

**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Council Chamber, Town Hall, Upper Street, N1 2UD on, **6 June 2023 at 7.30 pm.**

Enquiries to : Ola Adeoye
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Despatched : 29 May 2023

Membership

Councillor Jason Jackson (Chair)
Councillor Ilkay Cinko-Oner (Vice-Chair)
Councillor Phil Graham
Councillor Valerie Bossman-Quarshie
Councillor Michael O'Sullivan
Councillor Mick Gilgunn
Councillor Gulcin Ozdemir
Councillor Ernestas Jegorovas-Armstrong
Dean Donaghey (Resident Observer) (Co-Optee)
Rose Marie McDonald (Resident Observer) (Co-Optee)

Substitute Members

Councillor Jilani Chowdhury
Councillor Ben Mackmurdie
Councillor Heather Staff
Councillor Rosaline Ogunro
Councillor Caroline Russell
Councillor Marian Spall
Councillor Dave Poyser

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	1 - 14
5. Chair's Report	
6. Membership , Terms of Reference and Dates of Meetings	15 - 18

7. External Attendees (if any)
8. Order of Business
9. 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.

10. External Attendees (if any)

B. Items for Decision/Discussion	Page
1. Major Scrutiny Review: Strategic Review of Overcrowding in Islington - Witness evidence (Housing Associations in Islington)	19 - 48
2. Damp and Mould - Officer update	49 - 58
3. Islington Broadband - Update on Programme Delivery	59 - 64
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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 17 July 2023

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London Borough of Islington

Housing Scrutiny Committee - 9 May 2023

Minutes of the meeting of the Housing Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 9 May 2023 at 7.30 pm.

Present: **Councillors:** Jackson (Chair), Bossman-Quarshie, Cinko-Oner, Gilgunn, Hamdache, O'Sullivan and Ogunro

Councillor Jason Jackson in the Chair

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

There were no apologies for absence.

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

There were no declarations of substitute members.

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

There were no declarations of interest.

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

RESOLVED:

That the minutes of the meeting held on 13 March 2023 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

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

The Chair informed meeting that since the last meeting he had met with housing officers to discuss potential scrutiny topics which might be of interest to the Committee to review in the 2023/24 Municipal year.

It was also noted that Housing Services officers were presently undertaking an exercise to recruit resident representatives on to the Committee, details of which will be provided later.

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

The order of business would be B1, B2 & B7(taken together), B3, B4,B5 and B6.

68 **PUBLIC QUESTIONS (Item 7)**

The Chair informed the meeting that questions relating to the Peabody development on the Former Holloway Prison site, submitted by Rose Marie-Mcdonald had received a written response.

Rose requested that any changes due to the recent changes to address fire safety for buildings over 30m, should not have an impact on the number and actual sizes of social housing be provided that amended plans should be shared with the residents.

Cllr O'Halloran in response to the question on who is eligible for the social housing on the Holloway Site, meeting was advised that allocation of homes would be via the council's letting office, that homes would go to the nearest estate affected as they are given high priority.

On the implementation of fire safety changes and its possible impact of the proposed social housing, meeting was advised that this will be looked at and that any changes would require it being brought back before the Planning Committee.

69 **EXTERNAL ATTENDEES (IF ANY) (Item 8)**

None

70 **DAMP AND MOULD - OFFICER UPDATE (Item B1)**

That Committee received an extensive progress report on Islington's damp, mould and condensation from Jed Young, the Acting Corporate Director of Homes & Neighbourhood and the following points were highlighted: –

Meeting was advised that of the 3,471 properties that had reported damp and mould issues between January 2020 to Dec 2022, contact has been attempted with 2772 and actual contact has been with 1,626 households.

1152 have indicated that they do not have damp and mould in their properties, 474 do have damp and mould in their properties which would require a visit for a diagnostic survey and of these 212 jobs have now been completed, 42 are in progress, 175 are pending works, 44 are either with the surveyor not been able to gain access to the property, some are duplicate or works are no longer required, and one has been referred to the legal team.

In addition to the above, the Director advised that further qualitative analysis on resident feedback will be analysed which will be used to improve services.

Meeting was informed that additional data of tenants in properties, who have reported damp and mould, known to Adult Social Care and Children's Social Services has been approved, that the Service is currently in the process of adding this to this to the existing dataset. This will improve the Service's understanding of risk factors and guide service delivery.

Further work is underway to understand a deeper understanding of demographics and disproportionality.

Housing Scrutiny Committee - 9 May 2023

Meeting was advised that after internal officer consultation, Tenancy and Property Audit will now be called Tenancy and Property Visits.

During March and April 2023 a pilot of the above work has been conducted at Halton Mansions to review its impact related to tenants and on services, results of which are in the process of analysis, this will be available at the next meeting of the Committee.

All Islington tenants within the 152 properties and nine block have been sent a letter about the visits and that so far approximately 60 tenanted households have completed the form, with further appointments booked for visits over the next couple weeks, due to tenants receiving a letter and providing a suitable time for a visit.

In addition to the above, Leaseholders are invited to join the Community drop-in sessions.

Initial officer feedback has shown that officer visits have been positively received by tenants, that a further community drop-in session for Halton Mansions, where it is presently being piloted was held on 20th April 2023.

Results from the Housing Allocations Policy consultation, which closed on the 17th March 2023 has now been analysed and will be presented to Corporate Management Board after which it will be considered at the July Executive meeting, that 950 responses were received from residents, as well as 81 partner organisations also responded with only 10% of partners not supporting the proposed changes.

Meeting was informed of the training programme offered to technical and non-technical housing officers is well underway so as to bring awareness of damp and mould and well as customer care

Trauma informed training is an established course delivered by Homeless Link with on-going training for Housing officers.

Further training is being scoped for staff outside the Homes and Neighbourhoods department to bring a better understanding and awareness to officers who have contact with residents.

Briefings of damp, condensation and mould are being included in induction packs and presentations to existing and new staff.

Housing Scrutiny Committee - 9 May 2023

Islington Council hosted the Meet the Housing Ombudsman event on 30th March 2023. 150 people attended the event online and in-person.

The special investigation of the Housing Ombudsman continues with officer meetings to start at the end of April 2023, results which will be due in September 2023.

Meeting was informed that KPIs are being refined, that member feedback will be welcomed, noting local authorities are still awaiting guidance from central government on some of the indicators, that the draft KPIs stated in the report have been shared for comment with Housing Quality Network who have been commissioned to be Homes and Neighbourhoods critical friend.

The five largest Housing Associations operating in Islington will be attending the June 2023 Housing Scrutiny meeting to highlight their programmes on addressing this issue and their performances on a range of housing related issues.

Learning and best practice continues to take place with other local authorities and Registered Social Landlords, as well as London Councils, Housing Quality Network and other professional bodies.

The progress on the damp and mould programme continues to be shared at various boards across the council including the council's leadership, safeguarding boards and Islington Housing Group etc.

Technical equipment, like sensors and other early intervention and prevention tools, are being scoped for procurement.

The Chair welcomed the progress of the team, noting that going forward it is imperative that officers take a deep analysis of the causes of damp and mould acknowledging that at this stage it is understandable that officers are keen at present on remedying and repairing historical cases as this will assist the Committee reassure resident's that their concerns are being addressed.

RESOLVED:

That the update on damp and mould be noted.

Housing Scrutiny Committee - 9 May 2023

Item was taken in conjunction with item B7, New Build Benchmarking data.

Ian Swift in summary updated the meeting on what had been carried out so far as part of the committee's review exercise on overcrowding and includes: -

Islington has significant levels of housing need in the borough.

That overcrowding is one of the areas of housing need that is observed in both the homelessness and housing register pathways.

Committee has received a series of presentations which illustrated the work taking place within the council and with partner agencies to address the issues of overcrowding in Islington.

The council has worked in partnership with the University College London which has produced a detailed questionnaire for all households overcrowded and seeking larger accommodation through the Housing Register. Questionnaire have been distributed to the 2,909 overcrowded households on the housing register and the results will be considered at a future Housing Scrutiny Committee meeting.

Committee also received a comprehensive report outlining the latest data available on overcrowding and the work currently undertaken to address this issue. This data highlighted that only 6% of people on the Housing register will be rehoused into permanent council and housing association accommodation in the future.

Households from minority ethnic backgrounds are three times likely to be affected by overcrowding than white households.

A number of key findings from a recent National Housing Federation research programme shows that for example, four in ten (41%) are in overcrowded homes, children are sharing a bedroom with an adult. Also in one in four overcrowded homes (26%), children are having to share a bed with someone else and that over half of all respondents (52%) have had to sleep somewhere other than their bedroom, such as a living room, bathroom, corridor or kitchen due to overcrowding.

It was noted that through its review, Islington Council is calling for a long-term, national plan for meeting housing need, with the aim of driving a drastic increase in the number of affordable homes over the next decade.

In response to a question on identifying housing needs and its relationship with the planning process, the Director reminded members of the recent presentation by planning officers which highlighted for example with the former Holloway prison site and its various housing mix, that there is constant discussion and collaboration between officers in Housing Needs and Planning Officers to assess housing demand and requirements.

On the request for benchmarking data with other neighbouring authorities, the Corporate Director advised that the briefing notes two sources , GLA Housing Starts

and Completions and DLUHC and secondly data from other local authorities with similar development programmes. It was noted that presently there is no single source to provide accurate comparison.

Members were advised that the specific benchmarking task has been undertaken using data that relates to the financial years 01/04/2018 to 31/03/2022 therefore the numbers shown for Islington do not include all of the new build homes that will contribute to the delivery of our 2018-2022 550 target.

That the data used for benchmarking shows that Islington had 161 completions in this period, but this does not include 35 completions from the first quarter of 2018 (as the financial year starts in April) and 77 completions that are yet to be reported to the GLA and DLUHC.

