats	07939 609481	RPH – 5 th floor
Northumberland Park				
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 th floor
Cabinet Member for Housing	Cllr John Bevan	Labour	2774 07967 336448	RPH – 5 th floor
	Cllr Sheila Peacock	Labour	020 8808 9160	RPH – 5 th floor
Seven Sisters				
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 th floor
	Cllr Joe Goldberg	Labour	07794 218566	RPH – 5 th floor
Leader of the Council	Cllr Claire Kober	Labour	2964	RPH – 5 th floor
St Ann's				
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 th floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 th floor
Cabinet Member for	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 th floor

Resources				
Stroud Green				
	Cllr Ed Butcher	Liberal Democrats	07814 238150	RPH – 5 th floor
	Cllr Laura Edge	Liberal Democrats	07967 336171	RPH – 5 th floor
Dep. Leader Liberal Democrat Group	Cllr Richard Wilson	Liberal Democrats	020 8341 7052	RPH – 5 th floor
Tottenham Green				
	Cllr Isidoros Diakides	Labour	020 8340 8477	RPH – 5 th floor
	Cllr Harry Lister	Labour	020 8808 5612	RPH – 5 th floor
Mayor	Cllr Bernice Vanier	Labour	07817 954961	RPH – 5 th floor
Tottenham Hale				
Dep. Leader of the Council, Cabinet Member. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 th floor
	Cllr Alan Stanton	Labour	020 8376 4223	RPH – 5 th floor
	Cllr Sheik G L Thompson	Labour	020 8493 8695	RPH – 5 th floor
West Green				
	Cllr Eddie Griffith	Labour	07870 157701	RPH – 5 th floor
	Cllr Gmmh Rahman Khan	Labour	020 8374 1630 (9am-6pm)	RPH – 5 th floor
	Cllr Toni Mallet	Labour		RPH – 5 th floor
White Hart Lane				
	Cllr Charles Adje	Labour	020 8809 4070	RPH – 5 th floor
Chair of Overview & Scrutiny Committee	Cllr Gideon Bull	Labour	020 8352 1261 07792 437268	RPH – 5 th floor
	Cllr Liz Santry	Labour	07792 437544	RPH – 5 th floor
Woodside				
	Cllr Pat Egan	Labour	020 8888 9828	RPH – 5 th floor
	Cllr George Meehan	Labour	020 8489 2964	RPH – 5 th floor
	Cllr Jayanti Patel	Labour	020 8888 7999	RPH – 5 th floor

APPENDIX II

Council Contacts (correct at July 2009)

Position	Name	Number (020-8489+)	Location ⁷
Chief Executive	Ita O'Donovan (PA – Jan McNicholas)	2648 (2649)	RPH – 5 th floor
Director of Urban Environment	Niall Bolger (PA – Tracey O'Mahony)	4523 (4537)	RPH – 2 nd floor
Strategic and Community Housing			
Assistant Director for Strategic and Community Housing	Phil Harris (PA – Pat McDonnell)	4338 (4397)	APEX – 3 rd floor
Head of Housing Strategy, Development and Partnerships	Nick Powell (PA-Jamie Daniel)	4774 (4717)	APEX – 3 rd floor

⁷ RPH – River Park House, 225 High Road, Wood Green, N22 8HQ | APEX – APEX House, 820 Seven Sisters Rd, Tottenham, N15 5PQ | 639 – 639 High Road, Tottenham, N17 8BD | ALEX – Alexandra House, 10 Station Road, Wood Green, N22 7TR.

Head of Housing Support and Options	Denise Gandy (PA – Jillian Olliver)	4404 (4372)	APEX – 2 nd Floor
Head of Housing Needs and Lettings	Zulfiqar Mulak (PA – Jillian Olliver)	4890 (4372)	APEX – 3 rd floor
Enabling Manager	Nic Grayston	4754	APEX – 3 rd floor
Housing Strategy & Partnerships Manager	Rosie Green	4526	APEX – 3 rd floor
Housing Assessments & Lettings Manager	Beverley Faulkner	4362	APEX – 3 rd floor
Housing Advice & Options Manager	Jennifer Gould	4210	APEX – 3 rd floor
Hearthstone Manager	Penny Rutter	020-8888-5362	10 Commerce Road, N22 8ED
Team Leader Prevention & Options	Mark Billings	4336	APEX – 1 st Floor
Lettings Team Manager	Anthea Bennett	4708	APEX – 1 st Floor
RSL Development Officer	Yvonne Robinson	4373	APEX – 3 rd Floor
RSL Development Officer	Sandra Lawrence	4721	APEX – 3 rd Floor
Housing Assets Officer	Shannon Francis	4728	APEX – 3 rd Floor
Principle Housing Strategy Officer	Paul Dowling	4301	APEX – 3 rd Floor
Planning and Regeneration			
Assistant Director for Planning, Regeneration and Economy	Marc Dorfman (PA – Amanda Da Costa-Morgan)	5538 (5208)	639 – 1 st Floor (1.7)
Group Manager – Strategy and Sites	Ismail Mohammed	2686	639 – 1 st Floor
Head of Economic Regeneration	Karen Galey	2616	RPH – 2 nd Floor
Head of Planning Policy & Design	Sule Nisancioglu	5562	639 – Gr Floor (G8)
Head of Development Control – North Team	Paul Tomkins	5167	639 – 1 st Floor (1.3)
Head of Development Control – South Team	Paul Smith	5507	639 – 1 st Floor (1.3)
Team Leader Planning Policy	Ciara Whelehan	5516	639 – Gr Floor (G8)
Principle Conservation Officer (Design Team lead)	Mortimer MacSweeney	2641	639 – Gr Floor (G8)
Head of Building Control	Bob McIver	5500	639 – Gr Floor (G2)
Team Leader Planning Enforcement	Myles Joyce	5102	639 – 1 st Floor
Corporate Property Services			
Head of Corporate Property Services	Dinesh Kotecha	2101	ALEX – 1 st Floor
Asset Strategy & Development Manager	Andrew Anderson	2189	ALEX – 1 st Floor
Senior Valuer	Olayinka Jawando	2179	ALEX – 1 st Floor
Senior Valuer	Nick Papapavlou	2193	ALEX – 1 st Floor
Corporate Legal Services			
Senior Planning Lawyer	Maria Bilbao	5950	ALEX – 9 th Floor
Planning Lawyer	Fleur Brunton	4631	ALEX – 9 th Floor
Planning Lawyer	Yohanna Weber	2415	ALEX – 9 th Floor

APPENDIX III

Useful Contacts (correct at July 2009)

Position	Name	Company	Number	Address
Member of Parliament for Hornsey and Wood Green	Lynne Featherstone lynne@lynnefeatherstone.org	Liberal Democrats	0208 340 5459	MP for Hornsey & Wood Green House of Commons London SW1A 0AA
Member of Parliament for Tottenham	David Lammy	Labour	020 7219 0767	House of Commons London SW1A 0AA
Crime Prevention Officer	Eric Childs Eric.Childs@met.pnn.police.uk	MET Police	020 8345 2167	Muswell Hill Police Station Crime Prevention Office 115 Fortis Green Muswell Hill London N2 9HW
Crime Prevention Officer	Andrew Snape andrew.snape@met.police.uk			

APPENDIX IV

RSL Contacts (to be added)

RSL Name	Name	Position	Number	Email address

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Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Welcome Visits

Report of: Paul Dowling, Principal Housing Strategy Officer

Purpose:

To circulate information collected on the use of new tenancy welcome visits by Homes for Haringey and other London Boroughs.

To request that Housing Association members of the Integrated Housing Board conduct background investigation in their respective organisation for further discussion at the meeting.

Summary:

This is a covering report for further discussion at the Integrated Housing Board meeting on 21st September 2009.

Legal/Financial Implications:

None identified.

Recommendations:

That the attached information from other London authorities be noted for discussion.

That the Housing Association members of the IHB conduct background research into the use of welcome visits at tenancy commencement in their respective organisations prior to the IHB meeting on 21st September 2009.

For more information contact:

Name: Paul Dowling
 Title: Principal Housing Strategy Officer
 Tel: 020 8489 4301
 Email address: paul.dowling@haringey.gov.uk

Questions for consideration

1. Does your organisation conduct welcome visits after tenancy commencement?

2. If yes, what do these visits entail?
3. Are there set timescales for conducting these visits i.e. within 30 working days of tenancy commencement?
4. Is there a target for the number of visits conducted within the specified timescale?
5. At what times/days during the week are these visits conducted (e.g. in the working week/at any time/when is convenient/between 8am and 6pm)?
6. Have set targets been achieved?

Appendices

The attached information collected from other London Boroughs is a snapshot of the timescales required by those authorities. Further work needs to be carried out to determine how 'Welcome Visits' are conducted and what is involved before any useful comparisons can be made.

Further work to establish performance against those targets set by other authorities would also be necessary in order to draw usable comparisons.

Homes for Haringey performance data for 2009-10 is also attached.

Welcome Visits – Peer Research

Local Authority	Welcome Visit
Barnet	<p>In terms of visiting new tenants, Barnet Homes are expected to do this within 12 weeks, with 93% set as minimum target – generally performances achieved are close to 100%.</p> <p>They also have another measure which is their key measure. This is to gauge the level of satisfaction of new tenants with property condition. The Council have agreed a target of 90% with Barnet Homes – they achieved 85% last year.</p>
Hackney	<p>In Hackney, their measure is for new tenants to be visited within 20 working days. No target was agreed with Hackney Homes but the outturn for 08/09 was 80%. They are investigating whether evening and weekend visits happen.</p>
Newham	<p>At Newham Homes a new tenant visit is completed within 30 working days and the target is 100%. No evenings or weekends visits take place in the evenings and weekends.</p>
Slough	<p>Slough have a target for all new tenants to be visited within six weeks. One of the drivers for this target is to reduce rent arrears.</p> <p>After three years evidence suggests that it does prevent arrears creeping up early in the tenancy and helps to get any straggling HB forms returned. Generally this target is met but when it does not, say through staff shortages, there does seem to be a correlating increase in rent arrears.</p>
Tower Hamlets	<p>Target is 100% but they are checking the cost benefit of it. When this is completed they sent information to us.</p>
Westminster	<p>We are still waiting for data from Westminster.</p>

Homes for Haringey Welcome Visits 2009-10

Appendix II

Ref	Tenancy management	Target	Apr	May	Jun	Jul	Aug
TM07	% of welcome visits completed	99%	98.6%	87.0%	90.2%	89.8%	89.2%
TM08	% of welcome visits completed within 6 weeks of new tenancy	85%	97.3%	83.3%	88.5%	89.8%	85.1%



haringey strategic partnership

Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Quarter One Performance Management Highlight Report (April to June 2009)

Report of: Paul Dowling, Principal Housing Strategy Officer Strategic & Community Housing

Summary

This report highlights issues arising from quarter one performance reporting in relation to the Local Area Agreement targets on which the theme board leads.

