



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Committee Room 4, Town Hall, Upper Street, N1 2UD on, **3 October 2017 at 7.30 pm.**

Yinka Owa
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Despatched : 22 September 2017

Membership

Councillor Michael O'Sullivan (Chair)
Councillor Marian Spall (Vice-Chair)
Councillor Alex Diner
Councillor Gary Doolan
Councillor Aysegul Erdogan
Councillor Troy Gallagher
Councillor Osh Gantly
Councillor Mouna Hamitouche MBE

Rose Marie McDonald (Resident Observer)
Dean Donaghey (Resident Observer)

Substitute Members

Councillor Satnam Gill OBE
Councillor Gary Heather
Councillor Jenny Kay
Councillor Una O'Halloran
Councillor Olly Parker
Councillor Angela Picknell
Councillor Dave Poyser
Councillor Nurullah Turan

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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For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

B. Items for Decision/Discussion	Page
1. Fire Safety Scrutiny Review: Witness Evidence	9 - 32
a) Paul Hobbs, Borough Commander, London Fire Brigade	
b) Jan Hart, Service Director, Public Protection	
c) John Venning, Head of Asset Management, Partners for Improvement in Islington	
2. Housing Communications Scrutiny Review: Witness Evidence	33 - 36
a) Tom Irvine, Deputy Managing Director, Partners for Improvement in Islington	
b) Evidence on online housing services (to follow)	
3. Review of Work Plan	37 - 38

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 16 November 2017

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Agenda Item 4

London Borough of Islington

Housing Scrutiny Committee - 4 September 2017

Minutes of the meeting of the Housing Scrutiny Committee held at Committee Room 1, Town Hall, Upper Street, N1 2UD on 4 September 2017 at 7.30 pm.

Present: **Councillors:** O'Sullivan (Chair), Erdogan, Gallagher, Hamitouche, and Poyser.

Resident Observers: Rose-Marie McDonald and Dean Donaghey

Councillor Michael O'Sullivan in the Chair

291 APOLOGIES FOR ABSENCE (Item A1)

Apologies for absence were received from Councillors Diner, Doolan, Gantly and Spall.

The Committee passed on their best wishes to Councillor Gary Doolan, who was absent due to illness.

292 DECLARATION OF SUBSTITUTE MEMBERS (Item A2)

Councillor Poyser for Councillor Spall.

293 DECLARATIONS OF INTERESTS (Item A3)

None.

294 MINUTES OF PREVIOUS MEETING (Item A4)

RESOLVED:

That the minutes of the previous meeting held on 17 July 2017 be confirmed as a correct record and the Chair be authorised to sign them.

295 CHAIR'S REPORT (Item A5)

The Chair noted that Paul Hobbs, the London Fire Brigade Borough Commander, had submitted apologies for the meeting. Mr Hobbs had been asked to provide evidence as part of the Fire Safety scrutiny review, and had been invited to attend the October or November meeting.

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

No changes were proposed to the order of business.

297 **PUBLIC QUESTIONS (Item A7)**

The Chair set out the procedure for public questions and the filming of meetings.

A member of the public queried the fire safety of solar panels, expressing concern about panels on her roof; and also highlighted that the windows on her council-owned property were in a poor condition, querying if they met the Decent Homes Standard. In response, it was advised that solar panels presented a low fire risk and any problems would likely be caused by more general electrical safety issues. The Committee asked officers to take up these issues outside of the meeting and report back to the Chair.

298 **FIRE SAFETY SCRUTINY REVIEW: WITNESS EVIDENCE (Item B1)**

Damian Dempsey, Group Leader – Quantity Surveyors, and Stuart Fuller, Construction, Fire, and Gas Safety Manager, answered questions on the evidence circulated with the agenda.

The following main points were noted in the discussion:

- The Committee noted that housing officers had been under considerable pressure since the Grenfell Tower fire and thanked them for work.
- In response to a question, officers thought that interim findings on the causes of the Grenfell Tower fire would be available by the end of the calendar year.
- A member reported that a number of residents were still using barbeques on their balconies despite a letter from the council warning against this. It was suggested that stronger communication and action from the council was needed.
- The Committee considered the fire risks posed by faulty electrical appliances, and if the council would PAT test residents' appliances if they were suspected of being unsafe. In response, officers advised that this was not a service offered by the council. Residents were the owners of the electrical appliances in their property and it was their responsibility to ensure that they were safe to use. Officers queried the role of the council if an appliance failed the PAT test; it was not clear if the council would have the authority to disable the appliance by removing the plug, or what action could be taken if the resident chose to continue to use the faulty appliance. If the appliance was disabled by the council, it was not clear who would be responsible for removing the appliance and sourcing a replacement. It was noted that there were on average 40 electrical appliances in each household.
- Members queried the fire risks associated with houses of multiple occupation in the private rented sector. Whilst it was known that some HMO properties were of a low standard, it was acknowledged that Environmental Health had a licensing and inspection regime which was intended to identify such issues. It was commented that the council had recently been very successful in prosecuting HMO landlords that did not comply with safety standards, and further details would be submitted to a future committee meeting.
- A member advised of a vulnerable resident with mental health issues. The resident was a known hoarder and had been asked to remove a number of items stored on her balcony. It was understood that the resident had received correspondence about the fire risks associated with hoarding, however it was suggested that the resident

Housing Scrutiny Committee - 4 September 2017

did not have the capacity to understand these risks and remove the items herself. It was queried if there was support available for residents with such issues. In response, the Executive Member for Housing and Development advised that the resident may be eligible for support and agreed to take this case up with officers.

- Officers advised that the council had sufficient capital resources to ensure that its properties complied with current fire safety regulations. However, if regulations were to change and additional works were required, then additional capital investment would be required.
- The Committee asked officers if they considered current fire regulations to be adequate. In response, it was advised that they thought they were adequate, however the findings of the Grenfell Tower inquiry may highlight inadequacies.
- The Committee commented on the different fire safety regulatory regimes internationally, noting that tower blocks in New York City were required to have external fire escapes.
- A member queried if leaseholders were required to have insurance which would indemnify the owners and tenants of neighbouring properties against any damage caused to their property or possessions through fire or flood. Officers believed that having insurance was a condition of the lease, however advised that they would seek confirmation from the relevant officers.
- Following a question, it was advised that Housing officers met with the Fire Brigade in various capacities approximately once a week. The Fire Brigade also held familiarisation meetings in larger blocks so they were aware of their structure and access routes. The Fire Brigade carried out 'post fire visits' jointly with housing officers to evaluate the causes and impact of fires in council properties, and occasionally carried out joint inspections with Housing officers if there was a specific fire safety concern.
- Some parking bays in the borough had been removed to ensure that the emergency services had adequate access to buildings.
- It was queried if the council had evacuation plans for housing blocks, and if these were shared with the Fire Brigade. In response, it was advised that the housing service did not maintain evacuation plans as mass evacuation was not encouraged or expected. It was reiterated that the fire safety advice for larger blocks was to stay put unless the fire is directly affecting you. In such circumstances, residents were expected to self-evacuate.
- It was queried if the council had details of vulnerable and disabled residents who may be unable to evacuate in a fire, and if this information was shared with the Fire Brigade. In response, it was advised that information on vulnerable residents was held and had previously been provided to the Fire Brigade, however the Fire Brigade had commented that this was too much information. Officers suggested that the Fire Brigade was primarily concerned with the location of fire hazards, such as residents with oxygen canisters for medical purposes.
- The Housing Service had previously considered installing local information boxes in larger blocks to enable the emergency services to access information on resident vulnerabilities, however it was decided not to take this up due to concerns over data protection and how the information would be kept up to date. The Committee suggested that an electronic solution could hold this data in a secure and practical way for the fire service, and proposed that an app could be developed for this purpose.
- Concern was expressed that some vulnerable people could be heating their homes through portable gas appliances fuelled by canisters, as some people believed that these were cheaper than central heating.
- The Committee was addressed by a wheelchair user who lived in a council housing block. She commented that she was unable to escape her property in the event of a fire. Her plan was to escape to the balcony, and although her neighbours had helped

to clear access, her door needed adjusting for her to access the balcony. She commented that these issues had been raised with the housing service however had not been followed up, and expressed concern that the Fire Brigade may be unaware of her specific needs. Officers advised that these issues would be taken up outside of the meeting.