Members were advised that when considering performances against the target of 550 over the 2018-2022 period Council delivered a total of 527 new council homes (combined starts and completions).

That the slight shortfall of the original target is due to one scheme (Hathersage and Besant) not being able to proceed due to viability issues arising predominantly from external market factors.

In response to a request for a 10 year period of comparison data and the possibility of including information from boroughs south of the river, the Director acknowledged that officers will endeavour to provide the information noting that schemes that have been granted planning permission may represent a challenge but counterparts will be approached.

The Chair reminded the meeting that the review on overcrowding will continue into the new municipal year as the committee will still be taking evidence from some of the boroughs housing association and residents feedback.

Chair also acknowledged that addressing overcrowding remains a priority for the Council, that more data and in-depth analysis and innovative approach will be required.

RESOLVED

That the update be noted.

That officers seek to obtain comparison data from other authorities over a period of 10 years

72 PREPARING FOR THE END OF PF12 - 12-MONTH REPORT BACK (Item B3)

Committee received an update on the successful reintegration of street property homes managed by Partners into Council Services from Hannah Bowman, Assistant Director Strategic Planning & Investment. The following points were highlighted:

On 4 April 2023 the c. 2800 tenanted homes and 1200 leasehold homes returned to council management at the end of the council's 16-year Housing Private Finance Initiative (PFI) 2 contract with Partners for Improvement in Islington (Partners).

27 staff joined the council from Partners as part of a TUPE transfer to continue to deliver the services to council residents.

The transition was a culmination of a three and a half year programme of work, by the council and Partners, overseen by a multi service Programme Board within the council, to deliver a smooth and successful transition of service from Partners to the council.

Members were reminded that the committee provided recommendations for improvements to the programme and that a year on from the reintegration the briefing before committee reflects how the homes have been reintegrated into Council service delivery highlights continued plans to ensure services are fully integrated into service improvement plans by the council.

The meeting was informed that a range of performance indicators were identified to help review the impact on the council services of the reintegration of PFI 2 homes, so that the housing services key landlord contact points were a key, that the repairs service was a key area for review as street properties have a range of characteristics that are different from Council estate stock and pose different challenges in service delivery.

Although there have been areas of more significant impact, overall the additional properties have not resulted in high levels of impact on services, demonstrating that service preparations have in general been successful and adequate.

Meeting was advised that call volumes at Housing Direct actually saw a fall when compared with the previous year for the first seven months of the year, that this drop was more pronounced following the first 2 months of the year, which may indicate a small but significant surge in repair reports or servicing enquiries during the initial two months of the integration. However, there does not appear to be an on-going and sustained pressure on the call centre as a result of the integration.

The Service has experienced a significant growth in work as a result of managing a large number of repairs jobs raised on PFI2 homes as they have returned to LBI to be managed, over 11,500 jobs this year. Overall, the total number of repairs jobs has increased between April 2022 and March 2023 including PFI 2 jobs, but the PFI 2 jobs have remained consistently around 11% of the total number of jobs, that this has been within a backdrop of increases in jobs being experienced in all stock. The service has reported that the cost and complexity of these jobs are higher than for the majority of stock.

In terms of gas repair jobs, the Assistant Director noted that the level of repair work for gas boilers peaked during the winter period, that the number of gas repair jobs

are generally above the 12% threshold throughout the year. The service has indicated that this is as a result of the gas boilers in PFI 2 homes nearing the end of their economic life because of the contract with Partners only included a single replacement programme for boilers as part of the decent homes works at the beginning of the contract. An above average increase in boiler replacements have been experienced during the year as a result of this, as well as a revised approach to boiler breakdowns to help better reduce the risk of damp and mould in homes.

The number of legal disrepair cases that were inherited from Partners skews the true picture otherwise represents new cases related to these homes, however, there are clearly higher levels of disrepair claims for these street properties, than the proportion of stock that they represent. The service has fed back that this reflects their general experience of prevalence in different property types. It had also been anticipated by the service that claims may come forward or be restarted because of the change in management being seen as an opportunity to raise issues directly with the council.

In terms of income, rents for street properties are generally higher than for estate properties and therefore the level of debt per home has been higher, because a single week's arrears would have a higher monetary value than for the equivalent sized estate properties. The level of debt is therefore not in line with the proportion of homes being monitored. Collection rates between Partners and the council on an annual basis have been maintained within a 1% variance, indicating that performance of both organisations has been broadly similar.

The proportion of enquiries received from former PFI2 residents is proportionate to the proportion of stock at 12%, however there are some particular areas where they feature particularly highly including ASB and noise related contacts, making contact by phone and contacts about mutual exchanges as figure 8 demonstrates.

On the issue of service charges meeting was advised that the way service charges are billed between the council and Partners is different, as Partners continue like many providers to bill leaseholders in April for the coming year, whilst the council does this from September to September for costs incurred April to April. This is an approach the council has found to be successful for their collection arrangements, however leaseholder income is a key contractual requirement for Partners and therefore their service has not been aligned to this approach so it be noted that this reflects the 'gap' in service charge billing experienced by the leaseholders returning from Partners.

Most Homeowners pay their service charge by monthly direct debit from September and therefore sums owned as a total bill reduced down each month from September to September in line with this repayment profile.

Homes returning from PFI 2 attract a lower annual services charge because they are street properties and do not receive and pay for services such as caretaking, estate services and concierge. Therefore, charge levels are well below the 12% of total services charges, that their volume of properties represent.

Complaint levels in general are in line or below the representative levels of stock, except for in the peak period in November and December reflected in both the repairs and housing operations complaints levels. This timing coincides with the peak of jobs and complaint about damp and mould, due to the local and national focus on this important issue.

Although complaints levels have not been unduly high for the returning stock, services and the complaints team has fed back that the complaints received have followed other service trends of being a bit more complicated in general, either because of the nature of the properties or being the reopening of old issues of dissatisfaction, where residents are hoping to get a different outcome from previous enquiries to Partners.

A single replacement of boilers in homes during the contract term means that many of the boilers replaced during the works period at the beginning of the contract, are now coming to the end of their expected life. This constraint impacts in a number of ways but effects are already being felt in terms of the boiler replacement capital budget, with significant additional resources being required this year as a result of the PFI homes being reintegrated. A peak was anticipated but this has been higher than expected.

The service has also experienced very high levels of expectation from leaseholders about the quality of repair, maintenance and investment the council can provide to them. This may be a reflection of the much higher property values among this leaseholder group and a limited appreciation of the financial constraints and restricted income under which social housing providers operate.

The transfer of staff from Partners to the service has been found to be beneficial for the tenancy services management team, they have brought with them familiarity with the residents and their issues, consistency for residents who were familiar with their assigned housing officers, as well as, considerable expertise in anti-social behaviour and neighbour nuisance.

The Tenancy Team are currently undergoing a restructure process for the whole service, which will help to address these issues and will benefit all residents by addressing other issues highlighted by residents, Members, our critical friend and partner organisations that will lead to service improvements.

With regard to the integration of staff, feedback from services has been that the transfer of staff, where this was close to a full contingent of staff coming into the council, has been a positive experience both for the staff transferring and the council. The council has really benefitted from the expertise and knowledge of staff, who understand the challenges and complexities of working in our street properties and bring experience of this to service delivery.

Within the repairs team, staff moved over earlier than expected and with substantial ease to the council's terms and conditions, ensuring consistency across the service and that staff can benefit from the additional employment benefits offered to council employees.

Meeting was advised that learning from the process and what went well and could be done better can be applied to future transfers into the council and eventually for the integration of PFI 1 services in 2033.

Meeting was advised that data transfer overall has been a success, although challenging and resource consuming programme of work, which for housing services was run alongside business as usual in most cases, presented some significant time and resourcing pressures.

The Assistant Director noted that ultimately the delivery of data held into the council's systems worked well and the historical data is fully accessible to the council from Partners records, either through business-as-usual systems or Sharepoint repositories.

It was also noted that Services have, however fed back some useful improvements they would like to see regarding the keeping of records, which the PFI Clienting Team will pick up in our improvement work with Partners senior management team.

Resident communications on the reintegration seems to have been relatively effective, although some residents did inevitably contact Partners after the transfer, these were not large in number and were quickly redirected to the right service. Some residents still make contact about the transfer with the Programme Manager, who still have his details from the letters that were sent out explaining the transfer arrangements in March 2022.

Generally, feedback received by the service teams has been positive about the return of services to the council. Residents are positive about being more closely linked to the council.

Leaseholder expectations continue to be very high and the satisfaction levels inherited from Partners were very low. They will have benefitted from the change in collection timings this year, which may be well received by some, but we are equally mindful that the loss of the £10k rolling 5-year cap (which was a government requirement for PFI schemes) is likely to be seen as a negative impact of the change by this group, as investment programmes on this stock begin.

A number of engagement activities have been offered to returning residents to understand their experience and any issues related to coming back into direct management. Unfortunately take up has been generally low despite this. The Assistant Director in summary advised that the transfer of services went relatively smoothly for residents, which was a key objective of the programme for integration, that some key learning points have been picked up, that consideration be given to areas of work which needs more resource applied or to be started earlier has been identified to inform future service transfers.

In addition to the above, meeting was advised that the working relationship with Partners, if anything has been strengthened through the reintegration work and the joint commitment to ending the contract well was an important component to the success of the work programme.

The Chair welcomed the integration of Partner managed properties back in to the council ownership, that it is essential that information about the process be captured in quarterly reports going forward as it is important that performances are monitored. The Executive Member for Housing and Neighbourhood welcomed the suggestion.

RESOLVED:

That the update be noted

That the performances of the integration process be monitored by its reporting in quarterly reports.

73 FIBRE BROADBAND UPDATE (Item B4)

Ian Swift updated the Committee on the programme and delivery of Islington Broadband, reminding the meeting that the roll out of fibre broadband remains a high objective of the council.