Commentary

As shown in the attached scorecard both NI 154 (Net additional Homes provided) and NI 155 (Number of Affordable Homes Delivered (gross)) have a traffic light status of red for 2009-10. The effects of the economic downturn on the building industry and housing market resulted in a reduction in the average number of projects starting on site in 2008/9 which will subsequently lead to a shortfall in completions in 2009/10 and 2010/11.

Exception reports for both these indicators are attached and detail measures the Council is taking to mitigate these effects.

Data for two of the annual indicators NI 155 (Number of Affordable Homes Delivered (gross)) and NI 158 (% non-decent Council homes) will in future be reported on a quarterly basis.

Data for NI 187 (Tackling fuel poverty - % of people receiving income based benefits living in homes with a low/high energy efficiency rating) and NI 186 (Per capita reduction in CO² emissions in the LA area) cannot be reported quarterly.

The status for NI 156 (Number of households living in temporary accommodation) has been recorded as amber. It was felt this was appropriate until sufficient performance information on the impact of the Emergency Accommodation Reduction Project is available (quarter 2 report). The Emergency Accommodation (EA) project team is now in post with the goal of reducing the number of households in EA by 1500 by the end of March 2010. CLG has now extended the reduction target from March 2010 to 31st December 2010.

For more information contact:

Name: Paul Dowling

Title: Principal Housing Strategy Officer













Tel: 020 8489 4301

Email address: paul.dowling@haringey.gov.uk



Recommendations:





To note quarter one performance information on the appended scorecard and the issues identified in the attached exception reports for NI 154 and 155.

Integrated Housing Board Scorecard 2009-10


Sort	Short Name	Q1 2009/10			2009/10			Latest Note	
		Value	Target	Status	Short Trend	Value	Target		Status
L0052(LAA Local)	Improved living conditions for vulnerable people (t) tonnage of carbon not emitted into the atmosphere (as a result of energy efficiency measures carried out in the private domestic (2007-2010 stretch target)	Not measured for Quarters				376			This figure is provided annually at the end of the financial year. Contractors British Gas should have completed the exercise in April 2008. The work was completed in September but the results have not been forthcoming. A request has been made to the sub-regional co-ordinator to get the final values for 07-08 and for 08-09 to date.
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Not measured for Quarters				77.9%			Final published Place Survey result from Communities and Local Government
NI 6	% of people who take part in formal volunteering at least once a month.	Not measured for Quarters				22.7%			Final published Place Survey result from Communities and Local Government. No target was set for 2008/09.
NI 7	Environment for a thriving third sector	Not measured for Quarters				21.9%			No target was set for 2008/09, this performance will act as baseline for future years. Targets for 2009/10 and 2010/11 are now set.
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	Not measured for Quarters				32%			Final published Place Survey result from Communities and Local Government
NI 35	Building resilience to violent extremism	Not measured for Quarters				3			Self evaluation has been completed and average score submitted to DCLG Data Interchange Hub.
NI 116	Proportion of children in poverty	Not measured for Quarters				32.5%			Frozen target to be reassessed at year 2 refresh.
NI 140	Fair treatment by local services	Not measured for Quarters				62.6%			Final published Place Survey result from Communities and Local Government
NI 141	Percentage of vulnerable people achieving independent living	81.5%	75%			81.5%			First quarter data due late July.
NI 149	% of Adults receiving secondary mental health services in settled accommodation	No data for this range							Still awaiting confirmed data from MH trust

Sort	Short Name	Q1 2009/10				2009/10				Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	
NI 154	Net additional homes provided	Not measured for Quarters				1602				<p>ABG Funding: £ 0</p> <p>Explanation of current performance:</p> <p>The effects of the economic downturn and subsequent stagnation of the housing market are expected to result in supply figures falling. This reflects the sharp decline in development activity and the number of new starts achieved during 2008/09.</p> <p>Due to the length of the lead-in time from project inception to the completion of new homes, the effects of the recession are likely to be seen in the local supply figures for the next two years.</p> <p>The number of residential applications decided fell from a high of 348 in 2007-08 to 297 in 2008/09 which will have a knock-on affect on the number of project starting on site in 2009-10.</p> <p>N.B. The current LAA target is 1602 for 2009-10 and is based on figures generated from the 5 year planning trajectory have been adopted as the LAA targets i.e. 1,602 for 2009/10 as opposed to the London Plan adopted figure of 680 per annum.</p> <p>The figures from the 5 year trajectory include...</p> <ol style="list-style-type: none"> 1. Unimplemented planning consents 2. Allocated sites from the UDP 3. Small windfall sites coming forward 4. Empty properties brought back into use <p>The timescales for all the sites that came out of this trajectory work were based on assumption. The figures that have been adopted as our LAA targets are best case scenarios if absolutely everything comes forward and in this respect are unrealistic.</p> <p>This issue has been raised with GOL who are at present unwilling to allow us to revert back to the 680 London Plan target. However this is a frozen target and we should be able to reassess the targets this coming year and agree more realistic figures.</p> <p>Current Activities:</p> <p>It is likely that applications under the threshold for affordable housing and therefore reliant on sales will increase as the market recovers. Over quarter one of this financial year the number of sales and the average house price has increased however figures are still considerably lower than this time last year.</p> <p>Activities are underway to support the delivery of larger projects i.e. those with an affordable housing element. These activities are listed in the exception report of NI 155.</p> <p>Best Practice: N/A</p> <p>Performance discussion date: TBA</p> <p>Equality Impact: N/A</p>

Sort	Short Name	Q1 2009/10		2009/10		Target	Status	Short Trend	Latest Note
		Value	Target	Status	Short Trend				
NI 155	Number of affordable homes delivered (gross)	Not measured for Quarters				340			<p>ABG Funding: £0</p> <p>Explanation of current performance:</p> <p>The effects of the economic downturn and subsequent stagnation of the housing market are expected to result in Haringey's affordable housing supply figures falling to below 200 completions in 2009/10 compared with a high of 415 completions in 2008/09. This reflects the sharp decline in development activity and the number of new starts achieved during 2008/09. The two charts show both the dip in the number of projects starting on site (the low occurring in 2008/09 and beginning to pick up in 2009/10) and the resulting shortfall in completions that will become apparent in 2009/10 to 2010/11.</p> <p>Due to the length of the lead-in time from project inception to the completion of new homes, the effects of the recession are likely to be seen in the local supply figures for the next two years.</p> <p>At present the data to conduct peer benchmarking is not available – we will report on this at the end of Q4.</p> <p>Current Activities:</p> <p>In order to address the issues relating to unsold and empty homes, we are working with RSLs and the HCA to bring these back into use in a number of ways:</p> <ul style="list-style-type: none"> •Support for RSLs letting unsold or under-construction shared ownership homes under the Rent-to-Homebuy scheme. •Support for RSLs to acquire directly from developers unsold, newly-built homes for use either as affordable rented accommodation or Rent-to-Homebuy as appropriate to the size and location of developments. •Support for RSLs to acquire vacant properties on the open market for use as affordable rented family homes to address local housing need, especially overcrowding in the existing social housing stock. We currently have a project in progress with London & Quadrant Housing Association to deliver 26 homes with grant supplied directly by Haringey from Section 106 affordable housing receipts. •The Council's Empty Homes Team is actively working to bring back into use a substantial number of unoccupied properties and is extending the use of compulsory purchase powers and enforced sales to bring more of these properties back into use as affordable rented housing. We are speaking to the HCA about the possibility of it providing RSLs with enhanced levels of grant in order to allow onward disposal of those properties in a manner that enables the Council to recover its costs and proceed with other CPOs. <p>In order to maximise HCA resources and the investment allocated to Haringey during 2010/11 and under the HCA's next three year programme for 2011-14, we have embarked on a single conversation process with the HCA's London Director and North London Team.</p> <p>We are currently in the process of preparing our proposal, with the</p>

Sort	Short Name	Q1 2009/10				2009/10				Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	
NI 156	Number of households living in temporary accommodation	4403	4280			4267	4112			<p>assistance of a specialist external consultant, for a borough-wide investment plan covering housing and related infrastructure needs for the next five years.</p> <p>This investment plan will be presented to the HCA in October 2009 with a view to a borough investment agreement being reached with the HCA by the end of the year. It is hoped that this formal agreement with the HCA will secure sufficient resources to take forward Haringey's regeneration and housing supply aspirations over the next five years on the lines set out above.</p> <p>A good example of what we are doing to maintain and accelerate supply is the major regeneration project at Hale Village in Tottenham Hale. Through close working with the developer, Hale Village Ltd and RSL, Newlon and the HCA, the continuing development of the site has been secured with the funding of an additional 228 affordable homes, bringing the increased total on site to over 540 affordable homes that will be completed during 2011-2013. The HCA has also provided innovative support for this scheme by becoming a stakeholder through an infrastructure loan secured on the equity of the site.</p> <p>The de-conversion of surplus temporary accommodation hostels into permanent family homes is part of the Council's strategy for reducing its use of temporary accommodation. This initiative is being delivered with the help of external funding from the London Regional Targeted Funding Stream (TFS) allocation for North London. Eight homes were completed in 2008/9, with a further 9 homes forecast for completion during 2009/10 and 2010/11.</p> <p>Best Practice: See above Emerging Risk:</p> <p>The housing market is showing (albeit slow) signs of recovery. The work undertaken to ensure the project at Tottenham Hale continues will mean that affordable housing figures will improve to target levels over the course of 2011-13 (subject to project timescales).</p> <p>The service is continuing to focus upon the implementation of a range of actions identified previously to ensure this month's performance is maintained over the remaining months in the year and that the slow start during April and May 2009 are recovered over the rest of the year. The Emergency Accommodation (EA) project team has been created with the goal of reducing the number of households in EA by 1500 by the end of March 2010. CLG has now extended the reduction target from March 2010 to 31st December 2010. It is prudent at Q1 to leave the RAG status at 'AMBER' until figures are generated for Q2/Q3 although it looks likely that we will exceed the target set for 2009/10 in the LAA.</p>

