



---

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

---

Members of the Housing Scrutiny Committee are summoned to Council Chamber, Town Hall, Upper Street, N1 2UD on, **1 December 2022 at 7.30 pm.**

Enquiries to : Jonathan Moore  
Tel : 020 7527 3308  
E-mail : [democracy@islington.gov.uk](mailto:democracy@islington.gov.uk)  
Despatched : 23 November 2022

### Membership

Councillor Jason Jackson (Chair)  
Councillor Marian Spall (Vice-Chair)  
Councillor Valerie Bossman-Quarshie  
Councillor Ilkay Cinko-Oner  
Councillor Mick Gilgunn  
Councillor Benali Hamdache  
Councillor Michael O'Sullivan  
Councillor Rosaline Ogunro  
Dean Donaghey (Resident Observer) (Co-Optee)  
Rose Marie McDonald (Resident Observer) (Co-Optee)

### Substitute Members

Councillor Jilani Chowdhury  
Councillor Phil Graham  
Councillor Ernestas Jegorovas-Armstrong  
Councillor Ben Mackmurdie

**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. External Attendees (if any)

1 - 8

7. Order of Business

8. 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.

9. External Attendees (if any)

**B. Items for Decision/Discussion**

**Page**

1.	Main Scrutiny Review: Strategic Review of Overcrowding in Islington - Peabody Housing Association and Islington New Build Team	9 - 16
2.	Private Rented Sector - 12 month report back	17 - 36
3.	Private Rented Sector Housing Charter	37 - 44
4.	Tenant Satisfaction Measures Government Consultation	45 - 50
5.	Islington Broadband	51 - 56
6.	Work Programme 2022/23	57 - 58

**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 2 February 2023

### **WEBCASTING NOTICE**

This meeting will be filmed by the Council for live and/or subsequent broadcast on the Council's website. The whole of the meeting will be filmed, except where there are confidential or exempt items, and the footage will be on the website for 12 months. A copy of it will also be retained in accordance with the Council's data retention policy.

If you participate in the meeting you will be deemed by the Council to have consented to being filmed. By entering the Council Chamber you are also consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. If you do not wish to have your image captured you should sit in the public gallery area, overlooking the Chamber.

In addition, the Council is obliged by law to allow members of the public to take photographs, film, audio-record, and report on the proceedings at public meetings. The Council will only seek to prevent this should it be undertaken in a disruptive or otherwise inappropriate manner.

If you have any queries regarding webcasting or the recording of meetings by the public, please contact Democratic Services on [democracy@islington.gov.uk](mailto:democracy@islington.gov.uk)

# Public Document Pack Agenda Item 4

London Borough of Islington

## Housing Scrutiny Committee - 20 September 2022

Minutes of the meeting of the Housing Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 20 September 2022 at 7.30 pm.

**Present:**      **Councillors:**      Jackson (Chair), Bossman-Quarshie, Cinko-Oner, O'Sullivan, Ogunro, Donaghey (Co-Optee) and McDonald (Co-Optee)

### Councillor Jason Jackson in the Chair

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

Before meeting commenced, a 2 minute silence was observed in relation to the death of HM Queen Elizabeth II who was buried the day before.

Apologies were received from Councillors Gilgunn and Spall.

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

There were no declarations of substitute members.

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

There were no declarations of interest.

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

**RESOLVED:**

That the minutes of the meeting held on 17 July 2022 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

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

The Chair welcomed the new Borough Fire Commander Karl Smith to the meeting to update Committee on what the Service is doing regarding fire safety in the borough.

The Chair informed the meeting that a recent training scheduled by the Fire Service which he attended briefly had to be terminated following the news of the death of HM Queen Elizabeth I, that a new date for the training is to be rescheduled, encouraging members to attend.

Cllr O'Halloran, the Executive Member for Homes and Communities updated the Committee in light of the ongoing energy crisis.

Meeting was informed that over 12% of council tenants and leaseholders presently receive their heating via communal heating system and pay a heat charge to the

Council, while other residents with individual systems pay directly to their energy supplier.

The Executive Member stated that while the Council has over the years managed to get good wholesale prices for the gas for communal heating so as to heat homes cheaply, unfortunately due to the global energy crisis, markets prices have increased massively.

The Executive reiterated that the Council will do everything within its powers to protect residents from price rises.

Meeting was informed that it is important that Council makes all efforts to limit energy use, that at present dwellings receive over 18 hours of communal heating however there are plans to reduce this to 13hours per day, split across a morning and evening period. The council will be communicating with residents over the autumn about the arrangements for each individual estate as system vary.

In response to the Chair's request for an update on Council's plan on communal heating and in particular how it plans to limit energy use, the Corporate Director of Homes and Neighbourhood agreed that officers will bring a report/oral update to the Committee at the November meeting.

**6 EXTERNAL ATTENDEES (IF ANY) (Item 6)**

None

**7 ORDER OF BUSINESS (Item 7)**

The order of business would be as per the agenda.

**8 PUBLIC QUESTIONS (Item 8)**

**9 FIRE BRIGADE -VERBAL UPDATE ON FIRE SAFETY BY THE BOROUGH COMMANDER (Item B1)**

Committee received an update from Matt West, Islington's Service Director , Housing Property Services and Karl Smith, Islington Borough Fire Commander on issues relating to fire safety within the council's stock and other properties in the borough. The following points were highlighted

- Members were advised of the Council's strategy in preparation for the new/updated legislative framework following the Grenfell Tower tragedy.
- The meeting received an update on the Council's Fire Risk Assessment (FRA) programme, including status of actions arising , fire safety works upgrade programmes and other relevant fire/building safety related matters.
- The Fire Safety Regulations 2022 comes into law from 23 January 2023 which sets out new duties that External Wall (EW) construction will now be in scope of Fire Risk Assessment, provision of information on EW construction to Fire and Rescue Services (FRS), doors between dwellings and common parts explicitly 'in scope' , annual inspection of flat front entrance doors in blocks 11m+( 5 storey) etc.
- The Council has 86 buildings within its portfolio which are considered within scope as HRRB's (High Risk Residential Buildings) including 17 Tenant Management Organisations (TMO) buildings. Members were reminded that the first BSA (Building Safety Act) places a duty on Council in relation to

existing HRRB to be registered with the Building Safety Regulator between April and October 2023.

- Meeting was advised that since the last update to committee, a total of 390 Fire Risk Assessments have been carried out on the Council's housing stock.
- Homes and Neighbourhoods have worked closely with residents to increase awareness of the importance of keeping communal areas free of hazards.
- The Council received notification from the London Fire Brigade that Council had satisfied the requirements of the Enforcement Notice that was served in respect of Godfrey House in June 2021.
- In addition to the above, the Council received 3 notifications of Fire Safety Deficiencies in the current financial year and that progress against any enforcement action is being monitored via the Council's Homes and Estates Safety Board to ensure that all issues are effectively tracked to completion.
- On the issue of fire door replacement, the Service Director acknowledged the difficulty of convincing some residents not keen on having doors being replaced, noting that things will improve when the new legislation comes into force.
- In response to concerns that some floors in older high rise dwelling blocks do not have fire exits, the Service Director assured the meeting that risk assessment is carried out on all building, however he agreed to undertake a site visit and report the outcome to the Chair if details are sent to him after the meeting.
- With regards to alleviating the cost of the doors being replaced on leaseholders, meeting was advised that options will be offered to leaseholders.
- Meeting was advised that any incidents of BBQ held on balconies of flats should be brought to the attention of relevant departments so that it can be quickly addressed.
- In response to a question on whether the Fire Brigade undertakes safety checks to leaseholders dwellings, the Borough Fire Commander advised that the Service works in conjunction with the Council's Emergency Planning Manager, the Head of Housing Safety and Compliance and also it has an online Fire Safety Checker which encourages home owners to undertake safety checks, which it shares with Council.
- The Service Director advised the meeting that the Building and Fire Safety Programme Board is chaired by the Director of Housing Property Services and comprises of several workstreams, with each workstream having a range of duties arising from the Fire Safety Act 2021; Building Safety Act 2022; and the Fire Safety Regulations 2022.
- The Borough Commander advised that going forward the relationship between responsible officers and the Service has been positive noting the numerous meetings that he attends with officers, reminding the Council the need to recognise the use of increasing technology and the need to raise the awareness of risk from batteries.
- The Service Director advised that besides regular liaison meetings with Housing Associations, the Fire Service is engaged in tall buildings group meetings.

