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## AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

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Members of the Housing Scrutiny Committee are summoned to Committee Room 5, Town Hall, Upper Street, N1 2UD on **6 September 2016 at 7.30 pm.**

**John Lynch**  
**Head of Democratic Services**

Enquiries to : Jonathan Moore  
Tel : 020 7527 3308  
E-mail : [democracy@islington.gov.uk](mailto:democracy@islington.gov.uk)  
Despatched : 26 August 2016

### Membership

Councillor Michael O'Sullivan (Chair)  
Councillor Marian Spall (Vice-Chair)  
Councillor Gary Doolan  
Councillor Aysegul Erdogan  
Councillor Osh Gantly  
Councillor Mouna Hamitouche MBE  
Councillor Una O'Halloran  
Councillor Angela Picknell  
Rose Marie McDonald (PFI Managed Tenants)  
Jim Rooke (Directly Managed Tenants)

### Substitute Members

Councillor Gary Heather  
Councillor Olly Parker  
Councillor Alice Perry  
Councillor Raphael Andrews  
Councillor Alex Diner  
Councillor Satnam Gill OBE  
Councillor Dave Poyser

**Quorum: is 4 Councillors**



## A. Formal Matters

Page

1. Apologies for Absence
2. Declaration of Substitute Members
3. Declarations of Interests

If you have a **Disclosable Pecuniary Interest\*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

**\*(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

**(b) Sponsorship** - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

**(c) Contracts** - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

**(d) Land** - Any beneficial interest in land which is within the council's area.

**(e) Licences**- Any licence to occupy land in the council's area for a month or longer.

**(f) Corporate tenancies** - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

**(g) Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of Previous Meeting
5. Chair's Report
6. Order of Business
7. Public Questions

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<b>B.</b>	<b>Items for Decision/Discussion</b>	<b>Page</b>
1.	Housing Services for Vulnerable People: SID and Witness Evidence	5 – 48
	(a) Agreement of SID following the comments of the Housing Disability Panel	5 – 14
	(b) Witness Evidence Plan	15 – 18
	(c) Context of the review – Paul Byer, Service Development Manager	
	(d) Evidence from Adult Social Services – Claudia Thompson, Assistant Director Adults Integrated Community Services	19 – 48
2.	Estate Services Management Scrutiny Review: 12 Month Update	49 – 54

**C. Urgent non-exempt items (if any)**

Any non- exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

**D. Exclusion of press and public**

To consider whether, in view of the nature of the remaining items on the agenda, any of them are likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

**E. Confidential/exempt items**

**F. Urgent exempt items (if any)**

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Housing Scrutiny Committee will be in October 2016 (date TBC)

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London Borough of Islington

## Housing Scrutiny Committee - 11 July 2016

Minutes of the meeting of the Housing Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD on 11 July 2016 at 7.30 pm.

**Present:**           **Councillors:**           O'Sullivan (Chair), Gantly, Hamitouche, O'Halloran, Picknell and Poyser

**Co-opted Members:**   Rose-Marie McDonald and Jim Rooke

**Also present:**           Councillor D Ward

### Councillor Michael O'Sullivan in the Chair

**195**        **APOLOGIES FOR ABSENCE (Item A1)**

Apologies for absence were received from Councillors Marian Spall and Aysegul Erdogan.

**196**        **DECLARATION OF SUBSTITUTE MEMBERS (Item A2)**

Councillor Dave Poyser for Councillor Marian Spall.

**197**        **DECLARATIONS OF INTERESTS (Item A3)**

None.

**198**        **MINUTES OF PREVIOUS MEETING (Item A4)**

**RESOLVED:**

That the minutes of the meeting held on 26 May 2016 be confirmed as a correct record and the Chair be authorised to sign them.

**199**        **CHAIR'S REPORT (Item A5)**

The Chair noted that the meeting would receive the findings of the resident Service Review Group review of new build communications. Members of the Service Review Group were welcomed to the meeting.

**200**        **ORDER OF BUSINESS (Item A6)**

No changes were proposed to the order of business.

**201**      **SERVICE REVIEW GROUP: REVIEW OF NEW BUILD COMMUNICATIONS (Item B1)**

Jim Rooke presented the findings of the Service Review Group to the Committee.

The following main points were noted in the discussion:

- The review commenced in October 2015 and received evidence from local residents, officers from the Housing and Communications sections, members of the Disability Housing Panel and an officer from Camden Council.
- The findings of the Panel and the potential improvements identified were summarised. The council was working to develop a response to the review and some of the recommendations, such as improving communications materials, were already being implemented.
- The Committee considered the recommendation to develop an independent residents' champion role and queried why this task could not be carried out by an officer or a ward councillor. In response, members of the Service Review Group commented that residents would likely have greater trust in an independent person and envisaged community leaders to be appropriate candidates. Members expressed that any representative would need to be able to represent all sections of the community equally and act impartially.
- A member who had recently attended a new build consultation event commented that it was generally successful; however it was reported that some of those in attendance had misconceptions about the scheme. It was thought that communications should be circulated to all affected residents well in advance and should be written in plain English, particularly for residents whose first language was not English.

**RESOLVED:**

That the recommendations of the Service Review Group be received.

**202**      **RESPONSIVE REPAIRS: FINAL REPORT (Item B2)**

**RESOLVED:**

That the report be agreed and submitted to the Executive.

**203**      **HOUSING SERVICES FOR VULNERABLE PEOPLE: SCRUTINY INITIATION DOCUMENT (Item B3)**

Maxine Holdsworth, Service Director for Housing Needs and Strategy, introduced the scrutiny initiation document. It was commented that officers from both the Housing and Adult Social Care services would be contributing to the review.

The Committee agreed that the scrutiny initiation document should be submitted to the Housing Disability Panel for comment prior to being formally agreed by the Committee at its next meeting.

It was agreed that the document be amended to specify that the Committee intended to review the additional housing services for those with mental health issues, the advocacy support available to vulnerable people at risk of losing their home, and receive evidence from a good practice housing association.

**RESOLVED:**

- (1) That the scrutiny initiation document be amended to specify that the Committee intend to review the additional housing services for those with mental health issues and the advocacy support available to vulnerable people at risk of losing their home, and receive evidence from a good practice housing association;
- (2) That the scrutiny initiation document be submitted to the Housing Disability Panel for comment;
- (3) That consideration of the scrutiny initiation document be deferred to the next meeting.

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**REVIEW OF AREAS OF ENQUIRY FOR REGISTERED PROVIDER SESSIONS AT HOUSING SCRUTINY COMMITTEE MEETINGS (Item B4)**

Members considered the list of questions to be asked of housing associations presenting to the Committee.

The Committee indicated that it would be helpful to consider financial matters such as the pay ratio between the highest and lowest earners. It was advised that such information was often available in the housing press.

The Committee agreed to enquire about how resident satisfaction was measured and the impact of national welfare and housing policy changes.

The Committee agreed to further areas of enquiry related to how housing associations work with vulnerable people. It was suggested that this information could contribute to the Committee's review of housing services for vulnerable people.

**RESOLVED:**

That the areas of enquiry document be approved, subject to the addition of the following questions:

- (i) How do you measure resident satisfaction, and how is the data collected?
- (ii) Since the introduction of Welfare Reform have you had an increase in rent arrears, and has this led to an increase in evictions?
- (iii) Have you implemented the government's 'Pay to Stay' ('Tenant Tax') policy? What effect has this had?
- (iv) Do you have agreed protocols for engaging with vulnerable tenants?
- (v) Do you work with local authorities to ensure your vulnerable tenants are receiving comprehensive support?

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**WORK PROGRAMME 2016/17 (Item B5)**

It was suggested that the Family Mosaic, Peabody and Origin housing associations could be invited to present to the Committee in 2016/17.

It was advised that the Committee would receive quarterly performance updates following changes to the reporting of performance indicators.

**RESOLVED:**

That the work plan be agreed.

**206**      **PUBLIC QUESTIONS (Item A7)**

Members of the public queried the impact of 'Pay to Stay' legislation and how the Council would be implementing the policy, suggesting that it penalised council tenants in work and was a disincentive to employment. The Committee was sympathetic to the residents' concerns and noted that the council considered the policy to be a 'Tenant Tax'.