Meeting was advised that since the last update in March, no further service connections have been made live by the providers (60 at Spriggs House and Barratt House as at the date of the last report 1 March).

A suggestion for local MP's court to exert some pressure on the local providers and possibly highlight the issue in the local press was noted.

On the delays, the Director advised that the Council had no control over the providers on its rollout programme, that council can only cajole and encourage them to provide the service, that the Council is hopeful that over the next 3 years over 90% of the programme will be rolled out.

RESOLVED:

That progress of the rollout programme be reviewed in the next 3-6 months.

That Communications and campaign be enhanced to ensure that pressure is placed on the local providers.

74 **QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q3 2022/23) (Item B5)**

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

Meeting was advised that a new indicator H13 to be included in quarterly reports, this is the % of residents who are satisfied or satisfied with the whole experience of having works carried out, an opportunity for members to assess the performance of the repairs being carried out.

On the numbers of people sleeping rough, meeting was advised that in comparison to central London local authorities, Islington is to be commended having reduced the numbers sleeping rough from 50 years three years ago to a number of 6 and that evidence has shown that these are new people possibly from other borough. The council has a lot of support in place.

Members were advised that following the end of consultation period the Private Landlord Tenant Charter which received substantial response has been accepted by Council and will be circulated to members.

On the issue of accreditation and licensing, the meeting was informed that this is with the Community and Safety team, details which is available for committee and can be circulated.

In response to a question about H3 indicator, the number of affordable new homes completed by the Council and the target, the Director acknowledged that it was a typographical error, that this will be clarified and correct figures be circulated.

The Chair commended the work of the small team managing those who are sleeping rough on Islington Streets.

RESOLVED:

That the report be noted

That data reported on H3 be clarified and circulated to members

75 **COMMUNAL HEATING MINI-REVIEW - 12-MONTH REPORT BACK (Item B6)**

Stephen Platt, the Assistant Director Property Services provided an update on the Committee's recommendation following its review exercise on the Council's communal heating systems. The following points were highlighted:

Meeting was advised that considerable progress has been made implementing the scrutiny's recommendations, with work to continue over the next few years.

Improving the Communal Heating Service is a key focus for the Property Services Team in both maintaining existing boilers and looking for new low carbon alternatives.

On the question whether the Service is considering Solar Power as an option to communal heating, the Director noted that all options are being considered, that this was not a final solution but will supplement the energy supplier.

On the question of having heating meters installed, meeting was advised that Council have plans to have it rolled out to all its properties in the borough, that having heating on 24/7 days was not sustainable especially during this period of high cost of energy.

RESOLVED:

That the progress of the service on implementing its recommendations is noted.

76 NEW BUILD BENCHMARKING DATA - UPDATE (Item B7)

Item taken in conjunction with Item B2 – Strategic Review of Overcrowding in Islington

77 WORK PROGRAMME 2022/23 (Item B8)

The Chair thanked members of the Committee, housing officers, external stakeholders and members of the public for their contributions to the work of the Committee.

The Chair reminded the meeting as evidence regarding the Committee's review into overcrowding is still ongoing in particular evidence from the boroughs Housing Associations, the Committee's work will continue into the 2023/24 municipal year as this needs to be taken into consideration.

In the interim members were invited ahead of the next meeting to consider possible draft recommendations.

RESOLVED:

That the work programme 2022/23 be noted.

The meeting ended at 10.10 pm

CHAIR

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Report of: Director of Law and Governance

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	6 June 2023	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 11 May 2023, terms of reference and dates of meetings of the Housing Scrutiny Committee for the municipal year 2023/24, as set out at Appendix A.

3. Background

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

4. Implications

4.1 Financial Implications

None.

4.2 Legal Implications

None.

4.3 Resident Impact Assessment

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

4.4 Environmental Implications

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

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

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

5. Conclusion and reasons for recommendations

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

Background Papers: None.

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

Final Report Clearance

Signed by

Director of Law and Governance

Date 12 May 2023

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

HOUSING SCRUTINY COMMITTEE – 2023/24**1. COMMITTEE MEMBERSHIP**

Councillors	Substitute Members
Councillor Jason Jackson (Chair)	Councillor Dave Poyser
Councillor IlKay Cinko-Oner (Vice Chair)	Councillor Jilani Chowdhury
Councillor Valerie Bossman-Quarshie	Councillor Ben Mackmurdie
Councillor Mick Gilgunn	Councillor Marian Spall
Councillor Phil Graham	Councillor Heather Staff
Councillor Mick O’Sullivan	Councillor Rosaline Ogunro
Councillor Gulcin Ozdemir	
Councillor Ernestas Jegorovas-Armstrong	

2. MEETING DATES

- 6 June 2023
- 17 July 2023
- 25 September 2023
- 7 November 2023
- 8 January 2024
- 6 February 2024
- 18 April 2024
- 13 May 2024
- 20 June 2024

The dates, times and locations of meetings are publicised on the council’s website – 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.



CLARION
HOUSING

London Borough of Islington

Housing Scrutiny Committee

6th June 2023



Presentation Overview

- Welcome and Introductions
- Meet the Team & North London Region
- London Borough of Islington Stock Portfolio
- Customer Involvement
- Asset, Repairs and Maintenance
- Stakeholder Engagement
- Clarion Commitments

Meet the North London Team



Catherine Kyne
Regional Director



Andrew Nowakowski,
Head of Housing

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Varinder Bharj,
Neighbourhood
Response
Manager