Sort	Short Name	Q1 2009/10			2009/10			Latest Note
		Value	Target	Status	Short Trend	Value	Target	
NI 158	% non-decent council homes	Not measured for Quarters				30%		<p>This is an annual indicator reported at the end of the year (Unlike BV184a).</p> <p>There were 5714 non-decent homes at the end of Q1 equating to 35% of the total stock (16,358). It is forecast that by the end of Q4 the target of 30% (HH Business Plan 2009-14) will be exceeded with 4605 non-decent homes out of a total holding of 16,343 homes (28%)</p>
NI 186	Per capita reduction in CO2 emissions in the LA area	Not measured for Quarters				7.4		<p>This performance is measured annually by DEFRA, with figures published with a 2 year time lag. As such, the performance for 2008/9 of 4.9 (released by DEFRA in Sept 08) is based on 2006 data. Any effects made to this performance during 2008/9 will be published in 2010/11. The performance for 2008/9 showed an increase in the actual tonnes of carbon emitted in the borough compared with the previous year, however, the total population also increased so the overall performance of 4.9 tonnes per capita stayed the same. 2007 figures will be available in September 2009.</p>
NI 187a	Tackling fuel poverty – % of people receiving income based benefits living in homes with: (i) Low energy efficiency	Not measured for Quarters				12.53%		<p>This Indicator relates to the SAP ratings of homes occupied by vulnerable households. Performance is assessed on the basis of a postal survey form sent to 5000 households (selected at random from a list supplied by the Benefits and Local Taxation Service) that is sent out in December each year. The returned survey forms are analysed and returns submitted to DEFRA by the end of February.</p> <p>Although the results of the 2009/10 survey will not be known until February 2010, the results for 2008/09 showed that 13.5% of vulnerable residents were living in homes with a poor SAP rating of less than 35 (compared to this year's target of 12.5%) and 13.0% of vulnerable residents were living in homes with a good SAP rating of above 65 (compared to this year's target of 14.0%).</p> <p>The target is based on matching the average percentage decrease in England (0.8%).</p> <p>Haringey's Affordable Warmth Strategy 2009-19 will be published in Autumn 2009.</p>
NI 187b	Tackling fuel poverty – % of people receiving income based benefits living in homes with: (ii) High energy efficiency	Not measured for Quarters				14%		<p>This Indicator relates to the SAP ratings of homes occupied by vulnerable households. Performance is assessed on the basis of a postal survey form sent to 5000 households (selected at random from a list supplied by the Benefits and Local Taxation Service) that is sent out in December each year. The returned survey forms are analysed and returns submitted to DEFRA by the end of February.</p> <p>Although the results of the 2009/10 survey will not be known until February 2010, the results for 2008/09 showed that 13.0% of vulnerable residents were living in homes with a good SAP rating of above 65 (compared to this year's target of 14.0%).</p> <p>The target is based on matching the average percentage increase in England (0.8%).</p> <p>Haringey's Affordable Warmth Strategy 2009-19 will be published in Autumn 2009.</p>

Sort	Short Name	Q1 2009/10				2009/10				Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	
CoL23 NI 4	% of people who feel they can influence decisions in their locality	Not measured for Quarters					42.9%			Final published Place Survey result from Communities and Local Government

HSP Quarter 1 Exception Report 2009/10

NI 155 Number of affordable homes delivered (gross)

Outcome Lead	Housing Portfolio
Portfolio	People at the Heart of change
Sustainable Community Strategy Outcome	Meet housing demand



Red

ABG Funding: £0

Explanation of current performance:

The effects of the economic downturn and subsequent stagnation of the housing market are expected to result in Haringey's affordable housing supply figures falling to below 200 completions in 2009/10 compared with a high of 415 completions in 2008/09. This reflects the sharp decline in development activity and the number of new starts achieved during 2008/09. The two charts show both the dip in the number of projects starting on site (the low occurring in 2008/09 and beginning to pick up in 2009/10) and the resulting shortfall in completions that will become apparent in 2009/10 to 2010/11.

Due to the length of the lead-in time from project inception to the completion of new homes, the effects of the recession are likely to be seen in the local supply figures for the next two years.

At present the data to conduct peer benchmarking is not available – we will report on this at the end of Q4.

Current Activities:

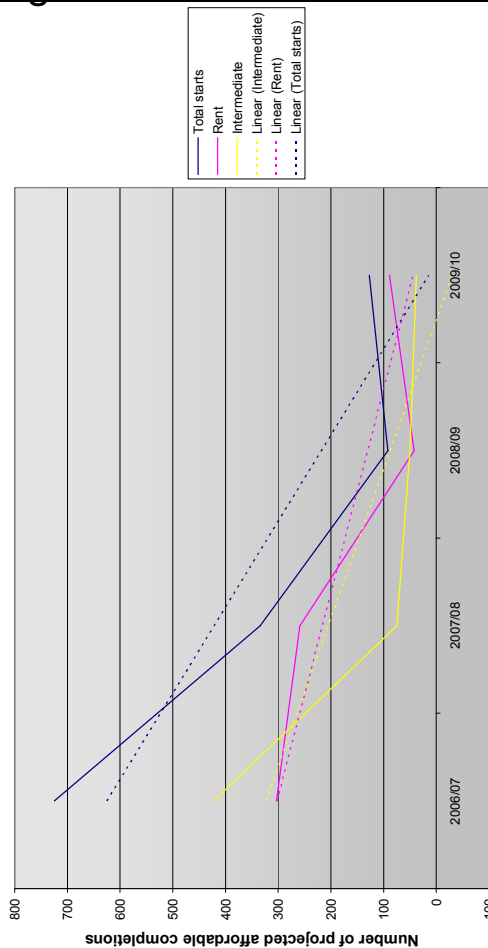
In order to address the issues relating to unsold and empty homes, we are working with RSLs and the HCA to bring these back into use in a number of ways:

- Support for RSLs letting unsold or under-construction shared ownership homes under the Rent-to-Homebuy scheme.
- Support for RSLs to acquire directly from developers unsold, newly-built homes for use either as affordable rented accommodation or Rent-to-Homebuy as appropriate to the size and

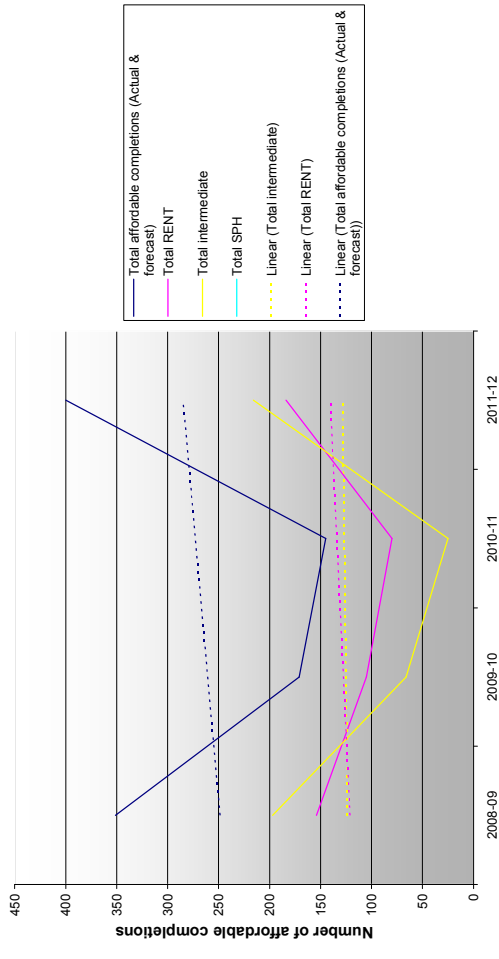
Financial year 2009-10

	Value	Target
Q1 2009	32	(85)
Q2 2009	82 forecast	(85)
Q3 2009	38 forecast	(85)
Q4 2010	19 forecast	(85)
2009-10	171 forecast	340

Projects starting on site by financial year



Affordable completions (actual and forecast) 2008-2012



location of developments.

- Support for RSLs to acquire vacant properties on the open market for use as affordable rented family homes to address local housing need, especially overcrowding in the existing social housing stock. We currently have a project in progress with London & Quadrant Housing Association to deliver 26 homes with grant supplied directly by Haringey from Section 106 affordable housing receipts.

- The Council's Empty Homes Team is actively working to bring back into use a substantial number of unoccupied properties and is extending the use of compulsory purchase powers and enforced sales to bring more of these properties back into use as affordable rented housing. We are speaking to the HCA about the possibility of it providing RSLs with enhanced levels of grant in order to allow onward disposal of those properties in a manner that enables the Council to recover its costs and proceed with other CPOs.

In order to maximise HCA resources and the investment allocated to Haringey during 2010/11 and under the HCA's next three year programme for 2011-14, we have embarked on a single conversation process with the HCA's London Director and North London Team.

We are currently in the process of preparing our proposal, with the assistance of a specialist external consultant, for a borough-wide investment plan covering housing and related infrastructure needs for the next five years.

This investment plan will be presented to the HCA in October 2009 with a view to a borough investment agreement being reached with the HCA by the end of the year. It is hoped that this formal agreement with the HCA will secure sufficient resources to take forward Haringey's regeneration and housing supply aspirations over the next five years on the lines set out above.

A good example of what we are doing to maintain and accelerate supply is the major regeneration project at Hale Village in Tottenham Hale. Through close working with the developer, Hale Village Ltd and RSL, Newton and the HCA, the continuing development of the site has been secured with the funding of an additional 228 affordable homes, bringing the increased total on site to over 540 affordable homes that will be completed during 2011-2013. The HCA has also provided innovative support for this scheme by becoming a stakeholder through an infrastructure loan secured on the equity of the site.

The de-conversion of surplus temporary accommodation hostels into permanent family homes is part of the Council's strategy for reducing its use of temporary accommodation. This initiative is being delivered with the help of external funding from the London Regional Targeted Funding Stream (TFS) allocation for North London. Eight homes were completed in 2008/9, with a further 9 homes forecast for completion during 2009/10 and 2010/11.

