



Heygate's Weekly Highlight report

Date: 11th December 2007

Number of Residents Remaining

584 Secure Tenants
284 Non Secure Tenants
107 Leaseholders

Period: w/c Summary position

Author(s): Heygate Project Office

1 - Status Update (Narrative summary of current position)

WORKSTREAM	R/A/G*	Status	Action / Decision
CASE MANAGEMENT	G	Case Management Team now settled in the new accommodation. Residual H&S modifications due to be completed before Christmas. Team now fully engaging with residents. Further work has been done on finalising the customer support packages	
ESTATE MANAGEMENT	G	The Estate Management Team has identified the staff that will form the team. Whilst police recruitment is pending measures are in process to use existing Walworth safer neighbourhood team on the estate in the interim. Premises for collocation and will be available from Jan 08. A joint mobilisation event is planned for 29/1/08. Series of meetings are being scheduled to agree protocols for joint working and data management and an operating manual will be developed	
LEGAL	G	Legal have agreed to recruit a permanent member of staff to join the Heygate team. In the mean time, Debbie Gooch continues co-ordinating any legal advice needed for the team.	
COMM'S	G	The external launch of the project took place on Friday 30 th November 2007. The event was extremely well received with 100+ residents attending. Plans for a bidding support event are being worked up with the support of TA.	
PROJECT OFFICE	G	Project Office controls have been established and are being applied. Guidance is also available. Specification for Data Management has been finalised and IS team have created additional information fields in the iworld database. IS expects to provide initial reports by Christmas.	

2 – Progress dashboard (Graphical summary of position as of 01st Nov. 2007¹)

KPI	Last week	This week	% of phase 1	Comments relating to this week's figures
Number of PHASE 1 households registered	169	169	86%	Kingshill – 104; Swanbourne – 58; Wansey Street – 7; 26 have not registered with home-search yet.
Number of households re-housed	58	61	31%	34 re-housed by council; 24 by RSL; 2 found own accommodation and 1 applicant deceased.

¹ Please note that these figures DO NOT include leaseholders and those on temporary accommodation.

LBS Restricted

Number of households who have NEVER bid	55	52	27%	Case management team has started contacting them to find out reasons for not bidding.
Number of households with active offers/nominations	16	20		7 nominated to HA/TMO; 2 offered council housing and 5 are pending a decision.
Number of households with 1 or more bids in the last six weeks	24	21		4 made 3 bids; 7 made 2 bids and 10 made 1 bid.
Total No. of properties available for bidding	34	47		11 of these properties attracted 15 bids from Heygate applicants. 4 of these households were first in queue position and 3 in second.
Offers / nominations	7	5		5 offers made for council housing and 0 nomination to RSL
Offers / nominations accepted	3	0		
Offers / nominations refused	4	1		1 household refused a nomination to council housing and 0 to RSL
Number of household in Temporary Accommodation	82			Kingshill – 50; Swanbourne – 29; Wansey Street – 3; There are 285 households in TA across the Heygate.

3 – Significant issues (see attached issues log for more details)

Description	Due Date	Issue Owner	RAG status	Mitigating actions
The process for acquiring a CPOs and possession proceeding needs to be finalised	28-Nov-07	Debbie Gooch	R	The process cannot be initiated before planning permission has been obtained.
Home loss payments are currently paid in arrear which prevents tenants using the money to finance their move and this is causing hardship for some tenants .	13-Dec-07	Ola Agbaimoni	R	To be discussed at Executive members briefing on 13 th Dec.
Pests have become very problematic within garages as baiting has not been undertaken for some time	12-Dec-07	Robert Taylor	R	Proposed dates for pest control programme obtained: Marston garages - 4/12/07, Ashenden garages : 5/12/07, Claydon garages : 6/12/07, Kingshill garages: 11/12/07, Swanbourne garages: 12/12/07.

4 – Top risks (see attached risk register for more details)

Description	Risk owner	Prob.	Impact	Risk Rating	Mitigating actions
Residents do not actively engage with the re-housing process and do not bid which prevents them moving within the phasing	Ola Agbaimoni	3	4	16	The case management team will aim to develop strong relationships with the residents. They are systematically contacting all non-bidders to establish why they are not engaged.
There is a risk that CPO inquiry may not be successful or process is delayed due to procedural issues causing delay to acquiring vacant possession of blocks.	Patrick McGreal	4	4	16	Further legal advice is required on CPO process.

5 – Key activities completed in this reporting period

- Details of the Estate management team agreed
- Further progress on resolving most of the accommodation issues for case management team
- Continued the development of the case team operating manual, workshops planned for later this week
- Hosted successful launch event on the estate
- Plans underway for engaging with Heygate residents
- Project plan, risk log and issues log updated
- Allocated phases 2 ,3 and 4 case loads to case management team
- Sent invitation to leaseholders re information event in Jan
- Commence print production of leaseholder information
- Presentation of project to Housing litigation Team
- Continue contacting non bidding residents to understand why they are not bidding and encourage more bidding activity
- Established presence on Source and Website

6 – Key activities for next period

- Commence production of the documentation for agreed protocols with Community Housing Services and Estate management
- Undertake H&S work for new accommodation
- Finalise developing the case team operating manual
- Ensure the drop-in service at Heygate is fully working
- Establish data sharing protocols with other service
- Update risk log at monthly risk workshop
- Meet with the service lead in Estate Management team to agree protocol for system driven coordination for the interface between the estate management Team and project office
- Respond to complaint raised by resident regarding process
- Continue managing non-bidders
- Finalise format for Leaseholder information packs and send to print
- Work with Estate management team to arrange joint mobilisation event

7 – Progress against work plan (see attached project plan)

Updated at the beginning of each month and available from Project office.

***Key:**



Significant issues have arisen and urgent, corrective action is required immediately.



Warning. Significant issues are emerging which will require corrective action in the near future.



No issues. Progressing according to plan.