



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Committee Room 4, Town Hall, Upper Street, N1 2UD - Islington Town Hall on, **19 March 2019 at 7.30 pm.**

**Yinka Owa
Director of Law and Governance**

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Despatched : 8 March 2019

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 Roulin Khondoker
Councillor Ben Mackmurdie
Councillor Caroline Russell
Rose Marie McDonald (Resident Observer)
Dean Donaghey (Resident Observer)

Substitute Members

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

Quorum is 4 Councillors



A. Formal Matters

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

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

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

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

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

- *(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.
- (b) Sponsorship** - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.
- (c) Contracts** - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.
- (d) Land** - Any beneficial interest in land which is within the council's area.
- (e) Licences**- Any licence to occupy land in the council's area for a month or longer.
- (f) Corporate tenancies** - Any tenancy between the council and a body in which you or your partner have a beneficial interest.
- (g) Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

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

4. Minutes of Previous Meeting 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.

B.	Items for Decision/Discussion	Page
1.	Scrutiny Review - Draft Recommendation (Homelessness)	
2.	Scrutiny Review - Draft Recommendation (Responsive Repairs)	
3.	Fire Safety in Council Housing - Executive Member Response to Recommendation	7 - 18
4.	Quarterly Review of Housing Performance (Q3 2018/19)	19 - 24

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 **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 23 April 2019

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London Borough of Islington

Housing Scrutiny Committee - 12 February 2019

Minutes of the meeting of the Housing Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD - Islington Town Hall on 12 February 2019 at 7.30 pm.

Present: **Councillors:** O'Sullivan (Chair), Lukes (Vice-Chair), Debono, Gallagher, Heather, Mackmurdie, O'Halloran and Russell

Resident Observer Rose McDonald and Dean Donaghey

Councillor Michael O'Sullivan in the Chair

61 APOLOGIES FOR ABSENCE (Item 1)

Apologies were received from Councillor Hamitouche.

62 DECLARATION OF SUBSTITUTE MEMBERS (Item 2)

There were no declarations of substitute members.

63 DECLARATIONS OF INTERESTS (Item 3)

There were no declarations of interest.

64 MINUTES OF PREVIOUS MEETING (Item 4)

RESOLVED:

That the minutes of the meeting held on 14 January 2019 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

65 CHAIR'S REPORT (Item 5)

The Chair informed the meeting that draft recommendations with regards to the review into Responsive Repairs will be circulated to Committee members in advance of the committee meeting in March. Members input to the exercise is welcomed and should be sent to the Committee clerk ahead of the meeting.

66 ORDER OF BUSINESS (Item 6)

The order of business would be B2 and B1.

67 PUBLIC QUESTIONS (Item 7)

None

68 SCRUTINY OF PARTNERS FOR IMPROVEMENT IN ISLINGTON (Item B1)

The Committee received a presentation from Tom Irvine, Managing Director, on the performance of Partners for Improvement in Islington.

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The following main points were noted in the discussion:

- Meeting was advised that in terms of key performance indicators, Partners had exceeded most of its targets especially in terms of the number of repairs completed on time; communal repairs completed on time and importantly the number of residents satisfied with the repairs.
- 164 major repairs were carried out by Partners from January to December 2018, however only 50 were left open for 12 weeks or more as a result of access issues, leaseholder consultation in progress; building control/conservation/ planning process etc.
- With regard to PF12 contract, cyclical works were completed to 496 properties with an average time of 12.8 weeks to complete the works. Meeting was advised that with regards to the works carried out, there was a 92% satisfaction rate by residents that took part in the survey. Plans in 2019 for Partners to complete 100 cyclical works with the PF11 contracts.
- With regard to resident engagement, the Managing Director highlighted the various channels through which Partners communicates with its resident such as the Partners Residents Open Forum; the existence of Partners Engagement Register; Resident surgeries and Satisfaction surveys.
- The Managing Director acknowledged that in terms of complaints, there has been a slight increase in stage one complaints in comparison to the previous year.
- Partners priorities for 2018/19 include promoting safety and minimising risks in properties, providing a good and efficient service to its customers; continue to communicate and engage with its residents and also provide a good service to its leaseholders.
- The Managing Director acknowledged the various issues and challenges highlighted by residents and leaseholders as the clear and safe communal areas policy; access issues into properties to be able to carry out repairs; impact of universal credit on residents in terms of rent arrears; leaseholder estimates of cyclical cost of repairs and anti-social behaviour.
- Members were advised that residents were split with regards to the Clear and Safe Communal area policy, however Partners still had to carry out multiple visits to resolve complaints on this issue. Members were reminded that the implementation of the policy is based on advice from the London Fire Brigade.
- The meeting was informed that with over 17,000 repairs carried out per year, 2,000 were affected due to failure to access the properties by operatives and to address this concern, Partners are offering incentives to residents to provide a copy of keys to communal areas so as to carry out electrical safety checks.
- Partners recognises the impact of universal credit on its tenants especially as 219 of 279 known claimants are in rent arrears. Partners continues to work closely with Islington Council to alleviate its impact by intervening early in known cases and close monitoring.
- With regard to the estimated costs of cyclical decorations received by leaseholders, the Managing Director informed the meeting that these were estimates and are

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based on an agreed maximum price policy, however the final costs total tend to be lower. In addition, Partners had improved the format and content of information that accompanies Section 20 notices.

