



# ISLINGTON

www.islington.gov.uk

Issue 25, April 2005



## Karyma cleans up

**Creative Karyma Ellis shows off her winning logo design in a project to tackle litter.**

The youngster from Year 6 at St John's Upper Holloway Primary School was one of the winners in a competition to design an eye-catching logo encouraging people to put their litter in a bin. Karyma's drawing will be printed on the side of new council bins in the borough.

Nine schools from around the Holloway Road area held similar contests. The event was part of the A1 Borough schools environmental project aimed at tackling litter, recycling and anti-social behaviour.

**“Ordinary people living extraordinary lives”**

**From doctors to voluntary workers and even nuns, Islington's most dedicated individuals have been recognised in this year's Mayor's Civic Awards.**

Nominated by the public, the awards are a chance for people who make a positive contribution to life in Islington, to be acknowledged by their own community. The winners received their awards at a ceremony in the Town Hall.

Tony Allcock, editor of the Islington Gazette, which sponsors the event, said: “The awards give us the chance to show these people that their efforts do not go unnoticed and Islington is grateful for their contribution.”

**Roll of honour...**

- Lynne Burdon, Anne Doubledee, Mary Egan, Aunty Flo, Fadi Itani, Kathleen Kellegher, Susan Lees, Professor David Rhind, The Sisters of St Paul of Chartres, Dr Janet Wilkinson.

Look inside for more about what's happening in and around Islington...



Nappy happy



Love is all you need



One Islington



Performance plan



Going green

# Welcome

## Welcome to Issue 25 of *Islington*

From **Helen Bailey,**  
Chief Executive



Spring is a time to look forward positively to the year ahead and to celebrate new beginnings.

One of the most positive aspects of our community is that so many seemingly ordinary people do extraordinary things for others. The winners of this year's Mayor's Civic Awards are such people and it is great to acknowledge the way that their efforts transform our lives.

In the more structured world of public service, success should be managed by the impact that the council, and others, have on the lives of all of us. This edition contains information about the council's performance and more detail will be available on the website.

Homes for Islington, the service managing housing owned by the council, scored a two star rating in a recent Government inspection. HFI will now be able to invest an additional £157m to upgrade council housing and improve the quality of life for residents.

Another service provider, City and Islington college, has just had an excellent rating from Government inspectors. A huge proportion of the young people in Islington study there and gain qualifications. It is a real message of hope for the whole community with so many people making new beginnings this spring.

*Helen Bailey*



**Listen Up, the project aimed at getting young people more involved in their borough held an open day for 13 – 21 year olds who live, study and work in Islington.**

And more than 200 young people came along to find out more about services in Islington, the work of Listen Up and ways to get more involved in their area and in the issues that concern them. This includes joining Islington's

Youth Citizen's Panel and the Consultation Forum. These two groups provide a chance for young people to have a say in what happens in their borough.



Interested? Call **020 7527 3134** or text Julie Easy on **078 1585 5443** or email **julie.easy@islington.gov.uk**

## Creating a bright future for children

**Have your say on children's services in Islington. Which do you think are good? Where could improvements be made?**

What should Islington Council, the Primary Care Trust and other health agencies, CEA@Islington, the Police and the Youth Offending Team, voluntary and community services be doing for children, young people and families?

Please come along to the public meeting on 14 April 2005, 1 to 3pm and 7 to 9pm Barnsbury Centre, Offord Road, London N1 1QF, where you can meet and hear from the Children's Commissioners in person. Or you can write to Mary Green, Room G13, Town Hall, Upper Street, London N1 2UD. email: **mary.green@islington.gov.uk** Telephone **020 7527 3005**

## Get real nappy happy

**Islington Council is providing a £35 discount when you register with a nappy service and a further £16 credit after the child's first birthday. Simply register with Nappy Ever After or Number One for Nappies and they will issue you with a discount voucher which should be returned to the council.**

The council also offers £35 cash back on the first purchase of real nappies and £16 for another purchase after the child's first birthday. To apply for the discount please keep a receipt of the purchase of the real nappies.



For more information contact Jean Hughes on **0207 527 5157** or email **jean.hughes@islington.gov.uk**  
Real nappy facts **www.wen.org.uk/rnw/nappy\_facts.htm**



# Your Shout

Below are some of your letters, emails and phone calls we received in response to the last issue

## Your Views...



**Do you think we are doing the right things?**

**Is there anything you think we have done well?**

**How can we improve our service to you?**

**What do you want to see in this newsletter?**

We want to hear what you have to say. So, if you want to make a comment about any aspect of the services we provide, please

contact us using the information below:

**Phone:** 020 7527 3416

**Email:** residents.news@islington.gov.uk

**Write to:** Helen Bailey, Chief Executive  
Islington Council, Town Hall,  
Upper Street, N1 2UD

Tell us what you think. After all, if you don't tell us something is wrong we can't do anything about it...

