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## SMOKING BAN COMES INTO FORCE

**As you will probably be aware, from the 1 July it became against the law to smoke in virtually all enclosed public places and workplaces. The law applies to anything that can be smoked. This includes cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.**

The new law applies to all of IDS' enclosed public areas and includes communal stairs, lifts, community halls, laundries entrance halls, landings and work places.

Failure to comply with the new law is a criminal offence and offenders can be issued with a fixed penalty notice for £30 by Council Enforcement Officers.

If the penalty is not paid within 15 days the fine is increased to £50 and if it is still not paid after 29 days the offenders can be taken to court and fined up to £200.

Any tenant who persistently smokes within IDS' enclosed communal areas will be committing anti social behaviour, and will be deemed to be in breach of their tenancy agreement and could lose their home if they continue to break the law. They may also be reported to the Council Enforcement Team.

It is not against the law to smoke within your own flat. However, staff and contractors are entitled to refuse to carry out repairs within your flat if you are smoking. They will ask you not to smoke while they are visiting your property.

No smoking signs have been placed at all entrances to IDS buildings. Tenants are responsible for informing all family members and visitors of the smoking ban and will be responsible for any breaches by family members or their visitors.

IDS, as a responsible landlord, is required to assist the government to enforce the law and we look forward to your co-operation and assistance in this matter.



## GO-GO-GO-GOOD NEIGHBOUR AGREEMENTS!

**IDS is working with the tenants associations to help improve tenants and estate lives. We are hoping with the introduction of Good Neighbourhood Agreements IDS and tenants can work alongside one another to ensure we have happy, safe, strong and respectful communities.**



Richard Hawkins, Director of Housing, signing up to the Respect Agenda at a meeting in Tower Hamlets. The Respect Agenda is a set of government standards that organisations commit to work to in relation to anti social behaviour.

So what are Good Neighbour Agreements? Good Neighbour Agreements are written agreements between landlords and their tenants.

### THEY AIM TO

- give a clear indication that there is a commitment from the landlord and other agencies to tackling anti-social behaviour
- seek to engage local residents and to encourage them to share responsibility for tackling nuisance behaviour and promoting positive behaviour

The agreements are used in conjunction with a range of other enforcement and preventative measures to address anti-social behaviour Good Neighbour Agreements can be used to cover very small areas, e.g. particular streets or small estates, larger estates or the whole

of a landlord's stock. IDS is working with the estate tenant associations to devise agreements to best suit the needs of IDS tenants and their estates.

Good Neighbour Agreements can be used to address local issues that concern residents such as abandoned vehicles, dumping of rubbish and playing football on the road, and to explain the actions that might be taken by IDS in response.

IDS wants the Good Neighbour Agreements to reflect the view that most people want to enjoy a decent and peaceful environment and do not behave in an antisocial way. We will be consulting all tenants in the process to ensure such agreements set out the types of positive behaviour that all residents should aspire to.

# WELFARE SERVICES RESTRUCTURING

**We recently carried out a Best Value review of our welfare services. As part of the review we consulted with residents, who had used the service over the last year, and asked them whether they were satisfied with the service and how they thought the service could be improved.**

The results indicated that there was a high satisfaction rate but that the service was not well publicised and it was sometimes difficult to contact one of the Housing Welfare Managers.

Elderly residents within sheltered schemes also requested assistance with minor repairs and DIY jobs that were their own responsibility as they were unable to carry them out themselves and often had no family to help.

Following the review it was decided to restructure the service. From the beginning of August Annette Henry and Robert Davenport's roles as Housing Welfare Managers will change.

Annette will become our Supported Housing Manager. She will be responsible for managing our sheltered housing schemes and deal with local authorities concerning Supporting People funding.



Annette Henry, Supported Housing Manager

Robert Davenport will become our Housing Welfare & Support Officer. He will be responsible for providing welfare advice and assistance for residents living on our estates and general housing schemes. He will provide training for staff so that they are also able to assist you with welfare advice.

As a direct response to the request for assistance with minor repairs, Michael McFarlane, Welfare Decorator, will now carry out minor works within sheltered schemes. These works are organised by the Sheltered Scheme Managers and carried out once a month.

Elderly tenants on our larger estates can request assistance with minor works from their Estate Manager who will arrange for one of our Caretakers to carry out the work.

We will be monitoring satisfaction with the new service to ensure that it continues to meet both IDS' and residents expectations.