- The Managing Director advised that delays in resolving anti-social behaviour was due to court closures which resulted in delays r waits for court dates and also in some instances the need to carry out the assessment of vulnerable victims and the perpetrators.
- Members were concerned with Partners strong performance results especially as their caseloads indicates high levels of dissatisfaction. There was concern that despite informing Partners in previous years that their focus should be on addressing their failures Partners still consistently produces high performance rates.
- Properties managed under the PF11 contract, which expires in 2033, would undergo a programme of external redecoration commences in 2019 while the PF12 contract due to expire in 2022, cyclical decorations would end in 2020.
- The meeting was informed that as the contract entered its final years, Partners would work with the council to ensure a smooth handback process, this would include joint stock condition surveys.
- In response to a complaint regarding the quality of repairs work carried out by Partners and the quality of materials used, the Managing Director advised that all their properties are maintained to the contractual standard and quality assured agreed with the Council.
- A member of the public highlighted significant maintenance issues in the home of one of her brothers, describing plasterwork falling dangerously from overhead with the result that he had to be moved out. She also described how her other brother had to leave his home due to flooding and that more worrying was that despite Partners denial about the existence of asbestos in the property, information has come to light that Partners was aware of this issue since 2008. Managing Director apologised as he was not aware of the issue and requested that documentations be forwarded to Partners via the clerk Committee.
- Dr Brian Potter of the Islington Leaseholders Association invited the Managing Director of Partners to the next meeting on April 2, an opportunity for leaseholders to raise all their concerns directly.
- A suggestion that Key Performance indicators should be presented at the Partners Residents Open Forum was noted.
- A leaseholder in a property managed by Partners was concerned that for over 8 years he had complained about damp issues in his property and was intrigued by Partners refusal to employ the services of an independent surveyor. The leaseholder was concerned that with every works carried out by Partners, his and other leaseholders service charges was increased under the guise of repairs to damp repairs which had not been carried out. In response the Managing Director acknowledged that, services of independent surveyors are employed to identify the causes of damp.
- A leaseholder was concerned with the business decision of Partners taking over a community building that had been previously managed by Hyde. The leaseholder

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enquired if the committee would be interested in a piece of work that will demonstrate the impact of that decision on the amenity of the residents that live on the estate. In response, the Chair welcomed the suggestion, advising that the report be sent to the clerk of the committee for circulation to members on the Committee and the Executive Member for Housing.

- The Managing Director acknowledged that permission was incorrectly given to a resident for storage of his bicycles, however this has now been resolved.
- A tenant in a property managed by Partners complained about contractors sent to resolve sewage issues and having been told that digging will be confined outside, some areas of her dwelling was left in a state of disrepair and personal property like her reading glasses was found at the rear of the garden and damaged. The Managing Director of Partners requested her to forward her details and he would look into it.
- With regards to concerns about the discrepancies that exist between the estimates and the final cost schedule, the meeting was informed that Partners had made some revisions to the schedule 20, however in light of further concerns, this will be revisited to ensure that it is clear and transparent.
- Members were concerned that Partners were reportedly made aware of asbestos in the property of the complainant mentioned above since 2008 but refused to resolve it and requested that someone needs to be held accountable especially if true as Council takes the management of asbestos and its disposal seriously. Committee agreed that this was very serious issue and requested that the Committee be kept informed of the outcome.
- With regards to concerns about the attitude of workmen employed by Partners to carry out repairs, members were reminded that like any workforce in any industry there will always be some unprofessional personnel, however this may be due to work being subcontracted for lower cost with the result that the quality of work and standard is poor.

The Chair thanked Tom Irvine, Managing Director and members of the public for their attendance.

69

SCRUTINY REVIEW : WITNESS EVIDENCE (HOMELESSNESS) (Item B2)

The Chair invited Ruth Hayes and Stuart Hearne, Co-Directors of the Islington Law Centre to explain their activities and what part they play in alleviating homelessness in Islington. The following points were raised and discussed:

- The meeting was advised that Islington Law Centre (LC) provides low income residents with accessible high quality legal advices to challenge the effects of poverty which is inextricably linked to homelessness. LC in conjunction with statutory agencies, the Local authority, the Islington Strategic Advice Service and BAMER community organisations help to address these issues.
- Through it's partnership working LC is able to provide a range of services to help reduce the risks of housing crises and homelessness and most of its focus and activities are centred around early intervention, welfare benefits and debt

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- LC runs a drop in Reception and Referral service for residents threatened with evictions where they can bring in their correspondence and are assisted in understanding what stage their case is. LC also offers specialist weekly housing advice outreach sessions across the borough; specialist weekly welfare rights and specialist weekly debt advice outreach sessions.
- The Law Centre is funded by Council grants and receives additional funding from both Cripplegate and Cloudesley which is used for follow up casework where needed.
- Residents seek advice on a range of issues such as representations on possession proceedings, homelessness, succession rights, rent arrears, landlord and tenant matters, evictions, anti-social behaviour, rehousing etc
- The Law Centre also provides legal representation to help people avoid possessions, evictions and homelessness which is available through the Clerkenwell and Shoreditch County Court duty scheme. Tenants of different tenures whether Council, housing associations tenants and tenants in private rented sector are supported by LC.
- However, LC clients tend to be Council tenants, only 8% compared of tenants in the private sector compared to 31% council tenants and 46% social landlord tenants seek advice and support.
- Due to increasing overlap between the Law Centre's immigration work and housing need, it is able to offer services to Islington residents through its weekly outreach sessions at the Hackney Migrant Centre.
- With regard to the Council's No Recourse to Public Funds team, the meeting was informed that the Law Centre works with young people to regularise their status so that they are able to access work, education and benefits.
- In light of the introduction of the Universal Credit, LC has been advising people at risk of losing their home, however as its implementation is still in its infancy, LC has yet to be able to analyse the impact, however it will continue to work with the Council on this issue.
- Homelessness is caused by a myriad of factors such as lack of security in the private sector, low income, erratic income, failures of the social security system along with crises such as job loss, ill health or family breakdown.
- In response to a question about the services of Now Medical, representative from the LC advised that the Council should consider the medical assessments made by the individual's GP or consultant as they were most aware of their state of health.
- The meeting was advised that although the Law centre offers pre advice to 8% private tenants, there is no evidence that they were placed in private sector housing by the Council.
- As part of its review into homelessness, the Committee welcomed any anonymised cases that involved any of their clients involvement with NowMedical.
- In response to a question on why local authorities employ the services of Now Medical, the meeting was advised that it offers local authorities another option when taking a decision on housing needs of vulnerable applicants instead of relying on

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GP's opinions. LC representatives expressed concerns that most applicants affected were vulnerable suffering mental illness, learning disability or physical disability.

