

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

AGENDA FOR THE HOMES AND COMMUNITIES SCRUTINY COMMITTEE

Members of the Homes and Communities Scrutiny Committee are summoned to the meeting which will be held in Council Chamber, Town Hall, Upper Street, N1 2UD on, **7 November 2024 at 7.30 pm.**

Enquiries to : Ola Adeoye
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Despatched : 30 October 2024

Membership

Councillors:

Councillor Jason Jackson (Chair)	Councillor Toby North
Councillor Hannah McHugh (Vice-Chair)	Councillor Michael O'Sullivan
Councillor Mick Gilgunn	Councillor Phil Graham
Councillor Ben Mackmurdie	Councillor Ilkay Cinko-Oner

Substitutes:

Councillor Marian Spall	Councillor Troy Gallagher
Councillor Jenny Kay	Councillor Gary Heather
Councillor Ruth Hayes	Councillor Valerie Bossman-Quarshie

Quorum is 4 Councillors

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	Any items which the Chair agrees should be considered urgently by reason of special circumstances. The reason for urgency will be agreed by the Chair and recorded in the minutes.	
E.	Exclusion of Press and Public	
	To consider whether, in view of the nature of the business in 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.	

F. Exempt Items

The public may be excluded from meetings whenever it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that exempt information would be disclosed.

The next meeting of the Homes and Communities Scrutiny Committee will be on 6 January 2025

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London Borough of Islington

Homes and Communities Scrutiny Committee - 14 October 2024

Minutes of the meeting of the Homes and Communities Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 14 October 2024 at 7.30 pm.

Present: **Councillors:** Jackson (Chair), McHugh (Vice-Chair), Gilgunn, North, O'Sullivan, Cinko-Oner and Donaghey

Councillors: Chapman and O'Halloran

Also Present: Donaghey

Councillor Jason Jackson in the Chair

26 **APOLOGIES FOR ABSENCE (Item A1)**

Apologies were received from Councillor Graham and Co-optee Rose McDonald.

27 **DECLARATION OF SUBSTITUTE MEMBERS (Item A2)**

There were no declarations of substitute members.

28 **DECLARATIONS OF INTEREST (Item A3)**

There were no declarations of interest.

29 **MINUTES OF THE PREVIOUS MEETING (Item A4)**

Minutes should reflect that Councillor McHugh was the Vice Chair of the Committee at the meeting of 26 September and not Councillor Cinko-Oner.

Also minutes should note that both Donaghey and McDonald are co-optees and not Councillors.

Meeting was also advised that there are a total of 48 community centres in Islington, 3 of which are directly managed by the Council.

The 3 community centres highlighted in the minutes and managed by Islington Council are Andover, Jean Stokes and Vibast.

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RESOLVED:

That subject to the amendments noted above, the minutes of the meeting held on 26 September 2024 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

30 **CHAIR'S REPORT (Item A5)**

Chair informed meeting that the reporting and performance of Islington Libraries falls within the remit of the Committee, that he will meeting relevant officers to discuss the format or reporting to the committee soon. Any suggestions from members should be emailed to him or the clerk of the committee.

31 **PUBLIC QUESTIONS (Item A6)**

32

MAIN SCRUTINY REVIEW -ISLINGTON COMMUNITY CENTRES - PRESENTATION
(Item B1)

Committee received a presentation on Islington's Community Centres from Cllr Chapman, Executive Member for Equalities, Communities and Inclusion, Raj Chand, Corporate Director Communities, Strategy and Change and Lorna Hughes, Interim Assistant Director, Heritage, Culture Equalities & Community Partnership. The following issues were highlighted:

- Community Assets serves a vital role in that it Islington aims to provide a thriving network of places which aims to fulfil the Council's mission of tackling inequality, reducing poverty and strengthening community cohesion.
- Islington owns and manages a wide range of assets – buildings and land – that will help deliver the missions that are set out in the 2030 Plan.
- Meeting was advised that the Council's Strategic Asset Management Plan will be considered at the Executive in November 2024 which sets out how Council's assets align with and support delivery of the missions.
- Community Centres are key to the above mission in that it plays a vital role in bringing residents and communities together, strengthening community cohesion, and providing a range of activities and services at a local level that support early intervention and prevention.
- Council owns 48 community centres, with a good geographical spread across the borough, sitting alongside other community spaces and services such as libraries, Family Hubs, and Access Islington Hubs.
- The review of community centres in Islington will establish how Council can make better use of the community centre offer to maximise the benefits and ensures they provide the support and activities that residents and communities need.
- A cross-departmental working group has been established to review its community asset offer.
- The overall aim of the review is to explore how community centres can meet the needs and aspirations of local communities.
- Meeting was advised that the review should provide a better understanding in that members will be able to assess the current position, its usage, its management and stock condition of each centre.
- The review will also understand and map local needs, using data and resident insight to identify priorities for local communities; providing access to a range of services, facilities and activities that address this need; exploring how to reduce duplication by working together on delivery of services that provide a more streamlined but comprehensive offer.
- The review should ensure that Islington has a well maintained and affordable portfolio of community centres and enhance partnerships with voluntary community sector spaces and organisations to provide a broad spectrum of support for residents.
- In response to a question of any example of a well run community centre, meeting was advised that members will be able to assess other comparative models from Newham and Barking and Dagenham.
- On the query about informal arrangements of some community centres, meeting was advised that this relates to accessibility and usage which in some cases has been on an ad hoc basis, identifying the key holder is not clear and the booking system remains opaque.
- In response to comments about dilapidated community centres, meeting was advised that a number of them having been built in the 1950's are not in a good structural state, that to put it into good stage would require some huge investment to

bring them to high standard with for example the replacement of central heating and boiler system.

