

---

## INTEGRATED HOUSING BOARD

---

THURSDAY, 26 NOVEMBER, 2009 at 18.30 HRS –ROOMS 1 AND 2, CIVIC CENTRE,  
HIGH ROAD, WOOD, GREEN, N22 8LE.

**MEMBERS:** Please see the 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 dealt with under the agenda item where they appear. New items of Urgent Business will be dealt with 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 the consideration of those items.

**4. MINUTES (PAGES 1 - 8)**

To confirm the minutes of the meeting held on 21 September 2009 as a correct record.

**5. HARINGEY'S HOMELESSNESS STRATEGY 2008-2011: REVIEW OF FIRST YEAR AND LOOKING FORWARD TO 2010/11 (PAGES 9 - 72)**

**6. HOUSING ASSOCIATION PARTNERSHIP AGREEMENT (PAGES 73 - 106)**

**7. NATIONAL FRAUD INITIATIVE -TACKLING TENANCY FRAUD (PAGES 107 - 118)**

**8. QUARTER TWO PERFORMANCE REPORT (PAGES 119 - 132)**

**9. SAFER COMMUNITIES EXECUTIVE BOARD (PAGES 133 - 136)**

**10. HOUSING CHALLENGE FUND -EXTRA MONEY FOR FAMILY INTERVENTION PROJECTS (PAGES 137 - 142)**

**11. NEW ITEMS OF URGENT BUSINESS**

To consider any 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 dates of future meetings as set out below:

23 February 2010, 6.30pm, Civic Centre.

*Dates for the new Municipal Year 2010/11 will be circulated once the Council's Calendar of Meetings has been drafted.*

Ken Pryor  
Deputy Head of Member Services  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Xanthe Barker  
Principal Committee Coordinator  
Tel: 020-8489 2957  
Fax: 020-8881 5218  
Email: [xanthe.barker@haringey.gov.uk](mailto:xanthe.barker@haringey.gov.uk)

Published: 18 November 2009

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

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

This page is intentionally left blank

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

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

MINUTE NO.	SUBJECT/DECISION	ACTION BY
IHB1	<p><b>APOLOGIES AND SUBSTITUTIONS</b></p> <p>Apologies for absence had been received from the following:</p> <p>Margaret Allen Niall Bolger Lee Bojtor Eugenia Cronin                      -Susan Oti substituted Madeleine Foster Janice Gunn Councillor Brian Haley Paul Bridge</p> <p>The Chair noted that Jean Croot, Head of the Council's Safer Communities Unit, had requested that she become a member of the Board, in order to strengthen the relationship between the IHB and the Safer Communities Executive Board (SCEB).</p> <p>There was agreement that this would be beneficial to both Boards and it was requested that a presentation was made at a future meeting giving an overview of the SCEB's work.</p> <p><b>RESOLVED:</b></p> <p>That Jean Croot, Head of the Council's Safer Communities Unit, should become a member of the Integrated Housing Board.</p> <p>That a presentation on the work of the SCEB and links to the IHB should be provided at the next meeting.</p>	<p>Xanthe Barker</p> <p>Jean Croot / Rosie Green</p>
IHB2	<p><b>DECLARATIONS OF INTEREST</b></p> <p>No declarations of interest were made.</p>	
IHB3	<p><b>URGENT BUSINESS</b></p> <p>No items of urgent business were raised.</p>	
IHB4	<p><b>MINUTES</b></p>	

An overview was provided with respect to actions arising from the previous meeting:

National Fraud Initiative

The Board was advised that the Department for Communities and Local Government had announced that a Tenancy Fraud Fund would be launched in October 2009 and the Council intended to put forward a bid.

A report would be submitted to the next meeting updating the Board on progress with respect to this.

Nick Powell

Temporary Accommodation –Provision of Statistical Information

A paper was tabled setting out the statistical information in relation to Temporary Accommodation, as requested at the previous meeting. There was agreement that this should be appended to each agenda for information.

Nick Powell

It was further agreed that that a more detailed report should be provided on a six monthly basis and that this should set out information on customer satisfaction.

Nick Powell

It was requested that where abbreviations were used an explanation should be provided of their full title.

Paul Bridge

Homes for Haringey 'Door Knocking Strategy'

The Board was advised that an Action Plan was being devised at present based on the results of the survey and it was requested that this was brought to the Board once completed.

It was noted that it had been requested that the results of this were used to inform the Joint Needs Assessment and it was agreed that this should be fed back.

**RESOLVED:**

That the minutes of the meeting held on 11 May 2009 be confirmed as a correct record.

**IHB5 AFFORDABLE WARMTH STRATEGY 2009 - 2019**

The Board received a report seeking approval of the Affordable Warmth Strategy and Action Plan.

It was noted that the strategy contained four key priorities:

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

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

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

Rosie Green

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

Rosie Green

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

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

Rosie Green

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

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

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

Rosie Green

**RESOLVED:**

- i. That feedback from the consultation process be noted.
- ii. That the Affordable Warmth Strategy and Action Plan be approved,

subject to the circulation of the Action Plan for comment, prior to submission to the Council's Cabinet.

- iii. That the IHB would monitor the delivery of the Action Plan.

**IHB6 REGISTERED PROVIDERS PARTNERSHIP**

The Board considered a report that set out the findings of consultation with Registered Providers with respect to the formation of a new partnership and associated protocol.

Following agreement by the Board on 23 March 2009 a draft protocol had been formed, in consultation with Members and Council officers, which was then circulated to Registered Providers for comment. Of the thirty-seven Housing Associations consulted eight responses had been received.

The Board discussed the key issues raised during the consultation process and the was agreement that awareness of the multi agency training sessions on Safeguarding needed to be raised and better promoted. It was also agreed that reference to this should be made within the protocol.

The Board was advised that the Housing Associations that had commented would be contacted before the protocol was finalised. Although the response received was disappointing there was agreement that the concerns raised were representative of the sector views, particularly with respect to the quotas for lettings. There was a general consensus that the 90% proposed would be too onerous and would adversely affect the ability of providers to offer transfers within their stock.

There was discussion around information sharing and how this could be improved, particularly when people moved properties. It was acknowledged that vulnerable clients were more prone to falling into crisis after moving if agencies failed to share information effectively.

The Board was advised that there were existing information sharing protocols and that there was agreement that the relevant officers should liaise to ensure that these were being used effectively. It was also requested that details of these were circulated with the minutes.

In response to concern that the consultation exercise had only resulted in a small number of responses, it was suggested that the questionnaire should be re circulated to the wider group of Housing Associations to give them a second opportunity to respond.

It was agreed that references in the document to 'RSL's' should be replaced with the term 'Housing Associations'.

**RESOLVED:**

That, subject to the points set out below, the final draft protocol be signed off by the Chair, prior to submission to the Council's Cabinet:

- i. The circulation of existing information sharing protocols to Board.

Paul Dowling

Rosie Green / Xanthe Barker

Rosie



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

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

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

COUNCILLOR JOHN BEVAN

Chair

The meeting closed at 8.10pm.



**Meeting:** Integrated Housing Board

**Date:** 26 November 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**

An interim report was presented to the Board at its last meeting on 21 September 2009. It was agreed that an update report on the completed Review would be provided for this meeting.

#### **Summary**

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

At the last IHB meeting the number of key actions completed and the number remaining was reported.

The Board also considered verbal feedback from the consultation event held on 14.9.09 to consider Years 2 and 3 of the Strategy and asked for the review to be completed. This has now been done.

The new structure is now comprised of the following (this is also shown diagrammatically in the Review):

- Homelessness Strategy Implementation Group (HSIG)
- Housing Options and Temporary Accommodation Group
- Partnership, Communications and Customer Experience Delivery Group. The remaining actions from the Training, Education and Skills Group to be transferred into this new group
- Children, Young People and Families Delivery Group
- Vulnerable Adults Delivery Group – which will have responsibility for the Rough Sleepers and Move-on Strategy Groups
- Gypsies and Travellers Strategy Group

As a result of the consultation event the following were identified as needing to be included in the revised action plan:

- Support for people with no recourse to public funds
- Adequate training for front line staff
- To ensure that private sector units are decent to encourage move-on into private housing
- Information sharing (especially within the voluntary sector)

Also delegates agreed that:

- The customer experience is central to the work of all the Delivery Groups
- There needs to be greater emphasis on communication.

#### **Legal/Financial Implications**

None identified.

#### **Recommendations**

That the IHB note the outcome of the review and future structure of the Delivery Groups.

#### **For more information contact:**

Name: Nick Powell  
Title: Head of  
Tel: 020 8489  
Email address: [nick.powell@haringey.gov.uk](mailto:nick.powell@haringey.gov.uk)

#### **Use of Appendices**

Appendix 1: Haringey's Homelessness Strategy 2008-2011 – Review of the first year and looking forward to 2010-2011

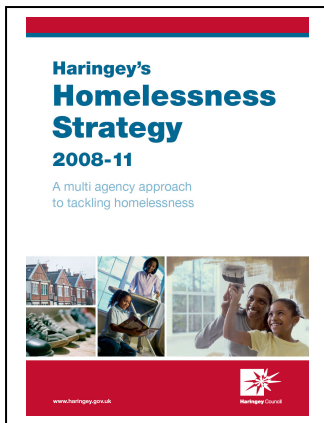


# Haringey's Homelessness Strategy 2008-2011

## 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.

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](http://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%

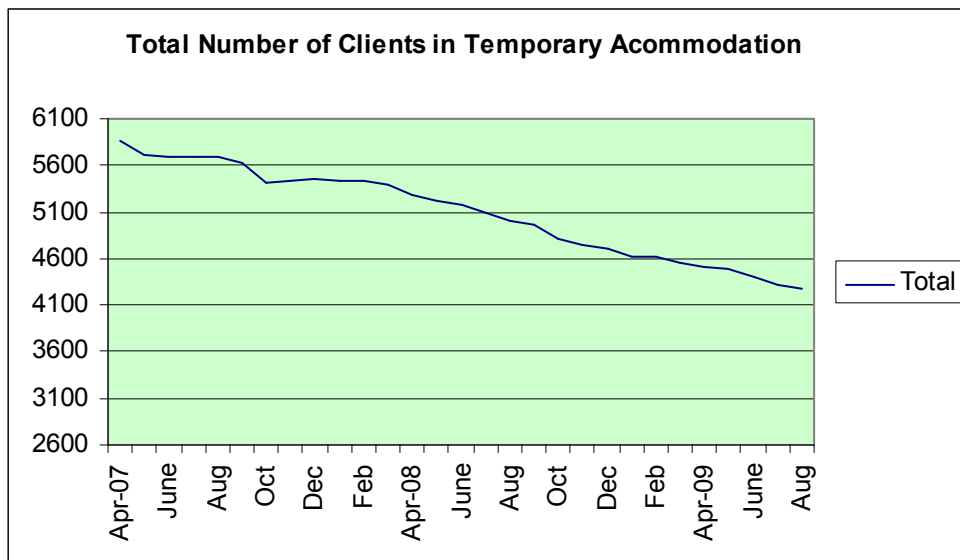
The updated Action Plan (at end of this review) details the work in Year 1 that the groups have achieved.

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 12<sup>th</sup> 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 24<sup>th</sup> 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 Steering 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 consultation event in September 2009, to which all partners involved in delivering this strategy were invited to.

The event was attended by over 50 delegates from a wide range of statutory and voluntary organisations.

The aim was to assess how successful the strategy has been to date, agree timescales and priorities for the forthcoming year, to identify the right structure for the Delivery Groups to meet these and identify any challenges and also if there are any areas we have not covered.

We asked delegates the following questions before breaking out into smaller discussion groups and their responses are included (see box on next page).

### **Issue not included in current actions**

Delegates identified the following as missing from the current action plan

- Support for people with no recourse to public funds
- Adequate training for front line staff
- To ensure that private sector units are decent to encourage move-on into private housing
- Information sharing (especially within the voluntary sector)

Other themes included:

- The customer experience is central to the work of all the Delivery Groups
- There needs to be greater emphasis on communication

We therefore need to consider how we strengthened these aspects.

#### **Questions asked:**

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

A. Very high (8%)

B. High (29%)



## **Rationalisation of the Delivery Group structure**

Many representatives have said that it timely to look at the future structure of the Delivery Groups given that so many of the immediate priorities have been achieved.

Already the Prevention and Tenancy Sustainment Group has decided not to continue as it has completed all but 2 of its actions. These will be transferred to another group.

The Partnership Delivery Group and the Communications Delivery Group have merged as there is clear overlap between these for many actions.

There are 3 new areas of work from the Homelessness Strategy that require a dedicated working group with clear lines of reporting. These are:

- Rough Sleepers Strategy (work has already commenced)
- Move-on Strategy (work has already commenced)
- Gypsy and Travellers Strategy

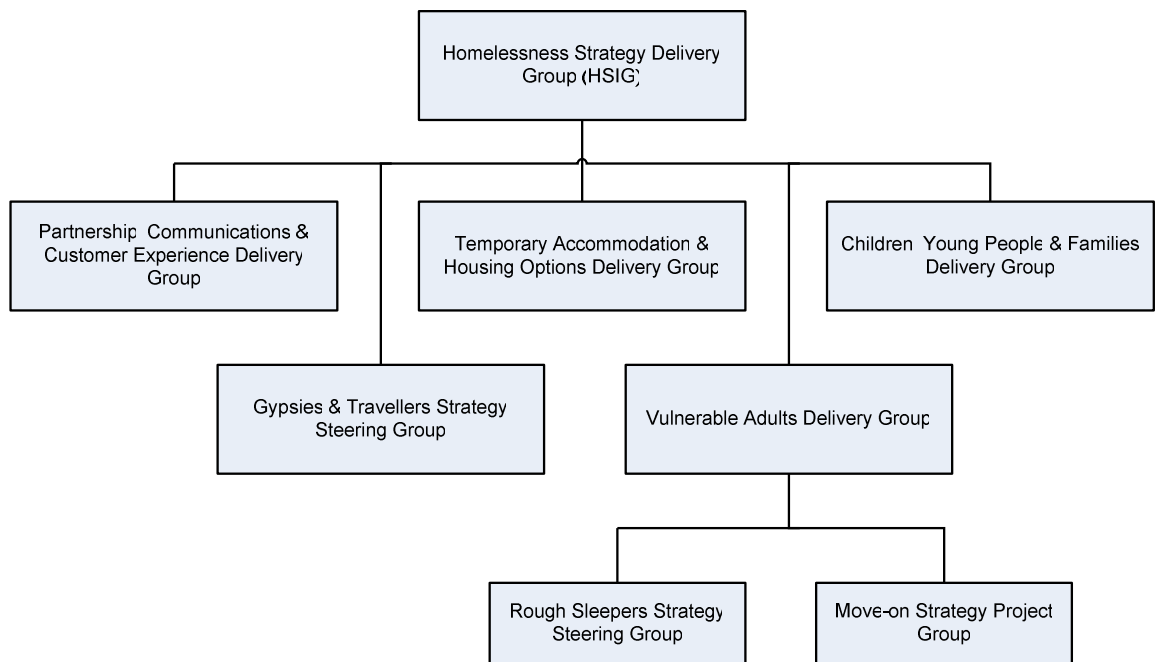
Based on this delegates discussed a range of structures. The following one has now been agreed by the Homelessness Strategy Implementation Group.

1. Housing Options and Temporary Accommodation Group
2. Partnership, Communications and Customer Experience Delivery Group. The remaining actions from the Training, Education and Skills Group to be transferred into this new group
3. Children, Young People and Families Delivery Group
4. Vulnerable Adults Delivery Group – which will have responsibility for the Rough Sleepers and Move-on Strategy Groups
5. Gypsies and Travellers Strategy Group

Meetings for these groups will be arranged and the Chair for each plus ensuring appropriate representative will be discussed at the first meetings.

The terms of references will also be revised.