- Dr Brian Potter, Chair of the Islington Leaseholders Association, advised that leaseholders were required to pay towards an insurance policy held by the council, however this only insured leaseholders up to the rebuild value of their property, and not the full value of their mortgage. It was queried if leaseholders were able to take out an insurance policy to a higher value, as it was understood that homeowners were not able to insure their property with two insurers. In response, officers advised that their understanding was that insurers only ever insured to the rebuild value of properties, however this would be raised with the council's Insurance Team and officers would contact Dr Potter to confirm the council's position.
- Dr Brian Potter, Chair of the Islington Leaseholders Association, queried the ownership of the front door frame to leasehold properties. Dr Potter's understanding was that the council owned the door frame and the leaseholder owned the door; however, following recent correspondence to leaseholders on the requirement to install a fire-safe door, Dr Potter had been advised that both the door and the frame were the responsibility of the leaseholder. Officers advised that their understanding was that the door and frame were the responsibility of the leaseholder, and they would confirm the position and respond to Dr Potter. Dr Potter asked that the council's legal advice on this matter be made public, however officers advised that leaseholders should seek their own independent legal advice on matters relating to the enforcement of lease conditions.
- The Committee noted that building regulations did not apply retrospectively. It was commented that if any changes to building regulations were made following the Grenfell Tower inquiry, then these would not be applicable to existing properties.
- It was required that a briefing note be circulated to members on changes to the landlord regulations to be introduced in April 2018.

The Committee thanked the officers for their attendance.

The Committee noted the revised Scrutiny Initiation Document and Witness Evidence Plan.

299 HOUSING COMMUNICATIONS SCRUTINY REVIEW: WITNESS EVIDENCE (Item B2)

a) Evidence from the Communications Team

The Committee received a presentation from Lynn Stratton, Deputy Head of Communications and Change, which provided introductory information on communication channels, resident priorities, and document accessibility. This supported the evidence circulated in the agenda pack.

The following main points were noted in the discussion:

- The Committee considered the infographic detailing how the housing service communicated with residents and external partners. It was noted that residents received a mixture of localised, targeted, and broadcast communications.
- The housing service had worked to develop its digital communications in recent years, including online systems for repairs and housing options.
- Social media presented opportunities to offer more localised communications, perhaps on an estate basis.

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- At present the service did not make use of SMS communications on a regular basis, but it was thought that this could be a useful tool in future.
- The Communications section did not routinely review housing communications as a form of quality control, however major communications were developed in partnership between Housing and Communications.
- Resident feedback on housing communications had previously highlighted the need for simplicity and a more empathetic tone.
- Training on letter writing and customer service was available for staff. This was provided by the Corporate Learning and Development Team. The Communications team made guidance available to staff through the intranet.
- The Committee welcomed that communications guidance was available, but queried if the contents of this guidance was well known by staff. Officers advised that the take up of this guidance was not evaluated. The Committee suggested that key messages about local issues and events were not always communicated effectively.
- Customer service training was compulsory for staff in certain front-facing areas, but not for all housing staff.
- Language translation services were available on request. It was preferential to translate verbally rather than in writing, as this allowed any questions to be answered immediately.
- The Committee noted the Islington Council Brand Guidelines, and that they contained standards for accessibility.
- Members suggested that residents may find regularly updated FAQs helpful. Officers commented that these would also be useful to the Communications section.
- Officers advised that there was no plan to introduce chat bots at present, although commented that these would be useful for residents.
- The Committee considered the reach of online communications. Whilst some residents did not have regular access to the internet, others only wanted to communicate online.
- Members commented that they had received housing casework which highlighted a lack of coordination, respect and empathy in communications from council staff. Officers acknowledged that this could be a problem, and commented that it was particularly difficult to monitor verbal communication between staff and residents.
- The Housing Operations section was reviewing its ways of working, with the aim of being more responsive to the welfare needs of residents.
- The Committee expressed concern that some vulnerable people did not have regular access to the internet to access online services. Officers advised that the council's Digital Champion Scheme supported residents to get online, and indicated that further information would be provided to a future meeting.
- A member commented that she worked as a translator for residents and remarked that the tone and attitude of council staff was sometimes poor, and this could have a detrimental effect on vulnerable people. It was suggested that front-line staff should receive compulsory training on tone of voice and empathy.
- The Committee suggested that staff awareness of communication guidelines could be assessed through the appraisal process.
- The Committee suggested that some level of communications training should be mandatory for all staff.
- Members of the public commented on the importance of written communication, as this ensured that residents and the council had a paper trail for reference.

The Committee thanked Lynn Stratton for her attendance.

b) Evidence from Property Services on complaints management

The Committee received a presentation from Lorenzo Heaune, Productivity and Compliance Group Leader, on how Property Services handles and learns from complaints.

The following main points were noted in the discussion:

- The Property Services Customer Services Team received and investigated complaints and member enquiries. These were responded to in line with council procedures and Ombudsman guidance.
- It was commented that there had been some confusion following the 'Customer Excellence' team being renamed the 'Customer Services' team, as there was also a separate, council-wide Customer Services team.
- All staff in the Property Services Customer Services Team were required to attend customer services training.
- The number of complaints had decreased in recent years. The most frequent complaints were related to protracted repair works and issues not being resolved, which demonstrated the importance of achieving a 'first time fix'.
- Customer satisfaction was independently evaluated by Kwest. This sometimes identified issues which required follow-up action, and such issues were dealt with promptly. Any negative feedback that did not require action was evaluated on a monthly basis.
- Following a question, it was advised that Partners had their own complaints processes, however did consult with the council on customer service issues from time to time. It was suggested that Partners should be required to mirror the council's own processes, and report their performance to the Housing Scrutiny Committee on a quarterly basis, as the council's housing services do. The Executive Member for Housing and Development advised that he was meeting with Partners every six weeks and would ask them about further engagement with the Housing Scrutiny Committee.
- It was suggested that all staff should have an objective in their appraisal related to providing high-quality customer services, and this should be regularly reviewed in one-to-one meetings with management.
- Officers understood that property repairs was a highly emotive area. It was commented that staff do care about residents' experiences, and perhaps this point needed to be emphasised more.
- Following a question, it was advised that staff turnover in the Customer Services Team was fairly steady, although there were two posts which were currently filled temporarily whilst permanent staff were sought. Although working in the team could be challenging, staff reported that they felt motivated and committed in their role.
- Officers understood that residents could get frustrated, but abusive behaviour towards staff was not tolerated. It was advised that staff were offered emotional support through the Employee Assistance Programme.
- Following a question, it was advised that residents were able to log a complaint about their repair up to 12 months after the completion date; however this was not an absolute deadline.
- Following a question related to lifts repeatedly needing maintenance work, it was confirmed that officers investigated patterns in repairs and any assets which repeatedly failed were reviewed thoroughly. It was commented that the new repairs management system would make it easier to identify trends in repairs.
- Dr Brian Potter, Chair of the Islington Leaseholders Association, commented that leaseholders should not be required to contribute towards the cost of repairs

required due to vandalism, as this should be covered through the council's insurance.

- Dr Brian Potter, Chair of the Islington Leaseholders Association, commented that leaseholders should not be charged for the cost of incomplete repairs, for example the cost of when a repairs operative is unable to carry out a repair as they did not have the correct information or equipment.
- It was commented that the council should use the terms 'tenant' and 'leaseholder' and not 'customer'.

The Committee thanked Lorenzo Heaune for his attendance.

c) Scrutiny Initiation Document and Witness Evidence Plan

The Committee agreed to amend the scrutiny initiation document, to include the 'organisational culture relating to communications' within the scope of the review.

RESOLVED:

That the scrutiny initiation document be amended, to include the 'organisational culture relating to communications' within the scope of the review.

300

QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q1 2017/18) (Item B3)

Councillor Diarmaid Ward, Executive Member for Housing and Development, introduced the quarterly performance report.