- A suggestion that the Committee consider scrutinising the Council's use of NowMedical in the future was noted.

The Chair thanked officers of Islington Law Centre for their attendance and contribution to the review..

70 **WORK PROGRAMME 2018/19 (Item B3)** **RESOLVED:**

That the work programme be noted

The meeting ended at 9.45 pm

CHAIR



Report of: Corporate Director for Housing

Meeting of:	Date	Wards
Housing Scrutiny Committee	19 March 2019	All
Delete as appropriate	Exempt	Non-exempt

SUBJECT: Fire Safety in Council Housing – 12 Month Update

1 Synopsis

- 1.1 On 22 March 2018 the Executive received a report from the Housing Scrutiny Committee regarding fire safety in Council housing. The report provided recommendations to improve fire safety within the Council's domestic housing stock, including properties currently managed by Partners for Improvement in Islington (PFI). Subsequently, on 11 June 2018, the Executive agreed its response to the recommendations set out in the scrutiny report, to further improve the management of fire safety in Council housing. This report updates the Housing Scrutiny Committee on progress with the recommendations agreed by the Executive.

2 Recommendation

- 2.1 To note the progress made as set out in section 4 of this report.

3 Background

- 3.1 In July 2017 the Housing Scrutiny Committee commissioned a review of the Council's and Partners for Improvement's fire safety management arrangements. The review ran from July 2017 until January 2018. Evidence was received from a variety of sources, including

- Evidence from Council officers;
- Evidence from witnesses, including London Fire Brigade (LFB);
- Documentary evidence, including from Partners for Improvement in Islington (PFI); and
- Scrutiny visits, including networking meetings and London Build Expo Fire Safety Summit

- 3.2 The Housing Scrutiny Committee issued a final report on 30 January 2018 which included twenty-one recommendations. The Executive agreed its response to the recommendations in the report from the Housing Scrutiny Committee on 11 June 2018 and progress made with each of the recommendations is set out in section 4 below.

4 Recommendations and Service Update

- 4.1.1 **Recommendation:** *Islington Council should follow all relevant recommendations for local authorities and social landlords arising from the Grenfell Tower inquiry and the Independent Review of Building Regulations and Fire Safety, and any fire safety guidance issued by the Local Government Association*

Response: The Council has been following all relevant guidance issued by the Ministry for Housing, Communities and Local Government and the London Fire Brigade since the Grenfell tragedy. The Council is currently considering the potential implications of Dame Judith Hackitt's review into the regulatory framework relating to fire safety, following its publication in late May 2018 and awaiting the outcome of the Grenfell Tower inquiry.

12 Month Update: *The public inquiry is ongoing and the full outcome is unlikely to be clear for some time yet. The Council has adopted interim guidance in the interim, for example in respect of cladding systems other than Aluminum Composite Material (ACM). This was demonstrated with the removal of EPS cladding at Fyfield on the Six Acres Estate, which has now been completed. The government response to Dame Judith Hackitt's review has now been published, although how changes will be implemented, the remit of new regulatory bodies i.e. the Joint Competence Authority (JCA); the level of information required to be held/submitted to the JCA; and timescales for implementation all remain unclear. The Director Housing Property Services will establish a working group to look at the implications of the new arrangements and how the Council will fulfil its new/amended duties*

- 4.1.2 **Recommendation:** *Following the conclusions of the Grenfell Tower inquiry, the review of the Equality and Human Rights Commission, and the Independent Review of Building Regulations and Fire Safety, a report should be submitted to the Housing Scrutiny Committee detailing what actions the council will be taking in response to the recommendations.*

Response: A report detailing actions the Council will take following the conclusion of all fire safety related reviews, inquiries and updated guidance will be provided to the Housing Scrutiny Committee in due course.

12 Month Update: *As above in 4.1.1. difficult to provide further comment at this stage.*

- 4.1.3 **Recommendation:** *The Housing Scrutiny Committee notes the London Fire Brigade's continued support of the 'Stay Put' policy. Islington Council should clearly communicate the London Fire Brigade's advice to tenants and leaseholders, and promote understanding of when residents should 'Stay Put' and when they should evacuate. Guidance on this should be available in a range of languages and should be displayed in prominent areas.*

Response: Bespoke Fire Action Notices for all types of Islington Council properties have been created in conjunction with the Council's communications team and will be installed in the common areas of housing properties in due course. Information contained within the new tenant guide and the Council's website will be reviewed periodically to ensure it provides the most suitable advice, which is wherever possible, block specific. Additional forms of communicating fire safety messages will also be considered.

12 Month Update: *The final artwork for Fire Action Notices is now completed, funding allocated and materials ordered through the Councils internal print services. It is envisaged that Fire Action Notices will be erected incrementally by the Estate Maintenance Team in Homes and Communities. Initial priorities will be high rise blocks (6 storey and above) and converted street properties, the latter due to changes in the fire strategy for the building(s) arising from the installation of interlinked detection and warning systems. The guidance provided within the new tenant sign-up pack can already differentiate between fire strategies depending on the building, providing bespoke advice to residents. The communication of this falls within the remit of Homes and Communities at sign-up stage. New tenants are also offered a Home Fire Safety Visit (HFSV) from LFB as part of the sign-up process.*

- 4.1.4 **Recommendation:** *The council should maintain the dedicated email address for residents to report fire safety concerns to the council. This should be displayed in prominent locations and promoted regularly. This information should also be provided to new tenants in a welcome pack*

Response: The Firesafety@islington.gov.uk email address has been established as a conduit for resident concerns, enquiries or requests for advice and is referenced in the new tenant guide. This email inbox is monitored on a daily basis to ensure a prompt response to any correspondence. We are also investigating additional, electronic means by which residents can communicate with us on fire safety matters or highlight concerns, including web-based surveys.

