



NOTICE OF MEETING

Scrutiny Review - Registered Housing Providers

MONDAY, 7TH FEBRUARY, 2011 at 18:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Adje, Alexander (Chair), Beacham, Christophides, Schmitz and Watson

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

3. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. Late items will be considered under the agenda item where they appear. New items will be dealt with at item 9 below.

4. MINUTES OF PREVIOUS MEETINGS (PAGES 1 - 46)

To approve minutes of previous meetings held on:

- 30th November 2010
- 12th January 2011

5. HOMES FOR HARINGEY

Jackie Thomas, Director of Housing Management

David Sherrington, Team Leader, Communications & Chief Executive's Office

6. CAMPSBOURNE ESTATE (HORNSEY) PILOT PROJECT

Aaron Peake, Project Officer, Chief Executive Team, Homes for Haringey

7. HOUSING LIAISON STRUCTURES IN OTHER AUTHORITIES

Overview on infrastructure deployed at other local authorities to support liaison between strategic housing services and housing associations.

8. REVIEW UPDATE

To receive a verbal update on the forward plan of work for the review:

- Future evidence to the panel
- Consultation with housing providers Wednesday 2nd March 2011

9. NEW ITEMS OF BUSINESS

Ken Pryor
Deputy Head of Local Democracy and Member
Services
5th Floor, River Park House
225 High Road
Wood Green
London N22 8HQ
Tel: 020 8489 2915
Email: ken.pryor@haringey.gov.uk

Martin Bradford
Principal Scrutiny Officer
7th Floor, River Park House
225 High Road
Wood Green
London N22 8HQ
Tel: 020 8489 6950
Email: martin.bradford@haringey.gov.uk

**Scrutiny Review Registered Housing Providers
Panel Meeting 30th November Draft Minutes**

Present: Cllrs Alexander (Chair), Adje, Beacham & Schmitz

1. Apologies for absence

1.1 Cllrs Christophides & Watson

2. Declarations of interest

2.1 None received.

3. Late items of urgent business

3.1 None received.

4. The scrutiny review process

4.1 An outline of the scrutiny review process was presented and discussed with members of the panel. In particular, the review selection process was highlighted to the panel which described the origins of the review and how the Overview & Scrutiny arrived at this particular scrutiny proposal to look at registered housing providers.

4.2 The presentation highlighted the key stages of the scrutiny review process, these being

- Scoping of review topic
- Completion of review
 - According to objectives set in the scope
 - Final report – review and recommendations
- Conclusions and recommendations approved by Overview & Scrutiny
- Presented to Cabinet (next)
- Cabinet response (6 weeks)
- 12-18 month follow up by Overview & Scrutiny Committee

5. The scope of the review

5.1 A draft of the scoping report for this review was presented to the panel for discussion. A summary of the key points from this presentation and subsequent discussion are highlighted below.

5.2 The panel noted that there were over 28,000 social housing units in Haringey. Although a majority of these (16,000) were managed by the Arms Length Management Organisation (Homes for Haringey) the remainder were managed by as many as 60 different housing providers:

- Only 6 providers managed more than 500 properties
- 47 manage fewer than 100 properties.

- 5.3 As a consequence of a large number of housing providers operating in the borough, the panel heard that this presented a number of issues:
- Neighbourhoods / estates may have multiple landlords
 - Differences in the way housing stock is managed
 - Consistency of services received by local tenants
 - Not always clear which provider is responsible
 - Opportunities to improve the effectiveness of service provision
 - More effective housing management (management arrangements, stock rationalisation)
 - Improved coordination among service providers
 - Opportunities to align priorities and pool resources
- 5.4 The panel heard that in the context of the above, the council's relationship with local housing providers was important because for a number of reasons, these being:
- The central role of housing providers in providing new social housing development within the borough
 - It may provide opportunities to assist those residents most in need in the borough (as social housing tenants)
 - May help to develop common housing standards across providers in the locality
 - May help to facilitate greater partnership work among local housing providers which may help in the provision of more efficient and integrated services for local residents
 - Ensuring that the Council can apply its place shaping role through better communication of council priorities and objectives
- 5.5 The panel discussed the aims and objectives of the review. These were divided in to three overall themes:
- the council's relationship with housing providers,
 - the development of common standards among local housing providers and,
 - facilitating partnership work among local providers to help improve the integration and efficiency and of local services.
- 5.6 There was some concern about the breadth of the scope and whether this was achievable in the planned timeframe for the review. It was noted that the many of the objectives of the review would be achieved through the planned consultation with local housing providers. This event would be planned in late February or early March and would focus on what structures can be put in place to facilitate greater partnership work in the sector.
- 5.7. It was noted that the scope would be distributed to key registered housing providers in the locality for comments and suggestions particularly in relation to the objectives of the review and the most appropriate process through which to consul local providers.