- Meeting was informed that the relevant section regarding community centres within the Strategic Asset Management Plan will be scheduled for the Committee at a future meeting.
- The Assistant Director acknowledged that community centres do attract income for its use, that breakdown details of income generated of each community centres will be provided at a future meeting. In addition to the above, details of heating cost, its usage and by which community etc will be shared with committee.
- In response to a question about community centres managed by tenant organisation, meeting was advised that details of licensing arrangements will need to be looked into.
- Suggestion for the review to incorporate community centres managed by voluntary community groups and to liaise with locality trade body who have rules and best practices was noted. Also the need to encourage those community groups that receive funding from Council to use Council community spaces instead of those in the private sector was noted
- In response to the above, Executive Member agreed that a mapping exercise would help identify local need which will then be matched and linked to one the other community assets within that locality that provides the activities.
- On the issue of contracts, the Chair acknowledged that Committee recognises the issue of confidentiality in such matters, that if required by members this will be made available to committee members by arranging with officers in a private setting .
- In response to a question, the Assistant Director advised that each community centres will have different purposes and missions; that it will be difficult to find a one size fits all; that there is a recognition that with the many management structures which have arisen in an ad hoc way over the years it will be a challenge for Council to get to the point and able to recommend that this is the best way a community centre should be run.
- On heating cost for community centres, members were reminded that in the covid period, community centres had experienced high cost similar to members of the public, that community centres do not attract social tariffs.
- Details about each community centres such as heating and utilities cost, contracts, future plans to take it back in house and accessibility will be provided to committee. In addition to this Executive Member advised that in conjunction with officers 3 locality based workshops will be scheduled with ward councillors, an opportunity to discuss the portfolio of assets within their locality with officers.
- Meeting was advised at the next meeting, expert witnesses involved in the community centres managed by voluntary sector will be invited to share their experiences

The Chair thanked Executive Member and officers for providing committee an overview of the role and use of community centres, that going forward he would schedule an informal meeting with officers.

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33

ISLINGTON BROADBAND (Item B2)

Ian Swift, Director of Housing Needs and Strategy updated Committee on the Fibre Broadband Programme in Islington Housing Estates:

- Since Committee received an update on the programme there has been an increase in connectivity from 50% to 60%.
- The Council will continue to work with each of the providers to reach its goal of delivering fibre broadband to 90% of council homes across the borough by the end of the programme in 2025.

- BT Openreach has reached an agreement with highways to commence cabling which will result in more council properties being connected.
- With regards to reliability concerns of broadband in the community centres and how it is being monitored, the Director advised that a report will be brought to committee in January 2025 which amongst other updates will address this issue.
- On concerns that most of the technology might be outdated by the end of the rollout programme, the Director advised that although difficult to keep pace with technology the programme aims to fulfil the manifesto pledge of broadband connectivity to all its Islington residents and that this is being achieved.
- On the issue of listed buildings and connectivity, meeting was advised that when residents have raised issues it has been resolved within 48 hours and that it's good relationship with counterparts in the Planning department has resulted in being able to obtain listed building consent so as to install broadband.
- The Chair thanked Ian Swift and his team for all the work being carried out, noting that with the latest provider now on board the rollout will commence at speed.

RESOLVED:

That the update be noted.

That report regarding the reliability of broadband in community centres be scheduled for the January meeting.

34

HOMELESSNESS PREVENTION AND ROUGH SLEEPING STRATEGY (Item B3)

Ian Swift, Director of Housing Needs and Strategy updated Committee on Islington's Homelessness Prevention and Rough Strategy. The following points were highlighted:

- Meeting was advised that following committee's comments on the draft strategy, it went out for resident consultation, undertaken by an independent company so as to ensure that officers do not circumvent their voices.
- Residents feedback is incorporated in the Action Plan and findings.
- In addition, officers liaised with the secretariat behind the All Party Parliamentary group for ending temporary accommodation, Just life with their feedback incorporated into the draft strategy.
- The strategy represents the value of Islington Council but more importantly helps to reduce homelessness and eliminate rough sleeping.
- Director advised that Islington is unique in comparison to other inner city London boroughs as it does not have any refugees released from Home office hotels, rough sleeping on its street due to the proactive work undertaken by Islington officers.
- Members were reminded that most of the refugees living in hotel accommodation have a right to stay in the country so by its staff engaging them earlier Islington has been able to avoid rough sleeping.
- Meeting was informed that Islington have low number of people in temporary accommodation, that presently there is an overspend of £2.25m projected for the year which is considerably lower than other neighbouring boroughs.
- The Director welcomed member input and feedback so that changes could be incorporated before it's consideration by Executive.
- Member welcomed Council's innovative way of avoiding rough sleeping especially with regards to refugees released from Home office hotel and that this be

incorporated in the draft strategy, as the upstream activities by officers will result into huge cost savings.

RESOLVED:

That the report be noted.

35

HOUSING OMBUDSMAN ACTION PLAN (Item B4)

Committee received an update on the Housing Ombudsman Action Plan and the following issues were highlighted:

- Meeting were reminded that the Housing Ombudsman had concluded their special investigation into Islington Council in October 2023 and published their findings and that Islington Council had accepted the findings and confirmed its commitment to service improvement.
- It was noted that besides finding areas for improvement the Housing Ombudsman has commended Islington on its proactive approach to remedying areas identified for improvement and those had begun ahead of the launch of the investigation.
- An action plan was developed and shared with the Housing Ombudsman in response to their 21 recommendations and Homes and Neighbourhoods, with corporate colleagues in the complaints team and public health, have been working through the delivery of the agreed actions over the past 8 months, making considerable progress and improvements to services.
- Meeting was advised that the Housing Ombudsman has confirmed that they are satisfied by the progress so far and the evidence provided, so they will not be monitoring the Council's progress further against the action plan but will be returning to their usual monitoring practices for Islington.
- Director informed meeting that Council has been discharged in April 2024 and although no further action is required, committee will be kept updated until some of the few remaining actions had been completed.
- On challenges ahead, meeting was advised of a number issues, that there is a £1.8billion gap in investment funding to keep the housing stock in condition; overcrowding ;supply of housing and the new rent settlement which has had an impact on funding challenges for Council.
- On the removal of winter fuel payments and its impact on pensioners, meeting was advised that support and funding is in place for vulnerable residents to access and in instances where dwellings experience damp and mould as a result of residents not putting on their heating, the Director advised that this should be reported to relevant officers so that it can be immediately remedied.
- In response to a question on lessons and possible innovation, meeting was informed that Islington Council remains the only local authority that has been able to exchange data with the regional health system on vulnerable people to damp and mould alongside property conditions.
- In addition, meeting was informed of sensors being placed within properties to monitor damp and mould, noting not a unique innovation to Islington council but is welcomed.
- The Director advised that although most of the actions relating to the 21 recommendations had been implemented the report highlight some actions remain uncompleted, this should be completed by the autumn of this year with Committee receiving an updated report later in the year.
- The Chair thanked all officers for meeting this challenge and welcomed the sign of all the actions being implemented by the autumn.

