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## **AGENDA FOR THE HOUSING SCRUTINY COMMITTEE**

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Members of the Housing Scrutiny Committee are summoned to Committee Room 4, Town Hall, Upper Street, N1 2UD - Islington Town Hall on, **12 September 2019 at 7.30 pm.**

Enquiries to : Ola Adeoye  
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Despatched : 4 September 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 Ben Mackmurdie  
Councillor Marian Spall  
Rose Marie McDonald (Resident Observer) (Co-Optee)  
Dean Donaghey (Resident Observer) (Co-Optee)

### Substitute Members

Councillor Vivien Cutler  
Councillor Osh Gantly  
Councillor Satnam Gill OBE  
Councillor Sara Hyde  
Councillor Jenny Kay  
Councillor Roulin Khondoker  
Councillor Nurullah Turan

**Quorum is 4 Councillors**



**A. Formal Matters**

**Page**

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

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

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

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

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

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

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

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

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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>B. Items for Decision/Discussion</b>	<b>Page</b>
1. Fire Safety in Council Housing - Officer update	5 - 14
2. Quarterly Review of Housing Performance ( Q1 2019-2020)	15 - 18
3. Scrutiny Review ( Major Works) Presentation by Head of Capital Programme Delivery	19 - 20
4. Work Programme 2019/2020	21 - 22

**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 31 October 2019

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London Borough of Islington

## **Housing Scrutiny Committee - 15 July 2019**

Minutes of the meeting of the Housing Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD - Islington Town Hall on 15 July 2019 at 7.30 pm.

**Present:**      **Councillors:**      O'Sullivan (Chair), Lukes (Vice-Chair), Hamitouche, Heather, Mackmurdie, Spall and Donaghey (Co-Optee)

### **Councillor Michael O'Sullivan in the Chair**

**102**      **APOLOGIES FOR ABSENCE (Item 1)**

Apologies were received from Councillor Gallagher and co-optee Rose McDonald.

**103**      **DECLARATION OF SUBSTITUTE MEMBERS (Item 2)**

There were no declarations of substitute members.

**104**      **DECLARATIONS OF INTERESTS (Item 3)**

There were no declarations of interest.

**105**      **MINUTES OF PREVIOUS MEETING (Item 4)**

**RESOLVED:**

That the minutes of the meeting held on 10 June 2019 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

**106**      **CHAIR'S REPORT (Item 5)**

The Chair informed the meeting that the two previous reviews carried out in the last municipal year will be finalised and signed off by email to members in the next two weeks.

Councillor O'Sullivan informed the meeting that he recently joined the London Housing Consortium Board, attended a few meetings and that they have a wealth of information on contract and procurement which will be of immense value to interested members of the Committee especially as it is about to review the council's major works programme.

The Chair enquired why the Council despite being one of the founding members was not taking advantage of its membership.

**107**      **ORDER OF BUSINESS (Item 6)**

The order of business would be B2 and B1.

**108**      **PUBLIC QUESTIONS (Item 7)**

None

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**MAIN REVIEW- DRAFT SCRUTINY INITIATION DOCUMENT ( MAJOR WORKS ) (Item B1)**

Simon Kwong, the Director of Property Services introduced the Draft Scrutiny Initiation Document (SID) into Major Works carried out in Council Housing. The following points were noted:

- Members were advised that the review will examine who determines what major works are required, the robustness of construction contracts and schedules of rates; options available to deliver major work projects and the relationship between major and small contractors.
- The Director advised that the review would provide members an opportunity to consider the benefits and disadvantages of the different major works delivery models; how the construction industry operates and the supervision of major contractors.
- Members will receive a presentation about the Council's major works programme, oral evidence from possibly two other London boroughs and from a construction expert.
- A suggestion to include as additional objective, that the review will focus on achieving quality and value for money was noted.
- In response to concerns about inviting local contractors and housing associations to participate in the review, Members were reminded that for the Committee to produce a balanced report, views of the various stakeholders should be taken on board. Members noted that as housing associations tend to attend committee to present their performances and work programme, it will be an opportunity for members to enquire about how their major works programme is managed.
- The Chair outlined a number of key principles which should be incorporated into the scrutiny of the Council's major works. These include, that the primary focus should be on desired outputs and results; the need to balance quality and cost; transactions to be carried out in an efficient manner; all options in determining the most appropriate solution to be considered; the use of competition to obtain best value; that the procurement processes follow the organisation's policies and priorities; essential to comply with legislation and regulatory requirements and the need for decisions to be transparent and accountable.
- The Chair reminded the Director of Property Services that he was still awaiting documentary evidence such as a sample of the contracts and the department's organisational chart from his officers as it is essential for the review exercise.
- With regards promoting an inclusive economy, it was suggested that the committee should consider the Preston model as a local authority which has