Ola Odupe,
LiveSmart
Manager



Vacant.
Tenancy
Specialist
Manager

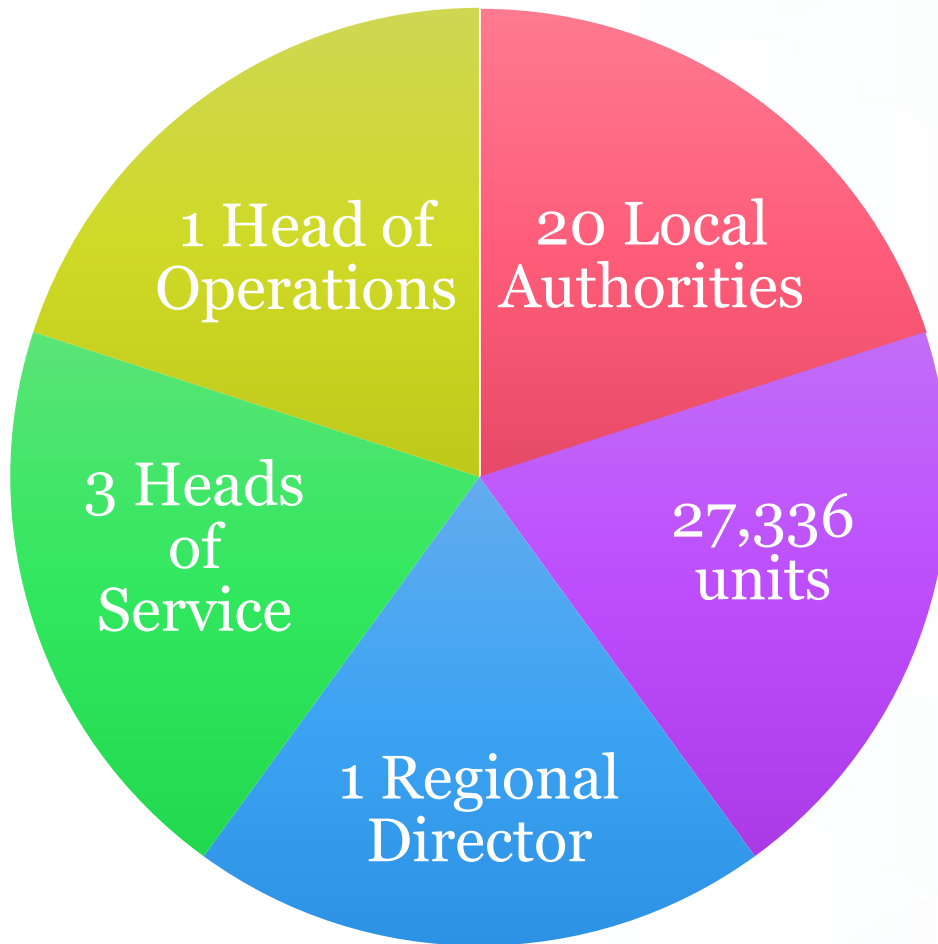


Jak Pugh
*Head of Estate
Services*



Anita Starling
*Operations
Manager*

North London Region



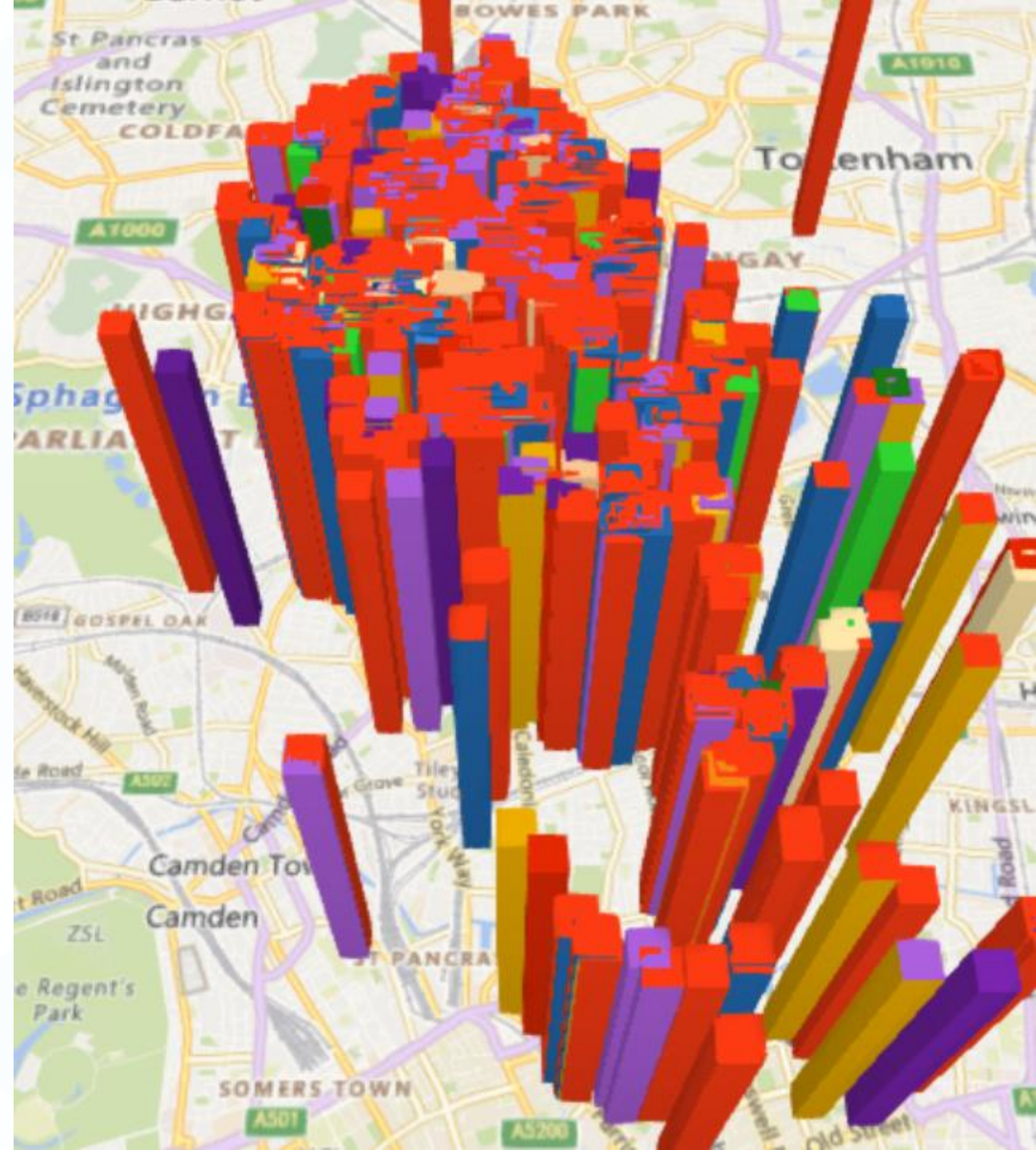
- Housing Services
- Supported Housing
- Managing Agents (HMOS)
- Estate Services
- Resident Involvement
- Tenancy Specialist
- LiveSmart
- Resident Liaison Officers
- Regional Operations
- Regional Housing Administrators
- Complaints and Insight

Stock Type - 3804 units

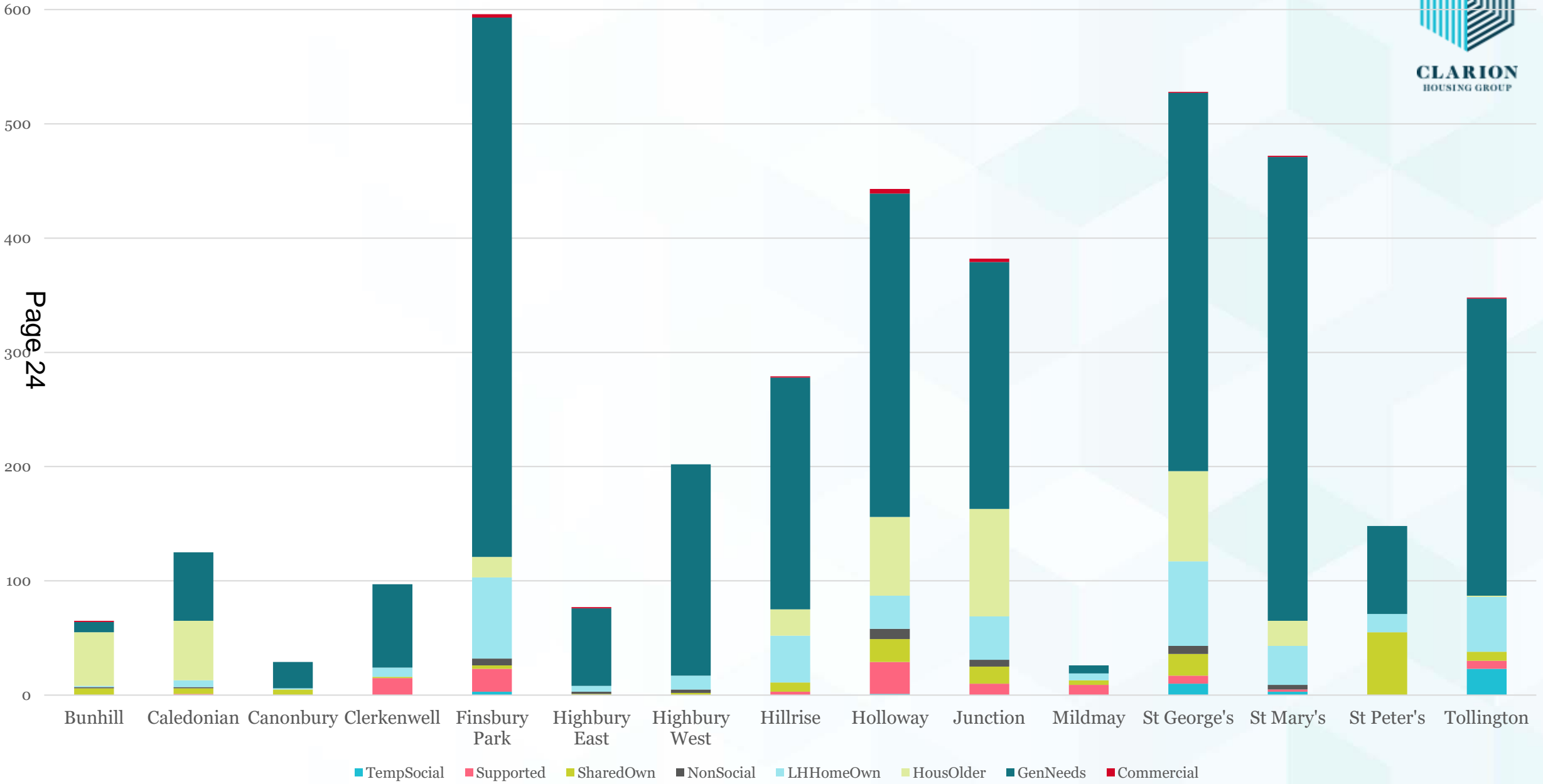
AffCon	(162 units)
AffPur	(14 units)
Commercial	(15 units)
Freehold	(8 units)
GenNeeds	(2380 units)
Hostel	(104 units)
Leasehold	(310 units)
Lsh3PtyRP	(70 units)
MarketRent	(29 units)
Retirement	(415 units)
SharedOwn	(152 units)
SupportENH	(21 units)
SupportSHR	(83 units)
Temporary	(41 units)

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*Miscellaneous (Garage, Guest room, Parking, Out of social use, NSO)-81 units



London Borough of Islington Stock by Electoral Ward and Tenure Type



Customer Involvement

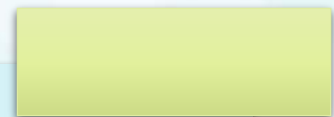


CLARION
HOUSING GROUP

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Customer and Neighbourhood Challenges & Successes



Successes

- Dedicated Tenancy Specialist Team
- Increased Planned Investment
- Closure Orders
- Secured by Design Replacements
- £166k Financial Support for Residents
- 125 evictions prevented
- Supporting 176 households with money advice and energy costs
- 28 LBI residents gained employment via our Employment & Training programmes

Challenges

- Street Homeless
- Door entry systems
 - ASB
 - Vandalism
- Cost of living rises
- Tenancy Sustainment
 - LCDM
- Unemployment
- Overcrowding
 - Decants

Asset Issues & Challenges



CLARION
HOUSING GROUP

Repairs:

575 live repairs
14% of North London repairs
Internal Complex works team
69 Legal disrepair cases
Resident Satisfaction 88.4%

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LCDM:

70 operatives nationally
13 surveyors, 3 based in North London.
102 LCDM cases with contractors
28 Cases with LCDM surveyor to assess root cause.

