

**MINUTES OF THE INTEGRATED HOUSING BOARD (HSP)
MONDAY, 11 OCTOBER 2010**

Present: Councillor John Bevan (Chair), Margaret Allen, Carole Carter, Jean Croot, Phil Harris, Stephanie Killer, Neil Mawson, Susan Otit, Pamela Pemberton, David Sherrington, Clare Winstanley.

In Attendance: Xanthe Barker, Martin Bradford, Mary Connolly, Bob Goldsmith, Rosie Green, Sheryl Hendrickson, Craig Humphries, Ciaran Porter, Aaron Peake, Nick Powell.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
HSP177.	<p>APOLOGIES</p> <p>Apologies for absence were received from the following:</p> <p>Councillor Karen Alexander Niall Bolger Janice Gunn Louis Lewis Lisa Redfearn</p>	
HSP178.	<p>URGENT BUSINESS</p> <p>No items of Urgent Business were received.</p>	
HSP179.	<p>DECLARATIONS OF INTEREST</p> <p>No declarations of interest were made.</p>	
HSP180.	<p>MINUTES</p> <p>RESOLVED:</p> <p>That the minutes of the meeting held on 14 June 2010 be confirmed as a correct record.</p>	
HSP181.	<p>HOMES FOR HARINGEY DOOR KNOCKING EXERCISE</p> <p>The Board considered a report that set out the results of the 'Door Knocking' project undertaken by Homes for Haringey (HfH).</p> <p>The project had highlighted a number of general themes including:</p> <ul style="list-style-type: none"> ➤ Inconsistency in the quality of services provided across the Borough ➤ Variations in service demand (particularly when comparing the east and west of the Borough) ➤ Satisfaction with the repair service being a strong driver for satisfaction rates 	

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- Concern with respect to communal repairs and the speed with which these were dealt with
- An enthusiasm amongst residents to become involved in the work of HfH

In order to address the issues that had emerged a number of pieces of work were being undertaken including:

- Customer journey mapping - following the experience of a customer from their initial point of contact until the conclusion of their enquiry
- Creating a Communal Repairs Implementation Plan – as part of this feedback was provided to residents that had raised concerns
- Issuing of fixed penalty notices – estate services staff had been given the authority to issue these following concerns raised around fly tipping

The Board was advised that twelve hundred people that had expressed an interest in becoming involved in community based work. In order to harness this interest these residents had been contacted to see whether they would be interested in participating in a project called 'Aspirations'. This piece of work would inform the strategic direction of policies with respect to a range of areas.

It was noted that there was a more detailed report on the Door Knocking exercise and how the information gathered would be used and there was agreement this should be circulated to the Board.

In terms of the financial resource that had been allocated to the exercise the Board was advised that the HfH Senior Management Team had been placed a strong emphasis on creating cultural change within the organisation. Staff carrying out the exercise had been briefed not to create unrealistic expectations but to identify common areas of concern where an impact could be made.

The Board was advised that communication across the organisation had improved as a result of the exercise and this had helped improve the speed and effectiveness with which residents issues were dealt with.

RESOLVED:

That the report be noted.

David
Sherrington

HSP182. CAMPSBOURNE HOUSING PARTNERSHIP

The Board received a presentation on a pilot project, which had brought together a range of partner organisations to improve community cohesion on the Campsbourne Estate.

The pilot had been established in order to tackle social deprivation, ASB and overcrowding and brought together a number of partners including those listed below::

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- Circle Anglia
- Metropolitan Housing Trust
- Haringey Council
- Homes for Haringey

The pilot aimed to engage residents and support them in becoming more involved in their local communities. Although the Campsbourne Estate sat within an affluent area of the Borough many of the issues facing estates in less affluent areas were also perceived to be prevalent there. By tackling issues in partnership resources could be pooled and used more effectively to tackle the needs of the community.

Two key issues identified by residents were:

- Worklessness and employment
- ASB and gang culture

In order to address these the following activities had been undertaken:

- Jobs and training fair
- Local Development Agency Olympic Pod Road show
- Careers advice sessions delivered on a weekly basis
- Tottenham Hotspurs youth inclusion project

In terms of taking the pilot forward the partnership group would look to move from operational to more strategic planning. In order to drive the operational work forward funding for a community worker, who would be based on the estate, was being sought.

In addition an Action Plan would be developed that would set out:

- Plans for establishing a residents federation – with a view to developing resident capacity and ownership
- Potential projects and a system of accountability for the community worker

The Chair thanked representatives from the pilot project for their presentation.

In response to a query, as to why the partnership group had felt that work should initially be steered by officers, the Board was advised that there were individuals within the local community who were strongly focussed on single issues rather than the broader needs of the local area. In order to avoid work becoming disproportionately weighted in any one area the partnership group would initially steer the work. It was envisaged that the community worker would liaise with residents to determine the operational arrangements as the project developed.

It was noted that the Council's Community Safety Team had seen a considerable reduction in the levels of crime and ASB on the estate since project had begun. The impact upon certain young people had

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been particularly marked and had helped them to make positive changes to their lives.