been cited as ensuring that money is kept within its local economy. The meeting was informed of a similar experience possibly in Sheffield and hoped that lessons could be shared. Members agreed that the issue of apprentices should be taken on board while carrying out the review.

- The meeting was advised that Council officers should endeavour to monitor works carried out prior to works being completed and handed over by the contractor as issues or problems can be easily rectified before the contractor leaves the site. Members agreed that although the council do carry out due diligence on most of the major works carried out by contractors, it is essential that robust monitoring should be in place and continuous throughout all the stages of the major works and possible penalties to be introduced.
- The Chair requested that the document titled ' Procurement and Project Management be circulated to members and officers for information purposes.
- In response, the Director of Property advised that in terms of inviting other organisations different from Islington he was not aware at present of any insourcing organisations, however officers would look into this option.
- On the issue of cost and pricing of contracts, meeting was advised that members will have an opportunity to learn more as a quantity surveyor, an expert will be invited to a meeting of the committee.

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**MINI REVIEW - DRAFT SCRUTINY INITIATION DOCUMENT( PRIVATE RENTED SECTOR) (Item B2)**

Jan Hart, Service Director Public Protection introduced the Draft Scrutiny Initiation Document (SID) about the Private Rented Sector. The following points were noted:

- The Chair informed Members although the draft SID is being considered at this meeting and that the scrutiny into the private rented sector would not be commencing till possibly later in the year or early in 2020, any suggestion or ideas from members regarding is still welcome and can be emailed to him.
- The review into the private rented sector would involve Housing and Environment & Regeneration departments. Members would be able to consider how housing especially in the private sector has evolved over the years; the relevant Housing Act; the regulation and powers available for local authorities and also identify areas for improvement.
- In addition, members would consider the role of the private sector in meeting housing needs and how the council supports tenants living in private rented sector.
- A request for objective 5 in the SID to be amended was noted, that it should read - Examine the impact of the right to rent on access to the Private Rented Sector, the discrimination it causes, the council's role and ability to

combat that discrimination in line with the public sector equality duty.

- Members agreed that in terms of witnesses, the SID should explicitly state that this is not an exhaustive list so as to avoid any form of ambiguity on witnesses that will be invited.
- In response to a suggestion about inviting private renters as witnesses, the meeting was advised that there is a reluctance to give evidence for fear of retribution from landlords. The Chair reminded the meeting that at a previous review, officers had been able to set up a mechanism which ensured that evidence obtained from private renters was anonymised.
- On the issue of placing tenants with rogue landlords, the meeting was advised that the council had over the years been successful in prosecuting landlords and that a register exists which is shared by all London boroughs to prevent tenants being placed in properties owned by landlords which had been found to have fallen short in terms of the quality of accommodation provided.
- On the question of leaseholders subletting their flats in Council housing estates and its legality, the meeting was advised that this is possible as it depends on the type of mortgage. In response to a question on if the Council had a list of registered leaseholders on council estates and how many were being rented out, members were advised that this will be made available as background information in the scrutiny exercise.

**RESOLVED**

1. That the Scrutiny Initiation Document be agreed.
2. That the scrutiny review into the private rented sector will commence later in the municipal year.

