

MEETING

HOUSING COMMITTEE

DATE AND TIME

WEDNESDAY 10TH OCTOBER, 2018

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BG

TO: MEMBERS OF HOUSING COMMITTEE (Quorum 3)

Chairman:

Gabriel Rozenberg

Vice Chairman:

Shimon Ryde

Councillors

Daniel Thomas
Laithe Jajeh
Julian Teare

Thomas Smith
Paul Edwards
Ross Houston

Ammar Naqvi
Tim Roberts

Substitute Members

Rohit Grover
Richard Cornelius
Anthony Finn

Geof Cooke
Charlie O-Macauley
Kath McGuirk

In line with the Constitution's Public Participation and Engagement Rules, requests to submit public questions or comments must be submitted by 10AM on the third working day before the date of the committee meeting. Therefore, the deadline for this meeting is 5 October 2018 at 10AM. Requests must be submitted to Jan Natynczyk 020 8359 5129 Email: jan.natynczyk@barnet.gov.uk

You are requested to attend the above meeting for which an agenda is attached.

Andrew Charlwood – Head of Governance

Governance Services contact: Jan Natynczyk 020 8359 5129 Email: jan.natynczyk@barnet.gov.uk

Media Relations Contact: Gareth Greene 020 8359 7039

ASSURANCE GROUP

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ORDER OF BUSINESS

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Decisions of the Housing Committee

21 June 2018

Members Present:-

AGENDA ITEM 1

Councillor Gabriel Rozenberg (Chairman)

Councillor Shimon Ryde (Vice-Chairman)

Councillor Daniel Thomas

Councillor Laithe Jajeh

Councillor Julian Teare

Councillor Thomas Smith

Councillor Paul Edwards

Councillor Ross Houston

Councillor Ammar Naqvi

Councillor Tim Roberts

1. MINUTES OF THE PREVIOUS MEETING

RESOLVED that the minutes of the meeting held on 7 February 2018, be agreed as a correct record.

2. ABSENCE OF MEMBERS

None.

3. DECLARATIONS OF MEMBERS DISCLOSABLE PECUNIARY INTERESTS AND NON-PECUNIARY INTERESTS

Councillor	Agenda Item(s)	Interests Declared
Ross Huston	7 – Housing Strategy 8 – Fire Safety	Non-pecuniary interest by virtue of being a Council appointed Director for Barnet Group.
Shimon Ryde	7 – Housing Strategy 8 – Fire Safety	Non-pecuniary interest by virtue of being a Council appointed Director for Barnet Group.
Tim Roberts	7 – Housing Strategy	Non-pecuniary interest by virtue of, together with his wife being private landlords of a single property in the borough of Barnet.

4. REPORT OF THE MONITORING OFFICER (IF ANY)

None.

5. PUBLIC QUESTIONS AND COMMENTS (IF ANY)

The Committee noted the details of the responses to the Public Questions which had been published and circulated prior to the meeting.

Public comments were made by Jasmin Parsons on Agenda Item 7 – Housing Strategy.

6. MEMBERS' ITEMS (IF ANY)

None.

7. HOUSING STRATEGY

The Committee considered the Housing Strategy report which provided an update on the various changes that have occurred since approval of the Strategy in 2015. The report further advised the Committee that under The Homelessness Reduction Act 2017 (HRA 2017) the Council is required to produce Homelessness Strategy.

Having considered the report, the Chairman put the recommendation to the vote. The vote was recorded as follows:

For	6
Against	0
Abstained	4

RESOLVED -

- 1. That the committee endorse the emerging themes for the new Housing Strategy and instruct the Deputy Chief Executive to prepare an updated draft strategy for consideration by the Housing Committee at its meeting on 10 October 2018.**
- 2. That the committee endorse the emerging themes for the new Homelessness Strategy and instruct the Deputy Chief Executive to prepare an updated draft strategy for consideration by the Housing Committee at its meeting on 10 October 2018.**

8. FIRE SAFETY

The Committee considered the report which provided an overview of progress with the Council's response to the Grenfell Tower fire disaster, including replacement of cladding on council tower blocks at Granville Road, and improvements to fire safety in other council blocks.

Having considered the report, the Chairman put the recommendation to the vote.

RESOLVED –

- 1. That the Committee notes the progress to date with high priority fire safety works including the positive progress in replacing the cladding at Granville Road.**

2. That the Committee approves a revised programme of fire safety works for council dwellings as set out in Appendix 1, to include:
 - Ongoing works to replace cladding at Granville Road
 - High priority works as previously agreed by the Committee in October 2017
 - Desirable works to high rise properties including the installation of sprinkler systems to blocks of flats with 10 or more floors and a single stairwell.
3. That the Committee agrees that, subject to agreement by Policy and Resources Committee, an additional £12.5m is allocated from the Council's Housing Revenue Account to meet the full cost of the revised programme in 2. Above. This is in addition to the amount of £17.5m previously agreed, bringing the total amount to £30m, noting that £7m of this is expected to be reimbursed by the Government to cover recladding costs at Granville Road.
4. That the Committee instructs Barnet Homes to proceed with developing a programme of fire safety works for low and medium rise flats and provides the Committee with costed proposals for this in October 2018.
5. That the Committee instructs the Deputy Chief Executive to undertake a review of fire safety and high rise residential blocks in the borough to ensure compliance with the direction issued by the Secretary of State and the ongoing safety of residents in the borough.

9. END OF YEAR 2017/18 COMMISSIONING PLAN PERFORMANCE

The Committee considered the report which provided an **annual overview** of performance at the **End of Year (EOY) 2017/18**, including budget outturns for revenue and capital (where relevant), progress on key activities, indicators that have not met the annual target, and management of high level risks for the Theme Committee in relation to the Commissioning Plan.

Having considered the report, the Chairman put the recommendation to the vote.

RESOLVED - The Committee reviewed the finance, performance and risk information in relation to the Theme Committee's Commissioning Plan.

10. LOCAL LETTINGS POLICY

The Committee considered the report which set out the outcome of the consultation on introducing a local lettings approach in Barnet and sought agreement to amending the Housing Allocations Policy (Appendix 2, Paragraph 4.12) to allocate a proportion of new build housing stock through this mechanism.

Having considered the report, the Chairman put the recommendation to the vote.

RESOLVED –

1. That the proposed amendment to the Housing Allocations Scheme be approved as appended in Appendix 1, Paragraph 4.12
2. That the findings of the consultation report be noted.

11. COMPULSORY PURCHASE OF LONG TERM VACANT PROPERTIES - PUBLIC

The Committee considered the report which recommended the making of Compulsory Purchase Orders (CPO) in relation to three long term vacant properties and to give Officers the discretion to proceed with any of the three options detailed in the report of consensual purchase, cross undertaking or dispute resolution. The property identified and case details were contained within the exempt report.

Having considered the report, the Chairman put the recommendation to the vote.

RESOLVED –

1. That the Housing Committee recommends to the Assets, Regeneration and Growth Committee to authorise the making of Compulsory Purchase Orders, under Section 17 of the Housing Act 1985 and the Acquisition of Land Act 1981, in respect of the properties identified as ‘a to c’ in the exempt report.
2. That, subject to the Assets, Regeneration and Growth Committee authorising the making of the Compulsory Purchase Orders referred to in recommendation 1 above, the Orders be submitted to the Secretary of State for Housing, Communities and Local Government for consideration and confirmation.
3. That, in the event of the Secretary of State for Housing, Communities and Local Government returning any of the Orders for confirmation by the Council, the Deputy Chief Executive be authorised to confirm the Order(s).
4. Following confirmation of any of the Orders, to authorise the Deputy Chief Executive to enter into a cross-undertaking with the owner(s) of any relevant property not to implement the Order on the condition that the owner(s) agree to bring their property back into use within a reasonable time.
5. If a cross-undertaking is not entered into as referred to in recommendation 1.5 below, or the terms of the cross-undertaking are not adhered to by the owner, to recommend that the Assets, Regeneration and Growth Committee authorises the Deputy Chief Executive to proceed with the compulsory acquisition of any of the properties in question.

