



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Committee Room 1, Town Hall, Upper Street, N1 2UD - Islington Town Hall on, **21 June 2018 at 7.30 pm.**

Lesley Seary
Chief Executive

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Despatched : 13 June 2018

Membership

Councillor Michael O'Sullivan (Chair)
Councillor Sue Lukes (Vice-Chair)
Councillor Theresa Debono
Councillor Troy Gallagher
Councillor Mouna Hamitouche MBE
Councillor Gary Heather
Councillor Ben Mackmurdie
Councillor Una O'Halloran
Councillor Caroline Russell

Substitute Members

Councillor Jilani Chowdhury
Councillor Tricia Clarke
Councillor Vivien Cutler
Councillor Satnam Gill OBE
Councillor Matt Nathan
Councillor Angela Picknell
Councillor Marian Spall

Quorum: is 4 Councillors



A. Formal Matters	Page
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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.

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|----|-----------------------------|-------|
| 4. | Minutes of Previous Meeting | 1 - 6 |
| 5. | Chair's Report | |
| 6. | Order of Business | |
| 7. | Public Questions | |

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.

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B.	Items for Decision/Discussion	Page
1.	QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q4 2017/18)	11 - 16
2.	SCRUTINY TOPICS AND WORK PROGRAMME 2018/19	17 - 18
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.	
1.	URGENT ITEM - FIRE SAFETY ON THE WHITECROSS ESTATE	19 - 34
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	Page
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 12 July 2018

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London Borough of Islington

Housing Scrutiny Committee - 13 March 2018

Minutes of the meeting of the Housing Scrutiny Committee held at Committee Room 1, Town Hall, Upper Street, N1 2UD - Islington Town Hall on 13 March 2018 at 7.30 pm.

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

Resident Observers: Rose-Marie McDonald and Dean Donaghey

Councillor Michael O'Sullivan in the Chair

353 APOLOGIES FOR ABSENCE (Item A1)

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

354 DECLARATION OF SUBSTITUTE MEMBERS (Item A2)

None.

355 DECLARATIONS OF INTERESTS (Item A3)

None.

356 MINUTES OF PREVIOUS MEETINGS (Item A4)

RESOLVED:

That the minutes of the previous meetings held on 30 January 2018 and 6 February 2018 be agreed as a correct record and the Chair be authorised to sign them.

357 CHAIR'S REPORT (Item A5)

The Chair noted that it was the last Housing Scrutiny Committee meeting of the municipal year and thanked all members, officers and witnesses who had contributed to the work of the Committee.

The Chair reiterated the concerns expressed at the previous meeting on Partners' approach to working with vulnerable people. The Chair requested that the Committee receive Partners' policy on anti-social behaviour, and further information on how the organisation works with people with disabilities and mental health issues.

A member noted that he had not received an email inviting him to take part in Partners' survey of councillors. It was also noted that Partners had not accepted the invitation to attend a meeting of the Islington Leaseholders' Association. The Chair advised that these matters should be taken up with the Executive Member for Housing and Development.

358 ORDER OF BUSINESS (Item A6)

No changes were proposed to the order of business.

359 PUBLIC QUESTIONS (Item A7)

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

360 QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q3 2017/18) & ANNUAL EXECUTIVE MEMBER PRESENTATION (Item B1)

Councillor Diarmaid Ward, Executive Member for Housing and Development, presented his annual report to the Committee. Jo Murphy, Director of Homes and Communities, also contributed to the presentation and discussion.

The following main points were noted in the discussion:

- The Executive Member provided an update on the council's work to replace flammable cladding on its housing blocks. The work to remove ACM3 cladding on Braithwaite House commenced three working days after it was identified, and the cladding was expected to be replaced in October 2018.
- Work was underway to convert dry risers to wet risers in the council's tallest blocks. The risers in Michael Cliffe House had been converted in August 2017, and the risers in Peregrine House would be converted in October 2018.
- Although much of the media attention following the Grenfell Tower fire had focused on the safety of high-rise blocks, the safety of low-rise blocks was also a priority. The Executive Member advised that linked fire alarms would be installed in street properties, which did not have compartmentation to contain a fire to single unit.
- A member queried if works had been carried out to insulate street properties, and if not, would this work be carried out in future. Another member advised that insulation work was carried out to street properties some years ago, however it was not known how many properties had benefitted at that time. The Executive member advised that he would investigate this matter further.
- It was explained that the rebranding of the Housing Operations service to 'Homes and Communities' would better reflect the service's work to support the communities living in the council's homes, which was a priority of the council. The service was working with colleagues across the council to develop an early intervention approach which would support the wellbeing of Islington residents.
- The Executive Member advised that the Homes and Communities leadership team had been restructured around the service's priorities, and explained that further work to transform the service would take place throughout 2018. It was hoped that the service would develop a more trusting relationship with residents.
- The Committee expressed concern about the roll out of Universal Credit. A total of 359 council tenants were in receipt of Universal Credit; the average rent debt of claimants was over six times the average debt. The council was holding bi-monthly meetings with the Department for Work and Pensions ahead of the full service being deployed in Islington in June 2018.
- Islington Council would not evict anybody solely for arrears caused by their move to Universal Credit. It was emphasised that it was important for tenants struggling financially to engage with the council at the earliest possible opportunity.
- A member highlighted that he kept his rent account in credit to ensure that he had some security if his circumstances changed and he was unable to pay his rent. It was suggested that this approach could be promoted to tenants. It was also suggested that incentives to pay rent on time may result in a lower level of arrears. The Director of Homes and Communities advised that paying by direct debit was the best way of ensuring that tenants did not fall into arrears.

