
AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Council Chamber, Town Hall, Upper Street, N1 2UD on, **17 July 2023 at 7.30 pm.**

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Despatched : 7 July 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

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

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

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

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

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

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences - Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

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

4. Minutes of Previous Meeting
5. Chair's Report
6. External Attendees (if any)

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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.

B. Items for Decision/Discussion	Page
1. Major Scrutiny Review 2023/24 : New Homes Build in Islington - To agree Scrutiny Initiation Document	11 - 12
2. Major Scrutiny Review 2022/23 : Strategic Review of Overcrowding in Islington - Draft Recommendations	13 - 38
3. Damp, Condensation and Mould - Officer update	39 - 44
4. Rough Sleeping Data Analysis	45 - 96
5. Council's benchmarking of the Tenant Satisfaction Measures and Pilot Regulator of Social Housing work inspection framework	97 - 116
6. Islington Broadband - Update on Programme Delivery	117 - 128
7. Work Programme 2023/24	129 - 130

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 25 September 2023

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London Borough of Islington

Housing Scrutiny Committee - 6 June 2023

Minutes of the meeting of the Housing Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 6 June 2023 at 7.30 pm.

Present: **Councillors:** Jackson (Chair), Cinko-Oner (Vice-Chair), Graham, Bossman-Quarshie, O'Sullivan, Gilgunn, Ozdemir and Jegorovas-Armstrong

Councillor Jason Jackson in the Chair

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

There were no apologies for absence.

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

There were no declarations of substitute members.

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

No member declared any interest however Rose Marie-McDonald, PFI tenant representative declared that she is a trustee of Campaign for Holloway.

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

RESOLVED:

That the minutes of the meeting held on 9 May 2023 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

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

The Chair informed the meeting that since the last meeting he has met Peabody representatives regarding the issue of the recent fire safety regulations and its impact on the provision of social housing.

6 **MEMBERSHIP , TERMS OF REFERENCE AND DATES OF MEETINGS (Item 6)**

The Chair informed the meeting that although membership was agreed at Annual Council on 11 May 2023, there is an error in membership as published in Appendix 1 of the report, however noting that this has been amended on the online version.

Councillor Gilgunn to be included as a member of the committee and Councillor Jegorovas-Armstrong replaces Cllr Hamdache.

7 **EXTERNAL ATTENDEES (IF ANY) (Item 7)**

None

8 **ORDER OF BUSINESS (Item 8)**

The order of business would be as per the agenda.

9 **PUBLIC QUESTIONS (Item 9)**

10 **EXTERNAL ATTENDEES (IF ANY) (Item 10)**

11 **MAJOR SCRUTINY REVIEW: STRATEGIC REVIEW OF OVERCROWDING IN ISLINGTON - WITNESS EVIDENCE (HOUSING ASSOCIATIONS IN ISLINGTON) (Item B1)**

The Chair informed the meeting that committee will be receiving 3 presentations from 3 of Islington's Housing Associations as part of the Committee's review into the Overcrowding and their performance issues.

Committee received a presentation from Ruth Davison, Chief Executive, Islington and Shoreditch Housing Association about its work, challenges and future plans as a landlord in the borough.

The following points were highlighted:

- Islington and Shoreditch Housing Association (ISHA) is committed to building homes of high quality where everyone irrespective of their background has the opportunity to reach their potential and enjoy a good quality of life.
- ISHA has developed many homes in the borough in partnership with developers and with Islington Council , which enabled ISHA to build 60 homes - 100 percent of which were social rent or shared ownership.
- Meeting was informed that half of ISHA homes have been built in the last 20 years and it continues to look for opportunities to grow and to build more houses.
- Chief Executive informed members that in its pursuit to build and help others to build homes ISHA established the North River Alliance(NRA) 15 years ago, a development consortium of 11 small housing associations where both expertise and resources are shared and has over the years delivered 3,500 homes.
- Meeting was advised that ISHA continues to strive to be a good landlord, does not have starter tenancies; is committed to life tenancies; new homes and all re-lets are provided at social rents and importantly it does not carry out affordability checks for social rented homes. In addition, homes are built with great space and high environmental standards.
- ISHA continues to invest in stock and repairs and have been able to set new standards, which was co-created with residents at 'action days'.
On the consultations held at St Mary's Path estate, Ruth Davison reminded members that on taking office, she made commitments that secure and assured tenants had the right to remain; that there would be no loss of social homes and no increase in rents for its residents.
Ruth Davison informed the meeting that following the consultation ISHA has abided by the majority view and would not be demolishing any of the buildings on the estate, nor carrying out the refurbishment as consulted

upon. It will now form a task and finish group to reach agreement on the scope of works.

- ISHA prides itself as being anchored in the community it serves, it remains the first housing authority to become a London Living Wage employer which is also applied to contractors that carry out work on behalf of the organisation.
- In response to overcrowding concerns in households, Ruth Davison informed the meeting that due to lack of capacity ISHA is unable to address this but continues to work in conjunction with Islington's Housing Needs Manager by signposting its residents to available support. Members were informed that a piece of work being carried out in conjunction with other housing associations to find suitable accommodation for tenants interested in downsizing will help alleviate the overcrowding issues in the borough.
- In response to a question about rents, meeting was advised that tenants pay affordable social rents and only increased by 7%, that ISHA has not made profit as it intends to ensure rents are affordable.
- In terms of community engagement and consultation, the meeting was advised that efforts are made to ensure participation of its residents and provides transport for vulnerable residents to such meetings.
- Meeting was advised that ISHA mission is to co-create homes and communities where everyone can flourish, that in its delivery of its strategic plan, it is important that safety is paramount and it aims to ensure there is service satisfaction by being a consistent and quality landlord.
- In terms of security and growth, the Director informed the meeting that it sets resident on a good footing ISHA homes as standard are let with carpets/laminates and curtains and decorated and that a 'New let' package is available to downsizers, along with cash payment and removal costs so as to free homes for those households experiencing overcrowding.
- ISHA have no intention to evict, noting that despite the pandemic it continued to house its people as it recognises the challenges of tenants.
- Of the 800 homes in Islington, 640 are for the lowest social rents and there is no affordability checks. It was noted that ISHA is a London living wage employer.
- In terms of supply of homes, meeting was reminded of the acute shortage of social homes and that ISHA continues to play its part in building homes that it has built 60% of social homes in the last 20 years
- In terms of sustainability, meeting was advised of the Social Housing Decarbonisation Fund, that £2.4million was available for a consortium of 11 small HAs, including others in Islington.
- Meeting was advised that further investment will be required with the Newcombe Estate with its 36 homes (all 1 bed and bedsits built) in the 1950's to ensure it meets sustainability targets.
- The director acknowledged that more than £1m extra will be required for the past 3 years, noting the £3m St Mary's Path is planned for this year.
- With regards to damp and mould issues, ISHA has employed the services of a third party contractor to undertake a survey of 1/3 of all its stock last year and the rest will be completed this year, that so far only One significant damp and mould problem so far.

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- In terms of challenges experienced by ISHA, meeting was advised that funding for building safety is unavailable as social landlords receive no funding to make buildings safe where the residents are social renters and will cost £14m to replace cladding.
- Other notable challenges is the need to invest more in stock especially in light of financial constraints; sustainability and planning constraints; inflation in materials and labour; constraints on income and anti-social behaviour.
- In response to questions about overcrowding, the Chief Executive acknowledged the difficulty due to shortage of larger dwellings, that ISHA is planning to have a 'House Swap' day where both under occupiers and households experiencing overcrowding will be invited with a view that ISHA officers will be able to facilitate mutual exchange. Outcomes can be shared with committee after the experiment has been concluded. Also meeting was informed of an initiative which was mooted some time ago by the Islington Housing Group working together to identify the most overcrowded family to see if a task group could facilitate this, that this initiative might need to be revisited.
- On incentives such as providing fittings such as carpets and curtains, the meeting was advised that the cost were not recovered back from the tenants as ISHA view this as standard provision.
- ISHA owns all its housing stock and reports of a 30% turnover is not true as rents are kept at social rent, that investment in the housing stock key and that in comparison to other benchmarking group, ISHA is first.
- On tenant engagement, meeting was advised that residents participate on tender panels so they tend to know one another. Also recently ISHA is running a community involvement pilot programme which is being written up, the aim of which is to bring people together, details of which can be shared with the committee when published.
- With regards the £3m investment for St Mary's Path, the Chief Executive acknowledged that although this to a certain extent involved works on addressing damp and mould, it should be noted that historically there were issues and although Board recommended it to be demolished, following consultation residents overwhelming voted against it being demolished. The investment was primarily for retrofitting the dwellings,
- On the issue of service charges, meeting was advised that charges have gone up for leaseholders and this is recoverable however for tenants a proportion of the service charge is recoverable, details which can be provided for members after clarification.
- With regards lack of funding to address fire safety concerns, ie the removal of cladding, the Chief Executive reassured Committee that it intends to submit a representation to a House of Commons Select Committee looking into this issue.
- On the proportion of overcrowded households even with the incentives being offered, meeting was informed that data is not available at this moment.
- On the proportion of first time repairs completed within 24hrs, meeting was informed that this is captured in its Tenancy Satisfaction Measures a requirement of all RSL's and can be shared with Committee.

The Chair thanked Ruth Davison for her presentation and that data requested by the Committee can be sent to either the clerk or the Chair.

The Committee received a presentation from Catherine Kyne, Regional Director of Clarion Housing on its work as a landlord in the borough.

The following points were highlighted:

- Clarion has 3,804 units in Islington in wards such as Finsbury Park, Holloway, St Georges and St Mary's offering a range of tenures.
- In terms of resident engagement, the Regional Director informed the meeting that tenants are included in void inspection visits to ensure that these units meet high standard for future tenants that will occupy the units. Another area that tenants are involved in is drafting the new letting pack by making it informative and signposting new occupiers to the available sources in their area such as doctors surgeries, council offices etc.
- In terms of challenges, meeting was informed that Clarion is addressing Street Homeless, installing door entry systems in its property to protect residents, addressing ASB and Vandalism, cost of living rises, tenancy sustainment, damp and mould issues, unemployment, Overcrowding and the decanting process for residents when complex repairs is to be carried out.
- Meeting was advised that Clarion has put in place a dedicated Tenancy Specialist Team, an increase in its Planned Investment, Closure Orders, Secured by Design Replacements, a £166k financial support for residents which has prevented 125 evictions and is presently supporting 176 households with money advice and energy costs. In addition 28 Islington residents have gained employment via Clarions Employment & Training programmes.
- It was noted that currently there are 575 live repairs which represents 14% of North London repairs and is managed by Clarion's Internal Complex works team. Also presently there are 69 Legal disrepair cases and that it should be noted that resident satisfaction with Clarion on various aspects of delivery with its residents is currently about 88.4%
- In terms of damp and mould, there are 70 operatives involved nationally with 13 surveyors, 3 of which are based in the North London, that with the reported 102 cases with contractors, 28 cases are with the LCDM surveyor to assess root cause.
- Meeting was also advised of Clarions Property MOTs, which has piloted across North London over a period, that 225 MOTs have been completed in region, that there is a MOT target to complete 50 per week nationally.
- With regard to building Safety, the Director advised that there are no overdue cases regarding fire risk assessments, that currently 96.2% compliant for NL 3 HRB in LBI.
- Meeting was informed that external wall system inspections is being prioritised, that the planned Investment for 2022/23 of £7.1m investment of which £3.9m was for windows. In 2023/24, £14.8m planned investment of which £6.1m on windows as part of Clarions LCDM programme.

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- In terms of building safety, meeting was advised that fire assessment have been carried out on all their buildings, that there is no overdue cases so 96.2% compliant for its 3 high rise buildings in Islington and that it is prioritised for external wall system inspections.
- In 2022/23 £7.1m was invested of which £3.9m involved window replacement, in 2023/24 £14.8m investment is planned, £6.1m on windows as part of Clarion's Leaks, Condensation, Damp and Mould programme (LCDM).
- Meeting was advised that a number of challenges include, having large volumes of converted street unit, planning requirements around conservation areas and parking and logistics.
- In terms of Stakeholder Engagement and Collaboration, meeting was advised of the quarterly Executive group meeting to discuss housing strategy; that there is a dedicated email address for member enquiries; meetings are scheduled to discuss complex cases and agree resolutions; R&M staff meet with the EHO to discuss cases and potential orders; regular safeguarding review meetings with multiple partners; Regular communication with senior leaders on complex and major incidents.
- Meeting was advised that recently Clarion Commitments which include providing services which will be easy to access and respond promptly to resident enquiries, willing to listen, keep you informed, and treat you fairly and with has been refreshed, that Clarion aims to keep their properties well maintained and maintaining the building safety.
- In response to the fire incident at Cope House in Bunhill ward and Clarions attitude to the vulnerable residents on issues such as drug dealing and anti-social activities, the Regional Director acknowledged that specialist teams are in place to deal with the anti-social activities, noting the involvement of the police and not much could be divulged or discussed in public. The Regional Director indicated that she is willing to meet the ward councillors after the meeting to provide more details. On the issue of the state of the building, the Director noted that there was no excuse on the delay in responding to the repairs.
- A member suggestion of ways of addressing anti- social activities in Cope House was for Clarion to include tenant participation or preferably elected representatives and not hand picked tenants was noted.
- With regards to Housing Ombudsman's recommendations around Clarion's customer service ineffectiveness, the regional director noted that although this was 6-8 years ago, all recommendations had been implemented.
- In terms of selling off properties, the Regional Director stated that following meetings with elected representatives on this issue she was not aware of any sales and that any historical sales would have been gone through the Group's optional appraisal system where each property would have been thoroughly assessed.
- In response to compensation claims, meeting was informed that Clarion has a Compensation Policy, that in the case of Cope House she could circulate details to ward councillors after the meeting. Also insurance claims details can be circulated to members if interested.

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- On whether there had been any reported fire incident similar to Cope House, the Director indicated that she was aware of only one but there were no safeguarding issue involved, however indicating that she will look into it and revert back to committee.
- With regard to downsizing, meeting was informed that resident feedback indicates that it is viewed as a complex issue, that families do not want to move out of the borough due to family and local ties, it can be very challenging however Clarion has in place a dedicated tenant liaison officer who works with interested resident and offer all the various options of either within or outside the borough.
- With regard to timescales for repairs, Clarion's Director of Surveying noted that for day-to-day repairs, the target is 28 days but with leaks, damp and mould, a range of targets exists depending on the level of repair which will have to be assessed either by a surveyor or officer.
- Meeting was advised that the reporting of any repairs can either be via online or by making a call to the contact centre.
- In response to a further invitation to a future meeting to clarify the issues raised, the Regional Director indicated that she was amiable to attending committee meetings or meet councillors informally to provide answers to issues raised going forward.

The Chair thanked the Regional Director for her presentation, noting the difficulty of not being able to provide answers to all the issues raised but welcoming her willingness to come back and respond with her team to some of the issues raised that the Committee would want to be seen as a critical friend as it is important that resident and councillors expectations are addressed .

Committee received a presentation from Tracy Packer, Managing Director for North East London, Peabody Housing Association on its management of overcrowding issues. The following points were highlighted:

- Peabody is one of the UK oldest housing associations with 5500 homes across Islington with the majority let at social rent.
- Peabody is dedicated to having a close relationship with its customers, and this is achieved with its locally based service delivery teams supported by colleagues across the organisation. It also aims to gain customer trust by simplifying its processes and always looking at new ways of working, thinking and behaving.
- Peabody is committed to addressing any damp and mould issues in homes as Peabody recognises how distressing this can be and will continue to work hard to put it right. Meeting was informed that a specialist team is in place to ensure that all residents have a warm, safe and dry home.
- On the issue of overcrowding, the Director advised that Peabody currently have 382 households who have applied to move and this is in context of other households who have a need to move due to medical/health needs, welfare and fleeing domestic violence etc and that support is available to

residents throughout the move process however due to the limited number of empty homes available, the wait to be rehoused can be lengthy.

- Meeting was advised that during the 2021/22, only 14 x larger homes became available in the borough (3/4 bed).
- In response to a question, meeting was informed that the number of lettings completed is driven by the availability of homes, that Peabody has completed 115 lettings in Islington in 2021/22, the majority of which are for 1 and 2 bed homes
- In addition to the above, meeting was advised that empty homes are let through working in partnership with LBI via nomination's agreement with the Council which receives 100% nomination rights of all 1st lets (new homes), 50% of studio/1bedroom relets and 75% of 2 bedroom or larger relets
- It is important to note that 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.
- In addressing overcrowding Peabody offers solutions and where impossible to rehouse a number of mitigating measures are available to lessen the impact of overcrowding especially as it is recognised that it has a detrimental impact on the welfare and well-being of residents.
- Households requesting a move whether in a priority band or not, are supported through the bidding process and where there is long wait times further support is provided. In the case of Mutual Exchange where advice and guidance is provided on the opportunities that a mutual exchange can bring and which will make it easier to engage with the process.
- In response to resident with barriers, meeting was advised that information is provided in multiple language, that 1-2-1 advice sessions is scheduled with experts in rehousing offering support in finding alternative accommodation through other tenures such as shared ownership, market rent and potential moves to areas with lower housing demand.
- All these possible options are customer led and dependent on customer requirements.
- Meeting was advised that over the years Peabody have developed mutually beneficial relationships with LBI and other housing providers and will continue to do so to find solutions that work for customers.
- Home visits are scheduled by Peabody officers to its residents offering space saving furniture to alleviate shared sleeping arrangements, offering advice on costs of living, and to manage energy costs.
- In summary meeting was advised that Peabody aims to use its housing stock in the most effective way to meet housing need, that it will continue to actively support those who are requesting for a move and if unable Peabody will find the option that will work best for them.
- It was reiterated that due to a lack of larger home, waiting times for a move can be lengthy, that Peabody we do all it can to alleviate the pressures whilst waiting.
- The Director noted that Peabody are considering a broad range of approaches to address this challenge and are open to all new ideas and partnership opportunities with LBI.

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- It was reiterated that due to a lack of larger home, waiting times for a move can be lengthy, that Peabody we do all it can to alleviate the pressures
- A suggestion for Peabody to consider the provision of homes on their built up estate by removing car parking and garages was noted, that Peabody is open to considering better use of open space but also the need to be aware of density issues.
- The Managing Director reminded the meeting that Peabody has not provided any homes for a long time and that the Parkhurst development represents the first big project in the borough and it will include 3-4 bedroom social housing which will help alleviate overcrowding.
- It was noted that these high-quality homes and are up to high safety standard, that the recent request to provide an extra stair case on buildings over a certain height have all been taken on board and that all efforts are being made to ensure that it will not result in the reduction of the number of social housing.
- Member reiterated welcome the issue of safety but noted that members will be against the reduction of the number of social housing.
- In response to a question of Peabody selling off street properties, the managing director advised that any decision to sell or dispose of any property within Peabody's portfolio is not taken lightly and each case is assessed in terms of its cost in restoring the property to a decent standard, cost of maintenance over a long period and the condition of the property.
- The Managing Director assured the meeting that selling of properties only occurs in very small instances, noting that over the next few years Peabody will be building new social housing on the Holloway site
- In response to a question on the request for an additional staircase at the Parkhurst Road development, the managing director stated that everything is being done in complying with the Mayor of London's request and that a new planning permission will not be required.
- The Chair thanked the Managing Director for her attendance and the presentation requesting that in persons involved in the Parkhurst development be available for further scrutiny around the issue of safety regulation and that he would be prepared to attend Peabody internal management where these issues can be discussed.
- In response, the managing director welcomed any invitation with Peabody Development colleagues who have been working on the project, that a forum can be established with the different stakeholders involved to discuss the issues.
- A request for the Peabody issue to be an item on the agenda at a future meeting considering that this large scale development , the largest in recent times in Islington which has promised to deliver 415 3 or bedroom homes will go a long way to address overcrowding will go a long way to assure residents that plans are not being altered to make provision for the stair case and thereby impacting social housing on the site was noted.
- The Chair reiterated that both himself and the Vice Chair would be interested in attending meetings with Peabody on this issue and that Peabody in the future would likely be invited to a committee meeting,

RESOLVED:

That the presentations be noted.

That the Chair and Vice chair explore either through an informal forum or committee meeting with Peabody representatives issues relating to the former Holloway Prison site highlighted above.

That officers liaise with ISHA and Clarion to obtain data relating to overcrowding, sale of street properties etc as noted above and circulate to members.

12 DAMP AND MOULD - OFFICER UPDATE (Item B2)

Due to time the Chair agreed to defer the item to the next meeting

13 ISLINGTON BROADBAND - UPDATE ON PROGRAMME DELIVERY (Item B3)

Due to time, the Chair agreed to defer the item to the next meeting

14 WORK PROGRAMME 2023 2024 (Item B4)

The Chair informed the meeting that following discussions with members a number of topics were suggested and it was agreed that in light of the ongoing challenges of supply of homes, the Committee should consider reviewing Council's New Build homes.

Meeting was advised that over the next few weeks, the Chair, Vice Chair will be meeting with Lead officers to scope the review which will be brought to the committee at the next meeting in July.

In response to a member suggestion for repairs to be included on the Committee's work programme, the Chair reminded the meeting of the recent review on this topic and that officers during the year bring an update report on the implementation of the recommendations.

RESOLVED:

That the main scrutiny topic for 2023/24 Municipal year will be New Build and that a Scrutiny Initiation Document be drafted ahead of the next meeting in July.

That Committee to receive a presentation on the topic at the next meeting

The meeting ended at 10.10 pm

CHAIR

SCRUTINY REVIEW INITIATION DOCUMENT (SID)
Review: New Build Homes – Performance to date and meeting future challenges
Scrutiny Review Committee: Housing Scrutiny Committee
Director leading the review: Jed Young – Acting Director of Homes & Neighbourhood
Lead Officers: <ul style="list-style-type: none"> • Stephen Nash – Interim AD New Build Development & Delivery • Alistair Gale – Interim AD New Build Programming, Design & Aftercare
Overall aim: Review of the new build programme to understand historic performance in comparison with other Local Authority (LA) developers and understand how the programme intends to adapt or mitigate against future challenges incl. lack of land supply, high development costs and fluctuating current and future economic climate.
Objectives of the review: <ul style="list-style-type: none"> • Evaluate historic performance - baseline data – quantity of new homes, how many sites, tenures, household sizes etc. • Review of partnership working activities undertaken with the aim of increasing supply of new homes • Compare performance with other LA housebuilders to measure performance • Identify any innovative practices undertaken which would improve the delivery of new homes • Review measures in place to meet current and potential future economic challenges, including alternative models of delivery • Assess effectiveness of lobbying activity to increase financial support and accessing potential sites • Review current communications, consultation, and engagement methods to assess effectiveness and ensure fit for purpose • Consider broader estate transformation opportunities to increase new housing supply and address issues in existing stock • Review design standards and technical specifications (space standards, sustainability, quality, maintainability) to ensure value for money, compliance and quality is achieved
How is the review to be carried out: <p><u>Scope of the review</u></p> <p>The review will be conducted in writing reports, taking evidence from external organisations, and analysing data to focus on:</p> <p>Types of evidence:</p> <ul style="list-style-type: none"> • Officer Presentation • Written evidence from officers • Performance data • Witness evidence from other developing boroughs (Camden and Hackney), housing associations operating a similar service (Newlon) and HA development partners (London Square and Mt Anvil) • Benchmarking with other developing boroughs

- Site visits

Additional Information:

To consider any useful comparators as part of a 12 month review if required.

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

The Housing Scrutiny Committee will also seek witness evidence from the following officers at the Housing Scrutiny meetings:

- Lydia Hajimichael – Finance Manager (Operations and Exchequer) David
- Nat Baker – Head of Development Management,
- Matt West – Asst Director - Housing Property Services
- David Hardiman – Asst Director Communications

Programme

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	17th July 2023
2. Draft Recommendations	Xxxx April 2024
3. Final Report	Xxxx May 2024



Homes and Neighbourhoods
Islington Council
222 Upper Street N1 1XR

Report of: Ian Swift, Director of Housing Operations

Meeting of: Housing Scrutiny Committee meeting

Date: 17th July 2023

Strategic Review of Overcrowding conducted by the Housing Scrutiny Committee during the 2022/2023 municipal year – Draft Recommendations

Summary:

This report outlines the draft recommendations from the Housing Scrutiny committee following an extensive strategic review of overcrowding in Islington over the last 14 months.

Recommendations:

- The Housing Scrutiny Committee is invited to comment on the attached draft recommendations and to critically challenge the service to ensure we meet the elected members ambition and aspiration to reduce overcrowding in Islington.
- The council consults with all partners to ensure the draft recommendations are owned by all partners in Islington
- The September 2023, Housing Scrutiny Committee considers and approves the recommendations following these consultations.

1. Introduction

1. The Housing Scrutiny Committee conducted an in depth strategic review of overcrowding in Islington and Appendix One to this report identifies the evidence considered during this extensive investigation.
2. Appendix Two to this report considers the draft recommendations for consideration by the Housing Scrutiny Committee in light of this evidence.
3. The Housing Operations service will consult all partners on the proposed recommendations to ensure these recommendations are imbedded into the work of all partners and provide the outcome of this consultation to the September 2023, Housing Scrutiny committee.

4. The Housing Operations service will also place these recommendations onto the Choice Based Lettings bidding web site and encourage comments from residents

5. Legal Implications

There are no known legal implications from this report.

6. Financial Implications

There are no known financial implications arising from this report.

DRAFT RECOMMENDATIONS

- 1- Housing Services to undertake a comprehensive Tenancy and welfare audit of all its housing stock with a view of identifying overcrowding, under occupiers, and victims of domestic abuse etc. this is currently being trialled in Halton Mansions
- 2- Committee recommend that Housing Services rigorously promote issues around existing incentives for under occupiers such as mutual exchanges, that financial incentives be reviewed, - The downsizing scheme to receive a comprehensive review and the outcome of this review to be reported to the September 2023, Housing Scrutiny Committee. The council will also conduct regular sessions/ briefings/community drop in sessions to promote downsizing and mutual exchanges to address overcrowding
- 3- Complete review of the housing allocation scheme by making sure we are addressing that needs as it is clear that there are thousands of people who are living in overcrowded accommodation but not on the housing register - what fits on the local estate or local community
- 4- Council should consider building larger 4-5 bedroom accommodation
- 5- Working with the GLA to try and develop /design a scheme that allows LA to access funds because at the moment it is possible to buy properties to accommodate people from Afghanistan and Ukraine but there is no grant that helps addressing overcrowding residents and rehousing them.
- 6- Adopt a communication plan across the council , ie children services -simple tips on how to address overcrowding
- 7- Committee should consider reviewing its tall building policy, maybe in the long term – not just building on existing top of roof tops
- 8- Increase in supply of 4 and 5 bedroom properties for families in need of larger homes using all means possible
- 9-Collaborating more with community groups
- 10- Explore alternative schemes – GLA, seaside and community home scheme for those over 55
- 11 - Council in its partnership with RSL's assist in identifying more voids /abandoned homes
- 12 - As statutory overcrowding is difficult to address, the Council lobby and liaise with GLA on redefining the Overcrowding standards as they are long overdue for a change.
- 13 - Council should address issues of language barriers as this may hinder under occupiers residents and especially those who do not engage in mutual swaps

14- In response to evidence from Islington law centre, indicated that Islington residents do not meet the councils adverse threshold to bid for larger properties. – Conduct detailed annual analysis for those accommodated through the Choice Based Lettings scheme and amend policies accordingly to ensure overcrowded households are rehoused as a equal proportion of those on the housing register.

15 When a void property which is a 3, 4 or 5 bedroom property these properties should be fast tracked through the voids process

16 Undertake right size moves on our estates to promote a series of chain lettings in order to increase lettings locally and reduce overcrowding.

17 During the community drop in sessions the council seeks the views of residents on how to improve services to people who are overcrowded or under-occupying properties and the council then produces policies and procedures in light of this feedback

18 the council empowers residents through the resident empowerment framework to help the council to develop new ways of working to address overcrowding.

19 The council designs a seamless service offer between Health, Adult Social Care, Housing, and Children's services to ensure we address overcrowding, damp and mould, education attainment and health improvements for people living in overcrowded households

20 The council develops data platforms across the council to capture an holistic approach to benefit residents who are overcrowded and this ensures services are developed using this data and empowering residents to influence the way we work.

PRESENTATIONS RECEIVED DURING THE REVIEW EXERCISE ON OVERCROWDING

Ramesh Logeswaran, Head of Housing Needs gave a presentation and the following points were highlighted:

- Overcrowding is categorised as a household needing one additional bedroom and severe overcrowding is when a household requires two or more additional bedrooms.
- Overcrowding needs to be tackled as it is associated with increased physical and mental health problems, poorer educational achievement by children, increased risk of infectious or respiratory diseases, increased risk of accidents and fires, reduced stature in children. It is also evident that poor diet and nutrition is higher in people living in overcrowded conditions which can have an impact on family life and relationships which in some instances lead to family breakdown and increased social tensions with neighbours.
- Overcrowding may be as a result of a number of factors including family size growth with additional children, other wider family members joining the existing household, guardianship orders and foster arrangements etc
- Housing Needs supports families in overcrowded households, providing advice on mutual exchanges as one of the best ways for tenants to alleviate their overcrowding irrespective of housing points awarded. Advice is provided on how to prevent damp and mould formation as well as support to rent storage space from the council and to manage energy costs.
- For severely overcrowded tenants, the service can arrange for the provision of space saving furniture to alleviate the effects of severe overcrowding, undertake home visits with tenants to signpost tenants to other services e.g. Social Care, Bright Spark, SHINE, Property Services (re repairs).
- Advice is also provided on bidding, local letting schemes and mutual exchanges
- The Service supports downsizers to move to create voids, in particular offer personalised service to support tenants who are typically vulnerable through the process of downsizing. This generally comprises advanced identification of properties and joint viewings with tenants.
- To promote downsizing, there is also support with financial incentives for each room 'released', support to access a decoration allowance, moving support, utilities re-connections etc.
- Mutual exchanges is a great way for residents to downsize, thereby releasing their larger home for a larger household. Housing Needs support tenants who wish to exchange properties with another social housing tenant and this is a joint exercise between Housing Needs and Homes and Communities.
- Within Housing Needs, officers advise residents on how to register online for the service and explain how tenants can entice others registered looking to move. There are also incentive provisions around decorative/white goods, what is referred to as 'works in occupation'
- In terms of performance, the meeting was advised that the Service was unable to meet its target of assisting both overcrowded families and under

occupiers move into appropriate or suitable housing, however it met its target for moving households into appropriate housing via mutual exchange.

- The demand for social housing is on the rise due to high rents in the private sector, 2922 households approached the council for advice during 2021/22 financial year.
- In June 2022, 907 households live in temporary accommodation, of which 472 households are living in private sector accommodation. As of April 2022, 15,402 households are on the housing register.
- In 2021/22 financial year, the council let 829 LBI (Islington Council) properties and 193 Housing Association properties totalling 1022 properties.
- Meeting was advised that in 2021/22, 30% of lettings were social housing tenants moving home, 36% to homeless households and 34% are to households on the Council waiting list.
- Members were informed of the budgetary pressures on the Housing General Fund with the result that the Service will need to significantly reduce the number of households in private sector temporary accommodation to below 300.
- With regards to the 39 Islington Council New builds in 2021/22, meeting was advised that 9(23%) allocated to downsizers, 8(21%) to tenants seeking a transfer from their existing homes, 11(28%) were for like for like transfers and not regarded as overcrowded and 11(28%) were let to applicants on the housing register.
- Meeting was advised that of the 28 Social housing transfers, multiple chain of moves were progressed leading to households in housing need being placed in suitable homes and this comprises of both overcrowded and severely overcrowded families, homeless families, downsizers, tenants with significant health and welfare issues, domestic abuse survivors, new generation scheme and care leavers.
- In the case of the 16 Housing Association new builds, 5 were let to waiting list cases, 8 were for overcrowded of which 2 were severely overcrowded, 1 for welfare/medical, 1 for medical/wheelchair need and 1 for downsizer.