**111     WORK PROGRAMME 2019/2020 (Item B3)**  
**RESOLVED:**

That the work programme be noted

The meeting ended at 8.30 pm

**CHAIR**



### Report of Simon Kwong, Service Director, Housing Property Services

Meeting of:	Date	Ward(s):
Housing Scrutiny Committee	12 September 2019	All

Delete as appropriate	Exempt	Non-exempt
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## **SUBJECT: Housing Fire Safety Update – overview on progress**

### **1 Oversight of the council's fire safety landlord responsibilities and keeping in touch with the latest developments**

- 1.1 The council follows all fire safety guidance issued by the Ministry of Housing Communities Local Government (MHCLG) and London Fire Brigade. The council has reviewed all its cladding systems and risk assessed all buildings to ensure we are following requirements and responding to any issues that arise.
- 1.2 Once any changes to requirements become clear as a result of the Hackitt Review, a working group will be established to look at the implications for council homes and how the council will fulfil its amended duties.
- 1.3 The following reviews have been undertaken because of the risks exposed by the tragic fire at Grenfell Tower:
  1. ACM – the council immediately identified high rise blocks where ACM cladding could not be ruled out and sent panels for testing which shared similar qualities to ACM cladding, confirming this cladding on just one of the three possible sites.
  2. Sprinklers – although there was no change in regulation, the council proactively estimated the cost of retrofitting sprinklers in high risk blocks

and considered the potential risks, costs and issues so that we are prepared for any changes in legislation.

3. Insulation systems on tall buildings were reviewed and where insulation was identified as not complying with building regulations (one building, Fyfield on the Six Acres estate), swift action to remediate this has been taken.

1.4 The council monitors fire safety guidance and regulation for tall buildings through the following meetings:

- London Councils Housing Directors fire safety meetings (quarterly) – a group of Housing Directors from councils across London
- Tall buildings fire safety meetings (every 2 months) – representatives across the council chaired by Simon Kwong, Service Director, Housing Property Services – the group oversees both the council’s duty as landlord and its regulatory functions for safety in housing in the borough in relation to tall buildings
- Homes and Estates Safety Board (quarterly) – our independently chaired Partnership Board, including the London Fire Brigade
- London Fire Brigade (LFB) liaison meetings (quarterly) - we work closely with the LFB to take advice and guidance
- The Adult Safeguarding Board has considered the issue of evacuation of vulnerable residents in the event of a fire

## **2. Delivering our fire safety responsibilities**

2.1 *Fire Risk Assessments (FRAs)*

2.2 There are 127 council-owned residential buildings of 6 storeys or more in Islington, including 49 buildings of 10 storeys or more. The council decided in the aftermath of the tragic fire at Grenfell Tower to undertake FRAs of all our tall buildings annually, in excess of the 3 yearly requirement.

2.3 FRA records are updated whenever an action is completed or something changes to affect the risk rating. If any intolerable or substantial risks are identified, the FRA is reviewed within three months to ensure urgent actions are undertaken.

2.4 FRAs for all 127 blocks of 6 storeys or more are published on the council’s website.

## **3. Resolutions of identified significant fire safety issues**

3.1 *Braithwaite House – ACM Cladding*

This was the only council-owned residential tall building that had ACM cladding panels (on its two end walls). The ACM cladding was removed by 24 August 2017, ten weeks after the Grenfell fire. Replacement cladding works were

completed in May 19. We have received 80% of the funding from MHCLG, the remaining 20% has been applied for now that works have been completed.

### 3.2 *Fyfield - Insulation*

Issues were identified with the external wall insulation on this block through our insulation systems review. It emerged that the insulation system used (expanded polystyrene or EPS) was not suitable for a tall block and therefore the insulation was removed. A new cladding system with rock wool insulation is being installed in its place. A contractor has been appointed and timescales have been agreed. We have also undertaken internal works to improve the compartmentation within and between the flats. A 24-hour waking watch was in place whilst the insulation was removed and the compartmentation works were done to ensure residents' safety.

### 3.3 *Fire stopping works - Spa Green*

Issues were highlighted by the Spa Green Management Organisation with the deterioration of the fire stopping measures installed during heating works over 10 years ago. The council's appointed contractor has now agreed a programme of works in each of the three affected blocks and contract terms and conditions are in the process of being agreed. A programme timetable will be established at the completion of the pilot phase.

### 3.4 *Installation of wet risers*

Michael Cliffe House had a wet rising main installed in 2018. The installation of a wet rising main at Peregrine House was recently completed, in July 2019.