Property MOTs:

Piloted across North London over a period
225 MOTs completed in region
MOT target to complete 50 per week nationally

Building Safety:

Fire Risk Assessments no over due cases. 96.2% compliant for NL
3 HRB in LBI. Prioritised for external wall system inspections

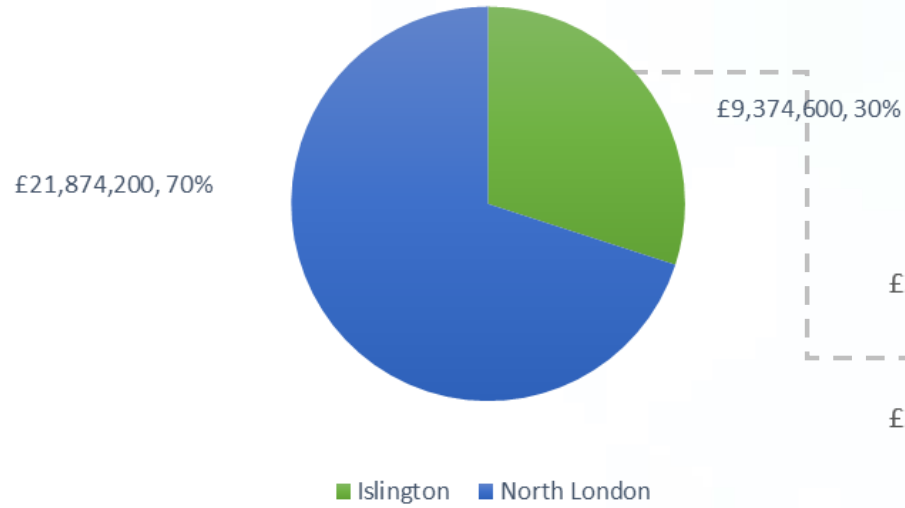
Planned Investment:

2022/23 £7.1m investment of which £3.9m on windows
2023/24 £14.8m investment planned
£6.1m on windows as part of our LCDM programme

Challenges:

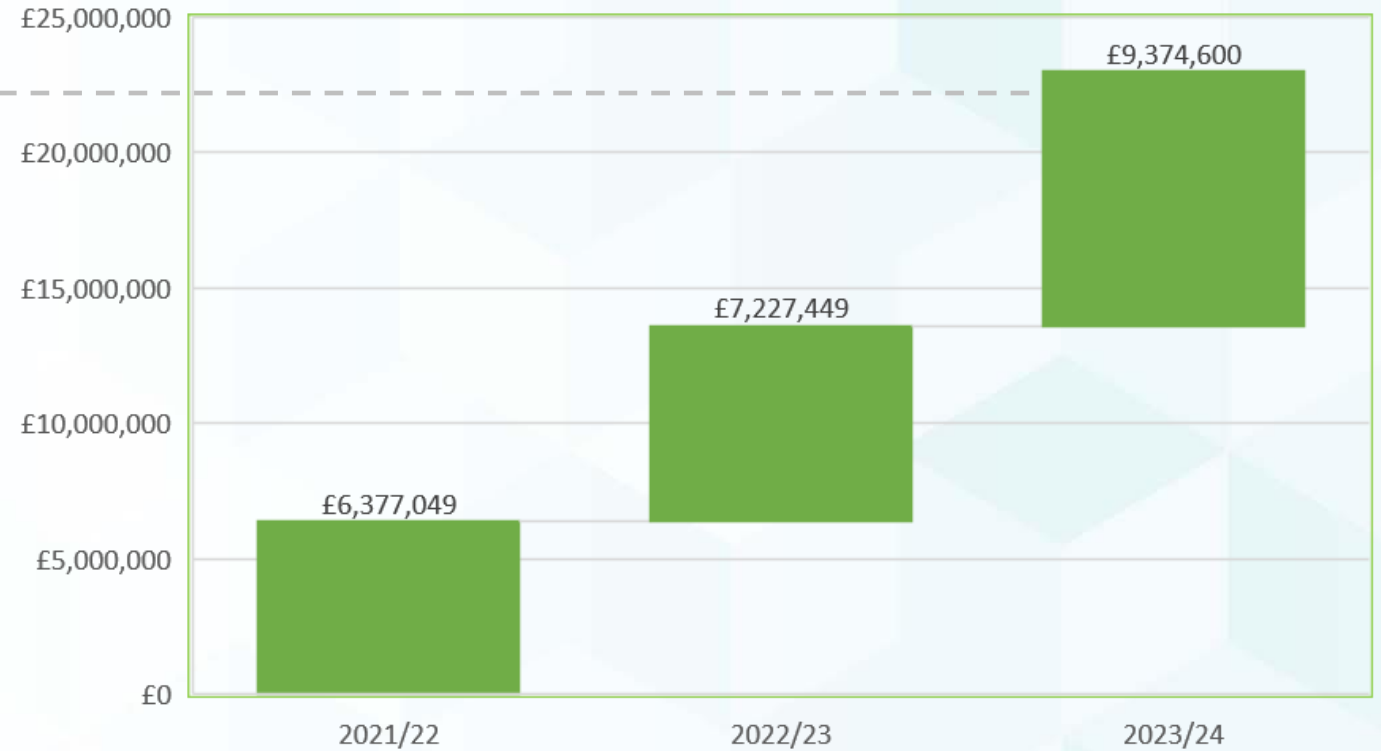
Large volumes of converted street units
Conservation areas
Planning requirements
Parking and logistics

Islington Relative Spend 2023/24



Planned Investment Spend

Islington Planned Investment / Year



Split	2021/22	2022/23	2023/24
Components	£6,227,049	£6,931,449	£8,574,600
M&E	£150,000	£296,000	£800,000
Total	£6,377,049	£7,227,449	£9,374,600

Stakeholder Engagement and Collaboration

IHM Quarterly Meeting

Executive group meeting to discuss housing strategy

Executive Contact

Dedicated email address for member enquiries

Political Case Work Meetings

Meetings to discuss complex cases and agree resolutions

EHO Monthly Meetings

R&M staff meet with the EHO to discuss cases and potential orders

Safeguarding Meeting

Regular Safeguarding case reviews with multiple partners

Effective Communication Channels

Regular communication with senior leaders on complex and major incidents



Clarion Commitments

We will provide services that are easy to access and respond promptly to your enquiries

Page 30

We will listen, keep you informed, and treat you fairly and with respect.

We will keep your home well maintained

We will maintain your building's safety

We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained

We will help you to manage your tenancy by offering additional support services



Thank You

Any questions?

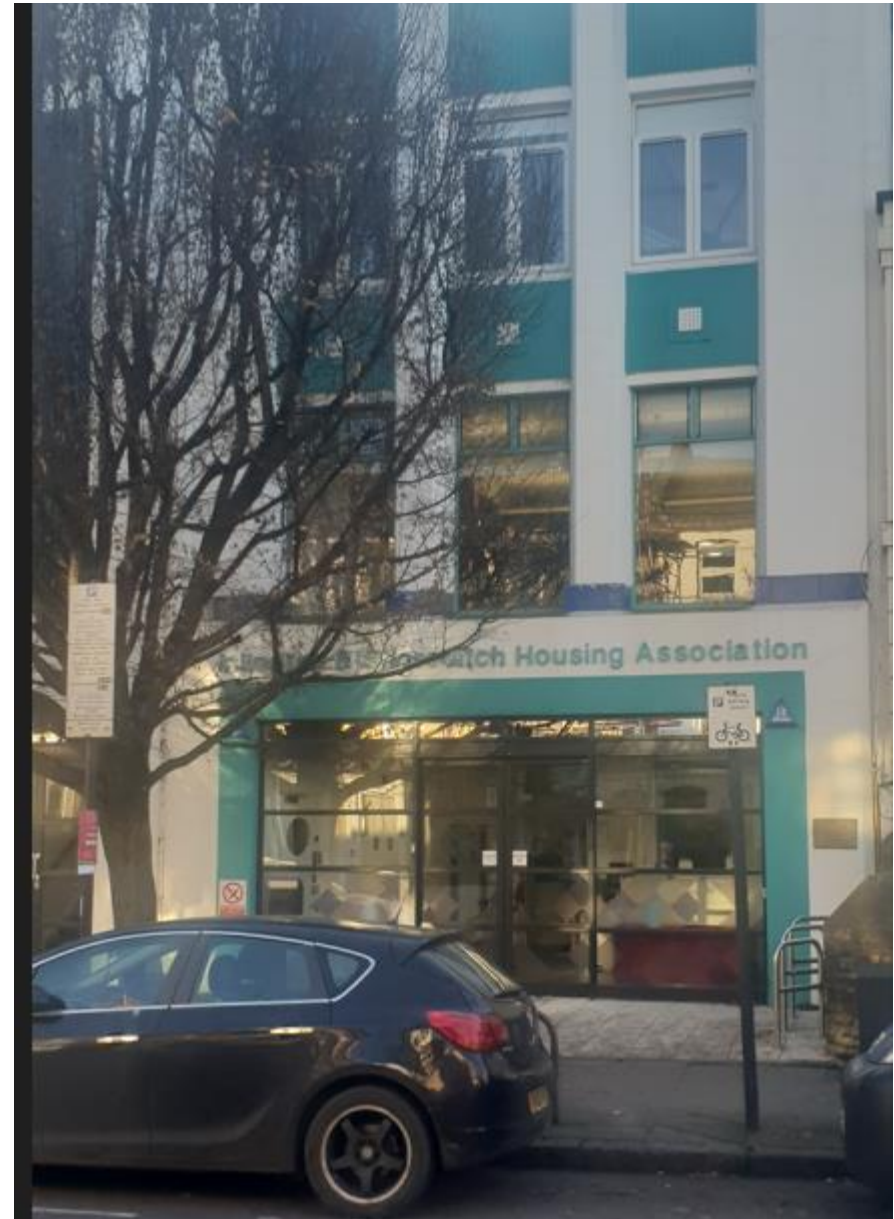
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Islington & Shoreditch
Housing Association

Page 33

Our past and future
are here...



To co-create homes and communities where everyone can flourish



Co-create with staff, residents and with you



Strategic Plan

isha
LienViet




Safety first

Ensuring our homes are safe

isha
LienViet

Page 35



Service & Satisfaction

Being a consistent & quality landlord, building service delivery that drives satisfaction in partnership with residents

isha
LienViet



Security and growth

Setting residents off on a secure footing & helping create the conditions for people to flourish in their homes

isha
LienViet



Somewhere

Anchoring ourselves in North London, especially Islington, Hackney and Waltham Forest

isha
LienViet



Supply

Building quality homes for social, London Affordable Rent and Shared Ownership

isha
LienViet



Sustainability

Building green and actively seeking to reduce the environmental harm caused by our stock, our building and business practices

Stewarding ISHA's assets and finances and taking the long view

isha
LienViet

Highlights

Security and Growth:

- Our letting standard – all homes are let with carpets/laminates and curtains and decorated as standard
- ‘New let’ package available to downsizers, along with cash payment and removal costs
- Strategic intent not to evict - and continued to house people throughout the pandemic
- More than 800 homes in Islington – 640 are for the lowest social rents. No affordability checks
- London living wage employer



Highlights

Supply

- We know there's an acute shortage of social homes – playing our part is in our DNA
- 60% of homes built in the last 20 years
- Trays Hill Close – off Hornsey Lane, 35 social rent and 11 SO
- Lear Court, Holloway Road - eight London affordable and 3 SO
- Parkhurst Road – old TA site. 39 social rented homes and 17 SO. £4million cash subsidy
- Helping others build too – NRA



Highlights

Sustainability

- Social Housing Decarbonisation Fund - £2.4million for a consortium of 11 small HAs, including others in Islington
- Newcombe Estate – 36 homes all 1 beds and bedsits built in the 1950s
- Stock investment – more than £1m extra each year for past 3 years – St Mary's Path £3m this year
- Surveyed (inside and out) 1/3 of all our stock last year – third party contractor. All the rest this year. One *significant* damp and mould problem so far.