The following main points were noted in the discussion:

- No new affordable homes had been completed in quarter one. This was partially due to delays in completing electricity and mains water connections. It was still expected that the target of 200 new affordable homes by 2020 would be met.
- The number of tenants in under-occupied properties downsizing was significantly below target. The Executive Member commented on the importance of using the council's housing stock efficiently. It was suggested that some tenants were discouraged from moving as they were concerned about losing their secure tenancy under proposals previously announced through the Housing and Planning Act. The Committee commented that greater work was needed to explain that this was not the case.
- The Committee suggested that increasing the number of downsizers should be a top priority of the housing service, and that downsizing communications should be targeted at middle-aged couples whose children had left home. The Committee noted that it may not be beneficial for some older and vulnerable people to downsize, as the stress of downsizing could have a detrimental effect on their wellbeing.
- It was advised that there were services to assist tenants with moving home, including furniture removal, but there was a lack of awareness of these services and they needed to be promoted further.
- It was the council's downsizing policy was that nobody should pay more rent for a smaller property. Dr Brian Potter, Chair of the Islington Leaseholders Association, queried this, commenting that his understanding was that the rent was only held at a lower rate for one year. The Executive Member reiterated the council's policy and commented that he was not aware of anyone who was paying more rent as a result

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of downsizing. It was advised that any instances of tenants paying more rent as a result of downsizing should be reported to the Executive Member to investigate further.

- It was reported that the new repairs system had been implemented largely successfully. It was positive that the first time fix rate was only 1% below target given the significant changes, however it was expected that this would improve over time, and it was suggested that a more challenging target may be appropriate.
- The Executive Member attributed the reduction in homelessness to cross-borough prevention work. It was commented that the Homelessness Reduction Act had well-meaning aims, however additional resources were required to meet the new duties under the Act. The Executive Member considered that the £48 million allocated to local authorities to meet their duties under the Act was insufficient.
- Islington Council currently had its lowest number of households in nightly-booked temporary accommodation since September 1998.
- The leading cause of homelessness was loss of private sector tenancy. It was commented that assured shorthold tenancies were not a secure form of tenancy and the private rented sector needed reform.
- The Executive Member explained that homeless households must be vulnerable and have a local connection to be eligible for housing from Islington Council. 'Local connection' meant living in Islington for three of the past five years.
- It was commented that shared ownership housing was not 'affordable', particularly in the south of the borough. The Executive Member believed that it was important to have intermediate housing options available, but also had concerns about the affordability of shared housing.
- The Committee considered the 'Housing First' model used in Finland, where vulnerable homeless people are given a permanent home quickly, rather than temporary accommodation. It was commented that this enabled a more effective focus on substance abuse and other issues.
- Following a question from a member of the public, it was advised that the St Mungo's Outreach Service regularly engaged with people who were street homeless, however any concerns about homeless people should be reported to streetlink.co.uk.

The Committee thanked Councillor Ward for his attendance.

RESOLVED:

That that progress against key performance indicators in Quarter 1 2017/18 be noted.

The meeting ended at 9.50 pm

CHAIR

Housing Scrutiny Committee 2017/18

Fire Safety in Council Housing – Witness Evidence Plan

Overall aim: To review if the fire safety features of the council’s housing stock and associated arrangements are sufficient

Committee Meeting – 4 September 2017		
Who / What	Organisation / Purpose	Other key information
Damian Dempsey, Group Leader – Quantity Surveyors, and Stuart Fuller, Construction, Fire and Gas Safety Manager.	To provide a range of information on how the council ensures fire safety in its properties.	<p>To include:</p> <ul style="list-style-type: none"> • The Council’s responsibilities for directly managed properties, PFI properties, and TMO properties • The responsibilities of tenants and the responsibilities of leaseholders • how fire risks in council properties are identified, assessed, and responded to • The communications channels for residents to report fire safety concerns to the council, and how these are responded to • What general fire safety advice is provided to residents • If it is feasible to fit alarm systems, sprinklers and fire escapes to council housing. • If capital resources are sufficient to complete any required fire safety improvements to the council’s housing stock • If revenue resources are sufficient to ensure that the council’s housing stock remains compliant with fire regulations, building control and health and safety standards, and that any fire risks are proactively managed. • How fire safety is considered at the design stage of refurbishment works and new developments, and to review how decisions are made on matters which affect fire safety. • How capital works are monitored to ensure that they are being carried out to the agreed specification • How the council works with Partners and TMOs on fire safety matters

Committee Meeting – 3 October 2017

Who / What	Organisation / Purpose	Other key information
<p>Paul Hobbs, Borough Commander, London Fire Brigade</p>	<p>To provide the Committee with advice and guidance on fire safety, and information on working relationships with the council.</p>	<p>To include:</p> <ul style="list-style-type: none"> • The fire risks to council housing • If any additional risks are posed by takeaways and hazardous materials being located on the ground floor of blocks of flats, as well as the storage of barbeques and gas canisters • The council's compliance with advice and guidance from the London Fire Brigade • Working relationships between Housing Services, Emergency Planning, Local Authority Liaison Officers, and the London Fire Brigade • Can Islington Council do anything additional to ensure that a major fire is prevented.
<p>Jan Hart, Service Director, Public Protection</p>	<p>To understand the work of the Emergency Planning unit and how the council would respond in the event of a major fire.</p>	<p>To include:</p> <ul style="list-style-type: none"> • How emergency plans are triggered and what these entail • Working relationships between Emergency Planning, Housing Services, Local Authority Liaison Officers, and the London Fire Brigade
<p>John Venning, Head of Asset Management, Partners for Improvement in Islington</p>	<p>Partners for Improvement in Islington – to provide information on the organisation's fire safety procedures and joint-working with the council.</p>	<p>To include:</p> <ul style="list-style-type: none"> • How the council works with Partners on fire safety matters • How Partners works with the fire brigade and others • How Partners assesses and responds to fire safety risks • The communications channels for residents to report fire safety concerns, and how these are responded to • What general fire safety advice is provided to residents

Committee Meeting – 16 November 2017 – DRAFT RECOMMENDATIONS

Who / What	Organisation / Purpose	Other key information
London Hazards Centre	The London Hazards Centre is a not for profit organisation which campaigns for Londoners to live and work in safe and healthy environments. To provide the Committee with advice and guidance on fire safety.	To include: <ul style="list-style-type: none">• Best practice guidance• The fire risks to council housing• Can Islington Council do anything additional to ensure that a major fire is prevented.
Damian Dempsey and Stuart Fuller	To provide any further information requested by the Committee or respond to any issues raised during the course of the review.	

Key dates:

16 November 2017: Draft Recommendations

11 December 2017: Final Report

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Title: Partners management of fire safety

Evidence from: John Venning, Head of Asset Management

1. Introduction

1.1 This report provides a summary of how Partners for Improvement in Islington (Partners) manages fire safety risks at the PFI street properties.

1.2 The report also summarises how Partners works with the Council and the Fire Brigade and how we communicate with residents.

2. Property overview

2.1 Partners manages and maintains 6,373 dwellings in 2,834 street properties located in Islington. The properties are mostly Victorian but the stock also includes some Georgian houses. Approximately 600 are Listed Buildings and many are located in Conservation Areas.

2.2 The properties are traditional brick construction with timber floors and lath and plaster/plasterboard partition walls and ceilings. None of the properties have external cladding.

2.3 Details on tenure type and the number of blocks with internal communal hallways and stairs are set out in Table 1.

2.4 Partners has categorised blocks with internal communal areas into higher and lower risk. This is based on the number of communal stair flights as this reflects the height of the building, the number of dwellings and number of residents.

Table 1: Property details

Blocks	2,834
Dwellings	6,339
Tenanted dwellings	4,469
Leasehold dwellings	1,870
Blocks with internal communal areas	1,576
Higher risk blocks (3+ stair flights)	404
Lower risk blocks (0,1 & 2 stair flights)	1,172

3. Partners Fire Safety Policy and Procedures

- 3.1 Partners has commissioned regular independent auditing of its Fire Safety Policy and Procedures. Details of this are set out in Table 2.

Table 2: Details of fire safety audits

Fire safety audit completed by consultants	2013
Fire safety policy & procedures revised	2014
Fire safety audit completed by consultants	February 2017
Fire safety audit actions:	
Fire risk assessment forms revised and training completed	July 2017

4. Partners monitoring management of fire safety risks

- 4.1 Partners reviews its management of fire safety risks at monthly contract performance monitoring meetings, at quarterly health and safety meetings and at quarterly Board meetings. Details of these meetings are set out in Table 3.

Table 3: Partners meetings which discuss fire safety

Repairs contract meeting	Monthly
Gas servicing contract meeting	Monthly
Housing management contract meeting	Monthly
Repairs/Housing Services no access meeting	Fortnightly
Health and Safety Working Group	Quarterly
Partners Board meeting	Quarterly

5. Fire risk assessments

- 5.1 Partners carries out Fire Risk Assessments (FRA) every three years in accordance with the Regulatory Reform (Fire Safety) Order 2005. The risk assessments were last completed in 2014/2015 and a new programme will be completed in 2017/2018.
- 5.2 The main recommendation arising from the fire risk assessments is to install fire detection and warning systems and emergency lighting to the internal communal areas linked to each flat and to upgrade flat doors leading onto the communal areas.
- 5.3 Islington Council is responsible for delivering the work and it is programmed to be completed between 2018 and 2020.