Best Practice:

See above

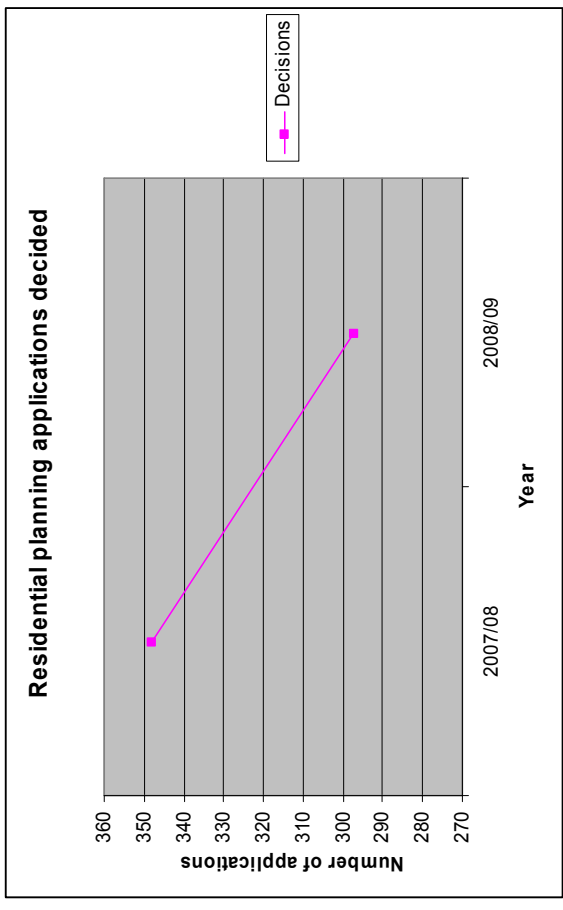
Emerging Risk:

The housing market is showing (albeit slow) signs of recovery. The work undertaken to ensure the project at Tottenham Hale continues will mean that affordable housing figures will improve to target levels over the course of 2011-13 (subject to project timescales).

There are also several other large projects in the pipeline such as Tottenham Town Hall, Spurs,

Haringey Heartlands, Hale Wharf, Greater Ashley Road, Hornsey Town Hall and Hornsey Depot.
Performance discussion date: TBA
Equality Impact: N/A

Date Range 1		
Value	Target	
2009/10	433 forecast	1602




NI 154 Net additional homes provided

Outcome Lead

Portfolio Housing Portfolio

Sustainable Community Strategy Outcome People at the Heart of change
Meet housing demand

 **Red**

ABG Funding: £ 0

Explanation of current performance:

The effects of the economic downturn and subsequent stagnation of the housing market are expected to result in supply figures falling. This reflects the sharp decline in development activity and the number of new starts achieved during 2008/09.

Due to the length of the lead-in time from project inception to the completion of new homes, the effects of the recession are likely to be seen in the local supply figures for the next two years.

The number of residential applications decided fell from a high of 348 in 2007-08 to 297 in 2008/09 which will have a knock-on effect on the number of project starting on site in 2009-10.

N.B. The current LAA target is 1602 for 2009-10 and is based on figures generated from the 5 year planning trajectory have been adopted as the LAA targets i.e. 1,602 for 2009/10 as opposed to the London Plan adopted figure of 680 per annum.

The figures from the 5 year trajectory include...

1. Unimplemented planning consents
2. Allocated sites from the UDP
3. Small windfall sites coming forward
4. Empty properties brought back into use

The timescales for all the sites that came out of this trajectory work were based on assumption. The figures that have been adopted as our LAA targets are best case scenarios if absolutely everything comes forward and in this respect are unrealistic.

This issue has been raised with GOL who are at present unwilling to allow us to revert back to the

680 London Plan target. However this is a frozen target and we should be able to reassess the targets this coming year and agree more realistic figures.

Current Activities:

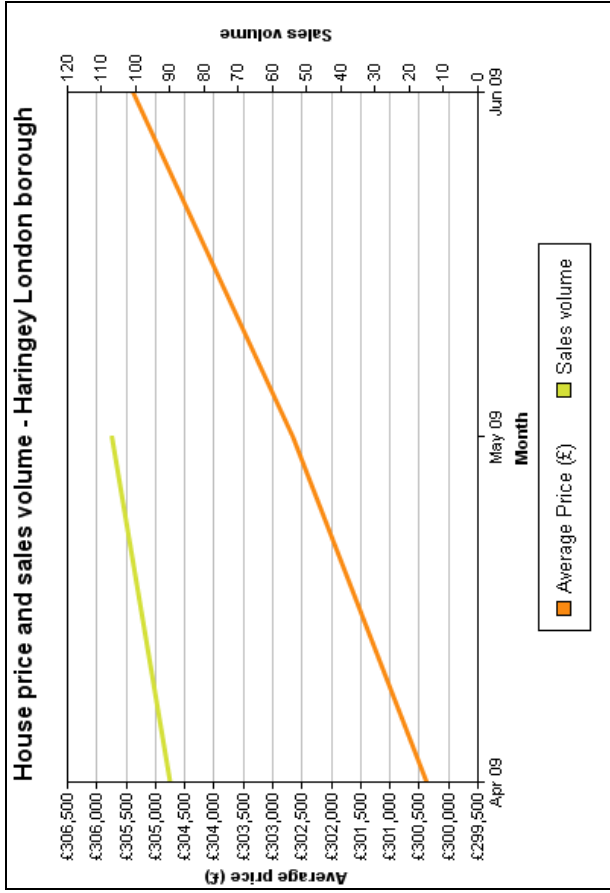
It is likely that applications under the threshold for affordable housing and therefore reliant on sales will increase as the market recovers. Over quarter one of this financial year the number of sales and the average house price has increased however figures are still considerably lower than this time last year.

Activities are underway to support the delivery of larger projects i.e. those with an affordable housing element. These activities are listed in the exception report of NI 155.

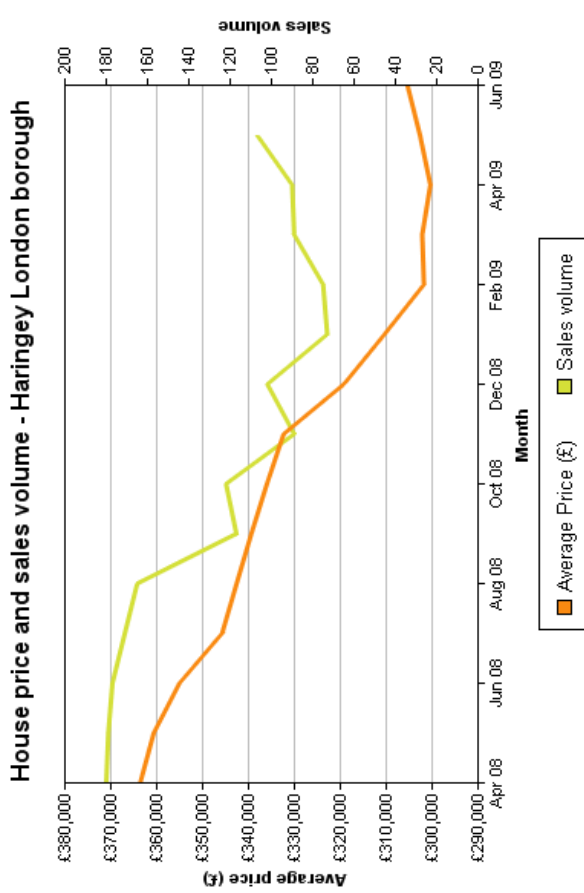
Best Practice: N/A

Performance discussion date: TBA

Equality Impact: N/A



Source: Land Registry





Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Monitoring Performance of the Housing Strategy 2009-2019 Sub-Strategies

Report of: Rosie Green, Housing Strategy and Partnerships Manager

Purpose

The purpose of this report is to inform the Integrated Housing Board about the Housing Strategy sub-strategies produced from 2008 to 2010/2011.

The IHB need to consider the method by which it monitors the performance and delivery of the action plans to deliver the objectives of each strategy.

Summary

The Homelessness Strategy 2008-2011 and the Housing Strategy 2009-2019 have already been agreed and work is in progress to deliver their action plans. There are another seven more sub-strategies for development within the next 18 months. Appendix 1 shows the structure of these strategies and Appendix 2 gives an overview of the aims and timescales of each.

Legal/Financial Implications

None identified

Recommendations

That the IHB agree the means by which the Board will monitor the implementation of each action plan.

The proposed alternative options are:

- a) that the IHB receive an annual review of each strategy **or**
- b) that the IHB receive an annual report plus a six-monthly performance report

For more information contact:

Name: Rosie Green
 Title: Housing Strategy and Partnerships Manager
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 Email address: rosie.green@haringey.gov.uk

Background

There are 7 more strategies due to be developed within the next 18 months making a total of 10 that the IHB are responsible for monitoring the performance of.

Given this number the IHB need to establish a method by which to do this and ensure that each is delivering its key priorities within the agree timescale.

More importantly is that the IHB to know what the outcomes achieved are and for their discussion and decisions to be fed back into the delivery of each action plan.

There is currently no formal monitoring method agreed by the IHB.