The Executive Member for Housing and Development was present and confirmed that the council was opposed to the government's housing policy changes. It was noted that the council was lobbying on this matter and would be holding a public meeting in the autumn.

The meeting ended at 8.35 pm

**CHAIR**

## Islington Housing Services: Scrutiny Initiation Document

### Recommendations & Comments from Disability Housing Panel

These recommendations came from a meeting of the Housing Disability Panel at the offices of Disability Action in Islington on 2<sup>nd</sup> August 2016.

- Be clearer about who the term ‘vulnerable’ encompasses, and when a specific line of investigation applies only to one subgroup of this.
- Include a glossary of this and other terms that are being used with a specific meaning, e.g. Benchmarking.
- Explain what isn’t in the review, and the reasons for its exclusion.
- Include a clear mission statement. What are the objectives of the Housing Service, and in what context is this scrutiny taking place?
- Additional lines of enquiry recommended:
  - How do current housing services promote and facilitate independent living? How could this be improved upon?
  - How will recent and upcoming legislative changes impact how IHS plans, procures, and delivers its services? Are current services compliant?
  - How do housing services recognise and uphold disabled people’s rights?
  - Is there a culture of support and good customer service? Are customer-facing staff actively trying to be helpful?
  - How do current weaknesses in service provision disproportionately impact on vulnerable people? e.g. If one department claims that a particular issue is not their responsibility, how many different people will a tenant or resident need to speak to until someone accepts responsibility for their case? Might a vulnerable person give up after the first ‘no’? Would having a single point of contact – some kind of helpdesk/call logging system? – improve this?
  - Review of complaints procedures, and whether vulnerable people are discouraged from making complaints.
  - Review of how the quality of service provision is monitored.
  - What support is available to vulnerable people to help them access and make full use of the services available to them?
  - Review whether current service provision is user-led or co-produced.
  - Review cross-working beyond Adult Social Services, e.g. including health education services et al.
  - Are tenants and residents aware of the services available to them, and how to access them? Are this information and the means of contact accessible?
  - What new technologies can be harnessed to improve the provision of housing services? Are these accessible to vulnerable people?

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**Officers suggest that many of the above points can be covered during the course of the review and associated revisions have been made to the SID, as highlighted. The Committee is invited to review the above comments and the SID and make amendments as required.**

**The Disability Housing Panel is invited to give evidence as part of the review and can provide their views on the above topics at that time.**

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## SCRUTINY INITIATION DOCUMENT (SID) – DRAFT

Review: Housing Services for Vulnerable People

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Maxine Holdsworth, Service Director, Housing Needs and Strategy

Lead officer: Paul Byer, Service Development Manager

Overall aim: To review the effectiveness of the housing services the council provides to vulnerable people

Objectives of the review:

- To identify and assess the housing options and additional housing services available to vulnerable people
- To confirm that the council's housing services are accessible to vulnerable people
- To assess how vulnerable people and their particular needs are identified by housing services
- To evaluate how the council's housing services communicate and engage with vulnerable people
- To benchmark the council's housing services for vulnerable people against those of other housing providers and to identify best practice
- To review the extent of joint working with adult social care and others.

How is the review to be carried out:

### Scope of the review

The review will focus on:

#### 1. Vulnerabilities

- An overview of the social care offer to borough residents and how this relates to housing services
- Definitions of vulnerability, identification mechanisms, the types of additional support required and how housing services can be best tailored towards vulnerable people
- How the needs of vulnerable people can be prioritised within the housing service

## 2. Housing services

- The housing options for vulnerable people and how housing is allocated
- The additional services available to vulnerable council tenants, Partners tenants, leaseholders, and others, including those with mental health issues; including how services are developed
- The effectiveness and accessibility of additional services such as the assistive decorative scheme, discretionary repairs, the handyman scheme, the adaptation service and floating support service
- How housing services communicate and engage with vulnerable people, including customer service and complaints procedures
- Advocacy services available for vulnerable tenants at risk of losing their home

## 3. Partnership work

- Cross-service work between Housing and Adult Social Services and others
- Partnership work with other housing providers: i.e. Circle Housing providing sheltered housing
- Partnership work with TMOs and the voluntary sector

## 4. The performance, sustainability and value for money of services

- Comparing and benchmarking our services to those of other boroughs and housing providers
- How the performance of services is monitored
- The views and experiences of service users
- The resources available for vulnerable housing and additional services
- Risks and opportunities, such as legislative change and new technologies
- Identifying possible service improvements

### Types of evidence

#### 1. Documentary evidence including:

- Contextual report/presentation
- Case studies
- Demographic information on the vulnerable people accessing the council's housing services
- Relevant service specifications, policies, performance indicators and other documentation

#### 2. Witness evidence including:

- Officers from across the council's housing services
- Service providers
- Service users and representatives of vulnerable tenants, such as the Housing Disability Panel and the Older Person's Champion
- Islington Carer's Hub
- Relevant voluntary and community sector organisations
- Another local authority, either a neighbouring borough or a best practice authority
- A good practice housing association

### 3. Scrutiny visit as required

#### Additional information:

The Council's Corporate Plan states 'We want to ensure that everyone in Islington has a place to live that is affordable, decent and secure'. It states that a priority of the Council is 'making Islington a place where our residents have a good quality of life' and this will be achieved by supporting vulnerable residents and carers and helping residents to live healthy independent lives. The Corporate Plan is underpinned by the council's principles of early intervention and prevention, people-centred services, co-production, strong partnerships, making every contact count, and being employment focussed.

The Committee has decided to undertake this review in the context of the significant financial challenges facing the Council; to ensure that the housing services provided to vulnerable tenants are effective and accessible at a time when budgets are under increasing pressure.

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

#### Programme

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	11 July 2016 & 6 September 2016
2. Draft Recommendations	28 March 2017
3. Final Report	16 May 2017

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### Existing support services for vulnerable people – September 2016

The table below lists the current services available to vulnerable tenants and take up or rate of referral to these services for either the last 12 months or for the April 2015 to March 2016 period.

There are written procedures covering most of these services which can be made available to the scrutiny committee on request. Further details of the below services will be provided by witnesses at Committee meetings.

	<b>Service</b>	<b>Description</b>	<b>Number of tenants accessing or being referred to support services</b>
1.	Annual programme of visits to vulnerable tenants	Every year, tenancy management staff carry out a programme of visits to a sample of tenants aged 75 or over who have not been visited in the previous two years. Referrals to ASS or other support services are made as a result of these visits, where appropriate.  Tenants who receive a care package from Adult Social Services are discounted from the programme of visits	Each year, tenancy management staff have a target of visiting <b>400</b> tenants split across the three area housing offices
2.	Referrals for floating support and other support services e.g. Single Homeless Project	Variety of support services available through referral by area housing office to help vulnerable tenants manage their tenancies	<ul style="list-style-type: none"> <li>• <b>220</b> referrals for floating support were made between April 2015 and March 2016.</li> <li>• <b>120</b> referrals made to SHINE between April 2015 and March 2016</li> </ul>
3.	Assisted decorations scheme	Tenants over 70 and tenants in receipt of certain disability benefits are entitled to internal decoration of their property every 7 years	<b>57</b> properties were decorated between April 2015 and March 2016 as part of this scheme.
4.	Discretionary repairs scheme	Tenants over 70 and tenants in receipt of certain disability benefits are entitled to some extra repairs that would not usually be carried out	<b>363</b> discretionary repairs were completed for older and disabled tenants during the past 12 months

5.	Mental health assisted decorations scheme	10 properties per year are projected to be decorated under this scheme. This scheme is used to prioritise clients with mental health problems who may be bed blocking and where a delay in the service user moving into their own property would have a detrimental effect on either the service user or bed management.	<b>15</b> properties were decorated between April 2015 and March 2016 as part of this scheme. (Annual target is 10 properties)
6.	Adaptations service	Provision of equipment and minor and major adaptations to help tenants live in their own homes	Approximately <b>440</b> adaptations were carried out between April 2015 and March 2016. This includes minor and major adaptations.
7.	Islington handyperson scheme	Provision of small repairs and DIY type jobs around the home for older, disabled and vulnerable tenants (and their carers). This service is available to housing association and private tenants as well as council tenants. There is a small charge for this scheme.	<b>785</b> residents made use of the handyperson service between April 2015 and March 2016. This figure relates to use of the service by all Islington residents and not just council tenants and leaseholders.
8.	Fire home safety visits	Referral to Fire Brigade for home visits to vulnerable tenants who have a higher than average risk from fire	<b>592</b> tenants were referred for a fire home safety visit during the past 12 months.
9.	Extra support during lift renewal and major works	Property Services Consultation Team inform Tenancy Management Teams in advance of major works to appropriate support can be put in place for vulnerable tenants who may be adversely impacted by works	This sort of support is not recorded in a way that is easily retrievable from IT systems. The support is offered as and when it is needed.
10.	Assistance for vulnerable applicants when viewing properties	Extra assistance given to vulnerable/disabled applicants when they are viewing a new property	This sort of support is not recorded in a way that is easily retrievable from IT systems. The support is offered as and when it is needed.