Helena Stephenson, Islington's Head of Housing Partnership informed the meeting of the issues of overcrowding from the tenants perspective and they include :

- 1396 LBI Overcrowded tenants are registered for rehousing due to fire safety concerns, noise and anti-social behaviour complaints and other wellbeing and safeguarding issues. Another reason for seeking to move is related to damp and mould and additional 'wear and tear' repairs
- Meeting was advised that with regards to fire safety, there is a Fire Risk Assessment programme to address items left in communal areas and associated Fire Safety advice which promotes storage solutions.
- A suggestion to include as part of the review exercise community groups such as the Somali Welfare Centre was noted. Officers were advised to contact GLA about the Seaside and Community Homes Schemes which provides social housing for over 55's.

- The Director acknowledged that overcrowding is a national crisis and as the private sector is unable to meet high demand for housing there will always be instances of overcrowding in households and only building more homes will address this issue.
- On the issue of living rooms being designated as a bedroom, the Director noted that legislation dates back to 1950's and successive governments have not passed a new legislation.
- With regards abandoned properties, meeting was advised that the Council will have to investigate the circumstances first as in some cases tenants may be admitted to hospital temporarily or Nursing homes, after which the property can then placed into void status.
- On the issue of language being a barrier for tenants interested in mutual swaps, the meeting was advised that the Council has a team in place and information is available online.
- Meeting was informed that the Service works with its housing partners to address overcrowding and especially in identifying voids.

EVIDENCE

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 severally overcrowded conditions indefinitely.
- Condensation in severally 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
- 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.

Committee received a presentation from Tracy Packer, Managing Director for North East London, Peabody Housing Association on its management of overcrowding issues. The following points were highlighted:

- Peabody has 5500 homes across the borough with the majority being let at social rent, that currently 382 Peabody households in Islington have applied to move because of overcrowding and this would include households who have a need to move for other reasons such as medical/health needs, welfare and those 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 2021/22 only 14 x larger homes became available in the borough (3/4 bed)
- Meeting was advised that the number of lettings completed is driven by the availability of homes, that Peabody completed 115 lettings in 2021/22, however majority of these lettings were for 1 and 2 bed homes and that

empty homes are let through working in partnership with LBI via nomination's agreement.

- LBI receive 100% nomination rights of all 1st lets (new homes), 50% of studio/1bedroom relets and 75% of 2 bedroom or larger relets and that Peabody residents who have requested a move are considered when a relet becomes available and a priority move list for those in most need.
- Move applicants are assessed based on need and are prioritised, that 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 Peabody's larger homes to be allocated to more suitably sized households.
- Presently 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.
- Peabody offers a number of solutions and mitigations to address overcrowding for households requesting a move, whether in a priority band or not, and are supported through the bidding process however where there is long waiting times further support is provided.
- Peabody promotes mutual exchange for its tenants, 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.
- 1-2-1 advice sessions is also available where in-house 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. Members were reminded that this option is customer led and possible options will depend on customer requirements.
- Home visits to residents is undertaken and provides support such as offering possible space saving furniture to alleviate some shared sleeping arrangements. Also in light of the ongoing living costs concerns Peabody officers offer advice to help manage energy costs and other costs of living.
- Peabody takes a broad view on other actions to help alleviate overcrowding, by offering incentives such as financial incentives in the form of providing decoration allowance for residents who want to move and assist with moving for those willing or wanting to downsize. Peabody is interested in the support and promotions for downsizers being led by LBI.
- Peabody also takes a flexible approach, for example in a case of 2 residents, mother and daughter both living in different 3-bed homes on the same street and elderly mother requiring care, a request received from her adult daughter for them to move in together as joint tenants, clearly created a vacancy of a 3 bed home.
- Also 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.
- Meeting was informed of the 'Next Steps' scheme, which offers households overcrowded by 2 or more bedrooms with household members who are 21+ having grown up there as their principal home, will be considered for moving to a 1 bed accommodation.

- In summary Peabody aims to use its housing stock in the most effective way to meet housing need, actively support tenants requesting a move to assist in finding the option that will work best for them. The lack of larger homes means waiting times for a move can be lengthy.
- With regards to nomination rights for the Holloway Prison site which recently was granted planning permission for social housing, meeting was advised that Islington Council has 50% for 1 bedroom and 75% for 2 bed while the rest is for Peabody residents.
- Meeting was advised that any decision to sell or dispose of any property within Peabody's portfolio is not taken lightly and each case is assessed in terms of its cost in restoring the property to a decent standard, cost of maintenance over a long period and the condition of the property. The Managing Director assured the meeting that selling of properties only occurs in very small instances, noting that over the next few years Peabody will be building new social housing on the Holloway site
- On the fire safety concerns which resulted in residents of Merry Mews being moved into temporary accommodation while being resolved, the Managing Director acknowledged that lessons had been taken on board going forward by both Peabody and the builders/developers.
- There is a recognition that the offer of shared ownership to social housing tenants and its affordability as a means of addressing overcrowding was not ideal but was an option for those interested.
- On the question of whether Peabody had a list of those residents who had to take time off work so that the rectification process could be carried out, the Managing Director advised that the information can be provided for committee and that most works were carried out after consulting with affected residents to minimise disruption to their daily lives.
- In response to a question on whether Peabody's Holloway site had future proofed some of its properties for disabled tenants, the Managing Director acknowledged that a number of homes will be specifically adapted to such residents.
- In response to concerns raised by Jermyn Corbyn MP for Islington North about Pitt House , leased by Peabody from a Freeholder property managed by an agent, a 2yrs old new build affected by 3 issues relating to pumps and drainage causing sewage leaks which had not been resolved, the Managing Director acknowledged that residents welfare is the sole responsibility of Peabody and it is working hard to resolve the issues with both the builder and are in discussion with Thames Water to resolve the issue.
- Jeremy Corbyn MP was also concerned with Peabody's response to complaints raised by Landsdowne court residents of being subjected to racist behaviour to which Peabody was describing it as anti-social behaviour and requesting that this issue needs to be revisited and resolved by Peabody quickly.
- On the financial incentives for those willing to downsize, the meeting was advised that besides the decoration allowance and assistance with moving, Peabody are having ongoing conversation on what more can be done on this issue.
- In response to the precise siting of Peabody properties in the borough, the managing director indicated that detailed information can be provided.

- On the question of compensation for affected tenants being moved into temporary accommodation, meeting was advised that tenants receive subsistence allowance which is paid in advance and also cover taxi fares, noting that figures can be provided. Peabody engages in individual arrangements with tenants and not necessarily offer a standard amount.
- The Chair thanked the Managing Director for her attendance and the presentation noting that Peabody has agreed to attend a future meeting possibly in February when the performances of housing associations will be considered.

Also Committee received a presentation from Alistair Gale, Islington's Assistant Director of Housing, Programming, Design and Customer Care on how its programme of building new homes help alleviate the shortage of housing especially in the context of overcrowding concerns. The following points were highlighted:

- It is well known that the present housing crisis exists not only locally but nationally, that there is a desperate shortage of genuinely affordable homes, to which the Council has embarked on its biggest council-house building programme in the borough for a generation, which aims to meet the needs of residents.
- Local council tenants have priority for new council homes through the Council's Local Lettings Policy and that New council homes are under construction at 12 different locations across the borough, that presently 750 new council homes have either been completed or under construction for the period 2023-27.
- The new homes could be used to move a growing family into a larger home or downsizing an older person into ground floor, accessible housing.
- Meeting was advised that there are currently 371 council tenants registered for a housing transfer who are under-occupying their current home and it is estimated that there could be 3000 tenants who under-occupy their current home who are not registered for a housing transfer.
- In terms of New build delivery, meeting was advised that of the New council homes completed, 77% are 2+ bedrooms, 27% 3+ bedrooms and the rest one bedrooms
- Meeting was informed that presently 257 new council homes are under construction.
- In tracking housing needs trends, it was acknowledged that these change over time e.g. wheelchair accessible housing need is now for 3 and 4 bed properties, which the Council tries to accommodate in its pipeline programme.
- Residents feedback is important and taken on board. Meeting was advised that although residents may not be on the transfer list waiting to downsize, they might be encouraged if there is an opportunity to move into a smaller, attractive, energy efficient and high quality new build home
- As Islington is a dense urban borough, any infill housing on existing estates requires carefully considered design to optimise the available land without

over-densification and some sites are not suitable/appropriate for houses such as undercroft garages/roof top developments

- Dover Court was highlighted as an example of a typical large infill project which delivered 57 new council homes for 197 local people, 16 of which were 3 bedroom houses, 2 x 5 bedroom houses and 1 ground floor wheelchair accessible 5 bedroom home. The scheme has been built across under-used parts of the estate, including replacing derelict garages and a block of old bedsits.
- Members were advised that 8 new homes were allocated to local residents downsizing, 18 new homes were allocated to families from overcrowded accommodation, an example of replacing low quality existing accommodation and optimising the available land for family-sized homes and that occupants from the bedsit block were rehoused into a new over-55s block, which also encouraged others to downsize.
- Households who meet the bidding threshold will be able to bid for the new homes before anyone else in the borough.
- The applicant bidding with the highest number of points, subject to matching the size and any other characteristics of the property in question, will be offered the property first.
- Wheelchair adapted properties will be restricted to applicants who require such properties.
- Ground floor properties will be restricted to applicants with an assessed need for ground floor accommodation.
- The meeting was advised that brownfield sites that the council can afford to acquire to build social housing in the borough is extremely scarce. In the case of Parkhurst Road site, meeting was advised that freehold is not owned by council, has been recently challenged in the courts, noting that the council has been able to ensure that going forward if developers were to build homes on the site they would have to meet the council's criteria on provision of social housing.
- Although the Council is considering at other options beyond building new homes on garages however due to affordability of land, the council is reliant on building social housing on its own land.
- With regards to downsizing, meeting was advised that the process is customer led, that the council does not force any of its residents to move into smaller homes.
- On whether council was actually building the right type of properties and in the right location and if data used to ascertain housing needs was up to date, the manager advised that at the early stage of feasibility, the new build team considers existing data from colleagues in the housing needs team who have information on live transfer request, the ages of children across the estate etc, essential information which helps to determine what type of housing is needed, its mix and in what location. Also council's regular engagement with resident is valuable in assessing housing requirements.
- The Director acknowledged the difficulty of building social homes in the borough, that it is difficult to get a perfect fit in terms of housing mix, which is not the case with outer London boroughs where land is not an issue, as

Islington is constrained and is a dense urban environment, factors which determines the type of mix of housing being built on individual schemes.

- On the question of the 188 void properties in the borough and why it has not brought back to use, meeting was advised that officers will provide and circulate reasons to committee on why it has not put back onto the housing stock, noting that some of the properties are likely to be properties that were brought back in house following the end of PFI 2.
- On a suggestion that cases such as Parkview Estate which received planning permission for 2 x 2 bedrooms and 38 x 1 bedroom, and then subsequently received funds from GLA should have been revisited by the Planning Committee, the officer advised that S73 is not applicable to minor amendments as this would be a change in the description of the scheme, that it could not be used to change the number of dwellings of the scheme.

Cllr Ward acknowledged that going forward the council would look to revisit schemes like the Parkview Estate in terms of housing mix however in this instance there was a GLA funding deadline that required planning permission.

Meeting received a presentation from Karen Sullivan, Director of Planning and Development. The following points were highlighted:

- Planning permission has been secured for 1,112 genuinely affordable homes across four sites i.e. Holloway Prison, Barnsbury Estate, Vorley Road and Mount Pleasant. This includes 896 homes for social rent (including 60 extra care homes) and 216 homes for shared ownership.
- 291 new homes for social rent will replace homes demolished on the Barnsbury Estate and provide better quality homes for the local residents and address overcrowding across the Estate.
- Following conversations with developers, 55 homes for social rent will now be delivered on the Mount Pleasant site considering that the previous planning permission did not secure any homes for social rent (all consented at 'affordable rent').
- The Director acknowledged that construction on the Parkhurst Road site (TRA site) is also underway, delivering 50% affordable housing including 41 homes for social rent, noting that the former landowners originally proposed zero affordable housing, that this in general is viewed as a landmark legal case setting national policy.
- In addition to CIL and s106 payments, meeting was advised of the significance of small Sites Contributions, that the Council has received over £50m, £40m which has now been allocated to the New Builds team to build affordable homes. Members were reminded that small site contributions are not subject to the same restrictions that apply when Council receives grant to build homes, which is to be welcomed.
- In terms of annual targets, meeting was advised that 775 new homes is to be built in the borough, which is based on very detailed and rigorous analysis of site availability and when sites are likely to come forward.

- Aim of the Council is to ensure that at least 50% of new homes is to be genuinely affordable (70% social rent and 30% intermediate i.e. London Living Rent or shared ownership).
- The Director acknowledged that concerns exist on the affordability of intermediate tenure, noting that no intermediate housing is planned for the Barnsbury Estate.
- It is important to note that Islington's Local Plan and policies on affordable housing exceeds London Plan policies with regards to provision of affordable, that this requires some balancing act between providing good quality homes versus quantity of homes, that the Council has existing planning policies which provide guidance on space standards and the size of new homes (number of bedrooms). Members were advised that the Planning department are regularly involved in detailed negotiations with colleagues in Housing Needs on each site to ensure that the size of the new homes reflects ward level demand.
- The Director stated that the borough is already densely developed with low levels of developable land and that any developable sites tend to be constrained.
- The Council considers the quality of life (amenity) for future residents vital, for example on issues such as space standards; sunlight and daylight in homes and open spaces; aspect, ventilation and overheating; privacy and overlooking; outdoor space; and play space, that these factors often compete with one another.
- On providing affordable homes in Tall Buildings, the meeting was reminded that although Islington Planning policies as set out in the Local Plan and London Plan do restrict tall buildings (above 30 metres) some sites that are allocated for tall buildings.
- A number of considerations regarding tall buildings, that Planning policies require exceptional design, to ensure that these buildings have an acceptable impact on the local microclimate (e.g. wind and overshadowing of surrounding buildings and open spaces); bio-diversity; streetscape; townscape; heritage; and views.
- The Director informed the Committee of exceptions to Islington Tall Buildings policy, that recently the Planning Committee granted planning consent on housing sites which were not allocated for tall buildings for example the Holloway Prison site and the Barnsbury Estate, that in both cases, the harm caused by the tall building (s) was considered to be outweighed by public benefits including the delivery of genuinely affordable housing. Vorley Road site has also allocated been allocated for a tall building.
- It was noted that construction costs and viability have been a factor in not providing affordable homes in tall buildings as there is the view that costs tend to increase for buildings over 18m tall.
- Another factor has been resident's attitudes to tall buildings and the difficulty of letting them out especially as not all parts of tall buildings may be suitable, for example families and disabled and older people.
- A number of challenges regarding delivery of affordable homes which are not unique to Islington but nationally recognised include the adoption of Local Plan and First Homes policy and the government's ongoing review of its

policies on the Community Infrastructure Levy (CIL) which will introduce an entirely different approach to securing affordable housing on sites that are not owned by the council.

- Meeting was advised that land in Islington is mostly public owned, with limited private owned land. In addition to the above challenges, the emerging GLA and Government approach to the fire safety of tall residential buildings is creating uncertainty and in general the prevailing uncertainty within the wider housing market.
- In terms of opportunities, the Director informed the meeting that Planning Officers are in continuous discussions with the New Build Team so as to bring forward affordable housing on council owned sites such as the Finsbury Leisure Centre.
- Officers are also in regular discussions with external landowners to bring forward development on sites that are not owned by the council for example Archway Campus site with potentially up to 100 new genuinely affordable homes being built.
- The Council is in proactive discussions with owners of residential sites in the Borough encouraging them to come forward with schemes (including private landowners, RPs and the Corporation of the City of London).
- Planning Officers are also encouraging the use of new architectural practices to test innovative approaches to address density.
- In response to a question from the public on when the Council will be reviewing the restrictive approach on roof extensions in conservation areas as part of planning powers described, the Director acknowledged the ongoing communication with the resident on this issue, that his representation will be taken on board when the Local Plan is adopted and the supplementary planning documents have been reviewed. In addition to the above the Director acknowledged that presently there is no policy from the government regarding mansard extension, that this is presently out for public consultation.
- In response to a question about high maintenance cost of tall buildings so as to bring it to decent homes standard, the meeting was advised that tall buildings come with a range of challenges, some as a result of its initial design which is historical, however this will not be the case with the newly designed tall buildings.
- On the request for average service charges on the different buildings, the Director indicated that this information could be made available.
- Clarifying the issues of social housing and affordable homes, the Director acknowledged that the different tenures can be challenging, that anyone in council owned properties is in affordable housing and paying rent that is set according to the National formula. In the case of intermediate, housing is targeted at those not eligible for council housing and unable to meet the market rent, primarily for those with household income of up to £90,000.
- Meeting was advised that the Council recognises tenures like shared ownership and London Living rent (a bit complicated as it is targeted on those with middle incomes which is based on a ward by ward basis, a formula defined by a formula on income of people living in the ward). The Director

noted that the London Affordable rent is not acceptable by Islington Council as it is a form of rent of up to 80% of market rent as it is exceedingly high.

- The priority for the planning team is social rent housing which is reflected in the recently consented schemes, that there is no intermediate tenure provided in the Barnsbury scheme.
- With regards to the Council's target of 775 homes, the Director acknowledged that sites have been identified, that the plan is going through a rigorous assessment with an independent expert.
- A member welcomed the suggestion that architectural design of council homes will be community led but had concerns with tall buildings as the way forward in light of the Grenfell incident some years ago.
- A member welcomed tall buildings in so far as the design is of high quality and safe guards relating to fire safety are taken into consideration.
- The Executive Member advised that presently to the south of the borough, there are a number of high rise buildings, that the overriding factor at the moment is how to address the increasing number of people on the housing register which needs to be reduced.
- On the issue of fire safety, meeting was advised that although all local authorities are awaiting the outcome of the governments consultation on building regulation, the GLA in the interim has now introduced in its planning process a stage 2 level which states that any building above 30m will require a second stair case to address safety concerns.
- The Director reiterated that Islington is not against tall buildings being built as long as they are sited in the right place and meet the tall building policies.
- Meeting was advised that as at February 2023, the Council has 11 projects on site being constructed with 3 due to be completed in the next 3 weeks delivering 75 new council homes. A further 83 new homes are planned to be completed during the end of 2023/24 year.
- In terms of monitoring of council homes and benchmarking with other neighbouring authorities, the Director advised that some data will be put together and brought to committee at a later date, that nothing exists nationally.
- Meeting was advised that the GLA, the Mayor of London and the Department of Local Government and Communities have separate registers which is primarily to track funding and not pertaining to the actual delivery of social housing, that officers will provide the Committee with some inhouse work carried out by Islington officers and some comparison data from other London borough at a future meeting which will enable members the opportunity to scrutinise the Council's delivery of social housing.
- The Chair reiterated that Committee is looking at overcrowding and how to address it, that it is important for members to narrow down the exact number of homes being built specifically council social rented homes and not housing association dwellings.
- In response the Director stated that the Council target of direct delivery of 550 new homes by 2023 has been substantially met, that a further target of 750 homes is being proposed for 2026-2027 financial year which fits into the earlier projections stated by the Director of Planning in her presentation.

- On the request for comparison data with other neighbouring authorities, the Director noted that this will be brought back to the Committee at a future meeting, noting that there is no single but from different sources.

The Chair thanked the Director of Planning, Karen Sullivan for her presentation stating that going forward in light of this ongoing challenge for the Council, the Committee may in the future be revisiting this issue and therefore invite the Director back to the Committee.

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EVIDENCE – Housing Associations (ISHA, Clarion and Peabody)

The Chair informed the meeting that committee will be receiving 3 presentations from 3 of Islington's Housing Associations as part of the Committee's review into the Overcrowding and their performance issues.

Committee received a presentation from Ruth Davison, Chief Executive, Islington and Shoreditch Housing Association about its work, challenges and future plans as a landlord in the borough.

The following points were highlighted:

- Islington and Shoreditch Housing Association (ISHA) is committed to building homes of high quality where everyone irrespective of their background has the opportunity to reach their potential and enjoy a good quality of life.
- ISHA has developed many homes in the borough in partnership with developers and with Islington Council, which enabled ISHA to build 60 homes - 100 percent of which were social rent or shared ownership.
- Meeting was informed that half of ISHA homes have been built in the last 20 years and it continues to look for opportunities to grow and to build more houses.
- Chief Executive informed members that in its pursuit to build and help others to build homes ISHA established the North River Alliance(NRA) 15 years ago, a development consortium of 11 small housing associations where both expertise and resources are shared and has over the years delivered 3,500 homes.
- Meeting was advised that ISHA continues to strive to be a good landlord, that new homes and all re-lets are provided at social rents and importantly it does not carry out affordability checks for social rented homes. In addition, homes are built with great space and high environmental standards.
- ISHA continues to invest in stock and repairs and have been able to set new standards, which was co-created with residents at 'action days'.
- ISHA prides itself as being anchored in the community it serves, it remains the first housing authority to become a London Living Wage employer which is also applied to contractors that carry out work on behalf of the organisation.
- In response to overcrowding concerns in households, Ruth Davison informed the meeting that due to lack of capacity ISHA is unable to address this but continues to work in conjunction with Islington's Housing Needs Manager by signposting its

residents to available support. Members were informed that a piece of work being carried out in conjunction with other housing associations to find suitable accommodation for tenants interested in downsizing will help alleviate the overcrowding issues in the borough.

- In response to a question about rents, meeting was advised that tenants pay affordable social rents and only increased by 7%, that ISHA has not made profit as it intends to ensure rents are affordable.
- In terms of community engagement and consultation, the meeting was advised that efforts are made to ensure participation of its residents and provides transport for vulnerable residents to such meetings.
- Meeting was advised that ISHA mission is to co-create homes and communities where everyone can flourish, that in its delivery of its strategic plan, it is important that safety is paramount and it aims to ensure there is service satisfaction by being a consistent and quality landlord.
- In terms of security and growth, the Director informed the meeting that it sets resident on a good footing ISHA homes as standard are let with carpets/laminates and curtains and decorated and that a 'New let' package is available to downsizers, along with cash payment and removal costs so as to free homes for those households experiencing overcrowding.
- ISHA have no intention to evict, noting that despite the pandemic it continued to house its people as it recognises the challenges of tenants.
- Of the 800 homes in Islington, 640 are for the lowest social rents and there is no affordability checks. It was noted that ISHA is a London living wage employer.
- In terms of supply of homes, meeting was reminded of the acute shortage of social homes and that ISHA continues to play its part in building homes that it has built 60% of social homes in the last 20 years
- In terms of sustainability, meeting was advised of the Social Housing Decarbonisation Fund, that £2.4million was available for a consortium of 11 small HAS, including others in Islington.
- Meeting was advised that further investment will be required with the Newcombe Estate with its 36 homes (all 1 bed and bedsits built) in the 1950's to ensure it meets sustainability targets.
- The director acknowledged that more than £1m extra will be required for the past 3 years, noting the £3m St Mary's Path is planned for this year.
- With regards to damp and mould issues, ISHA has employed the services of a third party contractor to undertake a survey of 1/3 of all its stock last year and the rest will be completed this year, that so far only One significant damp and mould problem so far.
- In terms of challenges experienced by ISHA, meeting was advised that funding for building safety is unavailable as social landlords receive no funding to make buildings safe where the residents are social renters and will cost £14m to replace cladding.
- Other notable challenges is the need to invest more in stock especially in light of financial constraints; sustainability and planning constraints; inflation in materials and labour; constraints on income and anti-social behaviour.
- In response to questions about overcrowding, the Chief Executive acknowledged the difficulty due to shortage of larger dwellings, that ISHA is planning to have a 'House Swap' day where both under occupiers and households experiencing overcrowding will be invited with a view that ISHA officers will be able to facilitate mutual exchange. Outcomes can be shared with committee after the experiment has been concluded. Also meeting was informed of an initiative which was mooted some time ago by the Islington Housing Group working together to identify the most

overcrowded family to see if a task group could facilitate this, that this initiative might need to be revisited.

- On incentives such as providing fittings such as carpets and curtains, the meeting was advised that the cost were not recovered back from the tenants as ISHA view this as standard provision.
- ISHA owns all its housing stock and reports of a 30% turnover is not true as rents are kept at social rent, that investment in the housing stock key and that in comparison to other benchmarking group, ISHA is first.
- On tenant engagement, meeting was advised that residents participate on tender panels so they tend to know one another. Also recently ISHA is running a community involvement pilot programme which is being written up, the aim of which is to bring people together, details of which can be shared with the committee when published.
- With regards the £3m investment for St Mary's Path, the Chief Executive acknowledged that although this to a certain extent involved works on addressing damp and mould, it should be noted that historically there were issues and although Board recommended it to be demolished, following consultation residents overwhelming voted against it being demolished. The investment was primarily for retrofitting the dwellings,
- On the issue of service charges, meeting was advised that charges have gone up for leaseholders and this is recoverable however for tenants a proportion of the service charge is recoverable, details which can be provided for members after clarification.
- With regards lack of funding to address fire safety concerns, ie the removal of cladding, the Chief Executive reassured Committee that it intends to submit a representation to a House of Commons Select Committee looking into this issue.
- On the proportion of overcrowded households even with the incentives being offered, meeting was informed that data is not available at this moment.
- On the proportion of first time repairs completed within 24hrs, meeting was informed that this is captured in its Tenancy Satisfaction Measures a requirement of all RSL's and can be shared with Committee.

The Chair thanked Ruth Davison for her presentation and that data requested by the Committee can be sent to either the clerk or the Chair.

The Committee received a presentation from Catherine Kyne, Regional Director of Clarion Housing on its work as a landlord in the borough.

The following points were highlighted:

- Clarion has 3,804 units in Islington in wards such as Finsbury Park, Holloway, St Georges and St Mary's offering a range of tenures.
- In terms of resident engagement, the Regional Director informed the meeting that tenants are included in void inspection visits to ensure that these units meet high standard for future tenants that will occupy the units. Another area that tenants are involved is in drafting the new letting pack by making it informative and signposting new occupiers to the available sources in their area such as doctors surgeries, council offices etc.
- In terms of challenges, meeting was informed that Clarion is addressing Street Homeless, installing door entry systems in its property to protect residents, addressing ASB and Vandalism, cost of living rises, tenancy sustainment, damp and

mould issues, unemployment, Overcrowding and the decanting process for residents when complex repairs is to be carried out.

- Meeting was advised that Clarion has put in place a dedicated Tenancy Specialist Team, an increase in its Planned Investment, Closure Orders, Secured by Design Replacements, a £166k financial support for residents which has prevented 125 evictions and is presently supporting 176 households with money advice and energy costs. In addition 28 Islington residents have gained employment via Clarions Employment & Training programmes.
- It was noted that currently there are 575 live repairs which represents 14% of North London repairs and is managed by Clarion's Internal Complex works team. Also presently there are 69 Legal disrepair cases and that it should be noted that resident satisfaction with Clarion on various aspects of delivery with its residents is currently about 88.4%
- In terms of damp and mould, there are 70 operatives involved nationally with 13 surveyors, 3 of which are based in the North London, that with the reported 102 cases with contractors, 28 cases are with the LCDM surveyor to assess root cause.
- Meeting was also advised of Clarions Property MOTs, which has piloted across North London over a period, that 225 MOTs have been completed in region, that there is a MOT target to complete 50 per week nationally.
- With regard to building Safety, the Director advised that there are no overdue cases regarding fire risk assessments, that currently 96.2% compliant for NL 3 HRB in LBI.
- Meeting was informed that external wall system inspections is being prioritised, that the planned Investment for 2022/23 of £7.1m investment of which £3.9m was for windows. In 2023/24, £14.8m planned investment of which £6.1m on windows as part of Clarions LCDM programme.
- In terms of building safety, meeting was advised that fire assessment have been carried out on all their buildings, that there is no overdue cases so 96.2% compliant for its 3 high rise buildings in Islington and that it is prioritised for external wall system inspections.
- In 2022/23 £7.1m was invested of which £3.9m involved window replacement, in 2023/24 £14.8m investment is planned, £6.1m on windows as part of Clarion's Leaks, Condensation, Damp and Mould programme (LCDM).
- Meeting was advised that a number of challenges include, having large volumes of converted street unit, planning requirements around conservation areas and parking and logistics.
- In terms of Stakeholder Engagement and Collaboration, meeting was advised of the quarterly Executive group meeting to discuss housing strategy; that there is a dedicated email address for member enquiries; meetings are scheduled to discuss complex cases and agree resolutions; R&M staff meet with the EHO to discuss cases and potential orders; regular safeguarding review meetings with multiple partners; Regular communication with senior leaders on complex and major incidents.
- Meeting was advised that recently Clarion Commitments which include providing services which will be easy to access and respond promptly to resident enquiries, willing to listen, keep you informed, and treat you fairly and with has been refreshed, that Clarion aims to keep their properties well maintained and maintaining the building safety.
- In response to the fire incident at Cope House in Bunhill ward and Clarions attitude to the vulnerable residents on issues such as drug dealing and anti-social activities, the Regional Director acknowledged that specialist teams are in place to deal with the anti-social activities, noting the involvement of the police and not much could be divulged or discussed in public. The Regional Director indicated that she is willing to meet the ward councillors after the meeting to provide more details. On the issue of

the state of the building, the Director noted that there was no excuse on the delay in responding to the repairs.

- A member suggestion of ways of addressing anti- social activities in Cope House was for Clarion to include tenant participation or preferably elected representatives and not hand picked tenants was noted.
- With regards to Housing Ombudsman's recommendations around Clarion's customer service ineffectiveness, the regional director noted that although this was 6-8 years ago, all recommendations had been implemented.
- In terms of selling off properties, the Regional Director stated that following meetings with elected representatives on this issue she was not aware of any sales and that any historical sales would have been gone through the Group's optional appraisal system where each property would have been thoroughly assessed.
- In response to compensation claims, meeting was informed that Clarion has a Compensation Policy, that in the case of Cope House she could circulate details to ward councillors after the meeting. Also insurance claims details can be circulated to members if interested.
- On whether there had been any reported fire incident similar to Cope House, the Director indicated that she was aware of only one but there were no safeguarding issue involved, however indicating that she will look into it and revert back to committee.
- With regard to downsizing, meeting was informed that resident feedback indicates that it is viewed as a complex issue, that families do not want to move out of the borough due to family and local ties, it can be very challenging however Clarion has in place a dedicated tenant liaison officer who works with interested resident and offer all the various options of either within or outside the borough.
- With regard to timescales for repairs, Clarion's Director of Surveying noted that for day-to-day repairs, the target is 28 days but with leaks, damp and mould, a range of targets exists depending on the level of repair which will have to be assessed either by a surveyor or officer.
- Meeting was advised that the reporting of any repairs can either be via online or by making a call to the contact centre.
- In response to a further invitation to a future meeting to clarify the issues raised, the Regional Director indicated that she was amiable to attending committee meetings or meet councillors informally to provide answers to issues raised going forward.

The Chair thanked the Regional Director for her presentation, noting the difficulty of not being able to provide answers to all the issues raised but welcoming her willingness to come back and respond with her team to some of the issues raised that the Committee would want to be seen as a critical friend as it is important that resident and councillors expectations are addressed .

