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

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Members of the Housing Scrutiny Committee are summoned to a virtual meeting on 13 October 2020 at 7.30 pm.

Link to meeting: <https://weareislington.zoom.us/j/93721829019>

Enquiries to : Ola Adeoye  
Tel : 020 7527 3044  
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Despatched : 5 October 2020

### Membership

Councillor Michael O'Sullivan (Chair)  
Councillor Marian Spall (Vice-Chair)  
Councillor Theresa Debono  
Councillor Troy Gallagher  
Councillor Phil Graham  
Councillor Mouna Hamitouche MBE  
Councillor Gary Heather  
Councillor Gulcin Ozdemir  
Rose Marie McDonald (Resident Observer) (Co-Optee)  
Dean Donaghey (Resident Observer) (Co-Optee)

### Substitute Members

Councillor Santiago Bell-Bradford  
Councillor Alice Clarke-Perry  
Councillor Vivien Cutler  
Councillor Osh Gantly  
Councillor Sara Hyde  
Councillor Jenny Kay  
Councillor Roulin Khondoker  
Councillor John Woolf

**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

1 - 4

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.</b>	<b>Items for Decision/Discussion</b>	<b>Page</b>
1.	Membership, Terms of Reference and Dates of Meetings	5 - 8
2.	Responsive Repairs - 12 Month Report Back	9 - 16
3.	Scrutiny Topics and Work Programme 2020/2021	17 - 18

**C. Urgent non-exempt items (if any)**

Any non- exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

**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 November 2020

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London Borough of Islington

## Housing Scrutiny Committee - 8 September 2020

Minutes of the meeting of a virtual meeting of the Housing Committee held on 8 September 2020 at 7.30 pm.

**Present:**      **Councillors:**      O'Sullivan (Chair), Lukes (Vice-Chair), Debono, Heather, Mackmurdie and McDonald (Co-Optee)

### Councillor Michael O'Sullivan in the Chair

186      **APOLOGIES FOR ABSENCE (Item 1)**  
Councillors Spall, Gallagher, Hamitouche, Dean Donaghey ( Co-opted Member)

187      **DECLARATION OF SUBSTITUTE MEMBERS (Item 2)**  
There were no declarations of substitute members

188      **DECLARATIONS OF INTERESTS (Item 3)**  
There were no declarations of interest

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

**RESOLVED:**

That the minutes of the meeting held on 23 July 2020 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

190      **ORDER OF BUSINESS (Item 5)**  
The Chair stated that the order of business would be as per the agenda

191      **PUBLIC QUESTIONS (Item 6)**  
The Chair outlined the procedure for Public questions

192      **SCRUTINY REVIEW 2019/20: MAJOR WORKS - DRAFT REPORT AND RECOMMENDATIONS (Item B1)**  
Maxine Holdsworth and Christine Short, Housing Directorate were present for the meeting

The Chair outlined the draft recommendations to the Committee, following which the following main points were made –

- In response to a question as to why the pilot was not scheduled until 2023, it was stated that with the Partners properties coming back 'in house' in 2022, it was felt that this was the earliest opportunity to do this, taking into account officers workload, to introduce a pilot

## Housing Scrutiny Committee - 8 September 2020

- In response to a question as to the 30 year business plan, it was stated that this would be provided, together with the Asset Management Plan, at the next meeting of the Committee for consideration
- Reference was made to recommendation 10, and it was noted that officers tried to minimise the use of scaffolding, and that any additional time that scaffolding was erected over the specified contract period, had to be paid by the contractor
- In relation to recommendation 11, it was noted that a new Corporate Procurement Strategy is being presented for consideration in the near future
- Members were of the view that there should be an interim report submitted to the Committee in 6 months as to progress on the recommendations

### RESOLVED:

- (a) That the report and recommendations be agreed for submission to the Executive, subject to an additional recommendation on a 6 month interim update of the recommendations, as referred to above
- (b) That the 30 year business plan and the Asset Management Plan be submitted to the next meeting of the Committee for consideration
- (c) That the Committee be involved in determining the KPI's that will be applicable when this is considered

The Chair thanked Maxine Holdsworth and Christine Short for attending

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### **MINI -SCRUTINY REVIEW 2019/20: PRIVATE RENTED SECTOR - DRAFT RECOMMENDATIONS (Item B2)**

The draft recommendations were outlined for the Committee by the Vice Chair, Councillor Lukes, following which these main points were made –