**RESOLVED:**

That the verbal update from the Fire Borough Commander be received and the Service Director be noted.

10 **MAIN SCRUTINY REVIEW - STRATEGIC REVIEW OF OVERCROWDING IN ISLINGTON ( WITNESS EVIDENCE) (Item B2)**

Committee received evidence from Fiona Mogre and Serdar Celebi of the Islington Law Centre highlighting a number of cases to demonstrate the severity of overcrowding which the Centre supports. The following points were raised:

- Islington Law Centre provides a range of advice and assistance to Islington residents regarding their housing needs and runs two outreach projects in partnership with Islington Council to provide accessible housing advice to residents.
- A significant number of enquiries relate to residents seeking to be moved to more appropriate accommodation due to overcrowding.
- Islington Council uses a choice based letting scheme, with points awarded to residents based upon their circumstances which is in line with the Council's Housing Allocation Scheme.
- Most Islington residents do not meet the average threshold of points to successfully bid for a larger property and experience shows that residents living in severely overcrowded conditions are highly unlikely to successfully bid for size appropriate accommodation
- Allocation schemes are required under the Housing Act 1996 to be framed to secure that reasonable preference is given to overcrowded households.
- Members were advised that households that experience opposite sex type of overcrowding only acquire 10points.
- Evidence shows that overcrowding alone is unlikely to result in the tenant having sufficient points to be able to bid for and move to larger accommodation.
- At present Council literature states that to bid for 2 bedroom a tenant will require 226 points, 252 points for a 3 bedroom and 289 points for a 4 bedroom.
- In the 2 typical overcrowding cases shared with Committee, it was noted the difficulty for tenants bidding for a suitably sized property, given that more points were required, for instance in the case of a secure tenant living with his wife and 3 children in a 1 bedroom property with 190 points, they would require 252 points.
- Meeting was advised that additional points would be required to improve the chances of bidding by tenants like medical problem, a welfare/social issue/a disrepair /decant issues, harassment/ASB from a neighbour.
- In most cases handled by the Law centre, tenants rarely have additional issues that will attract additional points besides overcrowding concerns, so little prospect of them moving on to bigger and suitable accommodation.
- It was noted that lack of available larger properties especially 4 plus bedrooms remains a big issue, that there is a recognition the need for more joined up working between Housing Options, Social services and the



Disrepair team. Members were advised that even if medical and welfare points are awarded, larger households with disabled members seeking to move to more size appropriate accommodation it is virtually impossible to obtain rehousing through the Housing Allocation Scheme.

- The availability of larger properties is very much limited and highly sought after leaving families stuck in unsuitable and severely overcrowded conditions indefinitely.
- Condensation in severely overcrowded accommodation is common, however recognised with an award of welfare points only after the Centre intervenes on behalf of their clients as most times when tenants complain about condensation they are sometimes wrongly informed that this is not something for which rehousing points could be awarded but a disrepair issue.

Committee received a presentation from Godwin Omogbehin, Islington's Environmental Health Manager on overcrowding enforcement in the private rented sector and the following points were highlighted such as:

- Relatively few households are assessed as statutorily overcrowded as the legislation in existence does not meet the criteria for overcrowding as standards are very low and prescriptive, outdated and does not reflect modern day standards, that space and room standards are not used by Residential Teams to enforce overcrowding.
- Local Authority's regulatory teams have been advised to use their powers under Part 1 of the Housing Act 2004 and follow the Enforcement Guidance rather than Part 10 of Housing Act 1985.
- Meeting was advised of local authority's need to consider meeting its statutory duties versus it's duty to rehouse occupiers, an understanding of homelessness implications and compensation, clarifying enforcement options under Housing Act via the Most Appropriate Course of Action (MACA)
- Manager advised that due to lack of housing stock, it is difficult to serve notices as reasons would need to be provided.
- The Manager reiterated the powers available under Part 1 Housing Act 2004 and notices served include issuing landlords Hazard Awareness Notice, Improvement Notice, Prohibition Orders, Suspension of Prohibition Order's which is most commonly used power for crowding and space hazard), Emergency Action.
- Meeting was advised that although HHSRS can be used, there are more specific regulations under HMO Licence conditions which limits occupation levels, the HMO standards which regulates HMO space standards
- In addition to the above, specific powers exist for overcrowding in non-licensable HMO's, that notices can be issued where a non –licensable HMO is likely to be overcrowded and that maximum levels of occupancy can be set for overcrowding and authorities can impose a civil penalty as an alternative to prosecution for offences (in both dwellings and HMO's):
- In instances where there is failure to comply with HMO licence conditions (over occupation for example), offences can attract an unlimited fine or penalty of up to £30k

## Housing Scrutiny Committee - 20 September 2022

- Meeting was informed that 5 x overcrowding notices (non-licensable HMO's), 5x PO's for overcrowding in SFO's, 2x Hazard Awareness Notices in SFO's have been issued and in terms Selective Licensing Schemes (SFO's), 952 applications were received while 2647 applications have been received for HMO Licensing.
- Meeting was advised that the serving of a SPO will not entitle the tenants to any additional points under the council's system and is not likely to speed up any re-housing claim.
- The Housing Department assess applications according to their housing allocation policy.
- On the issue of extending the Licensing scheme beyond the Finsbury ward into other wards, meeting was advised that although public consultation closed in March 2022, the second phase which is the designation stage is yet to be finalised.
- On whether the Council's Planning Department has powers in addressing the increasing demand for 3/4/5 bedroom, meeting was advised that this is being handled via the Council's new build programme. In addition to above Council officers continue to liaise with GLA to access funds to purchase 3 and 4 bedroom dwellings.
- On what role, the planning department plays in terms of addressing overcrowding in the borough, Committee requested an invitation be extended to an officer in the department to give evidence to committee.
- With regards to the Council's Allocation Scheme, meeting was advised that the item will be scheduled for members input at the November meeting.
- Concerns that tinkering with the Allocation scheme will not address the overcrowding but that the main issue lies with the lack of suitable type of housing, that the Council should be looking at other solutions was noted
- In response to a suggestion by a member, that issues of overcrowding should be considered in parallel with residents that want to downsize, the Director informed the meeting that in the last 12 months over 200 households have downsized, noting its success. Issues around downsizing will be considered at a future meeting.
- On the suggestion of finding suitable accommodation for overcrowded households outside the borough, meeting was advised that most are secure tenants and have the right to remain due to family ties, schools and medical reasons, that the refreshing of the Allocation Scheme aims to address this issue.
- In response to a question raised by the Community Plan for Holloway, the Director advised that in terms of the local letting scheme for the Holloway site, organisations will be involved reminding the meeting of Councillor Ward's commitment.
- With regards the type of housing being built, the Director acknowledged that the Council builds the right type of housing noting that Islington is a dense urban area with limited land that makes it difficult. In addition, issues of the funding mechanism from central government worsens the housing crisis. Meeting was advised that Islington Council like other authorities are awaiting an autumn announcement which may address the funding gap.