Agreed: The feedback from local housing providers would be presented at the next panel meeting.

- 5.8 The panel noted that they would like to invite the Executive Member for Housing (Cllr Bevan) to attend a future panel meeting. At this stage, the panel did not identify any further informants that should be invited to give evidence, but this would be reassessed as the review progressed.

Agreed: That Cllr Bevan to be invited to a future panel meeting.

6. Date of future meetings.

- 6.1 These were agreed as:
Wednesday 12th January 2011 at 18.30
Monday 7th February 2011 at 18.30
Monday 7th March 2011 at 18.30

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**Scrutiny Review Registered Housing Providers
Panel Meeting 12th January Draft Minutes**

Present: Cllrs Alexander (Chair), Adje, Beacham, Schmitz & Watson

1. Apologies for absence

1.1 Cllr Christophides

2. Declarations of interest

2.1 None received.

3. Late items of urgent business

3.1 None received.

4. Scoping report feedback from housing providers

4.1 The scoping report was distributed to a number of local registered housing providers for comment and suggestions (those that sit on the Integrated Housing Board). A number of officers from Homes for Haringey (the ALMO) were also consulted on the scope of the review. A summary of the main issues feedback to the panel and subsequent discussion is summarised below.

4.2 A consistent response from the consultation was that the emphasis on common standards within the review objectives may deter participation and support from local housing providers. It was suggested that it would be impractical for housing providers, which may have stock with many different authorities, to develop common standards with each local authority in which they have housing stock.

4.3 In addition, the panel noted that the Tenant Services Authority (TSA) have developed a set of national standards which may help to create greater consistency of service among registered housing providers. Furthermore, the process of developing 'local offers' (effective from 1/4/10), which allow for localised agreements between tenants and landlords, may supersede moves to develop common standards among housing providers.

4.4 The panel noted that it would be helpful to record local housing providers concerns about common standards within the review, and for them to identify solutions to problems that stem from areas where there are multiple landlords (e.g. responsibility for services, consistency in services).

4.5 A second issue to emerge from the consultation with housing providers on the scope concerned the timeframe for the review. It was noted that there had been many new housing and related welfare policy announcements which may impact on issues related to this review. Housing providers noted that it would be important to allow sufficient time within the review to reflect on these

proposals and allow the council and local providers to consider responses and appropriate actions (and subsequently captured within the review).

- 4.6 The panel noted that the TSA were actively encouraging housing providers to look at ways to encourage greater consistency in housing management and where practicable, rationalisation of service provision. The panel heard that rationalisation among providers has already taken place with some high profile mergers already completed (i.e. Family Mosaic). It was anticipated that further stock swaps and other rationalisation processes would continue.
- 4.7 The panel were keen to understand what impact public funding cuts would have on the strategic housing service and its work with registered housing providers. It was noted that a paper on prospective service changes was due to go before Cabinet later in January. The implications of this would be assessed. In the same context, the panel agreed that it would be mindful of the cost implications of any recommendations that result from the review.

Agreed: that the financial implications of recommendations would be fully appraised prior to final agreement and would accordingly be prioritised in the final report.

5. Strategic Housing Service

- 5.1 Representatives from the housing service presented a paper to the panel on liaison and partnership work with local registered housing providers. The following is a summary of the main points from this presentation and subsequent panel discussion.
- 5.2 It was noted that the strategic housing service and local housing providers had common aspirations which necessitated close working within the sector. A number of examples were cited which included the council consulting housing providers in the development of the Haringey Housing Strategy (2009-2019). The council and local housing providers also worked closely together to secure new social housing development in the borough as well as tackling homelessness. For much of this work, housing providers were noted to be key delivery partners for priorities set by the council.
- 5.3 The council has developed an infrastructure to support communication and partnership work with housing providers, this included:
- An annual conference hosted by the Council for local housing providers on a topical theme or local priority
 - The establishment of an Integrated Housing Board (5 registered housing providers are members) which oversees housing aspects of the Community Strategy
 - A number of forums to facilitate partnership work in the sector which include:
 - Developers forum - issues of housing supply
 - Letting forum – issues of allocations and lettings

5.4 The strategic housing service has also developed a partnership agreement with local housing providers. Although the agreement is voluntary and not legally binding, it sets out a framework for liaison with the council and for partnership working among local housing providers. Key elements of the Partnership Agreement include a commitment to support the delivery of council strategies, roles and expectations for key areas of local housing service provision (i.e. nomination and lettings, management and repairs & development and marketing) and cooperative and consistent approaches to other community priorities such as tackling anti social behaviour (ASB) and domestic violence and ensuring appropriate safeguarding of children and vulnerable adults.