6. Communal Area Risk Assessments

- 6.1 Partners carries out regular Communal Area Risk Assessments (CARA) of all communal areas to identify health and safety risks including fire safety risks. The CARA inspector refers repairs to the Repairs Team and housing management issues to Housing Services to action. These referrals are monitored at a fortnightly no access meeting and at monthly contract meetings.

6.2 The frequency of the CARA inspections is set out in Table 4.

Table 4: Communal area risk assessments frequency:

Higher risk properties (404)	Six monthly
Lower risk properties (1,172)	Annual/biennial

7. Planned preventative maintenance

7.1 Partners planned preventative maintenance (PPM) programmes contribute to the management of fire safety risks. Details of these programmes are set out in Table 5.

7.2 All tenanted dwellings were fitted with hard wired smoke detectors when they were refurbished between 2003 and 2012 except for 108 dwellings. Partners plans to install hard wired smoke alarms to these 108 non-refurbished dwellings by the end of October 2017.

Table 5: Planned preventative maintenance

Electrical testing	5 yearly
Gas servicing	Annual
Emergency lighting testing to 130 properties	Annual
Fire detection systems testing to 5 properties	Annual
Installation of smoke alarms to 108 non-refurbished dwellings	July - Oct 2017

8. Housing Management

8.1 Partners Housing Services Team plays a significant role in managing fire safety at the properties. This includes enforcing Partners Communal Areas Policy to ensure that communal hallway and stairs are free from obstruction and combustible materials.

8.2 Partners has reintroduced a zero tolerance policy to the internal communal areas and will be writing to all residents asking them to remove possessions that previously had been allowed under the 'managed use' policy.

8.3 Housing Services has attended the Council's Hoarders Panel when required and works with Social Services and other agencies to ensure that vulnerable residents are properly supported and any risks are effectively managed.

8.4 The Fire Brigade's Home Fire Safety Visits are promoted particularly for vulnerable residents and the referral forms are included in the void sign up pack.

8.5 Housing Services will be visiting all vulnerable residents living in non-refurbished dwellings over the next six months to see if any residents need additional support.

8.6 Housing Services and the Repairs Team meet fortnightly to agree actions for repair no access cases that pose a health and safety risk.

9. Resident communication

- 9.1 Partners communicates with residents on fire safety on a regular basis by letter, newsletter and through the website. Details of this are set out in Table 6.
- 9.2 All resident queries on fire safety are logged and responded by Partners Asset Management Team.

Table 6: Resident communication on fire safety

Letter on evacuation guidelines : (See Appendix A)
Letter to all residents sent by IC - June 2017 (See Appendix B)
Fire action plan to be posted in all internal communal areas
Advice on home fire safety visits
Resident newsletter items: (See Appendix C)
Website: information in line with IC/LFB guidelines

10. Working with the Council, Fire Brigade and other agencies

- 10.1 Partners works closely with the Council's PFI Clienting Team on all health and safety matters including fire safety and liaises regularly with the Council's Construction and Fire Safety Team.
- 10.2 Partners management of fire safety is monitored by the PFI Clienting Team at monthly Contract Review Meetings for both the Repairs and Housing Management services.
- 10.3 Partners attends the Council's Homes and Estate Safety Board which is also attended by the Fire Brigade. Partners also attends the Council's meeting with responsibility for overseeing delivery of the programme to install fire detection systems and emergency lighting to the internal communal areas.
- 10.4 Details of these meetings are set out in Table 7

Table 7: Working with the Council, Fire Brigade & other agencies

Housing Management Contract Review Meeting with Council	Monthly
Repairs Contract Review Meeting with Council	Monthly
H & S meeting with Council also attended by Fire Brigade	Quarterly
Fire detection installation programme meetings with Council	Quarterly
Hoarders panel/Social Services and other agencies	When required

17 October 2014

<RESIDENT NAME>
<ADDRESS 1>
<ADDRESS 2>
<ADDRESS 3>
<POSTCODE>

**Partners For Improvement
in Islington Ltd**

4-6 Colebrooke Place,
London N1 8HZ
t. 020 7288 8310
f. 020 7354 4765
e: enquiries@partnersislington.net
www.partnersislington.net

Dear <RESIDENT NAME>

This letter provides important advice about what to do in the event of a fire in your home or in another flat in the building.

You may be aware of recent news coverage about fire safety including the London Fire Brigade 'Know the Plan' campaign which was launched in May 2014. The 'Know the Plan' campaign is about raising fire safety awareness and it provides advice on what to do in the event of a fire in your home or in another flat within your building.

The advice included in 'Know the Plan' relates primarily to purpose built blocks of flats. The Fire Brigade's advice for houses converted into flats is different due to the materials used in construction and the level of fire resistance these are likely to provide.

The Fire Brigade's advice is that if you live in a house converted into flats and become aware of a fire in a neighbouring flat you should leave the building immediately providing it is safe to do so and wait outside at a safe distance for the emergency services to arrive.

A detailed fire action plan is enclosed with this letter. Please read it carefully and make sure all members of your household know about this advice.

More information about fire safety can be found on the London Fire Brigade website at www.london-fire.gov.uk/SafetyAtHome.

Yours sincerely



John Venning

Asset Manager
Partners For Improvement in Islington

T: 020 7288 8310

E: enquiries@partnersislington.net



Fire action



If Fire Breaks Out In Your Home:

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your home and get them to leave. Close the front door of your flat behind you.
- **Do not stay behind to put the fire out.**
- If it is safe to do so, alert other residents in the immediate vicinity on your way out (knock on their doors).
- Call the fire service.
- Wait outside, away from the building.



If You See Or Hear Of a Fire in Another Part Of The Building:

- The emergency plan for this building requires all occupants to leave immediately they become aware of a fire in the building.
- Tell everyone in your home about the fire and get them to leave. Close the front door of your flat behind you.
- If it is safe to do so, alert other residents in the immediate vicinity on your way out (knock on their doors).
- Call the fire service.
- You must leave immediately if smoke or heat affects your home, or if you are told to by the fire service.
- If you are in doubt, get out.



To Call The Fire Service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply give the address where the fire is.
- **Do not end the call until the fire service has repeated the address correctly.**



**Do not put yourself at risk
Do not re-enter the building until told it is safe to do so**

Appendix B

Name Surname
Street Name
Town
County
Postcode

Cllr Diarmaid Ward
Town Hall
Upper Street
London N1 2UD

T 020 7527 2000
E diarmaid.ward@islington.gov.uk
W www.islington.gov.uk

June 2017

Dear resident

Fire safety update and cladding checks

Following the recent tragic events at Grenfell Tower in North Kensington, we want to let you know the steps we are taking to keep you safe and also to remind you of the fire safety advice from the London Fire Brigade.

Existing investment in fire safety

The council already has works planned to all street properties with communal areas and many of our mansion blocks to upgrade fire protection and detection arrangements. Interconnected heat or smoke detectors will be installed over the next three years. We will prioritise works to those buildings that we consider to be at most risk. We will also prioritise improvements to flat doors to ensure they are fire safe.

Learning from Grenfell Tower

The fire brigade and the Government have instructed councils to test samples of cladding on some tower blocks because of concerns about safety. This cladding is not used on buildings like yours. However, there may be other learning and guidance on fire safety inside buildings to come out of the inquiry into Grenfell Tower. We promise you that we will take whatever action on fire safety is needed once the detail is known.

Reporting fire safety defects or hazards:

Islington Council and Partners for Islington carry out Fire Risk Assessments of communal areas in your building.

It is really important that you and your neighbours keep communal areas clear and report any problems. Please look out for, and report:

- Fire doors to your flat that don't close properly by themselves, or are damaged in another way
- Blocked fire escapes
- Flammable materials piled up in communal areas
- Please contact whoever manages your home – either your local area housing office or Partners - if you spot something that worries you.

Please turn over...

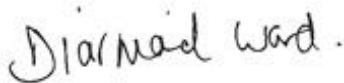
Appendix B

Keeping you informed

If you have any concerns or queries about your home, please email us on firesafety@islington.gov.uk ; ask your Area Housing Office or the Partners team. You can also see updates on fire safety checks on our website at www.islington.gov.uk/firesafety. If you want to see the Fire Risk Assessment for your property please contact your Area Housing Office or Partners to request a copy.