## **New Structure for the delivery groups of Haringey's Homelessness Strategy 2008-2011:**



## Year 1 Homelessness Strategy Action Plan Update

### Housing Options Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
<b>18:</b> 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
<b>19:</b> 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	
<b>20:</b> 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	<p>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.</p> <p>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</p>
<b>22:</b> 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	<p>Restructure of SCHS (Sept 09) will establish a specific Housing Advice team.</p> <p>Rent deposit schemes to be extended to help tenants who are in overcrowded households</p> <p>Overcrowding and underoccupation strategy to be developed 2009/10</p>
<b>23:</b> Make best use of local supported housing.	April 2009	Getting there	<p>Audit to be undertaken Sept-Oct 09</p> <p>A multi –partnership approach will be used to deliver Move on Strategy</p>

KEY ACTION	DATE DUE	STATUS	COMMENTS
			by 31.3.10
<b>24:</b> Provide and actively promote a range of affordable housing options	Jan2009	<b>Achieved</b>	Although specific tasks completed as detailed in the action plan, this work is ongoing
<b>25:</b> Establishing a Housing Options Team that provides specialist, comprehensive advice on the full range of housing options	Dec 2008	<b>Achieved</b>	
<b>37:</b> Work proactively with private landlords and residents of TA persuading them to accept a new arrangement involving an assured shorthold tenancy (AST)	April 2009	<b>Achieved</b>	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)
<b>56:</b> 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	<b>Getting there</b>	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)**

<b>KEY ACTION</b>	<b>DATE DUE</b>	<b>STATUS</b>	<b>COMMENTS</b>
<b>1:</b> Review the role, relevance and attendance of local forums, ensuring clear terms of reference	Dec 2008	<b>Achieved</b>	
<b>3:</b> Develop protocols for referrals, joint working and information sharing	June 2009	<b>Getting there</b>	Protocols have been mapped. Now need to disseminate information and train frontline staff
<b>4:</b> Review the roles, responsibilities and access arrangements of advice support and accommodation providers:	Sept 2009	<b>Not achieved</b>	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
<b>47:</b> Adopt a shared strategic approach to the provision of housing and support for homeless children, young people and vulnerable adults	July 2009	<b>Achieved</b>	Although specific tasks completed as detailed in the action plan, this work is ongoing
<b>60:</b> Improve communication and the co-ordination of services, encouraging joint-working and meeting customer's needs more quickly and efficiently	June 2009	<b>Getting there</b>	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
<b>2:</b> Provide briefings on local services, housing options and the prevention of homelessness	Feb 2009	Achieved	
<b>5:</b> 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
<b>26:</b> 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.
<b>35:</b> 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	
<b>44:</b> 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
<b>63:</b> 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
<b>7:</b> Establish a Housing Advice Team that provides specialist, comprehensive advice on all aspects of housing	Oct 2008	Achieved	
<b>10:</b> 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.
<b>12:</b> 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
<b>13:</b> Establish a rent arrears forum attended by local social landlords, the DWP, Benefits Service and local advisers	April 2009	Achieved	
<b>33:</b> 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
<b>9:</b> 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
<b>43:</b> 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	
<b>46:</b> 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	
<b>47:</b> 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.
<b>48:</b> 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
<b>27:</b> 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
<b>28:</b> 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	
<b>29:</b> 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
<b>30:</b> Establish an employment skills surgery for residents of temporary accommodation:	June 2009	Achieved	

## Vulnerable Adults Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
<b>8:</b> 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.
<b>9:</b> 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.
<b>10:</b> 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
<b>14:</b> 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.
<b>31:</b> 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
<b>42:</b> Ensure that all vulnerable households are provided with access to support	April 2009	Achieved	
<b>47:</b> 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.
<b>50:</b> Undertake a holistic needs assessment and tailor support packages to the specific needs of vulnerable adults	Sept 2009	<b>Getting there</b>	Work is progressing on this

## Temporary Accommodation Delivery Group

KEY ACTION	DATE DUE	STATUS	COMMENTS
<b>36:</b> 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	
<b>38:</b> 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)
<b>39:</b> Work proactively with RSLs to convert temporary homes into settled accommodation:	March 2009	Getting there	Work is progressing on this
<b>40:</b> 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
<b>41:</b> 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
<b>45:</b> 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			
<b>51:</b> Improve the quality and range of temporary accommodation, to meet the needs of families and minimise the disruption to children	April 2009	<b>Achieved</b>	
<b>52:</b> Ensure that households move on to suitable accommodation with the support they need	Sept 2009	<b>Not achieved</b>	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
<b>55:</b> 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
<b>57:</b> 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	
<b>58:</b> 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
<b>59:</b> 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
<b>64:</b> Consult with stakeholders (and undertake an Equalities Impact Assessment) before making significant changes to policies or the delivery of services	April 2009	Achieved	

## Year 2 Homelessness Strategy Action Plan

### Partnership, Communications & Customer Experience

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	Progress
<p><b>ONE: Actively support and promote a partnership approach to tackling homelessness</b></p>	<p>3. Develop protocols for referrals, joint working and information sharing.  (By June 2009) Revised dates to be agreed</p>	<p><del>Identify gaps, delays and inefficiencies, and highlight examples of good practice. By Nov 2008</del></p> <p><del>Agree a list of protocols, identify named officers to draft the new protocols and set the dates for them to be completed and implemented. By Dec 2008</del></p> <p>Complete, approve and implement new protocols. By June 2009</p>	<p><del>Protocols written and approved.</del></p> <p>Procedures amended and training provided.</p>	<p>Work in progress</p>
<p><b>ONE: Actively support and promote a partnership approach to tackling homelessness</b></p>	<p>4. Review the roles, responsibilities and access arrangements of advice support and accommodation providers.  (By Sept 2009) Revised date to be agreed</p>	<p>Survey all advice, support and accommodation providers. By Jan 2009</p> <p>HSIG to review survey results and recommend changes to existing practice. By March 2009</p> <p>HSIG representatives to meet service providers to discuss recommendations. By April 2009</p> <p>Service providers to implement agreed changes. By Sept 2009</p>	<p>Survey of service providers undertaken.</p> <p>Survey of service providers undertaken.</p> <p>Meeting with service providers to explore new ways of working.</p>	<p>Work in progress</p>

			Service changes implemented.	
<b>ONE: Actively support and promote a partnership approach to tackling homelessness</b>	<p>5. Produce a directory of homelessness services.</p> <p>(By Sept 2009) Revised date to be agreed</p>	<p>Survey all advice, support and accommodation providers. By Jan 2009</p> <p>HSIG to review survey results and to consider the Communications Group's recommendations about the format of the directory. By March 2009</p> <p>Collate, format and publish the homelessness directory. By Aug 2009</p> <p>Distribute the directory. By Sept 2009</p>	<p>Survey of service providers undertaken.</p> <p>Directory written and approved.</p> <p>Directory published and distributed.</p>	Work in progress
<b>ONE: Actively support and promote a partnership approach to tackling homelessness</b>	<p>6. Work proactively with local RSLs and Homes for Haringey to ensure the success of Haringey's Area Based Homelessness Action Planning pilot.</p> <p>(By April 2010)</p>	<p>Agree a programme of meetings and seminars. By Aug 2008</p> <p>Draft (and consult on) the Joint Homelessness Action Plan. By April 2009</p> <p>Launch Haringey's Joint Homelessness Action Plan. By July 2009</p> <p>Evaluate and publish the results and lessons learned. By April 2010</p>	<p>Joint Homelessness Action Plan drafted.</p> <p>Joint Homelessness Action Plan approved.</p> <p>Joint Homelessness Action Plan launched.</p> <p>Pilot scheme evaluated and</p>	Work in progress

			results published.	
<b>FOUR : Provide choice and encourage independence</b>	<p>29. Work proactively with the Council's Recycling Service and Haringey's largest employers to create local training and employment opportunities for homeless people.</p> <p><del>(By Jan 2009)</del> Revised date to be agreed</p>	<p>Explore the scope for the Council's Recycling Service and Haringey's largest employers to provide homeless households with access to training, work placement and employment opportunities through the Haringey Guarantee and other schemes. By Jan 2009</p>	<p>Formal links between Haringey Guarantee and the Council's Recycling Service and Haringey's largest employers, providing homeless households with access to training, work placement and employment opportunities.</p>	Work in progress
<b>FOUR : Provide choice and encourage independence</b>	<p>30. Establish an employment skills surgery for residents of temporary accommodation.</p> <p><del>(By June 2009)</del> Revised date to be agreed</p>	<p>Assess the merits, resource implications and feasibility of providing regular employment skills surgeries for residents of temporary accommodation. By Jan 2009</p> <p>Consult service users on the need for the service and where and how it should be delivered, so as to maximise take-up and ensure that it makes a tangible difference. By March 2009</p> <p>Hold the first surgery. By June 2009</p>	<p>First employment skills surgery held.</p>	Work in progress

<p><b>EIGHT :</b> <b>Improve customer service, involvement and satisfaction</b></p>	<p>55. Improve the quality of customer care and ensure that all customers are treated with courtesy and respect.</p> <p>(By April 2009) Revised date to be agreed</p>	<p>1) Produce and publish service standards for all organisations that support or advise people who are homeless or at risk of homelessness. By April 2009</p> <p>2) Establish a Customer Service Forum and a Mystery Shopping Team, comprising past and present service users, to discuss and monitor the quality of customer care. By April 2009</p> <p>3) Undertake periodic exit surveys in the Customer Service Centres, together with an annual postal survey, inviting service users to provide feedback on the quality of service they have received. By April 2009 onwards</p> <p>4) Scrutinise, and learn from, customer complaints. By April 2009</p> <p>5) Monitor the way in which telephone calls and interviews are conducted By April 2009</p> <p>6) Provide staff with additional customer service training. By April 2009</p>	<p>Service standards produced and published.</p> <p>Customer Service Focus Group and Mystery Shopping Group established.</p> <p>Annual customer survey undertaken.</p> <p>Customer complaints scrutinised</p>	<p>Work in progress</p>
<p><b>EIGHT :</b> <b>Improve customer service, involvement and satisfaction</b></p>	<p>58. Develop and actively promote a range of opportunities for service users to get involved in</p>	<p><del>1) Consult with service users to find out how they want to be consulted and how they would like to be involved in helping to improve services, such as:</del></p> <ul style="list-style-type: none"> <li><del>▪ Surveys / questionnaires</del></li> </ul>		<p>Work in progress</p>

	<p>shaping, monitoring and improving services.</p> <p>(By June 2009) Revised date to be agreed</p>	<ul style="list-style-type: none"> <li>▪ Focus groups / workshops</li> <li>▪ Improvement network</li> <li>▪ Customer Service Forum</li> <li>▪ Mystery shopping</li> <li>▪ Service improvement groups / homelessness strategy delivery groups (Due April 2009)</li> </ul> <p>2) Develop efficient and effective ways of keeping service users informed about new or improved services, and the performance of services. (Due June 2009)</p> <p>3) Actively promote the benefits of getting involved, ensuring that all activities are widely publicised well in advance. By June 2009 onwards</p> <p>4) Develop and maintain close working relationships between the Council's homelessness service and local groups, (including those comprising and/or representing disabled people, BME households, lone parents and members of the LGBT community) and use them to better understand the reasons why certain groups become homeless, how this can be</p>	<p>Agreement reached on the main methods that will be used to involve service users in the improvement of local homelessness services</p> <p>Efficient and effective methods introduced to keep service users informed.</p> <p>The benefits of service user involvement being actively promoted.</p> <p>Improved relations with service users and local groups, together with better understanding of the needs of certain groups.</p>	<p>Work in progress</p>
--	--	---	--	-------------------------

		prevented and how their needs can best be met. (Due April 2009 onwards)		
<b>EIGHT : Improve customer service, involvement and satisfaction</b>	59. Produce and publicise an annual programme of consultation and service user involvement. (By April 2009) Revised date to be agreed	HSIG to co-ordinate and publish an annual programme of events and activities relating to service user consultation and involvement. By April 2009	Annual programme of consultation and involvement published and distributed.	Work in progress
<b>EIGHT : Improve customer service, involvement and satisfaction</b>	60. Improve communication and the co-ordination of services, encouraging joint-working and meeting customer's needs more quickly and efficiently.  (By June 2009) Revised date to be agreed	1) Review the information sharing and referral arrangements between services, and identify areas for improvement. By Nov 2009  2) Develop and implement joint protocols that clarify, improve and streamline the information sharing and referral arrangements. By June 2009  3) Support and promote the work of Haringey's Homelessness Forum and Single Homelessness Forum. By June 2009	Protocols developed and implemented.  Improved support for the Homelessness Forum and Single Homelessness Forum.	Work in progress

<p><b>NINE : Ensure that our policies are fair, transparent and widely understood</b></p>	<p>61. Consult with, and brief, partner agencies to ensure that they are familiar with our policies and procedures and understand the reasons for them.</p> <p>(By Feb 2010)</p>	<p>1) Arrange for each service provider to supply the Communications Delivery Group with copies of their key policies and procedures relating to homelessness. By April 2009</p> <p>2) Review and amend the policies and procedures to ensure that they are clear and that the reasoning behind them can be understood. By Oct 2009</p> <p>3) Arrange briefing sessions for partner agencies to assist their understanding of the policies and procedures. By Feb 2010</p>	<p>Policies and procedures reviewed and amended</p> <p>Protocols developed and implemented.</p> <p>Briefing sessions provided for partner agencies.</p>	<p>Work in progress</p>
<p><b>NINE: Ensure that our policies are fair, transparent and widely understood</b></p>	<p>62. Use an evidence based approach to the development of new and existing policies and procedures.</p> <p>(By Oct 2009) Revised date to be agreed</p>	<p>Establish a homelessness ‘evidence base’ (comprising key data from consultation, surveys and research, and details of new initiatives and services established to tackle homelessness) that is held and maintained centrally. By Oct 2009</p> <p>Develop guidance on how to produce evidence-based homelessness policies and procedures. By Oct 2009</p>	<p>Homelessness ‘evidence base’ established.</p> <p>Guidance developed on producing evidence based homelessness policies and procedures</p>	<p>Work in progress</p>



## Children, Young People and Families Delivery Group

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	MINUTES
<p><b>TWO: Invest in early intervention and effective homelessness prevention</b></p>	<p>9. Improve procedures for dealing with care leavers, in order to improve planned move on and the prevention of homelessness.</p> <p><del>(By April 2009)</del> Revised date to be agreed</p>	<p>1) Undertake research to identify examples of good practice. By May 2009</p> <p>2) Review existing procedures in consultation with principal stakeholders. As part of this action, identify opportunities for improvement, particularly in relation to the prevention of homelessness and the accessing of appropriate housing and support. By May 2009</p> <p>3) Produce new procedures for the planned move-on of care leavers. By July 2009</p>	<p>Themed workshops held to map and review the existing arrangements and explore opportunities for homelessness prevention and planned move-on.</p> <p>Protocol approved.</p> <p>Procedures amended and training provided.</p>	<p>Work in progress</p>
<p><b>TWO: Invest in early intervention and effective homelessness prevention</b></p>	<p>16. Develop and promote a range of services and interventions for young people (including mediation, supported lodgings and mentoring) to prevent</p>	<p>1) Undertake research to understand the needs of homeless young people and the reasons why young people become homeless. This research should include an analysis of ethnicity, sexual orientation, worklessness, teenage pregnancy, educational attainment, family support networks and involvement in other services. By April 2009</p>	<p>Research report completed and recommendations made as to how further early interventions and support can be provided to young people.</p>	<p>Work in progress</p>

	<p>homelessness and sustain tenancies.</p> <p><del>(By Dec 2009)</del> Revised date to be agreed</p>	<p>2) Undertake research to identify good practice. By April 2009</p> <p>3) Evaluate each of the services (including floating services) and interventions, based on their success in preventing homelessness and sustaining young people's tenancies. By July 2009</p> <p>4) Consult with service users, the Haringey Youth Council and other stakeholders. By Sept 2009</p> <p>5) Brief HSIG on the options with a view to them being incorporated into a youth homelessness plan. By Sept 2009</p> <p>6) Implement recommendations of the HSIG. By Dec 2009 onwards</p>	<p>Services and interventions evaluated.</p> <p>Preferred options approved by HSIG.</p> <p>Services and interventions introduced.</p>	
--	--	---	---	--

<p><b>TWO: Invest in early intervention and effective homelessness prevention</b></p>	<p>17. Provide schools, pupil support centres, colleges, and the Youth Service with advice and support to help them run a 'Leaving Home' project for 14-16 year olds, enabling young people to make informed choices about their future housing.</p> <p>(By April 2010)</p>	<p>1) Undertake research to identify good practice. By Aug 2009</p> <p>2) <del>Meet with Education and the Youth Service to determine the content and format of the 'Leaving Home' project. By Oct 2009</del></p> <p>3) Consult with service users, the Haringey Youth Council and other stakeholders, and determine the level of resources required to offer the project to all secondary schools in Haringey. By Sept 2009</p> <p>4) Brief HSIg on the options with a view to the 'Leaving Home' project being incorporated into a youth homelessness plan. By Dec 2009</p> <p>5) Implement the decisions reached by HSIg, preparing the content of the 'Leaving Home' sessions and arranging training for the facilitators. By April 2010</p> <p>6) Commence delivery of 'Leaving Home' sessions. By April 2010</p>	<p>'Leaving Home' project content approved.</p> <p>Facilitators trained.</p> <p>First 'Leaving Home' sessions delivered.</p>	<p>Work in progress</p>
---	---	--	--	-------------------------

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>47. Adopt a shared strategic approach to the provision of housing and support for homeless children and young people.</p> <p>(By July 2009) Revised date to be agreed</p>	<p>1) Undertake research to understand the reasons why families with children become homeless, the effects of homelessness on children, and the housing and support needs of homeless families. This will include analysis of how often children move home and / or school, how far they have to travel to school, whether or not they are registered with a GP, and the impact on school attainment levels, health and the well being of children assessed as being 'at risk'. By April 2009</p> <p>2) Make recommendations to improve early intervention and support through better, joined-up services. By April 2009</p> <p>3) Organise a workshop, attended by staff from Housing and Children's Services and relevant stakeholders to map existing provision, highlight the gaps, and prioritise future service provision and improvements. By May 2009</p> <p>4) Set out a shared, three year vision, with clear objectives, planned outcomes and defined measures of success. By July 2009</p>	<p>Research report completed, and recommendations made for early intervention and support families through joined-up services.</p> <p>Workshops held.</p> <p>Three year vision developed.</p>	<p>Work in progress</p>
--	--	--	---	-------------------------