Agreed: that the partnership agreement is circulated to the panel.

5.5 The panel noted that although housing providers are publicly funded, each has a separate constitution and managed by an independent board. In this context, although the TSA is responsible for the overall regulation of housing providers, local authorities do not have any powers to enforce any conditions. All partnership work and joint enterprise between the local authority and housing providers is therefore undertaken on a voluntary basis. This being said, it was noted that there was a very positive relationship with between the council and local housing providers.

5.6 The panel were keen to further understand what leverage the council may have in working with housing providers. It was recorded that point of maximum leverage would centre at the point at which new development is agreed. It was noted however, that housing providers were social businesses in which profits were reinvested in to social housing.

5.7. The strategic service was asked to identify a number of priorities which it would be helpful for the review to focus on during its investigation. Two areas were identified:

- In the context of declining public funding, there will be an emphasis on working with housing providers more effectively and efficiently and to maximise what resources are available. It was therefore noted that it would be helpful for the review to identify ways in which priorities of housing providers may be aligned and how resources could be pooled for more effective and efficient service provision.
- Given that there are a number of housing providers it is inevitable that there are variations in the way stock is managed locally, that is, local people may experience different levels of service from individual housing providers. The housing team is already involved in helping to resolve local issues where these cannot be resolved with individual housing providers and many of these centre around issues to do with multi-landlord estates. In this context it would be helpful for the review to identify the nature and scope of local offers to tenants and housing providers responses to these locally identified standards.

- 5.8 The housing service was also asked to identify any 'stumbling blocks' in seeking to improve partnership work among local housing providers. It was noted that the large number of housing providers that have stock in the borough clearly present a number of issues for communication and engagement. But the numbers of providers also presented ongoing opportunities too; housing providers change over time and there are peaks and troughs of engagement across the sector, some are good at securing development whilst others are good at tenancy management or dealing with ASB. The point being, that the variety of housing associations in the borough provides a rich seam of partnership opportunities for the strategic housing service and possible interventions to improve social housing in the borough.
- 5.9 It was noted that most complaints that the strategic housing service receive about housing providers are around upkeep and maintenance of estates. In particular, the maintenance and general cleanliness of common areas and issues relating to ASB on those estates were noted as areas of concern. It was recorded that housing providers find ASB issues quite difficult to resolve, especially as there is a need to develop an evidence base before a housing association can act upon the problem. Similarly, as some housing providers may have a small number of units in Haringey, they may not be aware of problems or officers may be based outside the borough
- 5.10 The panel noted from their own casework that there were problems in dealing with ASB of tenants in some housing associations, particularly as these may be in single isolated units or where offices or officers are external to the borough (and have little knowledge of local issues). Similarly, there were also issues with ASB and the tenants of hostels which are operated by registered social landlords. It was not clear how involved housing providers were in the work of local Safer Neighbourhood Teams and if there was an established process through which to relay concerns.

Agreed: Consult with community safety to ascertain how housing providers can be consulted / involved further in the work of local SNTs (with a view for future recommendation within the review).

- 5.11 The panel heard that some of the larger housing providers had already embarked upon stock rationalisation processes (stock swaps and stock sales). In a discussion about what role the council could play in facilitating such rationalisation processes, it was noted that the council clearly cannot dictate such processes; however it could map stock and providers in the borough which may help to facilitate dialogue between providers.
- 5.12 The council was noted to have a very proactive role in this field in that it has a regular dialogue with many local housing providers. Conversely, the dialogue between local housing providers may not be as consistent or developed. In this context, it was suggested that the council may be able to play a brokerage role in helping to put housing association in touch with each other to improve coordination and integration of local housing provision.

Agreed: that the panel explore further the potential of the strategic housing service developing a brokerage role among local housing providers.