**We look forward to your feedback.**

### Credit where it's due

I should like to bring to your attention some officers of your council who I feel have given me excellent service and should be acknowledged.

The lovely young lady on the reception desk at the Town Hall. This young lady is so pleasant and polite and really goes out of her way to assist on any enquiry.

A young gentleman who is very very polite and calls me 'Madam'. His warm smile and soft voice really give anyone a welcome to the Town Hall.

A gentleman at the environmental offices at 159 Upper Street. My fridge freezer broke down a few days ago and this man assisted me in giving me the correct number to ring to arrange collection by your appropriate department.

His sympathetic and understanding attitude were very helpful. This man is always so polite and happy and cheerful, always ready with a pen and piece of paper, and obliging with a friendly chat. He is an absolute credit to the council.

Lastly, I should like to say how polite and helpful a young lady named Lynn was at Contact Islington **020 7527 2000**.

I did not know what the process was for disposing of a fridge freezer and she dealt with it all for me, arranging the collection and so quickly. What more could you have asked for from Lynn in order of assistance? I am very pleased with these four officers who have given excellent service to me and trust they will be acknowledged.

**Thank you. And we're pleased that you have taken advantage of our free bulky**

**waste collection service for your larger items of waste such as white goods and beds. Residents can have up to five items of bulky waste collected three times per year by appointment. We are planning to increase this to six times a year. Just call Contact Islington on 020 7527 2000.**

### Planting trees @

I recently read about a tree planting initiative that will run along some of the major roads through the borough. But what about the smaller roads?

**We have a limited tree planting budget for replacing trees that are dead, dying or dangerous. The planting season runs from November to March. Why not sponsor a tree? It's the best way to get new trees planted. To find out how to sponsor a tree please call Contact Islington 020 7527 2000 or look on our website [www.islington.gov.uk](http://www.islington.gov.uk)**

### Sorting things out @

I was reading this paper and just wondering if you can help get rid of lumber waste outside of our row of houses. We have a communal grass area which is becoming a eyesore and getting worse by the day. I have contacted Contact Islington about this and was told that Partners for Improvement in Islington are responsible. They said they weren't. Can you help please?

**We have removed the rubbish and made arrangements for regular collection. Sorry for the inconvenience.**

## Refuse collection

### May Day

Normal Collection Day	Revised Collection Day
Monday 2 May	Tuesday 3 May
Tuesday 3 May	Wednesday 4 May
Wednesday 4 May	Thursday 5 May
Thursday 5 May	Friday 6 May
Friday 6 May	Saturday 7 May

*Normal collection services resume on Monday 9 May*

### Spring Bank Holiday

Normal Collection Day	Revised Collection Day
Monday 30 May	Tuesday 31 May
Tuesday 31 May	Wednesday 1 June
Wednesday 1 June	Thursday 2 June
Thursday 2 June	Friday 3 June
Friday 3 June	Saturday 4 June

*Normal collection services resume on Monday 6 June*

## Saturday opening

**Contact Islington – Islington Council's customer contact centre is opening once a month on a Saturday making it easier for residents to pay their rent or renew their parking permit.**

Opened in October 2003, Contact Islington is a customer contact centre providing email, internet, phone and one to one access to a range of council services. Contact Islington is on the ground floor of 222 Upper Street, N1.

Telephone lines are open Monday to Friday between 8am and 6pm, **0207 527 2000**.

The front office for personal callers is open Monday to Friday between 8.30am and 6pm and every fourth Saturday of the month 9am to 1pm.

Saturday opening for 2005 is as follows:

Apr 23	May 28	Jul 23
Jun 25	Aug 27	Sep 24
Oct 22	Nov 26	Dec 17

## ASBOs

Four convicted young robbers who made lives a misery for people in Islington have been issued with Anti Social Behaviour Orders (ASBOs) preventing them from associating with each other in any public place for three years. The teenagers were targeted by Islington's Anti Social Behaviour Team.

### Free internet access

Islington's libraries have over 60 computers, all with free internet access and office software. There are also two learning centres offering tutored first step computer training.

Libraries are free, and very easy to join – simply bring along two current and official proofs of address (e.g. bank statement, utilities bill, tenancy agreement) to your local library, fill in a simple form and you will be issued with your library card straight away.



Membership forms can be downloaded from [www.islington.gov.uk](http://www.islington.gov.uk)

by emailing

[library.information@islington.gov.uk](mailto:library.information@islington.gov.uk)

or call 020 7527 6900.

## City and Islington – one of the best...

City and Islington College is riding high, with the publication of its latest Ofsted inspection report. The report, which covers a two-week inspection in November 2004, reveals that 90% of the grades the college achieved were either outstanding or good. The results confirm City and Islington's position as one of the leading further education colleges in England. Nine in 10 students sitting A levels in Islington do so at the college.