The following documents set out how Housing Services should work with Social Services and Mental Health Services to provide the best possible joint working arrangements to support vulnerable people.

	<b>Protocols</b>	<b>Description</b>
1.	Housing and Adult Social Services Joint Working Protocol	Protocol sets out the service standards that Housing Teams and Adult Social Care Teams should maintain when carrying out joint working to deal with issues that affect mutual service users
2.	Housing and Mental Health Joint Working Protocol	Protocol sets out how Camden and Islington NHS Mental Health Services should work in partnership to promote the welfare of service users who experience mental health issues
3.	Housing and Children's Services Information and Good Practice Guidance	Protocol sets out the arrangements that are in place to deal with issue that arise when Children's Services and Housing Services are required to work together to promote the welfare of children and their families in the borough

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**Housing Scrutiny Committee 2016/17**

**Housing Services for Vulnerable People – Witness Evidence Plan**

Overall aim: To review the effectiveness of the housing services the council provides to vulnerable people.

<b>6 September 2016</b>		
<b>Who / What</b>	<b>Organisation / Purpose</b>	<b>Other key information</b>
Paul Byer, Service Development Manager	To provide an introduction to the support services offered by the Housing service to vulnerable residents, and other contextual information.	To meet SID objectives: <ul style="list-style-type: none"> <li>To identify and assess the housing options and additional housing services available to vulnerable people</li> </ul>
Claudia Thompson, Assistant Director, Adults Integrated Community Services	Adult Social Services – To provide an overview of the social care context in Islington and to describe the additional needs and challenges faced by vulnerable residents.	To be supported by written information compiled by Tessa Cole, Improvement and Efficiency Programme Manager, and Michele Chew, Head of Quality and Performance.  To meet SID objectives: <ul style="list-style-type: none"> <li>To review the extent of joint working with adult social care and others.</li> </ul>

<b>October 2016 [date TBC]</b>		
<b>Who / What</b>	<b>Organisation / Purpose</b>	<b>Other key information</b>
Jon Farrant, Head of Tenancy and Estate Services	Housing Operations – on the work undertaken by the service on supporting vulnerable people, including referrals to advocacy organisations and Social Services.	To meet SID objectives: <ul style="list-style-type: none"> <li>To identify and assess the housing options and additional housing services available to vulnerable people</li> <li>To assess how vulnerable people and their particular needs are identified by housing services</li> <li>To evaluate how the council's housing services communicate and engage with vulnerable people</li> <li>To review the extent of joint working with adult social care and others</li> </ul>
Representative of Housing Needs and Strategy	Housing Needs and Strategy – on the work undertaken by the service on supporting vulnerable people.	

<b>1 December 2016</b>		
<b>Who / What</b>	<b>Organisation / Purpose</b>	<b>Other key information</b>
Glenn McCorkindale, Property Services Programme Manager	Property Services – on the work undertaken by the service on supporting vulnerable people.	To meet SID objectives: <ul style="list-style-type: none"> <li>• To identify and assess the housing options and additional housing services available to vulnerable people</li> <li>• To assess how vulnerable people and their particular needs are identified by housing services</li> <li>• To evaluate how the council's housing services communicate and engage with vulnerable people</li> <li>• To review the extent of joint working with adult social care and others</li> </ul>
Representative of Notting Hill Housing Association	Notting Hill Housing Association – to review the services for vulnerable people provided by a good practice Housing Association.	To meet SID objectives: <ul style="list-style-type: none"> <li>• To benchmark the council's housing services for vulnerable people against those of other housing providers and to identify best practice</li> </ul>

<b>10 January 2017</b>		
<b>Who / What</b>	<b>Organisation / Purpose</b>	<b>Other key information</b>
Housing Disability Panel representatives	Housing Disability Panel – to provide information from a service user perspective.	To meet SID objectives: <ul style="list-style-type: none"> <li>• To confirm that the council's housing services are accessible to vulnerable people</li> <li>• To evaluate how the council's housing services communicate and engage with vulnerable people</li> </ul>
Carers Hub representatives	Islington Carers Hub – to provide information from a service user perspective.	

**2 February 2017**

<b>Who / What</b>	<b>Organisation / Purpose</b>	<b>Other key information</b>
Representative of another local authority	To benchmark the council's housing services for vulnerable people to that of another local authority.	To meet SID objectives: <ul style="list-style-type: none"><li>• To benchmark the council's housing services for vulnerable people against those of other housing providers and to identify best practice</li></ul>
Partners representative	Partners for Improvement in Islington – on the additional services offered to vulnerable Partners tenants.	

**Scrutiny visits:**

To be arranged as required.

**Key dates:**

2 February 2017: Concluding Discussion

28 March 2017: Draft Recommendations

16 May 2017: Final Report

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ISLINGTON

# Adult Social Care in Islington

Housing Scrutiny Committee – 6<sup>th</sup> September 2016

# Contents

## 1. The Care Act 2014 – the council’s duties

- Background to the Act & the framework
- Definition of Wellbeing
- Early Help, Prevention & Intervention
- Integration, Partnerships & Transition
- Assessment & Eligibility
- Care and Support Planning & Adult Safeguarding
- Commissioning & Finance systems

## 2. Who the council delivers services to

- The profile of people the council supports
- Demographic trends in Islington

## 3. The Islington offer

- Older People
- Mental Health
- Substance Misuse
- Learning Disabilities
- Physical and sensory impairments
- Preventative services
- Carers
- In-house services
- Integrated services