## **4. Estate Management - communal areas**

4.1 Having clear and safe communal areas is vital to reducing the risk of fire and maintaining the safety of residents in our blocks should a fire occur. Applying this policy reduces fire loading and potential fuels for a fire in the first place, as well as ensuring that fire fighters are not delayed in reaching a property during a fire. This keeps all residents safe and is even more important in those council buildings (street properties and some older-style mansion blocks) where a 'leave in the event of a fire in the building' strategy is in place. The policy is simple for residents to follow and estate staff to enforce and appears to be working well with enforcement action being taken if removal clearance cannot be gained from the responsible resident.

4.2 The council's Estate Services Team and Partners are seeking to improve access to street properties to carry out vital safety checks. Both teams are working to ensure they hold keys to communal areas within street properties, this will help keep residents safer in their homes. These properties are more vulnerable to inappropriate storage in communal areas because they do not receive a caretaking service and also require resident evacuation in the event of a fire.

## **5. Working together to keep residents safe**

### **5.1 *Keeping communal areas clear (including storage solutions)***

Inappropriate storage of belongings can compromise the safety of all residents, however as a landlord the council recognises the challenges residents experience in being able to store items, especially with so many of our residents having to live in overcrowded conditions. During 2018/19 Homes and Communities developed the following initiatives to increase resident opportunities for storage.

### **5.2 *Secure cycle storage***

It is important as a landlord and as a council supporting green travel that there is plenty of cycle storage in place. Last year we delivered the following additional cycle storage:

- 16 more bike hangars were provided on estates, holding a total of 98 cycles.
- Converted garages for cycle storage, each holding 10 cycles.
- 35 more estate visitor cycle stands
- Opportunities for storing cycles safely and affordably are continuously marketed to residents.

In total there are now 82 estate cycle storage facilities, holding a total of 1092 cycles across 55 estates and 393 estate visitor cycle stands across 53 estates. This supports residents and visitors to keep estates safe by keeping communal areas free. Funding is committed to add more estate resident cycle storage across five wards.

### **5.3 *Storage of belongings***

The council is helping residents to access storage for their belongings through:

- Converting nine garages into 27 storage sheds, with integral shelving.
- Upgrading three existing sheds within garage areas. This supports residents in de-cluttering their homes and communal hallways. We advertise these facilities to overcrowded households nearby.
- Making the most of estate facilities by bringing 174 external pram storage sheds back into use.

### **5.4 *Partnership working***

The council is working with Partners for Improvement in Islington to help identify storage solutions for council street property residents, through the facilities available on nearby estates. We are also working with housing associations to collate data on their cycle storage facilities and encouraging them to take on good practice.

## **6 Keeping our most vulnerable residents are safe**

- 6.1 The council holds details of vulnerabilities experienced by over 550 households living in council homes. There is a wide variety of vulnerabilities.
- 6.2 This information is available to share with our partners in the London Fire Brigade (LFB) in the event of an emergency, if it becomes useful to them as part of their response. The council has arrangements in place for a Housing Incident Manager to be available in the event of an emergency, outside of working hours, to assist with emergency incidents, such as severe fires or floods on estates. This arrangement with LFB is long-standing and the council has shared information about vulnerable residents with LFB when past emergencies have occurred in Islington.
- 6.3 Discussions with our local LFB have identified that the key information that would assist them in the event of an emergency relates to residents with mobility impairments that may hinder self-evacuation, in the unlikely event this becomes necessary. Please note not all of the 550+ residents who have reported vulnerabilities have mobility impairments.
- 6.4 We promote, publicise and make referrals where appropriate for LFB home fire safety visits to vulnerable residents. For example, the council and LFB recently held a joint session with the Housing Disability Panel about fire safety where these were promoted to concerned residents, a number of whom took up this offer as a result of the meeting.
- 6.5 The council's Construction and Fire Safety Team with the LFB are currently working on a pilot to trial the provision of data on resident mobility within a Premises Information Box (PIB) to look at how useful this type of information would be to LFB in practice and how to keep this secure and up to date. PIBs have been fitted to four of our tall blocks: Braithwaite House, Perth House, Selkirk House and Fyfield. A priority system has been devised in conjunction with LFB, building on information provided by residents through a questionnaire to identify residents with mobility problems, the support they have at home and seeking their permission to share this information with the LFB. The Housing Disability Panel has recently been consulted for their feedback on the approach we are taking and to gain their suggestions for any improvements. We will review the pilot with LFB and consider the benefits of further roll out.