Principal, Frank McLoughlin said: "Everyone connected with the college has contributed to our success. To receive an Ofsted report like this is a remarkable achievement for any college but we operate in the inner city and many of the communities we serve are among the most disadvantaged in the country, so we are particularly proud."

## Responding in an emergency – there's help at hand..

### Islington's emergency response plan kicked into action following separate gas and water incidents.

When a gas main was broken and caught light in the Hillmartin Road and Hungerford Road area in January, Islington Council opened up a temporary rest centre for residents who had to evacuate their homes.

Thanks to the generosity of Union Chapel in Compton Terrace, which allowed its historic building to house the makeshift centre, 19 people were put up for two and a half hours.

The council's support efforts were also bolstered by the Red Cross, which provided first aid, and London Buses, which provided free transport for residents affected, to and from the chapel.

### Support

When a water main burst in Upper Street at the junction with Charlton Place in February,

the council had two members of staff on the scene within 25 minutes and a small control room set up to support staff dealing with the incident.

### Update

While emergency services quickly cordoned off the area and turned the water off, the council launched its response. A free rubbish collection service was arranged for seven evenings following the burst and the council arranged for Thames Water to clean up the roads, pavements and gulleys once the road was re-opened.

Residents and business owners were kept updated by two leaflet drops and council staff were on scene to deal with enquiries for two days after the incident. Information was also posted on the council's website.

Thank you to everyone who helped ensure both incidents were resolved as quickly as possible.



## Love is all you need

Love was in the air at Alsen Day Centre for this year's Valentine's party when 120 people celebrated the day together.

DJ Dr Love set the atmosphere with his romantic tunes and Mary Brade, manager of the centre for older people with physical disabilities, got the crowd moving on the dance floor with her energetic take on 'It's raining men'.

Everyone took a moment to think about love and while children came first for 85-year-old Doreen Gibson and Jesus was number one to 72-year-old Joyce Morgan, 83-year-old Sheila Khan said: "Love is exciting and being on cloud nine, dressing up and meeting your boyfriend and your boyfriend sending you chocolates, singing to each other and holding hands." George Anthoniou, 80, added: "Love is being with the woman you love at the time, but she speaks a lot."

# Your council's performance...

**We can say our services are getting better, but what matters most is what people receiving them really think.** In an independent MORI poll, almost a third of Islington residents said their council is performing better than three years ago. In every area they were asked about, local people believe Islington is improving. It is clear that there is much more work to be done and every year the council gives residents information about what they are doing and their plans for the future.

Read on for a summary of how well the council is doing its job.

Full and final performance information for 2004-05 will be published in June – see page 8



## One Islington

**In 2002 the council outlined its vision of One Islington – a place with thriving, active and cohesive communities, a place where people have jobs and work, where business thrives and where residents and visitors alike enjoy a wide range of high quality commercial and public services.**

This is, above all of Islington as a place where people come together with a common purpose, despite their differences.

## Improving Islington

**Islington Council is the most improved council in England according to the 2004 comprehensive performance assessment (CPA) by the Audit Commission. It has been rated as 'good' only two years after it received a 'poor' rating. Islington Council's chief executive Helen Bailey said: "We are really pleased with this report into the services we provide to people in Islington and are determined to maintain our momentum in order to continue to improve those services. We are working with all our partners, including those in the police and health services, to ensure we continue to build on our success so far."**

Importantly, recognition of improvement has also come from residents. As our services improve, overall satisfaction ratings have risen by 9% to 46% over the last three years. An independent, Londonwide customer satisfaction survey by MORI, showed that Islington customers were more satisfied with housing, social services, education, planning and environmental services than customers in other London boroughs. However, this is still lower than we would like it to be. We are not complacent and are determined to keep on improving services.

## We want Islington to be..

- a place where all people, from whatever background, are able to realise their full potential through work, learning and community life
- a borough of diverse communities that are and feel safer, enjoy a sense of neighbourliness and civic pride, have a sense of belonging and be a place where people are involved in big decisions that affect everyday lives
- cleaner, have improved green spaces, be safer for young and old alike, manage traffic more effectively, recycle and use all resources more effectively.

## To deliver this we will continue to focus on our four priorities..

- performance improvement – improving the quality and efficiency of the services we provide to all
- regeneration – delivering a better quality of life for everyone
- sustainability – planning for and delivering environmental improvements now and for future generations.
- customer focus – delivering improved services in ways which meet the needs of our customers.