Housing Scrutiny Committee - 13 March 2018

- Voids performance had decreased over the past year, partly due to an issue with a contractor in the south of the borough. However, significant improvements had been made recently, and the contractor was now achieving 100% of properties returned on time.
- Homelessness was continuing to decrease in Islington, which was attributed to the council's prevention work. The leading causes of homelessness were domestic violence, a change of financial circumstances, and the end of tenancy in the private rented sector. Islington was participating in the Trailblazer project, which sought to prevent homelessness by working with partners such as Jobcentre Plus.
- Although the Homelessness Reduction Act would present operational challenges, it did place a duty on other agencies to refer those at risk of homelessness to the council, and it was hoped that this would enhance the council's homelessness prevention work.
- A member suggested that the number of street homeless and people begging on Upper Street appeared to have increased recently. In response, it was advised that these people were routinely offered help by the council's Outreach Team, and it was known that some individuals were not homeless. A member commented that begging gangs operated in Islington, and it was explained that it was not helpful to give money to these vulnerable people, who may be victims of exploitation.
- Around two thirds of homeless households were families with young children.
- It was suggested that a survey of Partners tenants may be useful to compare satisfaction to performance against KPIs. It was reiterated that some Partners tenants were dissatisfied with the organisation's resident scrutiny arrangements.
- The NRPF Team had experienced an increase in referrals over the past year. A contract had been awarded to Refugee Action to provide support to Syrian refugees.
- The number of severely overcrowded households on the Housing Register had slightly reduced over the past year, however there was still a significant lack of affordable housing in the borough. There were over 18,000 applications on the Housing Register, however only around 1,000 properties became available each year.
- The Executive Member commented on the importance of downsizing as a means of securing larger properties to let to families. The council's new housing developments would also assist in housing those on the Housing Register. The Kings Square development had a dedicated over-55s block, and it was thought that older people may be more willing to downsize into these sort of properties.
- The Committee expressed concern at the sale of housing association properties in the borough, commenting that the loss of nomination rights partially negated the benefits of new affordable housing being developed in the borough. A discussion was had on the negative impacts of Right to Buy legislation.
- The Committee queried why Partners rent arrears were higher than the arrears for directly managed properties. The Executive Member advised that he would take this up with Partners.
- A member of the public highlighted that a local night shelter was distributing free sanitary products to women and suggested that this could be promoted by council services and in public buildings.

The Committee thanked the Executive Member and the Director of Homes and Communities for their attendance.

RESOLVED:

That the progress against key performance indicators and Annual Report be noted.

HOW ISLINGTON COUNCIL WORKS WITH HOUSING ASSOCIATIONS (Item B2)

Karen Lucas, Head of Housing Needs, made a presentation to the Committee on how Islington Council works with housing associations.

The following main points were noted in the discussion:

- Housing associations were a varied group of organisations. Some were large regional or national organisations, whereas others were small local housing providers. For this reason it was difficult to categorise them in general terms. How Islington Council worked with each association varied depending on the type of organisation and their relationship with the council.
- It was highlighted that several large housing associations had merged in recent years. Clarion, formerly Affinity and Circle, managed 125,000 homes. Peabody and Family Mosaic were in the process of merging and managed 55,000 homes across London.
- London's largest housing associations formed the G15 Group, which collectively managed 550,000 homes across London, representing 21% of the housing stock, and housing 1 in 10 Londoners.
- The Housing service focused on building relationships with the housing associations that managed the most amount of homes in the borough. Although it was good practice for local authorities and housing providers to work in partnership across a range of issues, it was explained that there was no legal duty that required housing associations to engage positively with local authorities.
- 32 housing associations operated in Islington managing 16,500 homes. Peabody managed 5,000 homes in Islington, Clarion managed 3,700. Hyde, Newlon and Southern also managed a significant number of properties. Some smaller providers managed fewer than 10 units in the borough.
- Although some housing associations developed a significant number of homes nationally, the number of new housing association developments in Islington had decreased in recent years. It was thought that this was partially because the council was developing available sites in-house through its New Build Programme. However, the council was keen for housing associations to develop affordable housing in the borough, and a breakfast meeting was scheduled for the Executive Member for Housing and Development to meet with the finance leads of major housing associations to challenge them to develop more affordable housing in the borough.
- The council facilitated the Islington Housing Association Group which was chaired by the Chief Executive of Islington and Shoreditch Housing Association. This group met quarterly to discuss local issues, including the impact of welfare reform, anti-social behaviour, and local environmental issues. Islington Council used the group to raise the profile of corporate priorities.
- The Committee considered that further engagement, collaboration, and partnership work with housing associations would lead to more positive outcomes for residents. However, the Committee recognised that this could be challenging when the council and housing associations had competing priorities and different values.
- Members expressed concern that some housing associations did not always respond positively to casework and highlighted several examples of housing associations providing inadequate services to Islington residents.
- It was suggested that a local housing association pledge to adopt the council's early intervention principles would be a positive development.
- The Committee expressed concern that some housing associations acted primarily as commercial developers, rather than social housing providers.

- The Committee suggested that the council could work with neighbouring local authorities to take a united approach to working with housing associations. It was thought that a cross-London approach may result in more meaningful engagement with the larger national housing associations. It was suggested that a London-wide code of practice for housing associations would assist in holding the organisations to account.
- Dr Brian Potter of the Islington Leaseholders Association queried how housing association and local authority property swaps affected the rights of leaseholders. In response, it was advised that there had been few property swaps in the borough, and these tended to be rental properties.
- A member of the public commented that he lived in a housing association property and was dissatisfied that they did not adopt the council's policy on allowing pets in their properties. It was requested that the council raise this issue with housing associations operating in the borough.

The Committee thanked the Head of Housing Needs for her attendance.

362 HOUSING COMMUNICATIONS SCRUTINY REVIEW: FINAL REPORT (Item B3)

RESOLVED:

- (i) That the report of the Housing Communications scrutiny review be agreed;
- (ii) That authority be delegated to the Chair to approve minor amendments to the report, prior to the report being submitted to the Executive.

363 THE COUNCIL'S NEW BUILD PROGRAMME MINI-REVIEW: FINAL REPORT (Item B4)

The Committee agreed that Recommendation 3 be amended to make reference to working with smaller housing associations that have surpluses and are based in the borough.