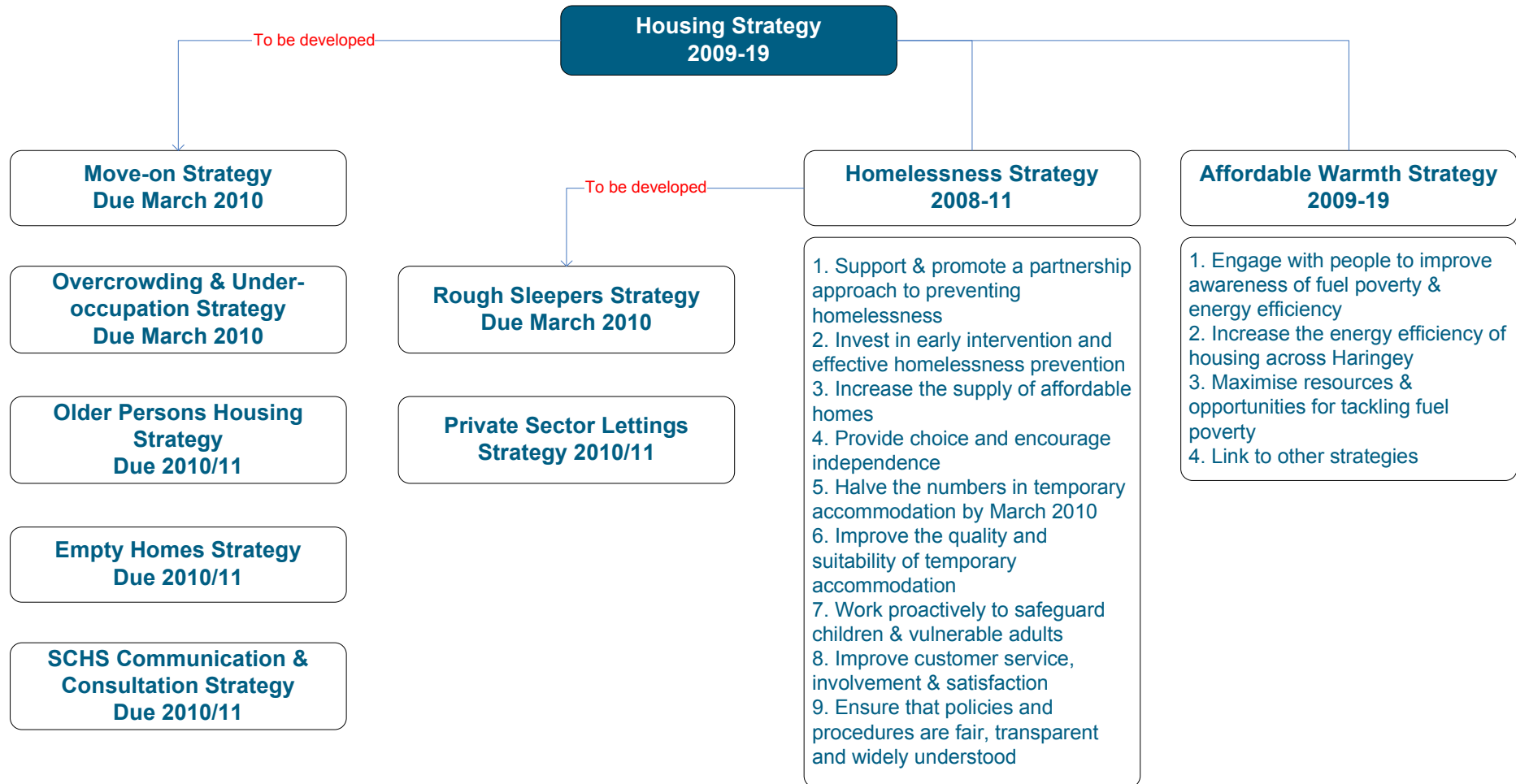
Appendix 1

Structure chart of the Housing Strategy 2009-2019 sub strategies

Appendix 2

Overview of the Housing Strategy 2009-2019 sub strategies

APPENDIX 1



Appendix 2

Overview of the Housing Strategy 2009-2019 sub strategies

Introduction

There are a number of sub strategies that will deliver the vision and aims of Haringey's Housing Strategy 2009-2019. The Homelessness strategy was completed in September 2008 and the others are due to be completed within the next eighteen to 24 months.

Our approach to strategy development is to be inclusive and work in partnership with other organisations and agencies to deliver better effective services to the residents of the Borough.

1. Homelessness Strategy 2008 – 2011

Aim

This strategy, produced in September 2008, aims to reduce homelessness in the Borough through working closely with partners as the Council do not have all the solutions to this complex problem.

Nine partnership delivery sub groups were established to address the many immediate priorities that the strategy identified. One year on, many key actions have been completed.

In September 2009 there will be a review of Year 1 of the implementation plan and to plan for the next year. One of the areas to be looked at will be whether there is a continued need for the nine groups to continue or can this now be reduced.

2. Affordable Warmth Strategy

Aim

The aim is to develop a strategy that brings together work that is being undertaken by many agencies to relieve fuel poverty and ensure people can afford to heat their homes. There are government funded schemes that can help with insulation and reduce the amount of heat lost in a home. The Government through the Decent Homes Programme is also putting considerable sums of money into improving the housing stock of socially rented properties. This does leave other residents who live in private rented or owner occupiers having to address poor heating and lack of insulation through their landlord or by themselves. There is also confusion about issues such as national grant schemes and fuel tariffs.

The plethora of help and advice available can be confusing, so the strategy endeavours to make this clearer as well ensuring we maximise opportunities to access resources.

We are working closely with other Council services such as the Climate Change team as Affordable Warmth is more than just making sure people can afford their heating bills. Climate change and reducing CO2 emissions are crucial to this.

The four main areas the strategy identifies are

1. Information and advice
2. Increase the energy efficiency of Haringey's housing
3. Maximising resources
4. Linking to other strategies

Timescale

This strategy is on target to be completed by the next Integrated Housing Board meeting on 21st September 2009 and to be agreed by Council in October. We intend to have a high profile launch at the end of October in time for the winter.

3 Move-on Strategy

Aim

The aim of this strategy is to free up places in supported accommodation. This is a real issue for many local authorities not just Haringey. If tenants who are now ready to move out of accommodation support services can be assisted to do this, other vulnerable people who need this support can be given it. The short term support services are not being used effectively.

We will be working closely with Supporting People and housing providers in the Borough.

In order to know the size of the problem we will be undertaking a needs analysis using the toolkit produced by Homeless Link. This is recommended by CLG and many other authorities have used this to give a baseline number which can be measured each year to monitor performance and also to identify what housing providers feel the barriers to moving on tenants are.

Timescale

Audit (inc analysis)	August to October 09
Developing draft for consultation:	August to November 09
Consultation:	November 09 –Jan 10
Complete strategy and agreement:	end March 10

4. Overcrowding and Underoccupation Strategy

Aim

In Haringey there are considerable number of households who are overcrowded and likewise some who are under occupied. The intention of this strategy is to try and establish numbers so the scale of the problem is known and to identify how we overcome these two issues and ensure people have the correct size home to live in.

Again this strategy will be done in partnership. Although less developed at the time of writing than the above three strategies the approach will be the same.

Timescale

SCHS business plan states that this strategy will be completed by the end of March 2010. We intend to start scoping this strategy in August 09 and establish a project working group in September.

5. Older People's Housing Strategy

Aim

There is an urgent requirement to look at housing choices for older people in Haringey. Nationally new models are being developed that give greater choice not only in types of support and care but also tenure. With increasing numbers of home owners, we need to address their needs as well as those in privately and socially rented homes.

Many older people do not want to move into residential care and want to stay at home. We need to address this.

There is also anecdotal evidence that traditional sheltered homes are hard to let and unpopular. We need to examine these issues and plan for the next generation of older people.

In 2005 a need analysis was undertaken (Ridgeway report) that gives the figures relating to need and requirements for the future. We need to reprise this data as well as taking into account that Supporting People intend to tender all their support services. This may well change some of the support options older people can have to maintain their independence in their own home.

Timescale

The strategy is not in the SCHS business plan for this year so will be undertaken in 2010-2011. This considerable piece of work is likely to take nine to 12 months to complete. This includes consultation which needs to be wide and thorough.

6. Empty Homes Strategy

Aim

The aim of this strategy is ensure that empty homes in the Borough are identified and that we work with the owners to bring them back into use. There are grants available to help owners if they cannot afford to do this.

If owners do not bring the properties back into use then we are able to use enforcement orders to do so. This is a last resort but we need to fulfil the Government's target on empty homes.

Even though we do not currently have a formally written strategy in place, this work is already well under way in Haringey

Timescale

This strategy will be completed in 2010-2011

7. Rough Sleepers Strategy

Aim

This strategy will address the problem of rough sleeping in the Borough. A strategy project group has been set up and is now developing the strategy.

Funding has been obtained from CLG to set up a outreach service and the strategy will identify exactly what this service needs to deliver.

Timescale

The strategy is on target to meet its deadline of end of March 2010.

8. Private Sector Lettings Strategy

Aim

This aims of this strategy are to ensure that we are managing our private sector lettings in an efficient and effective manner and one that gives value for money. Private sector lettings are integral to our intention of reducing the numbers of people in temporary accommodation and offering a range of suitable housing options

Timescale

This strategy is due to be completed in 2010/2011

9. SCHS Communication and Consultation Strategy

Aim

While the Council has a corporate consultation and community engagement framework, SCHS needs to further develop these to establish how we will undertake consultation work with our customers and partners. This work will firmly put service users (both current and potential) at the heart of our service.

While not yet funded, it has been agreed in the new structure for SCHS that there will be a Consultation Officer and a Service User Involvement Officer. These two staff will implement the work of this strategy.

Timescale

This strategy is due for completion in 2010/2011



Meeting: Integrated Housing Board

Date: 21 September 2009

Report Title: Haringey's Homelessness Strategy 2008-2011: Review of First Year and Looking Forward to 2010-2011

Report of: Rosie Green, Housing Strategy and Partnerships Manager

Purpose

The purpose of this report is to inform the IHB of the progress of the first year of the Homelessness Strategy 2008-2011 and to consider the outcomes of the planning event for years 2 and 3.

Summary

The review of the first year of the Homelessness Strategy and looking forward to 2010-2011 can be found at Appendix 1.

There are 64 key actions for completion in the 3 year strategy. Of these, 59 are in the first year. This was necessary due to the high levels of homelessness in the Borough and was, and still is, a key priority for Strategic and Community Housing Service.

The Strategy's nine Delivery Groups have undertaken a considerable amount of work in Year 1 with significant success. In order to keep this momentum; agree that the remaining actions are still appropriate; identify any gaps and ensure the structure of the Delivery Groups is appropriate to take forward the remaining work a review and planning event was held on 14th September 2009.

Legal/Financial Implications

None identified.

Recommendations

- i. That the IHB note the successes of the first year of the Homelessness Strategy.
- ii. That the IHB consider the outcome of the review and planning event held on 14th September 2009.
- iii. That the IHB consider how they wish to monitor the performance of this

strategy (links to Monitoring Performance of the Housing Strategy sub-strategies agenda item).