12 Month Update: *The dedicated fire safety inbox has proved valuable and is providing residents with a means by which to raise fire safety concerns or questions. This appears to be operating well and concerns are logged and reviewed periodically for trends.*

- 4.1.5 **Recommendation:** *Islington Council should work with vulnerable and disabled tenants and leaseholders to co-produce personalised emergency evacuation plans. These must be realistic and achievable. Any remedial works or adaptations that are required to facilitate safe evacuation should be carried out as soon as possible.*

Response: Personalised emergency evacuation plans (PEEPs) are commonplace in most workplace buildings (and sheltered accommodation facilities) but are typically reliant on the presence/intervention of a member of staff to execute the plan. It is unlikely to be feasible that such plans, with a reliance on a member of Council staff, can be implemented in general needs housing. Current guidance considers this 'an unrealistic expectation on landlords' and there would be significant resource implications, in particular for Homes and Communities. Vulnerability data is currently being reviewed for complex blocks, with a view to providing this to LFB via a Premises Information Box (PIB), enabling the fire service to prioritise vulnerable residents as dictated by operational necessity. An evaluation of the use of PIBs will be provided to the Housing Scrutiny Panel in due course.

12 Month Update: *LFB and current government guidance still consider that PEEPs will not be feasible (or required) in general needs, purpose built blocks of flats or even converted street properties, largely as such premises are not staffed and a PEEP could not be operated effectively. Premises Information Boxes have been installed at Braithwaite House, Perth House, Selkirk House and Fyfield, which include block layout drawings to aid the fire service in an emergency, but also indicated (in line with data protection requirements) the most vulnerable properties that may need to be prioritised for evacuation, depending on the fire situation presented. This pilot scheme will run until the end of April 2019, during which time local LFB crews will visit each location to assess the level of information provided and its usefulness in a real emergency scenario. Homes and Communities are reviewing their processes to ensure resident data is kept up to date and refreshed periodically, including through day to day contact with service users.*

4.1.6 **Recommendation:** *Islington Council should encourage Partners for Improvement in Islington, TMOs and Housing Associations operating in the area to co-produce personalised emergency evacuation plans for their disabled and vulnerable residents, and carry out remedial works or adaptations as necessary.*

Response: The Council's approach to ensuring the fire safety of vulnerable residents will be discussed, agreed and implemented via the Homes and Estates Safety Board, which has an independent chair and is attended by representatives of Partners. Once agreed, the Council's approach will be shared with Partners in the interest of consistency.

12 Month Update: *As 4.1.5 the introduction of PEEPs is still considered an unreasonable burden on landlords, but more importantly would be very difficult to implement effectively in practice. Where interlinked detection/warning systems are installed to support a simultaneous evacuation strategy, this will be completed in conjunction with residents. Residents who may consider themselves incapable of evacuating the property in an emergency (including the common areas) will be offered all necessary support by Homes and Communities, including possible adaptations to the property and/or potential rehousing where this may be considered appropriate.*

4.1.7 **Recommendation:** *Islington Council should maintain an up-to-date list of vulnerable council tenants and leaseholders who may need assistance to evacuate and make this available to the London Fire Brigade and Emergency Planning service. This should detail their flat number and floor, and the assistance they require. This information should be kept in a secure information box at the premises.*

Response: Vulnerability data is kept by both Adult Social Care and Childrens Social Care on the LAS system, and we can investigate whether it is feasible to make this available to LFS and the Emergency Planning service. There is no obligation for residents to routinely inform the Council of any disability which may be affecting them and as such any information is likely to be incomplete or resource intensive to maintain. Poor quality information could potentially (and unnecessarily) endanger the life of fire and rescue service personnel. The implications of this and of the General Data Protection Regulations (GDPR) coming into effect in May 2018 must be fully considered, as well as the most effective means of gathering such data from residents. We regularly liaise with the LFB on this to ensure they are satisfied with our support for regularly liaise with the LFB on this to ensure that they are satisfied with our support for their operational needs.

12 Month Update: *The provision of data from the LAS system has been investigated, but is not considered a viable option at the current time. Homes and Communities are reviewing their arrangements for ensuring that vulnerability data is maintained (and updated) accurately through day to day routine contact with residents, as far as reasonably practicable*

4.1.8 **Recommendation:** *Islington Council should encourage Partners for Improvement in Islington, TMOs and Housing Associations operating in the area to make information available to the London Fire Brigade and Emergency Planning service on the location and assistance needs of vulnerable residents.*

Response: The Council's approach to ensuring the fire safety of vulnerable residents will be discussed and agreed via the Homes and Estates Safety Board, which has an independent chair and is attended by representatives of Partners. Once agreed, the Council's approach will be shared with Partners in the interests of consistency.

12 Month Update: *Discussed at the Homes and Estates Safety Board (Fire Safety) in February 2019, although it is unlikely the installation of PIB's to keep data secure will be feasible in respect of all but the largest of converted street properties. See also 4.1.5*

4.1.9 **Recommendation:** *Islington Council and the London Fire Brigade should explore the feasibility of developing a secure electronic solution to accessing the location and assistance needs of disabled and vulnerable residents in an evacuation.*

Response: The development of a secure electronic system is likely to require significant resources. As a London (and UK) wide issue, the development of such a system may need to be led by the London Fire Brigade, to capture data not only from housing providers in Islington but across London. The use of LFB's existing IT systems for this is currently being explored but, even if feasible, it is unlikely to have the capacity required.