RESOLVED:

- (i) That the report of the Housing Communications scrutiny review be agreed; subject to an amendment to Recommendation 3 to make reference to working with smaller housing associations that have surpluses and are based in the borough;
- (ii) That authority be delegated to the Chair to approve minor and consequential amendments to the report, prior to the report being submitted to the Executive.

364 VOTE OF THANKS

Members of the Committee thanked the Chair for his service to the Committee over the past year. The Committee also thanked officers, resident observers, and all of those who had contributed to the work of the Committee.

RESOLVED:

That a vote of thanks be accorded to the Chair for the services rendered by him to the Committee during the current municipal year

The meeting ended at 9.30 pm

CHAIR

Resources Department
Town Hall, Upper Street
London N1 2UD

Report of: Director of Law and Governance

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	21 June 2018	All

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Subject: MEMBERSHIP, TERMS OF REFERENCE AND DATES OF MEETINGS OF THE HOUSING SCRUTINY COMMITTEE

1. Synopsis

To inform members of the terms of reference of the Housing Scrutiny Committee.

2. Recommendations

- 2.1 To note the membership appointed by Annual Council on 24 May 2018, terms of reference and dates of meetings of the Housing Scrutiny Committee for the municipal year 2018/19, as set out at Appendix A.

3. Background

- 3.1 The terms of reference of the Housing Scrutiny Committee (as contained in Part 5 of the Council's Constitution) are set out at Appendix A.
- 3.2 The membership and dates of meetings are also set out at Appendix A for information.

4. Implications

4.1 Financial Implications

None.

4.2 Legal Implications

None.

4.3 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. A resident impact assessment is not relevant in this instance.

4.4 Environmental Implications

The environmental impacts have been considered and it was identified that the proposals in this report would have no adverse impacts on the following:

- Energy use and carbon emissions
- Use of natural resources
- Travel and transportation
- Waste and recycling
- Climate change adaptation
- Biodiversity
- Pollution

Papers are circulated electronically where possible and consideration is given to how many copies of the agenda might be required on a meeting by meeting basis with a view to minimising numbers. Any papers not used at the meeting are recycled.

5. Conclusion and reasons for recommendations

5.1 The report is submitted to ensure members are fully informed of the remit of the Committee.

Background Papers: None.

Appendices: Appendix A – Committee Membership, Future Meeting Dates, and Terms of Reference.

Final Report Clearance

Signed by

Director of Law and Governance

Date

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HOUSING SCRUTINY COMMITTEE – 2018/19**1. COMMITTEE MEMBERSHIP**

Councillors	Substitute Members
Councillor Mick O’Sullivan (Chair)	Councillor Jilani Chowdhury
Councillor Sue Lukes (Vice Chair)	Councillor Tricia Clarke
Councillor Theresa Debono	Councillor Vivian Cutler
Councillor Troy Gallagher	Councillor Osh Gantly
Councillor Mouna Hamitouche	Councillor Satnam Gill
Councillor Gary Heather	Councillor Matt Nathan
Councillor Ben Mackmurdie	Councillor Angela Picknell
Councillor Una O’Halloran	Councillor Marian Spall
Councillor Caroline Russell	

Observer:

Rose-Marie McDonald – PFI Managed Tenants

Dean Donaghey

2. MEETING DATES

- 21 June 2018
- 11 September 2018
- 16 October 2018
- 19 November 2018
- 14 January 2019
- 12 February 2019
- 19 March 2019
- 23 April 2019
- 10 June 2019

3. TERMS OF REFERENCE

1. To carry out the functions of an overview and scrutiny committee in respect of matters relating to Housing Services.
2. To consider and make recommendations to the Executive, the Executive member for Housing and to Corporate Directors or other council officers with relevant delegated authority in relation to any aspect of the council's housing landlord functions and services.
3. To consider and make recommendations to the Executive, the Executive member for Housing and to Corporate Directors or other council officers with relevant delegated authority in relation to other functions and services directly affecting any aspect of the council's housing landlord functions and services.
4. To review the operation and effectiveness of the council's resident engagement arrangements from time to time.
5. To consider matters relating to the performance of the Council's partners, including RSLs, in respect of housing and housing related matters as appropriate.
6. To consider residents' experience of the borough's privately rented housing.
7. To seek and receive the views of residents concerning housing matters through the council's resident engagement arrangements.
8. To undertake a scrutiny review of its own choosing and any further reviews as directed by the Policy and Performance Scrutiny Committee and, consulting all relevant sections of the community, to make recommendations to the Executive thereon.
9. To carry out any review referred to it by the Policy and Performance Scrutiny Committee following consideration of a Councillor Call for Action referral.



Housing and Adult Social Services
222 Upper Street, London, N1 1XR

Report of: Executive Member for Housing & Development

Meeting of	Date:	Ward(s):
Housing Scrutiny Committee	21 st June 2018	All

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SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q4 2017/18)

1. Synopsis

- 1.1 Each year the council agrees a set of performance indicators and targets which, collectively, help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the council's scrutiny function to challenge performance where necessary and to ensure accountability to residents.

2. Recommendations

- 2.1 To note progress to the end of Quarter 4 against key performance indicators falling within the remit of the Housing Scrutiny Committee

3. Background

- 3.1 The council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.

4. Quarter 4 update on Housing performance

- 4.1 This report contains an update on Housing indicators for Quarter 4.