## **7 Communications with residents**

- 7.1 Fire safety advice and reassurance has been provided to residents through the following communications:
- 7.2 *Resident communication - advice in the event of a fire*  
Letters were sent to all tenants and leaseholders (incl. non-resident leaseholders, who have a responsibility for keeping their tenants

informed) reiterating the fire safety instructions for their building: stay put or leave. These letters enclosed a copy of the LFB fire safety instructions for their property.

7.3 *Clean and clear letters and leaflets – issued where communal areas are being used by residents for storage*

Residents receive first and second stage letters asking them to move their belongings if they are in breach of the council's safety policy. Partners are using similar letters for their residents explaining the risk associated with storage in communal areas, related to escape and spread of fire.

New leaflets about keeping communal areas clean and clear have been produced, for officers to leave behind when they visit peoples' homes.

7.4 *Electronic Noticeboards*

Fire safety messages have been regularly posted on electronic noticeboards since 5 July 2017.

7.5 *Islington Life magazine summer 2017*

Issue contained an update from Paul Hobbs, the LFB Borough Commander for Islington at the time, that included advice to residents living in high rise blocks and details on how to book a free home fire safety visit by the LFB. The issue also covered a reassuring message to residents about some of the immediate actions taken by the council following Grenfell, and informing them about the regular inspections and fire risk assessments that are undertaken to ensure fire safety measures are in good working order and communal areas are clean and clear. Advice on Hotpoint Fridge freezers was also included in the update, with contact details for registering for more details and updates.

7.6 *Islington Life magazine summer 2018 and winter 2018*

Message for residents about BBQ's not being allowed on balconies was included in the summer edition 2018 and again in 2019. There was a message about being careful with candles included in the winter edition 2018, and this will be repeated again in the winter 2019 edition.

7.7 *Revised fire safety notices*

Plain English fire safety notices which meet national standards and have been approved by LFB have been produced for all blocks ahead of an installation programme which is currently being finalised.

*Fire safety web pages and dedicated fire safety email address*

The council's fire safety pages were updated following the tragedy at Grenfell Tower. They are now being refreshed by the Communications team. We have a dedicated fire safety email address, which was heavily used by concerned residents following the fire at Grenfell Tower.

*Fire safety media updates*

Since June 2017 the council has responded to at least 100 media inquiries about fire safety. These have come from local media (e.g. Islington Gazette, Islington

Tribune), London media (e.g. BBC London, Evening Standard), national media (e.g. Guardian, The Sun), trade media (e.g. Inside Housing) and international media (Huffington Post). These responses include explaining the council’s action to remove unsafe cladding from Braithwaite House in 2017, action to remove insulation from Fyfield in 2018, and individual questions on issues ranging from fire door safety to evacuation plans.

## 8. How we are investing in improving fire safety

### 8.1 Value of the council’s investment in fire safety measures

The council has budgeted £74m to spend on fire safety works over the next five years. The below table provides a breakdown of planned works and cost:

Fire safety works to tall blocks	£20m
Interlinked fire alarms and emergency lighting works in street properties and mansion blocks	£14m
Installation of wet rising mains	£4m
Communal doors and bin storage areas	£24m
Front door programme	£11m
Electrical testing programme	£5m
<b>Total</b>	<b>£78m</b>

8.2 To date £16.7m has been spent of the £78m budget, including works to convert dry rising mains to wet rising mains in Peregrine House and Michael Cliffe House. Fire compartmentation works will be included where necessary within the £20m for tall blocks (but is already undertaken as part of the overall cyclical improvement programme).

### 8.3 Interlinked fire detection programme for street properties and older mansion blocks

The council’s street properties and some older mansion blocks were found to require the installation of radio interlinked communal early warning fire detection systems and emergency lighting. In order to install these, some street properties will also need to have a landlord electricity supply installed where not already present.

8.4 We are currently working with the appointed contractors to ensure that designated pilots are successfully signed off as being compliant by our Building Control Services Team before rolling out the main programme of works, which will commence in September 2019, finishing in September 2022.

8.5 A majority of the street properties are currently managed by Partners for Improvement in Islington, therefore bi-monthly progress meetings are held with them to discuss operational matters.