I hope you have found this information useful. I understand that this will be an unsettling time for you and want to assure you that the council is doing all it can to ensure that your home is safe.

Yours sincerely

A handwritten signature in black ink that reads "Diarmaid Ward." The signature is written in a cursive style.

Cllr Diarmaid Ward
Executive Member for Housing and Development
Islington Council

If you would like this document in large print or Braille, audiotape or in another language, please telephone 020 7527 2000.

Appendix B

London Fire Brigade fire safety advice for residents who live in street properties and mansion blocks

Most importantly, make sure you **know what the plan is for evacuating your building** so you and anyone with you can get out safely.

If there is smoke or fire inside your flat or maisonette and your escape route is clear: Get everyone out, close the door and walk calmly out of the building. If it is safe to do so, alert other residents in the immediate vicinity on your way out (knock on their doors). Call 999, give your address, the number of your flat, and say which floor the fire is on.

If there is a fire in another part of the building: The emergency plan for your building is that all occupants should leave as soon as they become aware of a fire in the building. This information should be displayed in your building. Tell everyone in your home about the fire and get them to leave, shutting the flat door behind you. If it is safe to do so, alert other residents in the immediate vicinity on your way out - knock on doors. Call the fire service. You must leave immediately if smoke or heat affects your home, or if you are told to by the fire service. If you are in doubt, get out.

Other practical things you can do to make your home safer

- Make sure you have plenty of smoke alarms and test them regularly
- Ensure your mains-powered alarm is working properly if you have one. If it does not work, or beeps constantly, please contact Housing Direct on 0800 694 3344 to report it or if you are a Partners tenant call 0800 587 3595. **Do not disable it – it is there for your safety**
- Bikes, pushchairs and rubbish must not block communal exits or your escape routes
- Keep balconies free of clutter
- If you smoke, dispose of cigarette ends carefully
- Keep candles, incense and oil burners away from curtains, furniture, clothes and hair that can catch fire easily and always keep an eye on them - they are one of the most common causes of fire at home
- Look out for vulnerable neighbours who may have an increased risk of fire, are less able to react or reduced ability to escape from a fire. These could include being a smoker; having hoarding, drug or alcohol problems or mobility issues. There is specific advice for parents and carers and details of how to book a **free fire safety check** on the London Brigade website www.london-fire.gov.uk

Information for homeowners

You are responsible for ensuring your property is fire safe. This includes making sure gas and electricity appliances are tested regularly and that the door to your property meets regulations. If you have any queries our homeowner team can advise on 020 7527 7715 or email homeownership@islington.gov.uk

The London Fire Brigade's advice for landlords can be found at: www.london-fire.gov.uk/landlords-or-housing-providers-know-the-plan.asp

Source: London Fire Brigade website: June 2017

If you would like this document in large print or Braille, audiotape or in another language, please telephone 020 7527 2000.

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APPENDIX C: PARTNERS GAZETTE ARTICLES ON FIRE SAFETY

September 2017 – Fire safety

July 2017 – Important fire safety

April 2017 – Fire safety – know the plan

January 2017 – Fire safety – know the plan

June 2016 – Hoarding article with information about fire safety

December 2015 – Fire safety - know the plan, noise top tips leaflet includes reminder to check smoke alarms are working and batteries changed regularly.

August 2015 – Fire safety - know the plan

Fire Safety

Most fires in the home start accidentally and the effects can be devastating.

It's important that you know how to reduce the chances of a fire starting in your home and keep yourself, your family and your property safe from fire.

How at risk of fire is your home?

London Fire Brigade can assess your home for free and offer advice on how to make it safer. Where appropriate they will fit a smoke alarm.

The home fire safety visit is usually for people regarded as having a higher risk of fire in the home, such as:

- Older people living alone.
- People with mobility, vision or hearing impairments.
- People accessing mental health services.

We have to access the communal areas of your building for a variety of reasons including communal area risk assessments, fire safety inspections, electrical inspections and asbestos inspections. Providing us access for these helps us keep you safe.

- Those liable to intoxication through alcohol and/or drug use.

If you are concerned that your home may be at risk of fire, or you know someone who you think needs help, you can arrange a free home fire safety visit.

- **Please visit www.london-fire.gov.uk/SafetyAtHome for more information**
- **To make an appointment, call London Fire Brigade on 0800 028 44 28**

Keep safe at home!

Communal areas

New fire safety rules ensure constant access

Following the recent tragic fire at Grenfell Tower, London Fire Brigade has reviewed their fire safety advice to Islington Council. As a result the Council has instructed Partners to move from a managed use approach regarding the storage of items in communal areas to one of zero tolerance.

If you currently store or leave items in the internal communal areas of your property, you will no longer be able to do so, even if you have been given permission in the past. We can no longer allow any items in internal communal areas. They must be kept completely free from all obstacles at all times.

So if you do have personal items in the communal areas eg pushchairs, bikes, ornaments, please move them, into your flat.

We regret that if you do not, you will be given formal notice to do so, after which the items will be removed and disposed of.



September 2017

areas which represent health and safety hazards, we will take action to ensure their removal.

If residents are given notice to remove items from the

hallways and stairs is the responsibility of the residents of the property. It is a condition of a Council tenancy that tenants do not allow any shared area to become untidy or unclean.

areas please call 0800 587 3595 or email enquiries@partnersislington.net

Thank you



Important Fire Safety

Most fires in the home start accidentally and the effects can be devastating.

It's important that you know how to reduce the chances of a fire starting in your home and keep yourself, your family and your property safe from fire.

How at risk of fire is your home?

London Fire Brigade can assess your home for free and offer advice on how to make it safer; where appropriate they will fit a smoke alarm.

The home fire safety visit is usually for people regarded as having a higher risk of fire in the home, such as:

- Older people living alone.
- People with mobility, vision or hearing impairments.
- People accessing mental health service users.
- Those liable to intoxication through alcohol and/or drug use.

If you are concerned that your home may be at risk of fire, or you know someone who you think needs our help, you can arrange a free home fire safety visit.

- Call London Fire Brigade to make an appointment on 0800 028 44 28

Evacuation Guidance

The Fire Brigade's advice is that if you live in a house converted into flats, and become aware of a fire in a neighbouring flat, you should leave the building immediately, providing it is safe to do so and wait outside, at a safe distance, for the emergency services to arrive.

Action to take in the event of a fire.

All homes should have working smoke alarms. All residents should regularly test their smoke alarms.

If you discover a fire in your flat, make sure all occupants of your flat leave immediately, closing doors behind you and make your way out of the building. Immediately call the Fire Brigade on 999.

If either your smoke alarm or a neighbours smoke alarm alerts you to a possible fire, again leave the building immediately, closing doors and windows behind you and make your way out of the building. Immediately call the Fire Brigade on 999.

It is particularly important to make sure your flat front door is closed to stop the fire following you and also blocking

the escape route for your neighbours.

If your escape route is affected by fire or smoke and you are unable to leave the building, stay in your flat in a room with a window, call the Fire Brigade on 999 and they will provide life safety advice until fire crews arrive at the building.

Fire action

If Fire Breaks Out in Your Home:

- Leave the room where the fire is straight away. Don't close the door.
- Tell everyone in your home and get down to leave. Close the front door of your flat behind you.
- Do not ever return to put the fire out.
- If it is safe to do so, warn other residents in the immediate vicinity in your way out (knock on their doors).
- Call the fire service.
- Wait outside, away from the building.

If You See Or Hear Of A Fire In Another Part Of The Building:

- The emergency plan for the building requires all occupants to leave immediately if they become aware of a fire in the building.
- Tell everyone in your home about the fire and get down to leave. Close the front door of your flat behind you.
- If it is safe to do so, warn other residents in the immediate vicinity in your way out (knock on their doors).
- Call the fire service.
- You must never intentionally tamper or tamper with your home, or if you are asked to by the fire service.
- If you are in trouble, get out.

To Call The Fire Service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for 999.
- When the service reply give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

Do not put yourself at risk. Do not re-enter the building until told it is safe to do so.

