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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 4, Town Hall, Upper Street, N1 2UD on, **2 February 2017 at 7.30 pm.**

**Stephen Gerrard**  
**Director of Law and Governance**

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Despatched : 18 January 2017

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

Substitute Members

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

Observers:

Rose Marie McDonald (PFI Managed Tenants)  
Jim Rooke (Directly Managed Tenants)

**Quorum: is 4 Councillors**



## A. Formal Matters

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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 (*to follow*)
5. Chair's Report
6. Order of Business
7. Public Questions

<b>B.</b>	<b>Items for Decision/Discussion</b>	<b>Page</b>
1.	RSL Scrutiny	1 - 2
2.	Housing Services for Vulnerable People: Witness Evidence	3 - 6

To include:

- Evidence from Partners
- Evidence from another local authority

**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 on 28 March 2017

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## **Areas of enquiry for registered provider sessions at Housing Scrutiny Committee meetings**

The Housing Scrutiny Committee has a rolling programme of inviting registered providers with a significant presence as landlords in the borough to present to the Committee on their overall performance.

**Officers have invited a housing association to attend the 2<sup>nd</sup> February 2017 meeting of the Committee. Further information will be provided if their attendance is confirmed.**

Set out below is a list of areas of enquiry, which is sent to attendees in advance to assist in tailoring their presentation to the particular interests of the Committee. The current list was agreed in July 2016.

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### **Overarching:**

- What's going well for your work in Islington?
- What are your areas of concern? How can you work more closely with Islington Council on those?

### **Specific:**

- **Resident satisfaction** – Tell us about your resident satisfaction figures; have they changed over recent times, and how does that compare with similar RPs? How do you measure resident satisfaction, and how is the data collected?
- **Performance** – Tell us about your performance in repairs; rent collection; voids and relets; gas safety; and managing antisocial behaviour. How does it compare with other RPs? Are there areas you need to improve?
- **Voids and relets** – Islington has seen a drop in Housing Association available lets coming through our nominations process compared to the Council's own. What are your thoughts on this and how could we work with you to increase available properties again?
- **Rents** – What is your approach to affordable rents – i.e. up to 80% of market rent? Islington Council policy is to let all properties at target rent, and we are keen to encourage partners to do the same in our borough.
- **Tenancies** – The Council's policy is to provide life time tenancies and we encourage partners to take the same approach. What is your approach generally and do you provide any fixed term tenancies in Islington?

- **Finances and wages** – What annual surplus did your organisation generate in the last financial year? How does this compare to the sector average? Do you have policies on the London Living Wage and the ratio between the highest and lowest paid staff?
- **Maintaining assets and developing homes** – How do you invest in your stock in our borough? Have you sold any properties in Islington, and if so where did that investment go? What are your priorities for investment? Are you planning to build or acquire any new homes at target rent in the borough?
- **Housing and Planning Act and Welfare Reform changes** – What impact will the new legislation and government policies have on your organisation? What are you doing to support tenants affected by welfare reform and how can the Council work more closely with you to support tenants? Have you had any interest in the new Right to Buy? Since the introduction of Welfare Reform have you had an increase in rent arrears, and has this led to an increase in evictions? Have you implemented the government's 'Pay to Stay' ('Tenant Tax') policy? What effect has this had?
- **Vulnerable People** – Do you provide sheltered housing for vulnerable people? Do your vulnerable tenants receive any enhanced services? Do you have agreed protocols for engaging with vulnerable tenants? Do you work with local authorities to ensure your vulnerable tenants are receiving comprehensive support?

# Agenda Item 2

## 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.

6 September 2016		
Who / What	Organisation / Purpose	Other key information
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>

17 October 2016		
Who / What	Organisation / Purpose	Other key information
Cora Nicholls, Housing Options Manager	Housing Needs and Strategy – 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>

1 December 2016		
Who / What	Organisation / Purpose	Other key information
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>
Glenn McCorkindale, Property Services Programme Manager	Property Services – on the work undertaken by the service on supporting vulnerable people.	
Representative of Peter Bedford Housing Association	Peter Bedford 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>

10 January 2017		
Who / What	Organisation / Purpose	Other key information
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>
Age UK – Carer's Representatives	Age UK – To provide information from a carer's perspective.	
Service users	Open invitation for service users to attend and provide evidence.	



**2 February 2017**

Who / What	Organisation / Purpose	Other key information
Representative of another local authority (TBC)	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 data-bbox="970 371 1445 539">• 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 confirmed):**

Visit to homeless reception centre

Visit to sheltered housing scheme

**Key dates:**

2 February 2017: Concluding Discussion

28 March 2017: Draft Recommendations

16 May 2017: Final Report

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