Objective	PI No	Indicator	Frequency	Q4 Actual Jan-March	Q4 Target Jan-March	Target 2017-18	On/Off target	Same period last year	Better than last year?
<i>Increase supply of and access to suitable affordable homes</i>	H1	Number of affordable new council and housing association homes built	Q	106	N/A	184	Off	156	No
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	134	131	108	On	131	Yes
	H3	Number of under-occupied households that have downsized	Q	145	163	163	Off	156	No
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	M	84%	85%	85%	On	84%	No
	H5	a) Major works open over three months as a % of Partners' total completed major works repairs	Q	16.0%	11%	11%	Off	7.3%	No
		b) Satisfaction rate with repairs undertaken by Partners	M	96%	95%	95%	On	N/A	N/A
	H7	a) Rent arrears as a proportion of the rent roll - LBI	M	2.2%	2.0%	2.0%	On	1.8%	No
		b) Rent arrears as a proportion of the rent roll - Partners *	M	2.8%	2.0%	2.0%	Off	2.1%	No
<i>Reduce homelessness</i>	H8	Number of households accepted as homeless	M	225	400	400	On	364	Yes
	H9	Number of households in nightly-booked temporary accommodation	M	344	350	350	On	366	Yes

*contractual target = 97% collection rate

Increase supply of / access to affordable housing

- 4.2 The borough forecasts 184 affordable homes to complete in 17/18.
- 4.3 The forecast for 2018/19 is currently to develop 466 new affordable homes.
- 4.4 It should be noted that the majority of the borough's affordable housing development is undertaken by housing associations and private developers, and as such, the council has limited influence over timescales for delivery. Risk of delay increases for schemes in their early stages so while schemes due to complete in a financial year are delayed into the following financial year, future schemes are also slipping back so the expectation should not necessarily be that the following year will see larger number of homes delivered.

Effective management of council housing stock

Housing Repairs

- 2.1. Repairs fell just short of its First Time Fix target of 85%, delivering a final outturn of 84%. This was mainly attributed to a drop in performance responding to emergency repairs in the last quarter of the year. Volumes of repair requests received were particularly high between January and March due to very poor weather. This resulted in more 'make safes' with follow-on appointments to deal with demand. The service is looking at how it plans for and manages these peaks in the future. The service is also changing its plant and material suppliers in 2018-19 with a greater focus on delivery and first time fix in the contracts and will be purchasing a new van fleet to improve reliability.
- 2.2. The new repairs IT system has been launched and further improvements and benefits are expected in the second phase of the project (due to complete December 2018). A key element of this improvement will be the delivery of dashboard reporting tools. Dashboards will allow managers to look at performance on a daily basis and identify teams and individuals that are underperforming.
- 2.3. The service has launched its multi-skill training and the first batches of operatives have now completed the programme and are undergoing further support in the field to practice their new skills. The programme will run for up to four years. Completion of this training should enable the service to react more flexibly and efficiently, further increasing the number of First Time Fix job completions.
- 2.4. The 2016 apprentices are completing their courses and will be applying for full-time roles over the summer. We are taking on six further apprentices in September and two trainee surveyors. These new employees will be completing their apprenticeship qualifications and on the job training across a number of different trade areas.
- 2.5. Overall satisfaction with the repairs and gas service combined is above target at 90.17% (against a target of 88%). We continue to learn from complaints and dissatisfied residents and are planning to ask residents to scrutinise its learning from service failures to ensure even greater customer focus. We complete on average 70,000 responsive repairs and 12,000 gas-related repairs per year. The gas service is also responsible for servicing 19,321 individual gas heating and hot water systems. Satisfaction is measured by a monthly telephone survey of on average 650-800 tenants who have had a repair or gas job completed in their home in the preceding month. The number fluctuates dependent on the number of tenants willing to complete the survey each month. The survey is undertaken by an independent organisation.

Gas Services

- 4.11 The gas team have delivered excellent service over a particularly harsh winter. Compliancy has been on average 99.6% & 99.7% in the north (in-house) and 99.7% in the south (Mitie) of the borough. Despite a construction industry-wide shortage of gas engineers we have recruited six new permanent members of staff and have an open rolling recruitment to keep up the momentum and reduce dependence on external contractors.

- 4.12 Mitie have delivered consistently high levels of compliancy during this period and at one stage achieved a commendable 100% compliancy. Gas compliancy across the borough continues to improve with a 0.5% increase on performance from 2016/17.

Partner's Repairs

- 2.9. The volume of Partners responsive repairs service continues to perform above target with repairs satisfaction at the end of year 17/18 being PFI 1 97.2% and PFI 2 96.6%, so 96% on average. These are above the aspirational target of 95% and contractual target of 75%.
- 2.10. In March 2018 there were 31 Major Repairs over 3 months, the current status of which is identified as:
- 9 of the 31 works are underway
 - 10 of the 31 are still delayed as a result of legal processes associated with leaseholders who can scrutinise proposed works under the S20 process, Planning requirements and Party Wall protocols.
- 2.11. The remaining repairs are delayed due to operational issues such as problems arranging access to properties or delays in accessing required materials.
- 2.12. In March 2018, Major Works cases open over three months (31 cases) as a percentage of Partners' total Major Works repairs completed over the last 3 months (195 cases) = 16%. These cases are monitored at monthly meetings between the councils PFI Client Team and Partners.

Rent Income Collection

- 2.13. Rent arrears for LBI are at 2.19% against the rent roll, which has not achieved the target of 2%. In real terms the collection was £259,000 under target. This has largely been due to staff shortages, the introduction of pre-action protocol and court delays obtaining evictions (following court closures). LBI's collection rate is 98.9%, which is a slight improvement on last year. *See Appendix A for Rent Income Collection Performance 2017-18.*
- 2.14. PFI managed properties are contractually required to collect 97% of rent due on the PFI 1 contract and 96% on the PFI 2 contract. If they do not achieve these targets they are subject to financial penalties, however to date their performance continues to significantly exceed contractual targets. Collection on the PFI 1 contract is 99.1% and on PFI 2 is 99.3% of rent due so Partners are performing well within their contractual KPI's. Performance on current debt as a proportion of the rent roll is 2.8%; this measure is not a contractual performance requirement.
- 2.15. Partners' voids performance is behind the councils void service performance, with an average relet time of 36.3 days over the year. The increase in 17/18 figures have been inflated due to holding properties over periods of time for potential re-housing of Grenfell residents.

Reduce homelessness

- 4.12 The number of households accepted as homeless are within target for 2017-18. This is due to successful work in preventing and delaying homelessness in preparation for the implementation of the Homelessness Reduction Act in April 2018.
- 4.13 The main reasons for homelessness in Islington continue to be the loss of private sector accommodation, being asked to leave accommodation by family or friends or leaving accommodation due to domestic abuse.