- Recommendation 3.3 should include the word 'residents' following the word 'TRA's' in line 1
- An additional recommendations should be added – Recommendation 3.4 to read – ' That all estate management staff have access to good quality information as to residents rights, so that this can be distributed amongst residents groups, and community organisations. The Council should also try to maximise the recovery of any costs accrued by the Council as a result of faulty work by private landlords to Council property'

### **RESOLVED:**

That, subject to the above additions to the recommendations, and the final report being agreed by the Chair/Vice Chair, the report be referred to the Executive for consideration

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### **PRESENTATION -DASHBOARDS (Item B3)**

Matt West, Assistant Director of Property Services, was present and outlined the report

During consideration of the report the following main points were made –

- A dashboard is a summary of data about a service. It allows insights into business by viewing data from different angles. These should be easy to obtain and understand, allowing managers to focus on making improvements, rather than handling lots of data. Dashboards are becoming more and more common place in business and Councils
- Current situation – operational dashboards for the following areas have been completed – repairs operations, gas servicing and repairs, repairs KPI's, customer satisfaction, finance. The dashboards are built and tested, data cleaning is underway or completed, some analysis has taken place, high level managers have access, and some improvements to service stats due to focus from dashboards have taken place
- Training and embedding – training was delayed by COVID, and a web based training model has had to be developed. Roll out training is due to all repairs managers in September and October. The training is half about technically using the dashboard to influence the improvement of repairs. Reports to monitor that managers are using the dashboard, and regular service level improvement meetings are taking place
- Next steps – complete roll out, and review further feedback, and improvements. Complete second operational dashboard, push for direct link to more reactive data, monitor service improvements, consider further development for other areas
- In response to a question as to whether it would be possible for Members to have access to the dashboard information, it was stated that this could be investigated as to whether this would be possible
- In response to a question it was stated that there were van trackers in place, however there were clear guidelines about use, agreed with the Trade Unions. The trackers were not linked to the dashboards

**RESOLVED:**

That a visit be arranged for Members of the Committee in September in order to view the dashboard in operation, and this be combined with a visit to consider Repairs Feedback

The Chair thanked Matt West for his presentation

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**WORK PROGRAMME 2020/2021 (Item B4)**

The Chair stated that he would welcome suggestions as to scrutiny review topics for the forthcoming municipal year for approval at the next meeting of the Committee

The Chair informed Members that he had received suggestions to date for the following topics to date – Partners handover of properties, Communal Heating, and a mini- review into Housing Associations nomination rights/loss of social housing

**RESOLVED:**

That the report be noted and that any suggestions for scrutiny topics should be notified to the Chair for consideration by the Committee at the next meeting

The meeting ended at 9.05 p.m.

**CHAIR**

Report of: Director of Law and Governance

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	13 October 2020	All

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

### 1. Synopsis

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

### 2. Recommendations

- 2.1 To note the membership appointed by Annual Council on 24 September 2020, terms of reference and dates of meetings of the Housing Scrutiny Committee for the municipal year 2020/21, as set out at Appendix A.

### 3. Background

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

### 4. Implications

#### 4.1 Financial Implications

None.

#### 4.2 Legal Implications

None.

### 4.3 Resident Impact Assessment

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding. A resident impact assessment is not relevant in this instance.

### 4.4 Environmental Implications

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

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

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

## 5. Conclusion and reasons for recommendations

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

**Background Papers:** None.

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

### Final Report Clearance

Signed by



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Director of Law and Governance

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Date

Report author      Ola. Adeoye, Senior Democratic Services Officer  
Tel                    020 7527 3044  
E-mail                Olayiwola.adeoye@islington.gov.uk

**HOUSING SCRUTINY COMMITTEE – 2020/21****1. COMMITTEE MEMBERSHIP**

<b>Councillors</b>	<b>Substitute Members</b>
Councillor Mick O’Sullivan (Chair)	Councillor Santiago Bell-Bradford
Councillor Marian Spall (Vice Chair)	Councillor Alice Clarke-Perry
Councillor Theresa Debono	Councillor Vivien Cutler
Councillor Troy Gallagher	Councillor Osh Gantly
Councillor Phil Gallagher	Councillor Sara Hyde
Councillor Mouna Hamitouche	Councillor Jenny Kay
Councillor Gary Heather	Councillor Roulin Khondoker
Councillor Gulcin Ozdemir	Councillor John Woolf

**2. MEETING DATES**

- 13 October 2020
- 23 November 2020
- 12 January 2021
- 2 March 2021
- 19 April 2021
- 28 June 2021

The dates, times and locations of meetings are publicised on the council’s website – [democracy.islington.gov.uk](http://democracy.islington.gov.uk)

**3. TERMS OF REFERENCE**

1. To carry out the functions of an overview and scrutiny committee in respect of matters relating to Housing Services.
2. To consider and make recommendations to the Executive, the Executive member for Housing and to Corporate Directors or other council officers with relevant delegated authority in relation to any aspect of the council’s housing landlord functions and services.
3. To consider and make recommendations to the Executive, the Executive member for Housing and to Corporate Directors or other council officers with

relevant delegated authority in relation to other functions and services directly affecting any aspect of the council's housing landlord functions and services.