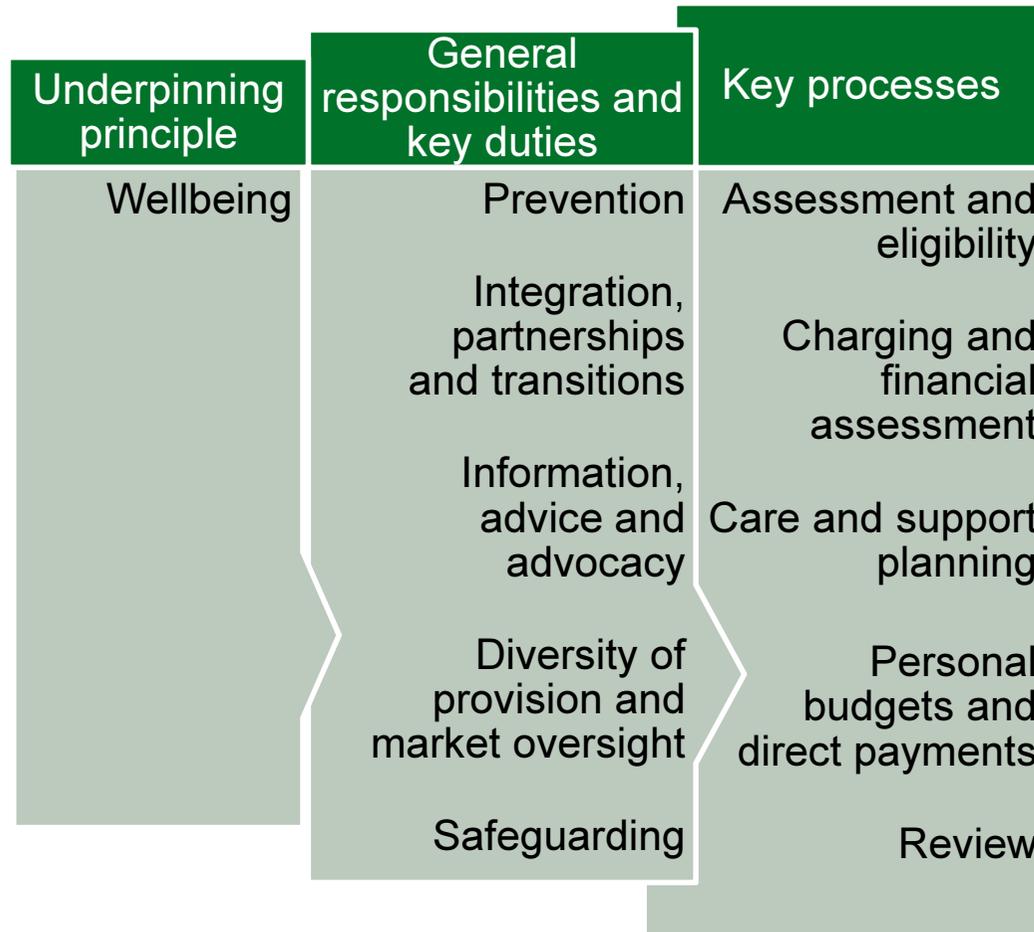


## Background – The Care Act 2014

- The Care Act came into force 1<sup>st</sup> April 2015
- It marked the biggest change to care and support for over 60 years:
  - Brought together** existing law to make care and support **clearer & fairer**
  - Focused on health and social care services **working more closely**
  - Changed the way care and support is **planned, funded and charged**
  - Widened access** to social care assessment to carers and self-funders (people who pay for their own care & support).
- The Vision
  - To promote a person's **wellbeing**
  - To put the individual's **needs, goals and aspirations** at the centre their care and support arrangements.
  - To enable people to **prevent & delay** the need for care and support & **support carers** to maintain a caring role



# The framework – The Care Act 2014



# Wellbeing – The Care Act 2014

*“The general duty of a local authority, ... in the case of an individual, is to promote that individual’s wellbeing”.*

The Care Act defines wellbeing as being related to:

- (a) personal dignity (including treatment of the individual with respect);
- (b) physical and mental health and emotional well-being;
- (c) protection from abuse and neglect;
- (d) control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);
- (e) participation in work, education, training or recreation;
- (f) social and economic well-being;
- (g) domestic, family and personal relationships;
- (h) suitability of living accommodation;
- (i) the individual’s contribution to society.



## Early Help, Prevention & Intervention – Care Act 2014

Councils should arrange services to take steps to **prevent, reduce or delay** peoples' needs for care and support

Councils must provide comprehensive, information and advice to all, **at the point of first contact**

Councils must assist people to benefit from independent financial advice and also, if in need of, **independent advocacy**.

Needs must be met **proportionately and flexibly** – e.g. initiating Reablement services prior to completion of assessment



# Integration, Partnerships & Transitions – Care Act 2014

Statutory requirement to **collaborate** and **cooperate** with other public authorities, including a duty to promote integration with NHS and other services. The **NHS, housing and children's services** share the duty to integrate

A requirement for local authorities to work together in a coordinated manner with children and carers **transitioning** to adult care and support services to enable them to effectively **prepare for adulthood**.

## Since April 15 partners and providers may have found:

- They have had to respond to the wellbeing principle
- Greater local authority focus on promoting diversity and quality in the market
- Greater local authority involvement in services focused on prevention and delay
- National, not local, eligibility criteria
- New, statutory safeguarding arrangements



## Assessment & Eligibility – Care Act 2014

**National eligibility criteria** for service users and carers

Assessments must be **proportionate** and carried out by **appropriately trained** staff

**Carers have equal right** to a needs assessment, wherever it appears they may have need for support

Right to an assessment/support plan/personal budget **regardless of personal financial circumstances**

Children moving to adult services have **right to an assessment before age 18**

Duty to assess, deliver care and provide information & advice to **people in prison**



# Care and Support Planning & Adult Safeguarding – The Care Act 2014

## Care and Support Planning

- > A legal requirement to provide a **care and support plan**
- > A legal **entitlement to a personal budget** & a legal **right to request a direct payment**
- > The person must be **involved as much as possible** in the development of their plan.
- > New guarantees to ensure **continuity of care** when people move between areas

## Adult Safeguarding

- > Adult Safeguarding put on a statutory footing for the first time
- > Safeguarding Adult Boards (SABs) are now a legal requirement – Islington had one prior to Care Act coming into force.
- > Safeguarding Adult Review required where there has been a safeguarding failure



# Commissioning & Finance systems – Care Act 2014

## Commissioning and Market Development

- > Duty to ensure a **diverse and high quality** range of services available locally
- > Temporary duty on local authorities to ensure the needs of people continue to be met in all cases of **provider failure**

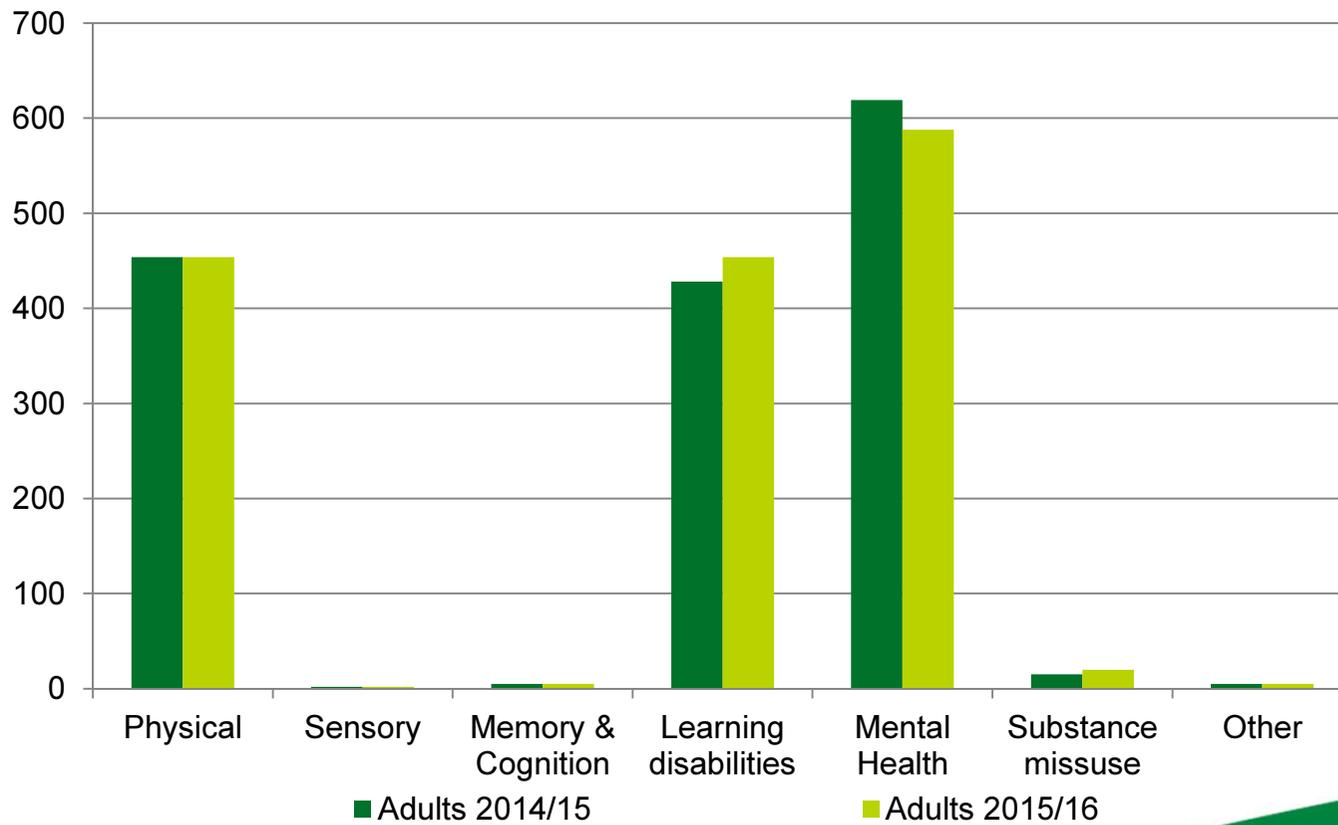
## Finance Systems & Charging

- > Financial assessment carried out **after** eligible needs assessed.
- > Universal option to **defer payments** – so no one has to sell house to pay for care during their lifetime
- > Some services (e.g. reablement services, equipment and minor adaptations to the home) are always free.