- 4.14 Our target for reduction in the numbers of households in nightly booked TA is 350. The target for the full financial year is to keep the number of households in nightly booked TA below 350. The target has been met in with a year-end performance of 344 demonstrating continuous improvement against the year-end figure of 374 in 2016-17 and an improvement on the same period last year. The reasons for this successful reduction are down to implementation of our TA reduction strategy, which includes increased move on to permanent accommodation, and a more rigorous approach at the front end, to minimise TA bookings and homeless acceptances. This puts our number of households in Temporary Accommodation at its lowest since September 1998. Our downward trajectory is in contrast with most other London boroughs, who have seen a continuous increase in the number of households in Temporary Accommodation, as has England as a whole.

Appendices: None

Background papers: None

Final Report Clearance:

Signed by

7 June 2018

Corporate Director of Housing and Adult Social Services Date

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HOUSING ON SCRUTINY COMMITTEE

SCRUTINY TOPICS AND WORK PROGRAMME 2018/19

(A) SCRUTINY REVIEW FOR 2018/19

The Council's Constitution allows the Committee undertake one review of its own choosing, and carry out a further review subject to the agreement of the Policy and Performance Scrutiny Committee.

In recent years the Committee has carried out the following reviews:

- Capital Programming (2015/16)
- Responsive Repairs (2015/16)
- Housing Services for Vulnerable People (2016/17)
- Fire Safety (2017/18)
- Effectiveness of Housing Communications (2017/18)
- The Council's New Build Programme Mini-Review (2017/18)

The Chair has suggested that the Committee may wish to review how the Responsive Repairs Service could be developed further.

The Committee may wish to select this topic for review, or propose an alternative topic.

(B) ONE-OFF REPORTS

The Committee may also request one-off reports on housing-related matters. Following discussion with the Chair, the following items have been suggested for one-off report to the Committee.

- Partners Policies on Anti-Social Behaviour
- Implementation of the Homelessness Reduction Act 2017
- Update on the performance of Tenant Led Organisations
- Joined-up working between the New Build Team and Planning Department
- Planning for the end of PFI2 in 2022

It is anticipated that two or three one-off reports could be incorporated into the work programme.

(C) OTHER REPORTS

The Committee will invite Housing Associations in the borough to attend committee meetings to report on their performances. The Committee is asked to select the Housing Associations to invite to meetings. The largest housing associations operating in the borough are Peabody (5,000 homes in the borough) and Clarion (3,700 homes in the borough). Other major housing associations are Southern (1,617), Hyde (1,492) and Newlon (861).

The Committee will also receive updates on reviews previously carried out by the Committee, findings of reviews carried out by the Resident Service Review Group, and regular performance reports. The Committee is asked if it would prefer to receive performance reports on a quarterly or six-monthly basis.

21 JUNE 2018

- 1) Membership, Terms of Reference and Dates of Meetings
- 2) Quarterly Review of Housing Performance (Q4 2017/18)
- 3) Scrutiny Topics and Work Programme 2018/19

11 SEPTEMBER 2018

- 1) Scrutiny Review: SID and Introductory Presentation
- 2) Quarterly Review of Housing Performance (Q1 2018/19)
- 3) Work Programme

16 OCTOBER 2018

- 1) Housing Association Scrutiny (Housing Association TBC)
- 2) Scrutiny Review: Witness Evidence
- 3) Findings of Resident Service Review Group: Single Lift Replacements
- 4) Work Programme

19 NOVEMBER 2018

- 1) Scrutiny Review: Witness Evidence
- 2) Quarterly Review of Housing Performance (Q2 2018/19)
- 3) Housing Services for Vulnerable People Review - 12-month report back
- 4) Work Programme

14 JANUARY 2019

- 1) Housing Association Scrutiny (Housing Association TBC)
- 2) Scrutiny Review: Witness Evidence
- 3) Work Programme

12 FEBRUARY 2019

- 1) Scrutiny Review: Witness Evidence
- 2) Fire Safety Review – 12-month report back
- 3) Work Programme

19 MARCH 2019

- 1) Annual Executive Member Presentation and Quarterly Review of Housing Performance (Q3 2018/19)
- 2) Scrutiny Review: Draft Recommendations

23 APRIL 2019

- 1) Scrutiny Review: Final Report

HOUSING SCRUTINY COMMITTEE

21 JUNE 2018

URGENT ITEM: FIRE SAFETY ON THE WHITECROSS ESTATE

The Chair has agreed to accept this as an urgent item due to serious fire safety concerns about Peabody and St Mary's towers on the Whitecross Estate.

Local councillors have several concerns, including:

- Waking watch staff not wearing hi-vis vests or displaying identification;
- Waking watch staff using tables and chairs in the fire escapes, blocking what would be the only escape route in the event of a fire;
- Fire hazards in communal areas, including an old door, a bed frame and a mattress.

These matters were reported to Peabody, and councillors were assured that staff would receive extra training on Tuesday 19th June.

On the evening of Tuesday 19th June, waking watch staff reported to councillors that they had not received extra training, nor had they been given advice on blocking fire escapes. Some staff had not been issued with hi-vis vests.

Councillors are concerned that these issues are creating additional fire hazards and contributing to resident anxieties about fire safety.