For more information contact:

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Appendix 1

Haringey's Homelessness Strategy 2008-2011 – Review of the first year and looking forward to 2010-2011

DRAFT

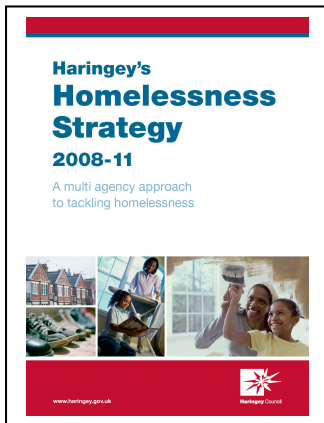


Haringey's Homelessness Strategy 2008-2011

Review of the first year and looking forward to 2010-2011



Background



Haringey's 2008 -11 Homelessness Strategy was launched in September 2008. The strategy was developed in partnership with all agencies involved with tackling homelessness. The aims are to deliver efficiently managed and co-ordinated advice, housing and support services for those who are homeless or at risk of homelessness. The strategy acknowledges and seeks to address the associated problems that people who are homeless may experience.

The numbers of households living in Temporary Accommodation (TA) are high. In April 2007 there were 5867 households and we are working to reduce this number to 2603 by December 2010. As well as this we need to implement measures that reduce the number of people who become homeless in the first place by offering good quality advice and a range of housing options.

In order to improve services and demonstrate value for money, the Council has also set itself a target of reducing its use of emergency accommodation (the most expensive type of self-contained TA that it uses) by more than 85% by the end of March 2010.

The key objectives of the Homelessness Strategy are to:

1. Actively support and promote a partnership approach to preventing homelessness
2. Invest in early intervention and effective homelessness prevention
3. Increase the supply of affordable homes
4. Provide choice and encourage independence
5. Halve, by 2010, the number of homeless households in temporary accommodation
6. Improve the quality and suitability of temporary accommodation
7. Work proactively to safeguard children and vulnerable adults
8. Improve customer service, involvement and satisfaction

9. Ensure that our policies and procedures are fair, transparent and widely understood

A Homelessness Strategy Implementation Group (HSIG) was established to oversee the work of nine themed Delivery Groups. These groups comprise of representatives from the range of agencies involved in homelessness issues in the Borough and several are chaired by these organisations. The HSIG reports to the Integrated Housing Board. This multi agency initiative has been essential to ensure we meet the challenges within the strategy and delivers a pan Haringey approach to problem of homelessness.

The Delivery Groups complement the work of the Council's own Service Improvement Groups.

The Homelessness Strategy is one of a suite of strategies that have or will be developed in the next two years to improve housing quality and choices for all Residents of the Borough regardless of tenure. Appendix 1 gives details of these.

Responsibilities of the nine Delivery Group

A **Communications** Delivery Group will assist joint working by improving everyone's knowledge of services, helping services to communicate better with one another, and producing joint publications, including a directory of homelessness services and a health and housing advice pack

The **Partnership** Delivery Group will champion partnership working and the development of a shared strategic approach to tackling homelessness. It will do this by reviewing service delivery, developing shared protocols for referrals, joint working and information sharing, and contributing to area based action planning

A **Customer Experience** Delivery Group will assist the improvement of customer care, maximise service user involvement, increase the amount of consultation undertaken, and ensure the delivery of joined-up, responsive, customer-centred services

The **Children, Young People and Families** Delivery Group will develop initiatives that improve joint working, prevent homelessness and contribute to the achievement of the 5 outcomes in 'Every Child Matters' (stay safe; be healthy; enjoy and achieve; make a positive contribution; and achieve economic wellbeing)

A **Vulnerable Adults** Delivery Group will focus on the needs of rough sleepers, make best use of supported housing, improve move-on from hospital, residential care, hostels and prison, and enable vulnerable people to access support.

The **Homelessness Prevention and Tenancy Sustainment** Delivery Group will oversee changes to the Council's housing advice service, develop a specialist multi agency advice service for BME households, and encourage early intervention

A **Housing Options** Delivery Group will encourage greater independence by promoting a range of affordable alternatives to social housing

The **Temporary Accommodation** Delivery Group will focus on improving the quality and suitability of temporary accommodation, cutting overcrowding and ensuring homeless households are able to plan for, and achieve, a successful move into a settled home

A **Training, Education and Skills** Delivery Group will link homelessness services to employment advisers and establish a series of employment and skills surgeries for homeless people.

Introduction

The purpose of this first year review is not to produce a new strategy but to acknowledge the work already achieved, identify key actions not yet completed within the first year timescale and most importantly plan for the next two years of the strategy.

A full copy of Haringey's homelessness Strategy 2008-2011 can be found at www.haringey.gov.uk

Because of the urgency of the work required to reduce the numbers of homelessness people in Haringey many of the actions were for completion within the first year. These will also put the 'building blocks' in place in order to further develop homelessness work and achieve agreed outcomes.

There are **64 key** actions within the strategy, many of which have several specific actions. **59** of these **key** actions are for the first year alone and it is acknowledged that this was a significant challenge to complete within this timescale. As well, a number of the specific actions for Years 2 – 3 are well on their way to completion.

Of the 59 key actions for this year, 29 have been achieved, 25 are getting there and 5 not achieved. Many factors have impacted on the 'getting there's' and the 'not achieved' actions not being completed. These range from the postponement of the action until the restructure is complete or the original task is more complex than first thought and the timescale will take longer, thus ensuring it is implemented comprehensively.

Number of Key actions completed for Year 1

No. of key actions for Year 1	No. Achieved	No, Getting There	No. not Achieved
59	29	25	5

Number of specific actions for Years 1 -3 and number completed

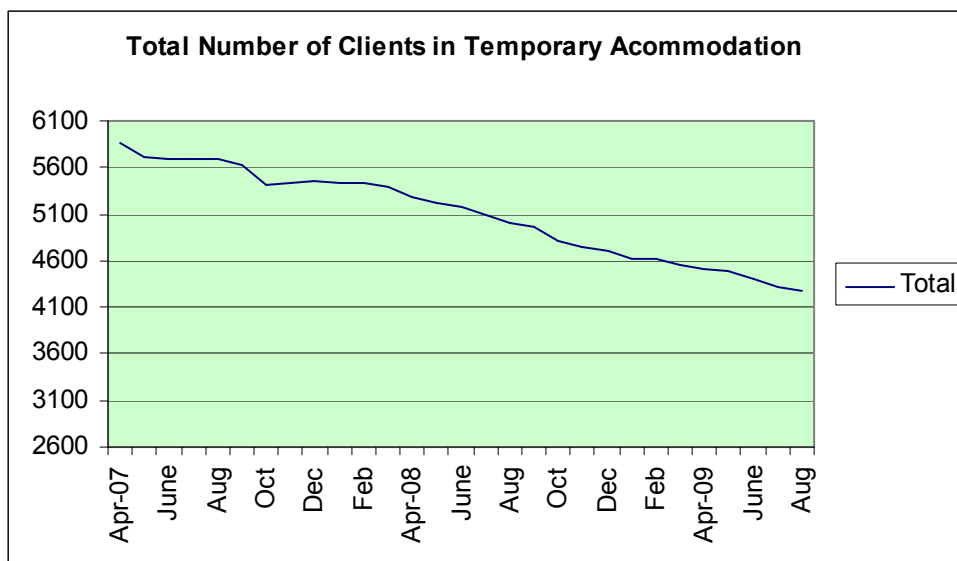
No. of specific actions 2008-11	No. achieved	%
234	107	46%

The updated Action Plan (at end of this review) details the work in Year 1 that the groups have achieved.

This has also been a difficult year with the economic recession which has impacted on the number of new homes built as developers have found it difficult to raise the finance plus the impact on personal income with more unemployment, reduced working hours and less mobility in the jobs market.

Achievements in the first year

All of the key actions achieved will have contributed to realise the aims of the strategy, but there are several which have a significant impact. The headline outcome is that there has been a significant reduction in the number of people in Temporary Accommodation. We are well on the way to meeting the target of 2603 in December 2010. At the time of writing (21.8.09) this has reduced to **4283** from a total of **5867** in April 2007. We do recognise however, that there is still a considerable amount of work to do in order to achieve this.



Key achievements include:

Restructure of the Strategic and Community Housing Service (SCHS)

This is due to be concluded in September 2009 and changes the role of SCHS from one of a direct housing provider to that of providing advice and offering choice by developing other housing options.

The new staffing structure will support TA reduction by clarifying roles and responsibilities, re-aligning teams and services, improving communication and joint working, increasing accountability and encouraging partnership working.

It draws together the homelessness and lettings functions, and establishes specialist housing advice, housing options and private sector lettings teams in order to prevent homelessness, provide settled housing and reduce the Council's use of temporary accommodation.

A new Job Description and Person Specification have been produced for all posts within Strategic and Community Housing Services. These ensure that everyone has a clear understanding of what is required of them and how they are expected to contribute to the reduction of temporary accommodation.

The **Housing Advice Team** will provide comprehensive advice on all aspects of housing (including landlord and tenant law, harassment and unlawful eviction, disrepair, rent and mortgage arrears, the housing implications of domestic violence and/or relationship breakdown, defending possession proceedings and the assessment of welfare benefits and tax credits) in order to improve housing conditions and prevent homelessness.

The **Housing Options Team** will provide expert advice on the full range of options (including affordable home ownership, private rented accommodation, the sanctuary scheme, mutual exchanges, sheltered housing, moving from under occupied social housing, and moving out of Haringey), together with the eligibility criteria, in order to enable service users to make an informed decision on which options will best meet their housing and support needs.

The **Private Sector Lettings Team** will work proactively with private landlords to make it easier for people who are living in temporary accommodation or about to become homeless to find and keep good quality, affordable, well managed private rented accommodation.

The **Vulnerable Adults Team** will undertake a more facilitative role, improving the co-ordination and delivery of support, the quality and effectiveness of support planning, and the access and move-on arrangements in supported housing, in order to deliver better outcomes and prevent homelessness.

The **Private Sector Housing Improvement Team** will work proactively with the Housing Advice and Options Team to improve housing conditions and secure tenancy nomination rights to empty homes brought back into use.

The **Housing Needs and Lettings Team** brings together the procurement and management of temporary accommodation, the administration of the housing register, the assessment of housing need, the investigation and determination of homelessness applications, and the letting of social housing.