The 'ground up' approach was commended and it was noted that this meant that the real life experiences of residents would be reflected in the Action Plan. The difficulties in balancing the demands of polarised groups was recognised; however, in order to fully engage with residents and create a real sense of ownership, it was vital that residents saw themselves as equal partners. The support of all of the partner agencies involved would be vital in achieving this.

It was noted that there were Voluntary Sector training schemes that helped citizens become involved in their local communities and to develop the skills required to examine and understand broader agendas.

RESOLVED:

That the report be noted.

HSP183. QUARTER ONE PERFORMANCE REPORT 2010/11

The Board received a report that set out performance against Local Area Agreement (LAA) National and Local Performance Indicators (PIs) within the Boards responsibility at the end of the 1st Quarter of 2010/11.

It was noted that at present it was not known whether targets derived from the LAA would be retained in the future. However, the coalition Government had indicated that there would be a move away from centrally prescribed targets towards a more outcome focussed assessment of performance.

The Board was advised that retaining targets around key issues for Haringey, such reducing the number of people living in Temporary Accommodation (TA), would be sensible. Once further information was available proposals would be brought to the Board around which targets should be retained and with respect to any new arrangements for performance monitoring.

In response to a query the Board was advised that along with the London Borough of Newham, Haringey had the highest number of people living in TA in the country. However, significant progress had been made in reducing this over the last two years and this had been recognised by the Audit Commission.

The Board was advised that the recently announced cap on Housing Benefit would have a significant impact upon Boroughs such as Haringey as the inner London Boroughs became less affordable. Housing demand in Haringey was likely to rise significantly and the Local Authority and other public services would need to respond to the needs of people moving into the area. In addition this would increase pressure on TA and fuel a demand for low quality, cheaper, privately rented accommodation. Large families may be forced to rent accommodation

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that was too small to properly meet their needs and therefore instances of overcrowding were likely to rise.

It was noted that migration from inner city Boroughs, combined with significant reductions in the amount of funding available to Local Authorities, would create an increased burden on local services at a time when resources were shrinking. Work was being undertaken to map the impact that this would have and how the Council might respond.

Partners from Health noted that local health services would be similarly effected by any significant and previously unforeseen increases in the population of the Borough. Again this came at a time of significant change as Primary Care Trusts (PCTs) were being disbanded.

The Board was advised that the Government may make provision for the transferral of resources from inner to outer London Boroughs may be considered if there was large scale population shift.

The Chair noted that the Council was taking part in a scheme to promote energy efficiency called Community Energy Saving Programme (CESP). If a certain percentage of Housing Associations supplied information to British Gas the Council would received a bonus payment. The Chair encouraged Housing Associations to supply John Mathers, the Council's Fuel Poverty Officer with this information.

All to note

RESOLVED:

That the report be noted.

HSP184. THEME BOARD PRIORITIES 2011/12 RESOURCING AND SUSTAINABLE COMMUNITY STRATEGY REFRESH

The Board received a briefing paper setting out the process to be followed by Theme Boards with respect to priority setting for 2011/12.

It was noted that the Haringey Strategic Partnership Standing Leadership Conference (HSP SLC) had instructed all Theme Boards to confirm their priorities for 2011/12. In order to ensure that the refresh of the Sustainable Community Strategy (SCS) reflected the new priorities the SCS refresh process was being undertaken in tandem with this.

Theme Boards had been required to look at scenarios based on a 25%, 50%, 75% and 100% reductions to the Area Based Grant (ABG) and assess what could be delivered at each point.

The Integrated Housing Board had two projects funded from the ABG and these were based around reducing fuel poverty and regenerating Houses in Multiple Occupation (HMO). Once further information was received regarding the Government's intentions with respect to the future of the ABG the Board would be advised.

The Board was reminded that the Supporting People grant formed part of the ABG and that money from this was also used to fund housing and

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	<p>social care work. Therefore there may be projects that were hit twice by the loss of ABG funding.</p> <p>RESOLVED:</p> <p>That the Briefing Paper be noted.</p>	
HSP185.	<p>HOUSING ALLOCATION POLICY: UPDATE</p> <p>The Board received a verbal update with respect to the new Housing Allocation Policy.</p> <p>It was noted that the consultation process had taken place between 21 June 2010 to 1 October 2010 and as part of this forty-seven events had been held. These included:</p> <ul style="list-style-type: none">➤ Information stalls at Shopping City➤ Meetings with tenants➤ Articles in the local press and 'Moving On' (a magazine circulated to people living in TA) <p>The team had received thirty-one emails and twenty-five phones calls enquiring how the new policy would affect individuals or their family members.</p> <p>The majority of the responses received had been positive with the most frequently raised concern being how existing tenants would be effected. Therefore a communications plan was being constructed to ensure that information regarding changes to the system were expressed as clearly as possible.</p> <p>It was noted that people would be required to register online and concern was raised that this would place people who were not IT literate at a disadvantage. The Board was advised that the vast majority of people would be written to with an offer of housing and as part of this process officers would check that these individuals were registered. In addition all tenants would be issued with a copy of the new registration policy.</p> <p>RESOLVED:</p> <p>That the verbal update be noted.</p>	
HSP186.	<p>BOROUGH INVESTMENT PLAN: UPDATE</p> <p>The Board received a verbal update with respect to the Borough Investment Plan (BIP)</p> <p>It was noted that the Council's Cabinet had now approved the BIP and the Homes and Communities Agency (HCA) were content with it. The next phase of planning had now begun and a four year agreement was currently being mapped in terms of the new housing coming forward.</p>	