Committee received a presentation from Tracy Packer, Managing Director for North East London, Peabody Housing Association on its management of overcrowding issues. The following points were highlighted:

- Peabody is one of the UK oldest housing associations with 5500 homes across Islington with the majority let at social rent.
- Peabody is dedicated to having a close relationship with its customers, and this is achieved with its locally based service delivery teams supported by colleagues across the organisation. It also aims to gain customer trust by simplifying its processes and always looking at new ways of working, thinking and behaving.

- Peabody is committed to addressing any damp and mould issues in homes as Peabody recognises how distressing this can be and will continue to work hard to put it right. Meeting was informed that a specialist team is in place to ensure that all residents have a warm, safe and dry home.
- On the issue of overcrowding, the Director advised that Peabody currently have 382 households who have applied to move and this is in context of other households who have a need to move due to medical/health needs, welfare and fleeing domestic violence etc and that support is available to residents throughout the move process however due to the limited number of empty homes available, the wait to be rehoused can be lengthy.
- Meeting was advised that during the 2021/22, only 14 x larger homes became available in the borough (3/4 bed).
- In response to a question, meeting was informed that the number of lettings completed is driven by the availability of homes, that Peabody has completed 115 lettings in Islington in 2021/22, the majority of which are for 1 and 2 bed homes
- In addition to the above, meeting was advised that empty homes are let through working in partnership with LBI via nomination's agreement with the Council which receives 100% nomination rights of all 1st lets (new homes), 50% of studio/1bedroom relets and 75% of 2 bedroom or larger relets
- It is important to note that 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.
- In addressing overcrowding Peabody offers solutions and where impossible to rehouse a number of mitigating measures are available to lessen the impact of overcrowding especially as it is recognised that it has a detrimental impact on the welfare and well-being of residents.
- Households requesting a move whether in a priority band or not, are supported through the bidding process and where there is long wait times further support is provided. In the case of Mutual Exchange where advice and guidance is provided on the opportunities that a mutual exchange can bring and which will make it easier to engage with the process.
- In response to resident with barriers, meeting was advised that information is provided in multiple language, that 1-2-1 advice sessions is scheduled with experts in rehousing offering support in finding alternative accommodation through other tenures such as shared ownership, market rent and potential moves to areas with lower housing demand.
- All these possible options are customer led and dependent on customer requirements.
- Meeting was advised that over the years Peabody have developed mutually beneficial relationships with LBI and other housing providers and will continue to do so to find solutions that work for customers.
- Home visits are scheduled by Peabody officers to its residents offering space saving furniture to alleviate shared sleeping arrangements, offering advice on costs of living, and to manage energy costs.
- In summary meeting was advised that Peabody aims to use its housing stock in the most effective way to meet housing need, that it will continue to actively support those who are requesting for a move and if unable Peabody will find the option that will work best for them.
- It was reiterated that due to a lack of larger home, waiting times for a move can be lengthy, that Peabody we do all it can to alleviate the pressures whilst waiting.

- The Director noted that Peabody are considering a broad range of approaches to address this challenge and are open to all new ideas and partnership opportunities with LBI.
- It was reiterated that due to a lack of larger homes, waiting times for a move can be lengthy, that Peabody do all it can to alleviate the pressures
- A suggestion for Peabody to consider the provision of homes on their built up estate by removing car parking and garages was noted, that Peabody is open to considering better use of open space but also the need to be aware of density issues.
- The Managing Director reminded the meeting that Peabody has not provided any homes for a long time and that the Parkhurst development represents the first big project in the borough and it will include 3-4 bedroom social housing which will help alleviate overcrowding.
- It was noted that these high-quality homes are up to high safety standard, that the recent request to provide an extra stair case on buildings over a certain height have all been taken on board and that all efforts are being made to ensure that it will not result in the reduction of the number of social housing.
- Member reiterated welcome the issue of safety but noted that members will be against the reduction of the number of social housing.
- In response to a question of Peabody selling off street properties, the managing director advised that any decision to sell or dispose of any property within Peabody's portfolio is not taken lightly and each case is assessed in terms of its cost in restoring the property to a decent standard, cost of maintenance over a long period and the condition of the property.
- The Managing Director assured the meeting that selling of properties only occurs in very small instances, noting that over the next few years Peabody will be building new social housing on the Holloway site
- In response to a question on the request for an additional staircase at the Parkhurst Road development, the managing director stated that everything is being done in complying with the Mayor of London's request and that a new planning permission will not be required.
- The Chair thanked the Managing Director for her attendance and the presentation requesting that in persons involved in the Parkhurst development be available for further scrutiny around the issue of safety regulation and that he would be prepared to attend Peabody internal management where these issues can be discussed.
- In response, the managing director welcomed any invitation with Peabody Development colleagues who have been working on the project, that a forum can be established with the different stakeholders involved to discuss the issues.
- A request for the Peabody issue to be an item on the agenda at a future meeting considering that this large scale development, the largest in recent times in Islington which has promised to deliver 415 3 or bedroom homes will go a long way to address overcrowding will go a long way to assure residents that plans are not being altered to make provision for the stair case and thereby impacting social housing on the site was noted.
- The Chair reiterated that both himself and the Vice Chair would be interested in attending meetings with Peabody on this issue and that Peabody in the future would likely be invited to a committee meeting.

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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: 17th July 2023

Damp, condensation and mould

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 June 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.
- 1.3. Officers would welcome suggestions for further improvements in the delivery of these important services to provide excellent services to all 36,000 residents who occupy a home managed by Islington Council.
- 1.4. An update on the damp, condensation and mould programme to be presented in a future Housing Scrutiny Committee as determined by the committee:
 - 1.4.1. Performance data based on the key performance indicators that have been agreed.
 - 1.4.2. Tenancy and property visits phase two pilot findings and overview of how the work is embedded in the service.
 - 1.4.3. Overview of how data and systems have been used and developed to improve service delivery.
 - 1.4.4. A review of how the service better communicates the process for damp and mould and how it acts for different causes.

- 1.4.5. The service reviews its investment work to target damp and mould as well as other priorities such as decent homes, fire safety, net zero carbon
- 1.4.6. The service completes and considers its pilots in to remote technology.
- 1.4.7. Update on the development of referral pathways for other services such as GPS and Health Practitioners
- 1.4.8. Overview of blocks with high level of damp and mould prioritised for capital work and investment
- 1.4.9. Provide evidence of how the service is prioritising and managing major work transfers and demand from over crowding
- 1.4.10. Action plan implemented from the recommendations set out in the Housing Ombudsman's paragraph 49 special investigation report.
- 1.4.11. Overview of the Social Housing Regulators pilot inspection and any learning that can improve services for residents in relation to damp and mould.

2. Update overview

- 2.1. 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 2.1.1. for more details.
- 2.2. Further demographics data and "known to" Adult Social Care and Children Social Care has been added to the One View dashboard. We continue to work with Public Health to have a strong data-led approach, as such a structured data monitoring plan has been designed and agreed for the short-, mid- and long-term time of the programme.
- 2.3. Phase two of our Urgent Response has been launched and letters to the remaining tenants who have reported damp and mould between Jan 2020 – Dec 2022 were sent on the 19th of June 2023, from that mail-out there are 37 jobs raised. We are monitoring responses and will design a process for contacting tenants who are yet to respond.
- 2.4. We continue to apply learning from our on-going engagement with residents and 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. The Homes and Neighbourhoods service attended the Islington Health and Wellbeing Board on the 4th of July and provided an update on the programme. The report was positively received, and this has now led to the Health and Well-Being Board agreeing to undertake a strategic review of Health and Housing work to improve the health outcomes, educational attainment, reduce stress in households and improving the living conditions for our communities.
- 2.6. The Housing and Neighbourhoods service since the meeting of the Health and Well-Being Board have reached out to Health colleagues to progress this important work and a meeting is being arranged to conduct this strategic review over the next 12 months,
- 2.7. With Childrens Social Care leads we have initially agreed a frequent data sharing arrangement to maintain the level of visibility of the whole household and risk factors. This area of work will expand to Adult Social Care. The Homes and Neighbourhoods service is meeting with the Adult Social Care service on the 11th of July 2023, to progress this seamless delivery of services.
- 2.8. The Tenancy and Property Visits pilot is in phase two. There are tenanted properties in the North and South of the borough that will be visited, a new digital tool has been designed with the aim to improve data quality and reporting.
- 2.9. 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.
- 2.10. Training continues and is built into continuous learning. Training for elected members was conducted in June 2023 and July 2023 around Damp and Mould and Disrepair,
- 2.11. In June there was 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.
- 2.12. The council conducted a positive meeting with the Housing Ombudsman on the 6th of July 2023, relating to the Section 49 investigation. Officers will provide an update to the Housing Scrutiny Committee on the outcomes of this meeting
- 2.13. The council is conducting 30 community drop-in sessions for all 36,000 residents living in an Islington Council property from June 2023 to the end of September 2023. These community drop-in sessions will ensure our residents voices are heard and the council acts upon these views. These community drop-in sessions will ensure the

council walks in the shoes of our residents and services provided going forward meet the expectations and needs of our residents.

2.14. The proposed new housing allocations scheme will be presented to the Executive meeting on the 20th of July 2023. Proposals contained in the new housing allocations scheme will ensure people living in damp and mould properties are provided with higher priority for rehousing through the Choice Based Lettings scheme.

2.15. Elected member training on damp and mould and disrepair was conducted during June and July 2023 to ensure elected members are empowered to challenge the service for the benefits of our residents.

2.16. Key Performance Indicators (KPIs)

2.16.1. 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

Financial Implications

There are no known new financial implications associated with this report

Legal Implications

There are no know new legal implications associated with this report.

Environmental Implications

The contents of this report will improve the environment of the home and thereby the well-being of households. There are no wider environmental implications associated with this report.

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Homes and Neighbourhoods
Islington Council
222 Upper Street N1 1XR

Report of: Ian Swift, Director of Housing Operations

Meeting of: Housing Scrutiny Committee meeting

Date: 17th July 2023

Department for Levelling Up Housing and Communities - Rough Sleeping data analysis

Summary:

This report outlines the central Government data for rough sleeping in Islington. This information was requested at the previous Housing Scrutiny meeting and this performance data will enable Islington Council to be the best housing service in the country.

Recommendations:

The Housing Scrutiny Committee is invited to comment on the attached report and to critically challenge the service to ensure we meet the elected members ambition and aspiration to eliminate rough sleeping and ending homelessness.

1. Introduction

1. One person sleeping on the streets of Islington is one person too many and the elected members expressed concern about the numbers of people sleeping rough in Islington at a previous meeting.
2. The attached data honestly and transparently shows rough sleeping in Islington over a longer period of time than the data provided through the quarterly performance data reporting framework allows.
3. This attached report allows members to critically appraise our work to assist with our improvement plan.
4. Rough sleeping is soaring in London, with over 1,700 more people living on the streets of London compared to last year – a 21% rise, according to figures released from the Greater London Authority (GLA) on the 28th of June 2023. It

can be seen from the attached report Islington Council performance is actually far better than the rest of London.

5. The increase from 8,329 people seen sleeping rough in London in 2021-22 to 10,053 sleeping rough in London in 2022-23 was described as “categorically terrible” by Rick Henderson, the chief executive of the Homeless Link frontline charity, and “extremely alarming” by Sadiq Khan, the mayor of London.
6. The increase in rough sleeping is a result of the cost of living crisis, Brexit and the pandemic.
7. The government also made a manifesto commitment to “end the blight of rough sleeping by the end of the next parliament” and with 18 months to go it is looking increasingly unlikely this target will be met across London.
8. There is a particularly sharp rise in the number of people sleeping rough for the first time, up 26% on last year to 6,391. This trend in Islington is not the same and the majority of people sleeping rough for the first time in Islington have been sleeping rough in other parts of London but are new to sleeping on the streets of Islington. However, in this area it is clear the performance in Islington is better than the data released for other London Council’s.
9. Also the number of people who returned to living on the streets after more than a year without sleeping rough jumped to 1,578, a 31% increase. However, in Islington this is not the case.
10. It is clear Islington Council requires much more support from central government, and better cooperation between central Government departments if we are to end rough sleeping in Islington.
11. The cost of living crisis is driving increases in homelessness and rough sleeping and the majority of the levers and controls to prevent homelessness and eliminating rough sleeping rests with central Government policies around the Local Housing Allowance rates, Welfare Benefits, the cost of living crisis and immigration policies.
12. Analysis published on the 27th of June 2023, by the Institute for Fiscal Studies revealed only one in 20 private rented homes in Britain are now affordable to people relying on housing benefit– the lowest level on record.
13. It is clear Islington Council’s commitment to eliminating rough sleeping is assisting people to build a better future and our performance locally is in sharp contrast to the data released by the GLA.

14. Legal Implications

There are no known legal implications from this report.

15. Financial Implications

There are no known financial implications arising from this report.

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RS MI Performance Dashboard - DRAFT

[View in Power BI](#) ↗

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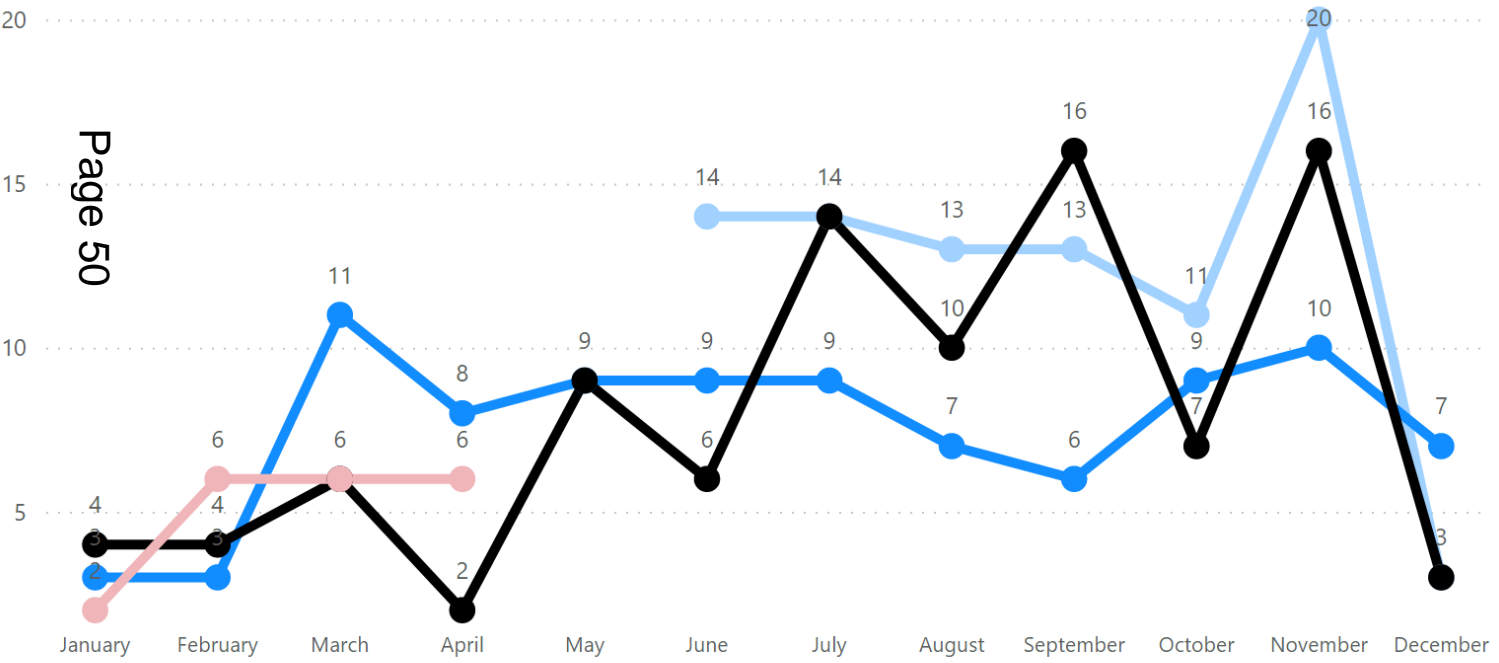
Rough sleeping management information - Snapshot

Date: Region: Local Authority:

Reset Filters

No. of people sleeping rough on a single night

Year ● 2020 ● 2021 ● 2022 ● 2023



6 No. of people sleeping rough on a single night April 2023

0 Change in no. of people sleeping rough since March 2023

0% % Change in no. of people sleeping rough since March 2023

4 Change in no. of people sleeping rough since April 2022

200% % Change in no. of people sleeping rough since April 2022

No. of people sleeping rough on a single night, by month by LA

Local Authority	No. of people sleeping rough on a single night	Change since last month
Islington	6	0
Adur	No Data	
Allerdale	No Data	
Amber Valley	No Data	
Arun	No Data	
Ashfield	No Data	
Ashford	No Data	
Babergh	No Data	
Barking and Dagenham	No Data	
Barnet	No Data	
Barnsley	No Data	
Barrow-in-Furness	No Data	
Basildon	No Data	
Basingstoke and Deane	No Data	
Bassetlaw	No Data	
Bath and North East Somerset	No Data	
Bedford	No Data	
Bexley	No Data	
Total	6	0

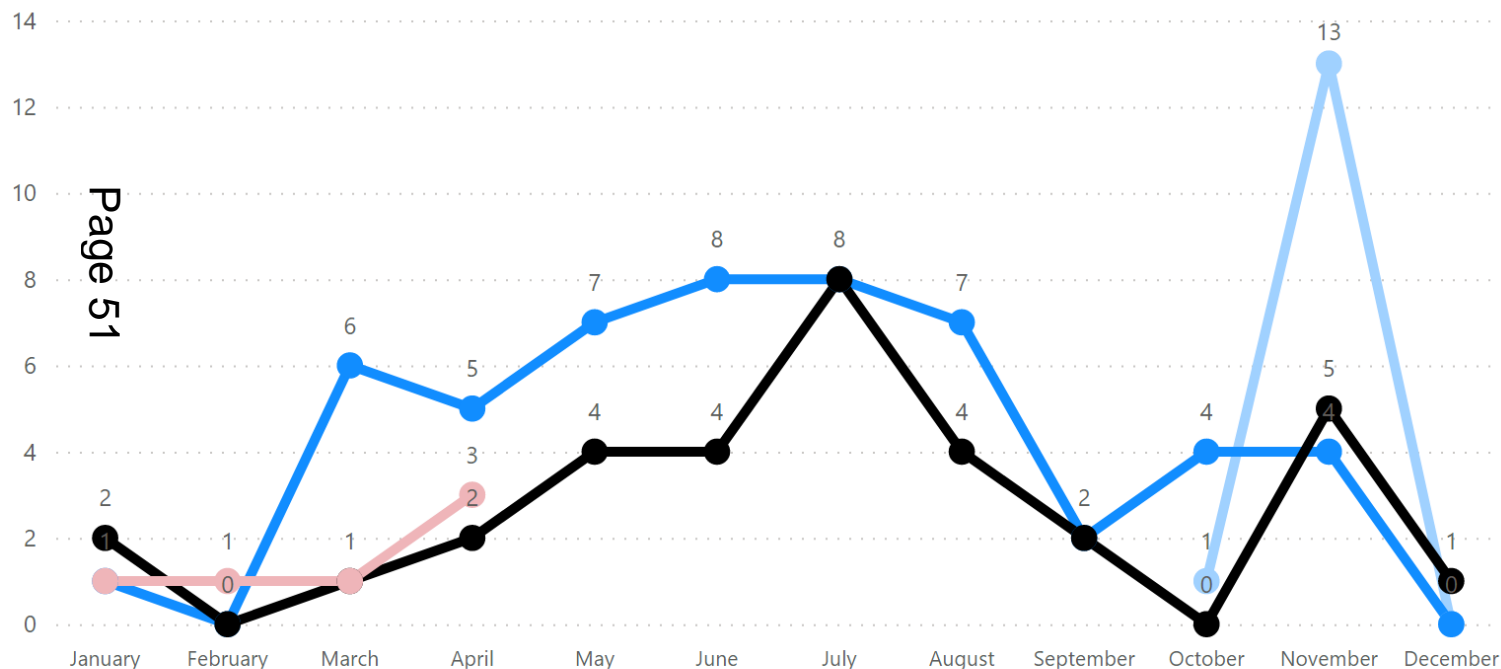
Rough sleeping management information - new rough sleepers on a single night

Date: Region: Local Authority:

[Reset Filters](#)

No. of new people sleeping rough on a single night

Year: ● 2018 ● 2019 ● 2020 ● 2021 ● 2022 ● 2023



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3 **2** **200%** **1** **50%**

No. of new people sleeping rough on a single night April 2023: **3**
 Change in new people sleeping rough since March 2023: **2**
 % Change in new people sleeping rough since March 2023: **200%**
 Change in new people sleeping rough since April 2022: **1**
 % Change in new people sleeping rough since April 2022: **50%**

No. of new people sleeping rough on a single night, by month by LA

Local Authority	No. of new people sleeping rough on a single night	Change since last month	% Change since last month
Islington	3	2	200%
Adur	No Data		
Allerdale	No Data		
Amber Valley	No Data		
Arun	No Data		
Ashfield	No Data		
Ashford	No Data		
Babergh	No Data		
Barking and Dagenham	No Data		
Barnet	No Data		
Barnsley	No Data		
Barrow-in-Furness	No Data		
Basildon	No Data		
Basingstoke and Deane	No Data		
Bassetlaw	No Data		
Bath and North East Somerset	No Data		
Total	3	2	200%

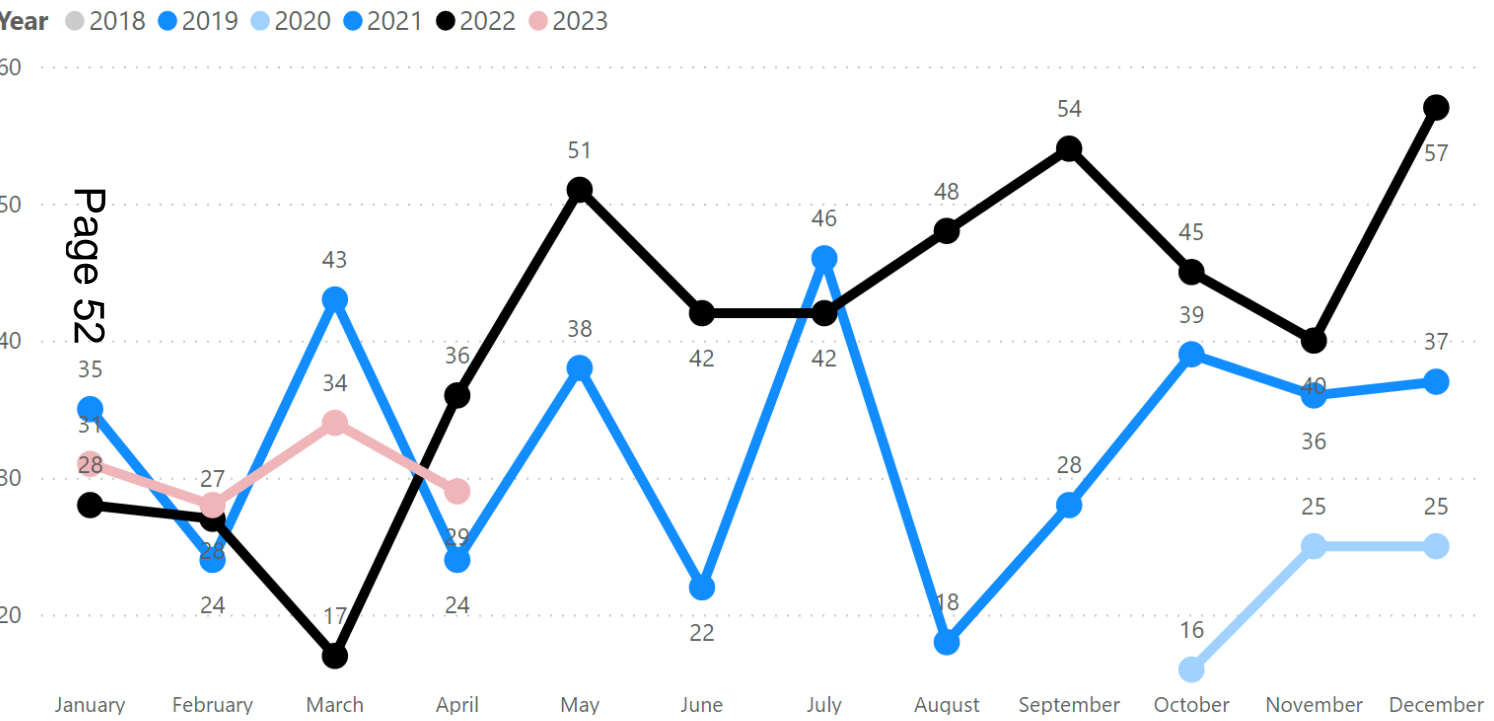


Rough sleeping management information - rough sleeping over the month

Date: Region: Local Authority:

[Reset Filters](#)

No. of people sleeping rough over the course of the month



No. of people sleeping rough over the month, by month by LA

Local Authority	No. of people sleeping rough this month	Change since last month	% Change since last month
Islington	29	-5	-15%
Adur	No Data		
Allerdale	No Data		
Amber Valley	No Data		
Arun	No Data		
Ashfield	No Data		
Ashford	No Data		
Babergh	No Data		
Barking and Dagenham	No Data		
Barnet	No Data		
Barnsley	No Data		
Barrow-in-Furness	No Data		
Basildon	No Data		
Basingstoke and Deane	No Data		
Bassetlaw	No Data		
Bath and North East Somerset	No Data		
Bedford	No Data		
Total	29	-5	-15%

29 No. of people sleeping rough over the month April 2023

-5 Change in monthly rough sleeping since March 2023

-15% % Change in monthly rough sleeping since March 2023

-7 Change in monthly rough sleeping since April 2022

-19% % Change in monthly rough sleeping since April 2022

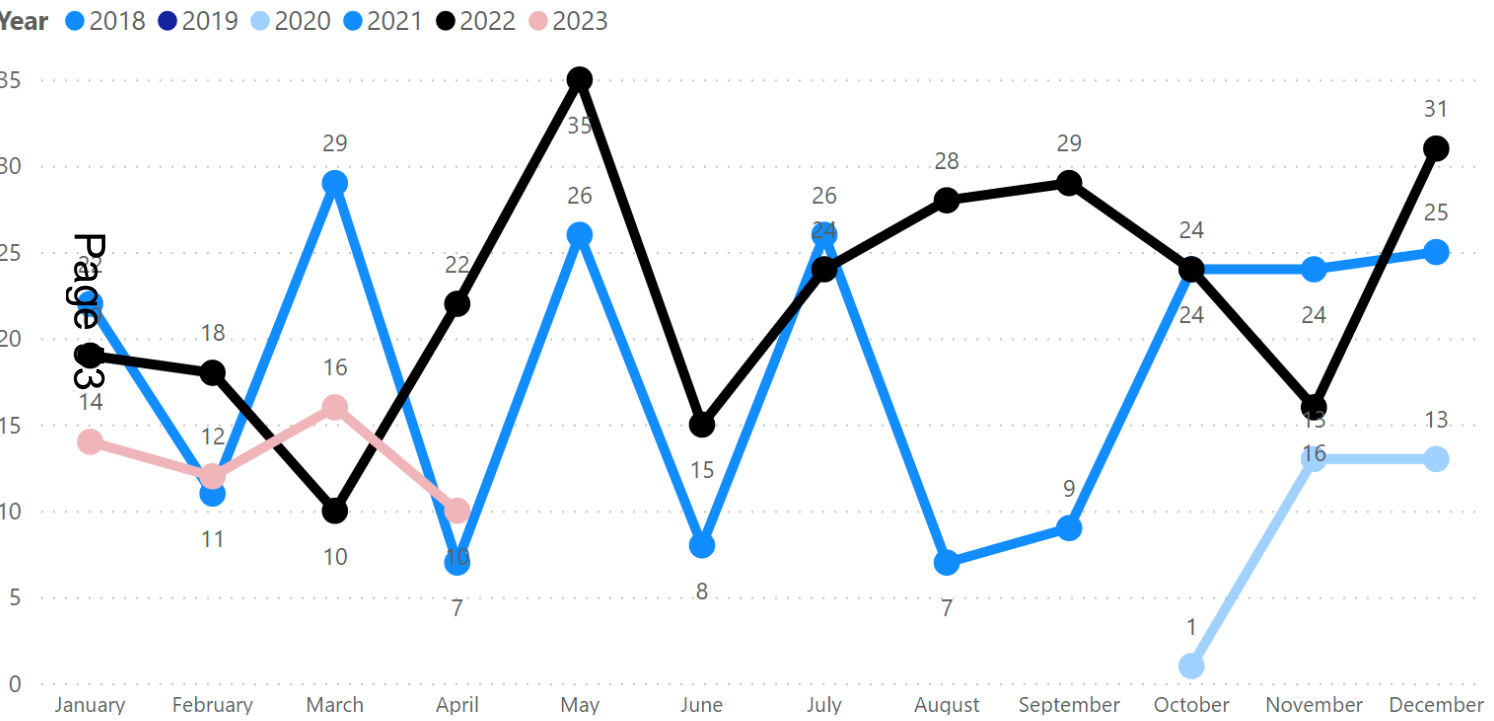


Rough sleeping management information - new rough sleepers over the month

Date: April 2023
 Region: All
 Local Authority: Islington

Reset Filters

No. of new people sleeping rough over the course of the month



No. of new people sleeping rough over the month, by month by LA

Local Authority	No. of new people sleeping rough this month	Change since last month	% Change since last month
Islington	10	-6	-
Adur	No Data		
Allerdale	No Data		
Amber Valley	No Data		
Arun	No Data		
Ashfield	No Data		
Ashford	No Data		
Babergh	No Data		
Barking and Dagenham	No Data		
Barnet	No Data		
Barnsley	No Data		
Barrow-in-Furness	No Data		
Basildon	No Data		
Basingstoke and Deane	No Data		
Bassetlaw	No Data		
Bath and North East Somerset	No Data		
Bedford	No Data		
Total	10	-6	-

10 No. of new people sleeping rough over the course of April 2023

-6 Change in no. of new people sleeping rough over the course of the month since March 2023

-38% % Change in no. of new people sleeping rough over the course of the month since March 2023

-12 Change in no. of new people sleeping rough over the course of the month compared to March 2023

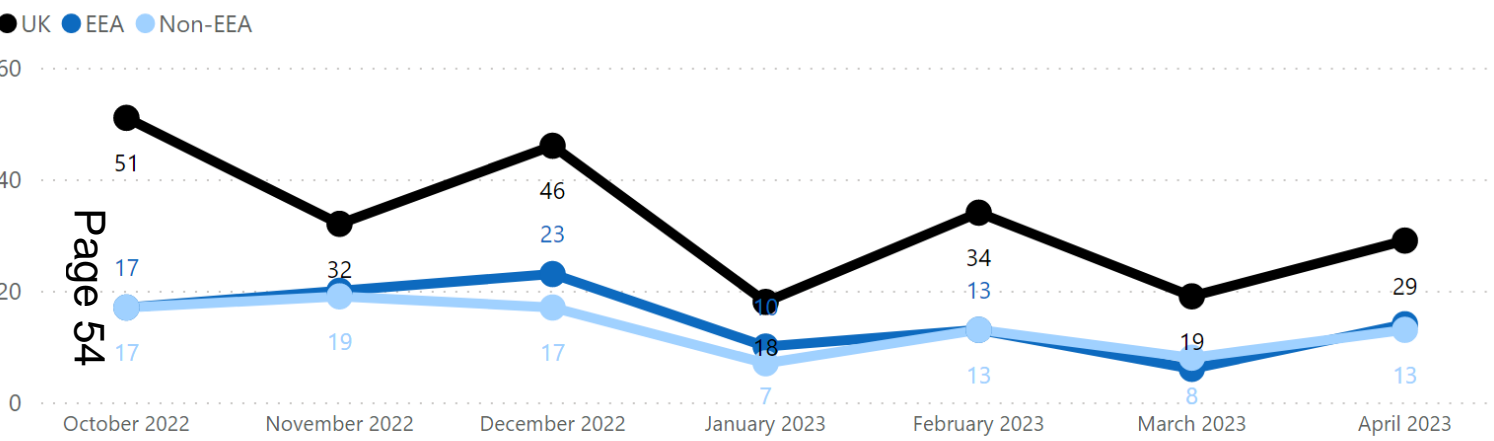
-55% % Change in no. of new people sleeping rough over the course of the month compared to March 2023