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>48. Improve joint working (especially between Housing and Children's Services) to help children and young people achieve the 5 'Every Child Matters' outcomes.</p> <p>(By April 2009) Revised date to be agreed</p>	<p>1) Organise a workshop, attended by staff from Children's Services and Housing, to determine how the teams can work more effectively together to achieve the 5 outcomes in 'Every Child Matters'. By Dec 2008</p> <p>2) Amend the assessment procedures used by the Housing Advice and Homelessness Teams to incorporate the Common Assessment Framework. By April 2009</p> <p>3) Ensure that joint protocols are produced, approved and implemented for referrals, joint working and information sharing (See Key Action 3). By April 2009</p>	<p>Workshop held.</p> <p>Common Assessment Framework used by Housing Advice and Homelessness Teams.</p> <p>Joint protocols produced, approved and implemented.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of young people and focus on homelessness prevention.</p> <p>(By Feb 2009) Revised date to be agreed</p>	<p><del>Organise a workshop, attended by relevant stakeholders and staff from Housing and Children's Services, to identify practical ways in which services for young people could be more successful in preventing homelessness and meeting the specific needs of service users. By May 2009</del></p> <p>Produce an action plan. By July 2009</p>	<p><del>Workshop held.</del></p> <p>Action plan produced</p>	<p>Work in progress</p>

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of young people and vulnerable adults, and focus on homelessness prevention.</p> <p>(By Jan 2009) Revised date to be agreed</p>	<p>Consult with service users to establish what changes they think would make the services more joined-up and responsive to their needs. By Sept 2009</p>	<p>Consultation with service users completed.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>50. Undertake holistic needs assessments and tailor support packages to the specific needs of families.</p> <p>(By Sept 2009) Revised date to be agreed</p>	<p>Assist the assessment process by producing a checklist of support needs. By Sept 2009</p> <p>Ensure that all services use the same process for assessing the needs of families in respect of housing, health, recreation, education, training and employment. By Sept 2009</p>	<p>Checklist of support needs produced.</p> <p>Same assessment process used by all services.</p>	<p>Work in progress</p>

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>53. Address the needs of children who have special needs, complex medical conditions or child protection plans.</p> <p><del>(By June 2009)</del> Revised date to be agreed</p>	<p>Assess the children's needs, in consultation with service users and stakeholders, and identify practical ways in which those needs can be better addressed. By July 2009</p> <p>Produce, approve and implement new procedures and protocols that address the children's needs (such as ensuring that they are not placed outside the borough, information is shared within agreed timescales and a care and support package is put in place prior to any move) and clearly define everyone's roles in the process. By July 2009</p>	<p>Children's needs assessed.</p> <p>New procedures and protocols produced and approved.</p> <p>New procedures and protocols implemented.</p> <p>Training provided.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>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.</p> <p><del>(By June 2009)</del> Revised date to be agreed</p>	<p>Assess the children's needs, in consultation with service users and stakeholders, and identify practical ways in which those needs can be better addressed. By May 2009</p> <p>Produce, approve and implement new procedures and protocols that address the children's needs and reduce the risk of them becoming socially excluded and missing out on education and health development checks (such as ensuring that information is shared within agreed timescales and a care and support package is put in place prior to any move) and clearly define everyone's roles in the process. By June 2009</p>	<p>Children's needs assessed.</p> <p>New procedures and protocols produced and approved.</p> <p>New procedures and protocols implemented.</p> <p>Training provided.</p>	<p>Work in progress</p>

## Vulnerable Adults Delivery Group

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	MINUTES
<b>TWO: Invest in early intervention and effective homelessness prevention</b>	<p>9. Improve procedures for dealing with hospital discharge and prison leavers, in order to improve planned move on and the prevention of homelessness.</p> <p>(By June 2009) Revised date to be agreed</p>	<p>Undertake research to identify examples of good practice. By Dec 2008</p> <p>Review existing procedures in consultation with principal stakeholders. By Jan 2009</p> <p>Identify opportunities for improvement, particularly in relation to the prevention of homelessness and the accessing of appropriate housing and support. By Jan 2009</p> <p>Produce new procedures for the planned move-on of hospital patients, prison leavers and care leavers. By April 2009</p>	<p><del>Themed workshops held to map and review the existing arrangements and explore opportunities for homelessness prevention and planned move on.</del></p> <p>Separate protocol approved for each client group.</p> <p>Procedures amended and training provided.</p>	Work in progress
<b>TWO: Invest in early intervention and effective homelessness prevention</b>	<p>10. Actively promote take-up of the Sanctuary scheme (offering victims of violence the option of remaining in their homes).</p>	<p><del>Undertake research into the needs of victims of domestic violence who are homeless or at risk of homelessness, in order to learn more about domestic violence (including forced marriage), the ethnicity of victims and its impact on children and young people. By April 2009</del></p> <p>Undertake research to establish the</p>	<p>Research reports completed with recommendations to provide further early intervention and support for victims of domestic violence.</p>	Work in progress



		<del>relationship between domestic violence, substance misuse and mental health, the extent to which same sex relationships are affected by domestic violence, and the housing and support needs of people living in same sex relationships affected by domestic violence. By June 2009</del>		
--	--	---	--	--

<b>FOUR : Provide choice and encourage independence</b>	<p>31. Assess the merits and feasibility of introducing a Pathways approach to supported housing.</p> <p><del>(By June 2009)</del> Revised date to be agreed</p>	<p>Using historical data, review the level of demand for the assessment of homeless households. By Jan 2009</p> <p>Identify accommodation that would be suitable for use as a first stage assessment unit. By March 2009</p> <p>Identify supported housing units that would be suitable for use as medium term housing. By March 2009</p> <p>Identify accommodation that would be suitable for use as settled, long term housing. By March 2009</p> <p>Prepare a report, for HSIG, setting out recommendations. By June 2009</p>	<p>Assessment unit, medium term housing and long term housing identified and agreed.</p> <p>HSIG to consider the recommendations</p>	Work in progress
---	--	--	--	------------------

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.  (By Nov 2010)</p>	<p><del>Organise a workshop, attended by relevant stakeholders and staff from Housing and Adult Social Care, to identify practical ways in which services for vulnerable adults could be more successful in preventing homelessness and meeting the specific needs of service users. By Dec 2008</del></p>	<p><del>Workshop held.</del></p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p><del>Review the role of the Vulnerable Adults Team to ensure that it achieves its full potential in preventing homelessness and meeting housing and support needs. By Dec 2008</del></p>	<p><del>Role of Vulnerable Adults Team reviewed.</del></p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Undertake research to understand the reasons why BME households become homeless and why they account for a disproportionate number of households that become homeless in Haringey, and establish the housing and support needs of homeless BME households. By April 2009</p>		<p>Work in progress</p>

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Make recommendations to improve early intervention and support for BME households, and remove barriers to accessing services, through better, joined-up services. By April 2009</p>	<p>Research report completed with recommendations for further early intervention and support services for BME households</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Investigate the possible future impact on services if A8 nationals have full access to public funds from 2011. By Nov 2009</p>	<p>Report completed on possible future impacts on homelessness in Haringey.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Undertake research to understand the reasons why disabled people become homeless, and establish the number of homeless people that have a disability and the housing and support needs of homeless disabled people. By Nov 2009</p>		<p>Work in progress</p>

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Establish the number of carers, and the number of families containing a disabled child, living in temporary accommodation, together with the housing and support needs of those households. By Nov 2009</p>		<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Make recommendations to improve early intervention, support and housing options for disabled people (including children) and their carers and families, and remove barriers to accessing services, through early intervention and better, joined-up services. By April 2010</p>	<p>Research report completed with recommendations for further early intervention and support services for disabled people.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Undertake research to understand the reasons why gypsies and travellers become homeless, and establish the housing and support needs of those who are homeless or at risk of homelessness. By April 2010</p>		<p>Work in progress</p>

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Make recommendations to improve early intervention, support and housing options for gypsies and travellers, and remove barriers to accessing services, through better, joined-up services. By April 2010</p>	<p>Research report completed with recommendations for further early intervention and support services for gypsies &amp; travellers.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Undertake research to understand the reasons why single men become homeless – particularly ex-offenders and young men – and establish the housing and support needs of homeless single men. This will include analysis of the reasons why single men become homeless and why they are less likely to access statutory services. By April 2010</p>	<p>Research report completed with recommendations for further early intervention and single homeless men.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Make recommendations to improve early intervention and support (including family mediation), and remove barriers to accessing services, for single homeless men through better, joined-up services. By April 2010</p>		<p>Work in progress</p>

<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Undertake research to understand the reasons why members of the LGBT community become homeless and establish the housing and support needs of LGBT households and the extent to which they find it difficult to access homelessness services. By Nov 2010</p>		<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>49. Provide joined-up services that are responsive to the needs of vulnerable adults, and focus on homelessness prevention.</p>	<p>Make recommendations to improve early intervention and support, and remove barriers to accessing services, for members of the LGBT community through better, joined-up services. By Nov 2010</p>	<p>Research report completed with recommendations for further early intervention and support services for members of the LGBT community.</p>	<p>Work in progress</p>
<p><b>SEVEN : Work proactively to safeguard children and vulnerable adults</b></p>	<p>50. Undertake holistic needs assessments and tailor support packages to the specific needs of vulnerable adults.  (By Sept 2009) Revised date to be agreed</p>	<p>Assist the assessment process by producing a checklist of support needs. By April 2009</p> <p>Ensure that all services use the same process for assessing the needs of vulnerable adults in respect of housing, health, recreation, education, training and employment. By Sept 2009</p>	<p>Checklist of support needs produced.</p> <p>Same assessment process used by all services.</p>	<p>Work in progress</p>

## Rough Sleepers Steering Group

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	MINUTES
<b>TWO: Invest in early intervention and effective homelessness prevention</b>	8. Undertake a rough sleepers count and develop a strategy for reducing rough sleeping in Haringey.  (By March 2009) Revised date to be agreed	<del>Organise and undertake a local rough sleepers count in accordance with government guidance. By Nov 2008</del>  Produce, in consultation with all stakeholders, a multi agency strategy and action plan for tackling rough sleeping in Haringey. By March 2009	<del>Rough sleepers count completed.</del>  Multi agency rough sleepers strategy approved.	Work in progress
<b>TWO: Invest in early intervention and effective homelessness prevention</b>	14. Establish an assertive outreach service to help rough sleepers off the street.  (By Sept 2009) Revised date to be agreed	<del>Discuss the rough sleepers count and strategy with Haringey Council and the CLG, and request funding for an outreach service. By March 2009</del>  Subject to funding, set up an outreach service. By Sept 2009	Application for funding submitted.  Outreach service established (subject to funding).	Work in progress

## Move-on Strategy Steering Group

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	MINUTES
--------------------	------------	--------------------------------	--------------------	---------

Strategy to be written and delivered.

### Housing Options and Temporary Accommodation Delivery Group

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	MINUTES
<b>TWO: Invest in early intervention and effective homelessness prevention</b>	15. Devise better ways of engaging with BME households in order to prevent homelessness and encourage the take-up of housing options.  (By Jan 2010)	<del>Establish the main reasons for homelessness, confirm the resources / services required and available, and consider co-location of staff and the use of surgeries. Due April 2009</del>  Submit recommendations, about new service, to HSI. By Sept 2009  Launch the new service. By Jan 210	Main reasons for homelessness established.  Business case submitted to HSI.  New multi agency service established (subject to funding).	Work in progress
<b>THREE: Increase the supply of affordable homes</b>	18. Set up a rent deposit scheme for homeless people deemed by the Council not to be in 'priority need'.  (By July 2009) Revised date to be	Identify and evaluate local rent deposit schemes for single homeless people. By Nov 2008  Establish which voluntary and community sector organisation is best placed to deliver a successful scheme in Haringey. By Feb 2009	Rent deposit scheme administrator selected.	Work in progress



	agreed	<p>Set up a consortium of potential funding sources to share the running costs of the scheme (rental deposits, administration, staffing, etc). By April 2009</p> <p>Agree the eligibility criteria and referral arrangements. By April 2009</p> <p>Launch the scheme. By July 2009</p>	<p>Funding secured.</p> <p>Eligibility criteria and referral arrangements agreed.</p> <p>First placement confirmed.</p>	
--	--------	--	---	--

<p><b>THREE:</b> Increase the supply of affordable homes</p>	<p>20. Make it easier for low income households to access the private rented sector, and maximise the Council's tenancy nominations rights to private rented accommodation.</p> <p>(By Dec 2009) Revised date to be agreed</p>	<p><del>1) Actively market the services provided by the multi skilled Private Sector Lettings Team. By Nov 2008</del></p> <p>2) Develop a strategy for recruiting, and engaging with, landlords of good quality, well managed, affordable private rented homes in Haringey. By Feb 2009</p> <p>3) Review and rationalise the various lettings schemes operated by the Council. By April 2009</p> <p>4) Review the terms of reference of the Landlords Forum. By April 2009</p> <p>5) Develop and implement a 'hybrid' leasing and letting scheme involving a one year lease followed by 2 or 3 years' nomination rights. By April 2009</p> <p><del>6) Formalise the arrangement by which the Council receives tenancy nomination rights in return for financial assistance. By April 2009</del></p> <p>7) Publish a 'Good Lettings Guide' for private landlords. By Dec 2009</p>	<p>New leasing and letting scheme developed.</p> <p>'Good Lettings Guide' published.</p>	<p>Work in progress</p>
<p><b>THREE:</b> Increase the supply of</p>	<p>21. Make best use of Haringey's social housing stock by</p>	<p>1) Review the financial and support packages offered to tenants of social housing who are under occupying family sized homes and are willing to 'downsize'</p>		<p>Work in progress</p>

<p><b>affordable homes</b></p>	<p>minimising voids and reducing the number of under occupied family homes.</p> <p>(By June 2009) Revised date to be agreed</p>	<p>to a smaller home. By Oct 2008</p> <p>2) Reduce, to 140, the number of voids in council housing and reduce, to a minimum, void turnaround times. By Dec 2008</p> <p>3) Develop a borough-wide scheme to encourage council and housing association tenants to transfer from their under occupied homes to properties with fewer bedrooms. By Dec 2008</p> <p>4) Introduce an adapted properties register and a common register of overcrowded and under occupied homes that will assist the ‘matching’ of tenants and homes for mutual exchanges. By April 2009</p> <p><del>5) Facilitate mutual exchanges between tenants of under occupied homes and tenants of overcrowded homes. By June 2009</del></p>	<p>A maximum of 140 Homes for Haringey voids.</p> <p>Borough wide under occupation scheme.</p> <p>Common register of overcrowded and under occupied homes.</p>	
--------------------------------	---	---	--	--

<p><b>THREE:</b> Increase the supply of affordable homes</p>	<p>22. Provide tenants of social housing with the advice and assistance required to enable them to move successfully into the private rented sector.</p> <p>(By July 2009) Revised date to be agreed</p>	<p>Extend the rent deposit schemes to assist tenants of social housing who are seriously overcrowded and <u>either</u> do not have sufficient priority to receive a transfer <u>or</u> would prefer to secure a move out of Haringey. By April 2009</p> <p>Work proactively with Homes for Haringey and the RSLs to help tenants in social housing to make informed decisions on whether or not to move into private rented accommodation. By July 2009</p> <p>Publish a leaflet describing the benefits of the scheme and the eligibility criteria. By July 2009</p>	<p>Leaflet published.</p>	<p>Work in progress</p>
<p><b>THREE:</b> Increase the supply of affordable homes</p>	<p>23. Make best use of local supported housing.</p> <p>(By April 2009) Revised date to be agreed</p>	<p>1) Carry out a comprehensive audit of all supported housing projects (excluding sheltered housing and extra care) in Haringey, to map existing provision, note the access criteria and nomination arrangements, and assess voids and turnover. By Jan 2009</p> <p>2) Assess the level of unmet demand and the extent to which residents are able to move on when they are ready for independent living. By Feb 2009</p> <p>3) Review the access criteria, referral arrangements and outcomes of nominations, to ensure that supported</p>	<p>Audit of supported housing completed.</p> <p>Access criteria, referral arrangements and</p>	<p>Work in progress</p>

		<p>housing is being used efficiently and by those who will derive most benefit from it. By March 2009</p> <p>4) Develop an inclusive, multi agency Move-On Strategy that addresses the move-on needs of the residents of supported housing. By April 2009</p>	<p>nominations reviewed.</p> <p>Multi agency Move-On Strategy approved.</p>	
--	--	---	---	--

<p><b>FOUR : Provide choice and encourage independence</b></p>	<p>32. Meet all residents of TA at least once every 6 months, to note any change in their needs or circumstances, discuss their housing options, attend to any concerns and help them access services.</p> <p>(By July 2010) Revised date to be agreed</p>	<p><del>Review the circumstances of all residents of temporary accommodation, ensuring that no more than two years have elapsed since the last visit or interview. By Jan 2009</del></p> <p>Prepare and implement new procedures, including systems for monitoring performance and outcomes, to ensure that all households living in temporary accommodation receive a face-to-face Housing Options Review, as a matter of routine, once every 6 months. By Feb 2009</p> <p>Develop automated systems for diarising the six-monthly Housing Options Reviews. By April 2009</p> <p>Ensure that everyone in TA receives a face-to-face Housing Options Reviews once every 6 months. By July 2010 onwards</p>	<p>Diarised, 6-monthly Housing Options Reviews</p>	<p>Work in progress</p>
--	--	--	--	-------------------------