- The suggestion that Council should not be averse to building more tower blocks instead of its preference of demolishing estates and building on such sites single dwellings, town houses and apartments was noted.
- Meeting was advised that Islington's initiative in addressing the issue of under occupiers was a lot successful in comparison to the neighbouring authority of Hackney.
- In summary, Islington's Director of Housing Needs acknowledged that the housing crisis is not unique to Islington but a national issue and factors such as lack of funding from both central and local government over many years have worsened the housing crisis.
- The Chair thanked Fiona Mogre and Serdar Celebi of Islington Law Centre for their contribution and the presentation from the Godwin Omogbehin, Environmental Health Manager.

**RESOLVED:**

- That update and the presentation be noted
- That Committee receive an officer report regarding the Housing Allocation Scheme at the November meeting

11 **QUARTERLY REVIEW OF HOUSING PERFORMANCE ( Q 1 2022/23) (Item B3)**

Councillor Una O'Halloran, Executive Member of Homes and Communities and Maxine Holdsworth, Corporate Director of Homes and Neighbourhood was present and outlined the report. The following points were highlighted:

- In response to the high number of people sleeping rough when compared to Q1 last year , the Corporate Director acknowledged that 10 out of the 14 people sleeping rough on the streets of Islington had no connection to Islington but were from neighbouring authorities, however the Council is working to address this issue.
- On the breakdown details of people sleeping rough in the borough in terms of demographics, the Corporate Director advised that details will be circulated to committee members after meeting.
- On the number of sales of affordable homes being sold by Housing Associations, the Director acknowledged that information collated by the Housing Regulator can be provided to members in due course.
- With regards to fixed first time repairs, the Corporate Director acknowledged that although the reported target is lower, it is still above the annual target of 85% for 2022/23. Members were reminded about the reintegration of the properties managed by Partners into the Council housing stock and that future reporting of repairs will show an improvement.
- In response to a question on whether the repairs could be linked to certain areas of the borough or particular type of buildings, the Corporate Director stated that there was no evidence to that effect. There are some notable areas in the borough that experience damp and condensation.

The Chair thanked Maxine Holdsworth for her many years of dedicated service to the Council and in particular her support of the Housing Scrutiny Committee, requesting her to share her observations or views with committee of any areas that members should focus on.

In response the Corporate Director thanked present and past membership of the Committee for ensuring that she was kept abreast of housing issues, welcoming the 'critical friendly' nature of the committee as it undertook its review of the Service and reminding members to keep listening to its residents, welcoming how the Council has tackled homelessness, its creative work regarding refugee and importantly its aim to address climate emergency , all initiatives which are commendable.

**RESOLVED:**

1. That data on the demographics of rough sleepers be circulated to Members
2. That information regarding sale of homes especially by Housing Associations be provided.
3. That the report be noted

**12 WORK PROGRAMME 2022/23 (Item B4)**

**RESOLVED:**

That the work programme be noted

The meeting ended at 9.35 pm

**CHAIR**

# Islington review of overcrowding

November 2022

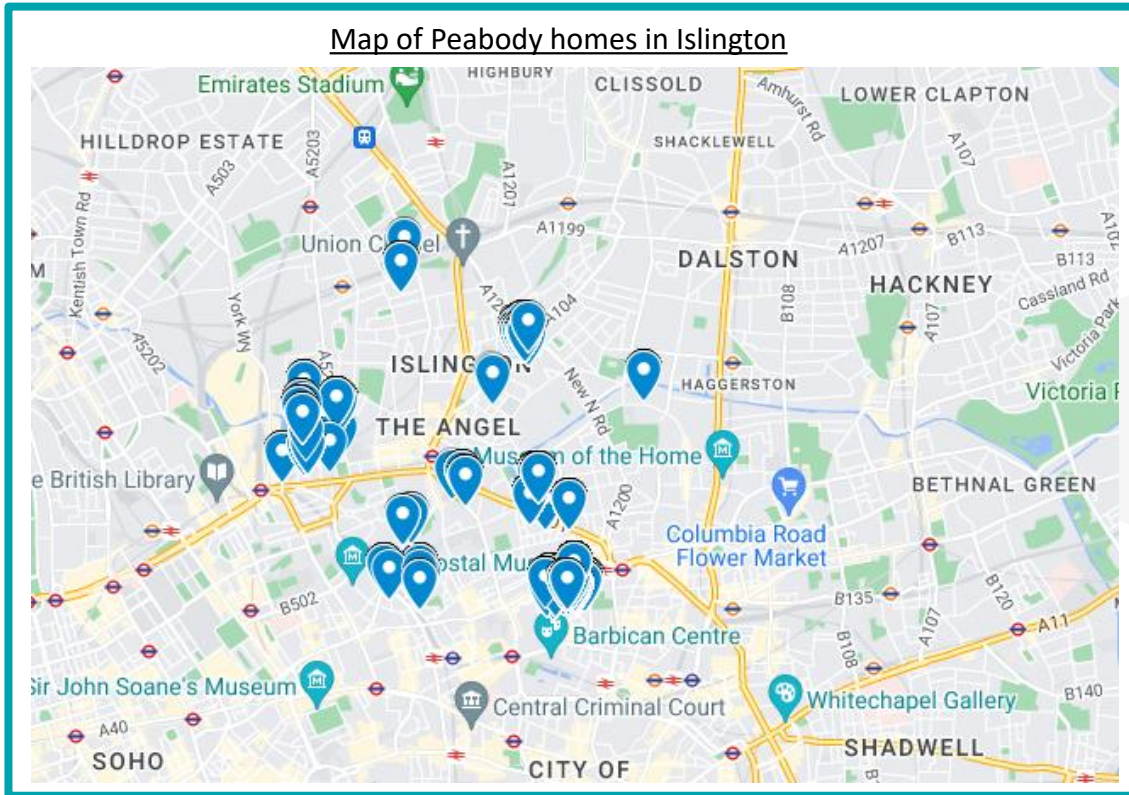
Page 9



Agenda Item 1

# Peabody in Islington

5500 homes across the borough with the majority let at social rent



Peabody have intrinsic ties to the borough through our broad social mission, history and local relationships and are proud to offer several community projects that make a positive difference to communities.

# Overcrowding

The direct impacts of overcrowding have been documented by various sources :

*‘Three quarters of the overcrowded families surveyed had children sharing a bedroom with a parent or parents. More than a quarter had children sleeping in living or dining rooms. Three quarters of families strongly agreed that their sleep was regularly disturbed because of their living conditions. Cramped living conditions harm family relationships, negatively affect children's education and cause depression, stress and anxiety’*

(Source - Shelter Full House? How Overcrowded Housing Affects Families)