Rough sleeping management information - Nationality (combined cohort)

Date: Region: Local Authority:

Reset Filters

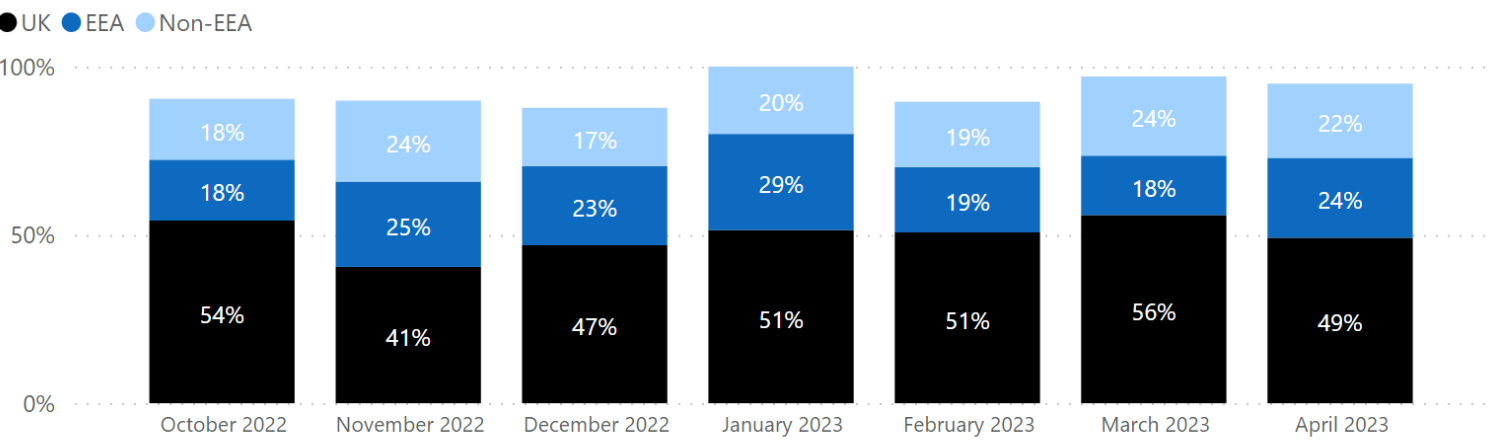
No. of people sleeping rough over the course of the month and those in off the street accommodation by nationality



No. of non-uk people sleeping rough over the course of the month and those in off the street accommodation by month by LA

Local Authority	Non UK people sleeping rough over the month	% Non UK people difference from last month	Non UK difference from last month	Non UK difference from Monday, October 31, 2022
Islington	27	-48%	0	-13
Total	27	-48%	0	-13

% of people sleeping rough over the course of the month and those in off the street accommodation by nationality



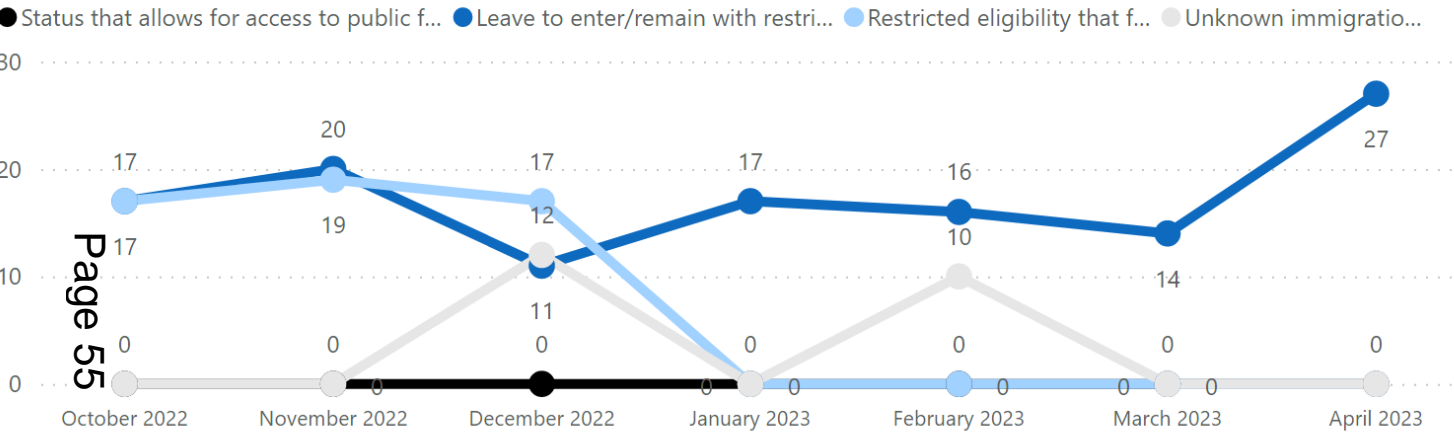


Rough sleeping management information - Immigration (combined cohort)

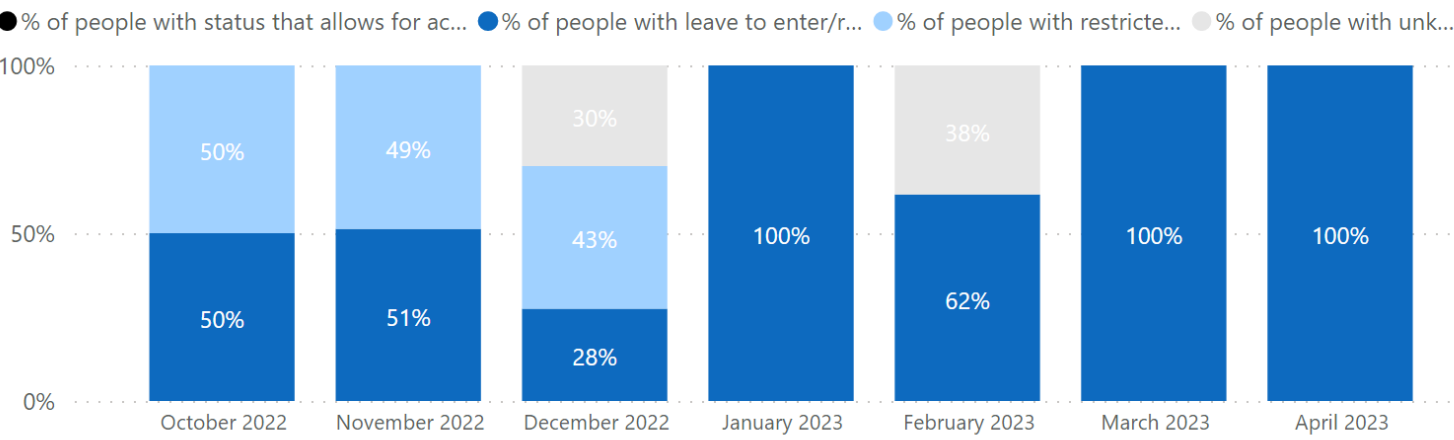
Date: Region: Local Authority:

Reset Filters

No. of people sleeping rough over the course of the month and those in off the street accommodation by immigration status



% of people sleeping rough over the course of the month and those in off the street accommodation by immigration status.



No. of non-uk people sleeping rough over the course of the month and those in off the street accommodation by month by LA

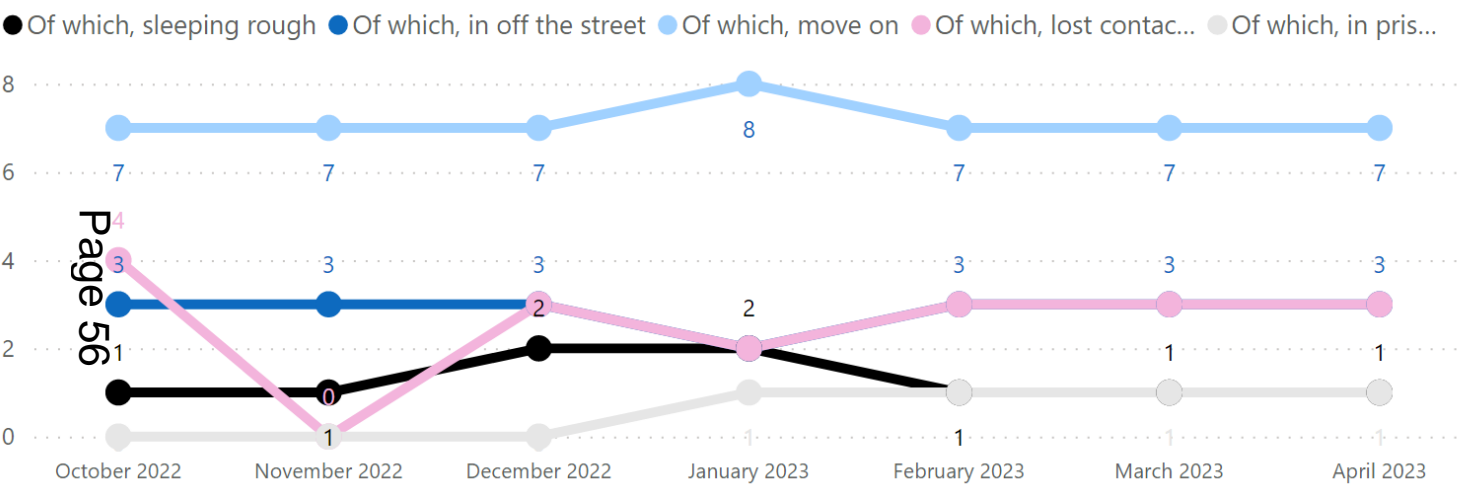
Local Authority	Non-UK nationals with status that allows for access to public funds	Number
Islington		0
Adur	No Data	
Allerdale	No Data	
Amber Valley	No Data	
Arun	No Data	
Ashfield	No Data	
Ashford	No Data	
Babergh	No Data	
Barking and Dagenham	No Data	
Barnet	No Data	
Barnsley	No Data	
Barrow-in-Furness	No Data	
Basildon	No Data	
Basingstoke and Deane	No Data	
Bassetlaw	No Data	
Bath and North East Somerset	No Data	
Bedford	No Data	
Bexley	No Data	
Total		0



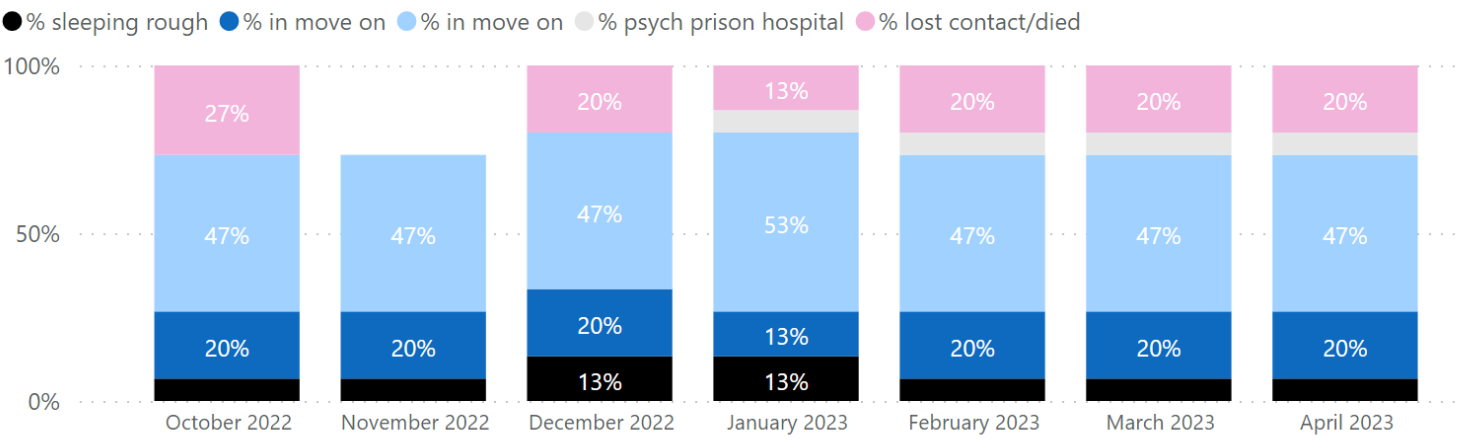
Date: April 2023
 Region: All
 Local Authority: Islington

Reset Filters

No. of long term repeat rough sleepers by outcome



% of long term repeat rough sleepers by outcome



No. of long term repeat rough sleeper, by outcome by month by LA

Local Authority	No. of repeat or long term rough sleepers	Of which, sleeping rough	% sleeping rough
Islington	15	1	6.7%
Adur	No Data	No Data	
Allerdale	No Data	No Data	
Amber Valley	No Data	No Data	
Arun	No Data	No Data	
Ashfield	No Data	No Data	
Ashford	No Data	No Data	
Babergh	No Data	No Data	
Barking and Dagenham	No Data	No Data	
Barnet	No Data	No Data	
Barnsley	No Data	No Data	
Barrow-in-Furness	No Data	No Data	
Basildon	No Data	No Data	
Basingstoke and Deane	No Data	No Data	
Bassetlaw	No Data	No Data	
Bath and North East Somerset	No Data	No Data	
Bedford	No Data	No Data	
Total	15	1	6.7%

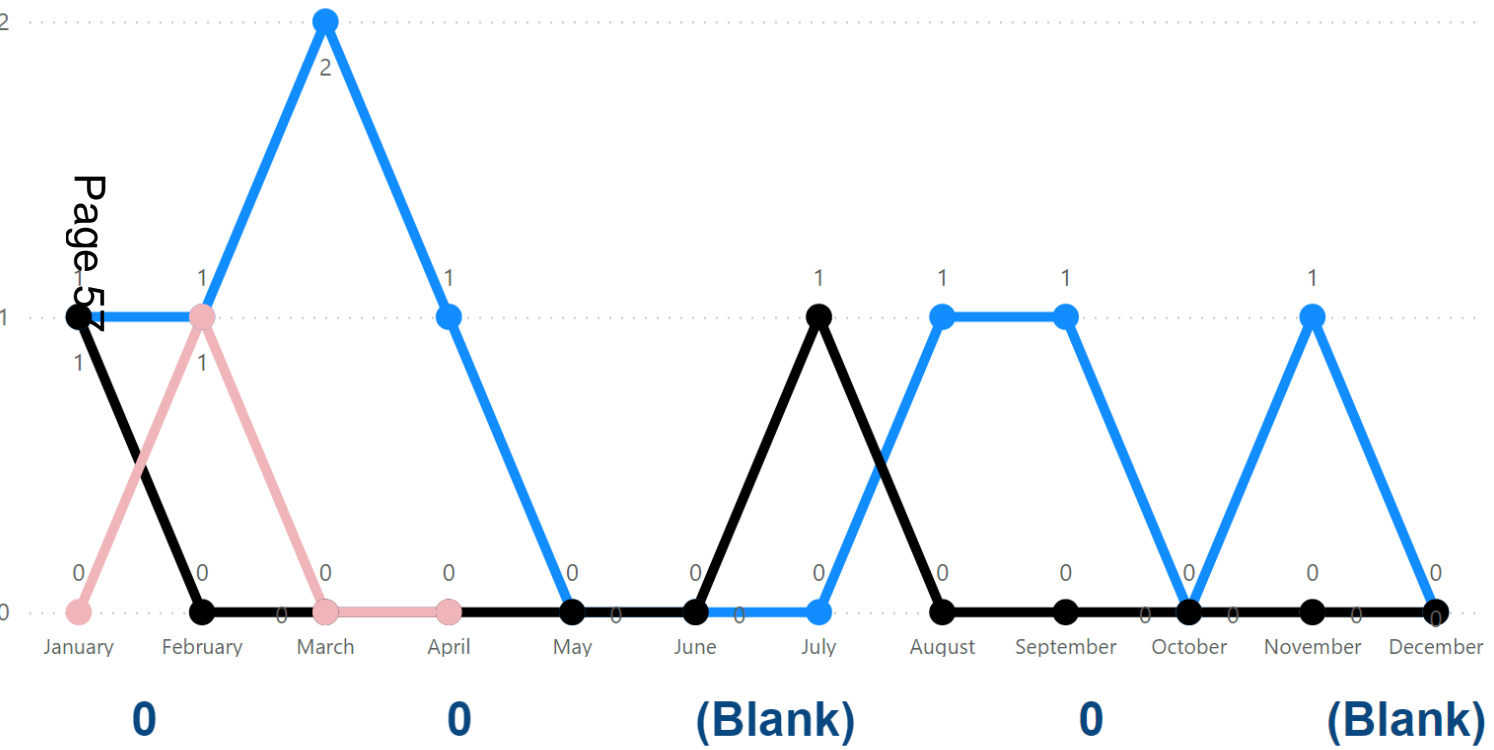
Rough sleeping management information - Evictions & Abandonments

Date: Region: Local Authority:

Reset Filters

No. of people sleeping rough who have been evicted/abandoned accommodation

Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022 ● 2023



No. who have been evicted/abandoned accommodation April 2023: 0

Change in evictions/abandonments since March 2023: 0

% Change in evictions/abandonments since March 2023: (Blank)

Change in evictions/abandonments since April 2022: 0

Change in evictions/abandonments since April 2022: (Blank)

No. of people sleeping rough who have been evicted/abandoned accommodation, by month by LA

Local Authority	No. of people currently sleeping rough who have been evicted or abandoned accommodation	Change since last month
Islington	0	(
Adur	No Data	
Allerdale	No Data	
Amber Valley	No Data	
Arun	No Data	
Ashfield	No Data	
Ashford	No Data	
Babergh	No Data	
Barking and Dagenham	No Data	
Barnet	No Data	
Barnsley	No Data	
Barrow-in-Furness	No Data	
Basildon	No Data	
Basingstoke and Deane	No Data	
Bassetlaw	No Data	
Bath and North East Somerset	No Data	
Total	0	(



Rough sleeping management information - No offer

Date

April 2023

Region

All

Local Authority

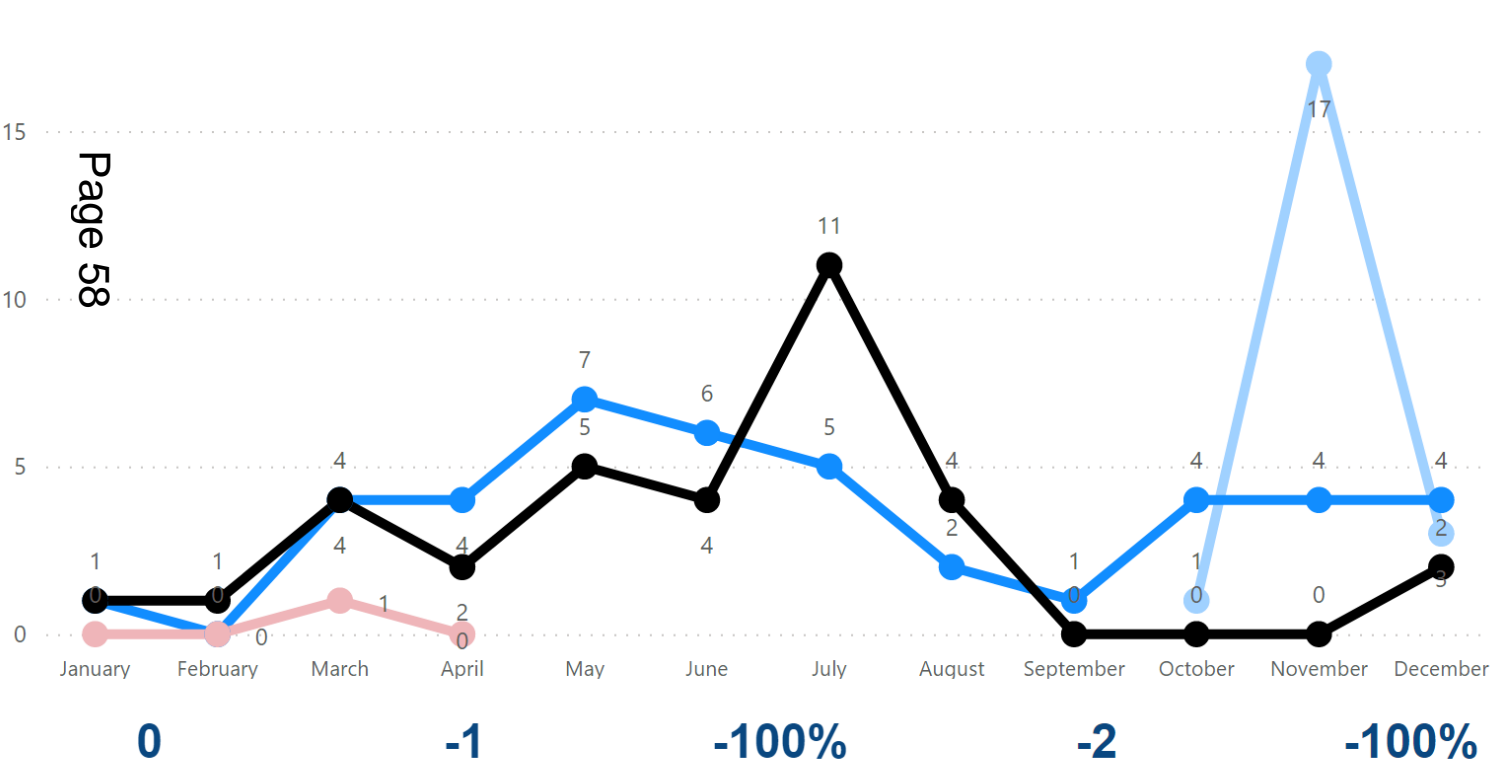
Islington

Reset Filters

No. of people sleeping rough with no offer

No. of people sleeping rough with no offer, by month by LA

Year ● 2020 ● 2021 ● 2022 ● 2023



Local Authority	Number of people currently sleeping rough who have not had an offer of emergency or temporary accommodation	Change since last month	% Change since last month	Change since year
Islington	0	-1	-100%	
Total	0	-1	-100%	

No. of people sleeping rough with no offer April 2023: 0

Change in no. with no offer since March 2023: -1

% Change in no. with no offer since March 2023: -100%

Change in no. with no offer since April 2022: -2

% Change in no. with no offer since April 2022: -100%



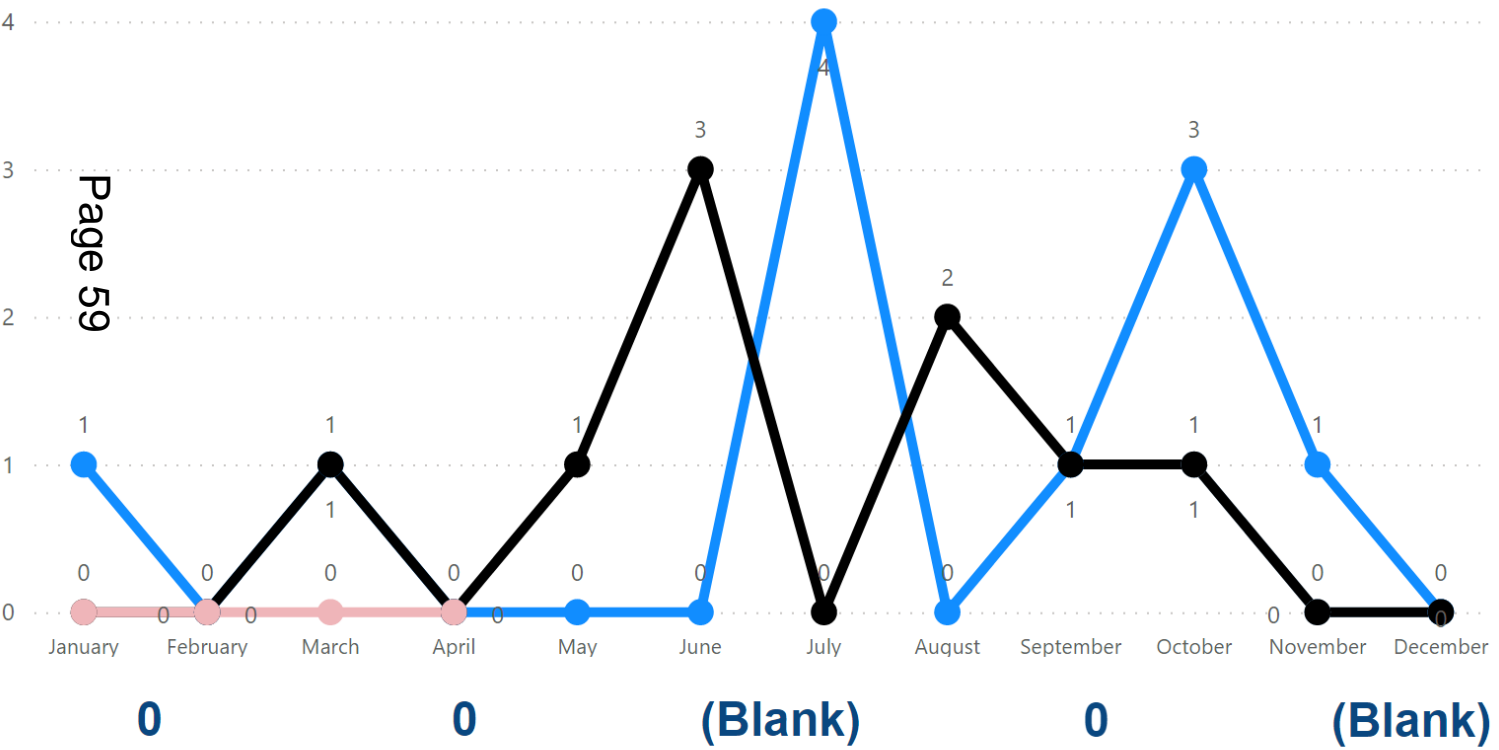
Rough sleeping management information - Housing placement available

Date: April 2023 | Region: All | Local Authority: Islington

Reset Filters

No. of people sleeping rough who have a housing placement available

Year: 2020 (light blue), 2021 (blue), 2022 (black), 2023 (pink)



No. of people sleeping rough who have a housing placement available April 2023

Change in housing placements available since March 2023

% Change in housing placements available since March 2023

Change in housing placements available since April 2022

% Change in housing placements available since April 2022

No. of people sleeping rough who have a housing placement available, by month by LA

Local Authority	Number of people currently sleeping rough who had a tenancy or supported housing placement which was still available to them	Change since last month
Islington	0	
Adur	No Data	
Allerdale	No Data	
Amber Valley	No Data	
Arun	No Data	
Ashfield	No Data	
Ashford	No Data	
Babergh	No Data	
Barking and Dagenham	No Data	
Barnet	No Data	
Barnsley	No Data	
Barrow-in-Furness	No Data	
Basildon	No Data	
Basingstoke and Deane	No Data	
Bassetlaw	No Data	
Bath and North East Somerset	No Data	
Total	0	

Rough sleeping management information - Refused offer

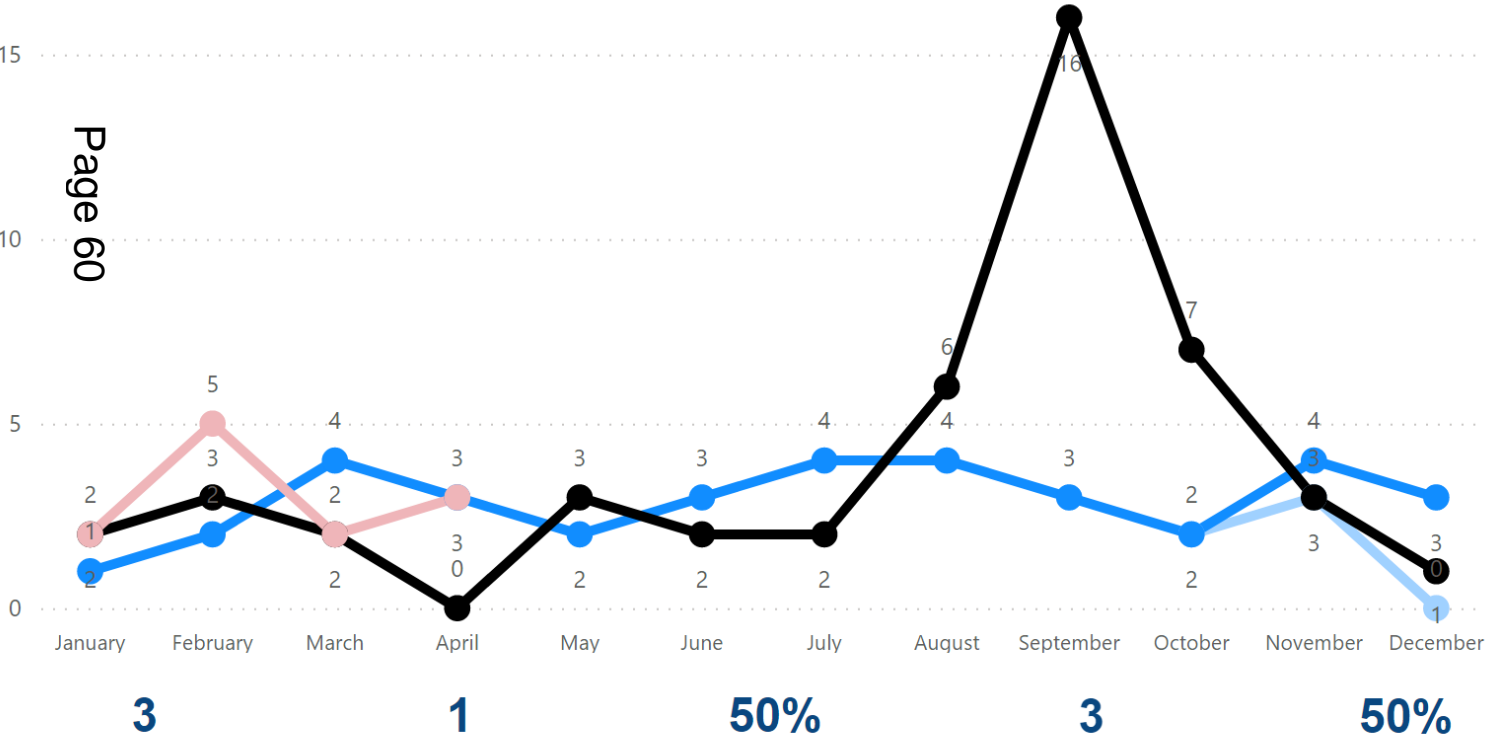
Date: Region: Local Authority:

Reset Filters

No. of people sleeping rough who have refused offer

No. of people sleeping rough who have refused an offer, by month by LA

Year ● 2020 ● 2021 ● 2022 ● 2023



No. of people sleeping rough who have refused an offer of Accommodation April

Change in refuse offers since March 2023

% Change in refuse offers since March 2023

Change in refuse offers since April 2022

% Change in refuse offers since April 2022

Local Authority

Number of people currently sleeping rough who have been made an offer of emergency or temporary accommodation and refused it as at 31 October