6. Future evidence to the panel.

- 6.1 A number of future attendances at the review panel were confirmed including Homes for Haringey, National Housing Federation and the report from a pilot project from the Campsbourne Estate (Hornsey).
- 6.2 It was noted that a number of consultations were planned for the review including a i) dedicated event for local housing providers ii) attendance at a tenant meeting at a multi-landlord estate. Dates and times would be agreed with the panel.

Agreed: the date and time for the planned consultation event with housing providers to be re-circulated to panel members.

**January 19th 2011
Cllr Alexander
Chair of Panel**

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Haringey Council

Partnership Agreement For Housing Associations

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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 Strategy¹
- Council Plan²
- Wellbeing Strategic Framework³
- Safer for all (Community Safety Partnership Strategy)⁴
- Homelessness Strategy⁵
- Regeneration Strategy⁶
- Greenest Borough Strategy⁷
- Housing Strategy⁸
- Supporting People Strategy⁹

- 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'¹⁰

3. Roles and expectations

- 3.1 The Council will ensure that partners are appropriately involved at all key stages of strategy development and implementation
- 3.2 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
- 3.3 HAs agree as stakeholders in Haringey to provide consultation comments on Council Strategies and significant documents when invited to do so
- 3.4 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
- 3.5 The Council will facilitate partnership meetings, disseminate information and seek to improve relations with strategic bodies
- 3.6 HAs agree to provide information about their activities in the borough on request (e.g. updated property lists by location and lettings information)
- 3.7 HAs should actively promote:
 - the use of Council services
 - Social cohesion
 - Steps to reduce or deter crime
- 3.8 The Council is committed to improving access to services for all groups in Haringey and as such we value the work of the community based housing associations engaging in specialist and culturally sensitive services to support the diverse communities in Haringey. The Council will work proactively with these organisations and other Housing Associations in line with the Council's Equal Opportunities Policy 2008

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...
- 5.2 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
- 5.3 Provide intervention services including early mediation to resolve disputes
- 5.4 Ensure that RSL staff are available as witnesses to support enforcement activity through the courts
- 5.5 Sign the Council/Partnership information sharing protocol (ISP)¹¹
- 5.6 Sign up to and implement the Government's Respect Standard¹²
- 5.7 Have in place an ASB Policy, as required by the Home Office, this should be published on the HAs website
- 5.8 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
- 5.9 Be active members and regularly attend the quarterly Anti-Social Behaviour Partnership Board and the Anti-Social Behaviour HA liaison meetings
- 5.10 Participate in Council sponsored problem solving and intervention strategies
- 5.11 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

Partnership Agreement For Housing Associations

Part II - Nomination & Lettings

7. Introduction

- 7.1 This section 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 50% 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. Please see appendix I for a copy of Haringey's Nomination Form
- 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
- 11.1.9 Housing specifically designated for older people will be subject to appropriate restrictions and divergence from the normal nomination procedures to ensure that properties are only offered to the identified age group

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

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 Standards¹³ 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 premises¹⁴. 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"¹⁵)

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 where it is practicable to do so

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 IV

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 CO₂ emissions coming from this sector, representing around 6-7% of total emissions in the borough. It is therefore vital that there is engagement of 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 2009-19¹⁶

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

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 Panelⁱ 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 IV 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 userⁱⁱ. 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**

ⁱ 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.

ⁱⁱ 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 standards¹⁷ 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
- 29.1.3 For further information please contact Laura Cooper, Senior Marketing Communications Officer on 020-8489-2993, or email laura.cooper@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 page¹⁸ 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

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 website¹⁹, from the HCA website²⁰ and from the Haringey Council website²¹

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

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 Procedures²² 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 2004²³ 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)²⁴ 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

Partnership Agreement For Housing Associations

Part VII – Appendices

APPENDIX I



Haringey Council

HARINGEY NOMINATION FORM

RSL: Attention of:

Property (type & size) _____

1 st /2 nd /3rd/ 4 th /5 th Nominee: (Delete as appropriate)	Shortlist number	Application Number
----------------------------------------------------------------------------------------------------------------	------------------	--------------------

Flag: Y/N
Flag Contact Details (see Support Contacts) _____

Nominee _____

Current Address _____

Postcode: _____ Tel No: _____ Email: _____

Household Details:

	Surname	First Name	D.O.B	Gender	Relationship to Applicant	Joint Application?	Income source CORE Q10	Nat Ins No.
1								
2								
3								
4								
5								
6								
7								