Robert Davenport, Housing Welfare & Support Officer

## IDS GUNS FOR IT AT THE ARSENAL

**In May IDS held its annual staff conference at the Emirates Stadium, home of Arsenal Football Club.**

As well as team games challenging knowledge of the 10 years of the Blair government combined with



Admiring the view

Arsenal football trivia, the conference considered the challenges of the efficiency agenda and heard the results of the recent IDS tenants' survey.

Suggestions for changes to working practices under the efficiency agenda included buying steam cleaners for the estates – one is now on order, providing digital cameras at all estates so that images could be emailed to the surveyors to diagnose problems – saving travelling time and cost for staff.

Chief Executive Paul Westbrook said "The staff conference is one of the only occasions each year that

all our staff get together. It was good for frontline, estate based staff and office based clerical staff and managers to work together both in team building activities and in debating the efficiency agenda".



Team activities

# TENANTS SURVEY RESULTS

**We are pleased to report that the recent IDS tenants' survey continued to show consistently high overall levels of satisfaction. IDS is ranked second out of an independently selected benchmarking group of other housing providers with 76% of respondents satisfied with the overall service provided.**

725 surveys were returned meaning that we were able to hear the views of 55% of our tenants. This is considered a good representative sample.

74% of tenants are satisfied with the way IDS deals with repairs and maintenance and 86% are satisfied with the way IDS communicates with them. IDS was again ranked second in satisfaction with the opportunities for participating in management and decision making where 56% of respondents are satisfied compared with an average of 50% for other social landlords. In addition 69% feel that IDS takes their views into account when making decisions.

A more detailed report of the findings will be sent to tenants in due course.

## INTERVIEW WITH MIKE THOMPSON, DEVELOPMENT COACH FOR LCCA (LONDON COMMUNITY CRICKET ASSOCIATION)

### WHAT IS YOUR BACKGROUND?

My Background is quite humble. I was born in Tottenham, North London but began playing cricket in Jamaica about 20 years ago. I returned to Britain and attended Haringey Cricket College and have played also professionally for Marrison County Cricket club in Ireland. I completed a coaching qualification and for the last 20 years have worked in various schools in Hackney. I Began working with LCCA (London Community Cricket Association) in 1990 and am currently the Development Coach for the LCCA.

In 2000 I collected a Lifetime Achievement Award and 2003 I received an Honour of Cricket Award from the London County Cricket Club, where W.G Grace was captain. In June of this year I received a Lifetime Achievement Award from Sky Sports and the English Cricket Board.

### WHAT DOES LCCA TRY TO DO?

- To provide opportunities and an outlet for young people living in urban communities through cricket to grow & develop positively within their communities
- Working with young people with disabilities
- Running the England Blind Cricket Team

- Provide cricket to young people living in urban communities that would not normally have access to the sport.

### WHAT IS THE LCCA DOING IN HACKNEY?

The LCCA is currently running tape ball cricket sessions on six estates in Hackney through the summer. These will end in an inter estate competition and fun day on the 26th of July at Millwall Park in the Isle of Dogs. LCCA is also running tape ball cricket in Haringey, Isle of Dogs & Brentford.

### WHAT IS TAPE BALL CRICKET?

Tape ball cricket is played with a tennis ball wrapped in tape, which is much safer for children to play with than a traditional cricket ball. It is also safer to use the tape ball in a play area on an estate and is more economical than buying a real cricket ball.

### WHAT CAN YOUNG PEOPLE GAIN FROM THE TAPE BALL PROJECT?

Young people who are interested in cricket at 16 can study to become a cricket coach or development officer plus become a member of the Hackney Community Cricket Academy at Hackney College where they will receive professional training by me, Paul Weeks & Steve Atkins who are ex County players. They will also gain a national recognised BTEC certificate in sports.

## SUMMER SPORTS AND DRAMA WORKSHOPS

Our 2007 summer sports programme starts on the 30th of July at Evelyn Court and will run for four weeks. At present we aim to run a four day a week programme consisting of football, rounders, cricket and athletics. IDS is working in partnership with ICF (Inner City Football), LCCA (London County Cricket Association) & our youth group MIH (Makin It Happen).

IDS is also working with ICON Theatre, a local Hackney based theatre group, in putting on two drama workshop sessions a week from the 25th of July to 30 August. One session will be for 7-12 year olds and the other session will be for 13 plus.