Challenges

- Funding building safety
 - Scandalously social landlords get NO funding to make buildings safe where the residents are social renters. Huge issue. At least £14m cost to us.
- Need to invest more in stock
- Sustainability and planning constraints
- Inflation in materials and labour – how do we continue to build?
- Constraints on income.
- Social housing crisis. Often very complex needs. Anti-social behaviour
- People hanging on for dear life

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London Borough of Islington Housing Scrutiny Committee

6th June 2023

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Peabody in Islington

We're one of the UK's oldest housing associations with 5500 homes across Islington with the majority let at social rent

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



**Celebrating
161 years**



**104,000
homes**



220,000 residents



**20,000
Care & support
customers**

Local Peabody

We're dedicated to getting closer to our customers:

- Locally based service delivery teams, supported by colleagues across the organisation
- Aligning the whole organisation to pull together for our residents and customers
- Increasing trust and simplifying processes
- A new way of working, thinking and behaving

Page 43

Eliminating Damp & Mould

We are committed to addressing any damp and mould issues in homes. We understand how distressing this can be and want to put it right. We have a specialist team in place, and it is our priority to make sure everyone has a warm, safe and dry home.

Overcrowding

- 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
- 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.

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.

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

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Homes and Neighbourhoods

Islington Council

222 Upper Street

N1 1XR

Report of: Rebecca Nicholson, Head of Integrated Services

Meeting of: Housing Scrutiny Committee

Date: 6th June 2023

Damp, condensation and mould programme

June 2023 Update Report

1. Recommendations

- 1.1. This report aims to provide the Housing Scrutiny Committee with information and progress made to date on the damp, condensation and mould programme since the previous update to the Housing Scrutiny Committee in May 2023.
- 1.2. Officers encourage the Housing Scrutiny Committee to appraise this work and make suggestions of how the council's work in this critical area can be improved.

2. Update overview

- 2.1. In the past month, since the last update to the Housing Scrutiny Committee on 9th May 2023, there has been further progress made on the damp, condensation and mould programme.
- 2.2. We have received feedback on key performance indicators, and this has informed headline key performance indicators. A sub-set of indicators are being scoped. See section 3.3. for more details

- 2.3. Further demographics data and “known to” Adult Social Care and Children Social Care has been added to the One View dashboard, which is the dashboard created specifically for the damp, condensation and mould programme’s urgent response. See sub-section 3.1.2. for more details.
- 2.4. Phase two of our Urgent Response is being designed using the data we have matched, the learning from our on-going engagement with residents the learning from benchmarking and Housing Ombudsman special investigation reports. The council is also studying the outcomes of all Housing Ombudsman investigation reports into other council’s and housing associations to learn from these reports to ensure Islington Council continuously improves the services for our residents.
- 2.5. Analysis of equalities data is underway to identify if there are any disproportional impacts to residents in our service delivery, ensuring we also integrate qualitative data into this work so that the voice of resident is front and centre.
- 2.6. Discussions have begun to integrate dashboards as part of our continued mission to improve services and monitor what is important.
- 2.7. The findings from the tenancy and property visit pilot at Halton Mansions have been presented to the Housing Management Team. See section 3.2. for more details.
- 2.8. A dedicated referral form for local partners like health and social services has been designed and a proposal paper to the Damp and Mould Taskforce Board with further engagement with partners to refine the process.
- 2.9. Members training on the programme has been scheduled, see sub-section 3.4.2 for more detailed.
- 2.10. Remote monitoring sensors, that measure humidity, temperature and air quality, are being piloted on various estates.
- 2.11. As per the previous update to Housing Scrutiny Committee new and existing policies and procedures relating to damp, condensation and mould service activity are being created or amended based on evidence-led learning to improve service delivery and joint working. These are due to be completed in the upcoming months and will go through the relevant governance processes.
- 2.12. In June there will be a meeting with University College London to discuss a research project to inform the services we deliver in relation to damp, condensation and mould. This will be an academic input and review of damp techniques and processes to ensure the most up to date and rigorous systems are adopted. Reusing Net Zero Carbon data to prepare funding/investment bids targeting damp and Net Zero Carbon.
- 2.13. Islington Council’s Homes and Neighbourhoods service aims to be the best Housing service in England within the next three years. The service will ensure everyone

deserves a quality home that provides them with the opportunity to live a better life, and our purpose is to provide homes and neighbourhoods everyone can be proud of. We'll do this by delivering safe, high-quality homes, and support for all our residents. This will be achieved by working in partnership with all agencies to meet this ambition. The strategic approach of the service will ensure residents are always placed at the heart of our service, as we strive to make the best use of our resources.

- 2.14. Establishment of the Tenant Empowerment framework continues. The proposed framework structure (appendix 1) is in the process of consultation with leads.
- 2.15. The council is piloting the Regulator of Social Housing new Inspection Framework to help further improve our services to our residents. The findings of this work will provide the council with an action plan to deliver further improvements.
- 2.16. We recently commissioned Housing Quality Network (HQN) to conduct a complaints benchmarking exercise, to carry out a survey of HQN's member organisations to understand whether the level of complaints we receive related to housing is consistent with other organisations, especially those of a comparable size and/or similar location. HQN also set out to understand whether there may be any correlation (in terms of percentages) between stock numbers, repairs volumes and complaints. For local authorities, in particular, we further sought to understand whether there may be a correlation between complaints received and numbers on the housing register, numbers of homelessness approaches and numbers in temporary accommodation.

HQN received 25 responses, including that from Islington. Those who responded included 8 Local Authorities, 2 Arm's Length Management Organisations (ALMO) and 15 Housing Associations from across England and Wales.

HQN concluded:

"It is clear that, while the London Borough of Islington receives a high level of complaints and has also received a significant number of maladministration findings from the Housing Ombudsman, when compared with the respondents to HQN's survey, it is not an outlier in terms of "performance".

In fact, in some respects it is arguably performing better than similar organisations, who took part in the survey. We expect to see lower levels of satisfaction within London-based providers, and perhaps also higher proportions of complaints.

This is borne out, to a degree, by our survey findings. However, it is also notable that LBI generally compares well with the other London-based providers who took part in the survey. We see a similar pattern in when LBI is compared with other landlords with significant numbers of homes. So, while LBI receives a higher proportion of complaints than the average for London-based providers, a lot fewer of the complaints escalate beyond stage 1 of the process. This may (though this is not a definitive finding) indicate effective complaint resolution process.

It is also clear from the survey that LBI receives fewer complaints when compared to repairs volume than similarly large providers. Clearly LBI does not get its complaints resolution right all the time and has received a number of maladministration findings from the Housing Ombudsman, so there is always room for improvement. However, again, LBI is not an outlier in this respect and among the respondents to the survey, there were organisations, which had received more maladministration findings.

While LBI should continue its efforts to reduce complaints levels, and resolve complaints that are made to the complainants' satisfaction, LBI can be encouraged by the findings of this survey."

3. Focussed update

3.1. Urgent response

3.1.1. As outlined in the revised Update Report on our damp, condensation and mould programme presented to Housing Scrutiny Committee on the 9th May 2023, there are 1,845 households who have either expressed that they do not want to engage, or we have not been able to make contact, there will be a phase two of contact. This is still being designed and will take into consideration information from health and social care colleagues.

3.1.2. The breakdown of the data shared with us from social services, of the 3,471 households that had reported damp and mould from January 2020 – December 2022, there are:

- 162 households (186 service users) known to Adult Social Care (ASC)
- 154 households (292 children or young people) known to Children Social Services (CSS)
- Total of 310 households are known to either ASC and/or CSS.
- 6 households are known to both ASC and CSS.

3.1.3. Public Health are supporting our deeper understanding of demographics and disproportionality.

3.2. Tenancy and Property Audit/visit

3.2.1. The pilot started 2nd March 2023 and concluded 19th April 2023.

3.2.2. Halton Mansions estate was chosen to be the pilot because of a variety known historic issues with stock condition and tenancy related issues, the size of the estate to make this a viable pilot and recent councillor casework enquiries.

- 3.2.3. In the initial stages of the pilot only one housing officer was conducting the visits, on average the housing officer was carrying out 8 visits per day which averaged 30 – 40mins per visit. However, very quickly it was apparent the officer lacked time and workload capacity to conduct this number of visits. We had to involve more housing officers who conducted over 159 visits during the pilot.
- 3.2.4. Following the visits, the captured information has been analysed and we identified the following trends and issues raised by residents. We recognise that the issues raised by tenants of Halton Mansions may differ from other locations in the borough due to the type and condition of stock, location, landscaping and greenery surroundings, availability of parking and other locally related issues.
- Communal heating times
 - Poor quality of windows - damp and mould around the windows
 - Rehousing issues – where residents did not feel they are living in suitable accommodation for their needs
 - Heating and hot water complaints
 - Parking issues within the estate
 - Tree issues
 - Anti-social behaviour
 - Guttering issues
- 3.2.5. There are 152 properties, with 110 tenanted properties and nine blocks. Approximately 60 tenanted households completed the form during the period of time of the pilot and with appointments booked for visits in the following weeks, due to tenants receiving a letter and arranging a suitable time.
- 3.2.6. Some of the data we captured following the visits are as follows: 15 reported they have never been previously inspected, 6 reported they needs aids and adaptations, 22 reported damp & Mould, 28 reported other property issues conditions, 7 reported they have not been previously inspected but has damp and mould, 18 reported visible damp and mould and has other property issues, 3 did not have a working smoke alarms, 11 reported anti-social behaviour, 9 reported they are experiencing financial challenges, 6 currently receives support from supporting agencies, 7 reported additional support needs, 34 registered with the GP, 4 are carers for someone else within the household, 1 household had care assessment need carried out.
- 3.2.7. Feedback from tenant's who we completed the visit with, were happy to receive a visit because they appreciated that we had taken the service to them and listened to their concerns. It allowed residents to speak to us and connect with their housing officer. During these conversations, some tenants outlined currently they have no point of contact within the council and cannot contact anyone to deal with their concerns. They felt they were being passed from one person to another and could not get actions addressed.