## Transforming the borough

**A number of major developments are happening or being planned including..**

- improving schools and educational facilities – building new primary schools, children's centres and rebuilding and refurbishing secondary and special schools. A new academy is due to open in September 2007
- a 10-year programme to raise housing standards to meet Islington's decent homes standard.
- establishing new children's services arrangements and investing in early years, family support and youth services
- Contact Islington – introducing extended opening hours and operating a 24 hour, seven days a week call handling service by end of December 2005
- improving the health of our community and caring for the vulnerable through partnerships with Islington PCT, Whittington Hospital and the Mental Health and Social Care Trusts.
- regenerating the area through the Arsenal stadium project

***"Islington Council and its staff have made determined efforts to improve their performance. Members of the Islington Improvement Board are delighted to see that these have been very successful. We congratulate all those who have worked so hard for the residents of the borough"***  
David Rhind, Chair of the Improvement Board and Vice Chancellor of City University

## Our pledges

**The council has made pledges to Islington people that have been achieved or are on target to be achieved by 2006..**

- keeping the council tax below the average for London while continuing to improve services. This has been achieved every year since 2000
- retaining the housing repair line as a freephone number
- setting up a forum for Islington's older residents
- ongoing work with the police, residents and other agencies to tackle youth crime and anti-social behaviour
- upgrading all street lighting in the borough over the next five years
- establishing a new secondary school in the borough.

# Performance improvement

## Adult Social Services

Islington Social Services achieved a two star rating for performance in 2004/05. The Commission for Social Care Inspection rated them as “serving most people well, with promising prospects of improvement”.

Achievements for this year include..

- meeting national priorities for promoting independence by helping more clients to make their own payments for care
- modernising services for older people and disabled adults
- developing a new customer care service that has improved complaint handling
- opening the first of our new nursing homes for older people with mental health problems
- increasing the provision of extra care housing at John Kennedy Lodge.



### Our plans for 2005/06 include..

- promoting independence and choice by improving response rates for assessment, service provision and reviews
- modernising services for people with learning disabilities
- improving our services through partnerships, including integrating services for disabled people
- starting work on the development of a new residential home and nursing home and day centre
- continuing to improve our performance on carer's assessments and reviews of care plans
- strengthening our partnership working with the PCT and the Care Trust to develop integrated service centres.



## GCSE results

Islington is the most improved borough in the country according to figures from the Department for Education and Skills (DfES) figures.

Islington's GCSE results have improved by 7.4 % since 2003, rising from 38.6 - 46% of students gaining five or more A\* - C grades. Over the last four years we have seen results jump from 26.5 - 46% a huge increase of 19.5%. This year we have exceeded our target of 39% and many of our schools have broken their own records as well as national averages. Four Islington schools – Central Foundation Boys, Islington Arts and Media, Holloway and St Aloysius RC College – were in the top '100 most improved' maintained schools between 2001 and 2004. The council is committed to raising standards in schools. Together with our partners – CEA@Islington, teachers, pupils and parents – we will continue to focus on educational achievement to improve the life chances of the people of the borough. Although we are the fastest improving education authority in the country we are still not performing as well as other similar boroughs and our task continues.



## Homes for Islington (HFI)

Islington tenants and leaseholders are set to benefit from an additional £157 million in government funds to improve Islington's council housing. This follows the two-star rating awarded to Homes for Islington following an inspection by the Audit Commission. The commission also said, they have “excellent prospects for improvement”.

HFI will be using this money to bring the council's housing up to the 'Decent Homes Standard' by 2010. Major works have already begun on the Tollington estates and the new kitchens and bathrooms modernisation programme is now underway. Other improvements planned include central heating, new windows and roofs, damp proofing and insulation and improved home security.

**Board chair of HFI, Ann Lucas, said:**  
**“We're now in a great position to improve council homes in Islington, with tenants and leaseholders at the centre of our decision-making.”**

Most housing services to Islington Council tenants and leaseholders are now provided

## Housing benefit

**Considerable improvement has taken place since housing benefit returned to the council's management in 2003. Our efforts have reduced backlogs and increased the number of people receiving the benefits they are entitled to.**

The national benefit fraud inspectorate, who assess the service, recognised the improvement by awarding it three out of possible four points. It has also moved up two places to near the top of the national rankings over the last twelve months. Customer care has also improved – customer service officers now provide a drop-in service at area housing offices resulting in easier access for residents. Our call centre answers telephone calls more quickly and the number of complaints received has continued to fall.

We still need to improve the accuracy of claims and the length of time taken to assess a claim. Some people are currently waiting too long for their benefit to be paid and we acknowledge that more needs to be done to tackle this.

A new quality system is being introduced to improve the speed and quality of processing claims over the next twelve months.

# Regeneration

## A1 Borough – from corridor to community

**Embarking on an ambitious plan to radically transform the A1, from Archway to the Angel and beyond into the city, is an important part of Islington's vision to make the borough a better place for all.**

The project is all about working in partnership to improve the environment and quality of life for local people and transform the A1 from a transport corridor into a community focal point that enhances people's lives.