6. To authorise the Deputy Chief Executive to enter into negotiations for consensual purchase of the property at current market value or to enter into alternative dispute resolution with the owner
7. Following compulsory acquisition of any of the properties 'a to c', an options paper on the onward disposal will be brought back to the Assets, Regeneration and Growth Committee for a decision.
8. To note that the financial costs of the CPOs will be funded through the currently approved capital programme.

12. COMMITTEE FORWARD WORK PROGRAMME

RESOLVED – That the Committee note with work programme.

13. MOTION TO EXCLUDE PRESS AND PUBLIC

RESOLVED - that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 2 and 7 of Part 1 of Schedule 12A of the Act (as amended).

14. COMPULSORY PURCHASE OF LONG TERM VACANT PROPERTIES - EXEMPT

RESOLVED - that the information contained in the exempt report be noted.

15. ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT

None.

The meeting finished at 9.29 pm

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Housing Committee AGENDA ITEM 7

10 October 2018



Title	Housing Strategy 2019-2024
Report of	Cllr Gabriel Rozenberg
Wards	All
Status	Public
Urgent	No
Key	Yes
Enclosures	Appendix 1 – Draft Housing Strategy
Officer Contact Details	Paul Shipway, Strategic Lead Housing 0208 359 4924 paul.shipway@barnet.gov.uk

Summary

The council has developed a new draft Housing Strategy to take account of major changes in the housing sector and wider demographic and economic changes, including rising housing costs, a shift in tenure from owner occupation to private renting, the impact of the Grenfell Tower fire disaster and legislative changes.

If approved by the Housing Committee, the council will undertake a public consultation on the aims of the draft strategy with key stakeholders including housing associations, developers, tenants and residents. Housing Committee will then be asked to review the responses to the consultation and approve a final version of the Housing Strategy.

Officers' Recommendations

- 1. That the Housing Committee consider and, subject to any changes, approve the proposed draft Housing Strategy for consultation.**

2. That the results of the consultation be reported back to Housing Committee on 1 April 2019 together with officer recommendations and a revised Strategy, if appropriate.

1. WHY THIS REPORT IS NEEDED

1.1 The council's Housing Strategy dates from 2015, and a number of changes have occurred since then which mean that the council's approach to housing needs to be reviewed and updated. These changes include:

- changes in Government Policy,
- a new London Mayor with a new London Housing Strategy,
- new legislation including the Housing and Planning Act 2016, and
- the Homelessness Reduction Act 2017, and
- the updated Homelessness Code of Guidance for Local Authorities.

1.2 The council's Homelessness Strategy also requires an update to take account of the Homelessness Reduction Act 2017 (HRA 2017). Barnet's Homelessness Strategy is currently a component of the Housing Strategy but it is proposed the two are separated to reflect the increased focus on tackling homelessness.

1.3 Officers have updated the evidence base that supports the Housing Strategy. A new Strategic Housing Market Assessment has been commissioned, setting out the level of demand for housing in the borough.

1.4 Since 2015, other significant events have impacted on Housing at a national level, including the EU referendum and the Grenfell Tower fire disaster.

1.5 Additionally, the council is in the process of updating the Local Plan, and the Assets, Regeneration and Growth Committee is preparing a Regeneration Strategy.

1.6 The Housing Committee considered the above matters in June 2018, and instructed council officers to prepare a new draft Housing Strategy based on the following themes:

- **Raising standards in the private rented sector.**
- **Delivering more homes that people can afford.**
- **Safe and secure homes.**
- **Promoting independence.**

1.7 Officers have now produced a new draft Housing Strategy for the consideration of the Housing Committee which is attached at Appendix 1.

2. REASONS FOR RECOMMENDATIONS

2.1 It is proposed that the Housing Committee consider the draft Housing Strategy and, subject to any changes, approve it for a public consultation to take place, and that following this, a further draft be brought back to the Housing Committee to be considered for adoption at its meeting on 1 April 2019.

- 2.2 A period of public consultation will ensure that Barnet residents, the council's partners and other stakeholders have an opportunity to comment on the Housing Strategy before it is finalised.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 The Housing Committee has already instructed officers to draft a new Housing Strategy, at the meeting in June 2018, so alternative options have not been considered further. Not preparing a new Housing Strategy was not recommended for the reason that the current strategy would not be reflective of changes that have occurred since 2015.

4. POST DECISION IMPLEMENTATION

- 4.1 Following on from approval from Housing Committee a consultation exercise is planned to take place from November 2018 to February 2019.
- 4.2 Housing Committee will be asked to consider and approve a final version of the strategy in April 2019 which will have considered the outcome of the consultation exercise.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Housing Strategy contributes to the council's Corporate plan purpose as follows:

Successful Places	Meeting the housing needs of the borough is key to ensuring Barnet remains a successful place
Great Outcomes	Housing is important to helping residents achieve great outcomes
Quality Services	Housing services provided by Barnet Homes, Re and Housing Associations
Resilient Communities	Access to housing and reducing homelessness is key to building resilient communities

- 5.1.2 The Housing Strategy contributes to key priorities identified in the council's Corporate plan priorities including ***Increasing the housing supply, including Colindale*** and ***Building compliance and fire safety***.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 The Housing Strategy includes proposals to consider the case for selective licensing of private rented accommodation in some parts of the borough, and additional resources for licencing and private sector enforcement activity. It is anticipated that such proposals, if considered appropriate, will come to committee in 2019 before the Housing Strategy is finalised, and it is the intention that these proposals will be funded through additional licence fees secured and income received as a result of enforcement action, for example fixed penalty notices.

5.2.2 Other activities and proposals in the Housing Strategy are planned to be funded through existing council budgets and plans.

5.3 **Social Value**

5.3.1 Not applicable

5.4 **Legal and Constitutional References**

5.4.1 The Deregulation Act 2015 removed the power (in section 87 of the Local Government Act 2003) on the Secretary of State to require local housing authorities in England to produce a housing strategy. This does not prevent an authority from having such a strategy.

5.4.2 Section 333D of the Greater London Authority Act 1999 requires that any local housing strategy prepared by a local housing authority in Greater London must be in general conformity with the London Housing Strategy (the Mayor's strategy).

5.4.3

The council's Constitution, Article 7.5 - Responsibility for Functions, states that the Housing Committee is responsible '*for housing matters including housing strategy, homelessness, social housing and housing grants, commissioning of environmental health functions for private sector housing*'.

5.5 **Risk Management**

5.5.1 There is a risk that the housing requirements of the Borough are not met if the Housing Strategy is not updated.

5.6 **Equalities and Diversity**

5.6.1 Section 149 of the Equality Act 2010 sets out the Public-Sector Equality Duty which requires a public authority (or those exercising public functions) to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not
- foster good relations between persons who share a relevant protected characteristic and persons who do not

5.6.2 The broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making, the design of policies

and the delivery of services. The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and Civil Partnership

5.6.3 The Corporate Plan 2015 – 2020 sets the Strategic Equalities Objective, which is: that citizens will be treated equally, with understanding and respect, and will have equal access to quality services which provide value to the tax payer.

5.6.4 Changes to policies and services are analysed in order to assess the potential equalities impacts and risks and identify any mitigating action possible, through an equalities impact assessment, before final decisions are made. Consideration will also be made to the equalities and data cohesion summary.

5.6.5 A full equalities impact assessment of the draft Housing Strategy will be carried out after consultation and prior to reporting back to the Housing Committee on 1 April 2019.

5.7 **Corporate Parenting**

5.7.1 Promoting independence is proposed to be a central theme of the Housing Strategy. This includes ensuring that care leavers make a successful transition to independent living.

5.8 **Consultation and Engagement**

5.8.1 Initial consultation has been undertaken with some of the council's stakeholders, including the Children and Young Person's Partnership Board, the Performance Advisory Group comprising tenant and leaseholder representatives and the Barnet Housing Association Liaison Group.