Local Authority	Number of people currently sleeping rough who have been made an offer of emergency or temporary accommodation and refused it as at 31 October	Change since last month
Islington	3	
Adur	No Data	
Allerdale	No Data	
Amber Valley	No Data	
Arun	No Data	
Ashfield	No Data	
Ashford	No Data	
Babergh	No Data	
Barking and Dagenham	No Data	
Barnet	No Data	
Barnsley	No Data	
Barrow-in-Furness	No Data	
Basildon	No Data	
Basingstoke and Deane	No Data	
Bassetlaw	No Data	
Total	3	



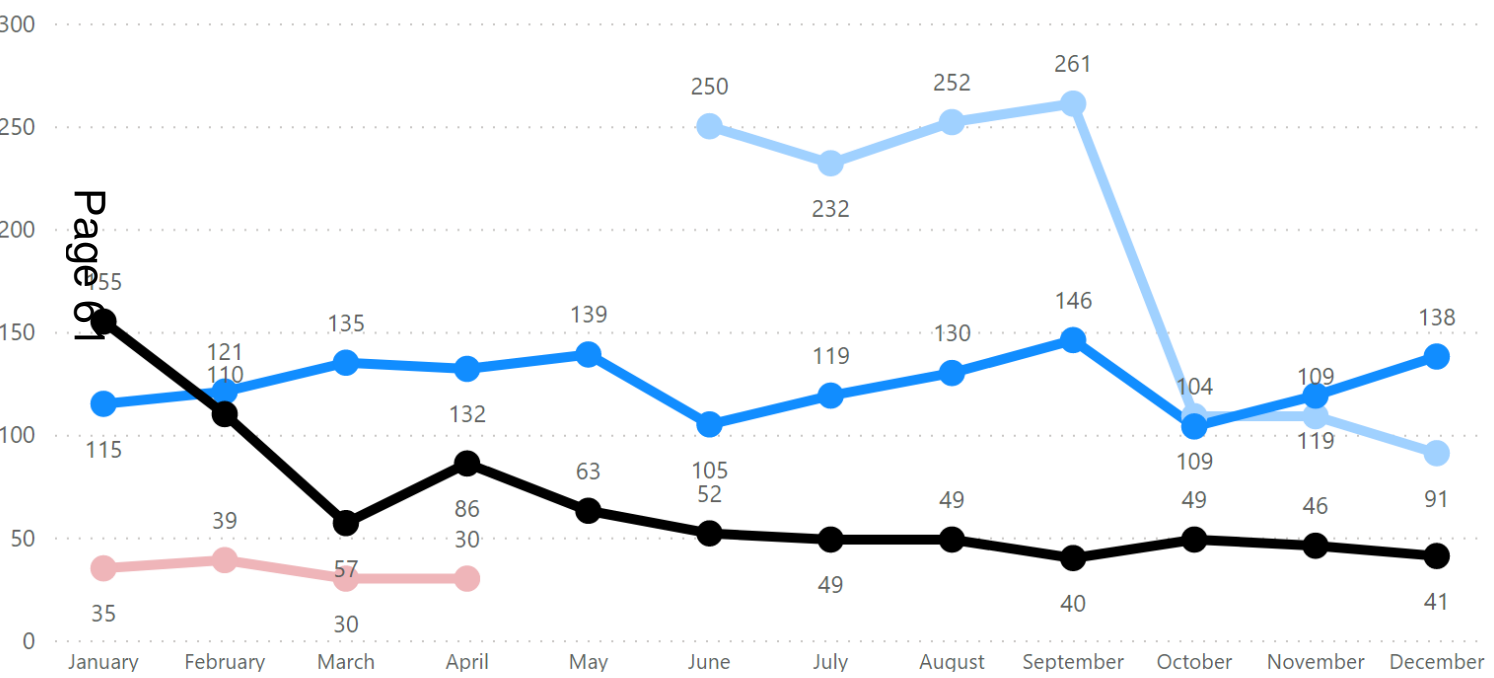
Rough sleeping management information - Off the street accommodation

Date: April 2023 | Region: All | Local Authority: Islington

Reset Filters

No. of people in off the street accommodation

Year: 2020 (light blue), 2021 (blue), 2022 (black), 2023 (pink)



30 **0** **0%** **-56** **-65%**

No. of people in Off the street accommodation in April 2023: 30
 Change in no. of people in off the street accommodation since March 2023: 0
 % Change in no. of people in off the street accommodation since March 2023: 0%
 Change in no. of people in off the street accommodation since April 2022: -56
 % Change in no. of people in off the street accommodation since April 2022: -65%

No. of people in off the street accommodation, by month by LA

Local Authority	Number of people in emergency accommodation	Change since last month	% Change since month
Islington	30	0	
Adur	No Data		
Allerdale	No Data		
Amber Valley	No Data		
Arun	No Data		
Ashfield	No Data		
Ashford	No Data		
Babergh	No Data		
Barking and Dagenham	No Data		
Barnet	No Data		
Barnsley	No Data		
Barrow-in-Furness	No Data		
Basildon	No Data		
Basingstoke and Deane	No Data		
Bassetlaw	No Data		
Bath and North East Somerset	No Data		
Bedford	No Data		
Total	30	0	

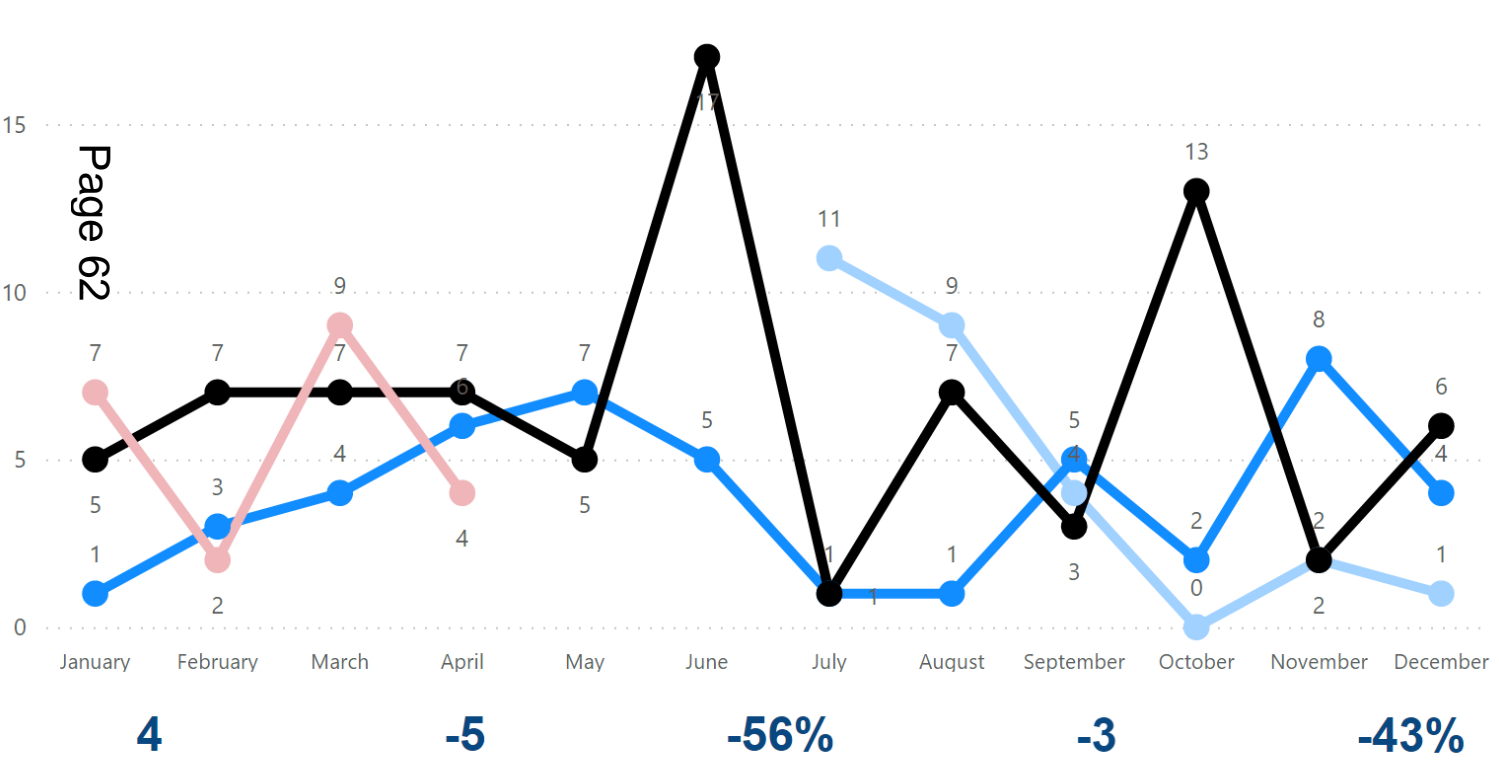
Rough sleeping management information - Move on accommodation

Date: Region: Local Authority:

[Reset Filters](#)

No. of people moved into long term accommodation

Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022 ● 2023



No. of people moved into long term accommodation, by month by LA

Local Authority	Number of people currently sleeping rough who have not had an offer of emergency or temporary accommodation	Change since last month	% Change since last month	Change since last year
Islington	0	-5	-56%	
Total	0	-5	-56%	

Number of people moving into long-term accommodation April 2023: **4**

No. of people provided move-on since March 2023: **-5**

% Change in move-on since March 2023: **-56%**

Change in move-on since April 2022: **-3**

% Change in move on since April 2022: **-43%**

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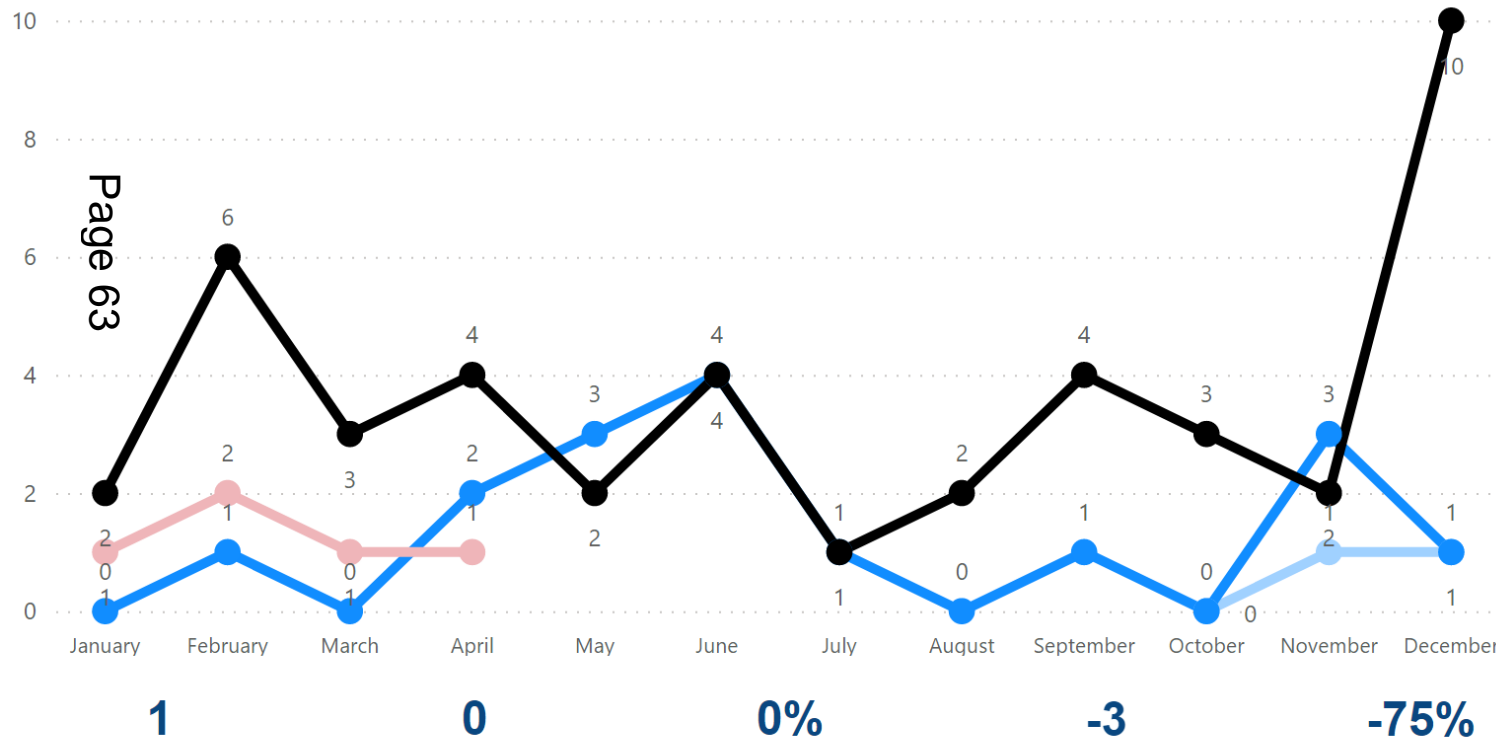
Rough sleeping management information - Left without move on arrangements

Date: Region: Local Authority:

Reset Filters

No. of people left without move-on arrangements

Year ● 2020 ● 2021 ● 2022 ● 2023



Number of People who left without move on in April 2023

Change in left without move on since March 2023

% Change in left without move on since March 2023

Change in left without move on since April 2022

% Change in left without move on since April 2022

No. of people left without move-on by month by LA

Local Authority

Number of people who have left emergency accommodation without move-on arrangements since last month

Local Authority	Number of people who have left emergency accommodation without move-on arrangements since last month
Islington	1
Adur	No Data
Allerdale	No Data
Amber Valley	No Data
Arun	No Data
Ashfield	No Data
Ashford	No Data
Babergh	No Data
Barking and Dagenham	No Data
Barnet	No Data
Barnsley	No Data
Barrow-in-Furness	No Data
Basildon	No Data
Basingstoke and Deane	No Data
Bassetlaw	No Data
Bath and North East Somerset	No Data
Bedford	No Data
Total	1

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CHAIN ANNUAL REPORT

ISLINGTON

APRIL 2022 - MARCH 2023

SUPPORTED BY
MAYOR OF LONDON



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Greater London Authority

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1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in Islington between April 2022 and March 2023. Information in the report is derived from the Combined Homelessness and Information Network (CHAIN), a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN represents the UK's most detailed and comprehensive source of information about rough sleeping, and is commissioned and funded by the Greater London Authority (GLA). The system is managed by Homeless Link.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in Islington. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2022/23.

Percentage figures in this report

Please note that, in some cases, percentage figures given in this report are rounded up or down to the nearest whole number. This may mean that individual figures in tables and charts do not add up to a combined total of 100%, or that there could be small discrepancies between percentage figures in tables and corresponding charts or commentary.

Glossary of acronyms and terms used in this report

ASB: Anti-Social Behaviour

Defined in the Crime and Disorder Act (1998) as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator.'

CEE: Central and Eastern European

Used to denote the ten A8 and A2 European Union accession countries (Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia).

CHAIN: Combined Homelessness and Information Network

A multi-agency database recording information about rough sleepers and the wider street population in London, commissioned and funded by the GLA and managed by Homeless Link.

DELTA

Online system developed by the Department for Levelling Up, Housing and Communities to streamline its processes and systems for collecting statistical data and grant administration.

DLUHC: Department for Levelling Up, Housing and Communities

Government department responsible for housing, communities, local government in England, and the levelling up policy.

EEA: European Economic Area

The 27 countries of the European Union (EU), plus a further three countries that are part of the EU's single market (Iceland, Liechtenstein and Norway). Common usage generally also includes Switzerland, whose citizens have the same rights to live and work in the UK as other EEA nationals.

GLA: Greater London Authority

The top-tier administrative body for Greater London, consisting of a directly elected executive Mayor of London, and an elected 25-member London Assembly.

NASS: National Asylum Support Service

Section of the UK Visas and Immigration division of the Home Office, responsible for supporting and accommodating people seeking asylum while their cases are being dealt with.

NSNO: No Second Night Out

A GLA commissioned 24/7 pan-London assessment and reconnection service for people rough sleeping. It accepts referrals from outreach teams and aims to identify and rapidly deliver a sustainable route off the street for those it supports. Since August 2022, the service has worked with both those who are new to rough sleeping, and existing rough sleepers who do not already have a route away from the streets identified by an outreach team. The term is also used in other contexts to refer to a wider strategy to end rough sleeping, both in London and nationwide.

RSI: Rough Sleeping Initiative

Cross-government plan of action, announced in March 2018, to significantly reduce the number of people sleeping rough in England and Wales. The RSI acronym has also previously been used to refer to the 1990s Rough Sleepers Initiative, which was successful in reducing rough sleeping at that time.

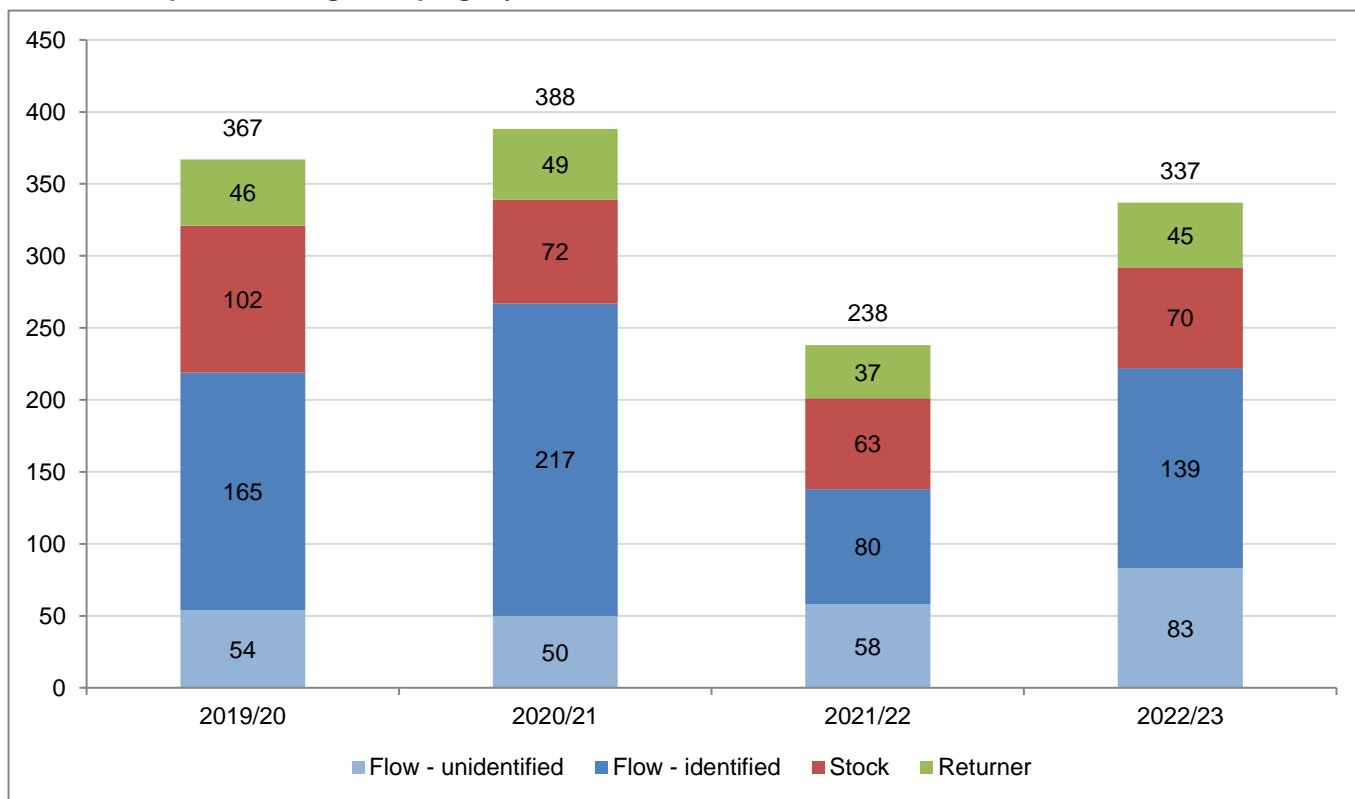
SWEP: Severe Weather Emergency Protocol

Emergency accommodation provided by local authorities or the GLA for people sleeping rough during periods of increased risk due to extreme weather conditions (e.g. freezing temperatures or heatwaves).

2. ROUGH SLEEPER POPULATION ANALYSIS

2.1 Number of people seen rough sleeping: Flow, stock, returner model

Chart 1: People seen rough sleeping, by flow, stock, returner breakdown, 2019/20 - 2022/23



2019/20 base: 367
 2020/21 base: 388
 2021/22 base: 238
 2022/23 base: 337

The flow, stock and returner model categorises people seen rough sleeping in the year according to whether they have also been seen rough sleeping in previous periods:

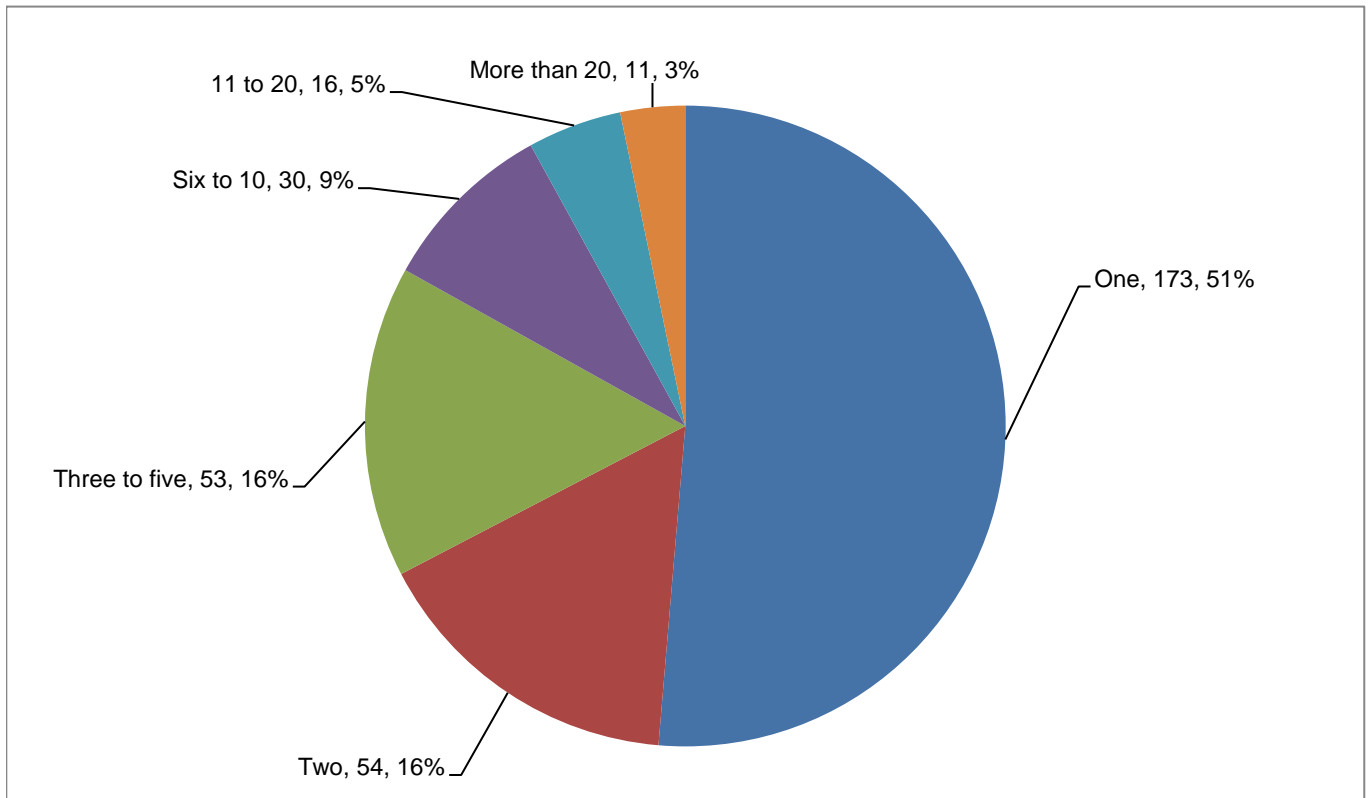
Category	Description
Flow	People who had never been seen rough sleeping prior to 2022/23 (i.e. new rough sleepers). Those within this category are further subdivided as follows: Unidentified - those new rough sleepers recorded without a name, and with only one contact. Identified - those new rough sleepers recorded with a name, and/or with more than one contact.
Stock	People who were also seen rough sleeping in 2021/22 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2021/22, but were not seen during 2021/22 (i.e. those who have had a gap in their rough sleeping histories).

337 people were seen rough sleeping in the borough in 2022/23. This represents a 42% increase when compared to 2021/22.

66% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 21% fell into the stock category, and 13% were returners.

2.2 Number of times seen rough sleeping

Chart 2: People seen rough sleeping in 2022/23, by number of times seen rough sleeping



Base: 337

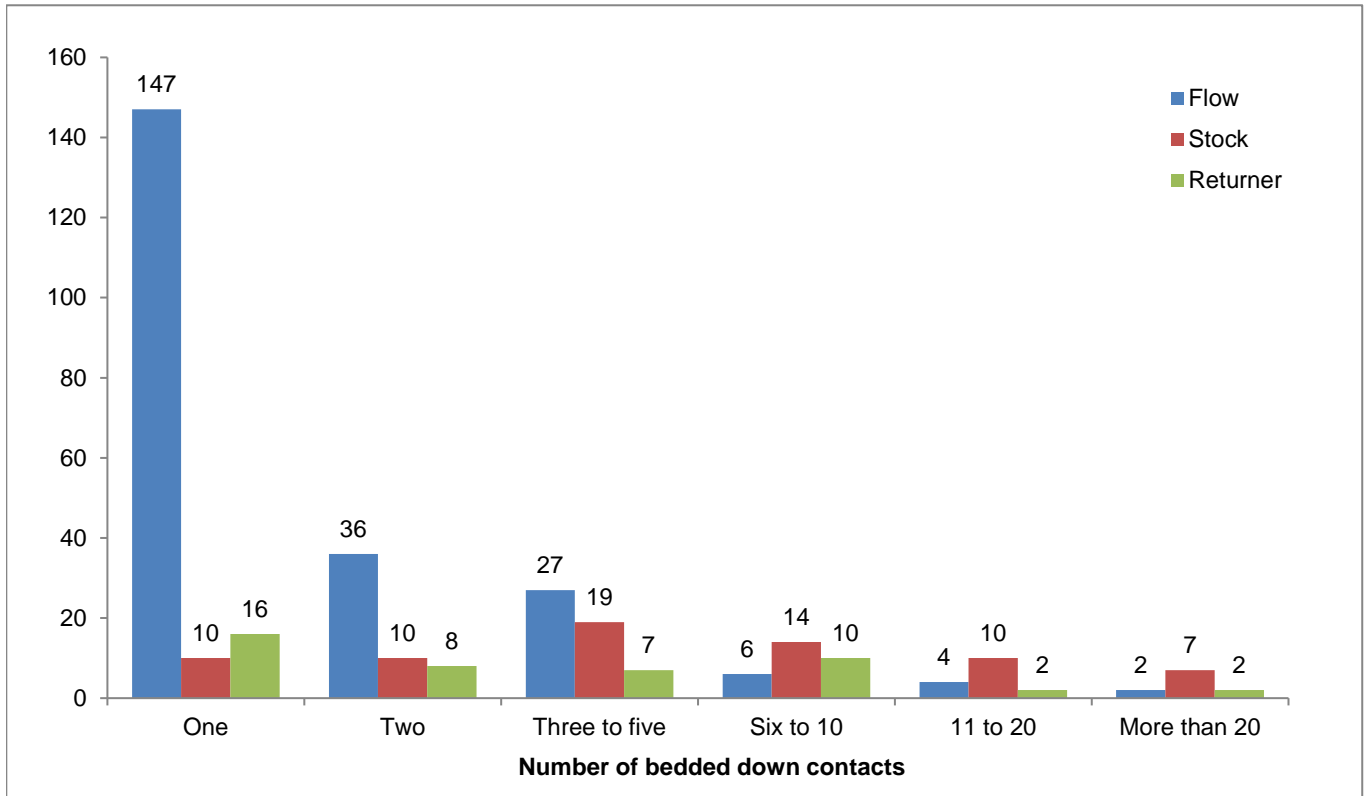
173 (51%) people were seen rough sleeping only once in 2022/23, this compares to 130 (55%) seen rough sleeping only once in 2021/22.

66% of people seen rough sleeping in the borough during 2022/23 who were new to the streets were seen rough sleeping just once.

Outreach resources vary across boroughs, but even in places with extensive outreach coverage there may not be a shift every night. This will affect the frequency with which people may be recorded rough sleeping.

2.3 Rough sleeping volume: Flow, stock, returner model

Chart 3: People seen rough sleeping in 2022/23, by flow, stock, returner model, and number of times seen rough sleeping



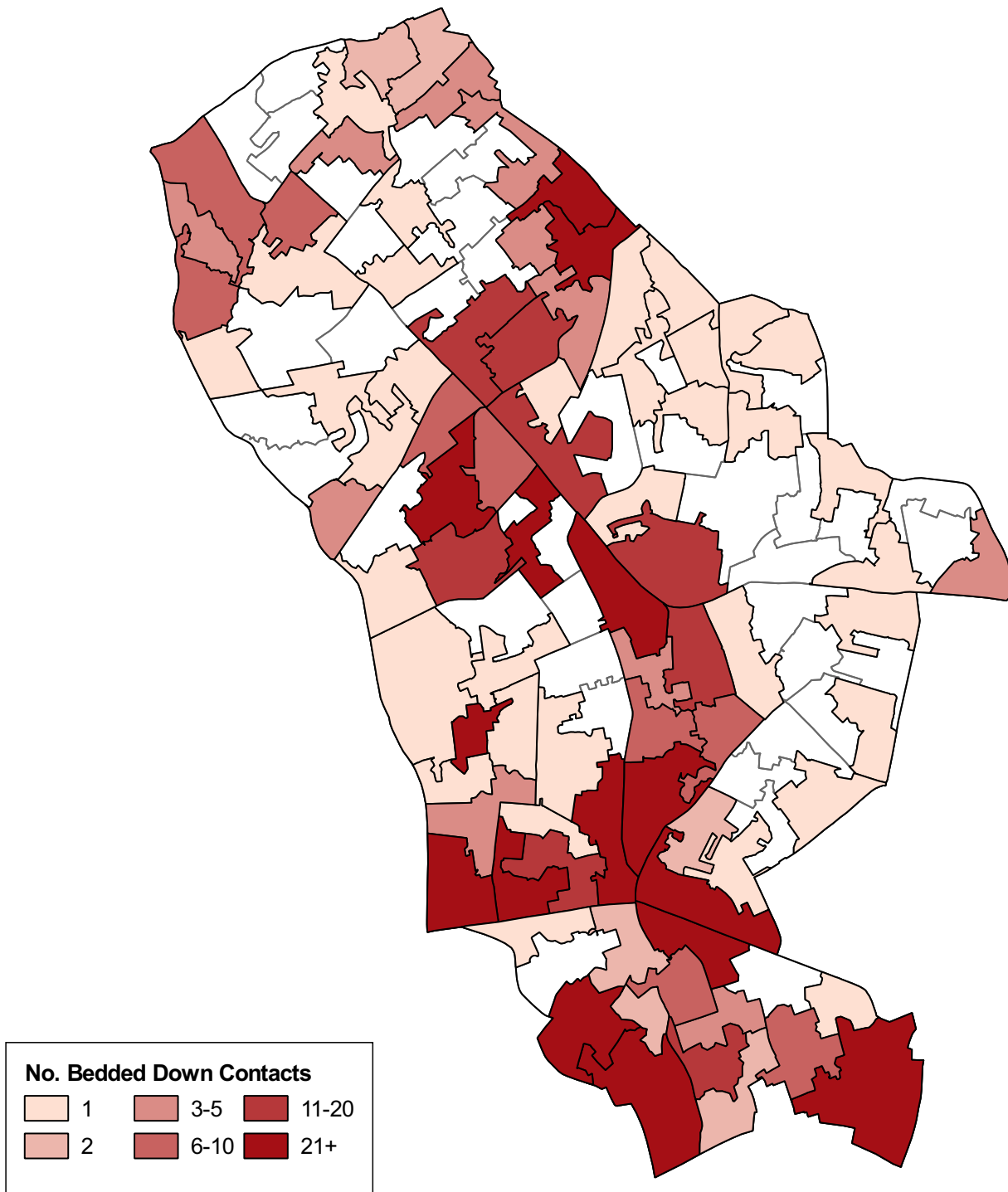
Base (Flow): 222
 Base (Stock): 70
 Base (Returner): 45

3. SPATIAL DISTRIBUTION

3.1 Bedded down street contacts by area: Map

It is important to note that this map represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given area.