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	<p>The possibility of becoming a ‘Devolved Delivery Borough’ was being explored; this would allow the Local Authority a greater degree of flexibility and control over future housing investment.</p> <p>The Board was advised that a further report would be received at the next meeting once the implications of the CSR had been digested.</p> <p>RESOLVED:</p> <p>That the verbal update be noted.</p>	
<p>HSP187.</p>	<p>DRAFT OLDER PEOPLE’S HOUSING STRATEGY 2010-2015</p> <p>The Board received a report that provided an update with respect to the progress of the Older People’s Strategy 2010/15.</p> <p>It was noted that the strategy formed one of a number of supporting sub strategies that sat beneath the overarching Housing Strategy 2009/19. The strategy had been developed in partnership with Third Sector organisations and representatives from the Forum for Older People and three key outcomes had been identified:</p> <ul style="list-style-type: none"> ➤ Enabling Haringey’s older people to live independently for as long as possible ➤ Improving the quality of older people’s housing ➤ Offering real housing choices to meet the needs of today’s and tomorrow’s older people <p>The strategy was now out for consultation for a three month period and would be completed by the end of December. Once this process had been undertaken the strategy would be amended to reflect the information received. It would then go through the relevance governance processes in terms of approval.</p> <p>It was noted that Homes for Haringey had obtained information that would be useful in terms of shaping the strategy via its Door Knocking project and there was agreement that this should be shared.</p> <p>It was also suggested that Faith groups should be consulted as they would provide a useful link to older people from BME groups.</p> <p>In response to concerns raised by a member of the public that Haringey did not respond to the needs of older people who required adaptations to their properties to be made the Board was advised that the Council spent approximately £3M per year on adaptations. If there specific examples that where people had concerns they should contact the Council’s Strategic Housing Team.</p> <p>RESOLVED:</p> <p>That the verbal update be noted.</p>	<p>David Sherrington / Rosie Green</p> <p>Rosie Green / Pamela Pemberton</p>

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HSP188.	<p>ALLOCATIONS, LETTINGS AND HOMELESSNESS: AUDIT COMMISSION RE-INSPECTION FINAL REPORT</p> <p>The Board received a report that provided an overview of the Audit Commission's re-inspection of the Council's Housing Allocations, Lettings and Homelessness services.</p> <p>The Audit Commission's final report had been published on 12 August 2010 and had found that the Council was providing a 'fair' (one star) service with 'excellent prospects for improvement'. The report identified a number of achievements that had been made since the 2007 inspection along with areas where improvement was still required.</p> <p>The report contained four recommendations with respect to areas for improvement:</p> <ul style="list-style-type: none">➤ Access to services and customer focus➤ Allocation of vacant social housing➤ Prevention of homelessness➤ Unit cost benchmarking and value for money <p>The Chair noted that the improvements made to reducing the use of TA put the Council at a two star rating with respect to this area. This underlined the significant improvements that had been made in this area since the previous inspection.</p> <p>RESOLVED:</p> <p>That the report be noted.</p>	
HSP189.	<p>ITEMS FOR FUTURE MEETINGS</p> <p>There was agreement that the following items should be incorporated within the future work programme:</p> <p><u>Makeda Weaver Project – Shian Housing Association</u> <u>Briefing on changes in national housing policy</u> – there was agreement that it would be useful if a report was drafted bringing together all of the changes in national policy.</p> <p><u>Fire safety and compliance issues</u></p> <p><u>Housing Associations and customer access</u> –this would focus on how services would be accessed with the loss of housing offices. It was noted that the Housing Associations Forum provided a good means by which information could be shared and members of the Board were encouraged to attend.</p> <p><u>Supporting People update</u> – to review the situation and the impact of any reduction to the grant.</p> <p>RESOLVED:</p> <p>That the items set out above should be included within the Board's Work Programme.</p>	<p>Nick Powell / Rosie Green</p>

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HSP190.	NEW ITEMS OF URGENT BUSINESS There were no new items of Urgent Business.	
HSP191.	ANY OTHER BUSINESS It was noted that information on the Council's website with respect to the Integrated Housing Board had expired and could no longer be accessed and officers undertook to update this as necessary.	Mary Connolly
HSP192.	DATES OF FUTURE MEETINGS The dates of future meetings, as set out below, were noted: <ul style="list-style-type: none">• 31 January 2011, 6.30pm, Civic Centre, Wood Green, N22 8LE• 5 April 2011, 6.30pm, Civic Centre, Wood Green, N22 8LE	All to note

The meeting closed at 9pm.

COUNCILLOR JOHN BEVAN

Chair