3.2.8. On the occasions the officers did not gain access to conduct the visit we created a letter/ calling card to explain the reasons why we are visiting, and the tenant was encouraged to re-book the visit. This is understandable because majority of the residents were working when visits were conducted during times between 9am to 5pm.

3.2.9. We included a section to record demographic data. Tenants were very forthcoming in sharing this data and when they were not, we were ok to note this down.

3.2.10. The full report of the findings from this pilot, including recommendations, was presented to the Housing Management Team on Tuesday 23rd May. To improve our evidence-base for this programme we will conduct more research/further pilots, this will provide us with a better representational understanding of differences with areas, identify different trends and feedback from tenants.

3.3. Key Performance Indicators (KPIs)

3.3.1. Table 1:

Damp and Mould Key Performance Indicator Proposal
1. Number of damp and mould cases reported every month
2. Remediation actions within timescale
3. Breakdown of cases by Cause (Tenancy Support, Repairs, Improvement, Fuel Poverty, overcrowding)
4. Number of repeat damp and mould cases
5. Number of stage 1 and 2 complaints
6. Equalities – indicator might change depending on deep dive analysis
Demographics: Number of damp and mould cases by ethnicity
Vulnerabilities: Number of damp and mould properties with adult social care or children social care residents

3.4. Training

3.4.1. Table 2: Housing Property Services officers

Course	Course details	Attendees	Number trained	Number pending
Damp & Mould awareness CPD	Identification/location/types/spread/leaks/condensation/ health impacts/not blaming residents	Housing Direct & Customer Service	26	29
Condensation, damp & mould Causes, Cures and the courts	Damp: Condensation, damp and mould – causes, cures and the courts Housing Quality Network (hqnetwork.co.uk)	Void Surveyors Chargehands	5	6
Storage Heater refresher	Maintenance issues including managing heating controls	Electricians	15	
Diagnostic Approach to Understanding Condensation and Mould	Online Training A Diagnostic Approach to Understanding Condensation and Mould	Diagnostic & Legal Disrepair Surveyors	1	10
Damp & Mould awareness CPD	Identification/location/types/spread/leaks/condensation/ health impacts/not blaming residents	Diagnostic & Legal Disrepair Surveyors	9	
Damp & Mould awareness CPD	Identification/location/types/spread/leaks/condensation/ health impacts/not blaming residents	Chargehands, Gas engineers, Roofers	7	10
Damp & Mould awareness TBT	Identification/location/types/spread/leaks/condensation/ health impacts/not blaming residents	Painter & Decorators	22	4
Refresher on extractor fans	Update on product changes/heat recovery/check data on usage/trickle speed	Electricians		15
Damp & Mould	Building defects and your health. In depth analysis of causes of damp & mould and how to how to manage. Targeted at Surveyors & Managers	Surveyors, Team Leaders & Gas team managers	12	22
Customer Care training	In the light of D&M, look at what is quality service, impact of poor service, LBI expectations of staff. Quality conversations,	All staff in contact with residents	75	79

Course	Course details	Attendees	Number trained	Number pending
	understanding impact of behaviour			
HHSRS	https://www.nutsandboltstraining.co.uk/hhsrs-inspection-assessment/	Surveyors	18	

3.4.2. Council Members training will be delivered on 26th June and 4th July 2023. Which will include:

- Defining Damp and Mould
- What is damp
- Mould and the health risks
- The risks in our properties
- The Law
- The process
- Your role and how you can help
- Challenges and costs

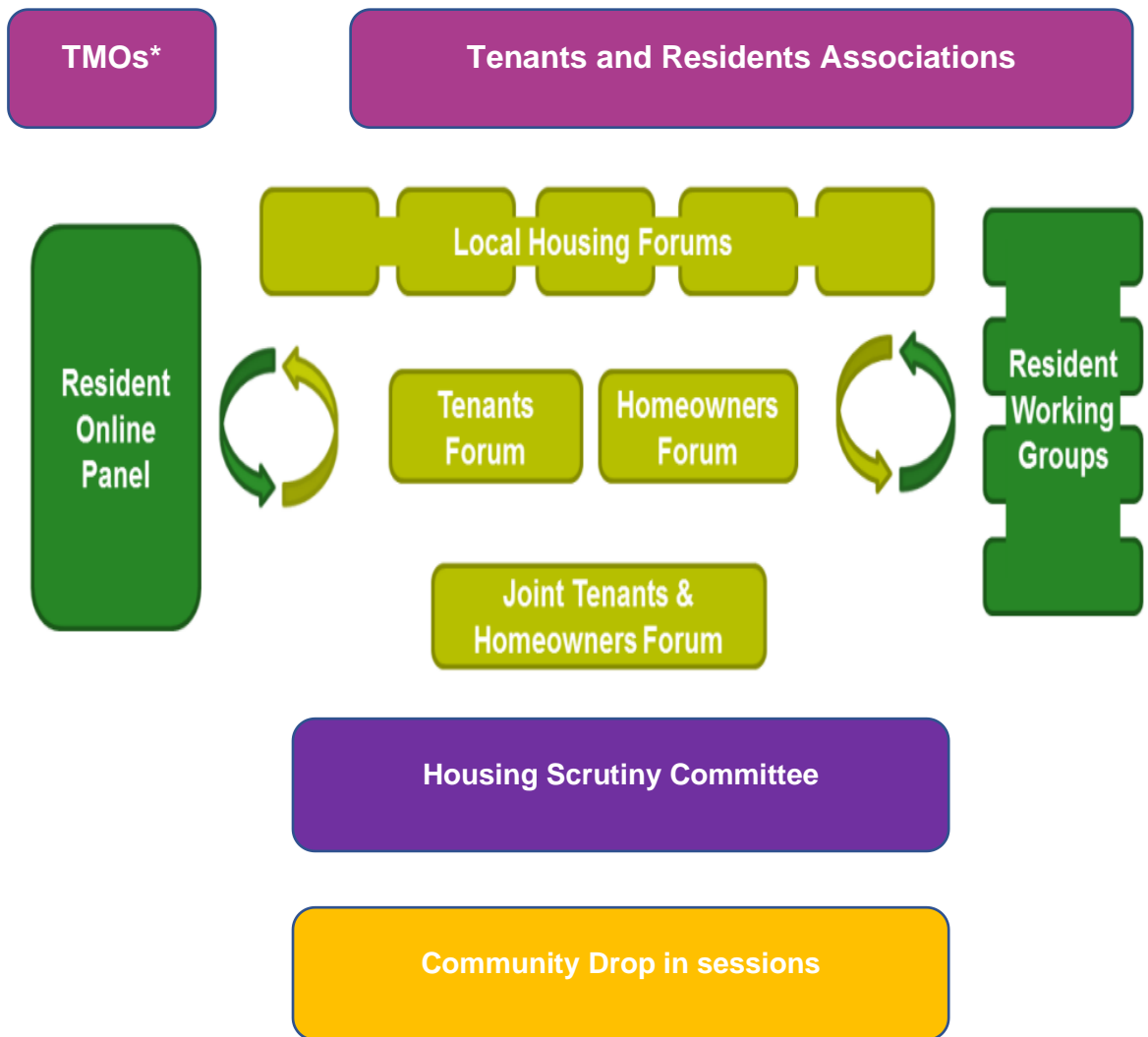
3.5. Housing Ombudsman

3.5.1. A list of cases within scope of the Housing Ombudsman's special investigation has been shared with Housing Leads.

3.5.2. Meetings have been scheduled with the lead investigator over the next couple of months.

4. Appendix

Appendix 1. Draft Tenant Empowerment Framework



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Islington Broadband

Update on programme delivery

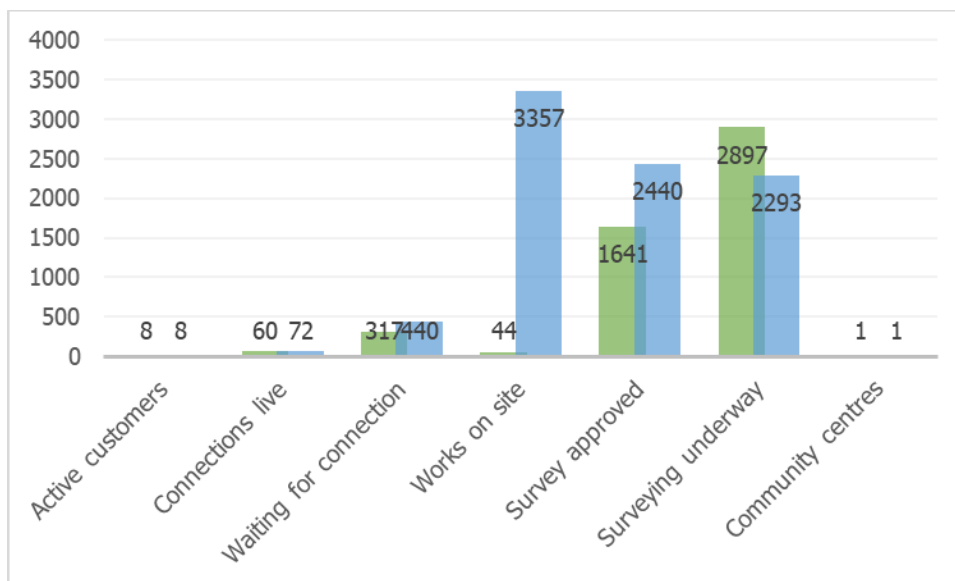
Currently there are 67 active sites in the programme across the borough with 440 units ready to go live once the operators have completed their network builds.