RESOLVED:

That the update be noted

A final report be scheduled for the committee

36

HOUSING REPORT - VOIDS PROGRAMME (Item B5)

Sinem Yinak and Mike Hall presented the Housing report on Voids . The following points were highlighted :

- Report before committee shows a good outcome on how the Service processes voids right from the point when a property becomes vacant to when it is rented.
- The Investigative voids team undertakes a lot of intensive work in trying to ascertain if the property is used for fraudulent purposes as it is important for the Council recover the property so that it can be given to those on the allocation list.
- In instances where Council have been informed that a vulnerable resident's dwelling has been taken over by criminal activities by third parties, officers will not classify it as being misused but will be managed sensitively.
- Works undertaken to bring back voids into use are checked and monitored by inhouse officers to ensure that they are up to the minimum standard in line with Council's Void Quality standard which was agreed by members some years ago.
- In response to a question, meeting was advised that all efforts are made to minimise waste when void properties are being restored however in some cases it is unavoidable especially if the item ie bathroom, kitchen units have exceeded its usable life or unusable.
- Meeting was advised that in London, Islington is within the upper quartile for the key to key hand back, similarly with the number of empty property per thousand properties in the housing stock, that properties are being turned around quickly and this is due to the joint effort with colleagues in the tenancy team .
- On the average number of voids properties being brought back into use, meeting was advised that it tends to be between 900 and 1000 over the last 15years, noting that during the pandemic, the figures went upwards following the high number of deaths . The Director advised that meeting will be provided a breakdown on the annual voids at a future meeting.
- Meeting was advised that the void team has been doing good work converting properties that have been bought on the open market and now being used for temporary accommodation , that the partnership working between the empty void team and the repair team is commendable.
- On the works being carried out to restore houses, the Director informed meeting that years ago 100% of the work was undertaken by contractors but this has now reduced since Council brought it back in house .
- With regards contracts of the two main external contractors, it was noted that the existing contract is nearing its end so is presently being scoped before it goes out for tender.
- In response to a question about delays to restoring void properties in particular the removal of lumber, meeting was advised that this has eased and Council has other options in place for removal.
- Meeting was advised that irrespective of whether contract was undertaken by the main contractor or it be subcontracted, officers had meetings weekly, that there was good quality controls in place to monitor the works carried out and also there is a VPM in place to check on at the end of the project. In addition the Service has a mechanism in place to monitor quality of works and costs.

RESOLVED

That the report be noted

That information relating to void properties on an annual basis be provided.

37

JOINT PROTOCOL ON S 17 FAMILIES BETWEEN CHILDRENS' SOCIAL CARE & HOMES AND NEIGHBOURHOODS (Item B6)

Ian Swift, Director of Housing Needs and Strategy updated committee on Joint Protocol on S17 Families between Children's Social Care & Homes and Neighbourhoods. The following points were noted-

- Report before committee is at the request of both the Chair of Children Services Committee and the former Vice Chair of the Committee. All stakeholders have been consulted in the development of the framework, noting that this is a partnership co-developed with Children Services
- The protocol applies to families who are homeless or in urgent housing need, who have children under 18 years old, or are pregnant.
- The protocol has been developed in partnership with the All-Party Parliamentary Group (APPG) on Households in Temporary Accommodation and with Justlife to ensure families experiencing homelessness is tackled at a national level.
- Islington has no homeless families in bed and breakfast hotel in comparison to other central london local authorities which is to be welcomed.
- In response to a question, meeting was advised that there has been no judicial review or judgement against the Council, that where issues arise and its brought to the attention of Officers this is quickly resolved.
- Challenges range from quality of accommodation, length of period in temporary accommodation and distances of accommodation offered.
- It was noted that the average wait in temporary accommodation in Islington although increased recently from 52 to 63 weeks, this is low in comparison to neighbouring authorities where some families are in temporary accommodation up to 10 years
- Meeting was advised that families with children in temporary accommodation are treated as a priority and also single people, noting that presently 6% of those classified as homelessness are single.
- In respect to relationship with housing association and the need to build 3-4 bedroom homes, Director advised that there is a good working relationship with planning department in that they consult on every site whether council owned or housing association the need in that locality.
- In addition, members were reminded that the Council's property purchase programme with has resulted in the purchase of a number of 3-4 bedroom type of properties is to be welcomed and importantly the properties are exempt from the right to buy as it is designated temporary accommodation for homelessness families.
- In response to a member suggestion, that the protocol should include other risks to children beyond the one highlighted in the report, the Director stated that this will be included.
- Islington Council has adopted a principle that whoever gets the child support will get the accommodation requirement for that child which tends to be predominantly female. For instance if it is a case of a female with 1 child they will be given a 2 bedroom and the male will get a one bedroom.
- Members were reminded that further changes or amendments to the protocol will be welcomed.
- Chair thanked officers for the Protocol and in particular the work undertaken

RESOLVED:

That the protocol be noted.

38 **WORK PROGRAMME 2024/25 (Item B7)**

That an officer report on Council's proposed plans to changes to Communal heating hours be included in the Committee's work programme.

Also an officer update with regards to Osborne, the contractors who have gone into liquidation and were involved in the new build homes on Andover Estate.

RESOLVED:

That the report be noted.

The meeting ended at 9.15 pm

CHAIR

Homes and Neighbourhoods Directorate
222 Upper Street, N1 1XR

Report of: Stephanie Toghill – Head of Housing Investigations

Meeting of: Housing and Communities Scrutiny Committee, 7th November 2024

Date: 25th October 2024

Ward(s): All electoral wards

Subject: LB Islington's approach to Tenancy Fraud

Introduction

1. The scale and cost of tenancy fraud

1.1 There are different types of tenancy or housing fraud, the terms are used interchangeably. The main types are Illegal subletting (both short and long term), Falsely applying for social housing, falsely applying for successions (or any kind of tenancy assignment), Right to Buy Fraud and Non-occupation.

1.2 The main types of tenancy fraud are breaches within the tenancy conditions and recovery is via the Civil courts. However, subletting a social tenancy was specifically made a criminal offence with the introduction of The Prevention of Social Housing Fraud Act 2013. Prior to this, the Fraud Act 2006 had been used with some affect.

1.3 Current research suggests that there are 148,000 social homes in England subject to some form of tenancy fraud. With 1 in 20 social homes in London affected. This would equate to around 1,300 homes within LB Islington's own stock. (*Fraud Advisory Panel and Tenancy Fraud Forum, April 2023*)

1.4 Social Housing Fraud is the second-largest cause of local government fraud losses and when housing supply is reduced by fraudulent tenancies, local councils carry the financial burden of providing Temporary Accommodation. It is estimated that London Councils are spending £114 million per month on temporary accommodation.

1.5 The average national cost to the taxpayer per detected tenancy fraud equates to £42,000. This is based on a formula using £12,100.00 as the national annual average temporary accommodation cost per family (March 2020). (*Fraud Advisory Panel, 2021*) Given the recent figures on temporary accommodation, this average national cost would now be in the region of £64,000.