Pregnant EDC

Ethnic Origin of Applicant (CORE Q5)

White British	White Irish	White Other	
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Mixed White & Black Caribbean		Mixed White & Black African		Mixed White & Asian		Mixed Other	
Asian or Asian British - Indian		Asian or Asian British - Pakistani		Asian or Asian British - Bangladeshi		Asian or Asian British - Other	
Black or Black British - Caribbean		Black or Black British - African		Black or Black British - Other			
Chinese or Other ethnic group - Chinese		Chinese or Other ethnic group - Other		Gypsy/Romany /Irish Traveller			
Refused							

Housing Access Route (CORE 15/17)

Statutorily Homeless and owed a main homelessness duty		Statutorily Homeless but not owed a main homelessness duty		Other Homeless: Please specify	
Relocated via a recognised mobility scheme		Other LA Nom			

Risk Assessment (Levels - no risk, low, medium or high) see matrix for guidance

Risk	Level	Detail
Risk to other individuals		
Risk to Applicant		
Risk to Organisations		

Risk to other individuals - Risk to staff, contractors, neighbours, other household member and the community from violent or dangerous applicant/member of applicant household if incomplete or inadequate information provided to ensure appropriate support provided.

Risk to applicant - Risk to applicant/ household member of unfair treatment because of inadequate information, or self harm or abuse because of inadequate or inappropriate support provided.

Risk to organisations - Risk to organisation of cost of tenancy failure, arrears, damage to property, higher void rates, dealing with anti social behaviour; risk to reputation through poor publicity, if incomplete or inadequate information provided to ensure appropriate support provide.

Support Needs

Communication Needs	
Medical Assessment / Needs Of Applicant	
Date Carried Out	
Vulnerability of any household member	
Tenancy Sustainment (Floating Support needs)	
Statutory Care (Mental Health, Social Services – Care Package)	
Contact Details of Support Provider	

Nominating Agency:.....

Nominating Officer:.....

Date:

Contact Details:

Accepted (Y/N) Rejected (Y/N) Refused Offer (Y/N).....

If accepted – Tenancy Start Date

If rejected application – Reason Why

If refused offer – Reason Why

Once completed please return to:

Glossary of terms and guidance for completion

Property Type and size – House /Flat / Maisonette/Bungalow – Number of bedrooms and number of bed spaces.

1st / 2nd / 3rd etc nominee – please give priority order of shortlist with 1st being the highest and 5th the lowest – subject to each Local Authority policy.

Flag? – Where there are particular aspects of the applicant and household- such as information about risk, vulnerability, support and tenancy sustainment needs, that are required for a successful allocation to be made, the need to access further information is flagged. The contact details of whom further information can be obtained from should be included.

CORE – Throughout the form there is a reference to CORE in each of these parts the information will relate to the relevant question contained within the standard CORE return.

Risk Assessment – You are asked to complete a risk assessment under three categories – these should be rated either no risk or low, medium or high, if no information is available please state not known.

Attached to this guidance note is a matrix which will assist you in making the rating. The matrix takes into account the severity of the risk against the likelihood of occurrence. For example

- Risk to other individuals - if an applicant committed a violent crime a number of years ago but there has been a problem with the health of that applicant and no further incident has occurred, the severity might be severe but the likelihood unlikely giving a risk assessment of medium.
- Risk to applicant – If failure to provide information or take account of support need could result in self harm the severity is high however if that applicant has been receiving regular support and has made no attempt at self harm for a year you may consider it is still possible and so the risk remains high. Additionally if an applicant is blind and therefore needs to be advised of an offer via telephone rather than in writing and you are unclear of the availability of someone to read correspondence again the risk to the individual of unfair treatment is high.
- Risk to business – If an applicant has had previous problems with rent arrears and were evicted 5 years ago, however since that time they have maintained the housing charges in temporary accommodation the severity may be high but the likelihood of occurrence unlikely and therefore risk is medium.