Ideas under discussion include creating a new shopping mall, affordable homes, and easier transport links for Archway and an end to the roundabout, a face-lift for the station and safer routes for cyclists and pedestrians in Highbury.

Work is well underway with over £1m of Neighbourhood Renewal Funds spent on



improvements this year. Recent successes include the introduction of measures to cut crime, the establishment of a dedicated cleaning team and the planting of trees along the street. A similar amount of funding is ready to spend next year on practical changes such as mini parks, restoring sports facilities and introducing bird nesting boxes.

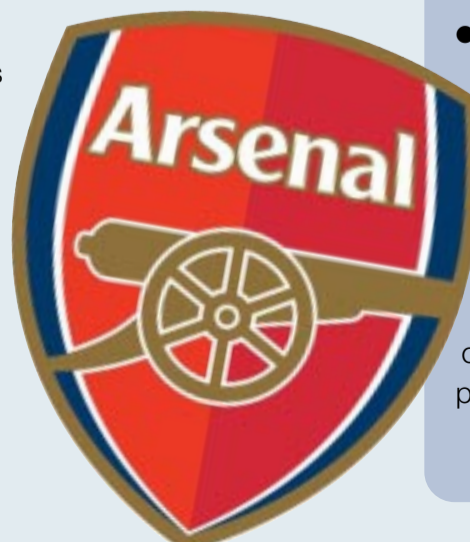
A number of consultation events have already been held with the public. More are in the pipeline for June and July 2005.

## Arsenal

**The council is committed to regenerating the borough and developing exciting partnerships to bring investment and opportunities into Islington. One of our key projects involves Arsenal FC. Their new stadium is one of the largest inner city regeneration schemes in the country, covering over 60 acres of land on three sites. The brand new, world class, 60,000 seater stadium is due to open in summer 2006.**

**Not just a football stadium the development includes..**

- a state of the art, £60 million centre for household refuse and recycling
- 2,500 new homes
- four new health centres and two new children's nurseries
- new commercial space for use as shops, offices and restaurants
- creating about 1,800 new jobs for the local area
- new leisure and learning facilities for local residents.



## Investing in schools

**Following a successful bid by the council, an additional £120 million has been secured to invest in secondary schools. We are developing a programme to improve the physical state of Islington's secondary schools and create a range of high quality community orientated schools. This will complement a similar level of investment that has already taken place in primary schools and academies.**

The new provision will enable all secondary schools to..

- become extended schools that will be open for longer hours providing community facilities such as adult learning, youth clubs and child care
- become specialist schools specialising in subjects like science, ICT, sports and music
- offer academic and/or vocational learning opportunities to all students
- increase collaboration amongst Islington schools by sharing facilities and expertise.

Throughout the redevelopment there will be a programme of consultation and communication with teachers, pupils, parents and residents.

## Children & young people – every child matters

**By April 2006 all councils have to organise services for children and young people in a way that is well co-ordinated and enables the children of the borough to achieve their full potential. The Children Act 2004 requires councils to focus on outcomes for children and young people relating to..**

- being healthy
- staying safe
- enjoying and achieving
- making a positive contribution
- achieving economic development.



by HFI an arms length management organisation (ALMO) owned by Islington Council. Residents are encouraged to get involved with the work of the organisation through its board, sub-boards and area housing panels.

HFI facts..

- it is the UK's largest ALMO and is managed by a board of directors, made up of Islington tenants and leaseholders, council nominees and independent members
- Islington's housing services were ranked the highest of 30 boroughs in a 2004 independent London-wide MORI poll.
- overall tenant satisfaction increased to 52% in 2004, up from 50% in 2003.

## Sustainability

### Cleaner and greener

The 2004 'Clean Up' campaign delivered a noticeable improvement in street cleanliness. Complaints about litter almost halved and satisfaction with cleanliness rose by a quarter. Improved enforcement has resulted in over 500 penalty notices for illegal dumping and 300 duties of care notices being issued. This is helping us to promote a more responsible attitude to caring for our environment. Meeting our target of 10% recycling for domestic waste shows we are working hard to achieve a rate of 18% by March 2006.

To help us achieve our targets we have begun..

- placing 200 new bins across the borough
- a 'deep cleansing' programme to blitz litter hotspots on main roads and shopping areas – 15 areas underwent a deep clean last year
- held litter action days at the Angel and the Nag's Head
- working with pub watch and enforcement agencies to tackle crime and anti-social behaviour, including graffiti, fly posting, abandoned vehicles and dog fouling
- a green bag scheme to deal with waste from flats above shops for residents in Upper Street and Holloway Road with more schemes planned at Clerkenwell, Blackstock Road and Stroud Green Road. ENCAMS (formerly Keep Britain Tidy) has given the scheme the thumbs up as an example of best practice.
- the Household Refuse and Recycling Centre is working with the Science Museum to develop a local education centre due to open in April 2005

We are determined to play our part in ensuring our streets are safe, clean and welcoming for the people of Islington and visitors to the borough. Over £ 900,000 extra has already gone to help deliver improvements, with an additional £1m secured for new initiatives in 2005/06.