5.8.2 Subject to approval by the Housing Committee, a wider public consultation will take place during November 2018 to February 2019. This will include an online survey and inviting comments from partner organisations and other stakeholders.

5.8.3 It is intended that a report on more detailed proposals relating to private sector enforcement and regulation will come to Housing Committee in January 2019, and that in respect of any proposal for an area to have selective licensing, this will be subject to its own consultation

5.9 **Insight**

5.9.1 The Housing Strategy was informed by an evidence base. A summary of the Housing Strategy evidence base was reported to the Housing Committee in June 2018.

6. BACKGROUND PAPERS

- 6.1 Housing Committee 21 June 2018 – Item 7 Housing Strategy -
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&MId=9486&Ver=4>
- 6.2 Housing Strategy (2015)
<http://barnet.moderngov.co.uk/documents/s24071/Housing%20Strategt.pdf>

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Barnet Housing Strategy 2019 – 2024

Draft October 2018

Housing Strategy 2019 – Executive Summary

The council last reviewed its Housing Strategy in 2015. The Strategy recognised that Barnet is a successful place where people want to live and work, with several challenges that needed to be met: a rising population, increasing demand for homes, financial constraints and the need to make our ambitious growth and regeneration plans a success.

A recent review of the evidence base that supports the Housing Strategy suggests a great deal of continuity with the trends which drove the 2015 strategy. The population is still increasing and housing demand remains high. The financial environment continues to be very challenging. In addition, it is as important as ever that our regeneration and growth plans are delivered in a responsible and sustainable manner.

There have also been significant changes which mean that our approach needs to be reviewed and updated. These include changes in government policy, a new London Mayor, and the passage of the Housing and Planning Act 2016 and the Homelessness Reduction Act 2017. The Grenfell Tower fire disaster in 2017 underlined the fundamental importance of fire safety, and the need to ensure that people living in social housing are not marginalised.

The Government has published its Green Paper, *a new deal for social housing*, which aims to rebalance the relationship between landlords and residents, tackle stigma and ensure social housing can act as a stable base and support social mobility.

The Government has also announced plans to fund the construction of one million new homes by 2020, with £2 billion additional funding for affordable housing and £1 billion for new council housing, and has published its rough sleeping strategy which aims to halve rough sleeping by 2022 and eliminate it by 2027.

The Mayor of London has published his London Housing Strategy and Draft London Plan, setting out plans to deliver 65,000 new homes across London each year and start building 90,000 new affordable homes by 2021. The Mayor also wants a better deal for private renters and to tackle homelessness and rough sleeping.

At the same time, the council is in the process of updating its Local Plan which will translate our housing priorities into a statutory planning policy framework and preparing a Regeneration Strategy that will help to implement the Local Plan and objectives of ongoing responsible and sustainable development and growth in Barnet.

Housing costs have risen unexpectedly fast when compared to median incomes and local housing allowance rates, creating an affordability gap which presents a real

challenge for households seeking to buy or rent a home, as well as for the council's costs for providing temporary accommodation for homeless households.

The high cost of home ownership has also resulted in a tenure shift and a significant increase in the number of people in privately rented accommodation.

The council has therefore identified five themes that it believes the Housing Strategy needs to focus on. These are:

- 1) Raising standards in the private rented sector
- 2) Delivering more homes that people can afford
- 3) Safe and secure homes
- 4) Promoting independence
- 5) Tackling homelessness and rough sleeping in Barnet.

Raising standards in the private rented sector

The use of private rented sector accommodation has increased from 17% of households in 2001 to 26% in 2016. The loss of a private rented tenancy is the biggest reason for homelessness in Barnet.

Since 2015, the council has introduced an additional licencing scheme requiring all Houses in Multiple Occupation (HMO) to be licensed, and planning permission is now required for new small HMOs. Over the same period, the number of accredited landlords increased from 492 to 667, and Barnet Homes have recently established Bumblebee, a private lettings agency to provide a quality service for landlords and tenants.

It is important that the council supports responsible tenants and ensures that landlords provide a good quality offer. A fresh approach to the private rented sector will be adopted by the council, with a focus of **L**icensing, **E**nforcement, **A**dvice, and **D**ata. Our **LEAD** agenda will include consideration of the case for selective licencing, which means that all landlords in some areas would be required to obtain a licence, additional resources for the private sector enforcement team and improvements to the information and advice available to tenants on their rights and obligations. Information and evidence held about the private rented sector will be improved to ensure that our approach is targeted to areas where it will be the most effective.

Delivering more homes that people can afford

The population in Barnet is expected to increase by 16% from 391,500 to 466,500 by 2041, and the recent Strategic Housing Market Assessment shows that there is a need to provide up to 3,060 new homes a year to accommodate this growth. The demand for homes generated by this population growth has resulted in average house prices increasing from £391,000 in 2014 to £545,000 in 2017, which is 15 times the median household income for Barnet.

Most rents in the borough are now higher than local housing allowances, and at £1350 a month, median rents in Barnet are higher than those across outer London.

Since 2011, over 10,000 new homes have been built in Barnet, including 2657 that are affordable. The council has established a pipeline of new homes on its own land, and the first 320 of these will be for affordable rent and are being delivered by the *Opendoor Homes*, a subsidiary of Barnet Homes. Good progress has been made on our estate regeneration schemes, where 2,400 new homes have been built and work at Stonegrove/Spur Road completed.

We will continue to explore innovative opportunities to accelerate the delivery of new homes through the Local Plan and our Regeneration Strategy, including making use of our land and assets and partnership with the Barnet Group. We will also aim to ensure that Barnet residents are prioritised for new homes in the borough.

Over the five years to 2021, we expect 12,255 new homes to be delivered across the borough with a further 9500 by 2026.

Safe and secure homes

The tragic fire at Grenfell Tower in June 2017 drew attention to the fundamental importance of fire safety, particularly in high rise blocks.

The council has acted quickly and decisively to put in place a £30m investment improvement programme in its own high-rise housing beyond regulatory compliance and deliver best practice in fire safety. ACM cladding on tower blocks at Granville Road has been removed and its replacement with a safe non-combustible system will be completed by October 2018.

The council has worked with other housing providers including housing associations and private owners to ensure the safety of all residents living in high rise flats.

The council will continue to work with Barnet Homes to complete the programme of fire safety works over the next two years, and work with the Government and other agencies such as the London Fire Brigade to ensure residents safety in the borough.

Promoting independence

The older population in Barnet is set to increase significantly, with the number of people over 60 living in the borough expected to rise by 68% from 75,519 to 121,701. Good housing can help to support other council objectives, such as helping older and vulnerable people to live independently and the council has already put in place a programme of providing new extra care housing schemes, the first of which at Ansell Court is due to be completed early in 2019.

The council already provides a range of housing options for vulnerable adults with a focus on helping people live as independently as possible. A key priority is to

increase the number of people with mental health issues living in stable accommodation.

The council is aiming to be the most 'Family Friendly' borough in London by 2020. The key aim to achieving this is by focusing on developing families' resilience. We particularly recognise the need to deliver high quality services for young adults and care leavers through closer working with our partners to provide better housing options and to prevent youth homelessness. We have recently adopted protocols to avoid placing 16-17 year olds in temporary accommodation, and are working to develop a more effective housing pathway for care leavers.

Tackling homelessness and rough sleeping in Barnet

Homelessness has continued to remain high with applications for assistance averaging 1,600 households a year since 2015, compared to 1,200 a year for the period 2012 – 2015. Barnet has successfully increased the number of people it prevents from becoming homeless from 870 in 2015/16 to 1,140 in 2017/18, and the number of households in temporary accommodation has fallen from a peak of 2,941 in March 2016 to 2,579 in 2018.