This new group includes the **Homelessness Team** (charged with responsibility for authorising all placements in temporary accommodation) and a **Home Visiting Team** that plays a vital role in verifying applicants' circumstances, investigating and preventing parental exclusions, undertaking occupancy checks in TA, and promoting housing options.

Reduction of Temporary Accommodation (TA)

The TA Reduction Plan is in place with a specialised team working to reduce temporary accommodation. Auto-bidding and a number of other mechanisms have been put in place to drastically reduce TA figures.

An individual letter has been sent to households in TA about how to bid for a home on Home Connections and also about how the Council may bid on their behalf (autobidding).

Listening to and engaging our customers

To improve our service we need to listen and respond to what our customers say and involve them in shaping service delivery.

This has been a successful but we now we need to develop this work further

Temporary Accommodation Users Forum. We have held three of these in the last year and they are increasingly well attended. The Forum is used as an opportunity to give information but more importantly to gather views and thoughts of people in TA to help us improve the quality of our services.

We also produce a Moving on Magazine for all people in TA and the Forum tell us what they want to see in the magazine. There are 2 editions produced each year and as well we include stories of people who have moved on from TA and what this has meant to them.



Temporary Accommodation Workshops

As part of the Homelessness Strategic priority 6, (to 'Improve the quality and suitability of temporary accommodation') a day of workshops was arranged to obtain the views of residents of temporary accommodation (TA). The event took place on the 12th June 2009 and 11 residents attended, contributing to 3 workshops.

The three workshops considered

- what properties would be suitable and where these should be located
- what issues and circumstances the Council should take into account when allocating temporary accommodation
- under what circumstances TA residents should be prioritised for a transfer

There was good discussion on these issues and service users views will help us develop new guidance.

Training, Education and Skills event. This event held in May had over 180 attendees who came and met a range of 16 organisations involved with getting people into training or work. Those who could not attend were sent information packs.

On the day 34% of attendees applied for jobs and 46% signed up for courses.

Feedback from this event has shown the value of the day and people who attended have asked for this to be repeated. It is our intention to do so.

Landlords Forum

There have been two forums so far plus



a North London sub-region forum.
In excess of 80 people have attended
each of these events.

The aims of these meetings are to give information and develop a good working relationship between the Council and Landlords in the Borough, give relevant information that supports landlords. For example, the Council commissioned Savills to research the housing market in Haringey and the impact on private sector lettings. We also had Councillor Bob Harris, Cabinet Member for Resources and Tim Fisher, Deputy Head of Benefits and Local Taxation, Haringey Council run a session on Housing Benefit as this is an area of frustration for some landlords.

There is also a regular newsletter to give information to landlords.

Although we have made a good start in working with the private rented sector we need to further develop this to ensure we offer an effective and high quality service to both landlords and their tenants.

Rent arrears

A Rent Arrears Planning Group (consisting of staff from the relevant services and partners) planned the first meeting of the Rent Arrears Forum (Chaired by the Metropolitan Housing Trust) which took place on 24th April 2009. The forum includes representatives from SCHS, Housing Benefit, Supporting People, Youth Offending, Homes for Haringey, Registered Social Landlords, the Voluntary sector and Safer Communities. The forum considered the top 5 causes of rent arrears, what can be done to prevent arrears and who the key agencies that can make a difference are. These meetings will continue.

Rough sleepers

A rough sleepers count was carried out by over forty volunteers from the council and its partners (ten rough sleepers were found in the borough on the night of the count). On the back of this, our bid for funding from CLG was successful to establish an outreach service to rough sleepers in the borough and produce a comprehensive directory of services for rough sleepers.

A multi-agency Rough Sleepers Strategy Project Group has been set up and has met twice so far. The strategy is due for completion in 2010.

Actions and challenges for year 2

Although much has been achieved in Year 1 we must now plan for Years 2 and 3 of the strategy.

To do this we held a review and planning event on 14th September 2009 where the aims were to:

- present an overview of the key actions achieved
- ask delegates their view on the impact the strategy has had so far
- agree priorities for the forthcoming year
- given that new areas of work have developed over the past year, have we missed anything
- discuss and realign structure of Delivery Groups to meet these targets/priorities if appropriate
- identify any challenges to achieving priorities

About 50 people attended the event with good representation from different services within Haringey Council, Registered Social Landlords, Homes for Haringey, the Third Sector and schools.

After presenting the overview, we asked for people's reflections on the Homelessness Strategy using Turning Pont technology (the same as on 'Who wants to be a Millionaire') to initiate discussion. We asked:

Q1. What impact has the Homelessness strategy had so far?

- A. Very high (8%)
- B. High (29%)
- C. Medium (53%)
- D. Low (5%)
- E. Very low (5%)

Q2. Has the strategy improved working relations between the agencies to deliver an improved service?

- A. Strongly agree (18%)
- B. Agree (51%)
- C. Neither agree nor disagree (23%)
- D. Disagree (3%)
- E. Strongly disagree (5%)

Q3. Have the actions and timescales for Year 1 been realistic?

- A. Yes (32%)
- B. No (35%)
- C. Don't Know (33%)

Q4. Do the delivery groups need re-aligning?

- A. Yes (61%)
- B. No (19%)
- C. Don't know (19%)

Q5. Are there any actions not identified that we need to consider to reduce homelessness in the Borough?

- A. Yes (42%)
- B. No (34%)
- C. Don't know (24%)

Further comments from the floor included:

- Housing are now taking positive steps to reduce homelessness and there is now an overall sense of appropriate planning which is a positive change
- Concerns are now being dealt with by the Housing Service
- There is more sharing of information and access to databases which has enabled improved joint working
- Rent arrears forum has proven to be a vehicle for successfully sharing data and learning from each other
- Work is needed to homeless in all types of accommodation as opposed to just TA
- Need better communications to build on what we have done so far
- Good progress is being made through the delivery groups
- Minutes and notes are efficient

In the workshops we explored the answers to the questions posed and then focussed on the future structure of the Delivery Groups*. An exercise was carried out to align the remaining key actions to each Delivery Group. There followed in-depth discussion about what do these actions actually mean and resulted in some being given to a different Delivery Group.

We then introduced three groups that need to be established and where should they fit:

1. The Move-on Strategy Project Group
2. The Rough Sleepers Strategy Project Group
3. Gypsy and Traveller Strategy Project Group

Discussion followed about the rationalisation of the Delivery Groups and each workshop had different views on this. Concerns were expressed about the resources required to support this number of groups if there is no reduction.

The proposed structures from the 4 groups will now be considered and a new arrangement will be agreed by the Chairs of the Delivery Groups. This Review will be updated to include this when it is agreed.

Overall feedback was that we need to ensure that the customer experience is firmly at the heart of the work of all groups and we now need to consider how this work is taken forward.

Other key issues we need to think about including are:

- Review the Terms of Reference for the Housing Strategy Implementation Group and the Delivery Groups
- Support for people with no recourse to public funds
- Encourage information sharing (especially within the Third Sector)
- A family information service is required
- There is a need to break through bureaucracy and take responsibility when dealing with vulnerable people. This requires agreed protocols between services

- Explore the need for 'crash pad' type accommodation until services can assess clients needs

Again consideration will be given to these and included if appropriate.

* The Prevention and Tenancy Sustainment Delivery Group has decided as that it has completed all but 2 of its actions it does not need to continue to meet and therefore the 2 actions need to transfer to another Group.

The Partnership Delivery Group and the Communications Delivery Group have merged as there is overlap between these 2 groups for some actions.

Year 1 Homelessness Strategy Action Plan Update

Housing Options Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
18: Set up a rent deposit scheme for homeless people deemed by the Council not to be in 'priority need'	July 2009	Getting there	Money is now available to set up rent deposit scheme. Scheme now needs to be developed and implemented
19: Establish a multi-disciplinary Private Sector Lettings Team that has the skills and capacity to procure and let at least 750 assured shorthold tenancies each year	Nov 2008	Achieved	
20: Making it easier for low income households to access the private rented sector, and maximise the council's tenancy nominations rights to private rented accommodation	April 2009	Getting there	The work of the private sector lettings team was promoted at the Training, Education and Skills event in May 2009. Further promotion is ongoing through various surgeries, workshops, the TA User Forum and the Landlords Forums. Private sector incentive schemes need to be reviewed and agreed. The group will produce a 'Good Lettings Guide' for private landlords. The PSL team will produce a Private Sector Lettings Strategy
22: Provide tenants of social housing with the advice and assistance required to enable them to move successfully into the private rented sector	July 2009	Getting there	Restructure of SCHS (Sept 09) will establish a specific Housing Advice team. Rent deposit schemes to be extended to help tenants who are in overcrowded households Overcrowding and underoccupation strategy to be developed 2009/10
23: Make best use of local supported housing.	April 2009	Getting there	Audit to be undertaken Sept-Oct 09 A multi –partnership approach will be used to deliver Move on Strategy

KEY ACTION	DATE DUE	STATUS	COMMENTS
			by 31.3.10
24: Provide and actively promote a range of affordable housing options	Jan2009	Achieved	Although specific tasks completed as detailed in the action plan, this work is ongoing
25: Establishing a Housing Options Team that provides specialist, comprehensive advice on the full range of housing options	Dec 2008	Achieved	
37: Work proactively with private landlords and residents of TA persuading them to accept a new arrangement involving an assured shorthold tenancy (AST)	April 2009	Achieved	Although the specific actions due this year have been completed, the strategic priority to halve the numbers of households in temporary accommodation (TA) by December 2010 continues. As at 21.8.09 the figure is 4,283 for TA and included in this is 1525 for emergency accommodation (EA)
56: Manage the expectations of customers better, by publicising the location of social housing, together with details of average waiting times and how often homes become available:	Sept 2009	Getting there	We are waiting for data from one RSL, then IT services will develop map. Map has been tested already. In year 2 of this strategy will be looking to develop this map further to show which estates are managed by which RSL – this will enable us to develop the Common Managements Standards agenda

Partnership Delivery Group (merged with the Communications Group June 09)

KEY ACTION	DATE DUE	STATUS	COMMENTS
1: Review the role, relevance and attendance of local forums, ensuring clear terms of reference	Dec 2008	Achieved	
3: Develop protocols for referrals, joint working and information sharing	June 2009	Getting there	Protocols have been mapped. Now need to disseminate information and train frontline staff
4: Review the roles, responsibilities and access arrangements of advice support and accommodation providers:	Sept 2009	Not achieved	This action has been delayed as the Homelessness Strategy Implementation Group (HSIG) agreed that a survey (which was originally agreed) would not be thorough enough. It was instead agreed that an independent survey of advice and support services was to be undertaken. This has not yet been commissioned although the idea of linking it into HAVCO's review of voluntary organisations has been raised
47: Adopt a shared strategic approach to the provision of housing and support for homeless children, young people and vulnerable adults	July 2009	Achieved	Although specific tasks completed as detailed in the action plan, this work is ongoing
60: Improve communication and the co-ordination of services, encouraging joint-working and meeting customer's needs more quickly and efficiently	June 2009	Getting there	This is being undertaken in conjunction with KA3 (Develop protocols for referrals, joint working and information sharing). Examples of good practice when sharing information have been identified and the group must review these and agree new protocols where necessary.