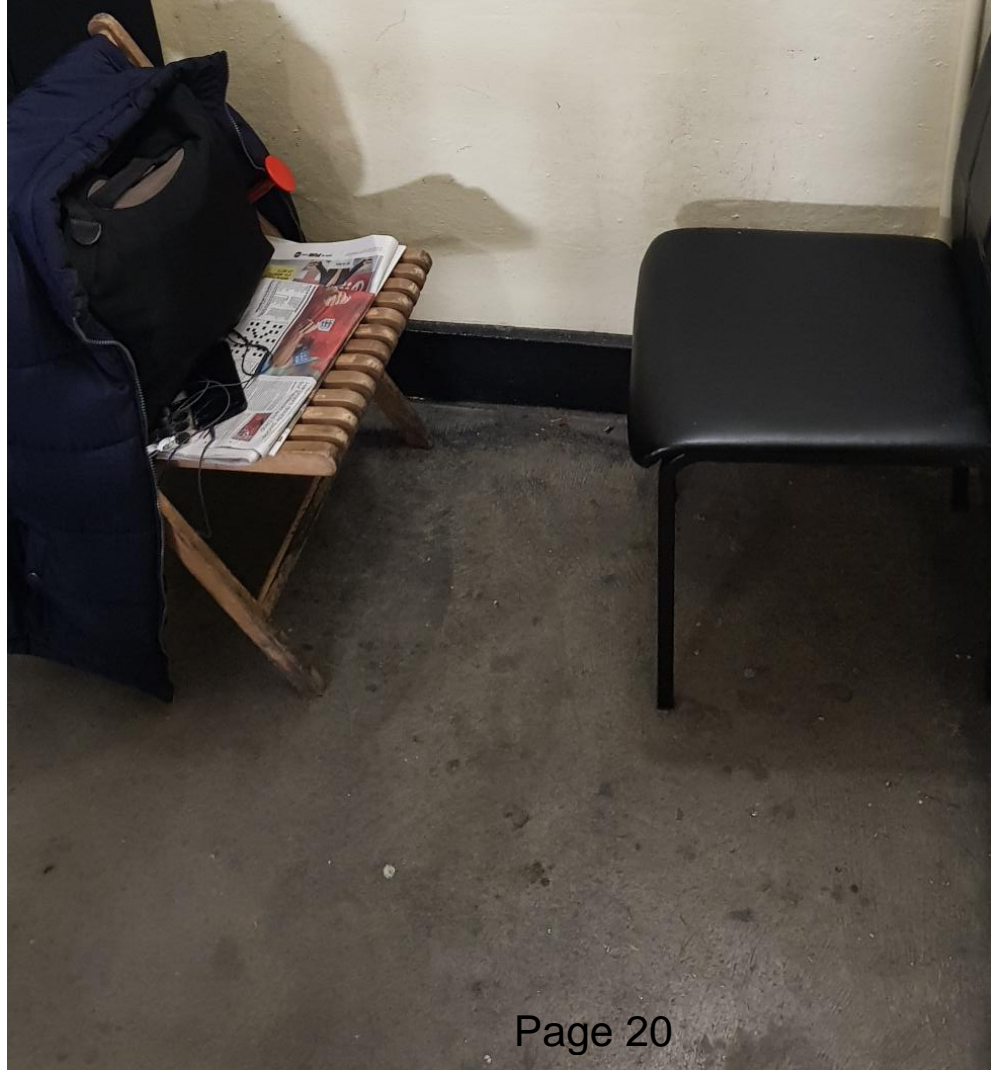
Ashling Fox, the Chief Operating Officer of Peabody, has agreed that this is not good enough and has advised:

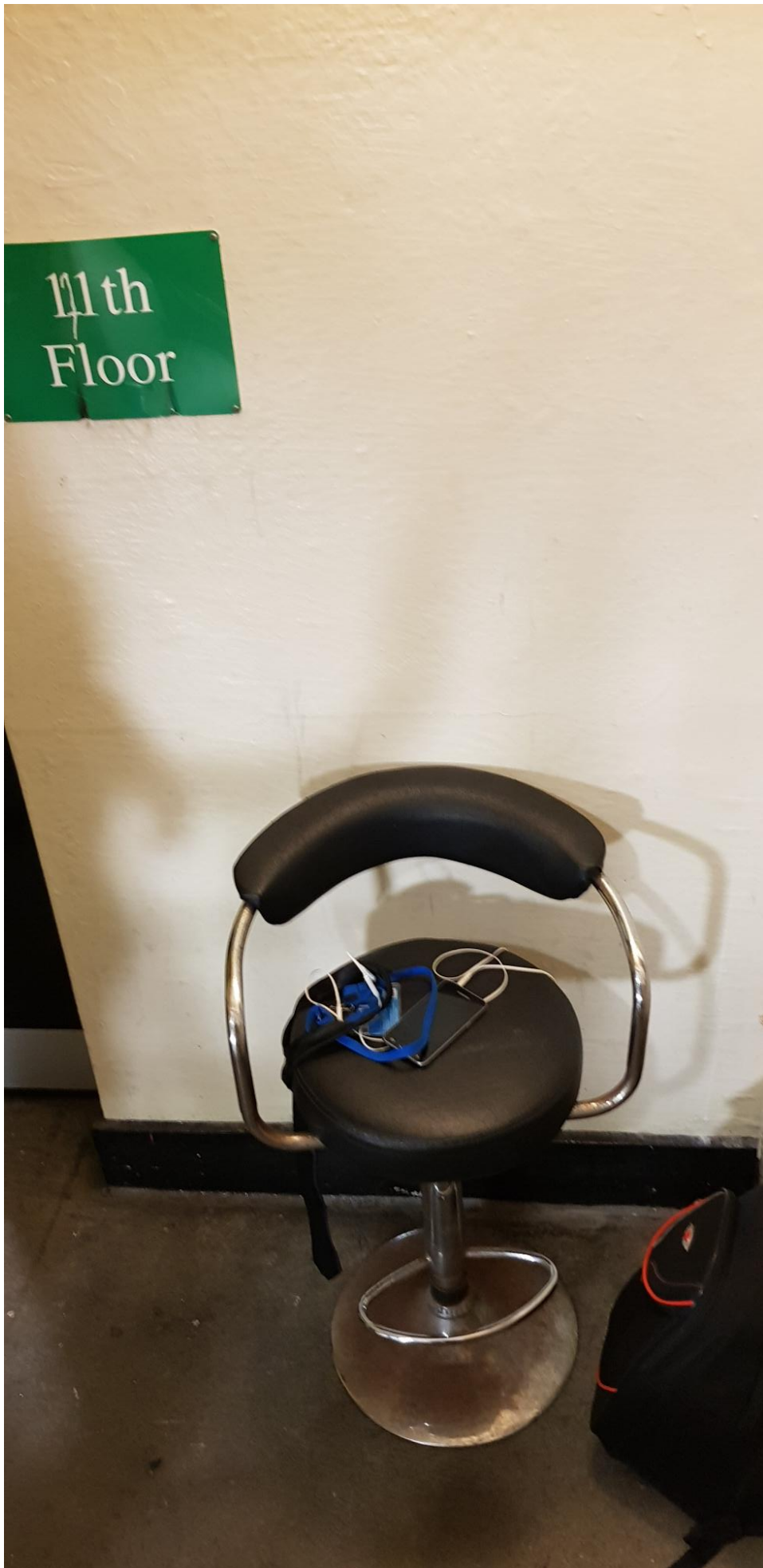
- A fire drill was completed with both waking watch teams on Tuesday 19th June. Both were completed in under 15 minutes and feedback has been given to the supervising team which should improve their performance. A further drill will be conducted next week.
- The Peabody Head of Fire Safety has explained to staff that they are not permitted to take breaks in stairwells and any smokers must be well away from the building.
- Communal areas have now been cleared and waking watch staff have been provided with somewhere to store personal belongings.
- Issues with evening waking watch staff will be picked up with the contractor and housing management team on site. Random spot checks will be carried out and activity will also be monitored by caretakers.
- The estate services team has been asked to remove any further bulk waste swiftly.
- A written Q&A document will be distributed to residents, and local councillors will be invited to comment on this before it is issued.
- The Fire Brigade Borough Commander has been invited to the next Peabody residents meeting.