4. To review the operation and effectiveness of the council's resident engagement arrangements from time to time.
5. To consider matters relating to the performance of the Council's partners, including RSLs, in respect of housing and housing related matters as appropriate.
6. To consider residents' experience of the borough's privately rented housing.
7. To seek and receive the views of residents concerning housing matters through the council's resident engagement arrangements.
8. To undertake a scrutiny review of its own choosing and any further reviews as directed by the Policy and Performance Scrutiny Committee and, consulting all relevant sections of the community, to make recommendations to the Executive thereon.
9. To carry out any review referred to it by the Policy and Performance Scrutiny Committee following consideration of a Councillor Call for Action referral.

**Report of:** Executive Member for Housing and Development

<b>Meeting of:</b>	<b>Date:</b>	<b>Wards:</b>
Housing Scrutiny Committee	13 October 2020	All

<b>Delete as appropriate</b>	Exempt	Non-exempt
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## **SUBJECT: Housing Repairs - Response to the report of the Housing Scrutiny Committee**

### **1 Synopsis**

- 1.1 In October 2019 the Executive agreed a report from the Housing Scrutiny Committee regarding the Housing Repairs Service. The report provided recommendations to further improve the effectiveness and efficiency of the service as well as improving the resident experience. An executive response to the report was received in February 2020. This report provides an update on progress in implementing the recommendations.

### **2 Recommendation**

- 2.1 That the scrutiny committee reviews the progress report and gives feedback on the progress of the service in meeting the recommendations and agreed outcomes.

### **3 Background**

- 3.1 The Housing Scrutiny Committee collected evidence from September 2018 to May 2019 to review the Housing Repairs Service.
- 3.2 The objectives of the review were to evaluate the performance of Islington Council's responsive repairs services by holding decision makers such as staff, contractors and suppliers to account; evaluate resident satisfaction and the accuracy of satisfaction surveys. In addition to review examples of gaps and failures in service provision; consider if and how the first time fix rates could be increased; analyse if the systems and processes supporting repair operatives are optimal or if there is scope for further

improvement and evaluate how the service communicates with residents and identify opportunities for further development.

- 3.3 Witnesses included:
- Service managers
  - Residents
  - Repairs staff
  - Hackney Council
  - Camden Council.

## 4 Response to recommendations

4.1 The committee set out ten recommendations, reported to Executive, which have all been accepted in full. Responses to these recommendations are set out below along with relevant progress information:

4.2 **Recommendation 1: The Service needs to focus on a detailed analysis of the root causes of service failures within the population of repair jobs not completed first time to identify the reasons for failure and put in place measures such as systems thinking approach to correct these failures.**

4.3 **Response:** The service has embarked on a detailed study to analyse First Time Fix failures as part of an overall improvement plan. Findings have been implemented and the service is now meeting the First Time Fix target of 85% of all jobs. The service will continue to analyse data, including resident feedback, to ensure ongoing learning and improvement.

4.4 **Update:** The service reviews all first time fix failures weekly and managers meet to discuss progress on improving performance monthly. Using this method the service has improved first time fix and continues to focus on this target. Because all jobs are included in the measure, it will not be possible to get all repairs completed in a single visit as some may need unavoidable multiple visits (roofing, plastering, decorating).

Measure	18-19	19-20	20-21 (YT August)
All jobs	86.7%	87.2%	88.2%

4.5 Introduction of the first time fix dashboard rolling out September-October 2020 will give further ability to look at the sources of failure and take appropriate action.

4.6 **Recommendation 2: Following the last scrutiny update from 2016, the panel are aware that the service has trialled Ring and Bring. This is intended to improve the rate of first time fix. The Scrutiny Panel recommend that the pilot is expanded to other sections of the repairs business.**

4.7 **Response:** The service is now embedding a Ring and Bring option in its operations and is currently reviewing the use of driver loaders to offer a more reactive service.