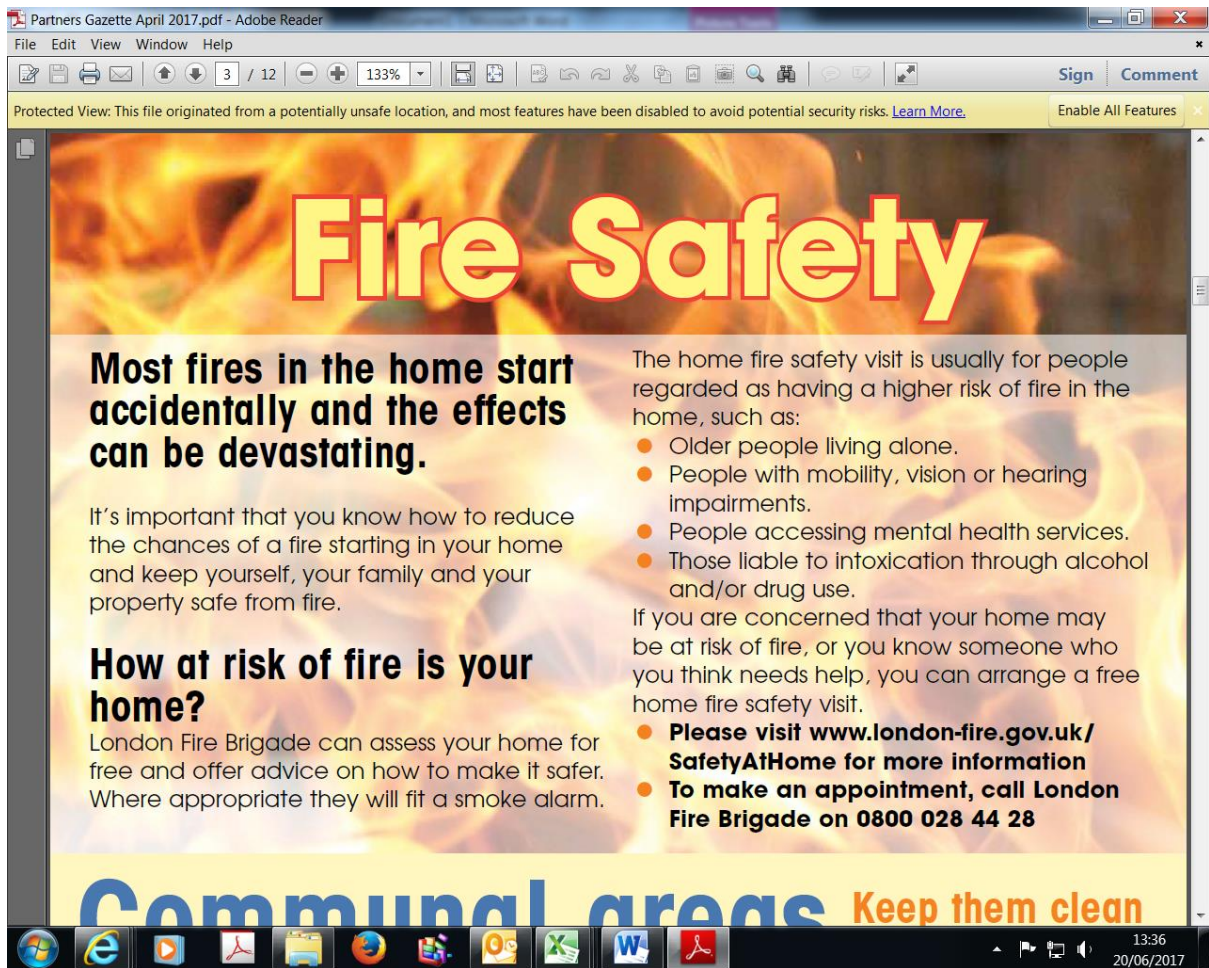
This fire action guidance poster is available, if you would like a copy posted out to you, call 0800 587 3595 or email enquiries@partnersislington.net

More information about fire safety can be found on the London Fire Brigade website www.london-fire.gov.uk