12 Month Update: *We retain the view that any such system would need to be facilitated by LFB as a Pan-London issue and to ensure consistency and appropriateness of data. See also 4.1.5*

4.1.10 **Recommendation:** *Islington Council should consider retrofitting sprinkler systems in all high rise housing blocks. The council should review the feasibility of installing sprinklers, the anticipated cost of the works, and model the financial impact of the works on other aspects of the housing service*

Response: The Council continues to review its position on the retro-fitting of suppression systems in its housing stock, due to the number of challenges such a programme of work is likely to present. The findings of the Grenfell Tower inquiry, Hackitt review of the regulatory framework and updated fire safety guidance will be considered in formalising the Council's position.

12 Month Update: *The retro-fitting of suppression systems such as sprinklers remains a consideration, which is likely to be dictated by the final outcome of the Grenfell Inquiry. Initial work on the feasibility and costs of installing sprinkler systems has been carried out by Housing Property Services, which are broadly similar to our initial estimates. It is unclear how successful the retrospective installations of suppression systems have been in other boroughs, although this is being monitored through the London Council's Directors Fire Safety group. Suppression systems are being installed in high rise new build accommodation i.e. Redbrick as a matter of good practice, even where this is not a requirement under the current Building Regulations.*

4.1.11 **Recommendation:** *Islington Council should make representations to the government that the cost of retrofitting sprinkler systems and carrying out any necessary fire safety works in local authority housing should be met by central government, given that no additional funds have been allocated to date.*

Response: The Ministry for Housing, Communities and Local Government (MHCLG) has recently indicated that some costs associated with remediation work on ACM-clad blocks will be financed by central government. We are in contact with MHCLG about reclaiming the costs of cladding removal and recladding work at Braithwaite House. The funding of fire safety improvements arising from the Grenfell tragedy is being discussed collectively by the London Councils Fire Safety group, which is attended by Islington Council's Director of Housing Property Services. The Executive Member for Housing and Development and the chair of the Housing Scrutiny Committee have written a joint letter to government on this matter.

12 Month Update: *Islington Council has now received financial support from MHCLG in respect of the ACM cladding removal work carried out at Braithwaite House. No further funding has currently been made available by central government to carry out fire safety improvements and whilst the London Council's Directors Fire Safety Group continue to pursue this, it is considered unlikely to be successful and funding would need to be provided from existing budgets. At present the Council is prioritising the repair, upgrade or replacement of existing general fire precautions i.e. fire doors, fire-stopping works and detection/warning systems where they will have the greatest positive impact on resident safety.*

4.1.12 **Recommendation:** *The Housing Scrutiny Committee supports the zero tolerance approach to keeping items in communal areas adopted by Islington Council and Partners for Improvement in Islington. The Committee would support more targeted communications being issued to residents where problems persist.*

Response: The zero tolerance approach to common areas is being managed by Homes and Communities, with the Council's Fire Risk Assessment (FRA) template being amended to reflect this change in policy. Targeted correspondence continues and where offenders are identified, action under conditions of tenancy may also be considered as appropriate.

12 Month Update: *A policy of zero tolerance in respect of resident belongings stored in the common areas has been implemented for blocks which are fully or substantially enclosed, which is considered risk proportionate. Initially proving unpopular with residents, Homes and Communities have persisted with enforcement as required and the level of resident acceptance is increasing. A programme of routine inspections of converted street properties will also adopt the same principles in respect of resident storage. An exercise to obtain keys to all street properties (main entrance door only) is also underway by Homes and Communities, which will be a considerable help in this respect, as well as aiding the Council to fulfil its obligations in other areas which may impact on resident health and safety.*

4.1.13 **Recommendation:** *Islington Council should consider if a suitably qualified and experienced fire engineer is needed to supplement the risk assessment work carried out by the council's in-house fire safety officers. This may provide additional reassurance that fire risks are being managed effectively.*

Response: The Council already engages with competent, external fire safety consultants where this is considered necessary. The Council is also investigating 3rd party accreditation schemes for fire risk assessment, which would include an independent, expert overview and quality sampling of FRAs completed by the Council's in-house team, in order to provide additional reassurance to residents. In addition, the Council is in the process of recruiting an additional Building Control Officer to provide expert advice and assistance to project teams on the Council's range of construction activities. It is acknowledged that construction work has the potential to compromise fire safety, but also brings opportunities to improve both passive and active fire safety measures when the opportunity arises. The ISO9001 Quality Management System (QMS) is likely to be reviewed and updated, to ensure a robust, consistent approach is applied to construction work which could impact on fire safety.

12 Month Update: *The Council has engaged with various service providers in recent months, to carry out FRA of more complex blocks and/or situations since Grenfell and this will continue. We are also reviewing how FRA will be completed for properties that will fall under the remit of the JCA, which are high risk residential building (HRRB's) of 10 storeys and above. It may be that external providers are commissioned to complete FRA the Councils properties falling into this category in 2019. It has been agreed through the Director of Housing Property Services that intrusive FRA surveys (including a sample of dwellings) will be completed in advance of future capital works, to inform the work programme. Intrusive sampling is also being carried out as part of the void property process, with issues arising being actioned as necessary.*

4.1.14 **Recommendation:** *The council should consider consulting a suitably qualified and experienced fire engineer at the design stage of new build projects. This would help to ensure that properties are designed to the highest possible safety standards.*

Response: The Council already engages with competent fire engineers through the design/planning phase of new build projects, although arrangements in this regard will be reviewed to ensure they are sufficiently robust and appropriate. The outcome of the Grenfell inquiry and regulatory framework review will need to be considered as part of this process.