- 4.8 **Update:** Ring and bring has proven extremely useful for our in-house voids pilot reducing turnaround times. Most improvements in day-to-day repairs have been achieved through reviewing van stocks.
- 4.9 **Recommendation 3: The service should expand and develop its use of customer electronic notice boards and text systems to improve communication, particularly with regard to communal repairs.**
- 4.10 **Response:** The service is currently working with Homes & Communities to develop a procedure on how notices will be issued. Text updates are also being tested with operatives before being rolled out to residents.
- 4.11 **Update:** The full roll out of text surveys on job completion is dependent on the development of an API Management system. The work on this is under way by Islington Digital Services, linked to several projects and system updates. Once in place the Repairs Service will trial the system with operatives and then begin phased roll out of texts. Repairs access to the electronic noticeboards has not been possible with the current system however, through close links with Homes and Communities, Repairs Teams do update the boards when there is a major event. Better integration continues to be investigated.
- 4.12 **Recommendation 4: Promotion of online repairs reporting should be increased, particularly highlighting its use during peak times. The service should seek to develop a traffic light system on the webpage showing how busy the phone service is at any given time.**
- 4.13 **Response:** The service is currently identifying peak call times and the practicalities of implementing a traffic light system on the website. The service is also reviewing how online repairs is promoted. The service is also exploring ways of proactively communicating about a repairing issue that effects multiple properties – eg. Tweeting information about a communal heating repair.
- 4.14 **Update:** The service has had to shut the online ordering service to ensure that the correct Covid-19-related questions are asked and understood to protect both resident and operatives. This is being reviewed regularly. The service cannot develop a live traffic light system due to the time delay in reporting systems, further development is required and the service is exploring how it can progress this. When the online repairs system is restarted a traffic light system based on historic call volumes will come up as before.
- 4.15 **Recommendation 5: The service should look to implement a skills sharing programme where adults who have experience or partial qualifications can be brought on as apprentices to finish their qualifications and potentially become Operatives. This will not only address employment needs within the borough for previously unassisted groups, but also allow skill sharing with older operatives to prevent the loss of knowledge and expertise that has been acquired over a long period.**

- 4.16 **Response:** The service is currently testing the processes for delivering an improved service by offering opportunities to Islington staff who wish to train as operatives. Once the offer is finalised it will be offered to residents of the borough in conjunction with the service's Apprenticeship Programme. The service has also delivered DIY taster sessions for local residents and is currently working with local colleges on the feasibility of offering further traineeship courses.
- 4.17 **Update:** The service has undertaken a pilot programme retraining driver loaders to be plumbers. An improvers job specification has also been developed. It is estimated that the training should complete within the next six months and it is expected the Driver will be successful in obtaining an operative position. Following this it is expected that a wider programme targeting Islington residents will be included in our September 21 intake of apprentices. The service continues to offer training courses and work experience to residents and is taking on another cohort of apprentices this year. It is using internal and external apprenticeships and training to address inequalities in the makeup of its teams so the service is more representative of the residents of the borough.
- 4.18 **Recommendation 6: A review should consider the process of handling leaks. A process should be in place to ensure leaks are resolved quickly and efficiently and any damage caused is rectified in a smooth process. This will minimise upset to residents, risk of legal challenge and insurance costs. The Leak Hub model in Hackney should be looked at along with other options and consideration given to a dedicated team. The use of dashboards to highlight when leaks have run for over 24 hours should be developed and implemented as swiftly as possible.**
- 4.19 **Response:** Development of IT dashboards is progressing and remains a service priority. The service is undertaking a systematic review of leak processes including diagnosis, delivery of care to residents, no access processes and making good. As part of the review other borough's processes are being considered relating to best practice.
- 4.20 **Update:** In consultation with Hackney and several other in-house Repairs teams, the service has developed a system for identifying leaks that have not been resolved quickly. The service has trialled several models of leak team testing, both dedicated operatives and preferred specialists. The pilots have now been evaluated and a dedicated leak team is being recruited and should be in place by the end of the year.
- 4.21 **Recommendation 7: The service should push on with the development of dashboards and ensure that the investment in these is linked to service improvements. The dashboard will be used to improve management of the repairs service, including the performance management of all staff at all levels of the service. The service should also continue to develop online options for residents. Officers to provide quarterly updates about the performance of the dashboard to the Housing Scrutiny Committee.**