Support Needs

- *Communication* – can include hearing, sight, cognitive difficulties or language barriers
- *Medical Assessment* – please include any assessment information such as ground floor, up to 4th floor lifted etc.
- *Vulnerability of any household member e.g.*

Physical ill Health/impairment	Frail elderly	Homeless family
Care leaver	Single homeless	Substance misuse
At risk of domestic violence	Gambling problem	Violent to others
Mental health problem	Challenging behaviour	Danger to children
Arson	Committed Sexual assault or exposure	Learning Difficulties
MAPPA case	Risk of Self harm	Leaving or recently left institution
Offenders at risk	Sex Worker	Evicted for rent arrears
Rough Sleeper	Traveller	Other (give details)
Evicted for nuisance/ASB	Vulnerable young person	

- *Tenancy sustainment – type of support required*

Benefits	Budgeting	Debt counselling
Rent arrears	Advice on utilities	Advice on tenancy

		conditions
Life skills training	Access to more supported housing	Employment support or training
Access to meaningful daytime activity	Furniture or grant	Assistance with immigration status
Visiting support	On site support (office hours)	Little or no support required
Other give details		

- *Statutory Care*

Care Management by social services	Drug Intervention Programme	ASBO
Statutorily homeless	Care Programming Approach (Mental Health Team)	Parenting order
Eligible for RSI	Multi-agency Public protection Arrangements (MAPPA)	Other (details)
Enhanced CPA	Probation or Youth Offending order	

RISK RATING TABLE			
LIKELIHOOD OF OCCURRENCE	SEVERITY		
	1 NEGLIGIBLE	2 MODERATE	3 SEVERE
1 UNLIKELY	LOW	LOW	MEDIUM
2 POSSIBLE	LOW	MEDIUM	HIGH
3 VERY LIKELY	MEDIUM	HIGH	HIGH

APPENDIX II

Member Contacts (correct at January 2010)

Position	Name	Party	Number	Locationⁱⁱⁱ
Cabinet				
Leader of the Council	Cllr Claire Kober	Labour	020 8365 2119	RPH – 5 th floor
Dep. Leader of the Council, Cabinet Memb. for Children & Young People	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 th floor
Cabinet Member for Housing	Cllr John Bevan	Labour	07967 336448	RPH – 5 th floor
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 th floor
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 th floor
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 th floor
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 th floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 th floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 th floor
Cabinet Member for Resources	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 th floor
Alexandra				
	Cllr David Beacham	Liberal Democrats	07748 015286	RPH – 5 th floor
	Cllr Susan Oatway	Liberal Democrats	020 8374 4660	RPH – 5 th floor
	Cllr Nigel Scott	Liberal Democrats	07794 218556	RPH – 5 th floor
Bounds Green				
Cabinet Member for Regeneration & Enterprise	Cllr Matt Cooke	Labour	07814 238115	RPH – 5 th floor
	Cllr Ali Demirci	Labour	07967 310412	RPH – 5 th floor
	Cllr John Oakes	Liberal Democrats	07973 223150	RPH – 5 th floor
Bruce Grove				
	Cllr Ray Dodds	Labour	07967 336443	RPH – 5 th floor
Cabinet Member Adult Social Care & Wellbeing	Cllr Dilek Dogus	Labour	07852 146446	RPH – 5 th floor
	Cllr Emma Jones	Labour	020 8885 2532	RPH – 5 th floor
Crouch End				
	Cllr Ron Aitken	Liberal Democrats	020 8374 2682	RPH – 5 th floor
	Cllr Lyn Weber	Liberal Democrats	07814 238100	RPH – 5 th floor
	Cllr David Winskill	Liberal Democrats	020 8374 5650	RPH – 5 th floor

ⁱⁱⁱ 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.