Page 11

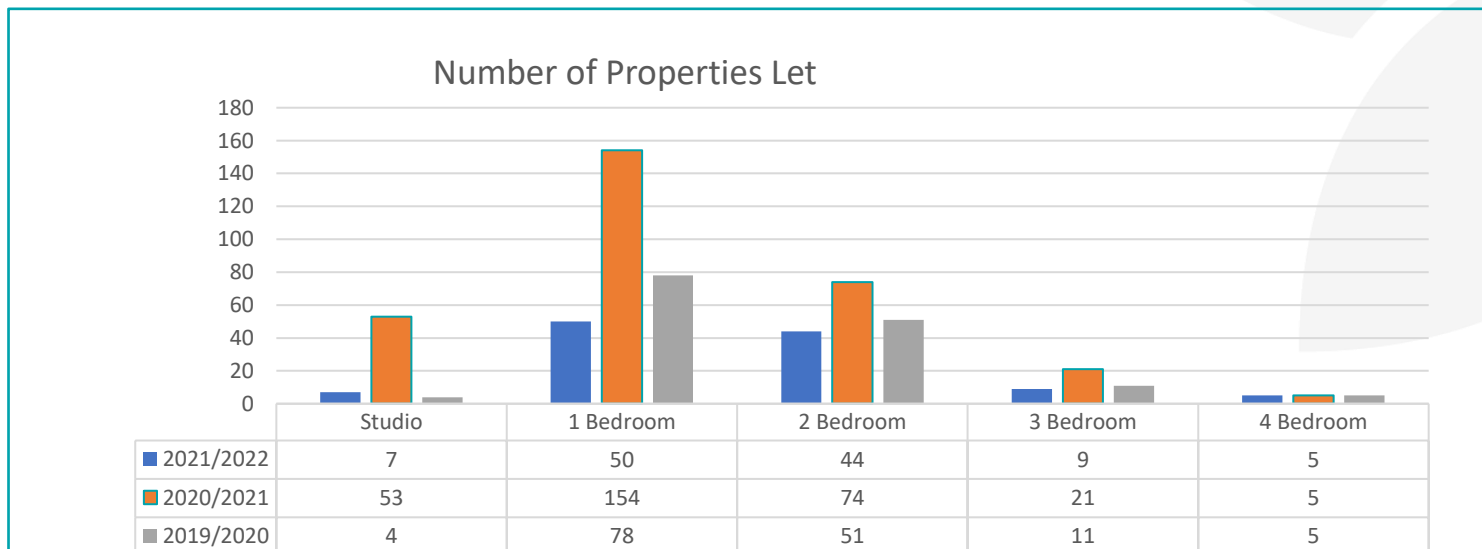
- There are currently 382 Peabody households in Islington who have applied to move because of overcrowding
- This is in a context of other households who have a need to move for other reasons such as medical/health needs, welfare, fleeing domestic violence.
- Peabody provides support to residents throughout the move process however, the number of empty homes available is limited and the wait can be lengthy.....
  - In the year 21/22 only 14 x larger homes became available in the borough (3/4 bed)

# Lettings

- The number of lettings completed is driven by the availability of homes. Peabody completed 115 lettings in Islington in 21/22, the majority of these were for 1 and 2 bed homes
- Empty homes are let through working in partnership with LBI via our nomination's agreement. LBI receive:
  - 100% nomination rights of all 1st lets (new homes)
  - 50% of studio/1bedroom relets
  - 75% of 2 bedroom or larger relets

Page 12

Peabody residents who have requested a move are considered when a relet becomes available and there is priority move list for those in most need.





# Moves and Priority

Move applicants are assessed based on need to determine priority:

- Those overcrowded by 2 or more bedrooms are in the B4 priority band.
- Those in an under-occupying household who wish to move are given a C1 priority band enabling our larger homes to be allocated to more suitably sized households.
- Of the current households requesting to move because of overcrowding 32% are in the B4 priority band needing 2 or more further bedrooms with 68% in need of 1 further bedroom.

Highest Priority  ↑	Assessed by the Priority Move Panel		Band	Number of Offers
	Decant (Temporary)		A1	1
	Decant (Permanent)		A2	2
	Management Transfer		A3	1
	<b>Not assessed by the Priority Move Panel</b>			
	Health and Disability		B1	1
	Under-occupying successors		B2	1
	Under occupation affected by Welfare Reform Act		B3	2
	Severely overcrowded by 2 or more bedrooms		B4	1
	Under occupation by 2 bedrooms or more and not affected by the Welfare Reform Act		C1	2
	Next Steps scheme and Supported Housing move on		C2	1
Lowest Priority	Peabody residents with no priority		D	2
	Non Peabody residents		E	2
	Non-social residents		F	2

# Solutions & mitigations

All households requesting a move, whether in a priority band or not, are supported through the bidding process and with long wait times further support is provided as follows:

- Mutual Exchange – we provide advice and guidance on the opportunities that a mutual exchange can bring and make it easier to engage with the process. This includes providing information in multiple languages.
- 121 advice sessions - experts in rehousing offer support in finding alternative accommodation through other tenures such as shared ownership, market rent and potential moves to areas with lower housing demand. These are customer led and possible options will depend on customer requirements.
- Partnerships – we have developed mutually beneficial relationships with LBI and other housing providers (LA and RPs) and will continue to do so to find solutions that work for customers.
- Home visits – we can provide support with possible space saving furniture to alleviate some shared sleeping arrangements.
- Costs of living – we offer advice to help manage energy costs and other costs of living.

# Other points to consider

In addition, Peabody has been taking a broad view about other actions can help alleviate overcrowding:

- Incentives – we offer financial incentives in the form of a decoration allowance and assistance with moving to customers who want to downsize. We are interested the support and promotions for downsizers being led by LBI.
- Flexibility – we take a flexible approach.....Example of 2 customers, mother and daughter who were both living in 3-bed homes on the same street. With elderly mother requiring care a request was received from her adult daughter for them to move in together as joint tenants, clearly creating capacity of a 3bed home.
- Vacancy chains – A recent study by the Smith Institute (an independent think tank) show how chains can be created that benefit not only those moving into the newly vacant home but also others who can move further along the chain to a home that is better suited to their current needs.
- Bidding for a larger home – Customers in need of a home with 3+ bedrooms are able to bid for a home with one fewer bedroom even if this results in a low level of overcrowding.
- ‘Next Steps’ scheme – we offer this for households overcrowded by 2 or more bedrooms with household members who are 21+ and have grown up there as their principal home, who want to consider moving to a 1 bed.

## In summary

- Peabody aims to use its housing stock in the most effective way to meet housing need.
- We actively support those who are requesting a move to try and find the option that will work best for them.
- A lack of larger homes means wait times for a move can be lengthy and we do all we can to alleviate the pressures whilst waiting.
- We are trying a broad range of approaches to address this challenge and are open to all new ideas and partnership opportunities with LBI.

Thank you for your time

**Report of: Director of Housing Needs and Strategy**

<b>Meeting of:</b>	<b>Date:</b>	<b>Wards:</b>
Housing Scrutiny	1 December 2022	All

<b>Delete as appropriate</b>		Non-exempt
------------------------------	--	------------

## **SUBJECT: Private Sector Housing Mini Review - Response to the report of the Housing Scrutiny Committee**

### **1 Synopsis**

- 1.1 In November 2020, the Executive received a report from the Housing Scrutiny Committee regarding private sector housing in Islington. The report provided recommendations as to how we could better support those with homes in the private sector, including how we engage with tenants in the sector and use our regulatory powers to improve the condition of that accommodation.

### **2 Recommendations**

- 2.1 To note the contents of this report and attached progress report.

### **3 Background**

- 3.1 The Housing Scrutiny Committee collected evidence from July 2019 to January 2020 to review private sector housing in Islington.
- 3.2 The Committee commenced with the overall aim to determine whether the Council has adequate mechanisms in place to regulate the private rented sector and support private sector tenants, in particular those who are vulnerable.
- 3.3 The Committee also agreed to the following objectives:

- a) Examine latest information on costs, quality and regulation of the PRS in Islington, trends over time and comparison with other boroughs.
  - b) Examine how we regulate the sector and whether there is room for improvement
  - c) Examine the role of the private sector in meeting housing needs.
  - d) Review the way that the council supports tenants living in the private rented sector, including how we better inform people about their rights to make them more resilient, and how we hear their voice.
  - e) Examine the impact of the right to rent on access to the PRS for those subject to immigration control, and the council's role and ability to combat discrimination.
- 3.4 The review considered the quality, cost and regulation of private sector rented housing in Islington and how this could be improved. It also covered recent changes to legislation, the possibility of extending property licensing and the regulation of landlords and letting agencies

## **4 Response to recommendations**

- 4.1 The committee set out three recommendations, reported to Executive, which have all been accepted in full. The responses to these recommendations are set out in Appendix A.