12 Month Update: *This process is already embedded within the new build team, although implications from the Grenfell Inquiry will need to be considered in due course. Suppression systems are being installed in high rise new build properties, irrespective of whether this is a requirement of the current Building Regulations.*

4.1.15 **Recommendation:** *Given that hoarding can be a fire hazard, the council should further promote the services available to help hoarders, and consider installing mobile sprinkler systems in the homes of vulnerable people who are known to hoard.*

Response: The Council will continue to work closely with the London Fire Brigade on initiatives where funding may be available to support vulnerable residents through the installation of mobile suppression systems or other appropriate intervention or protective measures. The Council continues to lead the way in innovative approaches to dealing with hoarding. The hoarding panel meets quarterly to discuss serious cases and provide the appropriate support required. We will increase the publicity around the work of this panel, particularly among partners such as TMOs, Co-ops, etc.

12 Month Update: *Close working relationships with LFB continue and bids will be made for further funding as this becomes available. Previous funding has been used to provide fire retardant bedding, curtains and furniture etc. to some of the borough's most vulnerable residents. Some funding remains available for similar measures, with potential recipients discussed at the hoarding panel, which continues its work to provide support and intervention as required.*

4.1.16 **Recommendation:** *Housing Services should work further with the Seasonal Health Intervention Network (SHINE) to target interventions at vulnerable residents who are known to light their homes through candles rather than electricity.*

Response: The use of candles as a means of heating/lighting has been implicated in a number of fires in Council properties in recent years and the implementation of this recommendation will be led by Homes and Communities. Other temporary forms of heating such as portable LPG gas may also present a significant fire risk, as well as the potential carbon monoxide poisoning and should also be considered.

12 Month Update: *Homes and Communities regularly refer residents to the council's SHINE support network and use other services such as SHP or social services to work with and support our most vulnerable residents. Training is also being developed for staff who work on or around our properties, enabling them to be extra vigilant and proactively identify those who use candles or other less safe ways of lighting their homes.*

4.1.17 **Recommendation:** *The council should routinely monitor if communal area fire doors and front entrance fire doors are working correctly*

Response: Regular inspections of communal fire doors are carried out by estate services staff within Homes and Communities to ensure doors are in good condition/working order and/or raising repair works orders as necessary. Additional training on this will be provided to estate services and caretaking staff in due course.

12 Month Update: *This valuable work by Homes and Communities continues, with estate services staff highlighting repairs issues and the Estate Maintenance Team completing reactive repairs in respect of communal fire doors and other safety measures. The introduction of the Fire Safety Forum has helped with the coordination and prioritisation of works between Homes and Communities and Housing Property Services, predominantly where costly repair works are considered unlikely to be effective in the longer term. A number of blocks have received significant capital funding to facilitate more lasting, effective repairs and improve the overall level of safety.*

Training has been carried out with Homes and Communities employees, including Fire Risk Assessment training and course on the Purpose Built Blocks of Flats guidance document. A course on the principles of fire engineering has also been procured, with Housing Property Services staff including responsive repairs, voids, fire safety and capital programme attending over the course of 2019. This will add significant value and increase the organisational competence in respect of fire safety matters and overall resident safety.

4.1.18 **Recommendation:** *To allow the fire safety features of properties to be easily monitored, the housing asset management plan should be revised to detail the fire safety features of components.*

Response: The Council's current strategy, whilst due a review, has adequate provision to demonstrate that we cover the fire safety features of building components. The expected level of detail to be retained has increased post-Grenfell. Steps have been, and are continually being taken, to increase our detailed knowledge of building materials and components. There are significant difficulties in obtaining legacy data about specific details/materials, but all efforts are being taken to get better data to inform any potential risks. Any review of the Council's process in this regard will be conducted in accordance with the findings of the Grenfell inquiry and any new regulatory requirements.

12 Month Update: *The Housing Investment/Asset Management team are recording data gathered through the Voids Housing Health and Safety Risk Rating (HHSRS) assessments, to inform future schedules of work. In respect of information recording, it is likely there will be further recommendation and expectation on completion of the Grenfell Inquiry and the Council is currently considering IT developments that will help fulfil the (potential) requirements of the JCA, but it is unclear the extent of these at the current time. This particular issue is being monitored through the London Council Directors fire safety group, which the Director of Housing Property Services attends.*

4.1.19 **Recommendation:** *Dry risers in the council's housing blocks should be checked for damage regularly. Staff on estates should be encouraged to report any visible damage or vandalism which would affect their functioning.*

Response: Dry and Wet Rising Main installations are inspected, tested and maintained by the Council in line with current British Standards. A visual inspection of such installations (including access to them) is also included in the periodic inspections carried out by Homes and Communities. Additional training on this will be provided to estate services and caretaking staff in this regard in due course, including ways to report any identified defects or concerns.

12 Month Update: *The level of general awareness has been raised significantly within Homes and Communities staff groups, particularly those responsible for inspecting the housing stock, through training and awareness. There is routine engagement between the fire safety team and the local area housing office teams, in addition to the Fire Safety Forum meeting being established. This quarterly meeting reviews FRA actions, current issues and potential future developments in fire safety or arising from the Grenfell Inquiry etc. The installation of a new rising main has been completed at Michael Cliffe House, and the installation at Peregrine House is due to be completed in early Summer 2019.*

4.1.20 **Recommendation:** *Housing services should maintain a register of fires in council housing. It is suggested that this register is backdated for ten years. Recording the cause, extent, and other details of fires may help to inform the council's fire prevention work.*

Response: The register of Council/PFI fire incidents has now been established with assistance from the London Fire Brigade. A log of recent fire incidents is now incorporated into the quarterly Homes and Estates Safety Board compliance report, which is also presented to the Council's Corporate Management Board periodically. Unfortunately, the LFB data recording system cannot separate Council/non-Council properties and therefore backdating the register for 10 years would involve a significant level of resource. A review of the combined historical data may still be a useful tool in establishing trends and informing discussions with the LFB on future prevention strategies.