Map 1: Number of bedded down street contacts recorded in each Lower Super Output Area in the borough during 2022/23



4. HISTORY PRIOR TO ROUGH SLEEPING

In October 2022, recording of people's history prior to first being seen rough sleeping was changed on CHAIN. The changes were made in order to collect more detailed information about where people had been staying, why they had left the accommodation and how long ago this was, and whether they had approached a local authority for help in relation to leaving the accommodation. Recording of this information was extended to people who had returned to rough sleeping, in addition to those who were seen rough sleeping in London for the first time.

The changes were made in October in order to allow the information to be used in populating the new version of DLUHC's DELTA reports, which local authorities are required to submit on a monthly basis. Unfortunately, the timing of the change means that, in this area of reporting, we do not have a single consistent dataset covering the whole year. In order to provide full information, we have presented both datasets in this report, accompanied by an explanation of the differing underlying bases. The original methodology is referred to here as 'legacy recording'.

In both recording methodologies, 'last settled base' refers to the last accommodation of a settled nature in which the individual lived. It may be that an individual could also have stayed at some other accommodation in an unsettled situation since leaving their last settled base. If the person was living in private accommodation of some form (e.g. private rented, council tenancy, housing association, owner occupied), and they were a sole or joint legal tenant or owner of the property, their last settled base would be recorded using the option that describes the type of accommodation (e.g. 'private rented accommodation'). If they were staying with someone who was a sole or joint legal tenant or owner of the property, but they themselves were not a sole or joint legal tenant or owner of the property, then they would be recorded as 'living with family/friends/partner'.

4.1 History prior to rough sleeping: New rough sleepers (legacy recording)

This section of the report presents information about history prior to rough sleeping, for people who were seen rough sleeping in London for the first time ever, from the start of the year to 20 October 2022, and who were seen rough sleeping in the borough during the year. This section uses the same methodology as that presented in CHAIN annual reports for 2020/21 and 2021/22, and the data can be directly compared to information from those reports.

Table 1: New rough sleepers in 2022/23 (legacy recording), by last settled base

Last longer-term or settled base	No.	%
Long-term accommodation		
Private rented accommodation	11	14.9%
Living with friends/family	6	8.1%
Living with partner	2	2.7%
Living with parents	3	4.1%
Local authority accommodation	1	1.4%
Housing association/RSL accommodation	2	2.7%
Owner occupied accommodation	0	0.0%
Tied accommodation	0	0.0%
Sheltered housing/registered care accommodation	0	0.0%
<i>Long-term accommodation subtotal</i>	25	33.8%
Short or medium-term accommodation		
Asylum support accommodation	7	9.5%
Hostel	7	9.5%
Temporary accommodation (Local authority)	2	2.7%
B&B/other temporary accommodation	0	0.0%
Clinic/Detox/Rehab	0	0.0%
<i>Short or medium-term accommodation subtotal</i>	16	21.6%
Institution		
Prison	1	1.4%
Hospital	0	0.0%
<i>Institution subtotal</i>	1	1.4%
Inappropriately accommodated		
Squat	1	1.4%
Outhouse	0	0.0%
<i>Inappropriately accommodated subtotal</i>	1	1.4%
Newly arrived in UK		
Newly arrived in UK - not homeless in home country	2	2.7%
Newly arrived in UK - homeless in home country	0	0.0%
<i>Newly arrived in UK subtotal</i>	2	2.7%
Other	29	39.2%
Not recorded	62	
Total (excl. not recorded)	74	100.0%
Total (incl. not recorded)	136	

Total excluding not recorded is used as the base for percentages.

Table 2: New rough sleepers in 2022/23 (legacy recording), by reason for leaving last settled base

Reason for leaving last longer-term or settled base	No.	%
Asked to leave or evicted		
Asked to leave	10	13.5%
Evicted - arrears	2	2.7%
Evicted - end of tenancy agreement	1	1.4%
Evicted - ASB	1	1.4%
Evicted - other	5	6.8%
<i>Asked to leave or evicted subtotal</i>	<i>19</i>	<i>25.7%</i>
Employment and education		
Financial problems - loss of job	1	1.4%
Seeking work - from within UK	0	0.0%
Seeking work - from outside UK	1	1.4%
Study	0	0.0%
<i>Employment and education subtotal</i>	<i>2</i>	<i>2.7%</i>
Relationships		
Relationship breakdown	4	5.4%
Death of relative/friend	0	0.0%
Move nearer family/friends/community	0	0.0%
<i>Relationships subtotal</i>	<i>4</i>	<i>5.4%</i>
Financial		
Financial problems - debt	0	0.0%
Financial problems - housing benefit	0	0.0%
Financial problems - other	1	1.4%
<i>Financial subtotal</i>	<i>1</i>	<i>1.4%</i>
End of stay in short or medium-term accommodation		
End of stay - asylum accommodation	7	9.5%
Evicted - given non priority decision	1	1.4%
End of stay - hostel	1	1.4%
End of stay - other	0	0.0%
<i>End of stay in short or medium-term accommodation subtotal</i>	<i>9</i>	<i>12.2%</i>
Victim of violence, harassment or abuse		
Harassment/abuse/violence	3	4.1%
Domestic violence - victim	0	0.0%
Tenancy hijack	0	0.0%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>3</i>	<i>4.1%</i>
End of stay in institution		
End of stay - prison	1	1.4%
End of stay - hospital	0	0.0%
<i>End of stay in institution subtotal</i>	<i>1</i>	<i>1.4%</i>
Housing conditions		
Housing conditions	1	1.4%
Perpetrator of violence, harassment or abuse		
Domestic violence - perpetrator	0	0.0%
Transient		
Transient/travelling around	2	2.7%
Other		
Other	32	43.2%
Not recorded	62	
Total (excl. not recorded)	74	100.0%
Total (incl. not recorded)	136	

Total excluding not recorded is used as the base for percentages.

4.2 History prior to rough sleeping: New rough sleepers (new recording)

This section of the report presents information about history prior to rough sleeping, for people seen rough sleeping after 20 October 2022 up to the end of the year, who had either never been seen rough sleeping in London previously, or whose last rough sleeping contact was over five years (60 months) earlier than their first contact in the report period, and who were seen rough sleeping in the borough during the year. It should be noted that the definition of 'new rough sleeper' used for this information is different to the definition of 'flow' used in the 'flow, stock, returner' model referenced elsewhere in this report, and therefore the bases will not be the same.

An individual included in this section could potentially also be included in the figures for returning rough sleepers presented in section 4.3, if they were first seen in the year as a new rough sleeper, had a period of at least 180 days of not being seen, and were then seen again.

Table 3: New rough sleepers in 2022/23 (new recording), by last settled base

Last settled base in the UK	No.	%
Long-term accommodation		
Living with family/friends/partner	14	25.9%
Private rented accommodation	10	18.5%
Council tenancy (local authority accommodation)	1	1.9%
Housing association/RSL accommodation	1	1.9%
Sheltered housing/registered care accommodation	0	0.0%
Employment-related accommodation (except armed forces)	0	0.0%
Owner occupied accommodation	0	0.0%
<i>Long-term accommodation subtotal</i>	<i>26</i>	<i>48.1%</i>
Short or medium-term accommodation		
Hostel or other supported accommodation	2	3.7%
Temporary accommodation (local authority)	2	3.7%
B&B (not local authority TA)	0	0.0%
Winter/night shelter	0	0.0%
Clinic/Detox/Rehab	0	0.0%
Squat	0	0.0%
<i>Short or medium-term accommodation subtotal</i>	<i>4</i>	<i>7.4%</i>
Institutional & armed forces accommodation		
Asylum support accommodation (NASS/other)	2	3.7%
Care (local authority youth care)	0	0.0%
Hospital	0	0.0%
Prison	0	0.0%
Probation accommodation	0	0.0%
Armed forces accommodation	0	0.0%
<i>Institutional & armed forces accommodation subtotal</i>	<i>2</i>	<i>3.7%</i>
No settled base since arriving in UK	4	7.4%
Other	1	1.9%
Not known	17	31.5%
Not recorded	32	
Total (excl. not recorded)	54	100.0%
Total (incl. not recorded)	86	

Total excluding not recorded is used as the base for percentages.

Table 4: New rough sleepers in 2022/23 (new recording), by type of departure from last settled base

Type of departure from last settled base in the UK	No.	%
Asked to leave by person they were staying with	12	22.2%
Evicted	10	18.5%
Left of own accord	4	7.4%
End of time-limited stay	2	3.7%
No departure - still has the accommodation	2	3.7%
Other	3	5.6%
No settled base since arriving in UK	4	7.4%
Not known	17	31.5%
Not recorded	32	
Total (excl. not recorded)	54	100.0%
Total (incl. not recorded)	86	

Total excluding not recorded is used as the base for percentages.

Table 5: New rough sleepers in 2022/23 (new recording), by type of departure from last settled base, and underlying cause of departure

Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK									Total (incl. not recorded)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known	Not recorded	
Arrears/debts - change in rent/mortgage	0	0	0	0	0	0	0	0	0	0
Arrears/debts - issues with benefits	0	0	0	0	0	0	0	0	0	0
Arrears/debts - living costs	0	1	0	0	0	0	0	0	0	1
Arrears/debts - loss of employment	0	2	0	0	0	0	0	0	0	2
Arrears/debts - other	0	0	0	0	0	0	0	0	0	0
End of tenancy agreement	0	2	0	0	0	1	0	0	0	3
Illegal eviction	0	2	0	0	0	0	0	0	0	2
Given non-priority decision	0	0	0	0	0	0	0	0	0	0
Relationship breakdown	5	0	0	0	0	0	0	0	0	5
Death of relative/friend	0	0	0	0	0	0	0	0	0	0
Domestic violence - victim	1	0	0	0	0	0	0	0	0	1
Harassment/abuse/violence - victim	0	0	0	0	0	1	0	0	0	1
Unmanaged support need	1	1	1	0	0	0	0	0	0	3
Housing conditions	1	0	1	0	0	0	0	0	0	2
Relocated to be nearer family/friends/community	0	0	0	0	0	0	0	0	0	0
Relocated seeking work	0	0	0	0	0	0	0	0	0	0
Transient/travelling around	0	0	0	0	0	0	0	0	0	0
Anti-social behaviour - perpetrator	1	1	0	0	0	0	0	1	0	3
Domestic violence - perpetrator	0	0	0	0	0	0	0	0	0	0
Taken into custody	0	0	0	0	0	0	0	0	0	0
End of time-limited stay	0	0	0	0	0	0	0	0	0	0
End of NASS accommodation following a positive Home Office decision	0	0	0	2	0	0	0	0	0	2
End of NASS accommodation following a negative Home Office decision	0	0	0	0	0	0	0	0	0	0
No departure - still has the accommodation	0	0	0	0	2	0	0	0	0	2
Other	1	1	0	0	0	1	0	0	0	3
No settled base since arriving in UK	0	0	0	0	0	0	4	0	0	4
Not known	2	0	2	0	0	0	0	16	0	20
Not recorded	0	0	0	0	0	0	0	0	32	32
Total (incl. not recorded)	12	10	4	2	2	3	4	17	32	86

4.3 History prior to rough sleeping: Returning rough sleepers

This section of the report presents information about history prior to rough sleeping, for people seen rough sleeping after 20 October 2022 up to the end of the year, who had returned to rough sleeping after at least 180 days since their previous rough sleeping contact, and who were seen rough sleeping in the borough following their return. It should be noted that the definition of 'returning to rough sleeping' used for this information is different to the definition of 'returner' used in the flow, stock, returner model referenced elsewhere in this report, and therefore the bases will not be the same.

An individual included in this section could potentially also be included in the figures for new rough sleepers presented in sections 4.1 and 4.2, if they were first seen in the year as a new rough sleeper, had a period of at least 180 days of not being seen, and were then seen again. It is also possible that an individual could have been recorded as returning to rough sleeping more than once during the year. In cases where this has occurred, only the information relating to the individual's most recent return is included in these figures.

Table 6: Returning rough sleepers in 2022/23, by last settled base

Last settled base in the UK	No.	%
Long-term accommodation		
Living with family/friends/partner	1	6.3%
Private rented accommodation	2	12.5%
Council tenancy (local authority accommodation)	0	0.0%
Housing association/RSL accommodation	1	6.3%
Sheltered housing/registered care accommodation	0	0.0%
Employment-related accommodation (except armed forces)	0	0.0%
Owner occupied accommodation	0	0.0%
<i>Long-term accommodation subtotal</i>	4	25.0%
Short or medium-term accommodation		
Hostel or other supported accommodation	1	6.3%
Temporary accommodation (local authority)	0	0.0%
B&B (not local authority TA)	0	0.0%
Winter/night shelter	0	0.0%
Clinic/Detox/Rehab	0	0.0%
Squat	1	6.3%
<i>Short or medium-term accommodation subtotal</i>	2	12.5%
Institutional & armed forces accommodation		
Asylum support accommodation (NASS/other)	0	0.0%
Care (local authority youth care)	0	0.0%
Hospital	0	0.0%
Prison	0	0.0%
Probation accommodation	0	0.0%
Armed forces accommodation	0	0.0%
<i>Institutional & armed forces accommodation subtotal</i>	0	0.0%
No settled base since arriving in UK	3	18.8%
Other	0	0.0%
Not known	7	43.8%
Not recorded	11	
Total (excl. not recorded)	16	100.0%
Total (incl. not recorded)	27	

Total excluding not recorded is used as the base for percentages.

Table 7: Returning rough sleepers in 2022/23, by type of departure from last settled base

Type of departure from last settled base in the UK	No.	%
Asked to leave by person they were staying with	0	0.0%
Evicted	3	18.8%
Left of own accord	2	12.5%
End of time-limited stay	0	0.0%
No departure - still has the accommodation	0	0.0%
Other	1	6.3%
No settled base since arriving in UK	3	18.8%
Not known	7	43.8%
Not recorded	11	
Total (excl. not recorded)	16	100.0%
Total (incl. not recorded)	27	

Total excluding not recorded is used as the base for percentages.

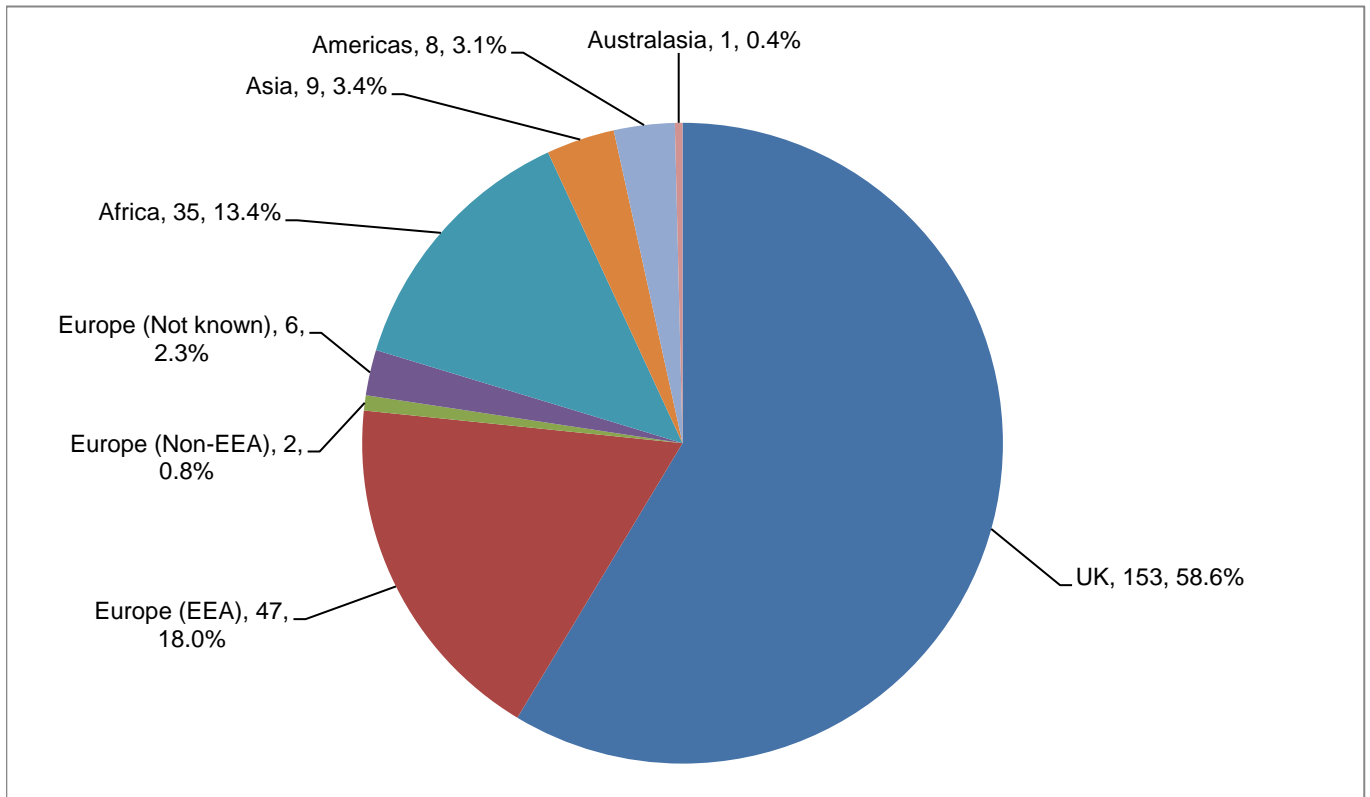
Table 8: Returning rough sleepers in 2022/23, by type of departure from last settled base, and underlying cause of departure

Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK									Total (incl. not recorded)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known	Not recorded	
Arrears/debts - change in rent/mortgage	0	0	0	0	0	0	0	0	0	0
Arrears/debts - issues with benefits	0	1	0	0	0	0	0	0	0	1
Arrears/debts - living costs	0	0	0	0	0	0	0	0	0	0
Arrears/debts - loss of employment	0	0	0	0	0	0	0	0	0	0
Arrears/debts - other	0	0	0	0	0	0	0	0	0	0
End of tenancy agreement	0	0	0	0	0	0	0	0	0	0
Illegal eviction	0	0	0	0	0	0	0	0	0	0
Given non-priority decision	0	0	0	0	0	0	0	0	0	0
Relationship breakdown	0	0	0	0	0	0	0	0	0	0
Death of relative/friend	0	0	0	0	0	0	0	0	0	0
Domestic violence - victim	0	0	0	0	0	0	0	0	0	0
Harassment/abuse/violence - victim	0	0	0	0	0	0	0	0	0	0
Unmanaged support need	0	0	0	0	0	0	0	0	0	0
Housing conditions	0	0	0	0	0	0	0	0	0	0
Relocated to be nearer family/friends/community	0	0	0	0	0	0	0	0	0	0
Relocated seeking work	0	0	0	0	0	0	0	0	0	0
Transient/travelling around	0	0	0	0	0	0	0	0	0	0
Anti-social behaviour - perpetrator	0	0	0	0	0	0	0	0	0	0
Domestic violence - perpetrator	0	0	0	0	0	0	0	0	0	0
Taken into custody	0	0	0	0	0	0	0	0	0	0
End of time-limited stay	0	0	0	0	0	0	0	0	0	0
End of NASS accommodation following a positive Home Office decision	0	0	0	0	0	0	0	0	0	0
End of NASS accommodation following a negative Home Office decision	0	0	0	0	0	0	0	0	0	0
No departure - still has the accommodation	0	0	0	0	0	0	0	0	0	0
Other	0	0	1	0	0	1	0	0	0	2
No settled base since arriving in UK	0	0	0	0	0	0	3	0	0	3
Not known	0	2	1	0	0	0	0	7	0	10
Not recorded	0	0	0	0	0	0	0	0	11	11
Total (incl. not recorded)	0	3	2	0	0	1	3	7	11	27

5. DEMOGRAPHICS & SUPPORT NEEDS

5.1 Nationality: Overall composition

Chart 4: People seen rough sleeping in 2022/23, by nationality



Base: 261 people seen rough sleeping in the year whose nationality was known.

5.2 Nationality: Flow, stock, returner model

Table 9: Nationality of people seen rough sleeping during 2022/23, by flow, stock, returner breakdown

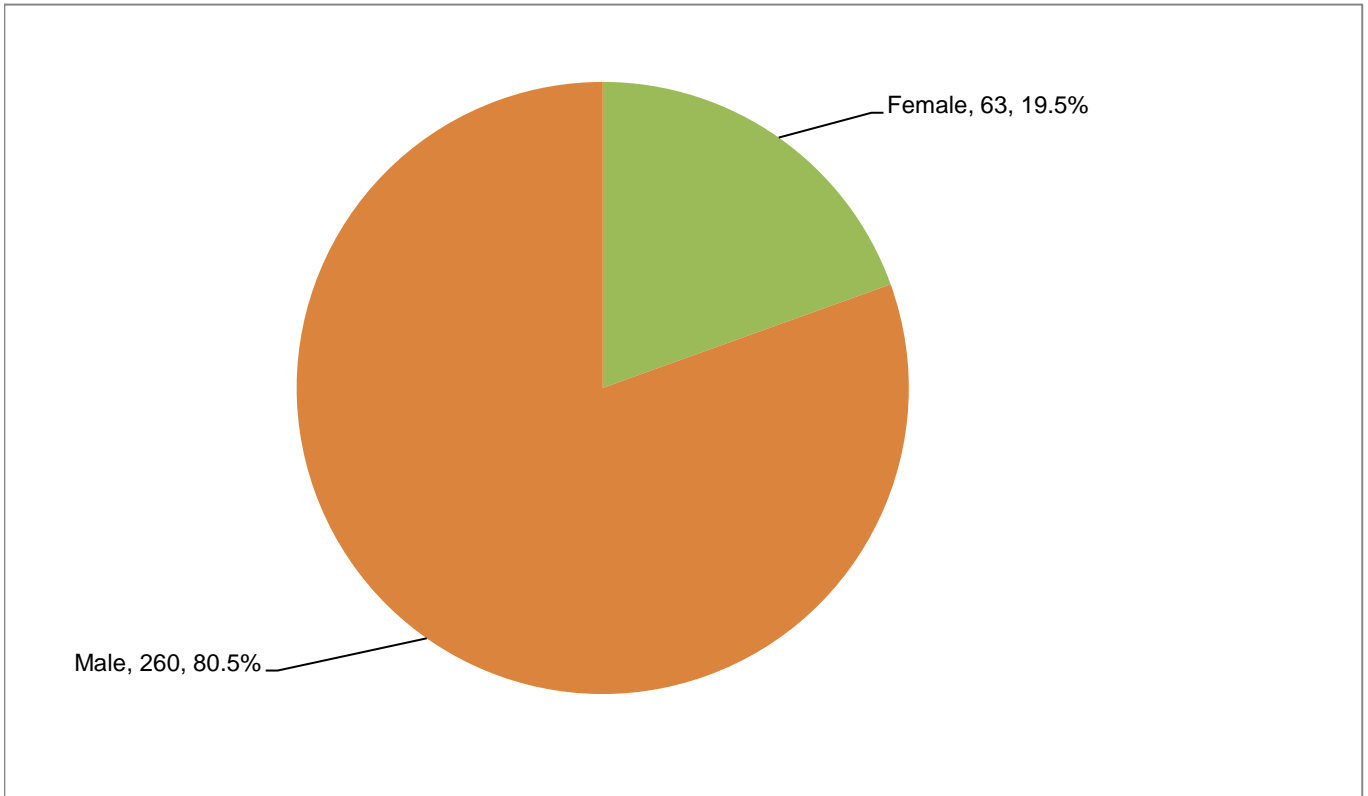
Nationality	Flow	Stock	Returner	Total	
	No.	No.	No.	No.	%
UK	81	42	30	153	58.6%
Romania	7	5	2	14	5.4%
Poland	1	4	2	7	2.7%
Lithuania	0	0	0	0	0.0%
Portugal	0	0	0	0	0.0%
Ireland (Republic of)	2	3	3	8	3.1%
Bulgaria	0	1	0	1	0.4%
Italy	3	2	1	6	2.3%
Latvia	1	1	0	2	0.8%
France	2	1	1	4	1.5%
Spain	0	0	0	0	0.0%
Other European (EEA) countries	3	2	0	5	1.9%
Europe (EEA)	19	19	9	47	18.0%
Europe (Non-EEA)	1	1	0	2	0.8%
Europe (Not known)	6	0	0	6	2.3%
Eritrea	17	2	2	21	8.0%
Sudan	1	0	0	1	0.4%
Nigeria	0	0	0	0	0.0%
Somalia	0	0	2	2	0.8%
Ethiopia	3	0	1	4	1.5%
Other African countries	4	3	0	7	2.7%
Africa	25	5	5	35	13.4%
India	2	1	0	3	1.1%
Afghanistan	1	0	0	1	0.4%
Iran	1	0	0	1	0.4%
Pakistan	0	0	0	0	0.0%
Bangladesh	0	1	0	1	0.4%
Other Asian countries	2	1	0	3	1.1%
Asia	6	3	0	9	3.4%
Americas	8	0	0	8	3.1%
Australasia	1	0	0	1	0.4%
Not known	75	0	1	76	
Total (excl. not known)	147	70	44	261	100.0%
Total (incl. not known)	222	70	45	337	

Total excluding not known is used as base for percentages.

Please see section 2.1 for an explanation of the flow, stock, returner model.

5.3 Gender

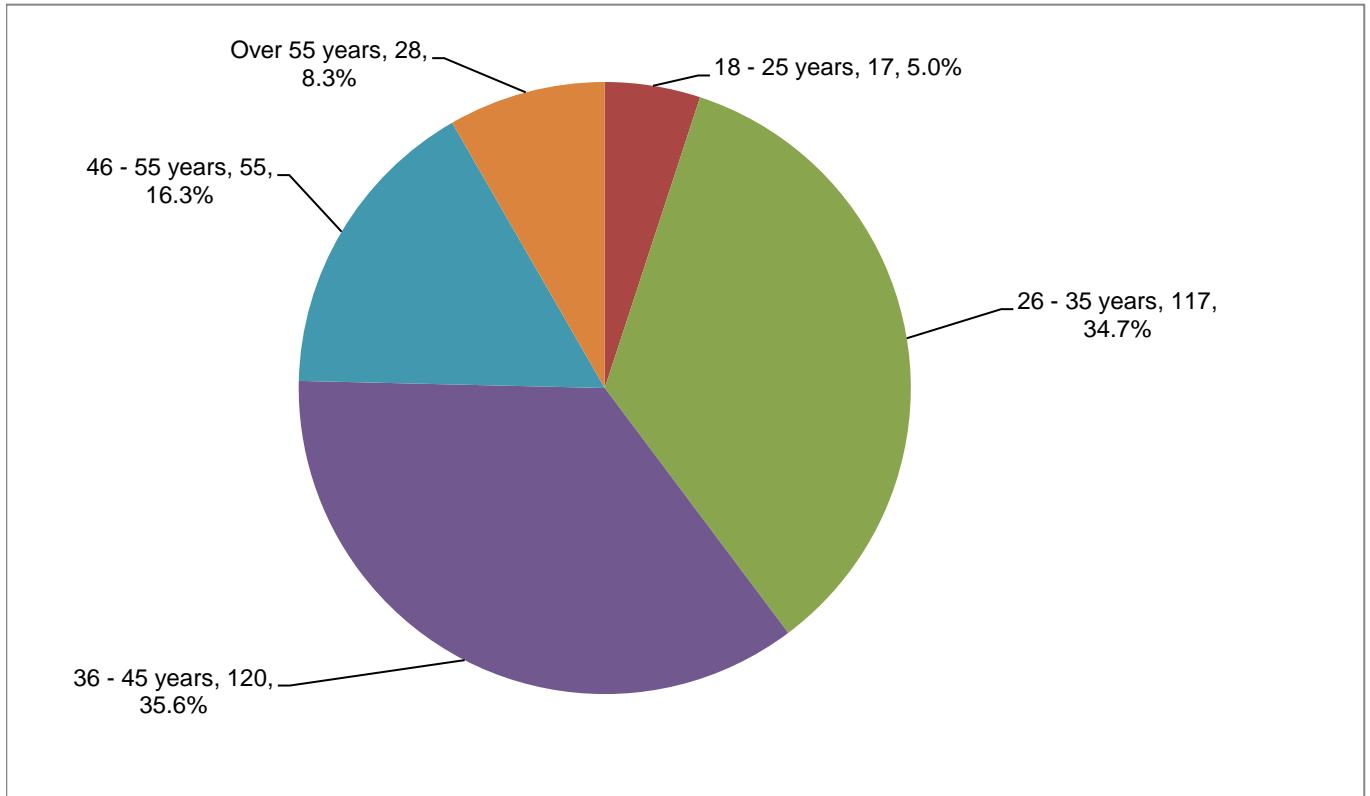
Chart 5: People seen rough sleeping in 2022/23, by gender



Base: 323 people seen rough sleeping whose gender was known. This excludes 14 people whose gender was not known.