- 4.22 **Response:** Development of IT dashboards is progressing but has not moved at the pace originally expected. Some dashboards are due to go live imminently. The service will provide a quarterly written update on progress to the Chair of Housing Scrutiny.
- 4.23 **Update:** Five dashboards have been completed and work continues on further using these tools and developing new dashboards. Roll out to managers has been delayed due to the need to develop online training because of the pandemic. Training is expected to roll out in September and October 2020.
- 4.24 **Recommendation 8: With regard to future building projects, Planned Maintenance Projects and Capital Programmes, the Responsive Repairs Service should be consulted and their recommendations should be acted on.**
- 4.25 **Response:** The service is working closely with the Director of New Build to ensure compliance with the employer's requirements and improvements made to the handover process and defects service. There is regular liaison with the Capital Programme Delivery section on both the scheduling of capital works and operational delivery.
- 4.26 **Update:** The repairs team continue to work closely with the New Build Team. Repairs will be recruiting an electrical surveyor specifically to act as a liaison between new build and repairs services. The services continue to work together to ensure new properties and renovated properties are easy to maintain.
- 4.27 **Recommendation 9: The service should explore the use of a diagnostic system which would identify faults remotely for new gas boilers.**
- 4.28 **Response:** The service is investigating the availability of these systems and the practicality of their use within a social housing setting.
- 4.29 **Update:** The Gas Service have looked into current systems on the market but none are currently suitable. The service is continuing to investigate new developments.
- 4.30 **Recommendation 10: The Service should ensure that capital, new build and repairs agree material specifications for major components and limit the variety to maximise the chance of holding stock and achieving first time fix. Managers should ensure contracts deliver materials as per the specification and any deviations from agreed materials is agreed at a senior level.**
- 4.31 **Response:** The Repairs and New Build teams continue to develop and enforce the Employers Requirement document, standardising materials, parts and assets to reduce maintenance time and costs. The Repairs and Capital Programme Delivery teams will explore setting up a parts approval forum to govern changes to parts and materials.
- 4.32 **Update:** Repairs, Capital and New build teams continue to work closely in materials specification and design, reviewing suppliers of major parts such as kitchens and roofing materials. Feedback on materials is leading to improvements in the service such as the implementation of self-testing emergency lighting systems that can be remotely monitored.

## **5 Implications**

### **5.1 Financial Implications**

At this stage there are no material financial implications identified. In addition, the expectation is that any costs arising, as a result of actions implemented that have flowed from the Housing Scrutiny Committee recommendations, will be accommodated within the existing overall repairs or wider HRA budgets. The financial implications for each area of work will be fully considered and agreement sought before any change is implemented.

If material budget pressures subsequently arise, that cannot be accommodated within existing budgets, these will be reported on in future.

### **5.2 Legal Implications**

There are no specific legal implications arising out of this report. The council have the necessary powers to implement the actions. Legal advice and support will be provided as necessary regarding the continued implementation of the individual recommendations

## **6 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.

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

## **7 Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:**

Not applicable

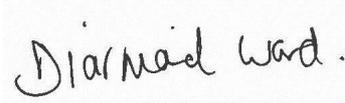
## **8 Conclusion and Reasons for Recommendations**

This report details the Executive's response to the recommendations of the Housing Scrutiny Committee.

**Background papers:** None

**Final report clearance:**

**Signed by:**

A handwritten signature in black ink that reads "Diarmaid Ward." The signature is written in a cursive style and is positioned to the right of the "Signed by:" label.

**Councillor Diarmaid Ward  
Executive Member for Housing and  
Development**

**Date:**

**Report Author:**

Matt West

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## HOUSING ON SCRUTINY COMMITTEE

### SCRUTINY TOPICS AND WORK PROGRAMME 2020/21

#### (A) SCRUTINY REVIEW FOR 2020/2021

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

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

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

The Chair has suggested that the following topics may be suitable for a review if the Committee is minded to in 2020/2021.

- 

#### (B) ONE-OFF REPORTS

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

- Planning for the end of PFI2 in 2022

#### (C) OTHER REPORTS

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

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

#### **13 OCTOBER 2020**

- 1) Membership, Terms of Reference and Dates of Meetings
- 2) Responsive Repairs - 12 month Report back
- 3) Scrutiny Topics and Work Programme 2020/21

#### **23 NOVEMBER 2020**

- 1) Scrutiny Review: SID

- 2) Quarterly Review of Housing Performance (Q2 2019/20)
- 3) Work Programme 2020/21

**12 JANUARY 2021**

- 1) Housing Association Scrutiny (Housing Association TBC)
- 2) Scrutiny Review: Witness Evidence
- 3) Work Programme 2020/21

**2 MARCH 2021**

- 1) Annual Executive Member Presentation and Quarterly Review of Housing Performance (Q3 2019/20)
- 2) Scrutiny Review: Draft Recommendations
- 3) Work Programme 2020/21

**19 APRIL 2021**

- 1) Scrutiny Review: Draft Report
- 2) Work Programme 2020/21

**28 JUNE 2021**

- 1) Scrutiny Review: Final Report
  - 2) Work Programme 2021/22
-