12 Month Update: *This process is now embedded. The Homes and Estates Safety Board monitor trends with key findings reported to CMB via the annual health and safety report.*

4.1.21 **Recommendation:** *The Director of Housing Needs and Strategy should author a report to the Housing Scrutiny Committee detailing her experiences and any learning points from her secondment to the Grenfell Response Team and the Royal Borough of Kensington and Chelsea.*

Response: This will be requested of Maxine Holdsworth although the committee should note that Maxine is currently extremely busy fulfilling her important role overseeing the rehousing of Grenfell residents.

12 Month Update: *With Maxine Holdsworth's return to Islington in March 2019, it is likely this recommendation will be addressed in due course.*

5 Implications

5.1 Financial Implications

Costs arising in respect of fire safety measures recommended, agreed & implemented relating to the increase in staffing, equipment, training, IT & communications have been accommodated within overall existing HRA resources.

Many of the recommendations are still under review and as such cannot be assessed in terms of potential costs until those reviews are complete.

The most significant of which relates to items 4.1.10-4.1.11 relating to the retrofitting of sprinklers in high rise blocks which could give rise to extremely high costs that if funded by Islington's HRA would certainly require a programme of compensating savings.

5.2 Legal Implications

Fire safety in residential accommodation is currently regulated by Part 1 of the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005. The Order only has limited application to residential properties applying to the common parts and exterior but not within individual flats. As freeholder, the council is responsible for assessing fire safety in its properties, taking such general fire precautions as may reasonably be required in the circumstances of the case to ensure that the premises are safe. Under Part 1 of the 2004 Act, the council is empowered to take action in respect of substandard and dangerous conditions through application of the Housing Health and Safety Rating System which is a risk-based evaluation tool to help identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. The council is required to take action where a category 1 hazard is identified.

The collection and sharing of personal data in respect of vulnerable residents must comply with the requirements of the General Data Protection Regulation and the Data Protection Act 2018. Sharing of personal data with the London Fire Brigade would normally be pursuant to a data sharing agreement.

Legal advice and assistance will be provided to Housing Services as necessary in respect of the implementation of the recommendations.

5.3 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.

Where the proposals in this report may have equalities implications and other implications for residents. Resident Impact Assessments (including assessment of equalities implications) will be undertaken as part of the process of developing and implementing policies and actions arising from this report.

5.4 Environmental Impact Assessment

There are no significant environmental implications associated with this report. Any works that come about as a result of the recommendations (e.g. installation of fire suppression systems) will be assessed on an individual basis when the relevant board reports are produced.

6. Conclusion and reasons for recommendations

6.1 The Committee is asked to note progress made with implementation of the recommendations.

Final report clearance:

Signed by:

Maxine Holdsworth - Corporate Director for Housing

Date: 08 March 2019

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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	19 th March 2019	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q3 2018/19)

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 3 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 3 update on Housing performance

- 4.1 This report contains an update on Housing indicators for Quarter 3.

Objective	PI No	Indicator	Frequency	Q3 Actual Apr-Dec	Q3 Target Apr-Dec	Target 2018-19	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 homes completed by the council	Q	66		74		57	Yes
	H2	Number of affordable new homes completed by Developers	Q	174		637		New Indicator	New Indicator
	H3	Number of planning permissions agreed for new council housing	Q	69		102		New Indicator	New Indicator
	H4	Total number of affordable homes (net growth taking into account new homes and homes sold)	Q	95		68		New Indicator	New Indicator
	H5	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	66	75	150	Off	57	Yes
	H6	Number of under-occupied households that have downsized	Q	121	73	145	On	100	Yes
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	81%	85%	85%	Off	84%	No
	H8	a) Major works open over three months as a % of Partners' total completed major works repairs	Q	12%	11%	11%	Off	18%	No
	H9	b) Satisfaction rate with repairs undertaken by Partners	M	97%	aspirational target of 95% contractual target of 75%	aspirational target of 95% contractual target of 75%	On	New Indicator	New Indicator
	H10	Rent arrears as a proportion of the rent roll - LBI	M	2.9%	2.5%	2.5%	Off	2.2%	No

	H11	Rent arrears as a proportion of the rent roll - Partners *	M	3.4%	3.14%	3.14%	Off	2.7%	No
Reduce homelessness	H12	Number of households accepted as homeless	M	131	100	400	On	167	Yes
	H13	Number of households in nightly-booked temporary accommodation	M	406	307	294	Off	339	No
	H14	Number of street homeless supported into accommodation	M	16	8	30		New Indicator	New Indicator

*contractual target = 97% collection rate

Increase supply of / access to affordable housing

- 4.2 The forecast for 2018/19 is currently to develop 637 new affordable homes. The development pipeline is currently still on track to deliver that figure (H1). The in year total is 174 homes completed with the majority due to complete the end of the year.
- 4.3 In terms of the council's new build programme, as reported previously the completion of Centurion Close slipped into 2019/20. This means the forecast for the end of year is 66 new homes instead of 74 (H2) and that will also be reflected in a reduction in the net growth figure (H4) which drops from 68 to 60 new homes accordingly.
- 4.4 As reported previously, the current forecast is 43 new homes with permission rather than 102. The number of new homes planning permissions is forecast to miss the annual target (H3) due to the delays to the Vorley Road scheme that provides 59 new homes. This scheme is a joint development with a private developer and dependent on them for delivery. If delays continue to be ongoing the council will take a view on whether this scheme should be delivered without them which will impact on numbers and forecast completion dates. This is a high risk scheme and has been highlighted in the monitoring report to the New Homes Board. Hathersage and Besant secured planning permission in December for a mixed tenure scheme including 21 new homes for social rent. The Elthorne Estate scheme was due to go to planning committee in December but, due to concerns over the whether the scheme had maximised the sales values of the private sale homes, has been delayed and has a new committee date of 5th March. If successful this won't affect the revised annual target of 43. As per our figures for previous quarters – these are for council developments only and reflect a net gain accounting for council homes demolished. Following the appointment of the Management Support Office we will look to working more closely with RPs to provide a figure across all affordable development (see 4.5).
- 4.5 Historically there have been difficulties in RPs providing timely and accurate information to the council on their own development pipelines. Within the recommendations approved for the restructure of the New Build Team was the creation of the new Management Support post, one of whose primary functions will be to manage performance information and build relationships with our RP partners. It is expected this will significantly improve the quality and timeliness of the data we need them to provide. The role is currently at the shortlisting stage and is forecast to be in post before the Qtr 4 reports are due.
- 4.6 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