## **5 Implications**

### **5.1 Financial Implications**

At this stage there are no material financial implications identified other than if property licensing is extended. Should this be the case, any schemes are required to be self-financing so income will cover the additional staffing resources that will be needed.

### **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 Equalities 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.

An Equalities Impact Assessment screening was completed on 31 October 2022 and concluded that there were no negative impacts on people with protected characteristics arising from the response to the report of the Housing Scrutiny Committee.

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

Improving property standards in the sector will have benefits in that standards of energy efficiency will need to be met. This can also affect fuel poverty, as tenants often need to rely on expensive forms of heating without homes having the benefit of insulation.

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

This report details the 12 month update for this area of the Housing Scrutiny's work

**Background papers:** None

**Final report clearance:**

**Report Author:**

Ian Swift

**Tel:**

020 7527 3193

**Email:**

Ian.swift@islington.gov.uk

This page is intentionally left blank



**Appendix A - Response to Scrutiny Recommendations**

	<b>Recommendation</b>	<b>Action</b>	<b>Progress</b>
	<b>Better coordination of actions against criminal and poor landlords in the borough</b>		
1.1	Better internal coordination and awareness of the Private Rented sector in Islington for all teams working with the Private Rented Sector and for Housing staff, including Estate Management staff, and other relevant council services. All staff to be aware of the need for private sector premises identified to be referred to Environmental Health to include on their database.	Identify staff in Homes and Communities who need to be trained i.e. estate management, caretakers, TMO staff.  Implement staff briefing and comms plan	Completed
1.2	Collaboration should take place with other London Boroughs to identify bad landlords, who may have properties across a number of different boroughs.	Ensure action against private landlords is joined up and effective.	Collaboration already in place between London boroughs through liaison groups and with GLA / central government.
1.3	Regular liaison to take place between Council staff and the Police in relation to enforcement action to be taken against private landlords, and that the Council work with the police to prepare a short document for the Police as to the relevant action that needs to be taken in these cases, and encourages the police to ensure all officers are trained as to their responsibilities in relation to landlord tenant problems.	Manage with Specialist ASB police officers embedded in community safety to involve in complex cases where support is needed	Specialist Police ASB Officers briefed
1.4	Consideration be given to the licensing scheme being extended across the borough.	Progress review of options for extending selective property licensing	Review due to complete and extended to two additional wards in 2023

1.5	To work closely with communications team to ensure publicity given to the civil penalty notices that the council can and does issue against poor landlords	Enforcement cases in progress now routinely flagged with Communication Team	Completed
	<b>Ensuring that all private tenants have effective access to help and advice</b>		
2.1	Recognising that private sector tenants may approach the council via a range of departments and services, and about many different problems, we should ensure that clear comprehensive information is available from all public facing services about the rights and options for private tenants, that staff are encouraged to get this information to all private tenants who contact them, and there is a simple referral route to specialist services in relation to harassment, illegal eviction and disrepair.	Update webpages to provide clear guidance and assistance including sign posting to specialist services	Private renting web pages reviewed and updated/ Work commenced with the London Renters Union to develop a Private Rented Sector Charter Work commenced with Crisis as a Critical Friend to develop best practice in this area of our work. All known Private Rented Sector landlords received 2 letters in 2021 encouraging all landlords to work in partnership with the council to prevent homelessness
2.2	That the council consider whether an external service provider might be a cost effective way to assist the Council by supporting tenants involved in difficult cases regarding private landlords.	Review options for providing more direct support where there are complex cases	Options appraisal identified most effective approach would be referrals on a case by case basis
	Recognising that private tenants often face significant disadvantages and discrimination the Council should continue to lobby against the Right to Rent legislation and the benefit cap.	Ensure that the Council continues to give it's support	Ongoing
	<b>Involving private tenants on our council estates</b>		
3.1	That the Council should engage with organisations on our estates, including TRAs and TMOs, and residents to ensure that private	Improve information to tenants	Work has commenced to ensure all residents receive a seamless service

	tenants can be involved in them		
3.2	That the council should ensure that information about organisations like the London Renters Union, London Tenants Rights and similar displayed on estate noticeboards and made available to estate residents	Explore partnerships to improve the support and information we can give to tenants	The council is working in partnership with the London Renters Union and currently waiting for information to promote this.  Private Tenants are routinely referred to London Renters Union on a case by case basis.
3.3	The council to work with TMOs and TRAs and residents to ensure that when they identify problems with poor landlords on estates this is shared with relevant council staff so that action can be taken	Improve knowledge of TMOs and TRAs on our regulatory functions and council services who can support PSH tenants	This work has commenced and is being discussed at TMO liaison meetings

This page is intentionally left blank

# Equality Impact Assessment: Screening Tool

## Summary of proposal

Name of proposal	<b>Private Sector Housing Mini Review - Response to the report of the Housing Scrutiny Committee 2019-2020</b>
Reference number (if applicable)	
Service Area	Housing and Public Protection
Date screening completed	Reviewed and updated 31/10/2022
Screening author name	Janice Gibbons
Fairness and Equality team sign off	
Authorising Director/Head of Service name	Ian Swift

Before completing the EQIA Screening Tool please read the guidance and FAQs. For further help and advice please contact [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk).

# Please provide a summary of the proposal.

Please outline:

- What are the aims/objectives of this proposal?
- Will this deliver any savings?
- What benefits or change will we see from this proposal?
- Which key groups of people or areas of the borough are involved?

## **Purpose**

In November 2020, the Executive received a report from the Housing Scrutiny Committee regarding private sector housing in Islington. The report provided recommendations as to how we could better support those with homes in the private sector, including how we engage with tenants in the sector and use our regulatory powers to improve the condition of that accommodation.

This report provides an update on the response to the scrutiny recommendations

## **Savings**

None

## **Benefits**

Realigning communications and processes for private renters

## Key Groups

Private renters seeking information and help from the council



On whom will the proposal impact? Delete as appropriate.

Group of people	Impacted?
Service users	Yes
Residents	Yes
Businesses	No
Visitors to Islington	No
Voluntary or community groups	No
Council staff	No
Trade unions	YNo

Group of people	Impacted?
Other public sector organisations	No
Others	Please specify: N/A

## What consultation or engagement has taken place or is planned?

Please outline:

- Which groups or communities you have consulted/plan to consult
- Methods used/will use to engage (for example, focus groups)
- How insight gained from engagement or consultation has been/will be fed into decision making or proposal design

If you have not completed any engagement activity and do not plan to, you should outline why this decision has been made.

The Scrutiny process in 2020 included engagement with private renters and Organisations representing private renters

## What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

Of the groups you have identified above, please now indicate the likely impact on people with protected characteristics within these groups by checking the relevant box below. Use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

You should then assess whether the negative impact has a low impact, medium impact or high impact. Consider the level and likelihood of impact. Please also think about whether the proposal is likely to be contentious or perceived as a negative change by certain groups, as this could justify the completion of a full EQIA. See the guidance for help.