Community Fibre and Hyperoptic

We continue to work in partnership with Community Fibre and Hyperoptic. Figure 1 shows progress from the last update in April and Appendix 1 attached overleaf provides further detail on connection status by ward.

With a good volume of survey approvals now completed by the delivery team, works on site are gathering pace. The team continue to complete approvals and meet regularly with both operators. Installation works on the Andover Estate are being co-ordinated with the programmed works to take advantage of the scaffolding already in place and minimise disruption for residents – Noll, Docura and Dibdin should all be cabled within 8 weeks.

Figure 1: Total number of units at each stage of the installation process in April and May



G-Network

Clarification and agreement have been reached on points raised by G-Network on the matter of the wayleave. Operational meetings have resumed, and G-Network have indicated that they will sign and return the wayleave imminently.

BT Openreach

No further communications have been received from BT Openreach.

Appendix 1: Islington Broadband connection status, April 2023

Live connections available / Works on site / Survey approved / Survey scheduled / underway

Ward	Block	Postcode	Notes
Arsenal	DEEPDALE	N4 2EH	No installation timetable received
Arsenal	TAWNEY COURT	N5 1AS	No installation timetable provided
Arsenal	VAUDEVILLE COURT	N4 2QG	No installation timetable provided
Bunhill	CYRUS HOUSE	EC1V 0BU	No installation timetable provided
Bunhill	KESTREL HOUSE	EC1V 8EL	106 live end June
Bunhill	PEREGRINE HOUSE	EC1V 7PR	211 live end June
Bunhill	LAGONIER HOUSE	EC1V 3TJ	Works on site end June
Bunhill	PERCIVAL ST ESTATE	EC1V 0AG	Works on site end June
Bunhill	PLEYDELL ESTATE	EC1V 3SN	Works on site end June
Bunhill	REDBRICK ESTATE	EC1V 3QL	Works on site end June
Bunhill	THE TRIANGLE	EC1V 0AR	Hyperoptic Phase 1
Bunhill	WENLAKE ESTATE	EC1V 3PX	No installation timetable provided
Bunhill	CHADWORTH HOUSE	EC1V 3RQ	No installation timetable provided
Bunhill	GAMBIER ESTATE	EC1V 8EH	115 live end June
Bunhill	ST LUKES ESTATE	EC1V 3SR	Hyperoptic Phase 1
Bunhill	STAFFORD CRIPPS	EC1V 9ES	No installation timetable provided
Bunhill	FARRIERS HOUSE	EC1Y 8TD	No installation timetable provided
Bunhill	COLTASH COURT	EC1V 8TD	No installation timetable provided
Bunhill	BANNER ESTATE	EC1Y 8NQ	No installation timetable provided
Clerkenwell	ALBEMARLE MANSIONS	EC1V 4JB	No installation timetable provided
Finsbury Park	ANDOVER ESTATE - Noll House - Docura House - Didbin House	N7 NRD	8 week installation timeframe
Laycock	BARRATT HOUSE ESTATE	N1 2AH	22 live connections

St Peter's and Canalside	FALCON COURT	N1 8EY	No installation timetable provided
St Peter's and Canalside	LANGDON COURT	EC1V 1LH	No installation timetable provided
St Peter's and Canalside	KINGS SQUARE	EC1V 8BA	All blocks except Eva Martin approved
St Peter's and Canalside	JESSOP COURT	N1 8LG	Survey pack needs review
St Peter's and Canalside	BOREAS WALK	N1 8DX	No installation timetable provided
St Peter's and Canalside	CLUSE COURT	EC1V 3RB	Liaising with new build
St Peter's and Canalside	COLINSDALE	N1 8DZ	No installation timetable provided
St Mary's and St James'	PLEASANT PLACE ESTATE - Tufnell - Tiverton - Brookfield - Fowler - Dawlish - Arundel	N1 2BS	Installation should commence shortly
St Mary's and St James'	DEVONSHIRE HOUSE	N1 2BE	Hyperoptic Phase 1
St Mary's and St James'	BAMPTON HOUSE	N1 2BP	Hyperoptic Phase 1
St Mary's and St James'	CARLETON HOUSE	N1 2BQ	Hyperoptic Phase 1
St Mary's and St James'	SPRIGGS HOUSE ESTATE	N1 2AJ	38 live connections
St Mary's and St James'	TYNDALE MANSIONS ESTATE	N1 2XG	Survey pack needs review
St Mary's and St James'	HIGHBURY MANSIONS ESTATE	N1 2XF	Commence cabling shortly
St Mary's and St James'	HAWES STREET	N1 2UU	Hyperoptic Phase 1
St Mary's and St James'	273 UPPER STREET	N1 2UA	No installation timetable provided
St Mary's and St James'	WAKELIN HOUSE ESTATE	N1 2EF	Close to completion
St Mary's and St James'	SEBBON STREET	N1 2EH	Hyperoptic Phase 1
St Mary's and St James'	HALTON ROAD	N1 2EN	Hyperoptic Phase 1
St Mary's and St James'	HALTON MANSIONS	N1 2BX	Cabling complete
St Mary's and St James'	HUME COURT	N1 2EQ	Hyperoptic Phase 1
St Mary's and St James'	ASTEYS ROW	N1 2DA	Hyperoptic Phase 1
St Mary's and St James'	BARING COURT	N1 3DR	No connection timetable provided
St Mary's and St James'	CUMMING ESTATE	N1 8QA	No connection timetable provided
St Mary's and St James'	SHEPPERTON ROAD	N1 3DH	The survey includes listed buildings which require permission
St Mary's and St James'	ARBON COURT	N1 7AP	No connection timetable provided

Finsbury Park	HOOD COURT	N7 6QS	No installation timetable provided
Holloway	CAMDEN ESTATE	N7 9PZ	No installation timetable provided
Hillrise	HILLRISE MANSIONS ESTATE	N19 3PU	Cabbling started on 1 May
Hillrise	HILLRISE ESTATE	N19 3UX	No installation timetable provided
Hillrise	HIGHCROFT ESTATE	N19 3AH	Waltersville Road has been approved
Hillrise	HORNSEY RISE ESTATE	N19 3DU	No installation timetable provided
Hillrise	NEW ORLEANS ESTATE	N19 3UE	No installation timetable provided
Hillrise	REDWOOD COURT	N19 3SN	No installation timetable provided
Hillrise	LEYDEN MANSIONS ESTATE	N19 3AW	No installation timetable provided
Hillrise	ELTHORNE ESTATE	N19 4AF	No installation timetable provided
Tufnell Park	HOLBROOKE COURT ESTATE	N7 0BF	No installation timetable provided
Tufnell Park	TUFNELL PARK ESTATE	N7 0PG	Cabbling at present
Tufnell Park	TANSLEY CLO ESTATE	N7 0HP	No installation timetable provided
Tufnell Park	BRECKNOCK MANSIONS ESTATE	N19 5AS	No installation timetable provided
Tufnell Park	WILFRED FIENBURGH COURT	N7 0EX	33 connections available when network is live
Tufnell Park	DAREN COURT	N7 0EN	90 connections available when network is live
Tufnell Park	HILLDROP ESTATE	N7 0QT	No installation timetable provided
Tollington	HOLLY PARK ESTATE	N4 4BW	Technical considerations underway

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HOUSING SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

(DRAFT)

6 JUNE 2023

- 1) Main Scrutiny Review 2022/23: Strategic Review of Overcrowding in Islington – Housing Associations.
- 2) Damp and Mould - Office update
- 3) Work Programme 2023/24 and Potential Scrutiny Topics

17 JULY 2023

- 1) Main Scrutiny Review 2022/23 – witness evidence – Resident feedback
- 2) Main Scrutiny Review 2023/24 – SID and presentation - witness evidence
- 3) Work Programme 2023/24

25 SEPTEMBER 2023

- 1) Main Scrutiny Review 2022/23: Strategic Review of Overcrowding in Islington - Draft Recommendations
- 2) Main Scrutiny Review 2023/24 - Topic to be agreed at
- 3) Quarterly Review of Housing Performance (Q1 2023/24)
- 4) Housing Association Scrutiny (Housing Association Tbc)
- 5) Work Programme 2023/24

7 NOVEMBER 2023

- 1) Strategic Review of Overcrowding in Islington - Draft Recommendations
- 2) Main Scrutiny Review 2023/24: – Officer update
- 3) Work Programme 2023/24

8 JANUARY 2024

- 1) Main Scrutiny Review: Strategic Review of Overcrowding in Islington – Draft Recommendations
- 2) Quarterly Review of Housing Performance (Q2 2023/24)
- 3) Work Programme 2023/24

6 FEBRUARY 2024

- 1) Major Scrutiny Review: Strategic Review of Overcrowding in Islington -Draft Recommendations and Report
- 2) Work Programme 2023/24

18 APRIL 2024

- 1) Major Scrutiny Review: Strategic Review of Overcrowding in Islington - Final Report
- 2) Quarterly Review of Housing Performance (Q3 2023/24)
- 3) Work Programme 2023/24

13 MAY 2024

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

20 JUNE 2024 (provisional subject to Annual Council in May 2024)

- 1) Draft Work Programme 2024/25