1.6 The true cost of tenancy fraud is to those who are genuinely unable to access affordable housing close to their families, communities and support networks. To the 1.3 million households on social housing waiting lists and the 117,000 households living in temporary accommodation.

2. Prevention and Detection

2.1 LBI's Housing Investigations team receive referrals from many different sources. In 2023-2024 the team received 1,036 new referrals. This financial year, 634 new referrals have been received. These figures do not include the matches from the mandatory National fraud Initiative exercise which generates another 2,000 referrals for the team every two years. (More details below)

2.2 Anti-Fraud Checks: The Housing Investigations team carry out anti-fraud checks on all succession applications, At two points on Right to Buy applications and on all Non-access gas safety checks. These inbuilt checks are all dealt with as a priority to prevent unnecessary delays to other works that need to be completed and make up around 75-80% of the referrals coming into the team. In 2023-24 the team received 845 referrals via this route. This financial year (7 months to date), the team have received 487 referrals via this route. All referrals are triaged if further concern is raised during this process, the referrals are given a priority status and passed to the Team Leader for allocation.

2.3 The National Fraud Initiative: The Council take part in the National Fraud Initiative, a mandatory national data matching exercise hosted by Central Government. This exercise releases matches every 2 years of potential public sector fraud – including tenancy fraud. This exercise generates around 2,000 matches every two years for the Housing Investigations team. We are expecting the next batch in 2025.

2.4 The London Fraud Hub: In addition to the bi-annual mandatory NFI exercise, the Council has recently joined the London Fraud Hub. This is part of the NFI but provides more up-to-date data and provides more opportunity for pilots.

2.5 Proactive Pilot Initiatives:

- **Airbnb:** This year, the team were chosen to take part in a pilot program with the NFI to match Airbnb data against Islington’s tenancy data. This resulted in an additional 42 matches that the team are investigating.
- **Tenancy Fraud pilot:** NFI have been working to improve their data matching to detect tenancy fraud and this week, the team have received an additional 4,349 high risk checks to triage in addition to the referrals already mentioned above.
- **Temporary Accommodation pilot:** In collaboration with the London Fraud Hub, the team are in discussions with the NFI for a data matching pilot to detect potential fraud within our temporary accommodation placements. This is expected to take place in February 2025.

2.6 Housing Associations: The team accept referrals from our Housing Association partners who operate within Islington in return for nomination rights over and above the standard nomination agreements that are in place. This is proved a more successful model than the previous offer of a service on a fee basis. Currently the team are working well with a handful of HAs but are looking to promote this service further and encourage more HA partners to utilise our resources. With the aim to increase the supply of homes available to those on our waiting lists.

2.7 ‘Hotline’ referrals: The team receive tip offs and allegations from many different sources both internally and externally, including from Councillors, residents, Housing Officers, Income officers, Housing Needs, Police, Caretakers, Maintenance staff and many more. Following recent publicity of a successful case, the team have seen an increase in tip offs from both internal and external sources.

3. Housing Investigations Team performance data

3.1 Cases opened for investigation

Opened investigation for	2023-2024	2024- Oct 2024 (ongoing)
Total cases opened in the year (not	184	119

including any carried over)		
Succession	63	41
Subletting	48	51
Non-occupation	35	17
Right to Buy	8	2
Housing application	6	8
Other	24	

	April- Sept 2023 for comparison	April- Sept 2024
Properties recovered	21	41 (inc: 1 Temporary Accommodation unit)
HN duty discharged	2	3
Cost to the Public purse (inc: Temp Accommodation costs - £42k UK average)	£882,000	£1,722,000
Cost of rebuilding properties lost to tenancy fraud (£500k per property)	£10,500,000	£20,500,000
Prosecutions obtained	0	1
Right to Buys cancelled	0	3
Right to Buy discount prevented	0	£360,300
Unlawful profit orders/POCA obtained	£12,918.52 (1)	X3 totalling £264,056.16
Rent arrears recovered	£6,317.73	£31,295.17

Legal costs	£7,424.50	£31,262.67
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3.2 Outcome results from April-Sept 2024 (including comparison data for 2023)

3.3 The team have 144 cases under investigation. 33 cases have been referred to Islington’s Legal team to initiate legal proceedings and 12 cases are pending eviction. The team are also working on 4 further Proceeds of Crime/ Unlawful profit order cases to recover profits made through illegal subletting on top of the £264,056.16 already awarded this year.

3.4 Currently there is no regulatory body collecting tenancy fraud performance data from social housing providers so benchmarking data is hard to come by. Any sharing of this data is voluntary. Through networking, The team’s performance is very strong and in terms of recovery rates, they are on target to becoming one of the top performing boroughs by the end of the financial year.

3.5 The length of an investigation can vary significantly depending on the type, the difficulty in obtaining evidence and whether legal proceedings are required to bring the case to a conclusion. For example, the average wait for an eviction date is 9 months. Because of these lengthy delays, the team are actively seeking alternative routes to disposal for example - negotiating the recovery of the property without the need for legal action. The average length of an investigations case is around 6 months.

4. Resources

4.1 The Housing Investigations team has x7 FTE fully qualified fraud investigators, x1 Team Leader, x1 Senior Intelligence Analyst and x1 Head of Housing Investigations (HoHI).

4.2 The team utilise the National Anti-Fraud Network, various credit agencies and regularly make independent enquiries utilising legislative powers to acquire information and the Data Protection Act to gather information externally.

4.3 The Housing Investigations team are members of the Tenancy Fraud Forum (TFF) – a not for profit organisation that supports social housing providers to tackle tenancy fraud more effectively through sharing of best practices, research and training. The HoHI is both Vice Chair and a founding member of the TFF. The Housing Investigations team are also members of the London Borough Fraud Investigators Group (LBFIG) which shares best practice, develops innovative approaches to tackling public sector fraud, provides training for members, and networking across all areas of public sector fraud. The HoHI sits on the Executive Committee for this organisation as the SME for Tenancy Fraud.

4.4 In January 2024, the Housing Investigations team upgraded their case management system for improved security of data, consolidation of case records and enhanced reporting capabilities.

5. Communications and Raising Awareness

5.1 One of the main areas of focus of this year has been to raise awareness of tenancy fraud both internally and externally. The benefits include an increase in referrals, assurance to stakeholders that fraud is being tackled by the organisation and to act as a deterrent.

5.2 Internally, the team have been sharing successful outcomes of cases over the intranet and via internal communications. They have been attending team meetings across the organisation to raise awareness of the cost of tenancy fraud, how to identify it and how to report it – including TMOs, Partners (Street properties), Caretakers and our Gas safety operatives.