The Homelessness Reduction Act 2017 has introduced new duties for local authorities. In parallel with this Housing Strategy, the council is bringing forward a detailed Homelessness Strategy setting out how it will continue to tackle and prevent homelessness, with a focus on the following objectives:

- **Preventing homelessness.** Prevention remains the most effective way to manage homelessness. We will support people to stay in their own homes or help them to find new homes by developing personal housing plans to better meet their housing needs.
- **Reducing the use of Temporary Accommodation (TA) and securing suitable accommodation.** We aim to reduce the number of families living in TA significantly over the next five years by securing more affordable accommodation in the private rented sector at LHA levels alongside using our own surplus land and buildings to build more affordable housing in Barnet.
- **Establishing effective partnerships, working arrangements and support.** We will improve the strategic focus of tackling homelessness in Barnet by establishing a Homelessness Forum with representation from all key partners to ensure a multi-agency approach is being taken to prevent homelessness by building more resilient communities across the borough.
- **Supporting Rough Sleepers to address their housing and other needs.** We will recruit specialist outreach workers to support rough sleepers into accommodation that better meets their needs.

Conclusion

Barnet's Housing Strategy sets out our approach to meeting the housing challenges facing the borough, with a focus on improving standards in the private rented sector,

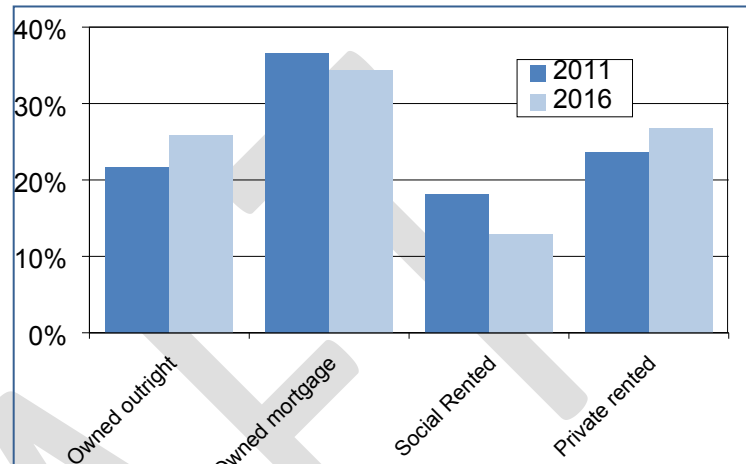
increasing the supply of homes that local people can afford, promoting independence and ensuring that homes are safe and secure.

DRAFT

1. Raising standards in the private rented sector

The council is determined to see standards in the private rented sector rise, for the benefit of residents across the borough. We will pursue a fresh approach to the private rented sector in Barnet with a focus on **Licensing, Enforcement, Advice and Data**. Our **LEAD** agenda will work with tenants, agents and landlords in the task of professionalising the business of renting homes.

Figures from the Office of National Statistics shows that more than a quarter of households in Barnet now rent their home from a private landlord, and this number is likely to rise as house prices remain beyond the reach of many people.



Tenure change in Barnet source. ONS Annual Population Survey 2017

The council recognises that as more households rely on the private rented sector for a

home, that it is important that the authority takes steps to ensure that responsible tenants are supported and that landlords provide a good quality offer. In view of this, the council has expressed its support for the Government's proposals to extend the minimum tenancy length to three years.

The council has also supported the establishment of a private sector lettings agency, Bumblebee, delivered by The Barnet Group to provide a quality service for landlords and tenants.

Licensing

Mandatory and Additional Licensing

Barnet has already introduced measures to improve quality in the private rented sector.

In 2016, following extensive consultation, the council introduced an Additional Licensing scheme for Houses in Multiple Occupation (HMO).

- Most privately rented properties occupied by people who do not form a single household now need a licence
- The HMO licence requires the landlord to demonstrate that they are meeting their obligations and that arrangements are in place to ensure that the property is properly managed and maintained

- The introduction of the Additional Licensing Scheme was supported by the introduction of an article 4 direction requiring planning permission for new small¹ HMOs from May 2016.

The onus is now on landlords to inform the council if their property is in multiple occupation and to ensure that minimum standards are met in licensed premises. In our response, care is taken to try and ensure that the highest risk HMOs are prioritised.

Since the introduction of additional licensing, the number of HMOs licenced in the borough has increased from 194 to 809. But it is estimated that there are still over 3,000 HMOs that should be licensed under the scheme. Securing applications has been difficult and the council therefore intends to put more resources into maximising the number of HMOs licensed in the Borough.

Selective Licensing

As part of the strategy to improve standards in the private rented sector, the Council will consider making use of a Selective Licensing Scheme in areas, where there is evidence of a higher prevalence of poor conditions in the private rented sector, persistent anti-social behaviour, high levels of deprivation, high levels of migration or high levels of crime.

Selective Licensing would require all landlords in a specified area to obtain a licence from the council and ensure that their property meets the required standards. To ascertain the feasibility of this approach requires a review of evidence and a detailed consultation exercise. The council intends to progress this work and decide whether to implement Selective Licencing during 2019.

Accreditation

In common with the rest of the country, the private rented sector includes many individual landlords each with relatively small portfolios. To ensure that landlords are fully aware of their responsibilities, the council encourages landlords to acquire formal accreditation through the London Landlords Accreditation Scheme (LLAS). For landlords with properties in poor condition, it is a condition of their HMO licence that they obtain LLAS accreditation within a timescale specified by the council.

The number of accredited landlords in Barnet has increased from 492 to 667 since 2015. The council will continue to promote LLAS and will also consider other ways in which best practise amongst landlords in Barnet can be improved.

¹ where between three and six unrelated people share basic amenities such as a kitchen or bathroom, larger HMOs have always required planning permission

Enforcement

The Housing and Planning Act 2016 extended the criteria for mandatory HMO Licensing, increasing the number of properties requiring a license. In addition, the Act introduced new powers for local authorities to deal with rogue landlords, including the power to issue civil penalties of up to £30,000 as an alternative to prosecuting landlords for failure to licence, and as an alternative to prosecuting a number of offences under the Housing Act 2004.

Case Study - The Council was made aware of an unlicensed, two-storey property following noise complaints from neighbouring residents.

Barnet's Enforcement Team found that nine different tenants under different letting agreements were sharing a single kitchen and bathroom, with no satisfactory means of fire escape or fire detection

One of the more dangerous lettings was formed by placing a partition in the kitchen which, in the event of a kitchen fire, would leave the tenant completely trapped.

After the District Judge had seen the photos of the undersized rooms, he concluded that the owner was aware that an HMO licence was required for the property and that the letting of undersized rooms was strictly prohibited.

The Act also enables applications to be made for Banning Orders preventing a person from being a landlord, engaging in letting agency work, and/or property management work, and creates a 'Rogue Landlord and Property Agent' database that local authorities must update following the making of a Banning Order, and may update following a conviction for a banning order offence.

Appropriate use of these powers will enable non-compliance, in relation to housing conditions in the private rented sector, to be addressed in a more effective way.

The council has implemented these new powers and issued its first two Civil Penalty Notices. Further Notices of Intention have also been served and this enforcement action will be used where appropriate in line with the council's Development and Regulatory Services Enforcement Policy.

The council intends to put more resources into enforcement with the aim of improving standards in the private rented sector. This will enable the council to ensure that landlords comply with their statutory obligations and licence conditions.

Barnet, along with other London authorities, meets regularly with the Greater London Authority to discuss ways of improving standards in the private rented sector. The council has signed up to the Mayor of London's Rogue Landlord and Agent Checker, a new public online database to protect people privately renting homes in the Capital. As well as records on prosecutions and enforcement action, the database offers tenants a tool for the easy reporting of landlords whom they suspect of unscrupulous practices.

The council will also review the viability of assisting private tenants with obtaining Rent Repayment Orders.

Advice

The council currently provides support for private tenants through its Private Sector Housing Team, who can be contacted for advice if they are unable to resolve an issue with their landlord. The council's website includes information about the rights and responsibilities of tenants and landlords.

In addition, Barnet Homes provide advice and support to private tenants who are threatened with homelessness.

The council will review the quality of information for tenants and landlords provided via its website and will consider other improvements that could be made to the advice provisions available to private sector tenants, for example by improving access to the Private Sector Housing Team.

Data

It is important that our approach to improving the private rented sector is supported by good quality data and information. An opportunity to improve the information held about the sector will be provided by the evidence gathered for the consideration of Selective Licencing.