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Disability (include carers)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Race or ethnicity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Religion or belief (include no faith)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Gender and gender reassignment (male, female or non-binary)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Maternity or pregnancy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Sex and Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Marriage or Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Other (e.g. people living in poverty, looked after children, people who are homeless or refugees)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	

## How do you plan to mitigate negative impacts?

Where there are disproportionate impacts on groups with protected characteristics, please outline:

- The other options that were explored before deciding on this proposal and why they were not pursued
- Action that is being taken to mitigate the negative impacts

Action	Lead	Deadline	Comments
Not applicable			

Screening Decision	Outcome
Neutral or Positive – no full EQIA needed*.	Yes
Negative – Low Impact – full EQIA at the service director’s discretion*.	No
Negative – Medium or High Impact – must complete a full EQIA.	No

Screening Decision	Outcome
Is a full EQIA required? Service decision:	No
Is a full EQIA required? Fairness and Equality recommendation:	Yes/No

\* If a full EQIA is not required, you are still legally required to monitor and review the proposed changes after implementation to check they work as planned and to screen for unexpected equality impacts.

Please send this completed EQIA Screening Tool to [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) for quality checking by the Fairness and Equality Team.





Homes and Neighbourhoods  
Islington Council  
222 Upper Street N1 1XR

**Report of: Ian Swift, Director of Housing Needs and Strategy**

**Meeting of: Housing Scrutiny Committee**

**Date: 1 December 2022**

## **Private Rented Sector Housing Charter**

### **1. PURPOSE**

The purpose of this report is to provide the Housing Scrutiny Committee with the opportunity to comment on the draft Private Rented Sector Housing Charter as part of the wider consultation framework.

The consultation will be for a period of eight weeks through a combination of an online survey and a series of consultation meetings and focus groups to ensure we obtain a wide spectrum of engagement and responses.

The Private Rented Sector Charter aims to build a common understanding of values, standard and requirements for the rental sector.

### **2. RECOMMENDED ACTION**

That the Committee comment on the Private Rented Sector Charter and the proposed actions within it.

### **3. POLICY CONTEXT**

Private rented accommodation provides a flexible and accessible housing solution for many residents. The Council recognises the valuable contribution the sector makes to providing decent and safe homes for many tenants. There

is, however, a minority of landlords who provide poorly managed, substandard, and unsafe homes, often to the most vulnerable in society. In some areas with high densities of private rented accommodation, there can be a direct impact on neighbourhood cohesion.

A few services across the Council engage with the private rented sector (PRS), including Environmental Health, Housing Options and Advice, Planning, Adult Social Care, Children's Services Building Control, and Public Health etc.

#### **4. PRIVATE RENTED SECTOR CONSULTATION**

The Charter sets out the key actions that the Council will lead on to help support tenants, landlords, managing and letting agents to deliver a safe, healthy, and thriving private rented sector. It promotes tenants' choice and rights, landlord taking responsibility for their properties and delivering robust and effective action where they fail to do so.

Key partners will be contacted in writing to advise of the consultation along with landlords who had previously expressed an interest in participating in Private Sector Housing Consultations.

A press release will also be issued to promote the consultation and all the elected members and officers from across Islington Council will be made aware of the consultation

The Housing Scrutiny Committee will receive a further report to outline the consultation responses and direction of travel.

#### **5. CONTRIBUTION TO STRATEGIC AIMS**

Providing homes for those most in need - the proposals in this report will result in improved housing conditions and contribute to the health, safety, and welfare of residents by driving up physical and management standards in the Private Rented Sector.

Keeping Islington clean, safe, green, and active - the outcome of this project will reduce the impacts of enviro-crime, report anti-social behaviour, and build community resilience.

On-going community engagement to encourage support and further partnership working and to develop and advance actions to improve the PRS.

**Report Author: Ian Swift, Director, Housing Needs and Strategy**

**Tel: 0207 527 4811**

**Email: [ian.swift@islington.gov.uk](mailto:ian.swift@islington.gov.uk)**

This page is intentionally left blank

## **Islington Council's Private Rented Sector Charter**

### **Private Rented Sector – Vision**

We believe that everyone deserves to have a home that is safe, well maintained and well managed. Islington's Private Rented Sector will provide a high quality, low carbon, affordable and sustainable offer so that Islington's residents have a good choice of quality homes in clean, safe, and vibrant neighbourhoods and landlords meet their obligations to their tenants.

#### **Objective 1: Improve Property and Management Standards**

Target and focus intervention and proactive enforcement on the very worst properties, landlords and agents and improvement of neighbourhoods. Work collaboratively across the council and with partners to improve standards.

#### **Objective 2: Increase Opportunities within the Sector for Low Income Households**

Narrow the quality gap between the lower end and that of the middle and higher end of the market so that people on lower incomes have greater access and more choice.

#### **Objective 3: Improve Communication across the Sector**

Raising awareness of landlord, agent, and tenant responsibilities; sharing good practice and an enhanced role for the relevant professional bodies will help ensure standards continue to be met at all levels of the market.

#### **Islington Council wishes to promote the following principles as part of this Charter:**

##### **1. Homes for people and not profit**

Islington Council will promote the following framework:

- Work within the planning system to promote all new residential developments delivers the maximum possible amount of social housing (particularly on council land), including the maximum amount of genuinely affordable homes at social rents that are possible, and publish breakdowns of the different kinds of housing being built.
- Purchase as much of Islington's former council homes (on the market) as possible to urgently meet housing need.
- Commit to an ambitious and sustainable programme of council house building.
- Publish breakdowns on types of housing being built (social vs other kinds of affordable), and share them with all residents and partners

- Improve the quality, accessibility, and safety of temporary accommodation, and work only with temporary accommodation providers that provide decent, habitable, and warm homes. Work with all partners and residents to develop an action plan for improving temporary accommodation standards, including how to resource the plan
- Ensure people with disabilities can stay in temporary accommodation until all adaptations are finished on their new home
- Continue to support the Mayor of London's call for the introduction of rent controls, to keep rents as affordable as possible
- Work towards ending automatic evictions for rent arrears and abolish no-fault evictions
- Empower and work in partnership with Private Rented Sector tenants.

## **2. Hold landlords accountable**

Islington Council will promote the following framework:

- Extend the landlord licensing scheme as much as possible to ensure local people can enjoy safe, decent, secure homes, whoever their landlord is, and continue to lobby Central Government to allow the Council to extend further
- Publish data to demonstrate how the council is acting against landlords on issues such as disrepair and minimum energy efficiency standards
- Have an enforcement policy which sets out that inspections and fines will be used as a deterrent against landlords who don't not provide safe and decent accommodation.

## **3. Work with, and support, renters**

Islington Council will promote the following framework:

- Regularly meet with the NRLA, the LRU, Renters' Rights London, Acorn, and other tenant groups and private rented sector landlords as appropriate and commit to an ongoing culture of transparency and accessibility.
- Work in partnership with the NRLA, the LRU, Renters' Rights London, Acorn, private landlords and private sector tenants to expand public awareness of renters' rights.
- Ensure Islington Council's housing advice, assistance and support is clear and easy to access. Translate and work with BAME charities to reach as many people as possible.
- Promote independent advice and assistance through Shelter, Islington Law Centre, and community based advice agencies.
- Support will be provided via in person interviews, Teams and Zoom meetings, email, telephone and online advice, assistance, and support.
- Promote the right for private rented sector tenants to have pets, to make reasonable alterations to a property, and introduce a four month notice period for landlords.

- Work to create a national register of landlords, a legally binding decent homes standard, and examine schemes to make tenancy deposits more portable.
- The council will work with private rented sector tenants to introduce this new renters' charter and a new decent homes standard across Islington.
- Work in partnership with private renters and private rented sector landlords across Islington to actively reduce the incidence of Anti-Social Behaviour in our neighbourhoods, in order to improve the quality of life for all residents.

#### **4. No borders in housing**

Islington Council will promote the following framework:

- Pledge that there will be no collaboration between their work enforcing housing standards and the Home Office or Border Force.