### Reducing crime and the fear of crime

Residents tell us their real concerns about things like drug dealing, graffiti, rowdy behaviour and vandalism. We are tackling these issues and recognise the importance of residents feeling safe in the borough.

A new crime, disorder and drugs misuse strategy sees the council working together with the police, residents and other agencies dealing with crime and anti-social behaviour.

The partnership has achieved..

- 14 closures of properties used for the preparation, supply and use of drugs since February 2004
- 250 Acceptable Behaviour Contracts, ABCs – recognised by the Home Office as good practice
- 11 anti-social behaviour orders, ASBOs
- dispersal orders are being successfully used to tackle group anti-social behaviour.
- 4 panels have been set up to resolve problems with nuisance, funding has been secured to pay for activities such as play schemes, truancy patrols and estate improvements
- successful use of mediation – we have assisted in almost 60 cases of neighbourhood nuisance to help resolve issues around noise, clash of lifestyle and disputes over children and pets
- referrals for young people involved in anti-social behaviour to the LIFE project run by the fire brigade.

***"Islington is becoming a much safer place because crime is falling.. This success has only been possible because so many stakeholders in the community play a significant part."***  
Borough police commander Barry Norman

## Customer focus

### Contact Islington

Giving customers access to services by telephone, email, web, fax and face to face, that's Contact Islington. We help with anything from planning enquiries, paying bills, homelessness registration, advice services, abandoned vehicles, refuse collection and lots more.

We want to keep the customer satisfied so Contact Islington is developing services to offer more choice in the ways customers can reach the council. 83% of telephone customers and 89% of face to face customers, recently surveyed, rated the service as good or excellent. With 75% of services already electronically enabled, we are aiming to increase this to 100% by the end of 2005. We now have extended opening hours and are open 8am to 6pm Monday to Friday and one Saturday a month. We are planning to provide a 24 hour, 7 day a week call handling service by the end of December 2005.



### New improved [www.islington.gov.uk](http://www.islington.gov.uk)

With user friendliness at the top of the agenda the site is far more accessible than before and provides more information and council services online. Residents can have their say through the 'Say it' section, get information from 'Ask Islington' and pay bills such as council tax, rent and parking fines by clicking on the 'Pay it' section. The new site came about after consulting residents on the design and user testing. It aims to deliver more benefits for residents as it develops in the future.

### Responding to your concerns

We are still working hard to improve our handling of complaints. The MORI survey showed that we've taken a big step forward in improving customer satisfaction with our complaint handling. The number of complaints is dropping and we have improved our performance in replying to you on time.

We want to continue improving and have introduced training programmes on good customer care practice and complaint handling. Over 600 front line staff have been on these courses.

### Publishing our performance

Full details of the council's performance results for 2004/05 will be outlined in the Corporate Plan published July 2005. The plan will be available from council offices, libraries and on the council's website at [www.islington.gov.uk](http://www.islington.gov.uk) or from:  
Performance & Best Value  
Room G15, Town Hall  
Upper Street, London N1 2UD  
Tel: 020 7527 3088





## Making parking easier

Colour coded symbols have been painted in parking bays to differentiate between resident, shared use, loading and disabled bays. This should make it easier to identify the right bay. The colour coded parking bays are being piloted on Fonthill Road and in Finsbury Park between Seven Sisters Road and Lennox Road.

Resident only bay – **red square**  
 Shared use bay (resident and pay & display) – **blue triangle**  
 Disabled bay – **green circle**  
 Loading bay – **yellow star**

The new signs will be in addition to the normal signs telling people what sort of bay they are.

### Shop friendly parking

The obvious benefits to shops on Essex Road led to the installation of 35 new pay and display bays along sections of the busy thoroughfare. Despite Transport for London (TfL) formally objecting to the council's initiative saying that it will cause delays to the 38 bus route.

To keep buses moving and shops busy 33 new parking spaces will operate outside rush hour times to minimize disruption to bus passengers.

The bays will be reviewed after six month's operation, and if there is little disruption to bus traffic, the bays could become permanent.

The spaces are in addition to the 78 pay and display spaces already available for shoppers to use in neighbouring roads, 35 north of Cross Street and 34 to the south. There are maps showing the locations of these parking spaces for local traders to give to their customers.



For more details please contact the parking projects team on 020 7527 2050 or email [street.management@islington.gov.uk](mailto:street.management@islington.gov.uk)

## Parking for businesses

Any business situated within a controlled parking zone (CPZ) can apply for a permit allowing them to park near the premises.