5.3 Externally the teams work has been highlighted by the Guardian and Inside Housing etc. and has been recognised as best practice at several Industry conferences. Islington Council were represented at a roundtable hosted by the Cabinet Office and the Public Sector Fraud Authority and in September, the team's recent successful recovery of £260k of illegal profits – the largest amount to have been recovered for a tenancy fraud case - has been widely promoted online and in communications with our tenants and residents.

6. Future plans

6.1 Raising awareness: The team will continue working with our Comms team, to raise awareness both internally and externally to encourage an increase in referrals from these areas We will monitor closely to ensure the Housing Investigations team are able to cope with the expected increase.

6.2 Exploring effective use of data: Following the introduction of the upgraded case management system, the team are planning to explore using data more effectively to target resources and increase recoveries. The aim is for better understanding of the data held within the organisation, how it can be used to identify potential cases of tenancy fraud, to prevent tenancy fraud from occurring, better quality data matching and identifying key trends and higher risk areas.

6.3 Focus on high risk areas: Successions will continue to be a high-risk area and will continue to have a higher priority. The team have been working closely with the tenancy management team to streamline this process. Fraud within Temporary Accommodation is becoming more prevalent and in Islington - this area would benefit from a detailed look at how the fraud risk is managed

and what improvements can be made. It is hoped that Islington will be chosen as part of the Pan London pilot planned for February 2025.

6.4 Tenancy Audits: The Housing Investigations team have been tasked to support the Tenancy teams to carry out a 100% tenancy audit across Islington's social housing stock with one of the objectives being to detect potential cases of tenancy fraud.

6.5 Going forward, the team are experiencing a significant increase in referrals – mainly due to the data matching pilots with the NFI. For example, the Tenancy fraud pilot as produced an additional 4,349 referrals on top of the usual 2,000. This is forcing the team to re-evaluate their resources and capacity.

6.6 With future plans to include working with Comms to raise awareness with our residents, promoting our service with our HA partners and exploring more effective data matching to detect fraud, the referrals will increase as will the team's opportunity to recover more homes. However, it will not be possible to manage all the demand without an increase in resources and capacity.

7. Financial Implications

7.1 This report sets out the national context of the financial loss of tenancy fraud and the impact on housing crisis and the approach Islington council is taking to tackle tenancy fraud within the borough. There are no direct financial implications arising from this report.

7.2 There are no known Legal Implications associated with this report.

References:

Fraud Advisory Panel and Tenancy Fraud Forum , (2023) Lost Homes, Lost Hope (Online), Available at [Tenancy Fraud Detection Report | Tenancy Fraud Forum](#) , (Accessed 17th October 2024)

Fraud Advisory Panel, Tenancy Fraud Forum and London Borough Fraud Investigators Group, (2021) Calculating losses from housing tenancy fraud (Online), Available at [Calculating losses from housing tenancy fraud - Prevent Charity Fraud](#), (Accessed 17th October 2024)



Meeting:	Homes and Communities Scrutiny Committee
Meeting Date:	7th November 2024
Publication:	Open
Council Priority:	A Safe Place to Call Home
Ward(s):	All
Report of:	Acting Corporate Director of Homes and Neighbourhoods

Subject: Property Licensing 6 monthly Update

1. Recommendations

The Committee are asked to:

- 1.1. Review the performance data for the first six months of 2024/2025.
- 1.2. Note the progress made against the Private Housing Service work plan.

2. Report Summary

- 2.1. The purpose of this report is to provide performance information in relation to our property licensing schemes.
- 2.2. Our property licensing schemes are intended to improve property conditions, management, anti-social behaviour (ASB) and crime, to create a clear and level playing field for the private rented sector across Islington. This is part of a wider programme of work to reduce the impact of poorly managed properties.
- 2.3. Good progress has been made implementing property licensing in Islington.

3. Details

- 3.1. The Private rented sector now accounts for a third of housing in Islington and although many privately rented properties are satisfactory, a significant amount are not up to standard.
- 3.2. Our Private Rented Sector Charter sets out our commitment to stand alongside private renters and work with private landlords to maintain and improve standards.

- 3.3. Property licensing is one of the tools the council uses to help address inadequate housing standards, rogue landlords, anti-social tenants, and the impact of poor management. In an area subject to licensing, all private landlords must demonstrate that they are a 'fit and proper' person to let a property, obtain a licence and provide and manage accommodation to a reasonable standard. If they fail to do so, the council can take enforcement action.
- 3.4. Performance has been good over the last 2 quarters with good progress being made with compliance with our expanded licensing schemes and an improvement in processing times.
- 3.5. The committee note the progress that has been made bringing properties into compliance with the licensing schemes and the wider work being undertaken to improve this area.

Property Licensing Schemes

- 3.6. There are three licensing schemes currently in operation in Islington.

Mandatory – a boroughwide scheme for Houses in Multiple Occupation (HMO's) covering five or more people from two or more household's sharing one or more basic facilities such as a bathroom and/or kitchen. This obligation has been in place across the country since 2006 and does not expire.

Additional – a boroughwide discretionary scheme adopted by the council covering smaller HMOs occupied by 3 or 4 persons who are not members of the same household who share kitchen and/or bathroom facilities. It also includes properties converted into self-contained flats where the conversion work was not carried out in accordance with the Building Regulations 1991.

Selective – a discretionary scheme expanded in May 2024 covering three wards, Finsbury Park, Tollington, and Hillrise.

Licensing schemes run for a maximum of five years and a fee is payable for each licence.

3.7. **Applications received April 24 to September 24**

Licence Type	Number
Mandatory HMO	78
Additional HMO (including S257)	283
Selective	1,186
Temporary exemptions	44

Scheme Performance Summary

3.8. **Property Licensing Applications April 24 to September 24**

Overall, we currently have 6,214 Live licences with a further 690 Applications being processed.

Measure	Number
Applications received	1,547
Final licences issued	1,312
Reduced term (1 year) licenses issued	32
Applications withdrawn	44
Applications refused	2
Licences revoked	75
Licences varied	62
Average Number of days Application to issue	55 (down from 81)

3.9. Income received for the two quarters is £1,099,595.79.

Landlord and Managing Agent Accreditation

3.10. The council offers discounted fees for landlord and managing agents that have joined a recognised accreditation scheme to promote professional management of the residential rental sector.

3.11. Accreditation allows landlords and managing agents to demonstrate their knowledge, training, skills to manage properties and tenancies in line with best practice. They undertake continual professional development (CPD) in order to keep up with changes in the law, safety requirements and best practice.