This page is intentionally left blank





Homes and Neighbourhoods  
Islington Council  
222 Upper Street N1 1XR

**Report of:** Ian Swift, Director of Housing Needs and Strategy

**Meeting of:** Housing Scrutiny Committee

**Date:** 1 December 2022

## Tenant Satisfaction Measures

### Introduction

Tenant Satisfaction Measures (TSMs) are metrics that all social landlords in England will have to collect and report on to the Regulator of Social Housing (RSH). They are based around a series of themes important to tenants and are being introduced to demonstrate the individual performance of landlords to their tenants and to the RSH and to allow the comparison of performance between landlords. They come into effect on 1 April 2023.

### Recommendation

This report is to provide the Housing Scrutiny Committee with information on the Tenant Satisfaction Measures which will be introduced and to ensure the council is publicly accountable, honest, and transparent when improving the quality of services to tenants across Islington.

### Background

#### Statutory framework

The Social Housing (Regulation) Bill<sup>1</sup> will enact a set of measures to improve standards for people living in social housing. It sets out a new regulatory framework for the consumer regulation of social housing to strengthen the accountability of landlords for providing safe homes, quality services and treating residents with respect. Many of the changes in the Bill are to be implemented by the RSH with TSMs forming part of this new framework.

In addition to the TSMs, the RSH will also carry out regular inspections and investigate organisational complaints to ensure compliance with the new standards. The Bill also gives new powers to the Housing Ombudsman which is responsible for investigating complaints from individuals.

### **Tenant Satisfaction Measure Standard<sup>2</sup>**

Further to consultation carried out in March 2022, the Tenant Satisfaction Measure Standard which sets out the reporting requirements for TSMs was published in September 2022.

Landlords will be required to collect and report on 22 metrics across 5 themes. Ten will be measured by landlords through their performance indicators and 12 will be measured by an annual tenant perception survey. The Standard sets out requirements (including mandatory questions and methodology) for data collection and reporting. The measures do not apply to leaseholders. Landlords will need to start data collection in April 2023, landlords with 1,000 or more homes will send first years' worth (2023/24) of tenant satisfaction measures results to the RSH in Summer 2024, and the first set of data will be published by RSH in Autumn 2024.

## The Tenant Satisfaction Measures

The TSMs are grouped into 5 themes: keeping properties in good repair; maintaining building safety; respectful and helpful engagement; complaints handling; responsible neighbourhood management.

Keeping properties in good repair	Maintaining building safety	Respectful and helpful engagement	Complaints handling	Responsible neighbourhood management
TP02: Satisfaction with repairs	TP05: Satisfaction that the home is safe	TP06: Satisfaction that the landlord listens to tenant views and acts upon them	TP09: Satisfaction with the landlord's approach to handling of complaints	TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
TP03: Satisfaction with time taken to complete most recent repair	BS01: Gas safety checks	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	CH01: Complaints relative to the size of the landlord <sup>3</sup>	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP04: Satisfaction that the home is well-maintained	BS02: Fire safety checks	TP08: Agreement that the landlord treats tenants fairly and with respect	CH02: Complaints responded to within Complaint Handling Code timescales	TP12: Satisfaction with the landlord's approach to handling anti-social behaviour
RP01: Homes that do not meet the Decent Homes Standard	BS03: Asbestos safety checks			NM01: Anti-social behaviour cases relative to the size of the landlord <sup>4</sup>
RP02: Repairs <sup>5</sup> completed within target timescale	BS04: Water safety checks			
	BS05: Lift safety checks			

The measures are either a tenant perception measure (TP) or a landlord management information measure (RP, BS, CH, NM). Additionally, there is a single measure for Overall satisfaction (TP01) to be included in the tenant perception survey with the mandatory question “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?*”

## Preparation for the introduction of TSMs across Homes and Neighbourhoods

Since the publication of the proposed TSMs in March 2022, Homes and Neighbourhoods have been auditing the current performance framework against the proposed Measures to ensure that the systems and processes are in place to start collecting data from April 2023. This work is overseen by the Service Improvement

Board (SIB) which is chaired by the Corporate Director of Homes and Neighbourhoods and is being delivered through a series of workstreams including:

- Service Access and Quality
- Tenancy Standard
- Quality of Homes & Communal Spaces
- Resident Engagement & Communications
- Governance, Infrastructure & Data
- Neighbourhoods and Communities
- and the Building & Fire Safety Board.

A critical friend partner is being procured to start working with the Improvement Team for inspection readiness and this will include several deep dives into housing data and performance, critical appraisal of our plans for the TSMs and a comprehensive review of policies and procedures and best practice.

The council has also commenced with the collection of tenant satisfaction surveys conducted independently to ensure a robust appraisal of the tenant's satisfaction is connected. These surveys are conducted monthly, and the tenant's satisfaction stands at 64% for each month during July, August, and September 2022, compared to 60% in October 2021.

### **Resourcing the delivery of TSMs**

Much of the information due for reporting is available to the service through our current KPIs. However, as a landlord to over 29,000 tenanted properties, Islington Council will be required to run a large-scale tenant perception survey every year. We will also need to ensure that our data reflects the mix of people living in our homes.

### **Financial Implications**

There are no known financial implications associated with the Tenancy Satisfaction Measures.

### **Legal Implications**

There are no known legal implications associated with the Tenancy Satisfaction Measures.

## **Glossary**

**The Social Housing (Regulation) Bill:** together with Fire Safety Act 2021 and Building Safety Act 2022, represents part of the government's response to the Grenfell Tower tragedy of June 2017. It follows a 2018 green paper on social housing and accompanying call for evidence on social housing regulation, and a 2020 social housing white paper. The Bill is currently at Report stage (18<sup>th</sup> October 2022) in the House of Lords. <https://bills.parliament.uk/bills/3177>

**The Regulator of Social Housing:** an independent body tasked to focus on regulating the social housing sector at an organisational level. It can receive referrals

from tenants, registered providers of social housing and other sources relating to its standards on homes, neighbourhood and community, tenancy or tenant empowerment and involvement. The Social Housing (Regulation) Bill includes new powers for the Regulator of Social Housing intended to bring more focus on how consumer issues are regulated in the sector.

**The Housing Ombudsman:** investigates and resolves individual complaints made by tenants, shared owners, and leaseholders about their landlords. The Ombudsman and Regulator are required to cooperate with each other.

This page is intentionally left blank

# Islington Broadband

## Introduction

To deliver Islington Labour's manifesto commitment to ensuring all estates in the borough have access to high speed, cheap broadband, Islington Broadband is a partnership between Homes and Neighbourhoods and full-fibre broadband providers to offer faster, more reliable internet services to our 36,000 council homes as well as non-residential housing assets such as community centres and concierge offices.

## Background

### Islington's approach

Understanding the priority for council residents to access faster, more reliable, and affordable internet connectivity in their homes, in July 2021 CMB agreed that Homes and Neighbourhoods should enable delivery of these services through a borough-wide master wayleave agreement with telecommunication providers. The agreement to be developed in a way that maximises the number of properties able to access high speed connections, not just those deemed most profitable by providers, protects council buildings and estates more widely from damage or disruption and realises the maximum social benefit and provides as much choice to our residents as possible.

Since CMB, the Islington Broadband project team has been working to mobilise the programme with oversight from a Steering Group chaired by Ian Swift, Director of Housing Needs and Strategy and comprising colleagues from across Homes and Neighbourhoods, Digital Services, Legal Services and Community Wealth Building.

Our approach is informed by building relationships with other London Boroughs who are at different stages in their rollout programmes as well as through the Central London Forward Digital Connectivity Group which shares intelligence with those teams tasked with improving digital connectivity in their boroughs as well as working with the market to address the shared challenges.