Two types of permit are available:

**£600 annual permit** – Allowing parking in any business parking bay for the whole of the controlled parking hours.

**£10 permit + vouchers** – this permit is used together with 80p per hour vouchers and can be used for a maximum stay of 3 hours in any one day. The vouchers are

available in books of 10 at a cost of £8.

Each permit can have up to three vehicle registration numbers on it but can only be used in one vehicle at a time. For an application pack write to Islington Parking Permits, PO Box 46106, London, EC1B 1BR. Or fax 020 7527 6121.



For more information please call 020 7527 1338 or email [parking.services@islington.gov.uk](mailto:parking.services@islington.gov.uk)

## Walk this way

Put a spring in your step by taking part in a new series of fortnightly walks across the EC1 area.

The walks are a chance to discover some of EC1's hidden green spots and find out just how great walking can make you feel. They are gentle and suitable for everyone and are also a good way of meeting people.



For more information on dates and routes, contact Emma Charlton on

020 7527 2626 or email: [emma.charlton@islington.gov.uk](mailto:emma.charlton@islington.gov.uk)



## Flying the flag for the olympics

The London 2012 flag now flies from the top of the Town Hall. Shaun Edmunds, Mark Feltam and Karl Balansay, all 11 years old, from Highbury Grove school swimming team, and who knows, future Olympians, helped raise the flag.



# Aquaterra

Aquaterra is a charity working in partnership with Islington Council in the management of leisure facilities.



Visit the website  
[www.aquaterra.org](http://www.aquaterra.org) or  
call 020 7253 5365  
for more information.

## Footie courses for all

**Young footie fans are in for a treat in April. Gunners in Islington are hosting a variety of football courses for 7-14 year olds ranging from goalkeeping to the brand new Socca Skills.**

For the first time ever, boys and girls aged 5 – 8 years can partake in Socca Skills at Sobell Leisure Centre. Socca Skills is a ten-week course encouraging new player techniques



and tricks, every Tuesday from 5th April to Tuesday 7th June between 4.30 - 5.30pm.

Girls even have a course all to themselves! The Girls Coaching course for ages 7 to 14 years is run in partnership with the trophy-winning Arsenal Ladies F.C and focuses on learning new skills and having fun. Each session costs just £1 and is held at the Market Road artificial pitches every Monday and Thursday from 5 - 6pm.

Goalkeeper coaching, also at Market Road, tackles footwork, positioning, handling, shot-stopping and distribution. Boys and girls aged 7-16 years can keep busy over the Easter break with a four-day course starting Monday 21 to Thursday 24 April from 10am – 2pm. There is also a ten week course available every Thursday from 14 April to 16 June from 5 - 6pm.



To book your place on a course or for more information, call Michael MacNeill, on 020 7686 8810 or email [michael.macneill@aquaterra.org](mailto:michael.macneill@aquaterra.org)

## £5 off health and beauty

**Pamper yourself by taking advantage of the £5 discount off health and beauty treatments at Oasis, the health and beauty clinic in Sobell Leisure Centre.**

Oasis are celebrating their first anniversary and offer everything from osteopathy and sports injury care to Indian head and Thai yoga massage to aromatherapy and professional Dermalogica facials.

Penny Shrubbs, general manager of Sobell Leisure Centre said: "We are delighted that our customers have access to a highly professional, health and beauty treatment centre within Sobell, as well as our comprehensive range of other facilities".



To claim your discount simply bring along this page at your appointment. Photocopies not accepted. For information and bookings call Oasis on 020 7697 8982 or check out [www.oasisclinic.co.uk](http://www.oasisclinic.co.uk)



## Exercise all over the capital with London Fitness Network

**In a groundbreaking initiative, Islington's leisure centres are joining up with 55 other fitness facilities across the capital to offer a new membership scheme called the London Fitness Network.**

For a small top up fee on the Izz Platinum Card, fitness fans can choose from 60 gyms, 25 full size swimming pools and an amazing 1500 different exercise classes per week to take part in.

Craig McIntyre, general manager at Highbury Pool says "I am delighted that Highbury Pool is now part of the biggest network of fitness facilities in London. This will give even more choice to our members."

The 60 centres involved in this venture are mostly council owned, but include Central London YMCA and Jubilee Halls Clubs. All are operated by not-for-profit charities and trusts so any surplus income from users is reinvested directly in improving the service and facilities for the whole community.

Aquaterra Leisure in partnership with Islington Council has been at the forefront of developing this idea. The high-tech system that enabled the cross-validation of memberships was created by the Aquaterra IT department.



## Going green on the cheap

Residents have been having their very own lightbulb moments at a series of energy efficient roadshows offering tips on saving money and helping the environment.

Free low energy lightbulbs were handed out at the touring event which stopped off at

shopping areas and community centres.