Fortis Green				
	Cllr Sara Beynon	Liberal Democrats	07967 336173	RPH – 5 th floor
	Cllr Matt Davies	Liberal Democrats	07976 457453	RPH – 5 th floor
	Cllr Martin Newton	Liberal Democrats	020 8489 4005	RPH – 5 th floor
Harringay				
	Cllr Gina Adamou	Labour		RPH – 5 th floor
	Cllr Karen Alexander	Liberal Democrats	07875 490055	RPH – 5 th floor
	Cllr Carolyn Baker	Liberal Democrats	07890 758659	RPH – 5 th floor
Highgate				
	Cllr Rachel Allison	Liberal Democrats	07794 218591	RPH – 5 th floor
	Cllr Bob Hare	Liberal Democrats	07870 157703	RPH – 5 th floor
	Cllr Neil Williams	Liberal Democrats	020 8347 5225	RPH – 5 th floor
Hornsey				
Leader of the Liberal Democrat Group	Cllr Robert Gorrie	Liberal Democrats	020 8348 2119	RPH – 5 th floor
	Cllr Errol Reid	Liberal Democrats	07866 775731	RPH – 5 th floor
	Cllr Monica Whyte	Liberal Democrats	020 8888 3433	RPH – 5 th floor
Muswell Hill				
	Cllr Jonathan Bloch	Liberal Democrats	07785 550043	RPH – 5 th floor
	Cllr Gail Engert	Liberal Democrats	020 8489 4005	RPH – 5 th floor
	Cllr Sheila Rainger	Liberal Democrats	07974 203679	RPH – 5 th floor
Noel Park				
	Cllr Alan Dobbie	Labour	020 8888 8076	RPH – 5 th floor
	Cllr Catherine Harris	Labour	020 8341 6755 07976 457429	RPH – 5 th floor
	Cllr Fiyaz Mughal	Liberal Democrats	07939 609481	RPH – 5 th floor
Northumberland Park				
Cabinet Member for Community Cohesion & Involvement	Cllr Kaushika Amin	Labour	020 8808 0196	RPH – 5 th floor
Cabinet Member for Housing	Cllr John Bevan	Labour	2774 07967 336448	RPH – 5 th floor
	Cllr Sheila Peacock	Labour	020 8808 9160	RPH – 5 th floor
Seven Sisters				
Cabinet Member for Leisure, Culture & Lifelong Learning	Cllr Dhiren Basu	Labour	020 8802 2676	RPH – 5 th floor
	Cllr Joe Goldberg	Labour	07794 218566	RPH – 5 th floor
Leader of the Council	Cllr Claire Kober	Labour	2964	RPH – 5 th floor
St Ann's				
Cabinet Member for Safer Communities & Enforcement	Cllr Nilgun Canver	Labour	020 8352 2426	RPH – 5 th floor
Cabinet Member for Environment & Conservation	Cllr Brian Haley	Labour	020 8340 3260	RPH – 5 th floor
Cabinet Member for Resources	Cllr Bob Harris	Labour	020 8374 6709	RPH – 5 th floor
Stroud Green				
	Cllr Ed Butcher	Liberal Democrats	07814 238150	RPH – 5 th floor
	Cllr Laura Edge	Liberal Democrats	07967 336171	RPH – 5 th floor
Dep. Leader Liberal Democrat Group	Cllr Richard Wilson	Liberal Democrats	020 8341 7052	RPH – 5 th floor
Tottenham Green				
	Cllr Isidoros Diakides	Labour	020 8340 8477	RPH – 5 th floor
	Cllr Harry Lister	Labour	020 8808 5612	RPH – 5 th floor
Mayor	Cllr Bernice Vanier	Labour	07817 954961	RPH – 5 th floor
Tottenham Hale				
Dep. Leader of the Council, Cabinet	Cllr Lorna Reith	Labour	020 8376 2310	RPH – 5 th floor

Member. for Children & Young People				
	Cllr Alan Stanton	Labour	020 8376 4223	RPH – 5 th floor
	Cllr Sheik G L Thompson	Labour	020 8493 8695	RPH – 5 th floor
West Green				
	Cllr Eddie Griffith	Labour	07870 157701	RPH – 5 th floor
	Cllr Gmmh Rahman Khan	Labour	020 8374 1630 (9am-6pm)	RPH – 5 th floor
	Cllr Toni Mallet	Labour		RPH – 5 th floor
White Hart Lane				
	Cllr Charles Adje	Labour	020 8809 4070	RPH – 5 th floor
Chair of Overview & Scrutiny Committee	Cllr Gideon Bull	Labour	020 8352 1261 07792 437268	RPH – 5 th floor
	Cllr Liz Santry	Labour	07792 437544	RPH – 5 th floor
Woodside				
	Cllr Pat Egan	Labour	020 8888 9828	RPH – 5 th floor
	Cllr George Meehan	Labour	020 8489 2964	RPH – 5 th floor
	Cllr Jayanti Patel	Labour	020 8888 7999	RPH – 5 th floor

APPENDIX III

Council Contacts (correct at January 2010)