In addition, the council will review the data it already holds, consider whether there is additional information that it wants to collect on a regular basis. This might include mechanisms for tenants to provide feedback on their needs and concerns, such as an annual survey of resident satisfaction with their private sector rented accommodation.

More detailed proposals on our plans for raising standards in the private sector will be presented to the Housing Committee in January 2019, and these will be reflected in the final draft of the Housing Strategy.

Progress since 2015

- Additional HMO licencing scheme for all HMOs implemented from July 2016
- Article 4 direction requiring planning permission for new small HMOs in force from May 2016
- Number of accredited landlords increased from 492 (Mar 2015) to 667 (Mar 2018)
- Number of HMOs licenced (mandatory scheme) increased from 151 (Mar 2015) to 398 (September 2018)
- Number of HMOs licenced (additional scheme) since July 2016 – September 2018 411
- Private lettings agency *Bumblebee* established by Barnet Group to provide quality service for landlords and tenants

- Signed up to the London Mayor's Rogue Landlord and Agent Checker

Next steps

- Implement the changes required through the Housing and Planning Act for example extensions to mandatory HMO licensing and minimum room sizes in HMOs
- Consider Selective Licencing – develop and review an evidence base
- Additional resources for housing enforcement and HMO licencing
- Review the viability of supporting tenants in obtaining Rent Repayment Orders
- Improve information and advice available to private sector tenants
- Review data held and identify gaps

Targets

- Increased number of Houses in Multiple Occupation licensed (Target to be agreed)
- Reduce Category 1 hazards in private rented properties to Category 2 – 165 a year
- Increase number of Landlords accredited under LLAS (Target to be agreed)

2. Delivering more homes that people can afford

Overview

In common with the rest of London, Barnet has seen significant increases in housing costs. Since 2014, the average house price in Barnet has increased from £391,000 to £545,000, and is now more than 15 times the borough median household income of £36,000. Barnet is a relatively expensive place with an average house price of £430,000 for Outer London as a whole.

Private sector rents have also increased and, at £1,350 a month, the median rent in Barnet is also relatively high when compared to the Outer London median of £1,295.

The council is committed to providing decent quality housing that buyers and renters can afford, prioritising Barnet residents.

Increasing Housing Supply

Part of the answer to making housing more affordable is to increase housing supply, to ensure that there are enough new homes to meet the needs of a population that is expected to increase from 391,500 in 2017 to reach 466,500 by 2041.

Since 2011, over 10,000 new homes have been built in Barnet, including 2,657 which are classified as “affordable” for rent or for sale. Our Housing Trajectory estimates that 35,000 new homes will be delivered over the next 15 years.

A recently commissioned Strategic Housing Market Assessment (SHMA) completed by Opinion Research Services, to provide an objective assessment of housing need in Barnet. The SHMA’s provisional findings are that up to 76,500 new homes are needed in Barnet by 2041, including 17,600 affordable homes for rent and for sale. This equates to 3,060 new homes a year of which 704 are affordable.

Dwelling Type	2016-2041	Annual	%
Market Housing	GLA		
1 Bedroom	3900	156	5%
2 Bedroom	13,900	556	18%
3 Bedroom	23,800	952	31%
4 Bedroom	14,200	568	19%
5+ Bedrooms	3,100	124	4%
Total Market Housing	58,900	2,356	77%
Affordable Housing			
1 Bedroom	2,500	100	3%
2 Bedroom	7,700	308	10%
3 Bedroom	4,800	192	6%
4 Bedroom	2,000	80	3%
5+ Bedrooms	600	24	1%
Total Affordable Housing	17,600	704	23%
Total Requirement	76,500	3,060	

It should be noted that the Barnet SHMA highlights some issues with the methodology used in the GLA projections, from which a full objectively assessed need for housing of 76,500 homes is derived. Over a 25-year period (2016-41) this is equivalent to 3,060 new homes per annum. An alternative scenario which uses household types data provides a lower 25 -year requirement of 50,000 or 2,000 per annum. Both scenarios are challenging. The figure adopted by the borough will be determined via the council’s new Local Plan, which is expected to be adopted during 2020.

Our Local Plan, which is under review, currently includes a target that 40% of new homes should be affordable. The SHMA identifies a need for 704 affordable homes a year which is 23% of the total annual requirement of 3060 suggesting that a lower requirement may be appropriate for Barnet. However, this needs to be set in the context of the draft London Plan which seeks a 50% affordable homes across the Capital. Barnet’s new Local Plan, which is expected to be adopted by 2020, will establish the borough’s approach to affordable housing requirements on new schemes going forward.

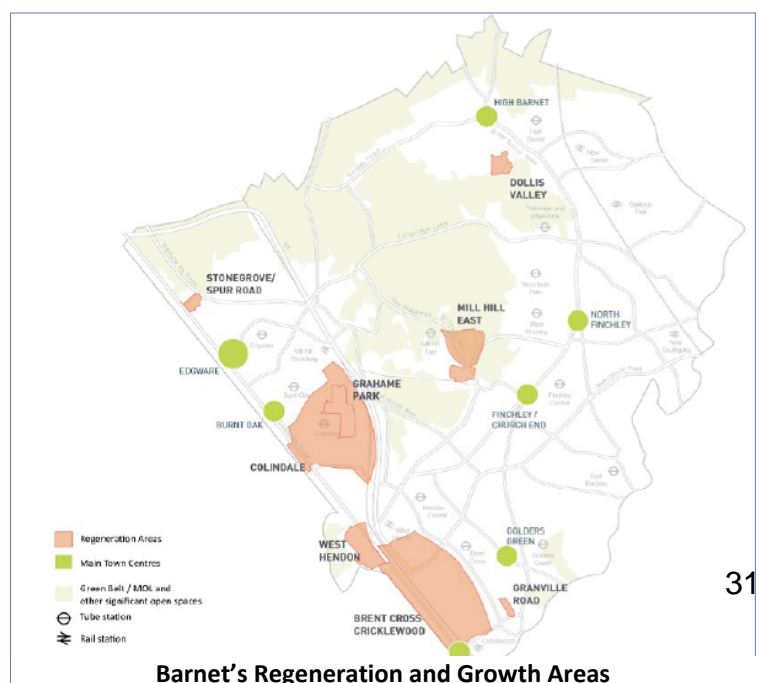
It is also necessary to recognise the need to prioritise larger family homes of three bedrooms or more in a market that is predisposed to provide smaller units. The 2018 SHMA supports this approach showing that more than half of the market housing need is for home with three or more bedrooms.

More information about the SHMA can be found in Appendix 1.

The council will also update its 2007 Supplementary Planning Document (SPD) for affordable housing. The SPD will update and clarify the council’s approach to securing affordable housing from residential development through section 106 Agreements. Since 2007 there have been significant changes to the housing market as well as government policy on affordable housing accompanied by increased scrutiny of development viability.

Regeneration and Growth

Much of our housing growth will be delivered through our ambitious growth and regeneration plans. As well as our estate regeneration schemes which are all now underway, this includes the wider growth areas of Brent Cross/Cricklewood, Colindale and Mill Hill East. Our aim has been to focus growth on the parts of the



borough that will benefit from regeneration and that have the capacity for growth, while protecting the qualities of the existing successful suburbs.

Estate Regeneration

Stonegrove/Spur Road has set the standard for our approach to neighbourhood regeneration. As the first regeneration project in the borough to be completed, the site has been reconnected with the surrounding area. Having replaced the ageing tower blocks on the Stonegrove/Spur Road estate, the new neighbourhood now boasts a modern church and parsonage and a community facility at its heart.

The development comprises of 999 homes, 480 of which are affordable, built to modern standards, high quality public open spaces and communal gardens.

The good design and affordable housing provision has been recognised with:

- receipt of Architectural Award and award nominations for excellent neighbourhood design;
- receipt of ongoing positive feedback from residents of their experience of living in a regenerated neighbourhood;
- a visit from Prime Minister Theresa May in November 2017, to commend Barnet Council for its record on building affordable homes; and
- shortlisting for the Inside Housing “Best affordable Housing Development” in November 2017.