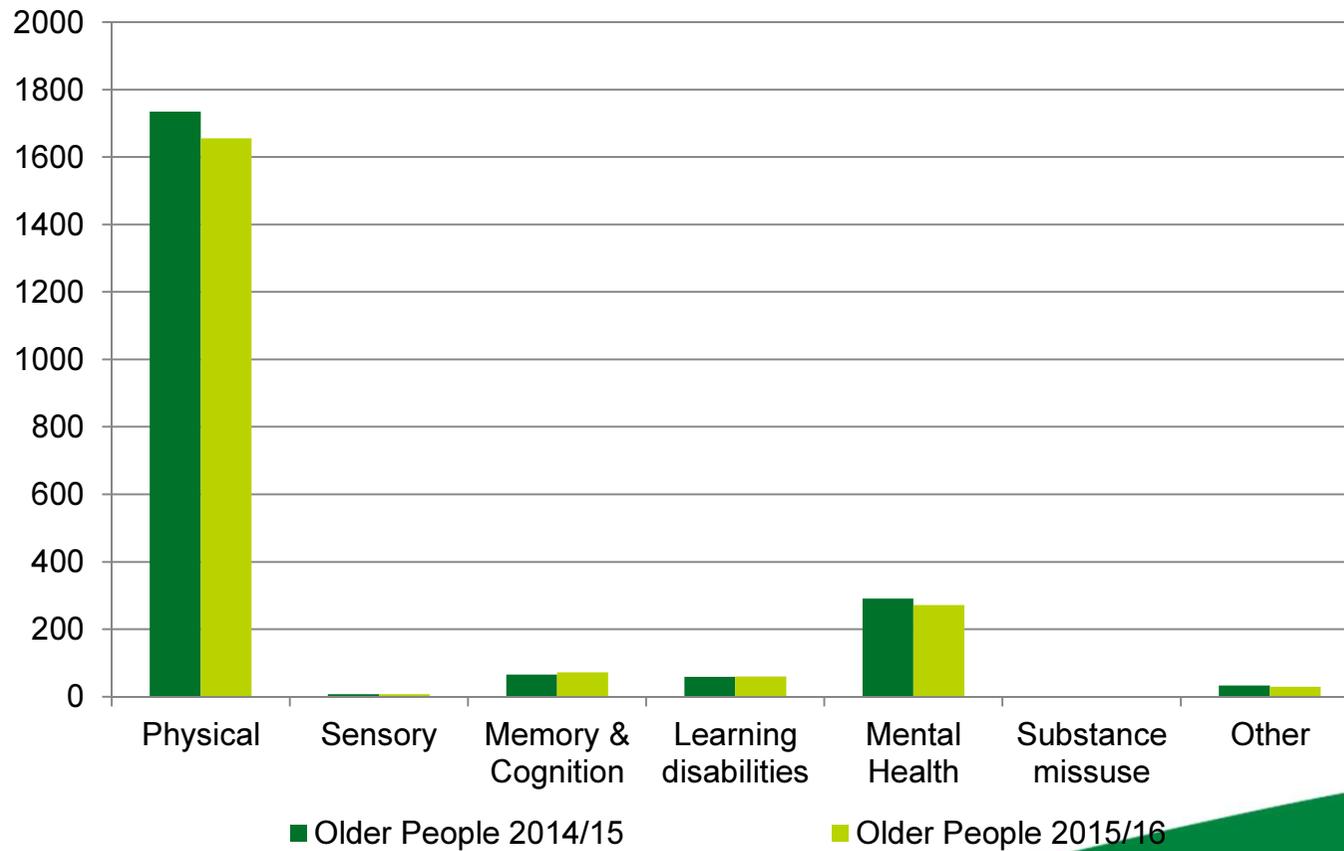
# Who we provide services to – Adult Social Care service users

## Adults (18-64) - Disabilities



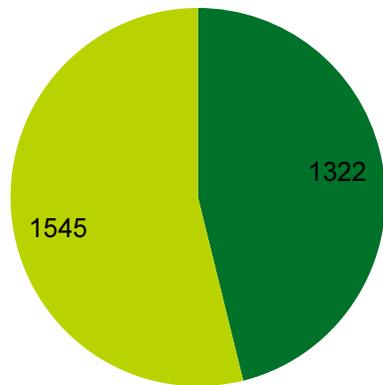
# Who we provide services to – Adult Social Care service users