5.4 Age

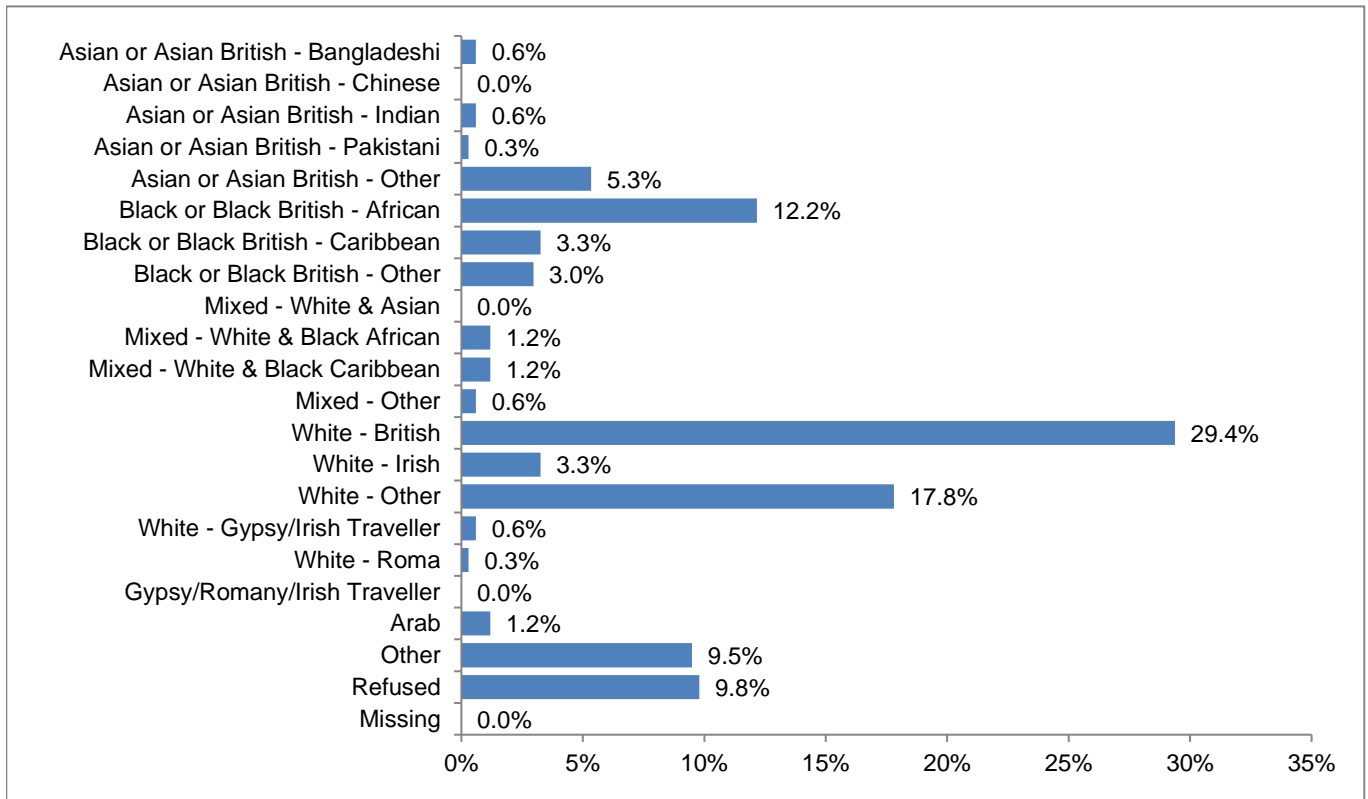
Chart 6: People seen rough sleeping in 2022/23, by age



Base: 337

5.5 Ethnicity

Chart 7: People seen rough sleeping in 2022/23, by ethnicity



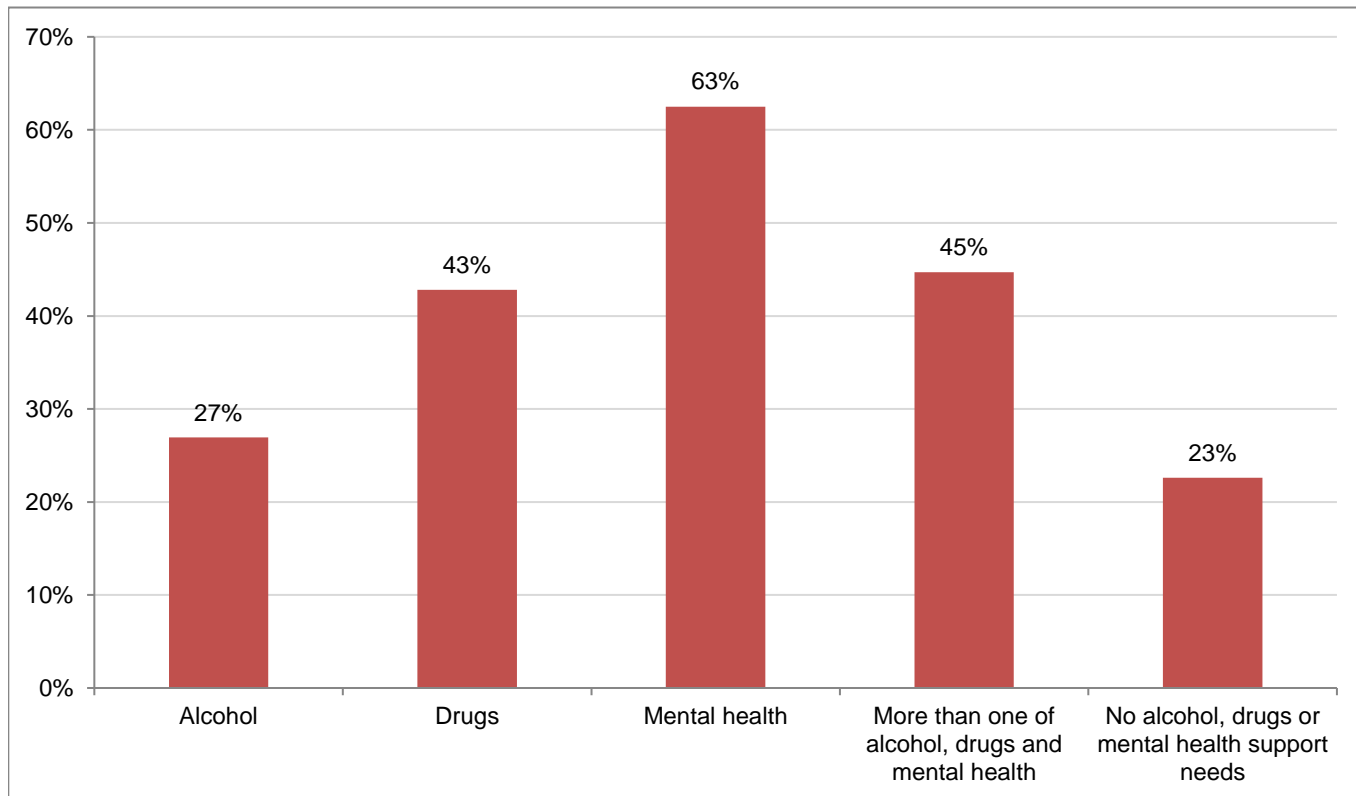
Base: 337

The previously employed category of 'Gypsy/Romany/Irish Traveller' was replaced in 2021 with separate categories for 'White - Gypsy/Irish Traveller' and 'White - Roma' in order to bring CHAIN recording into line with Office for National Statistics usage. Some people seen rough sleeping during the period have not had their ethnicity information updated to reflect these new categories, so the original category is also included in the chart.

5.6 Support needs

Support needs data in CHAIN is derived from assessments made by support workers in the homelessness sector. It is important to note that 38% of people seen rough sleeping in the borough in 2022/23 did not have a support needs assessment recorded.

Chart 8: People seen rough sleeping in 2022/23, by support needs



Base: 208. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (129).

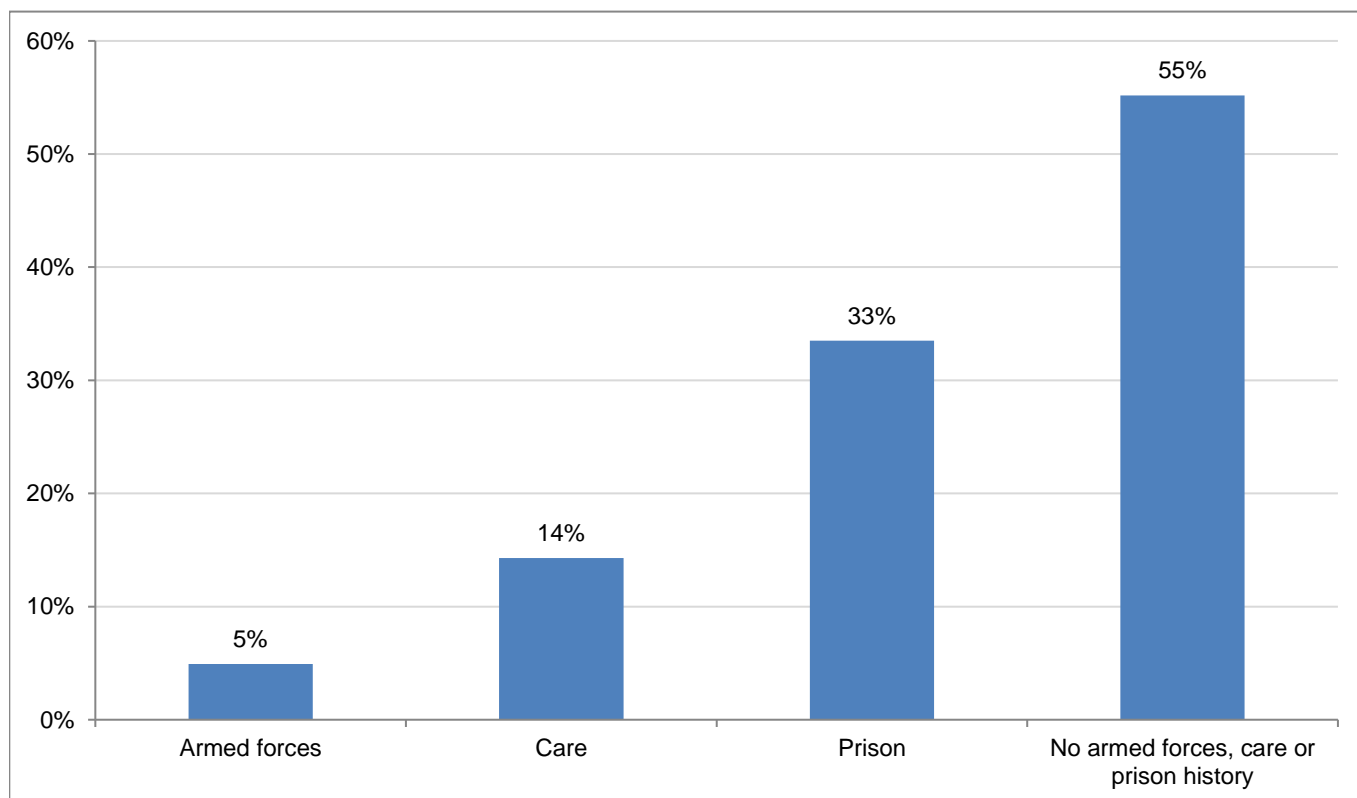
Table 10: People seen rough sleeping in 2022/23, by support needs combination

Support Needs	No.	%
Alcohol only	4	2%
Drugs only	21	10%
Mental health only	42	20%
Alcohol and drugs	5	2%
Alcohol and mental health	25	12%
Drugs and mental health	41	20%
Alcohol, drugs and mental health	22	11%
All three no	47	23%
All three no, not known or not assessed	1	0%
All three not known or not assessed	129	
Total (excl. not assessed)	208	100%
Total (incl. not assessed)	337	

Total excluding not known or assessed is used as base for percentages.

5.7 Institutional & armed forces history

Chart 9: People seen rough sleeping in 2022/23, by experience of armed forces, care or prison



Base: 203. Note that the base figure for this chart excludes people for whom none of the three institutional histories were assessed (134).

Table 11: Nationality of people seen rough sleeping in 2022/23 with experience of armed forces

Nationality	No.	%
UK	7	3%
Non-UK	3	1%
Total with armed forces experience	10	5%
Base (total assessed)	203	

10 people seen rough sleeping in the borough in 2022/23 had experience of serving in the armed forces, of whom 7 were UK nationals. Time spent in the forces could have been at any point in the person's life, and it is not necessarily the case that the person has recently been discharged.

6. HELPING PEOPLE OFF THE STREETS

6.1 Accommodation outcomes

In 2022/23, 88 people who had been seen rough sleeping during the year were booked into accommodation by services in the borough.

Table 12: Accommodation outcomes achieved with people seen rough sleeping in 2022/23, compared to outcomes achieved in 2021/22

Accommodation type	2021/22		2022/23	
	No. events	%	No. events	%
Hubs, shelters and emergency accommodation				
COVID-19 Emergency Accommodation (Local)	2	2%	0	0%
COVID-19 Emergency Accommodation (Pan London)	0	0%	0	0%
Hub	0	0%	1	1%
Nightstop	0	0%	0	0%
SWEP (Local)	18	21%	44	31%
SWEP (Pan-London)	0	0%	4	3%
Winter/Night Shelter	1	1%	7	5%
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>21</i>	<i>24%</i>	<i>56</i>	<i>39%</i>
Temporary accommodation				
Assessment centre	2	2%	3	2%
Bed & breakfast	0	0%	8	6%
Clinic/Detox/Rehab	0	0%	1	1%
Friends & family	0	0%	0	0%
Hostel	0	0%	5	4%
Local authority temporary accommodation	56	65%	46	32%
Staging post	0	0%	0	0%
Other temporary accommodation	0	0%	7	5%
<i>Temporary accommodation subtotal</i>	<i>58</i>	<i>67%</i>	<i>70</i>	<i>49%</i>
Long-term accommodation				
Care home	0	0%	0	0%
Clearing House/RSI	0	0%	0	0%
Local authority tenancy (general needs)	0	0%	0	0%
Private rented sector - independent	1	1%	0	0%
Private rented sector - with some floating support	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	0	0%	0	0%
Supported housing	5	6%	15	11%
Tied accommodation	0	0%	0	0%
Other long-term accommodation	1	1%	1	1%
<i>Long-term accommodation subtotal</i>	<i>7</i>	<i>8%</i>	<i>16</i>	<i>11%</i>
Total	86	100%	142	100%

An individual may have been booked into accommodation more than once during the period.

6.2 Reconnection outcomes

Outreach and other services help people to reconnect to their home area or country, where they have more options available to them, for example through appropriate support networks, entitlement to accommodation or access to an alcohol treatment centre. Reconnection destinations could be another borough within London, an area elsewhere in the UK, or another country. Some people may have had more than one reconnection recorded during the year.

Table 13: Confirmed reconnections achieved with people seen rough sleeping in 2022/23, compared to reconnections achieved in 2021/22

Reconnection reason	2021/22		2022/23	
	No.	%	No.	%
Return to home area	11	100%	3	38%
Seeking work	0	0%	0	0%
Move to area for friends/family	4	36%	0	0%
Move to area with appropriate services	5	45%	5	63%
Reconnections total	11		8	

Reconnection destination	No.	%	No.	%
UK - London	6	55%	6	75%
UK - outside London	2	18%	2	25%
Central and Eastern Europe	3	27%	0	0%
Other Europe	0	0%	0	0%
Rest of the world	0	0%	0	0%
<i>Not known</i>	0		0	
Reconnections total (excl. destination not known)	11	100%	8	100%

Reconnections can be recorded with multiple reasons, so the overall total will be lower than the combined sum of the separate reconnection reasons.

8 people seen rough sleeping in 2022/23 also had a confirmed reconnection recorded by services in the borough during the period.

0% of reconnections this year were to destinations outside the UK, all of which were to Central and Eastern European countries.

7. TEMPORARY ACCOMMODATION

Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the borough. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2022/23.

7.1 Arrivals

1 individual arrived at temporary accommodation during the period.

7.2 Departures: Destination on departure

The destination on departure from temporary accommodation for the individual was a transfer to another hostel.

7.3 Departures: Reason for leaving

The reason for leaving for the individual who departed temporary accommodation was a planned move.

It is important to note that many people housed in temporary accommodation by local authorities will not be included in these figures, either because they have never been seen rough sleeping by an outreach service that records to CHAIN, or because the accommodation provider does not record to CHAIN.

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Housing Scrutiny Committee Presentation

Council's benchmarking of the Tenant Satisfaction Measures and Pilot Regulator of Social Housing work inspection framework

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Ian Swift
Director of Housing Operations Homes and Neighbourhoods

1. Context and Background

1. Context and Background – Social Housing Regulation Bill

- The Social Housing (Regulation) Bill will enact a set of measures to improve standards for people living in social housing. 1st and 2nd reading in HoP completed.
- 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 Regulator for Social Housing (RSH) with TSMs forming part of this new framework.
- Tenant Satisfaction Measures (TSMs) are the new performance metric for all landlords.
- In addition to the TSMs, the RSH will also carry out regular “Ofsted style” inspections and investigate organisational complaints to ensure compliance with the new standards.

Tenant Satisfaction Measures (TSMs)

- There are **22 TSMs** – Govt published final TSMs in September 2022 after consultation
- TSMs came into force from 1st April 2023
- Applies to all social landlords in England with over 1,000 properties
- Regulator for Social Housing (RSH) will monitor performance and standards through these measures – standard and consistent measure across the social housing sector
- Annual reporting requirement – RSH will publish results, incl. name & shame,
- RSH powers to impose unlimited fines, remedial action orders, compensation
- Council's with TMOs/Partners, are responsible for collecting and reporting on all TSMs
- Landlords must share the results with their residents
- Reporting year runs from 1st April to 31st March
- Results timetable, 1st year submitted by Summer 2024 - results published Autumn 2024
- Procurement of full TSM annual survey underway – Summer 2023 survey

Tenant Satisfaction Measures (TSMs)

	TSM Themes				
Overall satisfaction	Keeping properties in good repair	Maintaining building safety	Respectful and helpful engagement	Complaints handling	Responsible neighbourhood management
Overall satisfaction with the service provided by the landlord.	Satisfaction with repairs.	Gas safety checks.	Satisfaction that the landlord listens to tenant views and acts upon them.	Satisfaction with the landlord's approach to handling of complaints.	Satisfaction that the landlord keeps communal areas clean and well-maintained.
	Satisfaction with time taken to complete most recent repair.	Fire safety checks.	Satisfaction that the landlord keeps tenants informed about things that matter to them.	Complaints relative to the size of the landlord.	Satisfaction that the landlord makes a positive contribution to neighbourhoods.
	Satisfaction that the home is well-maintained.	Asbestos safety checks.	Agreement that the landlord treats tenants fairly and with respect.	Complaints responded to within Complaint Handling Code timescales.	Satisfaction with the landlord's approach to handling anti-social behaviour.
	Homes that do not meet the Decent Homes Standard.	Water safety checks.			Anti-social behaviour cases relative to the size of the landlord.
	Repairs completed within target timescale.	Lift safety checks.			
		Satisfaction that the home is safe.			

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x 12
x 10

Collected by Tenant Perception Surveys

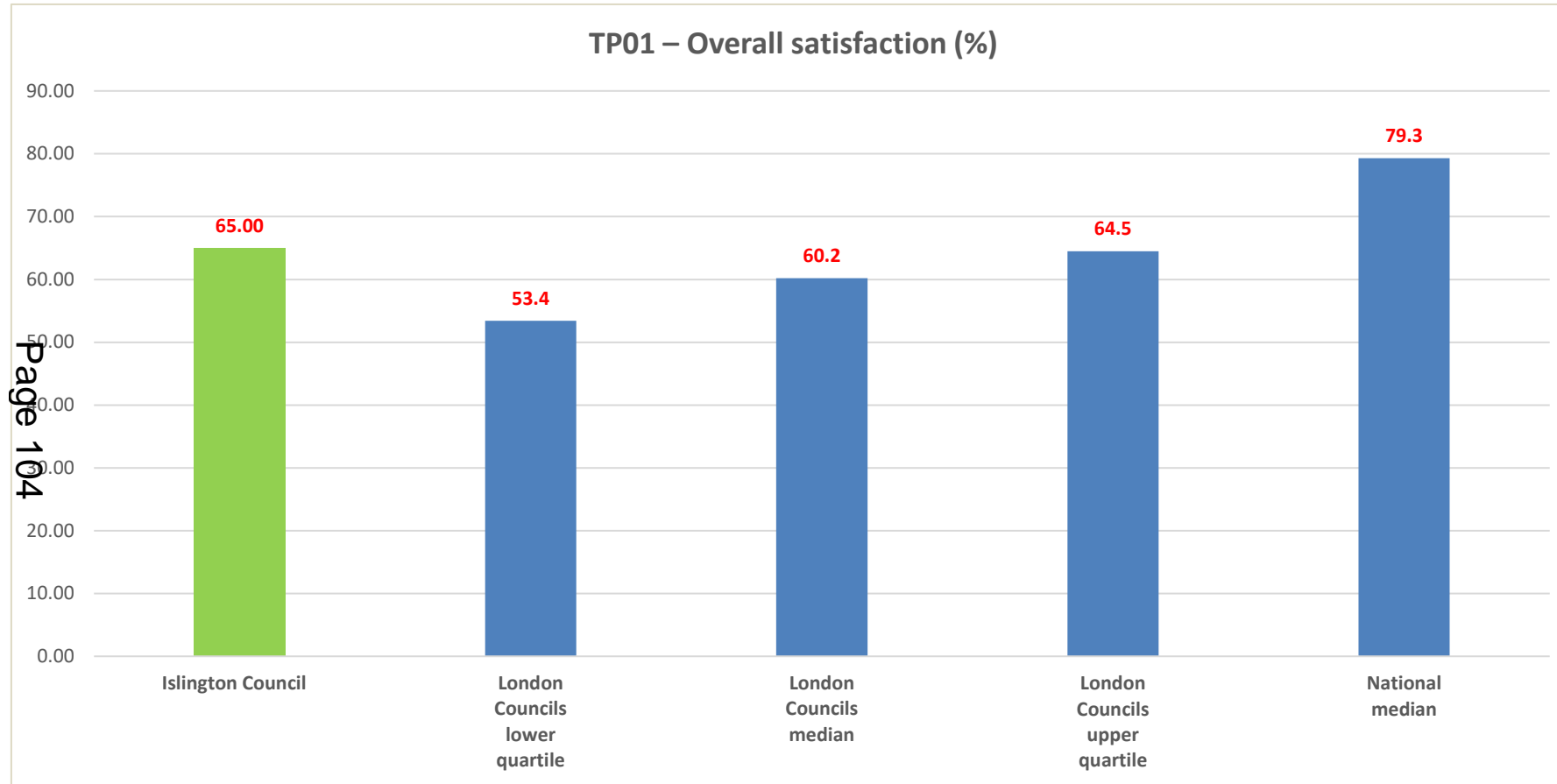
Collected by Landlord Management Information

2. TSM Benchmarking Analysis

Context and background

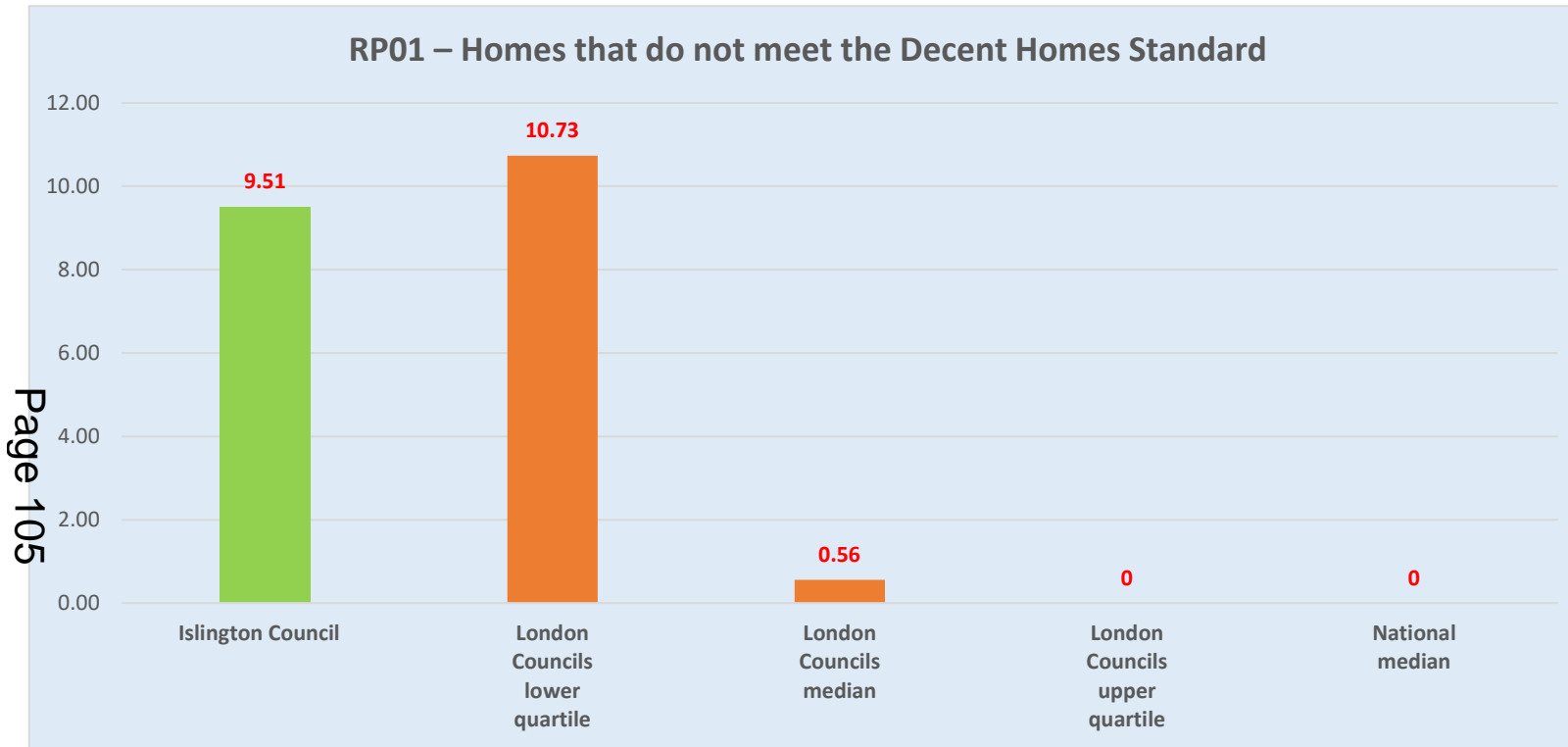
- Earlier this year, London Housing Directors' Group commissioned Housemark to undertake a survey of stock-holding London borough Tenant Satisfaction Measures (TSMs). The Housemark report was finalised and published in March 2023.
- The March 2023 report surveyed boroughs on the twenty-two TSMs that social landlords were required to collect from 1 April 2023. It follows, and where possible tracks, a previous report written in January 2022 and compares **26** London boroughs' performance to average performance of **280** social landlords nationwide.
- Data for twenty-six London boroughs is included but their responses are anonymised. Not all authorities provided responses to all questions.

Overall satisfaction



LBI scores 65% for overall satisfaction measure. Comparatively, this falls within the London Councils upper quartile, but significantly lower than the national average of 79.3%. London Councils generally fared poorly for overall satisfaction measure against the national average, and this is an area for improvement.

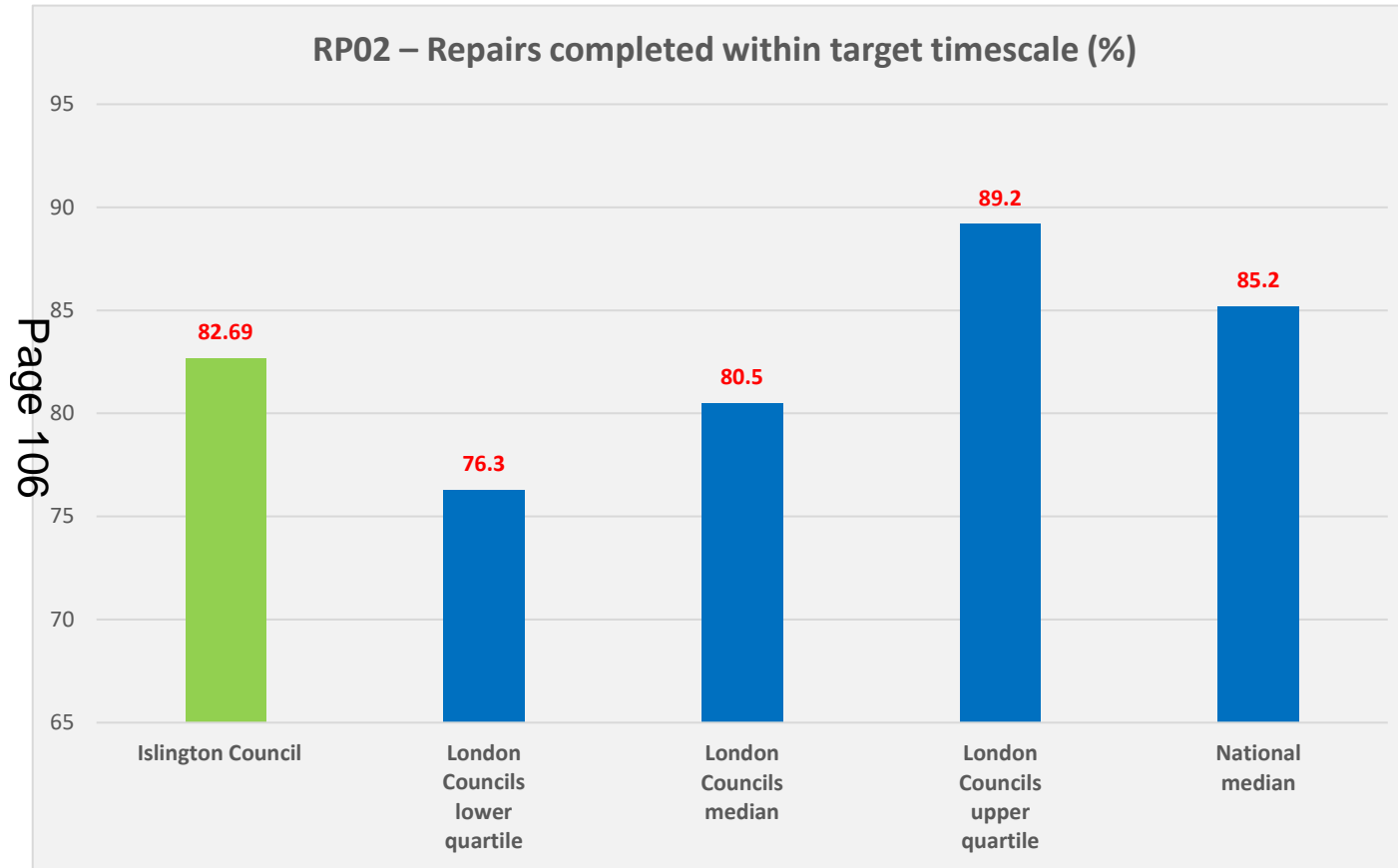
Decent Homes Standard



The LBI score for the number of homes that do not meet the Decent Homes Standard is 9.51%, which comparatively, falls within the London Councils lower quartile.

In contrast, the national average and London Councils upper quartile is zero (0%), suggesting (nationally and on average) all homes meet the Decent Homes Standard.