The exemplary Stonegrove/ Spur Road development provides an inspiring place to live with a strong sense of place which gives residents both a stake and a sense of pride in their neighbourhood.

West Hendon - located to the south-west of the borough, the West Hendon estate sits between a section of the A5 Edgware Road and the Welsh Harp Reservoir, a Site of Special Scientific Interest.

With the ambition to create a thriving new neighbourhood, re-development is underway to replace existing poor-quality homes with over 2,000 high-quality houses, 25% of which will be affordable, surrounded by improved public space and transport links, thriving shops and businesses, a community centre and a new primary school.

Construction started in 2011 with 552 new homes built to date. A new interim hub provides residents access to a community space until a permanent facility is delivered at a later stage.

Planning consent has been achieved for a new landmark facility, the new Phoenix Canoe Club. This will fully exploit the benefits of the Welsh Harp as an asset for water sports and recreational activities.

The council has enacted Compulsory Purchase Order powers to enable assembly of land and property for development.

Dollis Valley estate was in decline for many years, isolated from services and the surrounding area, poorly designed and with poor transport. The renamed 'Brook Valley Gardens' provides a new integrated community, with existing sub-standard properties being replaced with new mixed tenure homes built to modern standards.

The emerging Brook Valley Gardens features new green spaces, a community centre and pre-school nursery. These facilities, complemented by programmes to fund local initiatives, strengthen the existing Underhill community and provide employment and training opportunities for local people.

The scheme will see the demolition of several system built blocks which will be replaced with 631 new mixed tenure homes, 40% of which will be affordable.

To date, 164 new homes have been built and a new 'Hope Corner' community centre with nursery school facilities was officially launched in 2016.

The council has enacted Compulsory Purchase Order powers to enable assembly of land and property for development.

Grahame Park

Grahame Park in Colindale is Barnet's largest housing estate, built in the 1960s and 1970s. It originally comprised 1,777 houses all built around a central concourse.

Plans are underway to create a more outward looking neighbourhood with new 2,756 mixed tenure homes, community facilities with accessible road, pedestrian and cycling networks.

Transformation of the estate is taking place over the next 15 years providing an improved layout and connection to the surrounding area, linking homes and services with other developments in Colindale.

To date 685 new homes have been built, of which 385 are affordable. A new 'City Square' (on Bristol Avenue) already plays host to a new Library, Centre for Independent Living, Barnet and Southgate College and a retail store. It will also soon see the completion of the Council's new offices providing accommodation for staff currently based at North London Business Park and Barnet House.

In January 2018, the Mayor of London gave direction to refuse the planning application for the 'Concourse' to provide approximately 1,000 new homes, new roads and open spaces and a major new community hub facility. A revised application is now required from developer Genesis.

We recognise that estate regeneration can be a disruptive process for residents, particularly those who have non-secure tenancies and are not entitled to a new

home on the estate. The council will seek to minimise disruption, by providing advice and support and by taking into account employment and education needs of families when making an offer of alternative accommodation to those who qualify.

Growth Areas

Brent Cross Cricklewood is one of the largest regeneration schemes in Europe.

With an investment of £4.5 billion, comprehensive re-development and phased improvements are planned to take place over the next 20 years. Proposals include a new town centre, a residential quarter and expansion of the Brent Cross shopping centre.

This growth will be underpinned by a brand-new Thameslink railway station linking the new neighbourhood to central London in less than 15 minutes. The area will also be served by improved transport links including a new bus station.

Uniting the areas north and south of the North Circular, the redevelopment of Brent Cross Cricklewood will provide a vibrant place to live and work and contribute to the long-term prosperity of the borough.

The development of Brent Cross Cricklewood will deliver 7,500 new homes and up to 27,000 new jobs. At least 15% of new homes provided will be affordable in addition to the replacement homes for Whitefield Estate.

Given the scale of this development, the council has enacted Compulsory Purchase Order powers to enable assembly of land and property for development.

Colindale - with a potential for more than 10,000 new homes, Colindale will make the largest contribution to housing in the borough over the next 10 years. Already major mixed use residential schemes have been completed, totalling 4,084 homes built to date.

Redevelopment is focused on three key roads surrounding Colindale tube station in partnership with Transport for London (TFL), Colindale Avenue, Aerodrome Road and Grahame Park Way.

Housing growth will be served by improved public transport services and high quality open spaces. Plans for the reconfiguration of the Colindale tube station will provide enhanced capacity and step-free access to meet demand. Colindale Avenue will benefit from enhanced public spaces and mixed-use properties.

The new neighbourhood will be better connected with accessible, safe and attractive walking and cycling routes, connecting new and existing communities and links through to the tube station, bus stops and residential neighbourhoods.

Mill Hill East - the former Inglis Barracks site in Mill Hill is being redeveloped to provide new 2,240 affordable and market homes, a primary school, local shops, a

district energy centre and new parks and open spaces. Located on the edge of Mill Hill's conservation area, Millbrook Park is an exemplary Public Private Partnership creating a high quality new suburb at the heart of NW7. 300 new homes have already been delivered.

The Inglis Consortium of landowners, of which the council is a member, is involved in enabling site decontamination, building infrastructure and selling the serviced parcels of land. The Consortium deals with bids from developers taking into consideration price, design and credibility in the market place. The developers are then responsible for house building in line with planning consents.

Transport for London (TFL) programme

TFL have commitments to make use of their estate to help meet London wide targets for housing deliver, which includes several sites in Barnet in addition to Colindale; these include tube stations at High Barnet and Finchley Central², and Edgware bus garage.

The council are working with TFL to ensure that this programme is delivered in Barnet in ways that align with our local priorities, and has recently applied for support from the Housing Infrastructure Fund.

The Finchley Central Station scheme proposes to secure an estimated £240m of investment into the borough through delivery of a sustainable, high-density development around the existing station, encapsulating principles of Good Growth and Healthy Streets promoted by the GLA.

The initial feasibility work undertaken by TfL has established potential for over 600 residential units, which will be supplemented by retail and commercial space.

Infill Regeneration Estates and Sites

Granville Road - situated at the southern end of the Borough, the 1960s housing estate currently consists of three tall tower blocks, as well as three lower rise blocks. The quality of the estate is generally poor and it includes large areas of under-utilised and unstructured land.

The aim of the scheme is to improve the estate environment and provide much needed new mixed tenure homes in a popular location.

Upper & Lower Fosters - built in the late 1960s, the Upper & Lower Fosters estate currently occupies 3.06ha and contains 211 existing homes (Cheshire Hall). The estate is built to a relatively low density despite its proximity to Brent Street town centre, a local high street with good transport accessibility.

This presents an exciting development opportunity in a town centre setting to create additional affordable, market and extra care housing. The intention is to optimise the use of the currently underused land to develop up to 200 new homes and includes

² It should be noted that, at this early stage, no detailed proposals have been presented to the Council and any development would be dependent upon planning approval being granted

the demolition of the existing sheltered housing, to be replaced by a new extra care development.

This pioneering scheme aims to showcase best practice in community participation within estate regeneration, and deliver an outstanding quality of architecture and urban design.

Council Land Development Pipeline

The council owns surplus land and buildings across the borough that could be used to provide more housing and has embarked on a programme of developing these sites itself. By building mixed tenure housing on smaller council owned sites across the borough, the aim is to provide housing choices that meet the needs and aspirations of Barnet residents.

Through partnership working between The Barnet Group, and Regional Enterprise (Re) and the current development pipeline includes building:

- new mixed tenure homes, with the affordable homes funded by private sales plus a return for the council
- new homes for affordable rent on existing council land
- extra care schemes and wheelchair accessible units improving the housing offer for older and vulnerable people and thereby reducing demand for care
- private housing for rent, and
- acquisition of housing for affordable rent and temporary accommodation

Subject to planning consent, there are 28 proposed schemes in the pipeline to be built by Open Door Homes, which is a registered provider established and owned by Barnet Homes Opendoor Homes. In total these schemes will deliver, 500 affordable homes for rent, including 179 extra care units. 10% of the newly built homes will be wheelchair accessible.