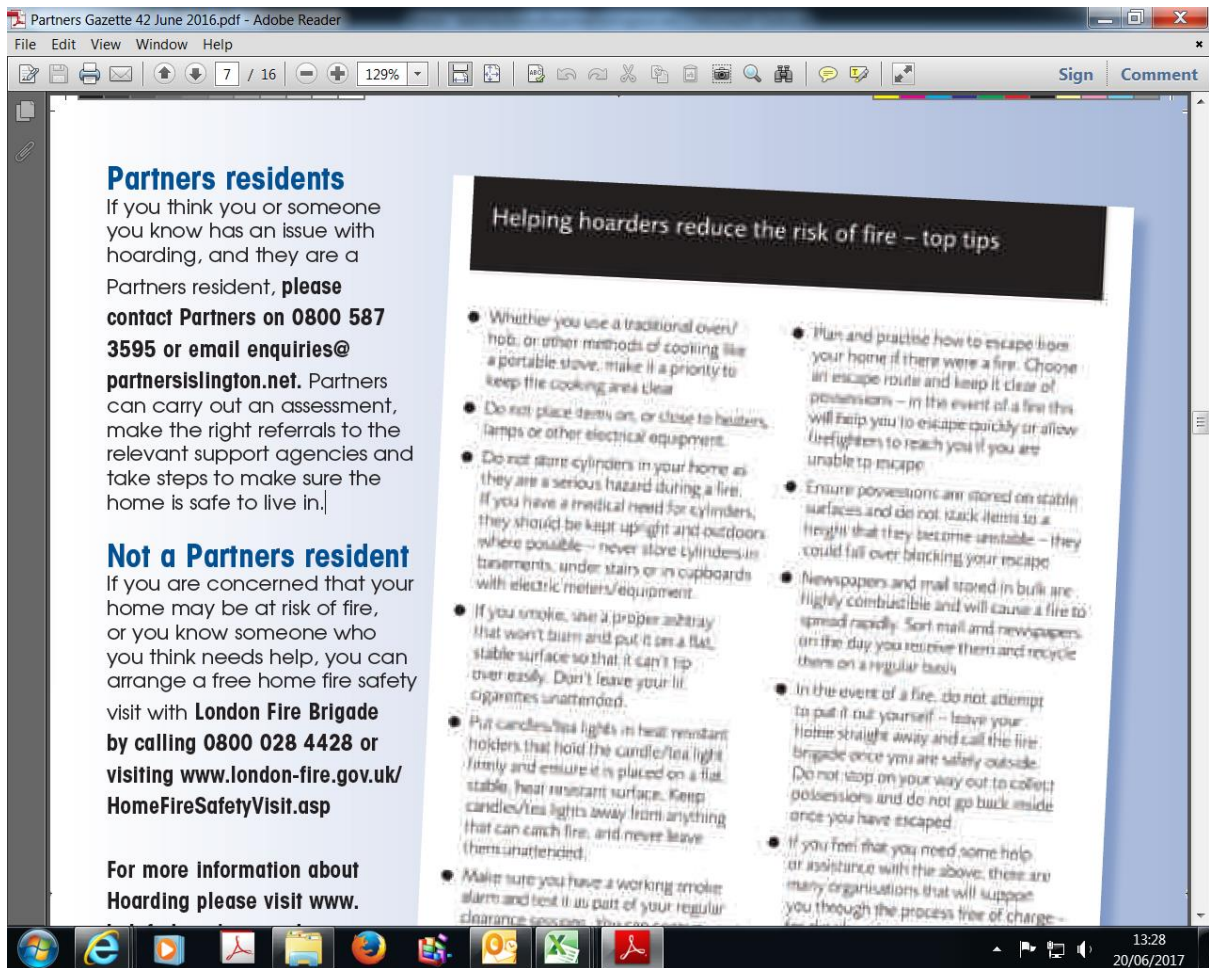




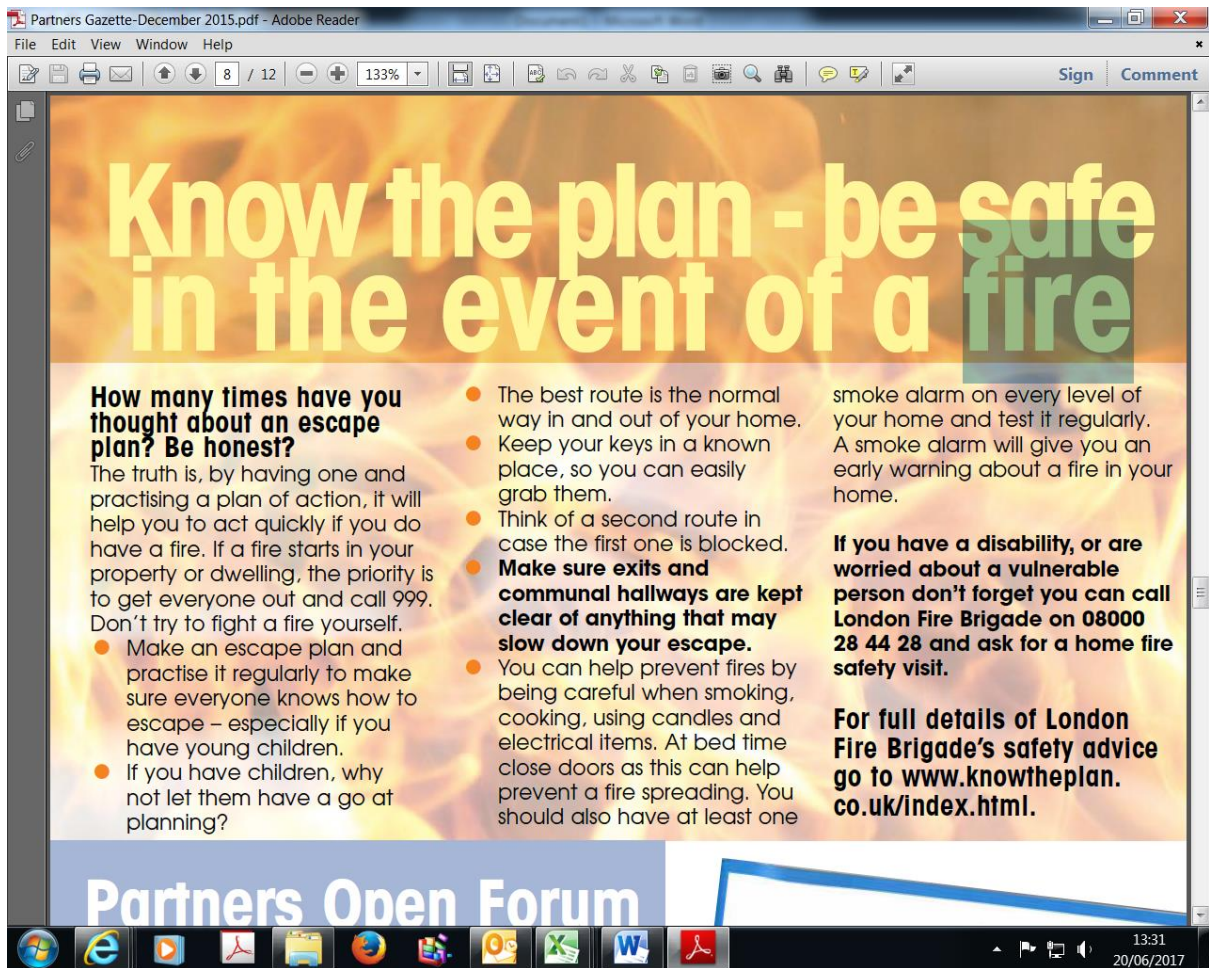
January 2017



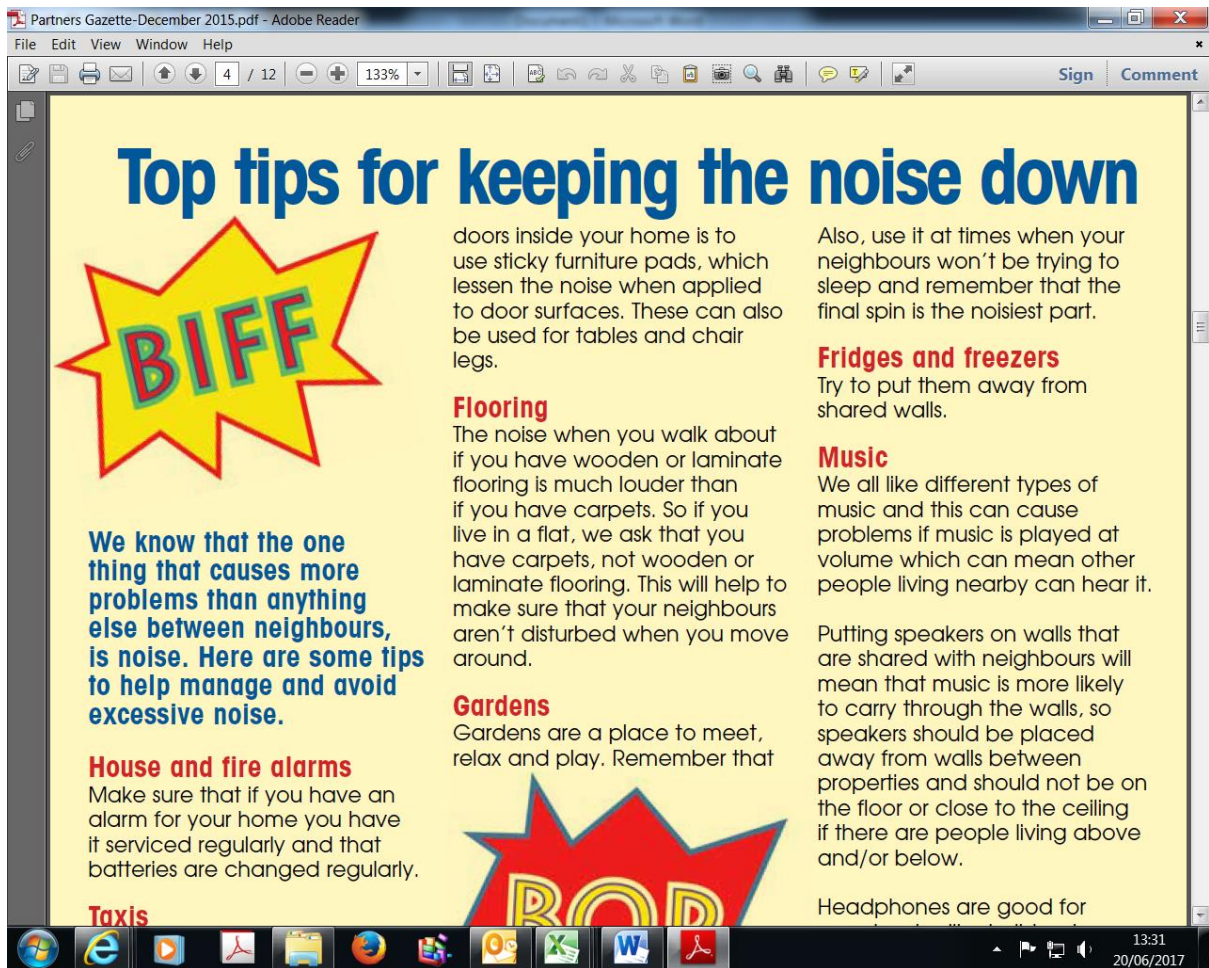
April 2017



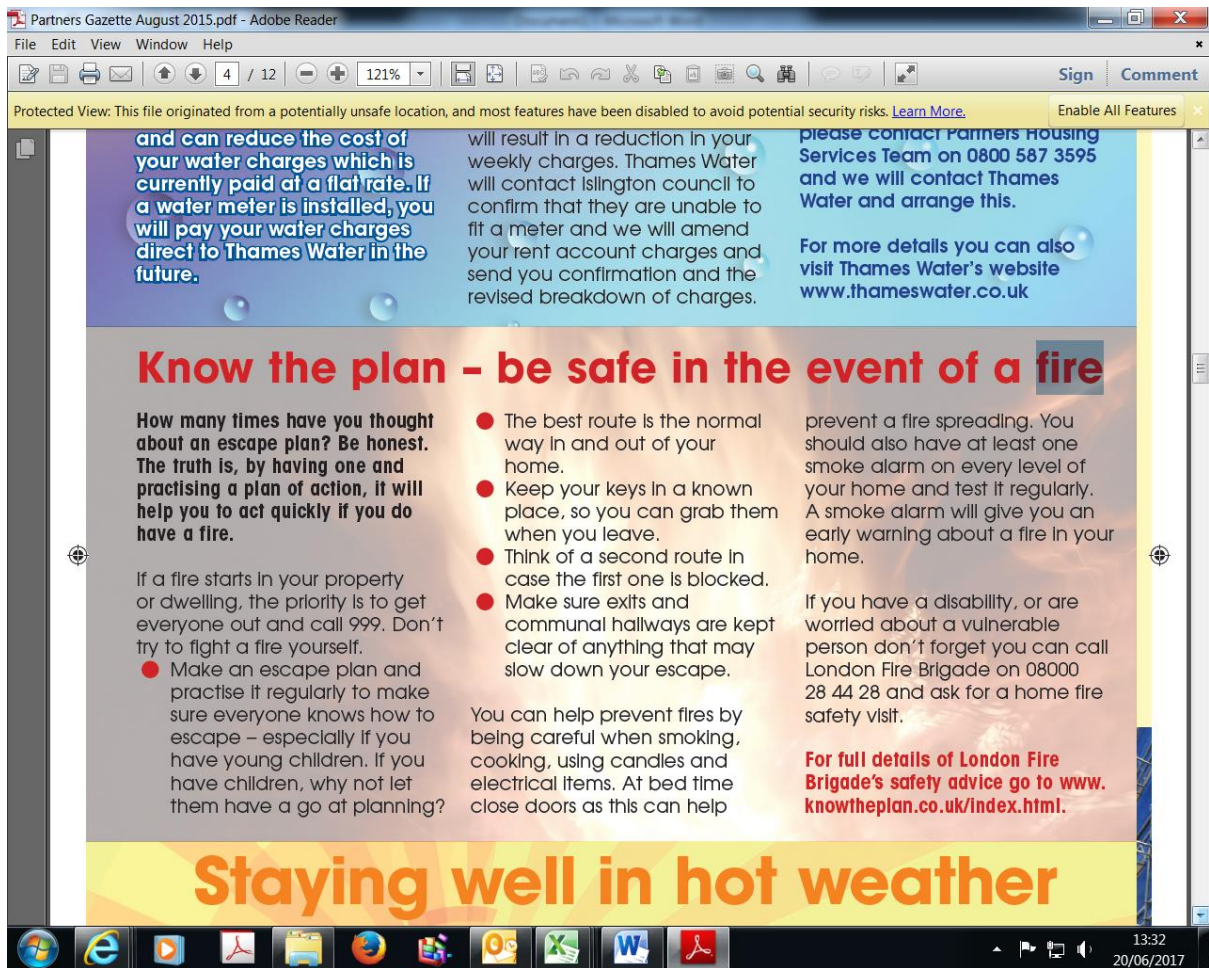
June 2016 – article on hoarding and fire risk



December 2015



December 2015 – Reminder to service smoke alarms and check batteries.



August 2015

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Agenda Item 2

Housing Scrutiny Committee 2017/18

The Effectiveness of Housing Services Communications – Witness Evidence Plan

Overall aim: To review the effectiveness of Housing Service communications.

Committee Meeting – 4 September 2017		
Who / What	Organisation / Purpose	Other key information
Lynn Stratton, Deputy Head of Communication and Change	To provide the committee with a range of information on Housing Communications which will inform the review.	<p>To include:</p> <ul style="list-style-type: none"> • a summary of previous communications reviews, • a summary of resident priorities, regular feedback and complaints • feedback received on specific communications issues, i.e. from the Housing Disability Panel • details of staff training, • details of how staff are supported in communicating (templates etc) • overview of current range of communications channels used by the service • a structure chart identifying key communications channels • how the quality of communications is evaluated, • What is the housing service's approach to making communications accessible to residents needing different formats? <p>To meet SID objectives:</p> <ul style="list-style-type: none"> • To review the effectiveness of verbal, online and written communication channels; with residents, tenant and resident associations, and internally.
Lorenzo Heanue, Group Leader - Productivity & Compliance	To look in detail at how feedback and complaints are handled – to focus on the Repairs service as a case study of a front line service which receives a number of complex complaints	<p>To include:</p> <ul style="list-style-type: none"> • Examples of common complaints and feedback • How can feedback and complaints processes be improved • How can housing services resolve issues to avoid them being escalated <p>To meet SID objectives</p> <ul style="list-style-type: none"> • To review how Housing Services respond to and learn from feedback and complaints.

Committee Meeting – 3 October 2017		
Who / What	Organisation / Purpose	Other key information
Tom Irvine, Deputy Managing Director, Partners for Improvement in Islington	Representative from Partners on how they communicate with residents	To meet objective: <ul style="list-style-type: none"> To review how the council can be assured that the council's contractors and their subcontractors are communicating with residents effectively.
Evidence on online housing services (officer TBC)	To provide the Committee with an update on the council's online housing services; including website performance and accessibility, the effectiveness of online repairs reporting, the reasons for 'channel shift', how channel shift can be encouraged, and plans for the further development of online services.	To include: <ul style="list-style-type: none"> Web data and website performance information To meet objective: <ul style="list-style-type: none"> To evaluate the take-up of new electronic communication methods used by the Council's Housing Services, if these have been successfully implemented, and plans for any further 'channel shift'

Evidence Gathering Session – Date TBC	