Energy advisors explained how even simple changes can make a huge difference. Tips ranged from simply turning off the TV when not in use to installing new central heating systems and solar panels. The roadshows were part of the council's A1 Borough project.



For energy related advice drop into the energy centre at 159 Upper Street between 9am and 5pm Monday to Friday or call freephone 0800 512 012. For more information on the A1 Borough project, call 020 7527 2730 or email [A1Borough@islington.gov.uk](mailto:A1Borough@islington.gov.uk)

## Council tax for 2005/06

Including the GLA precept, Band D properties will increase by just under £1 a week to £1,156.61 from £1,107.38 – a rise of £49.23 or 4.45%.

The rise is less than last year, at a level lower than neighbouring boroughs and keeps

Valuation Bands	2004-05 (£)	2005-06 (£)
A	738.26	771.08
B	861.29	899.59
C	984.34	1,028.10
D	1,107.38	1,156.61
E	1,353.47	1,413.63
F	1,599.55	1,670.65
G	1,845.64	1,927.69
H	2,214.76	2,313.22

Islington below the London average – despite the Mayor's share of the tax increasing by 5.5%. Six years ago Islington had the highest charges in London.

Increased expenditure on frontline services includes an additional £2m+ going into cleaner streets, more rubbish collection and a better environment. And an extra £7m is going into schools.



**Pay by direct debit**  
It's the most cost effective way to pay council tax and business rates and residents can set up their direct debit online by visiting [www.islington.gov.uk](http://www.islington.gov.uk). Or over the phone by calling 020 7527 2633

## Give where it counts

Islington Council and St Mungo's charity aim to persuade people to give to charity rather than directly to people who beg. Together they help people to get off Islington's streets.

St Mungo's outreach manager, Luton Sinfield said: "St Mungo's would like the public to think very carefully before giving to people

who beg. Research shows that this money is very likely to be spent on alcohol or drugs. The best way to help is to make a donation to charities such as St Mungo's, working with vulnerable people on the streets."



[www.mungos.org](http://www.mungos.org) or call 020 8600 3000

## Budget consultation 2005/06

In November, we asked Islington residents to give us their views on how the council's budget for 2005/06 should be used to provide local services. Thank you to the people who returned the questionnaire and to those who responded to the consultation at the November area committee meetings. Further details are on the website [www.islington.gov.uk](http://www.islington.gov.uk)



For more information about the 2005/06 budget please contact Steve Burd on 020

7527 2739 or email [steve.burd@islington.gov.uk](mailto:steve.burd@islington.gov.uk)

## Handy contacts in this issue

For anything you want to know about Islington Council, first call Contact Islington on 020 7527 2000 or email [contact@islington.gov.uk](mailto:contact@islington.gov.uk)  
This telephone and face to face customer service centre is on the ground floor of 222 Upper Street, N1.

**A1 Borough project**  
020 7527 2730  
[A1Borough@islington.gov.uk](mailto:A1Borough@islington.gov.uk)

**Childrens commissioners**  
020 7527 3005  
[mary.green@islington.gov.uk](mailto:mary.green@islington.gov.uk)

**Council tax – direct debit**  
020 7527 2633  
[www.islington.gov.uk](http://www.islington.gov.uk)

**Council budget**  
020 7527 2739  
[steve.burd@islington.gov.uk](mailto:steve.burd@islington.gov.uk)

**Energy advice**  
0800 512 012

**Libraries**  
020 7527 6900  
[library.information@islington.gov.uk](mailto:library.information@islington.gov.uk)

**Listen up**  
020 7527 3134  
[julie.easy@islington.gov.uk](mailto:julie.easy@islington.gov.uk)

**Nappy Ever After**  
020 7527 5157  
[jean.hughes@islington.gov.uk](mailto:jean.hughes@islington.gov.uk)  
[www.wen.org.uk/rnw/nappy\\_facts.htm](http://www.wen.org.uk/rnw/nappy_facts.htm)

**Parking for businesses**  
020 7527 1338  
[parking.services@islington.gov.uk](mailto:parking.services@islington.gov.uk)

**Parking projects team**  
020 7527 2050  
[street.management@islington.gov.uk](mailto:street.management@islington.gov.uk)

**Performance plan**  
020 7527 3088  
[www.islington.gov.uk](http://www.islington.gov.uk)

**St Mungo's**  
020 8600 300  
[www.mungos.org](http://www.mungos.org)

**Walking**  
020 7527 2626  
[emma.charlton@islington.gov.uk](mailto:emma.charlton@islington.gov.uk)

# **You** can be a **foster carer**

**We'll help with**

- **generous allowances**
- **training**
- **24 hour support**



**Give us  
a call** **0800 073 0428**

**or email us at [fostering@islington.gov.uk](mailto:fostering@islington.gov.uk)**



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