## Older People (65+) - Disabilities

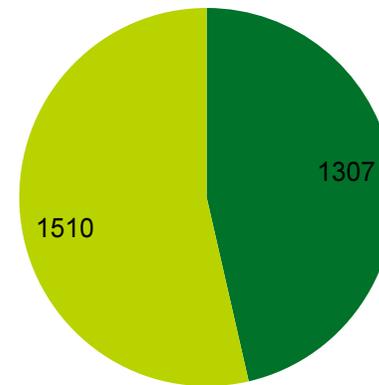


# Who we provide services to – Adult Social Care service users

2014/15 – Gender Breakdown



2015/16 – Gender breakdown



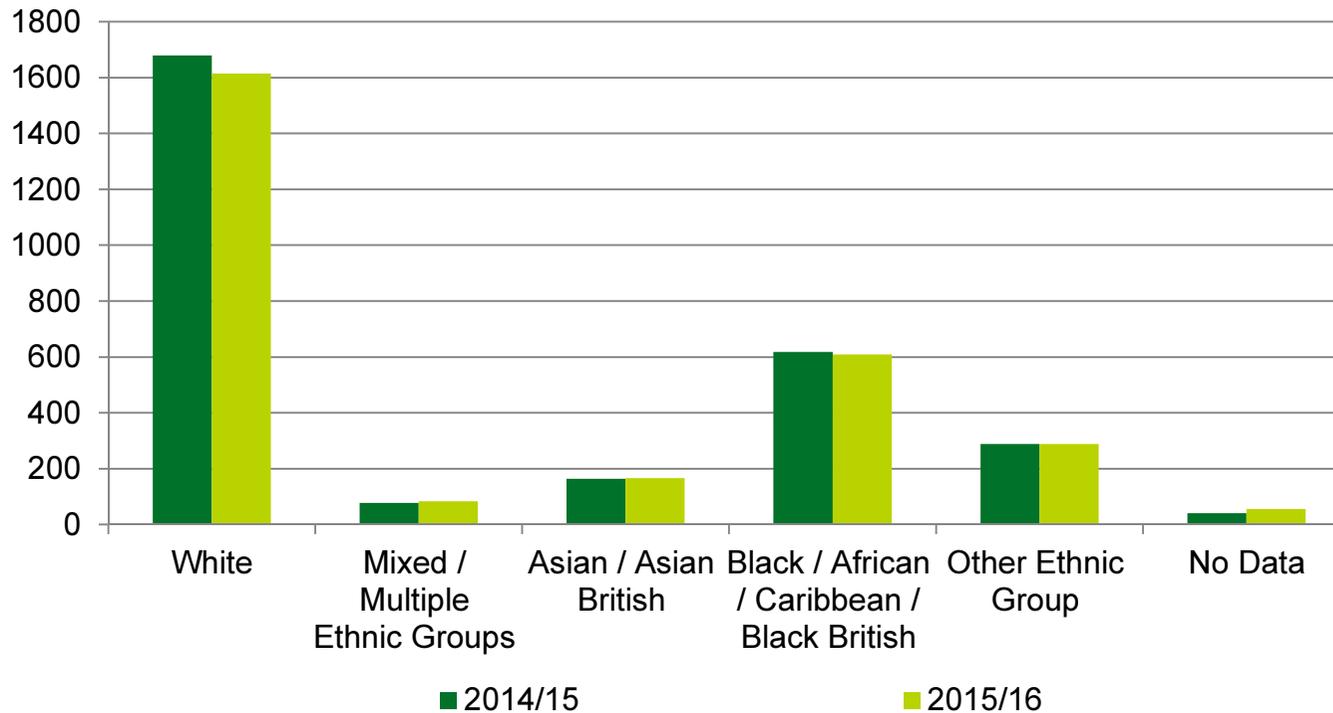
■ Male  
■ Female

■ Male  
■ Female



# Who we provide services to – Adult Social Care service users

**All Service Users – Ethnicity breakdown**



# Who we provide services to – Islington ISLINGTON demographics

Although Islington has a relatively young population overall it will see the largest rate of growth in people aged 65-84 & those aged 85+ between 2016 & 2026

- 17% increase of people 65-84
- 27% increase of people 85+
- This compares to a London average of 20% and 34% respectively

The working age population will remain the largest population overall & there is very little growth expected amongst the under 20 age group

20% of the population are currently living with one or more diagnosed long term conditions & Islington has the second highest prevalence of serious mental health conditions in London

Islington has a significantly higher proportion of the working age population claiming sickness/disability benefits due to physical and/or mental ill health compared to the London average.

Prevalence of learning disabilities is greater at higher levels of deprivation. Approx. 4 in 1,000 Islington adults have received a diagnosis of a global learning disability, this is one of the highest prevalence rates in London & projections suggest an increase in numbers in coming years.

**All of the above suggests an existing & increasing trend of more people in Islington requiring social care and support and increased complexity of needs.**



## The Islington Offer

- Older People
- Mental Health
- Substance Misuse
- Learning Disabilities
- Adults with physical and sensory impairments
- Preventative services
- Support for Carers
- In-house services
- Integration with health



# The Islington Offer – Older People

§ Islington Council and Islington Clinical Commissioning Group (ICCG) commission a range of preventative and statutory services for older adults.

§ These include the following:

**Day Services** – day centres and lunch clubs supporting people to manage their health and social wellbeing, social isolation e.g. through the provision of social activities.

**Reablement Services** – providing 1:1 support for people within their own home, following a period of ill health, following discharge from hospital in order to aid recovery.

**Dementia and Stroke specific services-** assessment service, navigator – signposting service, including advocacy support.

**Domiciliary Care-** providing 1:1 support to service users within their own home for practical tasks – cooking / cleaning, personal care.

**Accommodation** – sheltered housing, extra care sheltered housing, care homes – residential and nursing homes with on-site support for people with a range of health and social care needs and hospices for people in the last years of life.

**Palliative care-** Specialist community service for those approaching end of life.



# The Islington Offer – Older People



There is dedicated accommodation provided for older people in Islington who require support dependent on their needs. This includes:

**Sheltered housing** – permanent accommodation for approximately 700 adults with varying levels of need. Residents are typically more independent than those residing in other types of older adult accommodation but may have low level physical and health needs.

**Extra care sheltered housing** – permanent accommodation for approximately 90 adults with moderate needs who require higher levels of support than is available within a sheltered housing environment. These services are staffed on a 24 hour basis and are provided with additional GP cover due to the health needs of its service users. Adults in this accommodation type will have tailored care and support plans dependent on their needs. Period of stay generally more long-term, but residents may move into care homes if their needs increase and or their health conditions deteriorate.

**Care homes** – There are eight care homes in Islington supporting people who typically have moderate to high health and social care needs. Residents within our care homes are amongst the most vulnerable in the borough. Some of these homes also deliver nursing care and work with residents who have support needs related to dementia, psychiatric needs, physical health needs etc. In addition, Care homes provide support to residents for practical activities, personal health care and improve their social and psychosocial well being.

**Hospices** – There are three hospices located outside of Islington but funded by Islington CCG. These hospices support people (including families / carers) who are at the end of their lives by providing of nursing care.



# The Islington Offer – Mental Health

§ Locally commissioned Mental Health offer supports adults within a community setting in a number of ways including:

**Outreach** – primarily volunteer-led, raising awareness of good mental health and wellbeing and encouraging access to support services, particularly amongst under-represented communities

**Day Services** – supporting people to manage mental wellbeing day-to-day e.g. through therapeutic support, social activities, teaching life skills, creative activities

**Employment Service** – specialist support enabling people with a mental health condition to access work, or remain in work during a period of ill health.

**Talking Therapies** – therapeutic support for people diagnosed with anxiety and/or depression

**Mental health Reablement Services** – providing 1:1 support for people within their own home, following a period of mental ill health, in order to aid recovery

**Crisis support** – short-term accommodation-based support for people unable to remain at home during a period of crisis.

**Accommodation** – dedicated accommodation with on-site support for people with a mental health condition.

# The Islington Offer – Mental Health



- § Dedicated accommodation provided for people with a mental health condition, who are unable to live independently includes 'Supported Accommodation' and 'Residential Care.'

**Supported Accommodation** – tiered support (High, Medium, Low) caters for adults with various levels of need. Time limited – usually maximum of two years

Staff on-site provide 1:1 support, working towards developing independent living skills (e.g. budget management, healthy eating, engaging in community activities, accessing employment training or education, managing physical health), with a view to eventually moving on to live independent, fulfilling lives in the community.

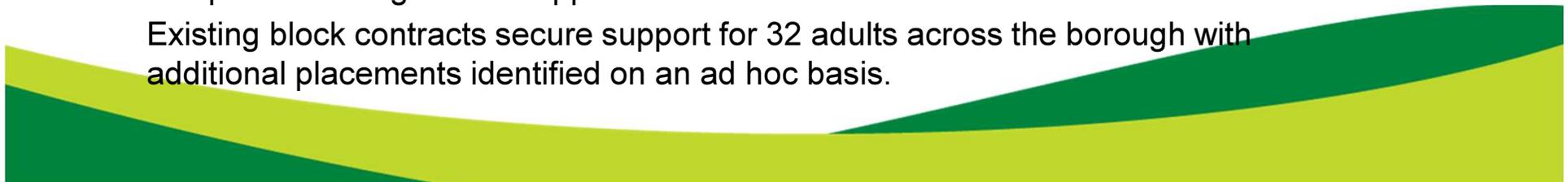
Existing block contracts secure support for 246 adults across the borough, with additional placements identified on an ad hoc basis.

**Residential Care** – for adults with higher level of dependence than can be managed via supported accommodation.

Tailored support for adults with specific needs i.e. older adults with functional mental health needs (not dementia), older homeless men with alcohol-related dementia, adults with a forensic history

Period of stay generally more long-term, but where appropriate, a move into more independent living will be supported as level of need decreases.

Existing block contracts secure support for 32 adults across the borough with additional placements identified on an ad hoc basis.





# The Islington Offer – Substance Misuse

§ Locally commissioned Substance Misuse offer supports adults within a community setting in a number of ways including:

**Direct access drug and alcohol treatment services** (drop in provision, outreach, psychosocial support, prescribing, group work, community detox, onward referral to inpatient detox and rehab)

**Specialist drug and alcohol treatment** (specialist prescribing and dispensing, psychology and psychiatry, psychosocial support and group work, onward referral to inpatient detox and rehab)

**Community Rehabilitation Day programme**

**Substance misuse treatment service** (drug or alcohol misuse) in a primary care setting (prescribing, psychosocial support, onward referral to detox and rehab)

**Pharmacy services** (supervised consumption of opioid substitutes/ needle and syringe programme)

**Blood Borne Virus testing clinics** across treatment services and onward referral to hospital treatment

**Accommodation pathway** for substance misusers and offenders



## The Islington Offer – Substance Misuse

- § Substance Misuser and Offending Supported Housing Pathway: There are 12 services in the pathway offering 209 bed spaces for adults with Substance Misuse and offending related needs.
- § Services provide housing related support and work closely with the treatment pathway to prepare service users for detox and rehab options to move to lower support provision and onto independent living.