- 4.7 Repairs fell short of its First Time Fix target of 85%, delivering a Q3 out turn of 81%.
- 4.8 Due to delays in launching the Repairs IT dashboards the expected performance has not been delivered. The dashboards are currently due to be delivered in April and improvements should be noted thereafter. The additional issue with this delay is that resources used to mine repairs data, highlighting areas of concern, are currently tied up in dashboard development.
- 4.9 The launch of the new materials supplier did cause some issues to the service as they failed to mobilise as promised in their tender delaying jobs. Through robust contract management this has now been addressed and should be less of an issue moving forward.
- 4.10 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 is currently 50% completed and will run for another two years.
- 4.11 Managers have been tasked with scrutinising and signing off follow-on jobs and carry-overs, placing greater focus on improving first time fix. This, however, is difficult without the repairs dashboards relating overall performance to individual and team performance.
- 4.12 We have taken on six further apprentices in September 2018 (three women and three men from within the Borough) 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.
- 4.13 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

- 4.14 Gas compliancy has remained at an excellent level for quarter 3 with the south of the borough at 100% compliancy and the north at 99.99% compliancy.

Partner's Repairs

- 4.15 Residents' satisfaction with repairs continues to be above the 75% contractual target; at the end of December 2018 satisfaction on PFI1 was 97.15% and PFI2 96.48%. These combine for an overall satisfaction rate of 96.73%.
 - 4.16 Major repairs are more complex repairs carried out by Partners often of higher value and are often delayed by requirements such as Leaseholder consultations, scaffolding works, building control consultation and the issue of party wall notices. It is not possible to deliver 100% of major repairs within the 3 months due to statutory timescales however, Partners aim to keep the number of works exceeding 3 months to a minimum and monitor those exceeding the 3 month period. These repairs are monitored separately as they are not included in the measure of the resident satisfaction for day to day repairs.
- 4.17 There were 50 Major Repairs greater than 3 months at the end of December 2018, the status of these are as follows:

19 works in progress

17 delayed as a result of due process associated with Sec 20's, Planning and/or Party Wall protocols

13 delayed as a result of ongoing Decant/access issues

1 currently awaiting drying out times associated with extensive areas of plastering/damp proofing

The number of Major Works cases over 12 weeks completed in December 2018 (8) as a percentage of the total number of Major Works cases completed (66) = 12%

Rent Income Collection

- 4.18 Rent arrears for LBI are at 2.9% against the rent roll for the end of the third quarter. Universal Credit is having a real impact on arrears levels, with tenants moving over to the new benefit with existing high levels of debt. The subsequent impact of at least five weeks before receiving any money is pushing these arrears to very high levels.
- 4.19 At the end of December 2018, there were 1,590 tenants on Universal Credit with 4,834 total claimants in the borough. Of the 1,590 tenants on Universal Credit, 1,216 are in arrears (76%) owing a combined £1.55m. This compares to tenants in arrears on Housing Benefit, of which there are 4,773 (42%) owing £1.75m. This shows that tenants on Universal Credit are more likely to be in arrears than on those on Housing Benefit, and their arrears are significantly higher. Average arrears for those in arrears on Universal Credit are £1,275 compared to £368 for those on Housing Benefit. This is nearly four times higher.
- 4.20 Delays with recruitment have also had an impact on our ability to collect income. There are multiple vacancies across all income teams. Requests to recruit have been sent to the Recruitment team but are taking on average 2-3 months before reaching advert.
- 4.21 PFI managed properties are contractually required to achieve an annual rent collection rate of within 1% of Islington Council's. If they do not achieve these targets they are subject to financial penalties. At the end of Q3 the PFI1 and PFI2 collection rates were within target – within 1% of the Council's. But this is an annual performance indicator for Partners. Performance on current debt as a proportion of the rent roll was 3.4%; this measure is not a contractual performance requirement. Partners have continued to experience severe delays with the Court hearings not being listed for up to 4 months, evictions have not been scheduled for up to 6 months.
- 4.22 Partners' voids performance is an average re let time of PFI 1 25.15 days and PFI 2 21.95 days to date. This measure includes the letting process delivered by the Council for Partners properties.

Reduce homelessness

- 4.23 The number of households accepted as homeless are within target for 2018-19. This is due to successful work in preventing and delaying homelessness in preparation for the implementation of the Homelessness Reduction Act which commenced in April 2018.
- 4.24 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. Our target for reduction in the numbers of households in nightly booked TA is 294. During the first nine months of this financial year the no. of households increased by 18%. We attribute this to the introduction of the Homelessness Reduction Act in April 2018, which has placed additional duties on the council which have slowed down the processing of homelessness applications. We are hopeful that a review of the way we work will bring about improvements and a reduction in the no. of households staying in nightly booked temporary accommodation.

Appendices: None

Background papers: None

Final Report Clearance:

Signed by

6th November
2018

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