## Current status

Market engagement with the telecommunication providers was carried out in early 2022 by way of an Expression of Interest exercise. We set out the requirements for the council as a condition of working on our estates and installing equipment in our buildings:

- Robust technical, health and safety and design requirements
- connecting 90% of estate properties across the Borough
- delivery of community benefits.

Three companies came forward as a result of the EOI and, following negotiations, as of 1<sup>st</sup> October 2022, our master wayleave has been signed with two well-known and experienced companies – Community Fibre and Hyperoptic. Negotiations continue with G-Network whilst starting mobilisation plans and engagement with BT Openreach commenced in September. We also anticipate that further providers may come forward in the future.

Mobilisation meetings with three providers have been continuing throughout the summer months to gear up for works starting as soon as possible. Jointly led by the Broadband Delivery Manager from Property Services and the HRA Business Plan Manager, the meetings have included colleagues from Corporate Communications to align the resident communication processes and materials and from New Build for information and inclusion in the programme. As of October 2022, survey pilots have been completed and the first installations will be shortly commencing with live services available to residents by the end of the year on the pilot sites. The first phase of the main programme for two ISPs are due to commence surveying estates in Bunhill and Clerkenwell Wards in October for installation by February 2023 and second phase surveys commencing February 2023 onwards - see Appendix 1. This programme will be kept up to date as the programme progresses and published on the Islington Broadband webpage. The whole programme is likely to take 3 years to complete.

### **Programme delivery**

Although the council is not able to influence the rollout programme due to the constraints of the Electronic Communications Code, we have negotiated the terms of the agreement with the telecommunication providers to ensure that we got the best possible deal for our residents and that the rollout was carried out in a way that ensures the safety of our council homes and allows us to carry out repairs and maintenance to our stock in the future. This is the reason why we are not able to sign wayleaves for individual properties. Importantly, the programme is co-ordinated with technical teams in Property Services to ensure that our health and safety, including fire safety and asbestos management requirements are met.

It is clear how important the council's role to tightly project manage this programme to make sure that the installations meet our requirements in our wayleave agreement and technical schedules.

In addition to the residential portfolio, we have identified HRA commercial assets to be included in the programme. The wayleave agreement also covers all street properties. We will be providing details of the rollout programmes and publishing them on our webpage [www.islington.gov.uk/broadband](http://www.islington.gov.uk/broadband) once they have been received from the providers.

### **Community benefits**

Now that the mobilisation programmes are underway, working with housing, VCS and iWork colleagues, we are starting to develop and take forward the community value offers which include:

- Apprenticeships
- Supporting council's 100 Hours World of Work
- Work with Employment and Skills team to identify residents suitable for employment



- Free gigabit connections, some in perpetuity, for community centres and other housing assets such as temporary accommodation or as identified by the Steering Group
- £20K contribution to digital inclusion /skills training
- Discounted services for digitally excluded residents.

The Steering Group will monitor how these benefits are realised over the course of the programme with the expectation that the providers will report progress.

## Glossary

Electronic Communications Code - the framework that governs the nationwide rollout of broadband provision. The Code limits the influence that the council can exert over telecommunications providers as it specifically prevents any landowner from restricting access to land or property to install electronic communications equipment, where a Code registered provider can demonstrate that it is expanding choice or improving connectivity for residents or businesses.

Full-fibre broadband: the fastest and most reliable type of broadband. It uses fibre optic cables that run directly into homes or buildings, rather than the old-style copper wiring used in standard internet services. It allows households to use multiple internet services and different devices at the same time.

Wayleave: a contractual agreement between a landowner or landlord and a telecoms provider. In this instance, our wayleave agreement enables the provider to have access rights to land/and or property to install, maintain or repair telecoms apparatus.

This page is intentionally left blank

<b>Phase 1: October-February 2023</b>		<b>Phase 2: February 2023 onwards</b>	
KESTREL HOUSE	EC1V 8EL	HALTON MANSIONS ESTATE	N1 2AA
PEREGRINE HOUSE	EC1V 7PR	DEVONSHIRE HOUSE	N1 2BE
KINGS SQUARE	EC1V 8BA	CROSS STREET	N1 2BH
LAGONIER HOUSE	EC1V 3TJ	BAMPTON HOUSE	N1 2BP
PERCIVAL ST ESTATE	EC1V 0AG	CARLETON HOUSE	N1 2BQ
PLEYDELL ESTATE	EC1V 3SN	ASTEYS ROW	N1 2DA
THE TRIANGLE	EC1V 0AR	CATTON HOUSE	N1 2DJ
WENLAKE ESTATE	EC1V 3PX	RICHMOND GROVE	N1 2DL
CHADWORTH HOUSE	EC1V 3RQ	WAKELIN HOUSE ESTATE	N1 2EF
CLUSE COURT	EC1V 3RB	SEBBON STREET	N1 2EH
GAMBIER ESTATE	EC1V 8EH	HALTON ROAD	N1 2EN
JESSOP COURT	N1 8LG	HUME COURT	N1 2EQ
ST LUKES ESTATE	EC1V 3SR	273 UPPER STREET	N1 2UA
STAFFORD CRIPPS	EC1V 9ES	HAWES STREET	N1 2UU
SHEPPERTON ROAD	N1 3DH	HIGHBURY MANSIONS ESTATE	N1 2XF
BARING COURT	N1 3DR	TYNDALE MANSIONS ESTATE	N1 2XG
ARBON COURT	N1 7AP	BARRATT HOUSE ESTATE	N1 2AH
FARRIERS HOUSE	EC1Y 8TD	SPRIGGS HOUSE ESATE	N1 2AJ
COLTASH COURT	EC1V 8TD	PLEASANT PLACE ESATE	
REDBRICK ESTATE	EC1V 3QL		
BOREAS WALK	N1 8DS		
FALCON COURT	N1 8EY		
BANNER ESTATE	EC1Y 8NQ		
LANGDON COURT	EC1V 1LH		
COLINSDALE	N1 8DZ		
CUMMING ESTATE	N1 8QA		

This page is intentionally left blank

## **HOUSING SCRUTINY COMMITTEE WORK PROGRAMME 2022/23**

### **1 DECEMBER 2022**

- 1) Main Scrutiny Review: Strategic Review of Overcrowding in Islington-Peabody Housing Association & Witnesses
- 2) Private Rented Sector – 12 month report back
- 3) Tenant Satisfaction Measures Government Consultation
- 4) Islington Broadband
- 5) Work Programme 2022/23

### **2 FEBRUARY 2023**

- 1) Main Scrutiny Review: Strategic Review of Overcrowding in Islington – Draft Recommendations
- 2) Allocation Scheme Policy – Officer update
- 3) Quarterly Review of Housing Performance (Q2 2022/23)
- 4) Housing Association -TBC
- 5) Work Programme 2022/23

### **16 MARCH 2023**

- 1) Major Scrutiny Review: Strategic Review of Overcrowding in Islington -Draft Recommendations and Report
- 2) Quarterly Review of Housing Performance (Q2 2022/23)
- 3) Work Programme 2022/23

### **8 MAY 2023**

- 1) Major Scrutiny Review: Strategic Review of Overcrowding in Islington - Final Report
- 2) Preparing for the end of PFI2 – 12 month report back
- 3) Communal Heating Mini-Review – 12 month report back
- 4) Quarterly Review of Housing Performance (Q3 2022/23)
- 5) Work Programme 2022/23

### **6 JUNE 2023**

- 1) Membership, Terms of Reference and Dates of Meetings
- 2) Draft Work Programme 2023/24 and Potential Scrutiny Topics

This page is intentionally left blank