### **Substance Misuse**

- One high-support substance misuse project (18 beds)
- Six medium-support substance misuse projects (99 beds)
- One abstinent project (10 beds)

### **Offenders**

- Two high-support offenders projects (35 beds)
- Two medium-support offenders projects (47 beds)



## The Islington Offer – Learning Disabilities

§ Our service offer in the community for adults with learning disabilities includes:

**Community support and outreach services** provided by the independent sector, to support people living with families or in their own home

A **key-ring service** for 18 service users living independently

**Day Services** – through specialist learning disability and autism services provided by Islington Council, a social inclusion service, and some purchasing from the independent sector

**Employment Service** – Community Access Project

**Advocacy, advice and engagement** services to support people with learning disabilities

**User-led quality assurance** service

**Circles of Protection** advocacy service for people placed out of area



## The Islington Offer – Learning Disabilities

§ Our accommodation offer for adults with learning disabilities:

An **in-house accommodation service** offering 2 residential care services and 3 supported living services in Islington

A number of **block-contracted supported living services** within Islington provided in the independent sector across 16 services

A **Shared Lives service** providing long-term accommodation and short-breaks in a family setting, provided by Islington Council – sometimes described as Adult fostering

A **buildings-based respite service** provided by Islington Council

**Purchasing** of residential care, nursing care and specialist hospital care where required



# The Islington Offer – Adults with physical disabilities & sensory impairments

**Community support services** to help people live independently in their own homes

**Day Services** – provided by Islington Council

**Advocacy, advice and engagement services**

**Purchasing** of residential care & nursing care as required

A **wheelchair service** to provide and maintain wheelchairs

An award-winning **Sign Language Interpreting Service** for people with hearing impairments to access primary care services

**Low vision clinic** for people who are visually impaired

A **peer support network** for people who have a personal budget



## The Islington Offer – Preventative services

§ Islington Council and Islington CCG commission and provide a huge range of services to offer **early intervention and prevention**, including:

**Information and signposting – including a council managed Access and Advice phone and online service for social care**

**Advocacy and advice, including welfare advice**

**Drop-in and peer support**

**Employment support**

**Community Transport**

**Community support in people's own homes**

**Day Services**

**Supported Housing**

**Domestic Violence**

Services are offered to meet a wide range of needs diverse local population groups



## The Islington Offer – Carers

§ In line with the Care Act's requirement to support carers, there is a diverse carers offer in Islington:

Unpaid and family carers can access a **Carer's Assessment** through the council

Carer's services are available through **Islington Carer's Hub**, provided by Age UK, which offers a range of services to

**promote carer's health & well-being &**  
support access to **employment, education, training and volunteering**

A range of carer's support services **for carers of people with disabilities**

A **Carer's survey** is undertaken every two years and informs the strategic approach to supporting Carers

Carer's can access **free training from Islington Council** to build their skills and confidence in their caring role



## The Islington Offer – In-house services

As well as commissioned services Islington Council also delivers a range of services in-house for adult social care service users. These include:

### **Day activities, Day Centres & Care -**

Daylight – day activities for people with disabilities

Spectrum - day activities for people with Autism

Outlook Centre – day activities for people with disabilities

Community Access Project – supporting people with disabilities into employment

Highbury New Park Day Centre – day centre for older people

Alsen Day Centre – day centre for older people

Complex Home care and Reablement service – for range of client groups

### **Accommodation**

King Henry's Walk – Residential Respite Care for people with disabilities

Arlington Square – Supported Accommodation for people with disabilities

Orchard Close – Residential Care for people with disabilities

Wray Court – Residential Care for people with disabilities

Shared Lives – Supported Accommodation in families' homes for people with disabilities

Daylight Flat (Highbury Grove) – Supported Accommodation for people with disabilities

St John's Way Flat – Supported Accommodation for people with disabilities

# The Islington Offer – Integration with Health

Islington is an integrated pioneer which means it has been recognised as an area of excellence by the Department of Health for joint work between health and social care. There are several joint integration programmes which encompass a range of different services across Islington. Two examples of integrated services available are:

**Integrated networks** – People in Islington who are at risk of hospital admission or whose needs mean they could benefit from a multidisciplinary approach can be discussed at new integrated networks based around GP surgeries. This brings clinical staff together to coordinate a person's care to ensure the best possible outcome for that person. Islington social workers are part of these networks and have been trained on housing issues so they can advise health colleagues on housing issues and link them to the right housing service.

**Hoarding panel** – An integrated hoarding panel has been established that brings together a range of partners to assist staff to plan, coordinate, assess, diagnose and treat adults who display symptoms of hoarding disorder or hoarding-related behaviours.



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**Report of: Service Director Housing Operations**

Meeting of:	Date	Ward(s)
Housing Scrutiny Committee	6 <sup>th</sup> September 2016	All

Delete as appropriate	Exempt	Non-exempt

## **SUBJECT: ESTATE SERVICES MANAGEMENT SCRUTINY REVIEW - 12 MONTH UPDATE**

### **1. Synopsis**

- 1.1 The Council's Executive received a report on 16<sup>th</sup> July 2015 from the Housing Scrutiny Committee making several recommendations regarding services provided on the council's housing estates. This report updates the Housing Scrutiny Committee on progress with the recommendations agreed by the Executive.

### **2. Recommendations**

- 2.1 To note the progress made set out in 4.1 to 4.11 of this paper.

### **3. Background**

- 3.1 The Housing Scrutiny Committee took evidence from Housing and Environmental and Regeneration officers as well as from the Caretakers GMB Union Branch President from September 2014 to May 2015. Six meetings were held to hear and consider the evidence. The Council's Executive agreed the recommendations from the Committee on 26<sup>th</sup> November 2015. The progress made with each of the Committee's recommendations is noted below.

## **4 Housing Scrutiny Committee Recommendations**

- 4.1. **Recommendation**  
**That the Executive agrees with the objective of enhancing the caretaking service through the introduction of new tasks, subject to staff and union consultation and resources being available;**

### **Executive Response November 2015 –**

Housing Management is in favour of developing the caretaking service with the introduction of new tasks to enhance the service and subject to agreement with the trade unions will plan to implement this.

### **Service Update August 2016 –**

Housing Management has identified new tasks that could enhance the service and we are working with the Trade Union to simplify the process and having achieved agreement we hope to introduce new tasks in the new year. It is predicted that any new tasks added will not add to our costs.

#### 4.2 **Recommendation –**

**That the Executive seek to maximise income generation opportunities through the Estate Services section, including:**

**a) The private rent of garages on estates where there is surplus provision and demand for parking and storage space from private individuals, commercial organisations and social enterprises;**

### **Executive Response November 2015 –**

We have a number of initiatives in place to increase revenue from estate parking and garages. Housing management is for example introducing easier processes for customers to find and bid for spaces on the estates through the web, under the council's customer transformation programme.

There has always been a policy to let surplus garages where applicable particularly where there a larger number of garages vacant. A bid has been agreed for letting a block of garages on a commercial basis for storage at Maryland Walk. Further sites are also being considered.

Following a policy change in 2012 there are now 300 garages let for storage space

### **Service Update August 2016 –**

The lease for Maryland Walk has now been completed and negotiations are underway for another lease at Skinner St. Further sites are being marketed.

We have increased the garages let for storage from 300 to 423.

**b) Prioritising the refurbishment of garages to enable these to be rented as soon as possible;**

### **Executive Response November 2015 –**

Housing management are also taking a spend to save approach by moving forward with investment in refurbishing a number of garages this financial year to increase lettings.

### **Service Update August 2016 –**

We have refurbished three garage areas since July 2015.