The council is considering ways to help Opendoor Homes establish itself, and this could include transferring ownership of some empty council homes to the organisation, to provide a capital base to support further development.

The council is currently in the process of bidding for additional funding from the Greater London Authority to deliver 100 new homes to be built on top of existing blocks of flats. If successful, these properties will be council homes for letting at London Affordable Rent.



As part of maximising the value of the Council's Estate, alongside more traditional developments



in partnership with or by selling to private developers, the Council will also explore offering long-leases for sites. Specialist developers can then bid for the lease, build-out the site and then hand back all assets to the council at the end of the lease period.

Acquisitions programme

Since 2016 the council has operated a programme of acquiring homes on the open market for use as an affordable form of temporary accommodation and some homes for affordable rent in London.

This approach has provided a way of making properties available more quickly, complementing our development programme, and has also provided a more cost-effective way of providing temporary accommodation.

New homes delivered by Open Door Homes at Elmshurst Crescent, before, during and after construction.

Properties have been acquired in a number of areas, including within London and elsewhere including Luton and Bedford. So far over 100 properties have been acquired and the council has plans in place to acquire an additional 265 properties all of which will be in London.

The council will continue to acquire properties as part of its strategy for providing homes that people can afford, as well as providing a cheaper alternative to paying private owners to provide temporary housing.

Rent Policy

In 2015, a rent policy was established for new council homes that are delivered through the development pipeline, whereby rents are to be charged at 65% of market rent. The council will adjust this policy to allow other rent levels to be charged for new council properties where this is a condition of grant; this means, for example, that if grant is received from the Greater London Authority, rents charged would be London Affordable Rents.

Low cost home ownership

The council recognises that for many the desire to own their own home has become increasingly difficult to achieve, particularly for first time buyers.

Although the Right to Buy was reinvigorated in 2012 with higher discounts to help more tenants buy their own home, the increase in house prices has meant that the number of Right to Buy sales has fallen more recently. The recently published Social Housing Green Paper raises the possibility of tenants being able to buy a share in their existing home if they cannot afford to purchase it outright.

In addition, the Government is consulting on allowing councils to use Right to Buy receipts to support the development of shared ownership as well as homes for affordable rent as at present.

Some 794 residents have been able to take advantage of the Help to Buy scheme in Barnet, 772 of whom were first time buyers. This was the highest number of households in London, where the average was 300 per borough.

Since 2011, 785 homes have been delivered in Barnet for shared ownership. The council will continue to work with developers to deliver more homes for low cost ownership as part of our growth and regeneration plans.

Homes for local people

Barnet's Housing Allocations scheme sets out how we give higher priority for affordable rented homes to people who have a local connection with the borough of at least five years.

Shared ownership is prioritised for those living or working in Barnet which can only be sold to those living and working in the borough for the first three months after completion.

The London Housing Strategy sets out how the Mayor is working with developers and housing associations to make more new homes available to Londoners, following evidence that overseas buyers were purchasing significant numbers of homes costing between £200,000 and £500,000. This approach entails restricting sales of new homes to UK based buyers for homes of up to £350,000 in value for three months before they can be marketed overseas, with additional exclusivity for people living and working in London. The council intends to develop a similar approach in Barnet working with local developers.

Empty Properties

On-going pressure on the housing market means that it is important that the number of properties remaining empty in Barnet is kept to a minimum. This is also to the benefit of the property owners as their property would provide a rental income if it were made available for letting.

The council therefore aims to bring long term empty properties back into residential use. This may include long term vacant sites and redundant commercial units where there is the potential for conversion or redevelopment for housing purposes.

The council will assist empty property owners in bringing their property back into use through a combination of advice, and financial assistance in the form of Empty Property Grants. All Empty Property Grants will be administered in line with the council's Private Sector Housing Financial Assistance Policy. The council will gain nomination rights through this funding for homeless households.

In cases where the owner will not work with the council to bring a property back into residential use the appropriate enforcement action will be taken ranging from the service of minor works notices to Enforced Sale and Compulsory Purchase of the property.

The council currently has seven properties at varying stages of the Compulsory Purchase Order process. All enforcement action will be completed in line with the London Borough of Barnet's Development and Regulatory Services Enforcement Policy.

<p>Progress since 2015:</p>
<ul style="list-style-type: none"> • 1,827 new homes built in 2015/16 and 2,230³ in 2016/17 • 257 affordable homes built in 2015/16, 474 in 2016/17 and 303 in 2017/18 • 40 new council homes completed • Pipeline of 320 new affordable homes for rent being delivered by Open Door Homes on council land has commenced • 100+ homes acquired on open market to provide affordable homes for homeless households • Regeneration of Stonegrove/Spur Road Estate completed providing 999 new homes • New homes completed on other regeneration estates: <ul style="list-style-type: none"> ▪ Grahame Park - 685 ▪ West Hendon- 552 ▪ Dollis Valley – 164 • 569 empty properties brought back into use between April 2015 and March 2018
<p>Next steps</p>
<ul style="list-style-type: none"> • Barnet's Local Plan translates housing priorities into planning policy and is progressed through statutory public consultation and examination before adoption in late 2020 • Continue to progress and develop plans for the delivery of new homes on council land, including completion of 320 affordable homes for rent delivered by Open Door Homes • Secure financial support from London Mayor for delivery 200 new homes on top of existing council housing blocks • Continue with programme of acquiring properties on the open market • Develop new supplementary planning guidance on affordable housing • Develop approach to prioritising new homes for local people with local developers
<p>Targets</p>
<ul style="list-style-type: none"> • 15314 new homes to be completed across Barnet by 2024 including 1000

³ Provisional figure pending publication of GLA Annual Monitoring Report summer 2018

new homes at Brent Cross/Cricklewood and 3527 in Colindale

- 500 new homes to be delivered through development pipeline by 2024
- Net new homes to be delivered on regeneration estates by 2024
 - Grahame Park - 600
 - West Hendon- 439
 - Dollis Valley – 36
 - Granville Road -111
- Bring 100 empty properties back into use each year

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3. Safe and secure homes

The council takes its responsibilities around fire safety very seriously, and the Grenfell Tower fire disaster in June 2017 highlighted the importance of ensuring that blocks meet best practice in fire safety measures and providing reassurance to residents that their homes are safe.

The council has acted decisively to ensure that the safety of residents is assured, providing significant additional investment in fire safety measures for council homes, and working closely with housing associations and private owners to ensure that they are dealing with any issues relating to their properties.

Council Housing

A £31 million prioritised programme of works required to move beyond legislative compliance to deliver best practice in fire safety for the council's high-rise blocks has been agreed and is now being implemented by Barnet Homes.

Barnet Homes are now reviewing fire safety in low and medium rise council homes.

Three blocks at Granville Road were identified as having been clad with Aluminium Composite Panels, which failed government fire safety tests. The council moved quickly to remove these panels and a non-combustible replacement cladding has now been fitted.



Cladding replacement works underway at Granville Road

Housing Associations

Approximately 7,000 homes in Barnet are managed by Housing Associations and these are regulated by the Regulator of Social Housing (RSH). As Registered Providers, they are required to carry out fire risk assessments and operate in a similar way to Barnet Homes in managing fire safety in relation to the housing they manage.

The council has received confirmation that housing associations with high rise blocks in the borough all have up to date fire risk assessments, and that a small number of these that failed government safety tests have been or are being dealt with.

Private Sector

In the case of privately owned high rise blocks, whilst Barnet is the planning authority for most new building works, the authority's building control service competes with the private sector for the building compliance work.

Owners are required to carry out fire risk assessments and spot checks are carried out by the London Fire Brigade. However, these are restricted to checking that fire doors, risers, and alarms are fully functional within the fabric of the building and therefore would not pick up faults in cladding systems or fire compartmentation outside the main structure.