## 8.6 Front entrance door and communal doors programmes

The council has a programme to upgrade and replace front entrance doors where they do not meet the recommended fire safety standards. The upgrade of existing doors with closers continues, however Islington Council alongside many other social landlords have paused their door replacement programme because of concerns raised as a result of the MHCLG door testing programme, which failed to pass any of the composite doors tested. Many landlords have used these doors as they were certificated to have met the required standards. MHCLG have now completed a testing programme of timber doors and have found that a range of these meet the FD30S standard. We are therefore currently investigating the appointment of a contractor to fit recently-tested and compliant timber front entrance doors on a programmed basis.

## 9. The council's work with other landlords

9.1 The council have responsibility for monitoring other social and private sector housing tall buildings and report to central government on this. The council oversee that landlords identify safety issues and ensure they are taking action to remediate issues where required, keeping up to date with progress.

### 9.2 Cladding, other issues in tall blocks over 18 meters – housing associations and private sector homes

#### 9.3 *The Guinness Partnership block 1*

This is a Guinness Partnership residential block above the Bridge School. The building was found to have been clad with ACM cladding following testing. The Guinness Partnership have put in place additional safety measures for this block, agreed with the LFB, ahead of remedial works. The council is the freeholder of the building but we have a long lease with The Guinness Partnership who act as landlord to the residents of the accommodation. The council has tendered the remediation works and has appointed Engie to carry out the replacement of the cladding system. The Guinness Partnership as long leaseholder of the housing are contributing towards the cost of works.

#### 9.4 *The Guinness Partnership block 2 including Council leased Community Centre*

This is a Guinness Partnership residential block with a community centre below which is leased to the council under a long lease. The block was found to have ACM cladding as part of the MHCLG cladding testing programme. The building has been emptied and handed over to the contractor appointed by the Guinness Partnership. Survey works have commenced so that the order for replacement cladding can be placed.

#### 9.5 *Notting Hill Genesis*

This is a privately owned building, with a medical research facility on the ground floor and residential units above which are owned on a long lease by Notting Hill Genesis. Notting Hill Genesis have applied for government funding for the

remediation work to be carried out to the whole building and are providing progress updates to the council.

9.6 *Student accommodation blocks*

These are two student accommodation buildings and have interim measures in place following the identification of ACM cladding on these blocks. Both universities are in negotiation with the developer about funding for the works.

**9.7 Insulation**

9.8 *Peabody – blocks 1 and 2*

Peabody Housing Association identified that the insulation system on this building did not meet the required standards and agreed additional safety measures with the LFB until the insulation could be removed. Works are in progress to replace the polystyrene insulation with non-flammable rock wool insulation. Works are due to complete in December 2019 with the replacement of the render. A waking watch has been stood down following a review of fire safety and the buildings have reverted a stay put fire safety policy.

9.9 *Peabody – block 3 and 4*

These two buildings have the same issue with the insulation as above. Peabody have removed the insulation from the buildings and are waiting for the outcome of the Planning application submitted before they can proceed with the works. Both blocks have reverted to a stay put fire safety policy following a review of fire safety.

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Housing and Adult Social Services

222 Upper Street, London, N1 1XR

Report of: Executive Member for Housing & Development

<b>Meeting of</b>	<b>Date:</b>	<b>Ward(s):</b>
Housing Scrutiny Committee	12 September 2019	All

Delete as appropriate	Exempt	Non-exempt
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## **SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q1 2019/20)**

### **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 1 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 1 update on Housing performance**