Position	Name	Number (020-8489+)	Location ^{iv}
Chief Executive	Kevin Crompton (PA – Jan McNicholas)	2648 (2649)	RPH – 5 th floor
Director of Urban Environment	Niall Bolger (PA – Tracey O'Mahony)	4523 (4537)	RPH – 2 nd floor
Strategic and Community Housing			
Assistant Director for Strategic and Community Housing	Phil Harris (PA – Pat McDonnell)	4338 (4397)	APEX – 3 rd floor
Head of Housing Strategy, Development and Partnerships	Nick Powell (PA-Jamie Daniel)	4774 (4717)	APEX – 3 rd floor
Head of Housing Support and Options	Denise Gandy (PA – Jillian Olliver)	4404 (4372)	APEX – 2 nd Floor
Head of Housing Needs and Lettings	Zulfiqar Mulak (PA – Jillian Olliver)	4890 (4372)	APEX – 3 rd floor
Head of Housing Finance	Hatice Husnu	4212	APEX – 3 rd 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 rd floor
Enabling Manager	Nic Grayston	4754	APEX – 3 rd floor
Housing Strategy & Partnerships Manager	Rosie Green	4526	APEX – 3 rd floor
Housing Assessments & Lettings Manager	Beverley Faulkner	4362	APEX – 3 rd floor
Housing Advice & Options	Jennifer Gould	4210	APEX – 3 rd floor

^{iv} 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.

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

APPENDIX IV

Useful Contacts (correct at January 2010)

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

APPENDIX V

Housing Association Partner Contacts (to be added)

RSL Name	Name	Position	Number	Email address

APPENDIX VI

References

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- ¹ Sustainable Community Strategy 2007-2016
http://www.haringey.gov.uk/index/council/hsp/partnership_strategies_and_plans/sustainable-community-strategy.htm
- ² Council Plan 2009-10 http://www.haringey.gov.uk/index/council/performance_and_finance/councilplan.htm
- ³ Wellbeing Strategic Framework http://www.haringey.gov.uk/index/social_care_and_health/health/well-being_framework.htm
- ⁴ Safer For All Strategy 2008-11
http://www.haringey.gov.uk/index/community_and_leisure/crime_reduction.htm#safer
- ⁵ Homelessness Strategy 2008-11
http://www.haringey.gov.uk/index/housing_and_planning/housing/housingstrategy/homelessness.htm
- ⁶ Regeneration Strategy <http://www.haringey.gov.uk/index/business/economicregeneration/regeneration-strategy.htm>
- ⁷ Greenest Borough Strategy 2008-18 http://www.haringey.gov.uk/index/environment_and_transport/going-green/greenest-borough.htm
- ⁸ Housing Strategy 2009-19 http://www.haringey.gov.uk/index/housing_and_planning/housing/housingstrategy.htm
- ⁹ Supporting People Strategy 2005-10 http://www.haringey.gov.uk/index/social_care_and_health/services-for-all/supporting_people1/spstrategy.htm
- ¹⁰ Tackling Homelessness G15 'Offer to London'
http://www.g15.org.uk/pdf/g15_homelessness_offer_full_report.pdf
- ¹¹ Information Sharing Protocol
http://www.haringey.gov.uk/index/community_and_leisure/crime_reduction/information_sharing_protocol.htm
- ¹² Respect Standard Sign-up page <http://www.communities.gov.uk/housing/respectsignup> Respect Standard Homepage <http://www.asb.homeoffice.gov.uk/>
- ¹³ A new regulatory framework for social housing in England – Tenants Services Authority
<http://www.tenantservicesauthority.org/server/show/ConWebDoc.19730>
- ¹⁴ Section 5 Housing Act 2004 http://www.opsi.gov.uk/acts/acts2004/ukpga_20040034_en_4#pt1-ch5
- ¹⁵ Putting Things Right
http://www.tenantservicesauthority.org/upload/pdf/Putting_things_right_20090106111709.pdf
- ¹⁶ Affordable Warmth Strategy 2009-19
http://www.haringey.gov.uk/index/housing_and_planning/housing/housingadvice/homeheatloss/affordablewarmthstrategy.htm
- ¹⁷ Building For Life <http://www.buildingforlife.org/>
- ¹⁸ Home Connections page
<http://www.homeconnections.org.uk/Haringey/CFEHome.jsp?partnerName=Haringey&websiteformat=graphic&colorSchemeText=1>
- ¹⁹ Housing Options <http://www.housingoptions.co.uk/ho2/>
- ²⁰ Homes & Communities Agency <http://www.homesandcommunities.co.uk/>

²¹ Haringey Council <http://www.haringey.gov.uk>

²² London Child Protection Procedures <http://www.londonscb.gov.uk/procedures/>

²³ Children Act 2004 (s.11) http://www.opsi.gov.uk/acts/acts2004/ukpga_20040031_en_3#pt2-pb1-l1g11

²⁴ Haringey LSCB <http://www.haringeylscb.org/index.htm>

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