<p><b>FIVE : Halve, by March 2010, the number of residents in temporary accommodation</b></p>	<p>34. Amend the lettings policy to ensure that it assists the prevention of homelessness and reduced use of TA.</p> <p>(By Jan 2009) Revised date to be agreed</p>	<p><del>Propose changes to the lettings policy to help prevent homelessness and support Haringey's objective of halving the number of households in TA by 2010.</del></p> <p><del>Test the new points system to ensure that it meets the objectives of the policy.</del></p> <p>Approve and Implement the new lettings policy.</p>	<p><del>Changes to policy proposed and tested.</del></p> <p>New lettings policy approved and implemented.</p>	<p>Work in progress</p>
<p><b>FIVE : Halve, by March 2010, the number of residents in temporary accommodation</b></p>	<p>38. Invest in voluntary and community sector support providers to assess the needs of households in TA and prepare them for move on.</p> <p>(By April 2009) Revised date to be agreed</p>	<p>Organise a workshop with support providers to discuss the benefits of them playing a pivotal role in providing up-to-date needs assessments (that will inform the type of home that is left to them) and preparing families to move on, successfully, into settled accommodation. By June 2009</p> <p>Develop a common method for assessing families' housing and support needs, together with a standard check list for move-on. By July 2009</p> <p>Estimate the additional financial cost that support providers are likely to incur (over and above what they are already funded to provide) when preparing families for move-on, and identify the resources required to fund it. By Aug 2009</p>	<p>Workshop held</p> <p>Common method used to assess families' housing and support needs</p> <p>Additional funding quantified and found</p>	<p>Work in progress</p>

		Work intensively with those families that are in greatest need, have the highest number of points and have spent longest in TA, to prepare and support them in their move to a settled home. By Aug 2009 onwards	Intensive work undertaken with families to help them move into a settled home	
<b>FIVE : Halve, by March 2010, the number of residents in temporary accommodation</b>	39. Work proactively with RSLs to convert temporary homes into settled accommodation. (By March 2009) Revised date to be agreed	Organise a workshop with the RSLs (as part of Haringey's Joint Action Planning pilot) to discuss the opportunities to convert temporary homes into settled accommodation. By Sept 2009  Produce a three year plan to prepare for future conversions in a managed way that contributes positively to the successful implementation of the Homelessness Strategy and the TA Reduction Plan. By Dec 2009  Implement the 3 year plan.	Workshop held  Three year plan developed  Three year plan implemented	Work in progress

<p><b>SIX : Improve the quality and suitability of temporary accommodation</b></p>	<p>40. In consultation with service users and stakeholders, produce new guidance covering the procurement and allocation of TA, and transfers within TA.</p> <p>(By April 2009) Revised date to be agreed</p>	<p><del>Facilitate a series of Focus Groups, for service users and stakeholders, to determine the nature, quality and location of the TA that is procured, how it should be allocated and the circumstances in which TA residents will be prioritised for a transfer to alternative TA. By June 2009</del></p> <p>Issue and implement new guidance on the procurement and allocation of TA, together with transfers within TA. By Aug 2009</p>	<p><del>Focus Group held</del></p> <p>New guidance on the procurement and letting of TA issued and implemented</p>	<p>Work in progress</p>
--	---	--	--	-------------------------

<p><b>SIX : Improve the quality and suitability of temporary accommodation</b></p>	<p>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.</p> <p>(By April 2009) Revised date to be agreed</p>	<p>1) Amend the terms of the Council's contracts relating to leased and licensed TA, to ensure that the standard of the accommodation and the timescales for completing repairs are unambiguous and meet the needs of the Council and the residents of TA. By May 2009</p> <p>2) Review the arrangements for inspecting and enforcing standards in TA, and publish new guidance to ensure that all TA is inspected at least once a year and that contracts and standards are robustly enforced by the Council. By Aug 2009</p> <p>3) Undertake annual customer surveys, inviting residents of TA to provide feedback on the condition and suitability of TA. By April 2009</p>	<p>Council's contract terms amended</p> <p>New guidance issued on inspection and enforcement of TA conditions</p> <p>Annual customer surveys undertaken</p>	<p>Work in progress</p>
--	---	--	---	-------------------------



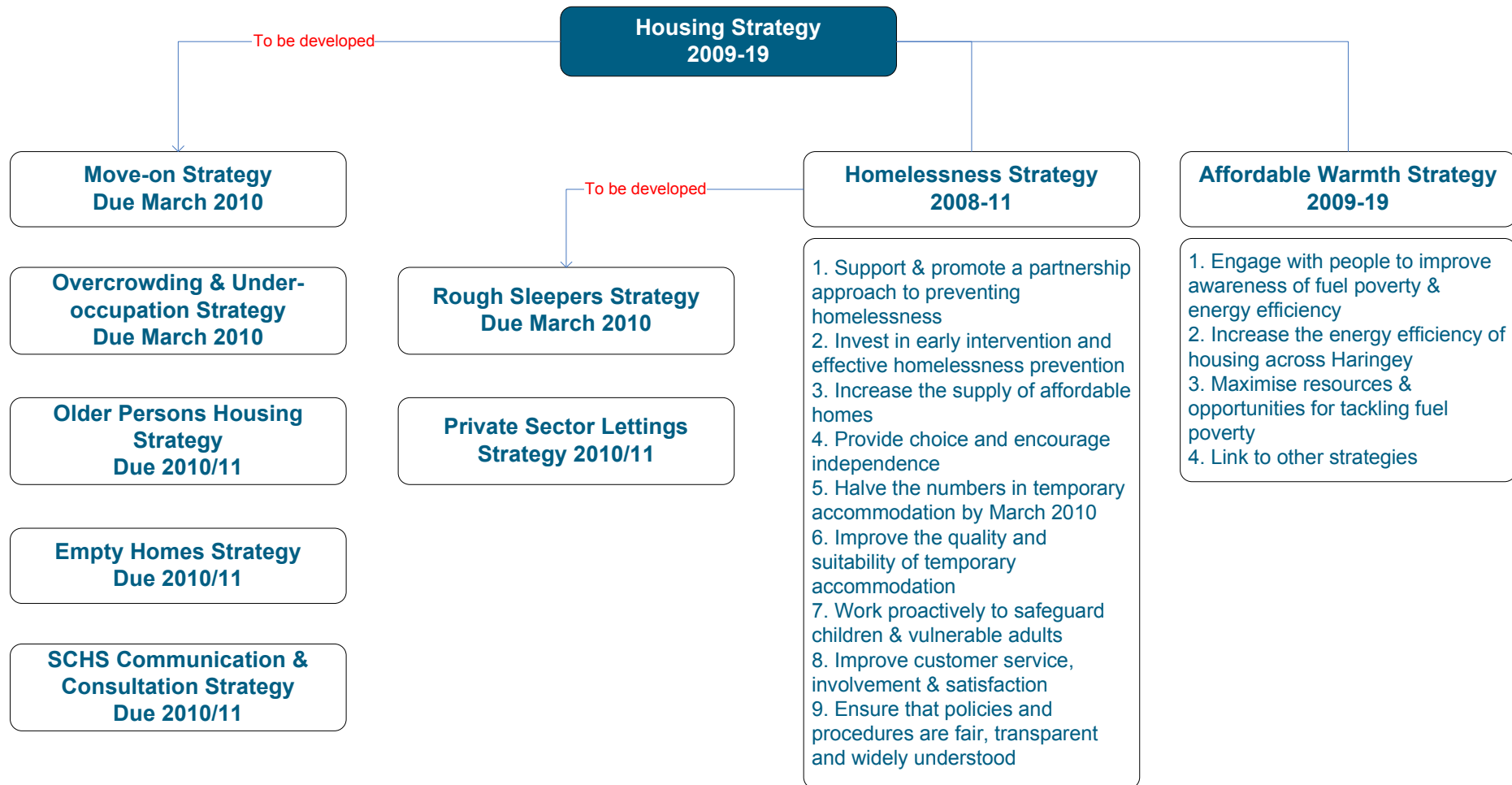
		4) Establish a TA Management Group that meets once every 4 months to receive reports on performance (including the response to complaints and requests for repairs and inspections). Meetings will be attended by Council officers, service users and a selection of RSL /private suppliers of temporary accommodation. By Sept 2009 onwards	TA Management Group established	
<b>SEVEN : Work proactively to safeguard children and vulnerable adults</b>	52. Ensure that households move on to suitable accommodation, with the support they need.  (By Sept 2009) Revised date to be agreed	Amend existing procedures to ensure that, with the help of checklists, unmet housing and support needs are identified at an early stage and that, as a consequence, visits, interviews and Housing Options Reviews lead to information sharing, referrals and follow-up action. By Aug 2009  Provide training on the new procedures. By Sept 2009	Procedures amended  Training Provided	Work in progress
<b>EIGHT: Improve customer service, involvement and satisfaction</b>	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.	1) Improve the quality and consistency of the advice given to housing applicants on their housing prospects and ensure that this advice is reinforced, as a matter of routine, in telephone calls, interviews and letters. By April 2009 onwards  2) Produce an interactive guide for housing applicants, showing the number of council and housing association homes in each ward (broken down on the basis of property type and the number of	Interactive guide operational.  Better and more frequent advice	Work in progress

	(By Sept 2009) Revised date to be agreed	bedrooms) and showing how many vacancies have occurred (for each size and type of property) in each of the last 3 years. By Sept 2009	given to applicants on their housing prospects.	
--	---	---	---	--

## Gypsies & Travellers Strategy Steering Group

STRATEGIC PRIORITY	KEY ACTION	SPECIFIC ACTIONS/Action Update	MEASURABLE OUTPUTS	MINUTES
--------------------	------------	--------------------------------	--------------------	---------

Strategy to be written and delivered.



This page is intentionally left blank



**Date:** 26 November 2009

**Meeting:** Integrated Housing Board

**Report Title:** Housing Association Partnership Agreement

**Report of:** Paul Dowling, Principal Housing Strategy Officer

#### **Purpose**

To recommend adoption of the new partnership and associated protocol.  
To advise the IHB of changes to the document following consultation.

#### **Legal/Financial Implications**

None identified.

#### **Recommendations**

That the IHB sign off the revised Partnership Protocol.

#### **For more information contact:**

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

#### **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 23 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

At the previous Integrated Housing Board meeting (21 September 2009) it was agreed that the document should be revised in light of the consultation comments and resubmitted to the Housing Associations for a second stage of consultation.

### **Changes to the agreement following 1<sup>st</sup> stage consultation**

References to 'RSLs' have been changed to 'Housing Associations.'

The nomination quota for subsequent 'true-void' lets has been reduced from 90% to 75%.

A commitment to share information on nominations has been made by the Council. The agreement will be taken to the Housing Association (Lettings) Liaison meeting on 26 November to discuss information requirements. The results of this discussion will be presented verbally to the IHB.

Exceeding the Haringey set standard for Building for Life (12) where possible subject to scheme viability rather than a requirement.

A commitment by the Council to work with Housing Associations to identify opportunities for training on safeguarding. Opportunities are currently being discussed and so further details beyond the commitment cannot be included at this stage.

Web-links have been added as endnotes to the document.

### **Second stage consultation**

At the time of writing a period of second stage consultation is underway. Feedback and resulting proposed changes to the document will be reported to IHB verbally on 26 November 2009.

### **Appendices**

Appendix A: Draft Partnership Agreement for Housing Associations



**Haringey Council**

**Partnership Agreement  
For Housing Associations**

**DRAFT**

**FOR CONSULTATION  
November 2009**

**DRAFT**

## Table of contents

	Page
<b>I. Partnership Agreement</b>	<b>1-3</b>
1. Introduction	
2. Strategic Priorities	
3. Roles & expectations	
4. Rent & service charge levels	
5. Anti-social behaviour	
6. Existing stock	
<b>II. Nominations Agreement</b>	<b>4-8</b>
7. Introduction	
8. Scope	
9. Definitions	
10. Quotas for Housing Association lettings	
11. The nominations procedure	
12. Home Connections process	
13. Housing Association grounds for refusal	
14. Reciprocal arrangements	
15. Council Appeal procedure	
16. Preventing discrimination	
17. Monitoring	
<b>III. Management &amp; Repairs</b>	<b>9-14</b>
18. Partnership Working	
19. Legal obligations for Repairs, Maintenance and Estate Management	
20. Complaints Procedures	
21. Waste, Recycling & Cleansing	
22. Sustainability of existing stock	
23. Decent Home Standard	
24. Empty Homes	
<b>IV. Development &amp; Marketing</b>	<b>15-19</b>
25. Funding & grant availability	
26. Community involvement	
27. Development standards	
28. Partnership working & information sharing	
29. Low Cost Home Ownership (HomeBuy) Marketing	
30. Visits & open days	
<b>V. Safeguarding Children &amp; Vulnerable Adults</b>	<b>20-21</b>
31. Safeguarding Children	
32. Safeguarding Adults	
<b>VI. Hearthstone &amp; Domestic Violence</b>	<b>21-22</b>
33. Hearthstone	
34. Sanctuary scheme	
35. Multi-Agency Risk Assessment Conferences (MARAC)	
36. Policy & Procedure	
<b>V. Appendices</b>	<b>23-27</b>
I. Member contacts	
II. Council contacts	
III. Non-Council useful contacts	
IV. Housing Association contacts	



V. References

DRAFT

# Partnership Agreement For Housing Associations

## 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 Housing Association (HA) partners.
- 1.2 This will involve partnership working between the Council, the Homes & Communities Agency (HCA), the Tenant Services Authority (TSA) and HAs. 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 HA 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 HAs signatories to this agreement further agree to work with the Council in the effective delivery of its main strategies, being:

- Community Strategy<sup>1</sup>
- Council Plan<sup>2</sup>
- Wellbeing Strategic Framework<sup>3</sup>
- Safer for all (Community Safety Partnership Strategy)<sup>4</sup>
- Homelessness Strategy<sup>5</sup>
- Regeneration Strategy<sup>6</sup>
- Greenest Borough Strategy<sup>7</sup>
- Housing Strategy<sup>8</sup>
- Supporting People Strategy<sup>9</sup>

- 2.3 The HA signatories agree to work in partnership with the Council on the reduction of Homelessness and the numbers of households in temporary accommodation. This should include adopting a pro-active approach to tackling these important issues in Haringey such as that implemented by the G15 organisations in their 'Offer to London'<sup>10</sup>.

### 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 The Council will ensure that partners are given sufficient lead-in time for providing input to the development of strategies, policies and the provision of data.
- 3.1.5 HAs agree as stakeholders in Haringey to provide consultation comments on Council Strategies and significant documents when invited to do so.
- 3.1.6 The Council will publicise its list of partner HAs 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;
- 3.1.7 The Council will facilitate partnership meetings, disseminate information and seek to improve relations with strategic bodies.
- 3.1.8 HAs agree to provide information about their activities in the borough on request (e.g. updated property lists by location and lettings information).
- 3.1.9 HAs 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 HAs will be expected to operate within the target rent and service charge framework set out by the HCA and/or TSA 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 witnesses to support enforcement activity through the courts
- 5.1.4 Sign the Council/Partnership information sharing protocol (ISP)<sup>11</sup>
- 5.1.5 Sign up to and implement the Government's Respect Standard<sup>12</sup>
- 5.1.6 Have in place an ASB Policy, as required by the Home Office, this should be published on the HAs 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 HA 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 HA 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 HAs 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 HA 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 HA 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 where possible.
- 6.3 The Council will advise all other partner HAs 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 HA 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 Housing Associations

## 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 HA homes, as agreed between the Council and the HAs working in the borough.
- 7.2 It details the quotas and targets for HA lettings allocated to Haringey Council, provides an agreed definition of “true void” for HA homes, and describes the nomination process for use by both HAs 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 HA 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 HA. Arrangements for intermediate housing are outlined in section 28.

### 9. Definitions

#### 9.1 Definition of “true void” in HA stock

- 9.1.1 In calculating the proportion of “true void” properties to be made available to Haringey Council, HAs 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 HA 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 HAs 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 HAs shall provide the Council with nomination rights to a minimum 75% of all “true void” properties with three or more bedrooms in their housing stock.

10.2.2 The HAs shall provide the Council with nomination rights to a minimum 75% of all “true void” properties with one or two bedrooms in their housing stock.

10.2.3 HAs 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 HAs. 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 HA partners. HA 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 in order to ensure that only pre-verified applicants are nominated.
- 11.1.4 In order to facilitate the most efficient letting of new properties, HAs 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 HAs 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 HA 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 HA 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 HAs published policy and be made available to the Council on request.
- 11.1.8 Requests from Housing Associations to implement Local Lettings Policies will be subject to negotiation in line with the Council's Lettings Policy.

## 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 HA 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 HA with a verified 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 HA 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 HA 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. The association will inform the Council of the tenancy start date within five working days of the completion of the sign up process.
  - vi. 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 two consecutive cycles. Thereafter, if no bids are received or no nominees accept the property at viewing,

the HA 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. The HA agrees to notify the Council before withdrawal of properties.

### 13. HA Grounds for Refusal

- 13.1 HAs 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 HAs allocations policy.
  - iii. If the rejection is approved following negotiation with the Housing Assessments & Lettings Manager.
- 13.2 HAs 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 HAs 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
  - v. Other exceptional circumstances to be agreed by negotiation
- 14.2 Any reciprocal arrangements will not fall within the nomination quota outlined in section 10.