We have increased the number of garages let from 1699 in July 2015 to 1776 with a consequent increase in income as identified in the financial implications later in this report.

**c) Offering caretaking, voids clearance and minor repair and decoration services to external organisations, subject to appropriate consultation with caretaking staff and unions being undertaken;**

### **Executive Response November 2015 –**

Housing management will investigate this potential in the next financial year. Previously they have been mindful as to whether our comparable costs were competitive.

### **Service Update August 2016 –**

This objective is part of our work plan and will be prioritised later this year.

**d) Making mechanised services available to external organisations.**

**Executive Response November 2015 –**

Mechanised Services have offered a range of services to housing providers which includes Southern Housing, Hyde, Islington and Shoreditch Housing Association, Circle and St. Mungo's. This included lumber clearance and mechanised road cleansing. We will also look at making available to other departments.

**Service Update August 16 –**

Environment and Regeneration have made approaches to a number of housing providers but due to the high relative unit cost they have not shown any interest.

**4.3 Recommendation –**

**That the Executive review the management arrangements of the estates caretaking service, with a view to moving to a simpler, more direct management structure;**

**Executive Response November 2015 –**

Housing management accept that the current structure is difficult to understand and we are putting forward proposals to simplify management arrangements in a staff reorganisation change report which will be subject to consultation with staff and the unions through the existing agreed change process. This is not projected to result in any additional management costs.

**Service Update August 2016 -**

The organisational change report has been approved by Senior Management Team. Formal consultation with the Trade Union and staff will close on 19<sup>th</sup> August 2016 and we expect to implement the changes this financial year.

**4.4 Recommendation –**

**That the Executive agree minimum standards for caretaking facilities and stores with staff and ensure that all estates meet these standards;**

**Executive Response November 2015 –**

Housing management accepts this and we have a program of upgrading lodges. There has been substantial investment over the last three years to maintain standards.

**Service Update August 2016 –**

We have over 100 lodges across the borough and to date have spent over £200,000 over the last three years upgrading them.

A comprehensive range of materials is available to our caretakers and regular checks are completed to ensure delivery and quality is maintained consistently.

**4.5 Recommendation –**

**That the Executive consider how estates staff can work with other services to ensure that that the areas surrounding estates are thoroughly cleaned;**

**Executive Response November 2015 –**

**Housing Management Response -** We have worked with our colleagues in Environmental and Regeneration to identify locations where this has been an issue and responsibilities and arrangements have been clarified. If further locations are identified we will agree responsibilities with our colleagues.

**Service Update August 2016 –**

No further locations have been identified.

**4.6 Recommendation –**

**That the Executive further investigate the retention of grounds maintenance staff by offering annualised hours and exploring possible synergies with other sections;**

**Executive Response November 2015 –**

The council has looked at this previously and is discussing this with other councils that have tried this approach and will consider whether to offer it in Islington.

**Service Update August 2016 –**

This has been found not to be a model which would benefit Islington. However to reduce agency staff a pool of staff on casual assignments directly employed by the council has been created.

4.7 **Recommendation –**

**That the Executive increase the publicity of communal gardening and edible plant growing schemes, with a focus on how tenants living on estates without a residents' association can participate in such schemes;**

**Executive Response November 2015 –**

There is now a link on the new Housing Web page to provide advice regarding Residents Gardening Clubs in the borough.

**Service Update August 2016 –**

We publicised this in our housing newsletter in Spring this year and will promote similarly in future years.

4.8 **Recommendation –**

**That the Executive provide a schedule of duties to tenants to clarify the duties of caretakers;**

**Executive Response November 2015 –**

Identification of our caretakers duties has been made available to residents through web pages and correspondence sent out to residents as required and we are now using our notice boards on estates to advise residents further. This is included on the council's new housing web page. It is intended that this schedule is developed into a specific list for each estate.

4.9 **Recommendation –**

**That the Executive advise tenants when their caretaker is unavailable due to holidays or sickness both through the website and by displaying a notice on the estate;**

**Executive Response November 2015 –**

This will be difficult to provide within current resources on a manual basis however we will roll this out as we implement the roll out of electronic noticeboards across our estates.

**Service Update August 2016 –**

We have been developing this with digital services and hope to start testing of this in September 2016 and implementation in October 2016.

4.10 **Recommendation –**

**That the Executive investigate proposals for increased holiday cover for caretakers;**

**Executive Response November 2015 –**

We are happy to investigate this and provide details of the relevant resource requirements.

**Service Update August 2016 –**

We estimate that to provide full cover for all caretaker's holiday absence each year would cost £544,000. We are currently discussing a preferred cover arrangement for caretaker's absence with the Housing Management Reference Group to provide full cover for absence over 10 days.

- 4.11 **Recommendation –**  
**That the Executive ensure that the cost, condition and usage of garages be reviewed, and consideration be given to how estate services can contribute to preventing garages being used for unintended purposes.**

**Executive Response November 2015 –**

We will review the offer to our residents renting garages including the cost. Currently the cost is determined each year by the Council's executive.

Following the findings of the Housing Scrutiny Committee senior staff have been asked to complete greater monitoring of garage misuse.

**Service Update August 2016 –**

Although current resources only allow for an annual check we will look into this further with the implementation of the new estates services management structure.

We have completed a joint exercise with the police to investigate potential misuse of garages across the borough.

## **5. Implications**

### **5.1 Financial implications**

Specific financial implications are provided in respect of the following recommendations;

**4.2 (a)** Maryland Walk: a new 20 year lease commencing 4<sup>th</sup> Jan 2016 has been agreed at £55k per annum. A rent free period applies during 2016/17. Hence the additional income will not be realised until 2017/18.

Two other sites are currently under negotiation. It is expected these two sites will deliver additional income of £265k per annum in the next couple of years.

**4.2 (b)** Based on the average garage letting charge of £18 per week, the additional 77 garage lettings have generated income of £72k per annum.

It should be clearly noted that if recommendation 4.10 is progressed, then this will have an impact on the level of charges levied on to Tenants and Leaseholders. The financial implications of these recommendations will need to be considered in more detail once further information is available

Other recommendations detailed in this report are still in the stages of development. Where required, financial assessments will be provided in due course.

### **5.2 Legal Implications**

Legal support and advice has been provided as required in respect of the implementation of the recommendations.

The council may provide services (caretaking, decorating, repairs etc.) to other public bodies (Local Authorities (Goods and Services) Act 1970) and to other organisations (Localism Act 2010). In the case on non-public bodies the provision of these services would have to be done through the council's trading company if it is intended to generate a profit.

### **5.3 Environmental Implications**

There are some environmental implications from the proposals put forward in this report. The refurbishment of garages and bringing some of the lodges up to minimum standards by installing water supplies in them will involve the use of materials, energy and the generation of waste. Management should seek to carry out this in a way that maximises reuse and the use of sustainably-sourced materials, and minimises energy use, waste generation and future maintenance. New water supply fittings should be fitted with water-saving devices such as aerators.

Making in-house services (Mechanised Services, caretaking, voids clearance and minor repairs and decorations) available to outside organisations may increase the amount of work they do, leading to an increase in the services' environmental impacts – e.g. vehicle emissions, waste generation, chemical and resource usage etc. Although it appears unlikely that there will be any take up, if there is, these impacts should be carefully managed by the services to ensure they are minimised as far as possible.

Publicising the communal gardens and edible plant schemes may have a positive environmental impact, as they may encourage residents to eat food grown locally, reducing food miles.

#### 5.4 **Resident Impact Assessment**

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

Resident Impact Assessments are being completed as and when services are to be changed.

## 6. **Conclusion**

- 6.1 The committee is asked to note progress made by officers with the recommendations. Housing management continue to work on these recommendations and other improvements to the service. This has helped achieve a reduction in complaints regarding estates services from residents from 20 in 2013/14 to 13 in 2015/16.

### **Final report clearance:**

**Signed by:** Jo Murphy  
Service Director Housing Operations

25 August 2016  
Date:

**Report Author:** David Salenius  
**Tel:** 0207 527 5356  
**Email:** [david.salenius@islington.gov.uk](mailto:david.salenius@islington.gov.uk)