3.12. Discounts may be refused for applicants that make late applications or where the council has served a warning letter for failure to license the property or has had to make multiple requests for required documentation.

Proportion of accredited landlords this period

Licence Type	Mandatory	Additional	Selective
% Accredited	32%	22%	24%
Overall	24% of applicants had accreditation this period (an increase on the previous overall average of 19%)		

Periodic Inspections (5-year inspections) and outcomes

3.13. Compliance with the scheme is also measured by undertaking inspections. The council aims to inspect most premises at least once during the duration of a licence. The council aims to carry out at least one routine verification inspection during the lifetime of the licence.

3.14. Inspections are allocated on a risk basis. 867 compliance inspections have been carried out since April (an average of 145 per month an increase from the previously reported 120) Of these 973 hazards were identified and resolved.

3.15. More agency resources have been recruited and there is an ongoing recruitment campaign to attract additional permanent officers into the service.

Private Housing Service Requests

- 3.16. 285 service requests were received private rented properties during this period over 80% of which related to the condition of housing including damp, nuisance and pest issues. Most issues found were dealt with following our intervention via advice and warnings, 39 formal enforcement notices were served in other cases.
- 3.17. Regular Quarterly monitoring is undertaken, the Spring / Summer quarters are generally lower than the winter quarters due to reduced damp & mould and heating related issues.

Unlicensed Property investigations

- 3.18. In addition to 16 reports from the public this period the council has an ongoing programme of unlicensed property inspections. Properties are visited following no response to letters where information suggests they may be rented and a doorstep survey is undertaken, or letters left addressed to the occupier and owner.
- 3.19. 257 properties which have been identified as potential unlicensed HMOs have been visited during this period. As a result:
- 41 have now applied for licences.
 - 3 have since applied for Temporary Exemption Notices (TEN)
 - 44 have been confirmed as not requiring a licence mostly because they are now owner occupied or currently empty.
 - 167 have been scheduled for follow up action either as the doorstep information confirms they are licensable or there was no response.
- 3.20. Follow up action from visits will include the issue of 1-year licences and Civil Penalty Notices (CPNs) as appropriate.

Financial Penalty Notices

- 3.21. The Civil Penalties procedure to take account of precedent set by a first-tier property tribunal case and a training day was held for private housing officers in September.

Penalty Penalties Issued since April 2024

	Client Money Protection (CMP)	Tenancy Fees Act (TFA)	Minimum Energy Efficiency Standard (MEES)
Number of Notices issued	2	11	1
Total value of fines issued since April 24	£400	£17,500	£2,000

Rent Repayment Orders

- 3.22. A rent repayment order (RRO) requires repayment, of rent or housing benefit or housing costs element of universal credit paid in respect of a tenancy or licence, by a landlord/agent who has committed a particular offence set out in the Housing and Planning Act 2016.
- 3.23. Justice for Tenants report that they have received 27 referrals for Islington renters during this period and £88,000 has been recovered since April with 61 further cases currently ongoing.

Other Private Sector Improvement Work

Engagement

- 3.24. Improving communication across the sector is crucial. Raising awareness of the responsibilities of landlords, agents, and tenants, sharing good practices, and enhancing the role of relevant professional bodies will help maintain standards at all levels of the market. Additionally, disseminating information to keep landlords updated on new legislative changes, local initiatives, and policies related to private sector housing is essential. Promoting internal and independent advice and assistance for private renters and creating opportunities for private renters to obtain direct advice from the council, are also key components.
- 3.25. Phone Advice Line with Pre-Booked Drop-In Sessions launched on September 10, 2024, this service operates every Tuesday. It has been well attended, with 26 private renters receiving advice via phone, email, or in person during September.
- 3.26. London Landlord Accreditation Scheme (LLAS) training for Islington private sector landlords is being re-launched. The event has been prepared and advertised, and it will take place at Town Hall on November 4, 2024

- 3.27. Property Licensing Frequently Asked Questions (FAQs) for PRS landlords have been produced and made available on our website.
- 3.28. Substantial advertising of the Selective of Scheme expansion to 3 wards including press releases, advertising on trade websites, and promotion on council X (previously Twitter), Facebook and Nextdoor accounts.
- 3.29. Website improvement is underway to make dedicated content for private renters and landlords.
- 3.30. PRS bulletin and landlord forums are planned.
- 3.31. A widespread damp and mould campaign is planned to provide residents with practical information and advice as winter approaches.
- 3.32. **Review and Expansion**
- 3.33. Tenure intelligence and stock condition modelling has been undertaken and it is likely that wide public consultation will be undertaken in early 2025 seeking views on whether the council should re-designate the borough for Addition HMO licensing and potentially extending selective licensing to further wards.
- 3.34. Any selective licensing scheme that covers more than 20% of a borough's private rented sector would require approval from the Secretary of State for Levelling Up Housing and Communities.

4. Other options considered and the reasons for recommending this proposal.

- 4.3. not applicable

5. Key impacts and risks of the proposal

- 5.3. not applicable

6. Contribution to the Islington Together 2030 Plan

- 6.1. We are determined to ensure that by 2030, everyone in Islington has a safe, decent place to call home and our residents feel safer and appreciate that the root-causes of anti-social behaviour are routinely and actively tackled and managed by landlords, the council and police.
- 6.2. We have affirmed our commitment to stand up for private renters, to cooperate with private landlords and residents to maintain and improve standards in our Private Rented Sector Charter.

7. Consultation and community engagement

7.1. not applicable

8. Implications

8.1 Financial Implications

8.1. The property licencing schemes (Mandatory, Additional, and Selective) run by the Council are legally ringfenced, with all income raised spent on the management, administration, and enforcement of the licencing schemes. The property licencing schemes have generated a total of £1.1m since April 2024

8.1.1. Income generated through civil penalties is restricted and ringfenced to be used to further the Council's statutory functions in relation to their enforcement activities covering the private rented sector, as specified in regulations.

8.1.2. The administration of Additional and Selective Licensing should be self-funding over the five-year licensing period. As most income is received in initial years any annual surplus is carried forward to subsequent years to fund monitoring and enforcement activities. Income is monitored and a team proportionate to the demand for the service employed.

8.1.3. There is no financial cost to the Council from the operation of the schemes.

8.2. Legal Implications

8.2.1. The licensing of HMOs is governed by Part 2 of the Housing Act 2004. Certain types of HMO must be licensed. Local Authorities may extend the licensing scheme in their area to include HMOs not covered by mandatory licensing, for example, a local authority could extend licensing to include all HMOs in a specific area, or the whole district.

8.2.2. Where local authorities have designated an area or areas to be subject to selective or additional licensing, local authorities are required to review the operation of the designation from time to time.