### 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 HA 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 HA partners are strongly committed to actively tackling discrimination on the grounds of ethnicity, disability, gender, religion/belief, age or sexuality.
- 16.2 HAs 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 HA 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 Housing Associations

### Part III - Management & Repairs

#### 18. Partnership Working

##### 18.1 Estate Walkabouts

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

#### 19. Legal obligations for Repairs, Maintenance and Estate Management

##### 19.1 Housing and Environmental Enforcement

19.1.1 Standard 3 of the National Standards<sup>13</sup> requires that HAs must comply with all applicable legislation and regulations that provide for the health and safety of the occupants of their homes.

19.1.2 In its capacity as a Local Housing Authority, Haringey Council has duties and powers set out in the Housing Act 2004 for the regulation of housing standards. This includes a mandatory duty to take enforcement action to remove Category 1 Hazards in any residential premises<sup>14</sup>. Powers are also contained in the Housing Act 1985 as amended and other legislation. This also includes statutory nuisance.

19.1.3 HAs should be aware that formal legal action can be taken when an officer of the Council believes that such action is necessary to protect *anyone* affected by the condition of a property and/or land owned or managed by the HA.

19.1.4 Should this become necessary the Council will ensure that any legal action will comply with the enforcement policy adopted and published by the Council at the time. It should

be noted that the Council may make a reasonable charge as a means of recovering expenses incurred in the serving of certain legal notices.

19.1.5 Partner HAs should be committed to taking action, within agreed timescales, on receipt of a notification of a failure to meet their statutory obligations with regard to housing standards or nuisance caused by their properties or land.

19.1.6 Partner HAs agree to have procedures in place to ensure

- that where the Council has received a complaint directly from their tenant or otherwise, to respond to the Council within 48 hours of receipt of such notification, detailing the HA officer responsible for investigating and resolving the matter;
- to provide an undertaking that the necessary works will be carried out
- to act within agreed timescales to attend to repairs or maintenance or remove a statutory nuisance.
- that where appropriate or requested to attend case conferences or multi-agency meetings
- if there is an area or estate based problem involving the majority of a particular HA's tenants, that HA is to take the lead on behalf of other agencies within the partnership.

## 20. Complaints Procedures

- 20.1 HAs agree to provide full details of their complaint procedures to the Council on request and further commit to inform HA residents of these procedures.
- 20.2 HAs should on request provide details of a central point of contact for the referral of complaints from residents and Members.
- 20.3 Enquiries from Councillors or on behalf of Councillors should be responded to within 10 working days.
- 20.4 HAs should further provide information about complaint making on their websites including details on how to complain to the Housing Association Ombudsman and providing a link to the TSA (Tenant Service Authority) as well as the TSA's guide to making a complaint ("Putting Things Right"<sup>15</sup>).

## 21. Waste, Recycling & Cleansing

### 21.1 Waste and recycling storage and collection arrangements

- 21.1.1 Partner HAs agree to provide adequate storage space, in negotiation with the Council for waste containers. The frequency of collection (once or twice per week) will be by agreement but will seek to avoid any overflow or spillage. HAs agree to provide adequate storage space for recycling containers at or near the waste container storage location.

21.1.2 Partner HAs 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.

21.1.3 The Council agrees to work with partner HAs 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.

21.1.4 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.

## **21.2 Cleansing**

21.2.1 Partner HAs 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.

21.2.2 The Council agrees to provide advice and guidance about cleansing and dumps removal arrangements. If required by partner HAs, the Council agrees to work with its own cleansing service provider to provide quotes to carry out cleansing services to HAs. Where such arrangements are made, the Council will also work with HAs to facilitate monitoring of work carried out using its own officers and if required produce reports on standards achieved.

21.2.3 The Council agrees to provide HAs with similar assistance to that outlined in 20.2.2 in relation to graffiti removal.

## **21.3 Waste, recycling and cleansing communications with tenants**

21.3.1 Partner HAs 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.

21.3.2 The Council agrees to provide HAs 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.

21.3.3 Partner HAs 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.

## **21.4 Enforcement**

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

21.4.2 HAs 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.

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

21.4.4 HAs 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.

## 22. Sustainability of existing stock

### 22.1 Context

22.1.1 Over 13% of homes in Haringey are classed as HA-owned, with an estimated 65k tonnes of CO<sub>2</sub> emissions coming from this sector, representing around 6-7% of total emissions in the borough. It is therefore vital that there is engagement of HAs 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 HAs and the Council.

### 22.2 Sustainability

22.2.1 Partner HAs 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<sup>16</sup>.

22.2.2 Partner HAs 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

22.2.3 Partner HAs 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.

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

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

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

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

## **23. Decent Home Standard**

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

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

- It meets the current statutory minimum standard for housing (and is free from Category 1 hazards as defined by the Housing Act 2004)
- It is in a reasonable state of repair
- It has reasonably modern facilities
- It provides a reasonable degree of thermal comfort

23.3 The HAs 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.

## **24. Empty Homes**

24.1 If the HA 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.

24.2 A long term programme should be adopted to bring all empty properties back in to use.

24.3 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.

24.4 Empty properties owned by HAs 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**

DRAFT

## Partnership Agreement For Housing Associations

### Part IV – Development & Marketing

#### 25. Funding & grant availability

- 25.1 The Council will actively work with the Homes & Communities Agency (HCA) to maximise the availability of NAHP funding for compliant and viable schemes.
- 25.2 It is required that the partner HAs will inform the Council (Enabling Team) of any intention to bid for NAHP funding.
- 25.3 The Council will only support NAHP grant bids from RSL signatories to this agreement.
- 25.4 The Council will fully utilise the process of Continuous Market Engagement (CME) to promote compliant, viable schemes brought forward by partners.
- 25.5 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 HAs signatories of this agreement.
- 25.6 The HAs will seek to maximise the input to housing investment in the Borough from private finance and other funding sources.

#### 26. Community involvement

- 26.1 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 HAs agree to actively and meaningfully consult with the local community and Ward Councillors at the pre-planning application stage.
- 26.2 The Council will endeavour to promote and facilitate scheme specific consultation when requested by an HA.

#### 27. Development Standards

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



- 27.2 HA-led development projects should be submitted to the Council for pre-application assessment and advice. As part of this process schemes will, if appropriate also be referred to Haringey's Design Panel<sup>i</sup> for scrutiny and feedback.
- 27.3 HAs 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.
- 27.4 HA 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 HA partners to facilitate the process.
- 27.5 Secured by Design**
- 27.5.1 All parties of this agreement recognise the importance of ensuring that all new development adheres to the 'Secured by Design' principles.
- 27.5.2 HAs agree to consult with (at the pre-planning stage) Haringey's Crime Prevention Officers (MET Police) (Please see appendix III for contact details). This consultation can be facilitated by the Council's planning officers.
- 27.6 Lifetime Homes**
- 27.6.1 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 HA partners to co-operate in the achievement of this target.
- 27.7 Wheelchair accessible housing**
- 27.7.1 10% of all general needs rented housing shall be designed and constructed to be suitable for occupation by a wheelchair user<sup>ii</sup>. 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 HAs.
- 27.7.2 HAs 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.
- 27.7.3 The Council will endeavour to pre-allocate to properties designed for occupation by a wheelchair user.
- 27.8 Building for Life**

---

<sup>i</sup> The Haringey Design Panel is made up of external design experts, including architects, urban designers, town planners and transport and landscape specialists who provide independent advice to the Council.

<sup>ii</sup> See GLA Best Practice Guidance: Wheelchair accessible housing: Designing homes that can be easily adapted for residents who are wheelchair users.

27.8.1 It is expected that on HA led projects CABE Building for Life standards<sup>17</sup> are used to assess proposals at an early stage and throughout the planning process to ensure effective place shaping.

27.8.2 HAs will work with the Council to assess proposed schemes against the Building for Life Standards to ensure that the highest possible score is achieved taking into account scheme viability issues.

## 27.9 Car Parking

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

## 28. Partnership working & information sharing

28.1 Partner HAs agree (if possible) 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.

28.2 The HAs authorise Haringey to communicate their involvement in a scheme to other partner HAs who are or have been approached by a developer with regard to the same site.

28.3 The Council agrees to provide partner HAs with site specific information on request such as existing planning briefs, planning history etc.

28.4 HAs should promote understanding of the Council's planning requirements with developers.

28.5 The Council will (when requested) provide details of our partnership approach and will provide a list of HA partner contacts.

28.6 HA 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.

28.7 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.

28.8 The HA partners will provide regular updates on forecast start on site and practical completions.

28.9 The Council will provide and maintain an up-to-date list of key Council contacts to all HA partners.

28.10 All parties should provide timely updated information including staff changes, contact details, organisational restructures etc.

- 28.11 The Council will provide partners, where possible, with development opportunities through the disposal of land or buildings.
- 28.12 The Council will consult on the development of planning policy and Local Development Framework (LDF) and expect that HA partners will provide consultation feedback.

### **28.13 Council Owned Land**

- 28.13.1 On Council owned land, site acquisition will be undertaken on an open book basis. HA 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.
- 28.13.2. The HA 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.
- 28.13.3 Prior to exchange of contracts, the HA partner must demonstrate, where applicable, the timetable for securing grant funding from the HCA . The conditional sale of land, subject to funding to a HA Partner will be undertaken at the Council's discretion.

## **29. Low Cost Home Ownership (HomeBuy) Marketing**

### **29.1 'Haringey People' advertising**

- 29.1.1 The Council wishes HAs 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.
- 29.1.2 Haringey People rates can be downloaded from the Haringey Council website at [www.haringey.gov.uk/haringey\\_people\\_rates.pdf](http://www.haringey.gov.uk/haringey_people_rates.pdf)
- 29.1.3 For further information please contact Laura Mitchell, Senior Marketing Communications Officer on 020-8489-2993, or email [laura.mitchell@haringey.gov.uk](mailto:laura.mitchell@haringey.gov.uk)

### **29.2 Direct mail-out requests**

- 29.2.1 For reasons of data protection, client lists cannot be shared with HAs but the Council can conduct a mail out on behalf of an HA.
- 29.2.2 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 HA (e.g. all applicants requiring two bedroom accommodation).
- 29.2.3 Further information on this and advertising in Haringey people can be found in "Home Ownership Marketing Procedures" annexed to this agreement.

### **29.3 'Home Connections' advertising**

29.3.1 The Council advertise shared ownership properties on Haringey's Home Connections page<sup>18</sup> for both new build development and re-sales. HAs agree to provide full details of all home ownership opportunities for inclusion.

29.3.2 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.

29.3.3 Currently this service is free of charge. For further information please contact Yvonne Robinson, RSL Development Officer on 020-8489-4373, or by email at [Yvonne.m.robinson@haringey.gov.uk](mailto:Yvonne.m.robinson@haringey.gov.uk)

## 29.4 Haringey's Priorities

29.4.1 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

29.4.2 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

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

29.4.4 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.

29.4.5 Further information about Key Workers and shared ownership is available from the Housing Options website<sup>19</sup>, from the HCA website<sup>20</sup> and from the Haringey Council website<sup>21</sup>.

## 30. Visits & Open Days

30.1 HAs 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 Housing Associations

### Part V – Safeguarding Children and Vulnerable Adults

#### 31. Safeguarding Children

- 31.1 Safeguarding children is a responsibility for us all. The London Child Protection Procedures<sup>22</sup> 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.
- 31.2 The Council is committed to working with HA partners to ensure that safeguarding responsibilities are delivered. HAs 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.
- 31.3 It is required that HAs in the borough ensure that their organisations have regard to their responsibilities in relation to s.11 of the Children's Act 2004<sup>23</sup> and have policies and procedures in place which promote child welfare and safeguarding. HAs agree to work with the Council to ensure that their staff are competent in identifying child protection issues and concerns.
- 31.4 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 HAs in cases of child protection.
- 31.5 In situations where a serious case review is commissioned by the Local Safeguarding Children Board (LSCB)<sup>24</sup> following the death or serious injury to a child HAs will co-operate fully with the review process to ensure that any learning can lead to improvements in safeguarding arrangements.
- 31.6 The Council will work to facilitate training and provide materials on safeguarding children for Housing Associations.

#### 32. Safeguarding Adults

- 32.1 Working to safeguard vulnerable adults is also an important area of responsibility for the Council and HAs operating in the borough.
- 32.2 HAs will work with the Council to 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.
- 32.3 The Council will work with HAs to support the delivery of appropriate training and provide materials to promote the importance of safeguarding adults.

## Partnership Agreement For Housing Associations

### Part VI – Hearthstone & Domestic violence (DV)

#### 33. Hearthstone

- 33.1 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.
- 33.2 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.

#### 34. Sanctuary Scheme

- 34.1 Transferring survivors away from DV is not always the best solution; for many victims remaining in the home is the preferred option.
- 34.2 The Sanctuary scheme allows survivors of DV to remain feeling safe and secure in their own home though police approved property modifications.
- 34.3 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.

#### 35. Multi Agency Risk Assessment Conference (MARAC)

- 35.1 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).
- 35.2 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.

#### 36. Policy and procedure

- 36.1 The HA should have a dedicated policy and procedure for dealing with DV cases; this should cover arrangements for management transfers to like for like properties.

- 36.2 In cases where a HA 'in-stock' management transfer is not possible the Council will work with the HA (under part II, section 14 of this protocol) towards a reciprocal arrangement.
- 36.3 A dedicated officer to deal with DV cases should be identified within the HA and the contact details should be supplied to Hearthstone on request.
- 36.4 The HA 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.
- 36.5 Hearthstone will advise the respective dedicated HA officer of any DV referrals received where the victim is housed by the HA.
- 36.6 Hearthstone will assess the case and make recommendations to the relevant parties.
- 36.7 If a management transfer to another property is advised the HA will arrange for that transfer to take place as soon as possible.
- 36.8 If the HA feels that the case does not warrant the use of a management transfer the HA agrees to abide by the findings of a MARAC that will be set up in consultation with the HA.
- 36.9 If property modification is deemed preferable in discussion with the HA and the tenant, the HA agrees, by negotiation with the Council, to bare the cost of installation of agreed security measures.

**END**

## Partnership Agreement For Housing Associations

### Part VII – Appendices

## APPENDIX I

### Member Contacts (correct at November 2009)

Position	Name	Party	Number	Location <sup>iii</sup>
<b>Cabinet</b>				
Leader of the Council	Cllr Claire Kober	Labour	020 8365 2119	RPH – 5 <sup>th</sup> floor
Dep. Leader of the Council, Cabinet Memb. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 <sup>th</sup> floor
Cabinet Member for Housing	Cllr John Bevan	Labour	07967 336448	RPH – 5 <sup>th</sup> floor
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 <sup>th</sup> floor
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 <sup>th</sup> floor
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 <sup>th</sup> floor
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 <sup>th</sup> floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 <sup>th</sup> floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 <sup>th</sup> floor
Cabinet Member for Resources	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 <sup>th</sup> floor
<b>Alexandra</b>				
	Cllr David Beacham	Liberal Democrats	07748 015286	RPH – 5 <sup>th</sup> floor
	Cllr Susan Oatway	Liberal Democrats	020 8374 4660	RPH – 5 <sup>th</sup> floor
	Cllr Nigel Scott	Liberal Democrats	07794 218556	RPH – 5 <sup>th</sup> floor
<b>Bounds Green</b>				
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 <sup>th</sup> floor
	Cllr Ali Demirci	Labour	07967 310412	RPH – 5 <sup>th</sup> floor
	Cllr John Oakes	Liberal Democrats	07973 223150	RPH – 5 <sup>th</sup> floor
<b>Bruce Grove</b>				
	Cllr Ray Dodds	Labour	07967 336443	RPH – 5 <sup>th</sup> floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 <sup>th</sup> floor
	Cllr Emma Jones	Labour	020 8885 2532	RPH – 5 <sup>th</sup> floor

<sup>iii</sup> 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.