*For more information contact Ernest Lee, Tenant Participation Officer on 0208 800 9606*

### WHAT ARE YOU WORKING ON AT THE MOMENT?

Since June LCCA have been working with Hackney Metropolitan Police, Hackney Homes and IDS to organise a "Take Back the Streets" initiative. There are tape ball cricket sessions on the six Hackney estates and more sessions are planned with other social landlords. On the afternoon of 21st August LCCA will hold a road show at Millfields Park, Leabridge Road. A tape ball competition plus other activities and refreshments on the day will ensure everybody has a great time.

### WHAT ARE YOUR FUTURE AIMS?

My main aim is to get more young people & parents from our urban communities into more sporting and healthy activities. Also to get our younger generations connected to cricket beyond what they see on television.



Mike Thompson and children at Evelyn Court

# HAVE YOUR SAY

**At the Technical Services Committee Meeting in July we will be reviewing the ten year programme of major repairs, redecorations and improvements to all our properties. We welcome your views on what repairs and improvements you feel we should be undertaking on your estate or home.**



New kitchen units

Although year programme will be discussed and approved in July the 2008 programme will be considered in October 2007, so you have time to have your say. Below is the outline of some of the projects highlighted for 2008.

## **EVELINA MANSIONS – MAJOR REPAIRS / REPLACEMENT OF KITCHENS**

As part of a five year phased project all the remaining kitchens will be replaced. The works include the renewal of the wall and base units, flooring, wall tiles, the rewiring of the kitchens and where possible the provision of

extractor units. The design work will be undertaken in conjunction with Premier Kitchens.

## **EVELYN COURT – MAJOR REPAIRS – REPLACEMENT OF WINDOWS – YEAR 3 OF 3 – FINAL PHASE**

This project involves the phased replacement of the remaining windows with UPVC double glazed units This was part of the Decent Home Standard requirement and was phased over three years. It was necessary to incorporate a fire escape window for the second bedroom as it leads off of the living room.

## **EVELYN COURT – REDECORATION – YEAR 3 OF 3 – FINAL PHASE**

We propose to undertake the final year of redecoration which will be carried out in conjunction with the window replacement program.

## **EVELYN COURT – MAJOR REPAIRS – PHASE 4 OF 20**

This project involves replacement kitchens, bathrooms and rewiring to a further 15 flats as part of a twenty year programme of works at the estate.

## **EVELYN COURT – REPLACEMENT OF CENTRAL HEATING BOILERS – PHASE 2 OF 15**

The central heating boilers, pipe work and radiators are to be replaced as part of a 15 year rolling programme. This involves the replacement of the older boilers which are now 15 years old.

It is hoped that this work can be undertaken by in-house staff, increasing the number of boilers. However, if contractors approximately 12 boilers will be replaced.

## **STEPNEY GREEN COURT – MAJOR REPAIRS – KITCHEN REPLACEMENT – PHASE 3 OF 6**

Here we are replacing the remaining kitchens as part of a six year phased project. The works involve the renewal of the wall and base units, flooring, wall tiles, rewiring of the kitchen and where possible the provision of extractor units. The design work will be undertaken by Premier Kitchens as part of their service to social housing providers.

## **STOKE NEWINGTON ESTATE – REDECORATION PHASE 1 OF 2**

All the external and common parts will be redecorated over a two year period.

**All comments should be sent to the Technical Services Department.**



New bathroom fittings

## **STOKE NEWINGTON CENTRAL COURTYARD IMPROVEMENTS**

**IDS is about to undertake a number of improvements to the central courtyard at Stoke Newington where over the years large sections of uneven and fractured concrete, damaged drainage, and overgrown plant beds have added to safety concerns. As a result of this, IDS took the difficult decision to close off this area for the time being to protect tenants. The courtyard is located between Blocks N to R, Imperial Avenue, and Blocks H to M, Coronation Avenue.**

The first phase of the works will clear away all the existing concrete surfaces, and remove most of the overgrown plants. All existing drain runs, inspection chambers, and gullies will be repaired, overhauled, and improved in preparation for the new surfaces in the area. IDS will also take the opportunity to review the lighting and security systems in this area.

Tenant consultation letters are currently in the process of being sent out and the viewpoints of the tenants will be carefully considered. Viable suggestions

will be incorporated into the new design of the courtyard. As a number of flats overlook this space it is vital to agree a scheme which whilst enhancing the area, will not prove to be the source of nuisance to adjoining properties.

Careful use of a variety of paving materials together with new security gates, lighting, and low maintenance planting should ensure that IDS provides a clean, welcoming and useable area which will improve the space available to our tenants.