Ashling Fox, Chief Operating Officer, Tara Agarwal, Director of Technical Compliance and Quality; and Alison Muir, Group Director of Resident Services, have agreed to attend the meeting and answer the committee's questions.

Photographs illustrating the fire safety concerns are appended.

Floor 10

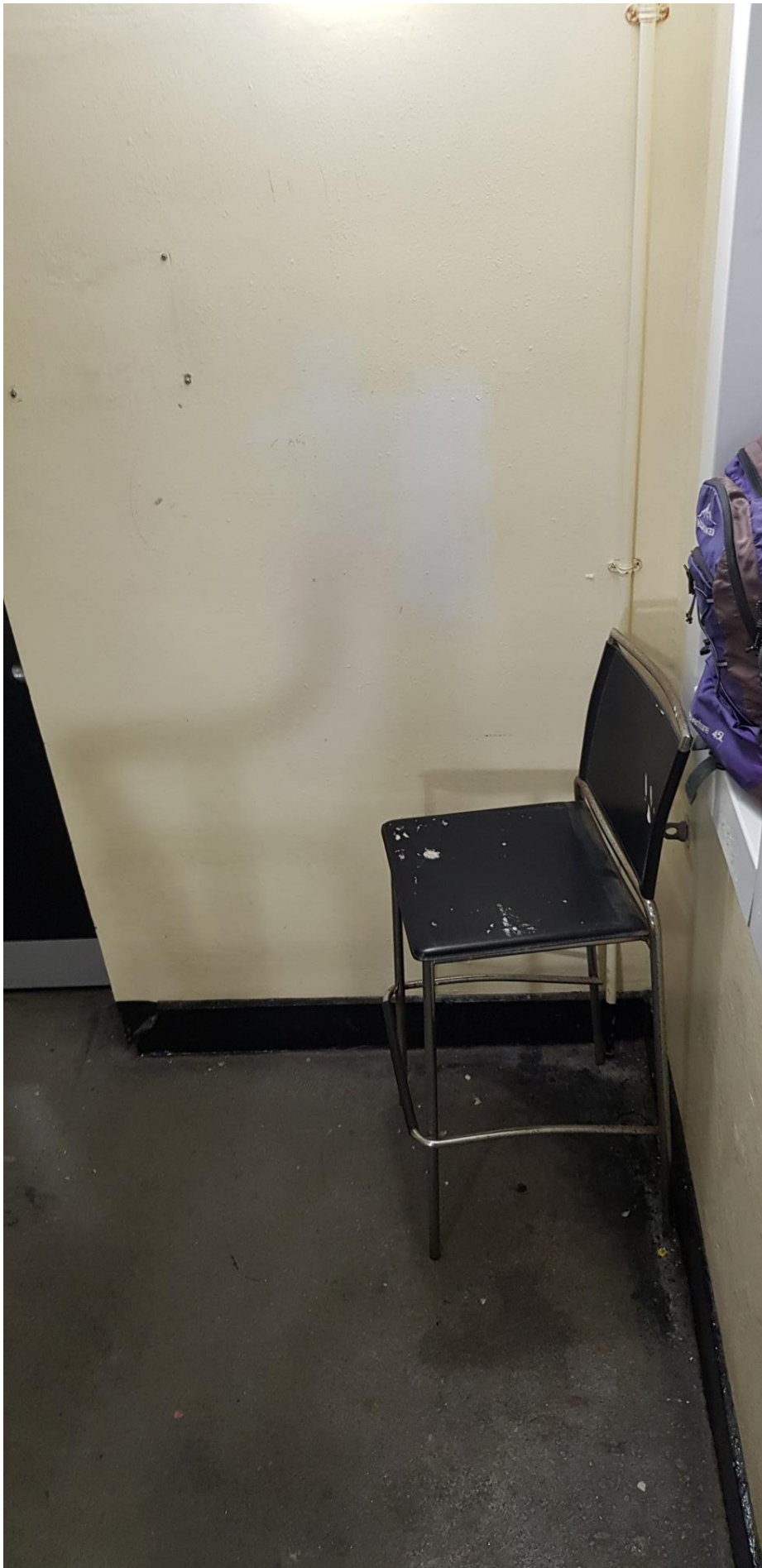










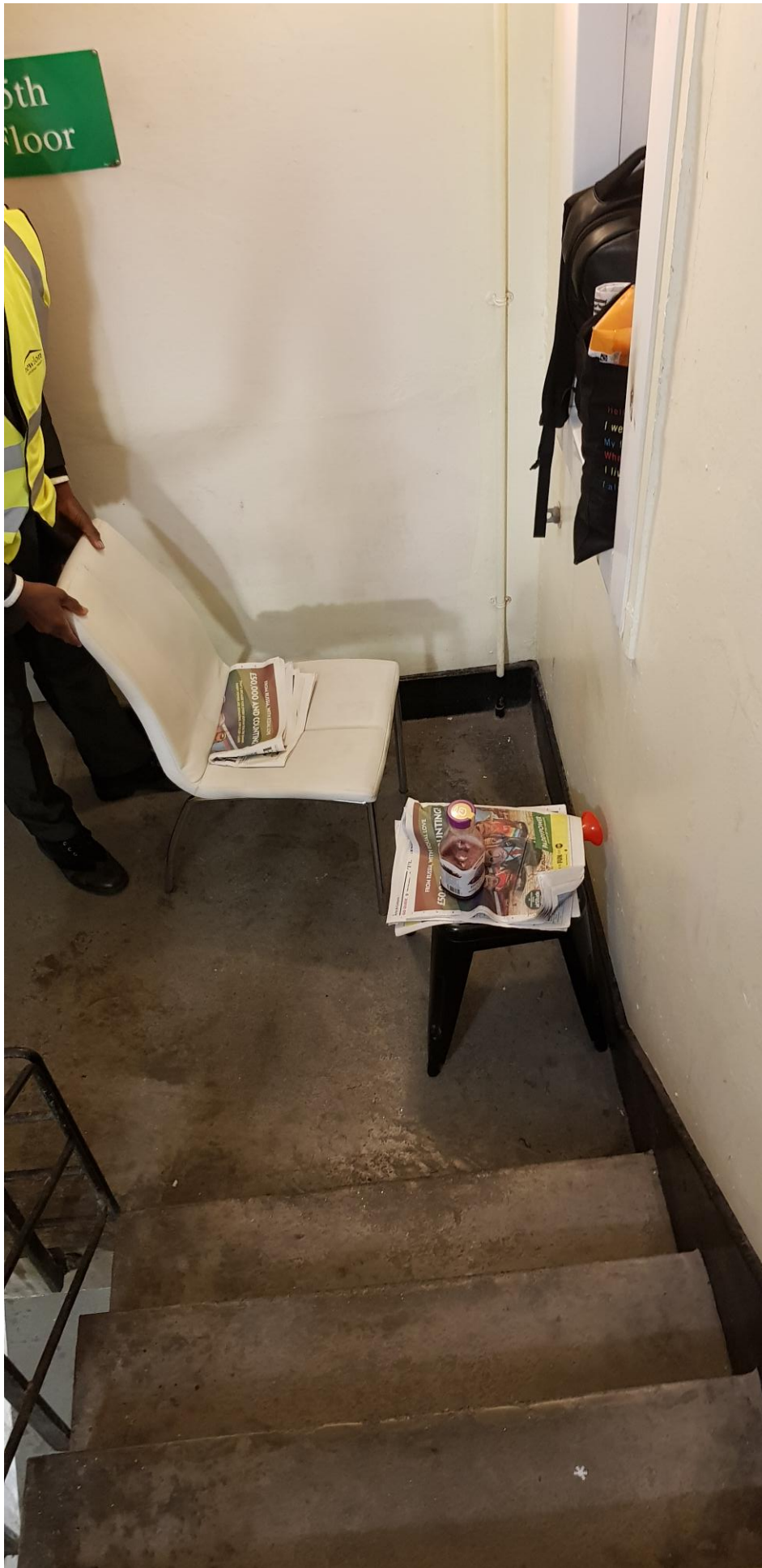






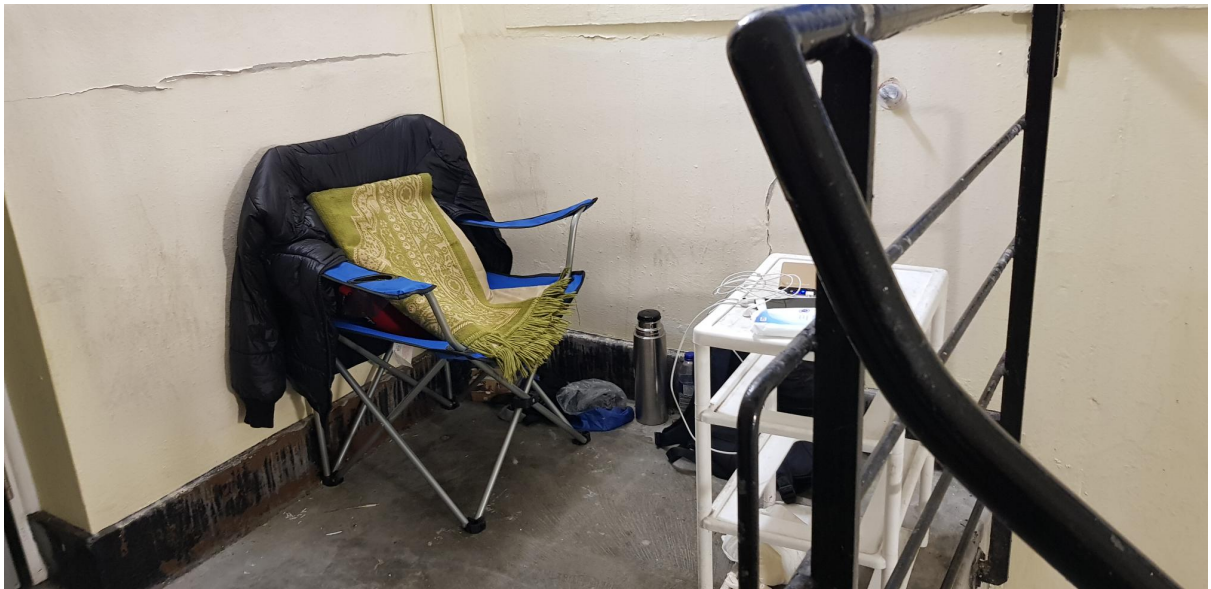












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