8.2.3. Selective and Additional licensing is discretionary and can be only implemented where the council is able to demonstrate that specific criteria have been met. Licensing schemes last for up to five years, after which they expire, unless they are renewed, following a further consultation process.

8.2.4. Any selective licensing scheme that covers more than 20% of a borough's private rented sector will require approval from the Secretary of State for Levelling Up Housing and Communities.

8.3. **Climate Change and Environmental Implications**

- 8.3.1. Property Licensing Schemes are one of the few tools available to encourage landlords to reduce carbon emissions and as such make an invaluable contribution to the councils Net Zero ambitions and the Greener and Healthier mission.
- 8.3.2. Improving property and energy efficiency in the sector both reduces carbon emissions and also fuel poverty as tenants often need to rely of expensive forms of heating without homes having the benefit of insulation.

8.4. **Equalities Impact Assessment**

- 8.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.
- 8.4.2. An Equalities Impact Assessment is not required in relation to this report, because a full Impact Assessment was completed prior to introduction of the licensing schemes on 9/05/2023 The main findings were that licensing schemes would have either positive or neutral impacts on people with protected characteristics and from disadvantaged groups.

9. **Timetable for implementation**

- 9.1. not applicable

Appendices

None

Relevant decisions / reports:

<https://democracy.islington.gov.uk/documents/s33680/Selective%20Licensing%20Report.pdf>

<https://democracy.islington.gov.uk/documents/q4960/Public%20reports%20pack%2018th-Jul-2024%2019.30%20Homes%20and%20Communities%20Scrutiny%20Committee.pdf?T=10>

Background papers:

None

Report approval:

Authorised by: Jed Young - Acting Corporate Director of Homes and Neighbourhoods

Date: 29 October 2024

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Homes and Neighbourhoods Directorate
Housing Property Services
222 Upper Street

Report of: **Matt West, Service Director – Housing Property Services**

Meeting of: **Housing Scrutiny Committee**

Date: **TBC**

Ward(s): **All**

Delete as appropriate: ~~Exempt~~/**Non-Exempt**

Subject: Housing Passenger Lifts Update

1. Synopsis

- 1.1. This report provides an update on passenger lift performance, compliance with relevant statutory duties and the Councils lift replacement programme.

2. Legislative Framework

- 2.1. The Health and Safety at Work etc. Act 1974 places a duty on the Council under Section 3, to ensure that people not in its employment are not exposed to risks to their health and safety by the Council's undertaking.
- 2.2. The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 require any lifting equipment (used for lifting people) is subject to Thorough Examination (TE) at intervals of no more than 6 months.
- 2.3. Lift LOLER checks are also part of the Tenant Satisfaction Measures (TSM) introduced by the Regulator of Social Housing, specifically as Building Safety Measure (or BSM) 05
- 2.4. The Provision and Use of Work Equipment Regulations (PUWER) 1998 require that work equipment is subject to suitable inspection and maintenance regimes.

3. Current Lift Performance

- 3.1. Amalgamated Lifts (AL) are the incumbent Contractor for lift repairs and planned preventative maintenance (PPM) for the Councils **412** passenger lift assets.
- 3.2. The current contract commenced on **01.10.2019** and ending on **30.09.2027**, with a potential break clause at **01.10.2025**.
- 3.3. The availability of lifts is routinely monitored by the Housing Safety and Compliance Team and forms part of regular performance reporting both within Housing Property Services and to the Homes and Estates Safety Board (HESB).
- 3.4. The availability or provision of lift service is measured using OneServe data and comparing the ***total number of minutes lift service provided*** vs the ***total lift service expected*** and expressed as a percentage.
- 3.5. The current reporting period runs from **22.10.2023** (implementation of new monitoring process) to **30.09.2024**, a total of **344 days**.
- 3.6. Despite the challenges set out in the remainder of this report, including an aged lift stock, the availability of lifts to residents has remained consistently at **95% or higher** over the last 24 months.
- 3.7. During this period, there has been.
 - A total of **3294** lift breakdowns reported borough wide
 - An average of **10** lift breakdowns per day
 - An average of **9** lift breakdowns per site, per year
- 3.8. A full suite of performance information can be found in **Appendix 1**.
- 3.9. Performance information is provided to Capital Programme Delivery regularly and is used to inform the lift replacement programme
- 3.10. Islington has an aged lift stock, with the average age of the lifts within the Council housing portfolio being **19 years**.
- 3.11. There are 90 lifts in the Council stock installed in the 1980/90's, which are subsequently more than 30 years old.
- 3.12. Planned Preventative Maintenance checks are carried out to all lifts (**412**) monthly by Amalgamated Lifts, to identify worn/defective parts before a lift breaks down.
- 3.13. **10%** of completed PPM checks (**approx. 40**) are subsequently inspected by the Councils in house lift engineer team each month, to ensure quality.

4. LOLER and PUWER Compliance

- 4.1. PUWER compliance is achieved by the completion of PPM inspections, as outlined in Section 3.11 above.
- 4.2. As outlined in Section 2.2, LOLER requires each passenger lift to be subject to a Thorough Examination (TE).
- 4.3. The LOLER TE contract is overseen by the Councils Insurance Team within the Resources Directorate as a condition of the Councils insurance and the incumbent Contractor is Zurich Engineering.
- 4.4. There have been significant challenges with the performance of Zurich, despite the best endeavours of the lift team to engage with the service provider and drive performance.
- 4.5. As a result of these performance challenges, the Council submitted a return of **82%** lift compliance with the TSM/BSM standard at the end of **2023/24**.
- 4.6. These performance challenges remain in **2024/25** and to improve performance and legal compliance, the Council has engaged an alternative service provider to pick up the shortfall in LOLER TE.
- 4.7. Due to this additional support, the Council achieved **100% compliance** with LOLER and the TSM/BSM standard at the end of **September 2024**.
- 4.8. Compliance remains at 100% at the time of this report
- 4.9. Additional costs to the Council due to the engagement of the support Contractor currently stand at **£13.8k**.
- 4.10. Whilst any additional expenditure is unwelcome, the additional costs incurred are considered reasonable in the context of legal compliance, the TSM/BSM standards and ultimately, resident safety.

5. Current Challenges

- 5.1. In addition to the issues outlined above in respect of LOLER inspections, there are other significant challenges within the lift service at present.
- 5.2. Amalgamated Lifts are not currently performing to the Councils expectation or contractual requirements, in respect of remedial works. These include work arising from LOLER inspections, other safety related checks (SAFed) and issues arising from the quality assurance process outlined in Section 3.11.
- 5.3. Amalgamated are currently on a Performance Improvement Plan (PIP), which is being monitored closely by the lift service and the Contracts Team in Housing Property Services.