<b>Crouch End</b>				
	Cllr Ron Aitken	Liberal Democrats	020 8374 2682	RPH – 5 <sup>th</sup> floor
	Cllr Lyn Weber	Liberal Democrats	07814 238100	RPH – 5 <sup>th</sup> floor
	Cllr David Winskill	Liberal Democrats	020 8374 5650	RPH – 5 <sup>th</sup> floor
<b>Fortis Green</b>				
	Cllr Sara Beynon	Liberal Democrats	07967 336173	RPH – 5 <sup>th</sup> floor
	Cllr Matt Davies	Liberal Democrats	07976 457453	RPH – 5 <sup>th</sup> floor
	Cllr Martin Newton	Liberal Democrats	020 8489 4005	RPH – 5 <sup>th</sup> floor
<b>Harringay</b>				
	Cllr Gina Adamou	Labour		RPH – 5 <sup>th</sup> floor
	Cllr Karen Alexander	Liberal Democrats	07875 490055	RPH – 5 <sup>th</sup> floor
	Cllr Carolyn Baker	Liberal Democrats	07890 758659	RPH – 5 <sup>th</sup> floor
<b>Highgate</b>				
	Cllr Rachel Allison	Liberal Democrats	07794 218591	RPH – 5 <sup>th</sup> floor
	Cllr Bob Hare	Liberal Democrats	07870 157703	RPH – 5 <sup>th</sup> floor
	Cllr Neil Williams	Liberal Democrats	020 8347 5225	RPH – 5 <sup>th</sup> floor
<b>Hornsey</b>				
Leader of the Liberal Democrat Group	Cllr Robert Gorrie	Liberal Democrats	020 8348 2119	RPH – 5 <sup>th</sup> floor
	Cllr Errol Reid	Liberal Democrats	07866 775731	RPH – 5 <sup>th</sup> floor
	Cllr Monica Whyte	Liberal Democrats	020 8888 3433	RPH – 5 <sup>th</sup> floor
<b>Muswell Hill</b>				
	Cllr Jonathan Bloch	Liberal Democrats	07785 550043	RPH – 5 <sup>th</sup> floor
	Cllr Gail Engert	Liberal Democrats	020 8489 4005	RPH – 5 <sup>th</sup> floor
	Cllr Sheila Rainger	Liberal Democrats	07974 203679	RPH – 5 <sup>th</sup> floor
<b>Noel Park</b>				
	Cllr Alan Dobbie	Labour	020 8888 8076	RPH – 5 <sup>th</sup> floor
	Cllr Catherine Harris	Labour	020 8341 6755 07976 457429	RPH – 5 <sup>th</sup> floor
	Cllr Fiyaz Mughal	Liberal Democrats	07939 609481	RPH – 5 <sup>th</sup> floor
<b>Northumberland Park</b>				
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 <sup>th</sup> floor
Cabinet Member for Housing	Cllr John Bevan	Labour	2774 07967 336448	RPH – 5 <sup>th</sup> floor
	Cllr Sheila Peacock	Labour	020 8808 9160	RPH – 5 <sup>th</sup> floor
<b>Seven Sisters</b>				
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 <sup>th</sup> floor
	Cllr Joe Goldberg	Labour	07794 218566	RPH – 5 <sup>th</sup> floor
Leader of the Council	Cllr Claire Kober	Labour	2964	RPH – 5 <sup>th</sup> floor
<b>St Ann's</b>				
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 <sup>th</sup> floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 <sup>th</sup> floor
Cabinet Member for Resources	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 <sup>th</sup> floor
<b>Stroud Green</b>				
	Cllr Ed Butcher	Liberal Democrats	07814 238150	RPH – 5 <sup>th</sup> floor
	Cllr Laura Edge	Liberal Democrats	07967 336171	RPH – 5 <sup>th</sup> floor
Dep. Leader Liberal Democrat Group	Cllr Richard Wilson	Liberal Democrats	020 8341 7052	RPH – 5 <sup>th</sup> floor
<b>Tottenham Green</b>				
	Cllr Isidoros Diakides	Labour	020 8340 8477	RPH – 5 <sup>th</sup> floor
	Cllr Harry Lister	Labour	020 8808 5612	RPH – 5 <sup>th</sup> floor

Mayor	Cllr Bernice Vanier	Labour	07817 954961	RPH – 5 <sup>th</sup> floor
<b>Tottenham Hale</b>				
Dep. Leader of the Council, Cabinet Member. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 <sup>th</sup> floor
	Cllr Alan Stanton	Labour	020 8376 4223	RPH – 5 <sup>th</sup> floor
	Cllr Sheik G L Thompson	Labour	020 8493 8695	RPH – 5 <sup>th</sup> floor
<b>West Green</b>				
	Cllr Eddie Griffith	Labour	07870 157701	RPH – 5 <sup>th</sup> floor
	Cllr Gmmh Rahman Khan	Labour	020 8374 1630 (9am-6pm)	RPH – 5 <sup>th</sup> floor
	Cllr Toni Mallet	Labour		RPH – 5 <sup>th</sup> floor
<b>White Hart Lane</b>				
	Cllr Charles Adje	Labour	020 8809 4070	RPH – 5 <sup>th</sup> floor
Chair of Overview & Scrutiny Committee	Cllr Gideon Bull	Labour	020 8352 1261 07792 437268	RPH – 5 <sup>th</sup> floor
	Cllr Liz Santry	Labour	07792 437544	RPH – 5 <sup>th</sup> floor
<b>Woodside</b>				
	Cllr Pat Egan	Labour	020 8888 9828	RPH – 5 <sup>th</sup> floor
	Cllr George Meehan	Labour	020 8489 2964	RPH – 5 <sup>th</sup> floor
	Cllr Jayanti Patel	Labour	020 8888 7999	RPH – 5 <sup>th</sup> floor

## APPENDIX II

### Council Contacts (correct at July 2009)

Position	Name	Number (020-8489+)	Location <sup>iv</sup>
Chief Executive	Ita O'Donovan (PA – Jan McNicholas)	2648 (2649)	RPH – 5 <sup>th</sup> floor
Director of Urban Environment	Niall Bolger (PA – Tracey O'Mahony)	4523 (4537)	RPH – 2 <sup>nd</sup> floor
<b>Strategic and Community Housing</b>			
Assistant Director for Strategic and Community Housing	Phil Harris (PA – Pat McDonnell)	4338 (4397)	APEX – 3 <sup>rd</sup> floor
Head of Housing Strategy, Development and Partnerships	Nick Powell (PA-Jamie Daniel)	4774 (4717)	APEX – 3 <sup>rd</sup> floor
Head of Housing Support and Options	Denise Gandy (PA – Jillian Olliver)	4404 (4372)	APEX – 2 <sup>nd</sup> Floor
Head of Housing Needs and Lettings	Zulfiqar Mulak (PA – Jillian Olliver)	4890 (4372)	APEX – 3 <sup>rd</sup> floor
Head of Housing Finance	Hatice Husnu	4212	APEX – 3 <sup>rd</sup> floor
Head of Housing Improvement Team ( Private Sector)	Steve Russell	5196	639 High Road, Tottenham, N17 8BD
Business Support Manager	Mustafa Ibrahim	5369	APEX – 3 <sup>rd</sup> floor
Enabling Manager	Nic Grayston	4754	APEX – 3 <sup>rd</sup> floor
Housing Strategy &	Rosie Green	4526	APEX – 3 <sup>rd</sup> floor

<sup>iv</sup> 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.

Partnerships Manager			
Housing Assessments & Lettings Manager	Beverley Faulkner	4362	APEX – 3 <sup>rd</sup> floor
Housing Advice & Options Manager	Jennifer Gould	4210	APEX – 3 <sup>rd</sup> floor
Hearthstone Manager	Penny Rutter	020-8888-5362	10 Commerce Road, N22 8ED
Team Leader Prevention & Options	Mark Billings	4336	APEX – 1 <sup>st</sup> Floor
Lettings Team Manager	Anthea Bennett	4708	APEX – 1 <sup>st</sup> Floor
RSL Development Officer	Yvonne Robinson	4373	APEX – 3 <sup>rd</sup> Floor
RSL Development Officer	Sandra Lawrence	4721	APEX – 3 <sup>rd</sup> Floor
Housing Assets Officer	Shannon Francis	4728	APEX – 3 <sup>rd</sup> Floor
Principle Housing Strategy Officer	Paul Dowling	4301	APEX – 3 <sup>rd</sup> Floor
Decent Homes/Housing Enforcement Team Leader	Lorraine Patel	5582	639 High Road, Tottenham, N17 8BD
Empty Property and Shared Homes Team Leader	Dave Princep	5257	639 High Road, Tottenham, N17 8BD
RSL Enforcement Liaison Officer	Julie Capon	5256	639 High Road, Tottenham, N17 8BD
<b>Planning and Regeneration</b>			
Assistant Director for Planning, Regeneration and Economy	Marc Dorfman (PA – Amanda Da Costa-Morgan)	5538 (5208)	639 – 1 <sup>st</sup> Floor (1.7)
Group Manager – Strategy and Sites	Ismail Mohammed	2686	639 – 1 <sup>st</sup> Floor
Head of Economic Regeneration	Karen Galey	2616	RPH – 2 <sup>nd</sup> Floor
Head of Planning Policy & Design	Sule Nisancioglu	5562	639 – Gr Floor (G8)
Head of Development Control – North Team	Paul Tomkins	5167	639 – 1 <sup>st</sup> Floor (1.3)
Head of Development Control – South Team	Paul Smith	5507	639 – 1 <sup>st</sup> 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 <sup>st</sup> Floor
<b>Corporate Property Services</b>			
Head of Corporate Property Services	Dinesh Kotecha	2101	ALEX – 1 <sup>st</sup> Floor
Asset Strategy & Development Manager	Andrew Anderson	2189	ALEX – 1 <sup>st</sup> Floor
Senior Valuer	Olayinka Jawando	2179	ALEX – 1 <sup>st</sup> Floor
Senior Valuer	Nick Papapavlou	2193	ALEX – 1 <sup>st</sup> Floor
<b>Corporate Legal Services</b>			
Senior Planning Lawyer	Maria Bilbao	5950	ALEX – 9 <sup>th</sup> Floor
Planning Lawyer	Fleur Brunton	4631	ALEX – 9 <sup>th</sup> Floor
Planning Lawyer	Yohanna Weber	2415	ALEX – 9 <sup>th</sup> Floor

## **APPENDIX III**

### **Useful Contacts (correct at July 2009)**

<b>Position</b>	<b>Name</b>	<b>Company</b>	<b>Number</b>	<b>Address</b>
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**

### **Housing Association Partner Contacts (to be added)**

<b>RSL Name</b>	<b>Name</b>	<b>Position</b>	<b>Number</b>	<b>Email address</b>

## **APPENDIX V**

### **References**

<sup>1</sup> Sustainable Community Strategy 2007-2016  
[http://www.haringey.gov.uk/index/council/hsp/partnership\\_strategies\\_and\\_plans/sustainable-community-strategy.htm](http://www.haringey.gov.uk/index/council/hsp/partnership_strategies_and_plans/sustainable-community-strategy.htm)

- <sup>2</sup> Council Plan 2009-10 [http://www.haringey.gov.uk/index/council/performance\\_and\\_finance/councilplan.htm](http://www.haringey.gov.uk/index/council/performance_and_finance/councilplan.htm)
- <sup>3</sup> Wellbeing Strategic Framework [http://www.haringey.gov.uk/index/social\\_care\\_and\\_health/health/well-being\\_framework.htm](http://www.haringey.gov.uk/index/social_care_and_health/health/well-being_framework.htm)
- <sup>4</sup> Safer For All Strategy 2008-11  
[http://www.haringey.gov.uk/index/community\\_and\\_leisure/crime\\_reduction.htm#safer](http://www.haringey.gov.uk/index/community_and_leisure/crime_reduction.htm#safer)
- <sup>5</sup> Homelessness Strategy 2008-11  
[http://www.haringey.gov.uk/index/housing\\_and\\_planning/housing/housingstrategy/homelessness.htm](http://www.haringey.gov.uk/index/housing_and_planning/housing/housingstrategy/homelessness.htm)
- <sup>6</sup> Regeneration Strategy <http://www.haringey.gov.uk/index/business/economicregeneration/regeneration-strategy.htm>
- <sup>7</sup> Greenest Borough Strategy 2008-18 [http://www.haringey.gov.uk/index/environment\\_and\\_transport/going-green/greenest-borough.htm](http://www.haringey.gov.uk/index/environment_and_transport/going-green/greenest-borough.htm)
- <sup>8</sup> Housing Strategy 2009-19 [http://www.haringey.gov.uk/index/housing\\_and\\_planning/housing/housingstrategy.htm](http://www.haringey.gov.uk/index/housing_and_planning/housing/housingstrategy.htm)
- <sup>9</sup> Supporting People Strategy 2005-10 [http://www.haringey.gov.uk/index/social\\_care\\_and\\_health/services-for-all/supporting\\_people1/spstrategy.htm](http://www.haringey.gov.uk/index/social_care_and_health/services-for-all/supporting_people1/spstrategy.htm)
- <sup>10</sup> Tackling Homelessness G15 'Offer to London'  
[http://www.g15.org.uk/pdf/g15\\_homelessness\\_offer\\_full\\_report.pdf](http://www.g15.org.uk/pdf/g15_homelessness_offer_full_report.pdf)
- <sup>11</sup> Information Sharing Protocol  
[http://www.haringey.gov.uk/index/community\\_and\\_leisure/crime\\_reduction/information\\_sharing\\_protocol.htm](http://www.haringey.gov.uk/index/community_and_leisure/crime_reduction/information_sharing_protocol.htm)
- <sup>12</sup> Respect Standard Sign-up page <http://www.communities.gov.uk/housing/respectsignup> Respect Standard Homepage <http://www.asb.homeoffice.gov.uk/>
- <sup>13</sup> A new regulatory framework for social housing in England – Tenants Services Authority  
<http://www.tenantservicesauthority.org/server/show/ConWebDoc.19730>
- <sup>14</sup> Section 5 Housing Act 2004 [http://www.opsi.gov.uk/acts/acts2004/ukpga\\_20040034\\_en\\_4#pt1-ch5](http://www.opsi.gov.uk/acts/acts2004/ukpga_20040034_en_4#pt1-ch5)
- <sup>15</sup> Putting Things Right  
[http://www.tenantservicesauthority.org/upload/pdf/Putting\\_things\\_right\\_20090106111709.pdf](http://www.tenantservicesauthority.org/upload/pdf/Putting_things_right_20090106111709.pdf)
- <sup>16</sup> Affordable Warmth Strategy 2009-19  
[http://www.haringey.gov.uk/index/housing\\_and\\_planning/housing/housingadvice/homeheatloss/affordablewarmthstrategy.htm](http://www.haringey.gov.uk/index/housing_and_planning/housing/housingadvice/homeheatloss/affordablewarmthstrategy.htm)
- <sup>17</sup> Building For Life <http://www.buildingforlife.org/>
- <sup>18</sup> Home Connections page  
<http://www.homeconnections.org.uk/Haringey/CFEHome.jsp?partnerName=Haringey&websiteformat=graphic&colorSchemeText=1>
- <sup>19</sup> Housing Options <http://www.housingoptions.co.uk/ho2/>
- <sup>20</sup> Homes & Communities Agency <http://www.homesandcommunities.co.uk/>
- <sup>21</sup> Haringey Council <http://www.haringey.gov.uk>
- <sup>22</sup> London Child Protection Procedures <http://www.londonscb.gov.uk/procedures/>
- <sup>23</sup> Children Act 2004 (s.11) [http://www.opsi.gov.uk/acts/acts2004/ukpga\\_20040031\\_en\\_3#pt2-pb1-l1g11](http://www.opsi.gov.uk/acts/acts2004/ukpga_20040031_en_3#pt2-pb1-l1g11)
- <sup>24</sup> Haringey LSCB <http://www.haringeylscb.org/index.htm>

This page is intentionally left blank



haringey strategic partnership

**Meeting:** Integrated Housing Board

**Date:** 26 November 2009

**Report Title:** National Fraud Initiative – Tackling Tenancy Fraud

**Report of:** McKinley Erysthee, Housing Investigation Manager

### **Purpose**

To highlight the Government's intentions of tackling tenancy fraud on a national scale which is denying households who are homeless and on waiting lists for a move to a secure home.

### **Summary**

The Audit Commission through the National Fraud Initiative Data Matching programme has been cross matching public sector organisations data in a bid to improve the following:

- Maximise efficiencies in Public services.
- Reduce data error which creates increases in costs to service delivery.
- Improve data input and help organisations to improve in this area.
- Identify potential fraud which would be much more difficult to uncover.

Traditionally, housing tenancy data had always been matched against other records. Traditionally Housing Rent to Housing Rent matches between local authorities uncovered;

- Subletting of tenancies.
- Fraudulent housing applications.
- Fraudulent right to buy cases.

The only records which were not available until recently have been those belonging to Registered Social landlords (RSL's). A number of legal barriers of gaining access to these records have now been removed. The Department for Communities in Local Government has now provided financial support for the proposed project and is providing a maximum ceiling of funding of £50,000 to Housing Authorities who manage over 15,000 tenancies in its housing portfolio.

A number of London Council's using the Local Area Agreement Framework that have ALMO's located within their authorities, have agreed in principle to pool their funding resource and decide in consultation with their RSL counterparts on how to use the funds to its most effective purpose. So far all of the Local authorities in that area have secured funding. The next stage is

through further dialogue on how to use the funds on their ALMO's and Registered Social Landlord's behalf. A few of reasons can be cited for this approach:

- To review any matches which have already been dealt with from the National Fraud Initiative (NFI) exercise.
- To target new cases and place the resource where it is most needed i.e. investigations; education etc.
- Effectively deal with cross boundary cases on behalf of both the council's and registered social landlords.
- Use of existing tenancy fraud specialists with the aim of maximising the recovery of tenancies.

Homes for Haringey have been successful in securing funding from the Department of Communities and Local Government. The size of funding is not known at this stage, as the formal announcement by the DCLG has not been made public. It is anticipated that the formal announcement of the actual funding size could potentially be as much as £50,000. The announcement is due to be made before the end of November 2009.

ALMO's who do not already possess Housing Investigation resources within their organisation, will not be in a position to adequately deal with the actual tenancy fraud investigations. The council would need to discuss with Homes for Haringey how to manage this, if there is no current strategic policy or service agreement in place which already deals with the fraudulent use of housing.

At this time it is not clear, what operational plans Homes for Haringey have set out in order to deal with cases identified within the council's own housing stock and also in partnership with the boroughs Registered Social Landlords.