Members of the Committee to interview residents on their priorities, preferences and experiences of housing communications. Findings of the Focus Group to be reported to the next Committee Meeting	To meet objective: <ul style="list-style-type: none"> To review the effectiveness of verbal, online and written communication channels; with residents, tenant and resident associations, and internally.

Focus Group – Date TBC	
Members of the Committee to interview staff from a range of front line services – Customer Services, housing Direct, caretakers, service ambassadors, repairs operatives, AHO staff, complaints teams, etc. Findings of the Focus Group to be reported to the next Committee Meeting	To meet objective: <ul style="list-style-type: none"> To assess if internal processes and staff training are sufficient to achieve effective communication with residents.

Committee Meeting – 16 November 2017		
Who / What	Organisation / Purpose	Other key information
Maxine Holdsworth, Service Director Housing Needs and Strategy	To provide a strategic insight into Housing Service communications and to respond to any specific issues raised in the course of the review	To include: <ul style="list-style-type: none"> Principles and expectations of communication Do housing services consider the 'bigger picture' when issues are raised by multiple residents, or are issues considered on an individual basis?
Christine Short, Head of Capital Programming	To provide evidence on how capital works contractors communicate with residents, and how the council could seek to influence this.	To meet objective: <ul style="list-style-type: none"> To review how the council can be assured that the council's contractors and their subcontractors are communicating with residents effectively.
Paul Byer, Service Improvement and Involvement Manager	To provide the Committee with an update on any other matters raised during the course of the review.	

Key dates:

11 December 2017: Draft Recommendations

30 January 2018: Final Report

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HOUSING SCRUTINY COMMITTEE WORK PROGRAMME 2017/18

20 JUNE 2017

1. Urgent Item: Fire Safety following the Grenfell Tower Fire
2. Membership, Terms of Reference and Dates of Meetings
3. Quarterly Review of Housing Performance (Q4 2016/17)
4. Housing Services for Vulnerable People: Final Report
5. Scrutiny Topics and Work Plan 2017/18

17 JULY 2017

1. Fire Safety Scrutiny Review: SID and Witness Evidence
2. Housing Communications Scrutiny Review: SID and Introductory Presentation

4 SEPTEMBER 2017

1. Fire Safety Scrutiny Review: Witness Evidence
2. Housing Communications Scrutiny Review: Witness Evidence
3. Quarterly Review of Housing Performance (Q1 2017/18)

3 OCTOBER 2017

1. Fire Safety Scrutiny Review: Witness Evidence
2. Housing Communications Scrutiny Review: Witness Evidence

16 NOVEMBER 2017

1. RSL Scrutiny (*Housing Association TBC*)
2. Fire Safety Scrutiny Review: Draft Recommendations
3. Housing Communications Scrutiny Review: Witness Evidence
4. Capital Programme Scrutiny 2015/16 – 12 Month Report Back
5. Quarterly Review of Housing Performance (Q2 2017/18)

11 DECEMBER 2017

1. Fire Safety Scrutiny Review: Final Report
2. Housing Communications Scrutiny Review: Draft Recommendations
3. The Council's New Build Programme Mini-Review: SID and Witness Evidence
4. Responsive Repairs Scrutiny 2015/16 – 12 Month Report Back

30 JANUARY 2018

1. RSL Scrutiny (*Housing Association TBC*)
2. [Housing Communications Scrutiny Review: Final Report](#)
3. [The Council's New Build Programme Mini-Review: Witness Evidence and Conclusions](#)

8 MARCH 2018 [date to be revised]

1. [The Council's New Build Programme Mini-Review: Final Report](#)
2. How Islington Council works with Housing Associations
3. Quarterly Review of Housing Performance (Q3 2017/18) & Annual Executive Member Presentation