- 4.1. This report contains an update on Housing indicators for Quarter 1

Objective	PI No.	Indicator	Frequency	Q1 Actual	Q1 Target	Target 2019/20	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	8	8	96	On	23	No
	H2	Number of affordable new homes completed by Developers	Q	78	78	315	On	164	No
	H3	Number of planning permissions agreed for new council housing	Q	0	0	3	On	10	No
	H4	Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)	Q	-3	-3	41	On	23	No
	H5	Number of severely overcrowded households assisted to relieve their overcrowding	M	35	38	150	Off	30	Yes
	H6	Number of under-occupied households that have downsized	M	41	40	160	On	44	No
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	85.4%	85.0%	85.0%	On	83.0%	Yes
	H8	Major works open over three months as a % of Partners' total completed major works repairs	Q	16.0%	15.0%	15.0%	Off	11.0%	No
	H9	Rent arrears as a proportion of the rent roll - LBI	M	3.2%	3.8%	3.75%	On	2.4%	No
	H10	Rent arrears as a proportion of the rent roll - Partner properties	M	2.9%	3.3%	3.25%	On	3.1%	Yes
<i>Reduce homelessness</i>	H11	Number of households accepted as homeless	M	77	100	400	On	53	No
	H12	Number of households in nightly-booked temporary accommodation	M	397	350	350	Off	337	No
	H13	Number of street homeless supported in to accommodation	Q	28	11	45	Off	8	No

Note: H8, H9, H10, H12 are end of month snapshots.

## **Increase supply of and access to affordable housing**

- 4.2. Eight affordable new homes were completed this quarter, as anticipated. Next quarter is anticipated to be a busier period, where 31 will be completed.
- 4.3. 78 affordable new homes were completed by developers in Islington, this quarter, a trend that we expect to continue through the year
- 4.4. No planning permissions were agreed for new Council housing, as expected.
- 4.5. There were 11 Right To Buy sales this quarter, hence the slight fall in affordable homes provided by the Council. However, as mentioned, 31 new homes will be completed next quarter, moving us in to net growth for the year.
- 4.6. 35 severely over-crowded households were assisted to relieve their overcrowding this quarter. This is slightly below the profiled target for the quarter of 38; however, it is an improvement on performance the same period last year.
- 4.7. We are slightly ahead of target for supporting under-occupiers to downsize. Having beaten last year's target by 11%, and increased the target for this year, we are still slightly ahead.

## **Effective management of council housing stock**

### Housing Repairs

- 4.8. Repairs performance has shown a significant improvement over the first three months of the year, moving from 81.4% at the end of March 2019 to 85.4% at the end of June 2019.
- 4.9. The improvement is a direct result of implementing a first time fix review and improvement plan.
- 4.10. The service is now presenting learning from complaints to a resident group, whose input helps ensure the service maintains its customer-focussed approach.
- 4.11. The service is currently reviewing its void processes and implementing an improvement plan to reduce rent loss.

### Partners' Repairs

- 4.12. 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.
- 4.13. At present, 16% (9 out of 56) of major works have been open for more than three months.
- 4.14. The remaining repairs are delayed due to:
  - Works in progress - 12
  - Access issues - 12
  - Authorisation - 3
  - Section 20 consultation/challenge process - 2
  - Building Control/Conservation/Planning - 7
  - Third Party delay/Legal process/Disrepair/party wall and utility companies' issues - 3
  - Works completed but awaiting post inspections – 3.

### Rent Income Collection

- 4.15. Rent arrears have continued to slowly increase, mostly driven by the continued roll-out of Universal Credit in the borough. This pattern has been seen in a number of other London boroughs as well.
- 4.16. Analysis at the start of June showed 2,494 households on Universal Credit and, on average, they have seen an increase in rent arrears of £434. The arrears have increased fastest in the first month of Universal Credit, due to the five-week delay in receiving the first payment. Initial analysis has shown that arrears have continued to increase most months, partly due to the varying levels of payments that households receive.
- 4.17. 644 families were in credit at the time they switched to Universal Credit, and just over a third of these are now in arrears, indicating the impact that the system is having on those who were previously good payers.

- 4.18. To mitigate the effects of Universal Credit we have opened a UC helpdesk at 222 to offer support to residents.
- 4.19. Collection has also been slowed by delays in the court system, making it harder to gain eviction orders and start recovery proceedings.
- 4.20. The switchover to Universal Credit is having a smaller impact on PFI's rent arrears, because they have a slightly different client mix. 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.