Research indicates that a number of London authorities by using their Local Area Agreements, have decided to pool their resources and then decide how best to provide a resources in the examination of matches and how best to support Registered Social Landlords during this initiative. With access to existing tenancy fraud specialists with the aim of maximising the recovery of tenancies and deal effectively with cross borough boundaries matches covered in their geographical area.

The council is currently in a good position to provide investigation support solutions to Homes for Haringey. The authority would seek to provide consultation and direct investigation and training and development services to Home for Haringey employees as one alternative.

This report will include a verbal update from a Seminar Hosted by "Just Housing" due to be held on the 19<sup>th</sup> of November 2009, entitled, "Tackling Tenancy Fraud". The Seminar will cover the following subjects;

- Protecting the public purse.



- A managed approach to tenancy fraud.
- Practical Case studies – identified as good practice.
- Civil recovery of Damages.
- Investigating tenancy fraud.

### **Appendices**

1. Letter from Secretary of State for Communities and Local Government
2. Letter from Audit Commission to Local Authorities and Registered Social landlords.
3. Tackling Tenancy Fraud Seminar – “Just Housing“

### **Legal/Financial Implications**

The government has asked for Local Authorities and Registered Social Landlords to bid for funding. Housing Authorities with more than 15,000 properties in their portfolio, could be eligible to up to £50,000 in grant funding.

### **Recommendations**

#### **It is recommended that the Board:**

- i. Create a working party which includes Homes for Haringey and Registered Social Landlords on how tenancy fraud investigation is to be delivered. This will include a set of clear objectives and delivery plans which need to be discussed with the authority at the earliest opportunity.
- ii. Avoid the high cost of outsourcing fraud investigations to non public sector based organisations. These organisations would be too expensive operationally and would not be seen as value for money in the long term.
- iii. Examine the potential for Homes for Haringey and Registered Social Landlords to utilise the current fraud investigation services already present within the Council.

#### **For more information contact:**

Name: McKinley Erysthee  
Title: Housing Investigations Manager  
Tel: 020 8489 5381  
Email address: [mckinley.erysthee@haringey.gov.uk](mailto:mckinley.erysthee@haringey.gov.uk)

This page is intentionally left blank

**Our reference** HRrequest1108

11 August 2009

**Direct line** 08447982222  
**Email** p-yetzes@audit-  
commission.gov.uk

— Dear Director of Finance

### **National Fraud Initiative - Request for additional data**

Your Chief Executive should have received a letter from the Rt Hon John Healey MP (copy attached) asking your Authority to join a national drive to crack down on the unlawful sub-letting of properties in the social housing sector. The measures announced include incorporating Registered Social Landlords (RSL's) tenancy information in a re-run of the housing module of the National Fraud Initiative (NFI). The introduction of RSL data provides new opportunities for Local Authorities and RSLs to identify tenants who are housed in social dwellings, but who fail entitlement rules because they have tenancies elsewhere.

In order to undertake this matching I require you to submit your current tenants data in accordance with the data specification which is attached to this email. It is also available on our website at the following link <http://www.audit-commission.gov.uk/localgov/audit/nfi/dataspec/Pages/housing.aspx> (please note that only the current tenants specification applies, please ignore the references to RTB data). The current tenants specification has not changed since you provided data for NFI 2008/09 back in October 2008. The date of download for the purpose of this request is 30<sup>th</sup> September 2009. Data should be uploaded by the 9<sup>th</sup> October and it is vitally important that these dates are met as timely distribution of the results is entirely dependent on prompt submission of the data.

Please note that as part of this work I will also be contacting the Department for Work and Pensions to request that they provide me with an extract from the housing benefit data you provide to their Housing Benefit Matching Service.

Should you require any further information or guidance, please do not hesitate to get in contact with the NFI team via email at [nfiqueries@audit-commission.gov.uk](mailto:nfiqueries@audit-commission.gov.uk) or leave a voicemail on 0844 798 2222.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Yetzes', with a long horizontal flourish extending to the right.

Peter Yetzes  
*Head of NFI*



**The Rt Hon John Healey MP**  
***Minister for Housing***

***Department for Communities and Local  
Government***  
Eland House  
Bressenden Place  
London SW1E 5DU

3 August 2009

Dear Colleague,

I am writing to ask you to join a national drive to crack down on the unlawful sub-letting of properties in the social housing sector. In addition to the large financial cost of sub-letting, there is also the penalty paid by those families on waiting lists or in temporary accommodation who are being denied a settled home.

There has been no concerted campaign against this fraud before and many areas are not certain about its full extent. I am keenly aware that there are examples of local authorities who are already taking innovative and successful steps to crack down on the unlawful sub-letting of their property. I want to encourage all authorities to take similar action.

I have therefore decided to do three things. Firstly, I will make available to every social landlord best practice guidance that will show the most effective and practical ways of tackling sub-letting, including examples of the most successful work from around the country. Secondly, I will be encouraging every Registered Social Landlord with more than 1000 properties and every local authority to participate in a new run of the Audit Commission's National Fraud Initiative. The Audit Commission will shortly be sending out details of when and how to submit data. Thirdly, I will be providing a special grant to every local authority who signs up to this initiative to increase their efforts in this area.

Although the extent of unlawful sub-letting is uncertain, discussions I have had with a range of social landlords and housing professionals indicate that the scale of sub-letting is substantially higher in some areas than others, with London and some of the other metropolitan areas thought to be worst affected. Whilst most money should clearly go to those areas with the biggest problem, I am keen that this crackdown has national coverage. Therefore, I want to make money available to every authority to help enable them to investigate potential cases of housing fraud and prevent unlawful sub-letting occurring. I am aware that tackling unlawful sub-letting has not always received the highest priority.

For these reasons, the government proposes to make up to £50,000 available to each of the London boroughs (excluding the City of London) and those other local authorities with at least 15,000 social homes in their area – this includes properties owned by Registered



Social Landlords – and up to £10,000 to any other authority committing to take part. The final decision on the division of the grant money will be made in September. The final grants awarded will depend on the number of authorities who have made clear they intend to carry out work to crack down on unlawful sub-letting.

I will be expecting authorities to commit to working in partnership with the Registered Social Landlords in their area and to undertake specific activities to combat fraud. These activities may include measure such enhanced tenancy audits, the setting up of a tenant hotline and the use of specialist investigators. I also expect councils to share details of the measures they have put in place and the number of properties that have been recovered as a result.

If you want to be part of this drive to free up additional homes in your area, or if you have any further queries, you should contact: [socialhousingfraud@communities.gsi.gov.uk](mailto:socialhousingfraud@communities.gsi.gov.uk).

I am pleased that this initiative has the support of the Local Government Association, National Housing Federation, the Chartered Institute for Housing, the Tenant Services Authority and the Audit Commission.

I trust that you will work with me to increase the number of homes available for those in most need.



**John Healey MP**



# A Just Housing Seminar

## Tackling Tenancy Fraud

**London Seminar:**  
Thursday 19th Nov





**Excellence in  
Service Delivery**

**London Seminar:**

**Thursday 19th Nov**

**DMH Stallard LLP  
London Offices  
6 New Street Square  
New Fetter Lane  
London  
EC4A 3BF**

**[www.dmhstallard.com](http://www.dmhstallard.com)**

# Tackling Tenancy Fraud

## Social Housing Fraud

Tackling tenancy fraud has quickly risen as a priority for RSLs and local authorities. In July John Healy, the Housing Minister, launched an autumn coordinated crackdown 'on people who cheat the housing system and profit from subletting their council house or housing association home'. The Audit Commission identified housing tenancy fraud as an issue needing more attention conservatively estimating that 50,000 tenancies could potentially be brought back to social use.

The DCLG is offering share of £4m to help Councils and RSLs to start their own anti-fraud initiatives is offered as an incentive but there are heavy hints at the 'stick' of additional of requirements into regulatory framework for social landlords.

Tenancy fraud is not new but while Council's and RSLs recognise this as a long standing issue the Audit Commission could find few examples of good practice.

There is cross party commitment to tackling tenancy fraud and RSLs and Council's will be under pressure to respond. This seminar offers the opportunity to hear up to date reports from those currently tackling tenancy fraud and understand of emerging good practice. This will be essential for and effective response to tenancy fraud.



### *Audience:*

Local Authority Head's of Strategic Housing, Directors of Finance, Internal Auditors and Heads of Housing Allocation, RSL, Directors and Board Members, Heads of Housing Policy and Strategy, Tenancy Management and Internal Audit.





Excellence in  
Service Delivery

London Seminar:

Thursday 19<sup>th</sup> Nov

DMH Stallard LLP  
London Offices  
6 New Street Square  
New Fetter Lane  
London  
EC4A 3BF

[www.dmhstallard.com](http://www.dmhstallard.com)

©justhousingukLtd

# Agenda for the Seminar

- 12.30 Registration and Coffee**
- 1.00pm Introduction from Chair**  
**Setting the scene** – Steve Tucker (Chair)
- 1.15pm Protecting the Public Purse** – Why tenancy fraud needs more attention - Derek Elliott Head of Counter Fraud at the Audit Commission  
*Derek Elliott will set out the reasons why tenancy fraud was highlighted in the Audit Commission's recent report and what has and will be happening in future.*
- 1.45pm A Managed Approach to Tackling Tenancy Fraud** – Dr Robert Barr  
*Dr Barr is a national specialist in tackling fraud and has first hand experience of tackling major tenancy fraud. He now leads for Just Housing Finance, Probity and Fraud issues. He will set out a balanced and comprehensive approach for responding to the challenge of tenancy fraud.*
- 2.15pm Practical Case Studies** – Brian Madden, Management and Financial Consultant  
*The speaker will provide a first hand account of the ground breaking tenancy fraud investigation which has already been identified as good practice.*
- 2.45pm Civil Recovery of Damages from Housing Tenancy Fraudsters** – Chris Corney, Partner, DMH Stallard LLP
- 3.15pm Investigating Tenancy Fraud – Some Practical Steps**  
Siobhan Lomasney, Partner, DMH Stallard LLP
- 3.30pm Conclusions – Steve Tucker and all speakers**  
*The attendees will have the opportunity to question all speakers before the chair concludes.*
- 4.00pm to 5.00pm Refreshments and opportunity to meet other delegates and speakers.**





# Just Housing UK Ltd

## **Register today**

For further information on this seminar or to confirm your attendance, please contact Just Housing via any of the following:

Email: [debra.thompson@justhousing.net](mailto:debra.thompson@justhousing.net)

Electron House  
17a Hemnall Street  
EPPING  
Essex  
CM16 4LS

Tel: 01992 566100 Fax: 01992 570 932 6307

[www.justhousing.net](http://www.justhousing.net)

Contact for DMH Stallard: [carol.knights@dmhstallard.com](mailto:carol.knights@dmhstallard.com)





haringey strategic partnership

**Date:** 26 November 2009

**Meeting:** Integrated Housing Board

**Report Title:** Quarter Two Performance Report

**Report of:** Paul Dowling, Principal Housing Strategy Officer

**Purpose**

To advise the IHB of Quarter Two performance against Indicators.

**Summary**

Set out below is a summary of performance against the Local Area Agreement (LAA) National Indicators within the Board's responsibility.

Also attached in Appendix A Homelessness Households in Temporary Accommodation (as at the last day of each month). Attached at Appendix B is the overall scorecard containing performance against cross cutting performance indicators that fall within the responsibility of more than one Theme Board.

**Recommendations:**

That the Board notes performance during Quarter Two and reviews the action being taken to address areas of under performance.

**For more information contact:**

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

**Appendices**

Appendix A: Homelessness Households in Temporary Accommodation (as at the last day of each month).

Appendix B: For Information -Overall Scorecard for Quarter Two.

**Performance Information: NI's Within the IHB's Responsibility**

**NI 154 Net additional homes provided**

Not measured for quarters

Annual target – **1602**

Projected annual performance – **360**

Indicator status – **RED**

**NI 155 Number of affordable homes delivered (gross)**

Quarter target (cumulative) – **170**

Quarter performance (cumulative) – **59**

Annual target – **340**

Projected annual performance – **180**

Indicator Status – **RED**

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.

The Council will be submitting a request for our annual targets to be revised to reflect these exceptional circumstances. A meeting with GOL is scheduled for 26 November 2009 to discuss our proposals.

**NI 156 Number of households living in temporary accommodation**

Quarter target – **4032**

Quarter performance – **4123**

Annual target – **3552**

Forecast – **3582**

Indicator Status – **AMBER**

The number of Homeless Households in Temporary Accommodation continued to fall during October with a significant reduction of 141 in the month, this combined with the reduction achieved in September of 144 household has meant that the actual figure in TA is just 30 households short of the original forecast for October set in April 2009.

These improved performances over the last couple of months arise from the significant progress of the EA project in reducing high cost nightly rated accommodation and the improvement in performance by the Housing Service as a whole.

The year end target of 3552 households in Temporary Accommodation is now well within reach of the service and will represent a reduction of nearly 1000 households in Temporary Accommodation during this financial year.

**NI 158 % non-decent council homes**

Quarter target – N/A

Quarter performance – **32.84%**

Annual target – **30%**

Projected annual performance – **28.19%**

Indicator Status – **GREEN**

**NI 186 Per capita reduction in CO<sub>2</sub> emissions in the LA area**

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 were due to be published in September 2009 but have not been released yet.

**NI 187 % of people receiving income based benefits living in homes with**  
**(i) low energy efficiency**  
**(ii) low energy efficiency**

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 CO<sub>2</sub> emissions in the LA area) cannot be reported quarterly.

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%).

This page is intentionally left blank



**London Borough of Haringey**

**Homeless Households in Temporary Accommodation as at the last day of each month**

	Baseline as at 31.03.09	Q1			Q2			Q3			Q4		
		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
B&B	28	30	27	26	25	23	20	17					
Anex	1 650	1 652	1 669	1 622	1 553	1 510	1 410	1 282					
PSL	1 608	1 590	1 573	1 555	1 562	1 562	1 552	1 542					
HALs	915	911	893	881	866	864	845	847					
Hostel	185	183	183	183	184	179	175	177					
S193	162	154	149	136	131	129	121	117					
<b>Total</b>	<b>4 548</b>	<b>4 520</b>	<b>4 494</b>	<b>4 403</b>	<b>4 321</b>	<b>4 267</b>	<b>4 123</b>	<b>3 982</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>













This page is intentionally left blank



















# Integrated Housing Board Scorecard 2009-10

Generated on: 16 November 2009

Rows are sorted by Sort






Sort	Short Name	Q1 2009/10				Q2 2009/10				2009/10				Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	
L0052(LAA Local)	Improved living conditions for vulnerable people (i) 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												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.
L0124 LAAstretch	Increase the proportion of incidents of domestic violence which result in sanction detections (2007-2010 stretch target)	36%	38%			36.8%	38%			36.5%	38%			
L0125(LAA Local)	Repeat victimisation of domestic violence (2007-2010 stretch target)	106	112			124	142			122	142			

Sort	Short Name	Q1 2009/10				Q2 2009/10				2009/10				Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	
LAA Local	Number of accidental dwelling fires	67	58							67	58			<p>ABG Funding none.</p> <p>Explanation of current performance The prevention of dwelling fires is an imprecise action and the performance in May was the highest monthly total for three years at least which has skewed the quarterly figures. Other performance this quarter has been normal.</p> <p>Current Activities We have increased our Home Fire Safety Visit target and are targeting those households that fall within priority areas identified as most likely geographic areas for fires to occur. In addition in Haringey we are working with drug and alcohol practitioners and those that work with the elderly and disabled to identify individuals who are vulnerable to fire.</p> <p>Best Practice We continually assess our performance against our peers and the management team meet with neighbouring borough managers regularly to discuss best practice.</p> <p>Emerging Risk None identified.</p> <p>Performance discussion date None for this period.</p> <p>Equality Impact N/A at this level.</p>
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										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


Sort	Short Name	Q1 2009/10				Q2 2009/10				2009/10				Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	
NI 141	Percentage of vulnerable people achieving independent living	81.5%	75%				75%			81.5%	75%			
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				Q2 2009/10				2009/10			Latest Note
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value	Target	Status	
NI 154	Net additional homes provided												<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"> <li>1. Unimplemented planning consents</li> <li>2. Allocated sites from the UDP</li> <li>3. Small windfall sites coming forward</li> <li>4. Empty properties brought back into use</li> </ol> <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			Q2 2009/10			2009/10			Latest Note		
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value		Target	Status
NI 155	Number of affordable homes delivered (gross)	85			59	170			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"> <li>•Support for RSLs letting unsold or under-construction shared ownership homes under the Rent-to-Homebuy scheme.</li> <li>•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.</li> <li>•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 &amp; Quadrant Housing Association to deliver 26 homes with grant supplied directly by Haringey from Section 106 affordable housing receipts.</li> <li>•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.</li> </ul> <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			Q2 2009/10			2009/10			Latest Note
		Value	Target	Short Trend	Value	Target	Short Trend	Value	Target	Short Trend	
NI 156	Number of households living in temporary accommodation	4403	4280		4123	4032		3982	3952		<p>The number of Homeless Households in Temporary Accommodation continued to fall during October with a significant reduction of 141 in the month, this combined with the reduction achieved in September of 144 households has meant that the actual figure in TA is just 30 households short of the original forecast for October set in April 2009 . These improved performances over the last couple of months arise from the significant progress of the EA project in reducing high cost nightly rated accommodation and the improvement in performance by the Housing Service as a whole. The year end target of 3552 households in Temporary Accommodation is now well within reach of the service and will represent a reduction of nearly 1000 households in Temporary Accommodation during this financial year.</p>
											

Sort	Short Name	Q1 2009/10			Q2 2009/10			2009/10			Latest Note		
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value		Target	Status
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			Q2 2009/10			2009/10			Latest Note			
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value		Target	Status	Short Trend
CqL23 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





**Meeting:** Integrated Housing Board

**Date:** 26 November 2009

**Report Title:** Safer Communities Executive Board

**Report of:** Jean Croot, Corporate Head of Safer, Stronger Communities

**Purpose**

To provide information to the Integrated Housing Board regarding the Safer Communities Executive Board and its work.