Repairs Performance

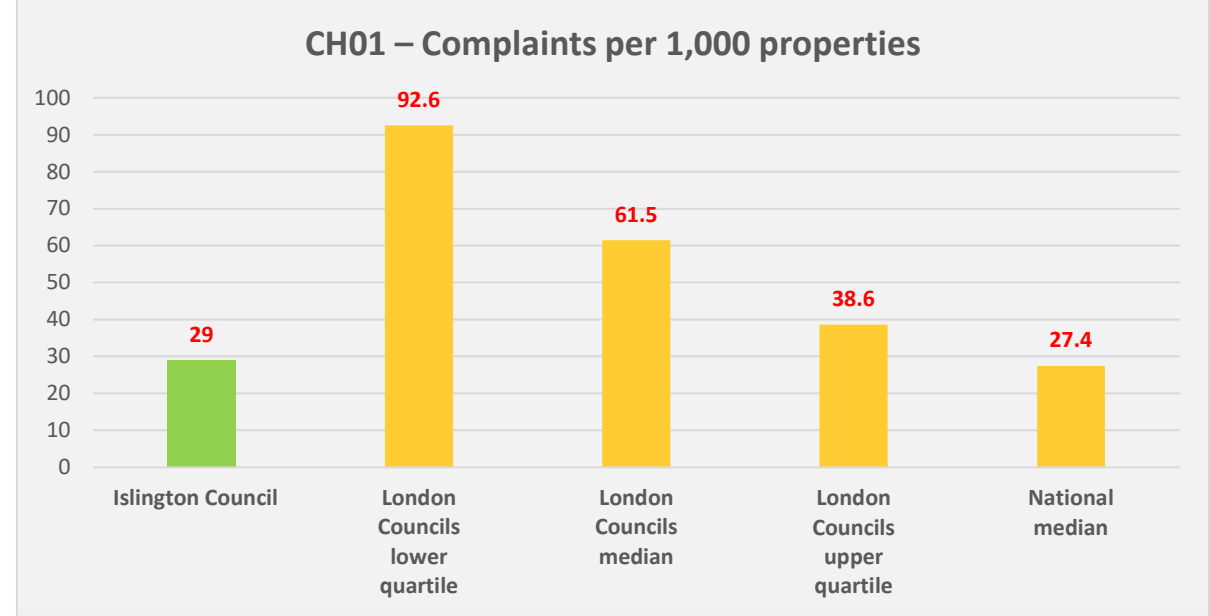
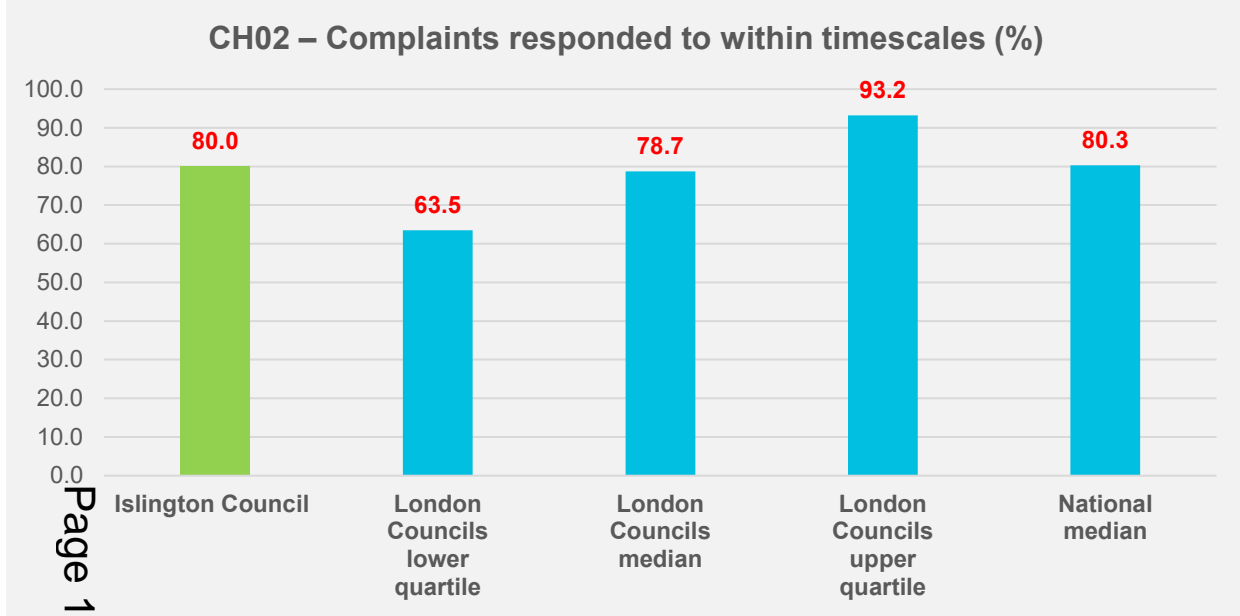


The LBI score for repairs completed within target timescales is 82.69%, which comparatively falls between the London Councils median and upper quartile.

It should be noted that the LBI repairs figure is an average of three different repairs figures, namely (i) Emergency, (ii) Urgent and (iii) routine.

The London Councils upper quartile figure sits at 89.2% with the national average at around 85%. LBI outperforms against the London Council's lower and median quartile and sits just below the national average.

LBI complaints - TSM London Councils Benchmarking



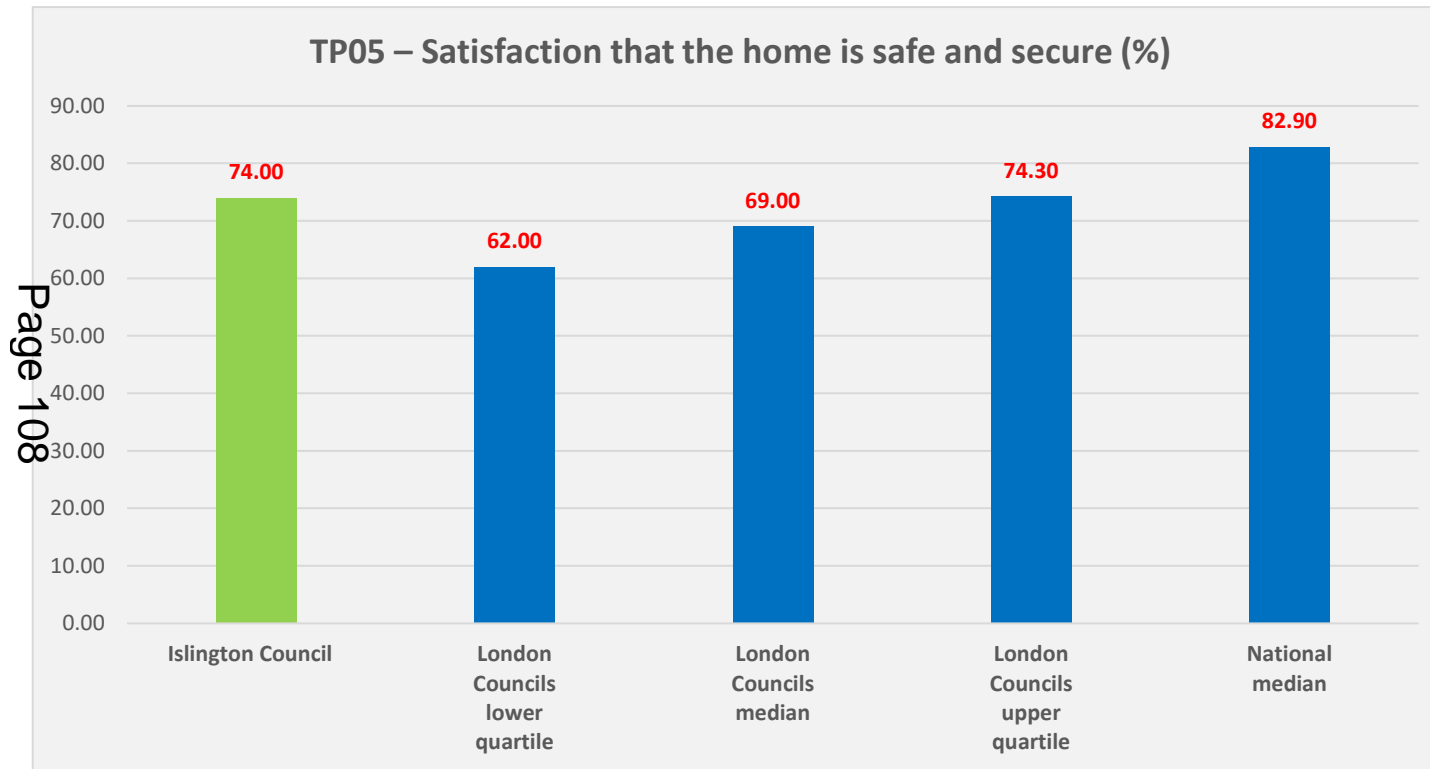
LBI scores 80% for complaints responded to within timescales (stage 1), which comparatively falls within the London Councils median quartile and the national average. The London Councils upper quartile score sits at 93.2% which is considerably higher than the LBI score and the national average.

Contextually, the total number of complaints in London has increased by 20% from the previous year and this is representative of the fact that the sheer volume of properties in London is higher, and as such the complaints teams are seeing a greater demand for their services.

LBI scores favourably in the number of complaints per 1,000 properties at 29, which is in line with the national average. Comparatively the London Councils lower quartile scores this at 92.6 and the upper quartile at 38.6.

This would indicate the LBI responds to a lower proportion of complaints based on the total number of properties it manages.

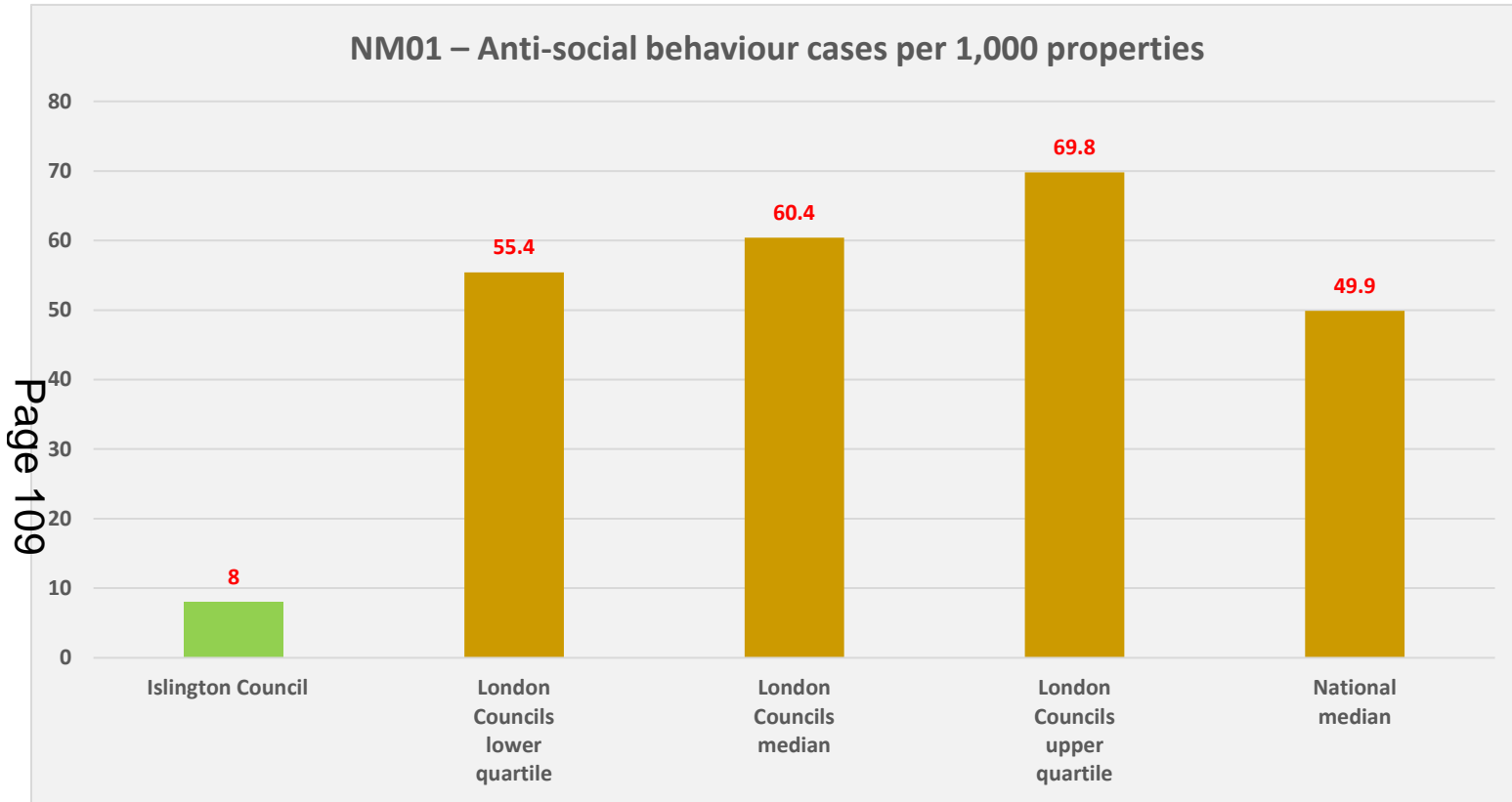
Satisfaction that home is safe and secure



The LBI score for satisfaction that the home is safe and secure is 74%, which comparatively falls within the London Councils upper quartile, but lower than the national average at almost 83%.

Contextually, resident perception will vary from London and inner-city areas to more rural areas, as local crime rates and other factors will differ considerably.

ASB cases



For the number of ASB cases per 1,000 properties, LBI scores favourably at 8.

Comparatively, the national average is nearly 50 with London Councils lower and upper quartiles scoring at 55.4 and 69.8 respectively.

Whilst this appears encouraging, the caveat would be that LBI has only recently started collecting and reporting on this specific metric, and therefore we need to exercise caution until we have at least two quarters worth of data to see a fuller and more accurate and up to date picture in this area.

3. Pilot RSH Inspection Framework

LBI Pilot Inspection Framework

- LBI taking part in RSH Pilot Inspection Framework
- Process started in May 2023
- Initial contextual information and documentation has been provided:
 - *1. The Council's Provision of Housing*
 - *2. Council's Operational Management Structure*
 - *3. Council's Governance Structure*
 - *4. Council's Strategy and Long Term Plans (inc. HRA Business Plan)*
 - *5. Tenant Involvement in Decision Making (Resident Engagement)*
- RSH will review and request further information within 2 weeks
- Arrangements will then be made for RSH to attend site/visit estates, meet with staff and interview key stakeholders (senior managers and Cllrs)

Pilot Inspection and benefits

Pilots Inspections

- RSH announced first wave of Pilot inspections in 2022 with seven landlords
- 2nd Wave of Pilot Inspections announced in April 2023 with four landlords
- The pilots will enable the regulator to **test and refine its approach to consumer inspections**, before rolling them out to social landlords from April 2024.
- The regulator will continue its work to prepare for new consumer regulation over the next 12 months.
- Another key milestone will come in summer 2023, when the regulator intends to launch its consultation on the revised consumer standards.

Benefits

- Identifying areas for improvement before an actual inspection
- Assessing the effectiveness of service delivery and quality assurance processes
- Identifying gaps in compliance with regulatory requirements
- Improving staff understanding of regulatory requirements
- Boosting staff confidence in handling actual inspections
- Improving customer care/experience and outcomes
- Boosting resident confidence that landlord is compliant and offering excellent services – *increase satisfaction!*

LBI Pilot Inspection

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- We have sent detailed information to the RSH, and they are very impressed with our submission. The RSH have assessed this information and they believe the submission is highly professional compared to other submissions
- We are the only large Local Authority Landlord to participate in this pilot work
- We will receive further documentation requests in two weeks' time
- We will have a meeting to scope this work out with the RSH in two weeks
- The RSH are aware of the Housing Ombudsman investigation work at Islington, and they are liaising together
- The RSH will inspect the service during the last week in July or the first week in August
- The RSH will wish to meet with the Chief Executive, Leader of the Council, Executive Member for Homes and Communities, the Corporate Director of Homes and Neighbourhoods, Stuart Fuller, Matt, Mike, the Complaints Team
- They will want to visit one of the Community Drop in sessions
- The RSH will view the Housing Scrutiny in July and the Executive in July
- There is no format - they are making this up as they develop this work – testing and refining the process
- We will not receive a grading, but we will receive an action plan
- The RSH are very happy Islington is piloting this work
- The key areas are tenants' views and empowerment, Health and Safety, Repairs and complaints

4. Other improvement work in H&N

Other key improvement work programmes – H&N

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- Comprehensive Repairs Review
- HQN Complaints Review
- HQN Critical Friend Review
- Damp and Mould Taskforce and Framework
- Service Improvement Board (SIB) – 6 workstreams plus, B&FS Board
- Mystery Shopping of services
- Tenant Voice and increasing Resident Engagement and Involvement
- TPAS accreditation
- Housemark Benchmarking Clubs

Thanks for listening....

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Report of: Corporate Director of Homes and Neighbourhoods
Cllr O'Halloran Executive Member for Homes and Communities

Meeting of: Housing Scrutiny Committee

Date: 17th July 2023

Report to Housing Scrutiny Committee

Portfolio Holder: Councillor O'Halloran

Officer Contact: Ian Swift Director of Housing Operations

Date: 17th July 2023

Subject: Fibre Broadband update on programme delivery

Executive Summary

The G-Network wayleave agreement was signed on 28th June. 184 survey packs from Community Fibre and Hyperoptic have now been approved by the delivery team as of 1 July.

Cabling is now complete for 16 blocks - 14 further blocks since the last update (1247 units) have been cabled in addition to Spriggs House and Barratt House already reported. These completed blocks are now waiting for the providers' network builds. The providers are keeping us informed of their timetables for these works, so we are ready to inform residents as soon as services are live. Appendix 1 provides further detail about the programme status by ward.

As the providers build their networks and cable our estates across the borough, they are also starting to connect street properties. Residents are being advised to register their interest through the providers' websites with links available on the council website:
www.islingtonbroadband.gov.uk.

We continue to liaise regularly with colleagues across the council to maximise on our partnership working with the providers, make introductions to colleagues where appropriate, provide input where useful and to extract community value from the programme.

G-Network

The wayleave agreement with G-Network was signed on 28 June and mobilisation meetings have immediately re-started to get their installation programme underway. This update has

been added to the website and we have also advised residents who contacted the team through our email inbox islingtonbroadband@islington.gov.uk with enquiries about this provider.

Community Fibre

We continue to work in partnership with Community Fibre and the delivery team continue to complete survey approvals (86 to date) and provide technical oversight of the installation works. Weekly mobilisation meetings continue. Community Fibre are building their network in the Tufnell Park area at present and once live, blocks with completed cabling in that locality will be able to connect to broadband services.

Installation works on the Andover Estate are being co-ordinated with programmed major works to take advantage of the scaffolding already in place and minimise disruption for residents and facilitate the cabling of an unattractive proposition for the service providers – Noll House is now cabled and Docura and Dibdin are to be cabled once scaffold has been agreed (anticipated late Autumn).

Hyperoptic

The delivery team have approved surveys for 41 individual blocks submitted by Hyperoptic who are now fully mobilising their installation subcontractor. They have current works on site and planned works anticipated to commence in August and September.

BT Openreach

No further communications have been received from BT Openreach

Financial Implications

There are no known new financial implications associated with this report.

Legal Implications

There are no known new legal implications associated with this report.

CARE Values

Developing this work for all 36,000 Islington Council properties promotes openness, responsibility and accountability, whilst making Islington a more equal place to live.

Ward	Block	Postcode
Arsenal	DEEPDALE	N4 2EH
Arsenal	TAWNEY COURT	N5 1AS
Arsenal	VAUDEVILLE COURT	N4 2QG
Arsenal	GILLESPIE ROAD ESTATE	N5 1LG
Bunhill	CYRUS HOUSE	EC1V 0BU
Bunhill	KESTREL HOUSE	EC1V 8EL
Bunhill	LAGONIER HOUSE	EC1V 3TJ
Bunhill	PERCIVAL ST ESTATE	EC1V 0AG
Bunhill	PLEYDELL ESTATE	EC1V 3SN
Bunhill	REDBRICK ESTATE	EC1V 3QL
Bunhill	THE TRIANGLE	EC1V 0AR
Bunhill	WENLAKE ESTATE	EC1V 3PX
Bunhill	CHADWORTH HOUSE ESTATE	EC1V 3RQ
Bunhill	GAMBIER ESTATE	EC1V 8EH
Bunhill	ST LUKES ESTATE	EC1V 8EH
Bunhill	STAFFORD CRIPPS	EC1V 9ES
Bunhill	WHITBREAD ESTATE	EC1Y 8TD
Bunhill	COLTASH COURT	EC1V 8TD
Bunhill	BANNER ESTATE	EC1Y 8NQ
Bunhill	GEORGE GILLETT COURT	EC1Y 8QH
Bunhill	PEREGRINE HOUSE	EC1V 7PR
Canonbury	HASLAM HOUSE	N1 2HT
Canonbury	CHANNEL ISLANDS ESTATE	N1 2PR

Canonbury	DOUGLAS ESTATE	N1 2PS
Finsbury Park	MEDINA COURT	N7 7PU
Finsbury Park	ANDOVER ESTATE - Docura, Didbin and Noll	N7 7RD
Finsbury Park	HOOD COURT	N7 6QS
Finsbury Park	HADEN COURT	N4 3HR
Finsbury Park	CLIFTON COURT	N4 3PH
Hillrise	HILLRISE MANSIONS ESTATE	N19 3PU
Hillrise	HIGHCROFT ESTATE	N19 3AH
Hillrise	HORNSEY RISE ESTATE	N19 3DU
Hillrise	NEW ORLEANS ESTATE	N19 3UE
Hillrise	REDWOOD COURT	N19 3SN
Hillrise	LEYDEN MANSIONS ESTATE	N19 3AW
Hillrise	ELTHORNE ESTATE	N19 4AF
Hillrise	HORNSEY LANE ESTATE	N19 3YJ
Hillrise	HIGHLANDS ESTATE	N4 5SG
Hillrise	1-23 HOLLY PARK	N4 4AT
Hillrise	LOCHBIE MANSIONS ESTATE	N4 4SB
Hillrise	HILLSIDE ESTATE	N19 3UY
Hillrise	MANCHESTER MANSIONS ESTATE	N19 3NA
Hillrise	MIRANDA ESTATE	N19 3UH
Hillrise	COLEMAN MANSIONS	N8 9EJ
Holloway	CAMDEN ESTATE	N7 9PZ

Holloway	STOCK ORCHARD CRESCENT	9TD
Holloway	LORAINE MANSIONS	N7 8ST
Holloway	POLLARD CLOSE	N7 8UD
Junction	HARGRAVE MANSIONS ESTATE	N19 5XN
Junction	SYCAMORE COURT	N19 5RS
Junction	PEMBERTON GARDENS	N19 5RU
Junction	LONGLEY HOUSE	N19 5HB
Junction	GIRDLESTONE ESTATE	N19 5DR
Laycock	BARRATT HOUSE ESTATE	N1 2AH
St Mary's and St James'	PLEASANT PLACE ESTATE - Tufnell, Tiverton, Brookfield, Fowler, Dawlish and Arundel, 9,10-11, 12-13 Pleasant Place	N1 2BS
St Mary's and St James'	DEVONSHIRE HOUSE	N1 2BE
St Mary's and St James'	BAMPTON HOUSE	N1 2BP
St Mary's and St James'	CARLETON HOUSE	N1 2BQ
St Mary's and St James'	SPRIGGS HOUSE ESTATE	N1 2AJ
St Mary's and St James'	TYNDALE MANSIONS ESTATE	N1 2XG
St Mary's and St James'	HIGHBURY MANSIONS ESTATE	N1 2XF
St Mary's and St James'	HAWES STREET	N1 2UU
St Mary's and St James'	273 UPPER STREET	N1 2UA
St Mary's and St James'	WAKELIN HOUSE ESTATE	N1 2EF
St Mary's and St James'	SEBBON STREET	N1 2EH
St Mary's and St James'	HALTON ROAD	N1 2EN
St Mary's and St James'	HALTON MANSIONS	N1 2BX

St Mary's and St James'	HUME COURT	N1 2EQ
St Mary's and St James'	ASTEYS ROW	N1 2DA
St Mary's and St James'	BARING COURT	N1 3DR
St Mary's and St James'	CUMMING ESTATE	N1 8QA
St Mary's and St James'	SHEPPERTON ROAD	N1 3DH
St Mary's and St James'	ARBON COURT	N1 7AP
St Mary's and St James'	RICHMOND GROVE	N1 2DL
St Peter's and Canalside	FALCON COURT	N1 8EY
St Peter's and Canalside	LANGDON COURT	EC1V 1LH
St Peter's and Canalside	KINGS SQUARE	EC1V 8BA
St Peter's and Canalside	JESSOP COURT	N1 8LG
St Peter's and Canalside	BOREAS WALK	N1 8DX
St Peter's and Canalside	CLUSE COURT	EC1V 3RB
St Peter's and Canalside	COLINSDALE	N1 8DZ
Tollington	ALBERMARLE MANSIONS	N7 6JA
Tollington	HOLLY PARK ESTATE	N4 4BW
Tollington	BENNETT COURT ESTATE	N7 6BN
Tollington	CROUCH HILL COURT	N19 4EN
Tufnell Park	HOLBROOKE COURT ESTATE	N7 0BF
Tufnell Park	TUFNELL PARK ESTATE	N7 0PG
Tufnell Park	TANSLEY CLOSE ESTATE	N7 0HP

Tufnell Park	BRECKNOCK ROAD ESTATE	N19 5AS
Tufnell Park	WILFRED FIENBURGH COURT	N7 0EX
Tufnell Park	DAREN COURT	N7 0EN
Tufnell Park	HILLDROP ESTATE	N7 0QT
Tufnell Park	2 and 4 DALMENEY AVENUE	N7 0FN
Tufnell Park	275 CAMDEN ROAD	N7 0JN
Tufnell Park	MARGARET BONDFIELD	N7 0JB
Tufnell Park	MOELWYN HUGHES COURT	N7 0HU

Status	Notes	Number of units	
Survey approved	Anticipated installation August	20	
Survey approved	Anticipated installation August	24	
Survey approved	No installation timetable provided as yet	36	
Survey pack approved	Cabling anticipated to commence in August	18	
Survey approved	Anticipated installation August	39	
Cabling completed	Live connections ready for network build	106	
Survey approved	Anticipated installation August-September	24	
Survey approved	Works on site end of June	22	
Survey approved	Anticipated installation August-September	102	
Works on site	Works due to complete end June	102	
Survey approved	Anticipated installation August-September	130	
Survey approved	Anticipated installation August-September	29	
Islington technical information ready for survey request	Awaiting request to survey	70	
Cabling completed	Live connections ready for network build	115	
Survey pack approved	Awaiting installation dates	128	
Islington technical information ready for survey request	Awaiting request to survey	60	
Survey pack approved for Farriers House	Awaiting request to survey	60	
Islington technical information ready for survey request	Awaiting request to survey	65	
Islington technical information ready for	Awaiting request to survey	15	
Cabling completed	Live connections ready for network build	17	
Cabling completed	Live connections ready for network build. Final cabling underway	211	
Survey pack approved	Anticipated installation August-September	12	
Cabling complete	Live connections ready for network build	190	

Survey pack approved	Cabling anticipated to commence in August	27	
Survey pack approved	Anticipated installation August-September	15	
Works on site	Cabling complete at Noll House moving onto Didbin and Docura	102	
Survey approved	Anticipated installation August-September	24	
Survey pack approved	Anticipated installation August-September	112	
Survey approved	Cabling anticipated to commence in August	87	
Cabling completed	Live connections ready for network build	100	
Survey approved (part estate)	Waltersville Road only has been approved and cabling in August. Further blocks to be submitted for survey	35	
Survey approved	Anticipated installation August-September	128	
Survey approved	Awaiting installation dates	250	
Survey approved	Anticipated installation August-September	40	
Cabling complete	Live connections ready for network build	56	
Survey approved	August installation for Beechcroft Way, St John's Way, Sanders Way, Partington Close, 100 Holland Walk, Mulkern Road	251	
Survey pack approved	Anticipated installation August-September	173	
Survey pack approved	Anticipated installation August-September	22	
Survey pack approved	Anticipated installation August-September		
Survey approved	Cabling anticipated to commence in August	25	
Survey approved	Cabling anticipated to commence in August	81	
Survey approved	Cabling anticipated to commence in August	35	
Survey approved	Cabling anticipated to commence in August	148	
Survey pack approved	Cabling anticipated to commence in August	40	
Survey approved	Anticipated installation August-September	100	

Survey pack approved	No installation timetable provided	153	
Survey approved	Cabling anticipated to commence in August	148	
Survey approved	Cabling anticipated to commence in August	88	
Survey approved	Cabling anticipated to commence in August	149	
Survey approved	Cabling anticipated to commence in August	24	
Survey approved	Cabling anticipated to commence in August	6	
Works on site		24	
Survey pack approved	Cabling anticipated to commence in August	64	
Cabling completed	Live connections ready for network build	22	
Works on site	Cabling near completion		
Islington technical information ready for survey request	Awaiting request to survey	9	
Works on site		10	
Islington technical information ready for survey request	Awaiting request to survey	6	
Cabling completed	Live connections ready for network build	38	
Works on site		25	
Survey approved	Anticipated installation early July	12	
Islington technical information ready for survey request	Awaiting request to survey	49	
Islington technical information ready for survey request	Awaiting request to survey	3	
Cabling completed	Live connections ready for network build	66	
Islington technical information ready for survey request	Awaiting request to survey	26	
Islington technical information ready for survey request	Awaiting request to survey		
Cabling completed	Live connections ready for network build	152	

Islington technical information ready for survey request	Awaiting request to survey	36	
Islington technical information ready for survey request	Awaiting request to survey	18	
Survey approved	Anticipated installation August September	30	
Survey approved	Anticipated installation August September	25	
Technical considerations underway	The survey includes listed buildings which require permission		
Survey approved	Anticipated installation August-September	22	
Survey approved	Cabling anticipated to commence in August	25	
Survey approved	Anticipated installation August September	22	
Survey approved	Anticipated installation August September	36	
Survey approved	All blocks except Eva Martin approved. August start	372	
Survey pack under review	Survey pack needs review site visit tbc		
Islington technical information ready for survey request	Awaiting request to survey	6	
Survey pack under review	Liaising with new build	212	
Islington technical information ready for survey request	Awaiting request to survey	41	
Islington technical information ready for survey request	Awaiting request to survey	16	
Survey pack approved	Anticipated installation August-September	121	
Survey approved	Cabling anticipated to commence in August	112	
Survey approved	Cabling anticipated to commence in August	140	
Islington technical information ready for survey request	Awaiting request to survey	80	
Cabling complete	Live connections ready for network build	141	
Survey approved	No installation timetable provided	37	

Survey approved	Anticipated installation August-September	158	
Cabling complete	Live connections ready for network build	33	
Technical considerations underway	Live connections ready for network build	90	
Survey pack approved	Anticipated installation August-September	75	
Survey pack approved	Anticipated installation August-September	16	
Survey pack approved	Anticipated installation August-September	18	
Survey approved	Cabling anticipated to commence in August	10	
Survey approved	Cabling anticipated to commence in August	42	
		6356	

HOUSING SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

17 JULY 2023

- 1) Main Scrutiny Review 2023/24: New Homes Build in Islington - To agree Scrutiny Initiation Document
- 2) Main Scrutiny Review 2022/23: Strategic Review of Overcrowding in Islington - Draft Recommendations
- 3) Damp and Mould – Officer update
- 4) Rough Sleeping Data Analysis
- 5) Council’s benchmarking of the Tenant Satisfaction Measures and Pilot Regulator of Social Housing work inspection framework
- 6) Fibre Broadband update on programme delivery
- 7) Work Programme 2023/24

25 SEPTEMBER 2023

- 1) Main Scrutiny Review 2023/24 - New Homes Build in Islington -Officer presentation and witness evidence
- 2) Damp and Mould – officer update
- 3) Strategic Review of Overcrowding in Islington – Final report and Draft Recommendations
- 4) Quarterly Review of Housing Performance (Q1 2023/24)
- 5) Housing Association Scrutiny (Housing Association Tbc)
- 6) Work Programme 2023/24

7 NOVEMBER 2023

- 1) Main Scrutiny Review 2023/24 -New Homes Build in Islington: – Witness evidence
- 2) Damp and Mould – officer update
- 3) Fibre Broadband update on programme delivery
- 4) Work Programme 2023/24

8 JANUARY 2024

- 1) Main Scrutiny Review 2023/24 -New Homes Build in Islington: –
- 2) Quarterly Review of Housing Performance (Q2 2023/24)
- 3) Work Programme 2023/24

6 FEBRUARY 2024

- 1) Main Scrutiny Review 2023/24 -New Homes Build in Islington: – Draft Recommendations
- 2) Work Programme 2023/24

18 APRIL 2024

- 1) Main Scrutiny Review 2023/24 -New Homes Build in Islington: – Witness evidence
- 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 Scrutiny Topics

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

- 1) Draft Work Programme 2024/25