Communications Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
2: Provide briefings on local services, housing options and the prevention of homelessness	Feb 2009	Achieved	
5: Produce a directory of homelessness services	Sept 2009	Getting there	Information has been gathered and checked for accuracy. Now requires formatting and agreement by Group
26: Produce a health advice pack for people who are homeless and/or living in temporary accommodation (also linked to Action 44)	Oct 2009	Achieved	This will be included in the directory (Action 5) and also information sheets have been produced and included in packs given to temporary and emergency accommodation residents (Action 44) Where residents receive a Supporting People support service health information and advice is given. This monitored through the SP Quality Assessment Framework and contract monitoring.
35: Improve residents' understanding of the Home Connections Scheme, and target those households that have not been bidding but have enough points to bid successfully for a settled home	Jan 2009	Achieved	
44: Provide all TA Residents with up-to-date details of local health, education and employment services (linked to Action 26)	April 2009	Achieved	See Action 26 above
63: Improve the way we describe our			Although specific tasks completed as detailed in the action plan, this work

KEY ACTION	DATE DUE	STATUS	COMMENTS
policies and procedures in order to ensure that they are widely understood	Sept 2009	Achieved	is ongoing

Prevention and Tenancy Sustainment Delivery Group

This group has stopped meeting as it has achieved all but 2 of its key actions. These will be reassigned to another Delivery Group.

KEY ACTION	DATE DUE	STATUS	COMMENTS
7: Establish a Housing Advice Team that provides specialist, comprehensive advice on all aspects of housing	Oct 2008	Achieved	
10: Actively promote take-up of the Sanctuary scheme (offering victims of violence the option of remaining in their homes):	June 2009	Achieved	The sanctuary scheme is in place and managed by Hearthstone and the SCHS Communications Officer is due to publish and distribute a leaflet to promote it.
12: Work with Homes for Haringey and RSLs to ensure that tenants who are in breach of their tenancy conditions are actively encouraged to access local advice services	March 2009	Achieved	See Action 26 and 44
13: Establish a rent arrears forum attended by local social landlords, the DWP, Benefits Service and local advisers	April 2009	Achieved	
33: Reduce the demand for TA, preventing homelessness and discharging the council's duties promptly and efficiently	Oct 2008	Achieved	Although the specific actions due this year have been completed, the strategic priority to halve the numbers of households in temporary accommodation (TA) by December 2010 continues. As at 21.8.09 the figure is 4,283 for TA and included in this is 1525 for emergency accommodation (EA)

KEY ACTION	DATE DUE	STATUS	COMMENTS
34: Amend the lettings policy to ensure that it assists the prevention of homelessness and reduces use of TA	Jan 2009	Getting there	The policy is finished and is currently being edited before the consultation process starts. The Lettings Policy is due to commence April 2010

Children, Young people and Families Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
9: Improve procedures for dealing with care leavers, in order to improve planned move on and the prevention of homelessness	April 2009	Getting there	Research is being undertaken by the group to identify examples of good practice. This will be presented to the Children, Young People and Families workshops organised for 28.9.09, which will identify opportunities for improvement, particularly in relation to the prevention of homelessness and the accessing of appropriate housing and support
43: Work proactively with health and social care professionals (including health visitors, district nurses and social workers) to ensure continuity of health care, social care and child development checks	April 2009	Achieved	
46: Ensure that no homeless families or 16/17 year olds are placed in B&B except in an emergency and then only for up to six weeks	April 2009	Achieved	
47: Adopt a shared strategic approach to the provision of housing and support for homeless children and young people	July 2009	Getting there	Research is being undertaken and findings will be presented to the C, YP and F workshops on 28.9.09. Recommendations will then be made to improve early intervention and support through better, joined up services. A shared, three year vision will be developed based on these outcomes.
48: Improve joint working (especially between Housing and Children's Services) to help children and young people achieve the 5 'Every Child Matters' outcomes	July 2009	Getting there	Workshops 28.9.09 will discuss this and make recommendations (see above)

KEY ACTION	DATE DUE	STATUS	COMMENTS
50: Undertake a holistic needs assessment and tailor support packages to the specific needs of families	Sept 2009	Getting there	The group has looked at a holistic tool used by front line staff as an example and from this will produce a checklist of support needs to be used by all services
53: Address the needs of children who have special needs, complex medical conditions or child protection plans	June 2009	Not achieved	
54: Address the needs of children who are carers for disabled parents, are not at school, have been placed outside Haringey, moved because of domestic violence or whose parents have been found intentionally homeless	June 2009	Not achieved	

Training, Education and skills Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
27: Align Haringey's homelessness services (including the opportunities for service user involvement) with the Haringey Guarantee and the local training, education and employment advisers	April 2009	Achieved	Although specific tasks completed as detailed in the action plan, this work is ongoing
28: Ensure that the decent homes investment creates local training and employment opportunities that support Haringey's plans to tackle worklessness amongst homeless households	Jan 2009	Achieved	
29: Work proactively with the Council's Recycling Service and Haringey's largest employers to create local training and employment opportunities for homeless people:	Jan 2009	Getting there	Work is progressing on this
30: Establish an employment skills surgery for residents of temporary accommodation:	June 2009	Achieved	

Vulnerable Adults Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
8: Undertake a rough sleeper's count and develop a strategy for reducing rough sleeping in Haringey	March 2009	Getting there	A rough sleepers count was carried in Nov 2008. Funding has been obtained from the CLG to enhance outreach to rough sleepers in the borough. A Rough Sleepers strategy is currently being developed and due for completion in 2010.
9: Improve procedures for dealing with hospital discharge and prison leavers, in order to improve planned move on and the prevention of homelessness	June 2009	Achieved	Additionally the group will undertake further research to identify examples of good practice before making any required amendments to existing procedures.
10: Actively promote take up of the Sanctuary Scheme (offering victims of violence the option of remaining in their homes)	June 2009	Getting there	Following research undertaken the group will be drawing out conclusions and recommendations to provide further early intervention and support from this research
14: Establish an assertive outreach service to help rough sleepers off the street:	Sept 2009	Getting there	The Rough Sleepers Strategy Steering Group successfully obtained funding from CLG to establish an outreach service for rough sleepers. Service now needs to be established.
31: Assess the merits and feasibility of introducing a Pathways approach to supported housing:	June 2009	Getting there	Work is progressing an establishing a Pathways approach
42: Ensure that all vulnerable households are provided with access to support	April 2009	Achieved	
47: Adopt a shared strategic approach to the provision of housing and support	July 2009	Achieved	Following on from the specific action the group will be setting out a shared, three year vision, with clear objectives planned outcomes and

KEY ACTION	DATE DUE	STATUS	COMMENTS
for homeless vulnerable adults:			defined success measures.
50: Undertake a holistic needs assessment and tailor support packages to the specific needs of vulnerable adults	Sept 2009	Getting there	Work is progressing on this

Temporary Accommodation Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
36: Generate automated Home Connections bids for residents of TA who have enough points to make a successful bid for a settled home but are not willing to do so	April 2009	Achieved	
38: Invest in voluntary and community sector support providers to assess the needs of households in TA and prepare them for move on	April 2009	Getting there	After pilot completed a common method for assessing families' housing and support needs and a standard checklist for move-on will be developed. The financial implications for support providers in supporting move-on in such a way are to be estimated (and resources identified)
39: Work proactively with RSLs to convert temporary homes into settled accommodation:	March 2009	Getting there	Work is progressing on this
40: In consultation with service users and stakeholders, produce new guidance covering the procurement and allocation of TA, and transfers within TA	April 2009	Getting there	Following consultation work already undertaken, the group will issue and oversee the implementation of new guidance on the procurement and allocation of TA together with transfers within TA
41: Improve the physical condition of TA (ensuring that all properties are well-managed and that all repairs are completed within agreed timescales) through routine inspections and by ensuring the robust enforcement of contracts and standards	April 2009	Getting there	Work is progressing and even when specific targets are met, some of this work is ongoing
45: Apply the lessons learned from the Overcrowding Pathfinders project to	April 2009	Achieved	

KEY ACTION	DATE DUE	STATUS	COMMENTS
alleviate the effects of overcrowding in temporary accommodation			
51: Improve the quality and range of temporary accommodation, to meet the needs of families and minimise the disruption to children	April 2009	Achieved	
52: Ensure that households move on to suitable accommodation with the support they need	Sept 2009	Not achieved	The group will undertake this in conjunction with Action 32 due for completion July 2010 and the Move on Strategy due March 2010

Customer Experience Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
55: Improve the quality of customer care and ensure that all customers are treated with courtesy and respect	April 2009	Getting there	There are a number of specific actions within this key action. Some have been completed but others have been postponed until the restructure of SCHS is complete
57: Actively seek feedback from service users and stakeholders (through regular focus groups, forums and surveys) to measure the quality and effectiveness of local homelessness services	June 2009	Achieved	
58: Develop and actively promote a range of opportunities for service users to get involved in shaping, monitoring and improving services	June 2009	Getting there	There are a number of specific actions within this key action. Some have been completed but others have been postponed until the restructure of SCHS is complete
59: Produce and publicise an annual programme of consultation and service user involvement	April 2009	Not achieved	This has been postponed until the SCHS restructure is complete
64: Consult with stakeholders (and undertake an Equalities Impact Assessment) before making significant changes to policies or the delivery of services	April 2009	Achieved	