- 5.4. Due to the age of the passenger lift stock, Amalgamated Lifts are experiencing difficulties in sourcing replacement components for some older lifts, and this is likely to continue to increase over time.
- 5.5. Some parts are no longer made or supported by the manufacturers, meaning alternative providers must be sought and additional programming of some components, which takes longer and has a detrimental effect on service delivery.
- 5.6. To minimise this as far as possible, components are being recovered from existing lifts which have been replaced by the capital teams. The lift team has a stock of second-hand parts store at Brewery Road, which has helped minimise delays in inconvenience to residents over recent months.
- 5.7. It is likely however that older lifts which require replacement parts may take longer to return to service, although this is not currently reflected in the statistics.

6. Internal Audit Recommendations

- 6.1. An Internal Audit of lifts was carried out between September and November 2023 with an outcome of limited assurance and resulting in 28 recommendations.
- 6.2. The Housing Safety and Compliance Team considers it has now fully implemented all but 1 of the Internal Audit recommendations, which will not be taken forward as it is impractical and offers limited benefit.

7. Capital Lift Replacement Programme Summary

1. Current works on site:

▪ Harvist Estate, 8 lifts.	£3,400,656.00
▪ St. Luke's Estate, 8 lifts.	£1,769,250.00
▪ Conrad House and Beckford House.	£1,102,754.66

Value lift works currently in contract = £6,272,660.66

Note: Start on site for works to tall blocks is subject to BSR (Building Safety Regulator) approval. The new requirement to obtain BSA approval for works to tall blocks is significantly increasing the timelines to get lift works on site.

Current works – progress update

Harvist Estate

Phase 1

Works recently complete

- Hind House: L0128 brought into service 11 Oct 24.
- Citizen House: L0125 brought into service 11 Oct 24.

Works recently started

- Hind House. L0127 started 14 Oct 24.
- Citizen House. L0126 started 14 Oct 24

Completion due 04 June 2025.

Phase 2

- BSR application started 08-05-2024
- Decision anticipated 04-11-2024

St. Luke's Estate

Works recently complete

- Godfrey House. L2062 brought into service 23 July 24
- Bath Court. L2057 brought into service 23 July 24

Works recently started

- Godfrey House. L2061 Started 12 August 24
- Bath Court. L2057 started 05 August 24

Completion due Nov/Dec 2024

Building Safety Regulator applications

- BSR application started 08-05-2024
- Decision anticipated 04-11-2024

2. Planned Works

5-Year Forward Plan Procurement Strategy - Executive approval. 08 February 2024

Year 01 tender has been returned and is at Section 20 Notice of Estimate stage.

3. Lift CIP Programme - Forward Plan Year 01

- Peregrine House, 4 lifts
- Pleydell Estate, 4 lifts
- Pollard Close, 2 lifts
- Sickert Estate, 4 lifts
- Holly Park Estate, 2 lifts

Contract value:

£6,091,601.06

Tender complete now at Section 20 stage

Due on-site June 2025

Year 2

- Mayville Estate, 5 lifts
- Pleydell Estate, 2 lifts
- Pickard Street Group, 2 lifts
- Old Andover Estate, 4 lifts
- Rotherfield Street Group, 2 lifts
- Weston Rise Estate, 4 lifts

Anticipated value

£5,654,000.00

Tender to start Spring 2025

Anticipated due on site, Autumn 2026

4. Lift Replacement – Selection

Lift replacement priorities are based on:

- Service repair history
- Condition survey undertaken by a specialist in house lift engineer prior to undertaking works
- Peer review of proposed works by Group Leader
- Priority schedules are continually re assessed pending feedback from repairs department

Compliance, Quality Control, Health & Safety: Established at pre-tender stage and managed throughout the life cycle of the cycle.

- The contractor submits the detailed design for client review / comment prior to commencement of works.
- Islington's in-house lift engineers review the contractors design for compliance with the performance specification.
- The installing contractor undertake their own quality control, compliance and Health & Safety in accordance with the requirements of the Islington contract.
- The lift engineer inspects and verifies quality control and compliance at 1st fix, 2nd fix, commissioning.
- Prior to commencement of work the Building Safety Regulator (BSR) reviews all installation designs at preconstruction stage
- Building Safety Act 2022. – Tall buildings. The council is required under BSA to submit all completed works records for quality control management to the BSR

5. Lift CIP Programme - Regulatory requirements

- The Lifts Regulations 2016
- Building Safety Act 2022
- Health and Safety at Work Act (1974)
- Management of Health & Safety at Work Regulations 1999
- Equality Act 2010
- CDM 2015
- EAWR 1989
- BS EN 81
- LEIA (Lift Escalator Industry Association)

Report Authors:

Stuart Fuller – Head of Housing Safety and Compliance (Sec 1-6)

Wesley Carlise-Goldthorpe – Group Leader Electrical Team (Sec 7)

Date of report: **25th October 2024.**

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HOMES & COMMUNITIES SCRUTINY COMMITTEE

WORK PROGRAMME 2024/25

7 NOVEMBER 2024

- 1) Main Scrutiny Review 2024/25 -: – Witness evidence
- 2) Property Licensing 6 monthly update
- 3) Libraries Performance Report.
- 4) Housing Passenger Lift update
- 5) Work Programme 2024/25

6 JANUARY 2025

- 1) Main Scrutiny Review 2024/25 : – Witness evidence
- 2) Housing Association Scrutiny (Housing Association Tbc)
- 3) Quarterly Review of Housing Performance (Q2 2024/25)
- 4) Work Programme 2024/25

6 FEBRUARY 2025

- 1) Main Scrutiny Review 2024/25 –Witness evidence
- 2) Housing Performance Annual Report from Executive Member
- 3) Work Programme 2024/25

17 MARCH 2025

- 1) Main Scrutiny Review 2024/25 -xxxxxxx: – Draft Recommendation evidence
- 2) VCS 2024 Annual Report by Executive Member
- 3) Quarterly Review of Housing Performance (Q3 2024/25)
- 4) Work Programme 2024/25

12 MAY 2025

- 1) Annual Report from the Metropolitan Police
- 2) Update from Annual Executive Member for Community Safety
- 3) Membership, Terms of Reference and Dates of Meetings
- 4) Draft Work Programme 2025/26 and Potential Scrutiny Topics

17 JUNE 2025 (provisional date subject to Annual Council in May 2025)

- 1) Draft Work Programme 2025/26
- 2) Annual Report from the Police

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