**Summary**

This report describes the structure, purpose and work of the safer Communities Executive Board and its sub groups.

**Legal/Financial Implications**

None.

**Recommendations**

To note the report, which is for information.

**For more information contact:**

Name: Jean Croot  
 Title: Corporate Head of Safer, Stronger Communities  
 Tel: 020 8489 6934  
 Email address: [jean.croot@haringey.go.uk](mailto:jean.croot@haringey.go.uk)

**Background**

Safer Communities Executive Board

1.1 The Safer Communities Executive Board (SCEB) has been in existence for over 10 years, and more recently became a sub group of the Haringey Strategic Partnership along with the other theme boards. Until recently, the chair was the local authority Chief Executive, and now Cllr Canver, as cabinet member for enforcement and community

safety is the chair, with the Police Borough Commander being the vice chair.

1.2 SCEB meetings are held quarterly and provides strategic governance for the Safer Community performance against both the LAA targets and the Safer Communities Strategy and the partnership funds (mainly Area Based Grant, plus some smaller Home Office and GOL funds) that are utilised to ensure achievement of the Strategy and targets.

1.3 Under the SCEB are six partnership boards that ensures both progress and performance, plus monitoring the operational work through action plans that are reviewed, re-written and agreed each year. These partnership boards (PBs) are:

- i. Acquisitive Crime PB (co-chaired by Robin Payne, Assistant Director in Urban Environment Department and Superintendent Paul Hoare)
- ii. Anti-Social Behaviour PB (chaired by Cllr Canver)
- iii. Domestic Violence PB (chaired by Cllr Canver)
- iv. Drug and Alcohol Action Board (chaired by Tracey Baldwin, Chief Executive of the PCT)
- v. Other Violent Crimes PB (chaired by Pastor Nims Obunge)
- vi. Youth Offending PB (chaired by Borough Commander, Dave Grant)

There is also a Performance Management Group (PMG) chaired by Cllr Canver.

### Performance Monitoring Group

2.1 The PMG consists of senior officers from the Police, Council, Fire Service, Health (PCT), and Probation Service. This group monitors the performance against the LAA targets and acts as the commissioning body both for deciding which funding applications are approved and for monitoring these regarding both spend and achievement of targets/outcomes.

2.2 There is a clear process for inviting applications, with interested agencies being required to show which LAA targets and Safer Communities Strategy outcomes the applications will help SCEB to deliver. A policy officer is allocated to each successful application/project to both support the delivering agency and to monitor its progress; the funds are sent through quarterly following receipt of quarterly reports from the project or parent agency. This ensures early remedial action can be taken if a project is struggling or underachieving. It also enables funding to be withdrawn from projects if any totally fail to progress according to the funding contract, or are clearly not going to achieve any reasonable level of success. It also helps to develop a 'library' of successful projects that may be useful to address similar issues in other parts of the borough and so on.

2.3 The PMG considers the performance reports for each quarter, using the usual performance reports, plus strategic assessments and geographical mapping of crimes etc. The PMG is able to call any agency to account

should performance in any area suddenly drop (the partnership is mature and strong enough to be able to critically appraise each other) or to discuss how other agencies can assist the lead agency in improving the performance against any target where they are struggling. One example is when the Police were struggling to address and reduce a growing increase in thefts from cars. Council officers assisted by introducing a project in primary schools to develop posters and parking meter stickers reminding people how to prevent thefts from cars. The schools chosen to participate were located in the areas most affected by this rise in thefts from cars, and the children became very effective in teaching their parents/carers not to leave valuable items on display in their cars, thereby reducing these crimes in the hot spot areas.

### Partnership Boards

- 3.1 As will be noted, the above partnership boards are chaired by various partners (Police, Council, PCT, and voluntary sector) and this has helped encourage full ownership of the work of the SCEB by statutory and other partners.
- 3.2 Each of the PBs has an action plan that is developed prior to April each year. These action plans have regard for and cover the outcomes required by the Strategy, the LAA targets and address the issues identified in the annual Strategic Assessment report.
- 3.3 PBs meet quarterly to monitor and review these action plans and to consider any operational issues that may impact on the work area and/or performance. The groups also act as useful forums to debate and consider ways to meet the requirements arising from new national and local government legislation or guidelines.
- 3.4 There are a small group of other forums under these PBs, such as the CCTV Steering Group which monitors the CCTV work covered by the Council and Police, develops protocols and ensures all relevant agencies are effectively using both the equipment and the data it provides. There are also sub groups which focus on reducing re-offending and drug related offending. Some other sub groups are time limited task and finish groups, such as the forums addressing current gang issues.

### Other Matters

- 4.1 Emergency Planning work reports into the SCEB via the Haringey Emergency Planning Partnership (HEPP). The work of the HEPP is lead by various agencies dependent on the relevant emergency. For example, the PCT has the lead for swine flu preparation work, while the Council leads on preparation for flooding.
- 4.2 The Local Criminal Justice Board also reports into SCEB. This Board was set up to speed up the criminal justice system several years ago, and while it still covers this, it also has responsibility for improving the public's

confidence in the criminal justice system. It is chaired by the Police Borough Commander with the vice chair being the manager of the local Magistrates Court.

4.3 In conclusion, the role of SCEB can be seen as the overarching strategic theme board with responsibility for preventing and/or reducing crime and improving community safety in Haringey.

## Challenge Fund for Social Housing Family Intervention Projects

### 1. What is the Challenge Fund?

The Challenge Fund is a new initiative between central Government, social landlords and children's services to expand provision of funding Family Intervention Projects (FIPS) for tenants in social housing who are facing possible eviction or other enforcement action due to antisocial behaviour or other problems.

This £15m Challenge Fund includes £7.5 million central funding in (£5m from DCSF and £2.5m from CLG) to be matched by £7.5m from social housing providers. Funding post March 2011 is planned but not confirmed.

The fund can be used to extend existing FIPs or to start new projects. For example, funding might be used to add new workers to focus on the needs of a particular estate or landlord, to cover the needs of other social landlords locally or to help an existing FIP to adopt new ways of working, such as by opening a core unit. Where funding is used to start a new project, the relationship to any existing FIPs locally must be clear.

*Bidding to the fund will be open in November 2010, more details of launch events and bidding opportunities will be published here soon.*

### 2. What is a FIP?

Family Intervention Projects (or FIPs) work with the most challenging and high risk families to tackle anti social behaviour and other family problems and to prevent eviction or other sanctions being applied. They are a key part of government support for families at risk led by DCSF but with cross government backing and funding.

FIP key workers provide intensive round the clock support to families, reinforced through a behaviour contract. Intensive, practical support to the whole family can include measures to help establish routines, get children back into school, support parents with mental health, substance abuse or offending behaviours.

FIPs are currently being established in all local authorities. Some FIPs focus on families involved in persistent anti-social behaviour or youth crime, others on tackling and preventing offending and reducing child poverty and inter-generational disadvantage.

The Housing and Regeneration Act 2008 created the 'Family Intervention' Tenancy (FIT), a new type of insecure tenancy available for use by Local Authorities and Registered Social landlords. Under the FIT, families are provided with accommodation on a non secure tenancy, which can become secure (or assured) on successful completion of their work with the FIP.

Research has shown that the features which make FIPs successful are:

- high quality staff managing small caseloads

- A dedicated key worker who supports a family and works intensively with them for as long as necessary
- A whole family approach including tailored support for all family members,
- Scope to use resources creatively such as helping families to decorate and improve their environment
- Using contracts agreed with families and agencies which support them clearly setting out any sanctions the family is facing eg eviction, ASBOs etc

Independent research has also demonstrated the effectiveness of FIPs in tackling ASB and maintaining tenancies. Provisional figures for the 699 families who formally completed an intervention by March 2009 show that

- The proportion of families not involved in ASB increased from 10 to 66 per cent during the intervention
- Only 6 per cent of families had four or more ASB issues at completion compared with 46 per cent at the start of the intervention
- The proportion of families with housing enforcement actions against them fell from 47 to 15 per cent during the intervention, and those with NOSP against them fell from 15 to 4 per cent
- Levels of ASB were considerably lower for all forms of ASB reported at the end of the intervention compared to the beginning.

More detailed evidence from this research will be published here in November 2009; guidance on the FIP model can be downloaded from [www.dcsf.gov.uk/ecm/thinkfamily](http://www.dcsf.gov.uk/ecm/thinkfamily)

### **3. Why social Housing Providers?**

Social tenants appear to suffer most from antisocial behaviour: British Crime Survey data indicates that 29% of social renters consider ASB a problem or a serious problem in their area, compared to 18% of private renters and 13% of owner-occupiers. Hence, working through social housing providers has the potential to improve the lives of people suffering from crime and ASB.

From the perspective of the social housing provider, dealing with ASB is costly, and time consuming; the long-term effects on communities can be far reaching, whilst in many communities, the majority of the ASB is caused by a very small number of households. Every year there are an estimated 3,700 evictions due to ASB, many of which result in problems being shifted to another area, rather than resolved.

Landlords who already operate FIPs have found that the FIP is not only effective in tackling the behaviour of the minority of tenants who cause ASB and disruption in their communities, but that improvements in family relationships and positive parenting have wider knock-on effects on the whole community. [Hyperlink to Poplar Harca case study \(attached\)](#).

Wider outcomes can include:

- Reduced evictions
- Reduced risk of homelessness and housing enforcement actions
- Reduced management costs associated with dealing with ASB and

- other complaints
- Reduced costs of criminal damage and repairs
- Reduced void costs as an area becomes more popular
- Increased tenant satisfaction
- Increased school attendance, engagement in work or training, and positive health outcomes for families
- Improved parenting skills and positive family relationships

Landlords have responsibilities for dealing with ASB, and powers to tackle it, using warning letters, injunctive powers, ASBOs, ABCs and parenting orders. The TSA regulatory framework (due for publication early November) will require social landlords to have an ASB strategy, and to be working effectively with the local authority/other agencies to reduce ASB in their communities; they should have a response to asb problems which is proportionate to the extent of the problem within their properties. Whilst the regulatory framework cannot prescribe how landlords achieve the outcomes required, it will refer to FIPs as an effective intervention in tackling asb.

#### **4. How will the Challenge Fund work?**

There will be an open bidding round, with bidding guidance launched in November .

If you want to be notified when the detailed guidance is published, please register here – [link to registration form](#).

Central funding will be channelled through local authority children's services.

We would encourage social housing providers and Children's Services to begin working together on developing proposals now, using the outline criteria below.

There will be a three to four week period between the launch of the bidding guidance and the closing date for submission of bids. Bids will be evaluated before Christmas, with final grant confirmation to in early January, allowing project development, including recruitment, to take place January-March, for an April launch.

For more advice on the bidding process, contact :

[housingchallengefund.mailbox@dcsf.gsi.gov.uk](mailto:housingchallengefund.mailbox@dcsf.gsi.gov.uk)

For more advice or information about FIPs already operating in your area, who you may work with in developing a bid, please register to be put in touch with your regional Family Delivery Team Advisor.

#### **5. Outline bid criteria**

The following are initial outline criteria only; finalised bidding guidance and evaluation criteria should be available in the week beginning 9<sup>th</sup> November

2009.

- Any social housing provider may bid, but all bids must be made jointly by social housing providers and Children's Services. In two tier areas, the local strategic housing authority should also support the bid.
- Bids from partnerships will be welcomed. Partnerships can include a number of social housing providers, and can extend over more than one local authority area, where this is practical.
- Any bid including more than one housing provider should identify a lead housing provider, who has a strong presence and good reputation locally
- Bids may be to develop a new FIP or to extend existing projects. Extending projects can include recruiting new FIP keyworkers to serve specific areas/ estates/ landlords, or to widen the remit of a FIP.
- If the bid is for a new FIP, and there is already a FIP in the area, or nearby, the bid must show how the FIPS will work together and the relationship between the families targeted by the different projects.
- Bids should show match funding, which may include in-kind contributions such as salaries of seconded staff (appropriately qualified and skilled), as well as cash funding. Match funding may be provided by any local partner(s).
- Programmes receiving funding will be required to launch by April 2010, and to comply with the monitoring framework and grant conditions already in place for existing FIPs. The monitoring system is currently operated by NatCen .
- Funding is for 2010/11 initially; funding for future years cannot be confirmed at this stage, but there is an intention to support projects beyond 2011



### **Case Study: POPLAR HARCA FIP**

If you gave 200 residents of one of the most deprived areas of the country £100,000 they'd blow it on a party, wouldn't they? If you asked them how to tackle neighbours causing crime and nuisance they'd tell you to evict them, right?

Poplar HARCA's residents would make you wrong on both counts. At our Residents' Conference £100,000 was allocated for residents to spend. They bought a Family Intervention Project (FIP) to try to change the behaviour of the most challenging local families and support them in their homes. They chose FIP as they recognised the value it could bring to their community as a whole – and the life-changing difference it could make to individuals and families.

So, in 2008, Poplar HARCA's Enforcement Team was joined by an experienced FIP worker. The new model is based on a holistic 'whole family' approach which considers the needs of every family member, and provides an assertive, tenacious community outreach service. FIP families sign up to a contract which identifies sanctions and rewards with the aim of re-engaging the most disaffected families into mainstream services.

Poplar HARCA owns 8,500 homes in East London. HARCA stands for Housing and Regeneration Community Association: we take an innovative approach to tenancy management that is embedded in our community and regeneration ethos. It isn't just about administering a landlord tenant relationship – it's about how we support individuals to thrive, so that they can add value to their community.

We work exceedingly closely with statutory and 3<sup>rd</sup> sector agencies – sharing office space, staff and other resources with the Local Authority and Police to leverage in the expertise our residents need to achieve an improvement to their quality of life.

The key referral criteria for FIP is:

- Threat of eviction/homelessness
- Antisocial and offending behaviour that impacts on the local community
- Risk of exclusion from education
- Identified substance misuse which impacts on the community
- Families with children
- Families failing to engage with services over a period of time

Six families have engaged with FIP so far with contracts that address each family member's needs in a holistic manner; looking to the future and working towards families being able to cope independently, maximising the educational, training and employability chances of all family members. FIP provides intensive support and a range of specialist services e.g. educational and counselling resources, budget coaching and parenting support - including a specific "Strengthening Families, Strengthening Communities" programme. All six families have made progress and imminent eviction has been avoided. Other outcomes are improved attendance and arrival on time at school by the children, improved parenting skills and reduced anti-social behaviour.

Prior to FIP, the final resort when behaviour continued to be bad despite warnings, was to ask a Court for possession. All six families engaging with FIP would have ended up in Court but for this intervention.

FIP costs Poplar HARCA £70,000 a year. It has already paid for itself in the saved costs of legal and other proceedings and in Poplar HARCA officer time investigating complaints and enforcing tenancy conditions. We believe it has also significantly contributed to helping to achieve 95% of Poplar HARCA residents feeling safe in their homes, according

to the most recent survey.

Our FIP operates in partnership with Tower Hamlets LBC, so that our FIP worker is part of a bigger FIP team and has access to the specialist advice, skills, training and support needed for this demanding role.

Our FIP has been independently evaluated and in just seven months:

- There is a strong and trusting relationship between the FIP worker, the housing management team and the local Police – co-location has been important to this.
- The number of complaints from neighbours and level of ASB associated with the core FIP families have reduced; evictions have been avoided; school attendance of the children has improved. FIP workers often need to work with families for a year or more so to have families engaged and achieving goals already is remarkable.
- FIP is cost effective with significant savings being made in the costs associated with enforcement and legal proceedings.
- In addition to the intensive support family members receive a range of specialist support – including parenting support, educational, counselling and budget coaching.
- The Parenting course complements the intensive support provided, and has a positive ripple effect into the wider community as it is available to all Poplar HARCA residents.
- The FIP worker is providing a secondary role acting as bridge between Poplar HARCA and support agencies for families who do not meet the FIP criteria but still need some support; enabling other Poplar HARCA officers to work more effectively and preventatively.
- Two of the Mothers involved with FIP were interviewed for the evaluation – these were tenants who were on the verge of losing their homes because of anti-social behaviour. Both felt they had benefited:

*“I used to have a problem with “authority” but with the support of FIP I can deal with it better”*

*“There is always someone to go to now if there are things I don’t understand, rather than getting angry about it”*

*“Talking to the people at the FIP has helped me to realise that I can’t change the past but can improve things in the future for me and my children”*

*“The parenting course has helped as I now know I’m not the only one with these problems”*

*“Our life at home is better because I don’t feel angry all the time so don’t shout at the children so much”*

*“I did something stupid and I know that now”*