**Reduce homelessness**

- 4.21. The number of households accepted as homeless is slightly below the profiled target.
- 4.22. This quarter's figure of 77 is above the quarter one position last year, which is to be expected given that the introduction of the Homelessness Reduction Act last April slowed down processing of cases.
- 4.23. The HRA has also introduced a greater burden on Councils to prevent or relieve homelessness without households needing to be accepted for statutory homelessness. Successful work by the team has helped to keep the number of acceptances low.
- 4.24. We have seen an increase in no of households in temporary accommodation since the introduction of the Homelessness Reduction Act in April 2018, and particularly since September 2018. The length of stay in temporary accommodation has increased due to the Act's requirements in terms of deferred decision making and the extra client liaison required. The council now needs to enter into a 'joint working partnership' contract with each client, to address their homelessness, which is highly time consuming.
- 4.25. We have recently seen an increase in the number of applicants being placed in temporary accommodation, and work is in progress to ascertain the reasons behind that.
- 4.26. The target to support rough sleepers in to accommodation has been revised upwards this year, with the caveat that it is somewhat dependent on receiving approaches from rough sleepers, and the collaborative partnership finding sufficient cases to meet the target. In the first quarter the team has supported 28 rough sleepers in to accommodation, which puts us well ahead of the profiled target for the quarter.

**Appendices:** None

**Background papers:** None

Final Report Clearance:

Signed by .....

DATE

Corporate Director of Housing

Report collated by: David Clifford, Principal Public Health Intelligence Specialist, Public Health, with input from relevant leads in the Housing Directorates.

<b>SCRUTINY REVIEW INITIATION DOCUMENT (SID)</b>	
Review: Major Works	
Scrutiny Review Committee: Housing Scrutiny Committee	
Director leading the review: Simon Kwong, Director of Property Services	
Lead Officer(s): Christine Short, Head of Capital Programme Delivery.	
Overall aim:  To determine the best methods of delivering major works projects	
Objectives of the review: <ul style="list-style-type: none"> <li>• To examine who determines what major works are required, where and when.</li> <li>• To examine the robustness of the construction contracts and schedules of rates to ensure they provide adequate protection for the Council.</li> <li>• To review the options available to deliver major works projects, (consider whether delivery in-house would be financially viable and provide a superior service, whether small contractors would be more manageable)</li> </ul>	
How is the review to be carried out:  <u>Scope of the review</u>  The review will focus on: <ul style="list-style-type: none"> <li>• Looking at the pros and cons of different major works delivery models</li> <li>• How the construction industry operates (the role of the Managing Contractors, sub contractors, site management and supervision)</li> </ul> Types of evidence: <ul style="list-style-type: none"> <li>• Oral and written evidence from Islington's Head of Capital Programme Delivery</li> <li>• Oral evidence from Senior Management reps. from two other London Boroughs (probably Camden and Southwark)</li> <li>• Oral evidence from an external Construction Expert (possibly Steve Downing of NHF)</li> </ul>	
Additional Information:  In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.	

Programme	
Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	12 September 2019

2. Draft Recommendations	Xxxx 2020
3. Final Report	xxxxxxx 2020

## HOUSING ON SCRUTINY COMMITTEE

### SCRUTINY TOPICS AND WORK PROGRAMME 2019/20

#### **12 SEPTEMBER 2019**

- 1) Fire Safety – An officer update
- 2) Quarterly Review of Housing Performance (Q1 2019/20)
- 3) Scrutiny Review: Presentation by Head of Capital Programme Delivery
- 4) Work Programme 2019/2020

#### **31 OCTOBER 2019**

- 1) Effectiveness of Communications –12 month report back
- 2) Scrutiny Review: Witness Evidence (neighbouring authorities)
- 3) Work Programme 2019/2020

#### **25 NOVEMBER 2019**

- 1) Islington and Shoreditch Housing Association
- 2) Scrutiny Review: Witness Evidence
- 3) Quarterly Review of Housing Performance (Q2 2019/20)
- 4) Work Programme 2019/2020

#### **20 JANUARY 2020**

- 1) Housing Association Scrutiny (Housing Association TBC)
- 2) Scrutiny Review: Witness Evidence
- 3) Work Programme 2019/20/20

#### **3 MARCH 2020**

- 1) Partners for Improvement - Presentation
- 2) Annual Executive Member Presentation and Quarterly Review of Housing Performance (Q3 2019/20)
- 3) Scrutiny Review: Draft Recommendations

#### **28 APRIL 2020**

- 1) Scrutiny Review: Draft Report
- 2) Work Programme 2019/20

#### **23 JUNE 2020**

- 1) Scrutiny Review: Final Report
  - 2) Work Programme
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