Two high rise blocks in the private sector have been identified as having failed government tests for ACM cladding. The council's building control team have sought information from the owners of these buildings on remediation measures that they are taking.

To ensure compliance with a government direction on fire safety issued in May 2018, the council has carried out a review of cladding and fire safety in relation to high rise private residential buildings in the borough.

The Government has also announced that it will also give local authorities further levers to speed up identification and ensure remediation of unsafe cladding in the private sector during 2018.

Progress since 2015:
<ul style="list-style-type: none">• Additional funding of £30m agreed for fire safety improvements in council homes• Properties that fail government fire safety tests identified and mitigations confirmed with owners
Next steps
<ul style="list-style-type: none">• Implement programme of fire safety measures in council homes• Identify any measures that are required in relation to low/medium rise council homes• Continue to work with the government, the London Fire Brigade and property owners to improve fire safety in Barnet
Targets
<ul style="list-style-type: none">• 100% of scheduled fire risk assessments (council properties) completed on time• 90% of High Priority fire safety actions (council properties) completed on time

4. Promoting independence

Good housing can help to support other Council objectives, such as helping older people and people with health and social care needs to live independently. The council will promote the delivery of homes that meet the needs of older people and those with disabilities, as well as measures to support young people leaving care to make a successful transition to living independently.

Good quality, well designed housing can be further enhanced with the right assistive technology and the council has commissioned a specialist technology provider to increase the options available to residents.

Older People

The older population in Barnet is expected to increase significantly over the next 25 years, with the over 60 population expected to increase by 68% from 72,500 to 121,700 by 2041 and the over 85 population expected to increase by 130% from 8,600 to 19,800 during the same period.

As the older population increases, the number of those with limiting long term illnesses are also expected to rise from 13,000 in 2017 to 21,000 in 2025, whilst the number of those with dementia is predicted to rise from 4,000 to 7,400 over the same period.

The council's strategy is to make it easier for residents to plan ahead as they approach old age, and to ensure that those with higher care needs have a non-residential care choice when their own home no longer meets their needs.

Advice and Support

There are many sources of information, advice and support available to residents to promote their independence and wellbeing. This ranges from welfare benefits, housing and support services and health and wellbeing activities and can be accessed from a range of statutory services and local voluntary and community sector providers.

Housing Options for older people

Many of our older residents own their own homes and through our planning policy we work with the private sector to ensure that new homes are accessible and offer the right alternatives for older people.

All new homes in the borough are required to meet Part M of the 2015 Building Regulations⁴ which sets out requirements for ensuring that new homes are accessible and adaptable, meaning that many of them will be suitable for people as

⁴ 90% of new dwellings should comply with Building Regulation M4(2) – 'accessible and adaptable dwellings' and 10% should meet M4(3) – 'wheelchair user dwellings'

they grow older in a borough that is well connected with good transport and easily accessible amenities. In addition, 10% of new homes should be suitable for wheelchair users.

In addition, the council has identified a need for additional supported housing and is increasing the supply of extra care housing as an alternative to residential care homes, providing a more flexible and affordable approach that can help older people live more independent lives for longer.

Barnet Homes is currently building a new 53-unit extra care scheme at Ansell Court (formerly Moreton Close NW7), which will be completed during 2018. This scheme has been designed with a focus on the needs of people living with dementia to meet the growing need for these services. Sites for two more extra care schemes have been identified and construction on these is expected to start in 2019, providing a further 125 properties.



Ansell Court under construction

Good quality, well designed housing can be further enhanced with the right assistive technology and the council has commissioned a specialist technology provider to increase the options available to residents.

Adults with health and social care needs

As more young people with complex needs reach adulthood, there is a national and local drive to help them to live as independently as possible within the community. This places significant pressure on ensuring appropriate housing and support services are available to meet their requirements. The council has addressed this by commissioning (2017) a wide range of accommodation and support services for adults with health and social care needs including those with complex needs supporting them to progress towards independent living through integrated care and support plans and clear move-on pathways. The council has commissioned care and support providers who have a strong track record of work with housing providers. The following options are available to adults assessed under the Care Act⁵ by the council:

Support at home	Support to live independently, sustain tenancies or other living arrangements through visits and help from a support worker
Neighbourhood	Live independently, develop social skills and build community support networks within neighbourhoods - for adults with

⁵[What the Care Act says – barnet.gov.uk](http://www.barnet.gov.uk)

networks	learning disabilities.
Supported living (low/medium/high needs)	Supported housing person centered and tailored to meet the care support needs of residents; supporting independence, reducing risk of hospital admission or return to residential/nursing homes.
Supported living for young adults	Support to develop independent living skills and transition for young people with learning disabilities and/or autism to support independence
Specialist step down mental health support	Accommodation-based support to enable people with mental ill health to be safely discharged from hospital back to the community, avoiding re-admission and support continued recovery.
Supported Living (Complex disabilities)	Provides a well-coordinated combination of social care and clinical support for people with complex disabilities and health needs to maintain good health as well as independence.
'Crash pad' (Home Instead)	The aim of this service for people with learning disabilities and/or autism is to avoid a breakdown of living and support arrangements. Temporary additional care and support or assistance with a move to other suitable accommodation again on a short-term basis, if needed.
Sheltered Plus	Additional overnight support is provided in some sheltered housing schemes to enable older people to remain independent and within their own homes.
Extra Care housing	Designed specifically to ensure older people and those with disabilities can live independently, extra care housing schemes provide on-site 24-hour care and support. Residents have their own self-contained flats and access to communal facilities and services.
Shared Lives	Care and support within a families and local communities.

Mental Health

Adults with severe and enduring mental illness face high rates of unemployment, social isolation, poorer physical health and insecure housing arrangements. Approximately a quarter of people with physical illness develop mental health problems as stress causes depression and anxiety. In 2015 there were 56,333 people aged 18-64 with a mental health problem and we expect the numbers to increase. By 2025 there are projected to be 65,280 people with a mental health condition in Barnet.

Mental illness can be caused by, or exacerbated by, an unsettled living situation. Mental health services are focusing on enablement to support people who develop

mental health problems to have a good quality of life: greater ability to manage their own lives, stronger social relationships, a greater sense of purpose, the skills they need for living and working, improved chances in education, better employment rates and a suitable and stable place to live.

Housing advice and support should be person-centred, offering an individual approach that recognises the person's own skills and strengths and promotes choice. It not only needs to focus on the security of accommodation, but to utilise prevention services that can enable a person to retain their home, such as debt counselling, cleaning and repair services and other support available to them.

Physical Disability

The council recognises the need for homes which can offer level access for wheelchair users and those with decreased mobility. In addition to our local new build standards (see above) a number of wheelchair accessible homes will be provided on council owned land as part of our development pipeline, including 32 new fully accessible wheelchair properties currently.

Technology in the home can assist and promote greater independence. Our 'assistive technology' provider is working closely with the council to develop and innovate technology that will enable young people with complex needs and disabilities to live safely and with confidence.

Assistive technology:

- Increases independence and confidence
- Provides reassurance to family, friends and carers
- Supports carers
- Ensures quick response when help it is needed

Disabled Facility Grants (DFGs)

Disabled residents, and residents with a disabled child, may apply for help towards the cost of adaptation of their home, whether it is owner-occupied or rented from a council, housing association or private landlord. The grant must be for somebody who is disabled and where an adaptation is necessary and appropriate to meet the person's needs and practicable. How much a resident gets depends on an assessment of their income.

Learning Disability and Autism

Demand for good quality housing is increasing and more specialist housing with support and technology is required to meet the needs of residents with learning disabilities and those with autism, enabling people to live independently. The Council has worked closely with health to move people with learning disabilities and autism with complex needs from hospitals. The Homestead (CrashPad) scheme has successfully supported a small number of clients for short periods and keeping them out of hospital.

Through our new accommodation and support pathway we are now working with our providers to ensure that people with learning disabilities and autism can be supported to further independence.

Case studies: Barnet Mencap

Barnet Mencap provides several supported housing schemes in the borough through Equality Housing.

Equality Housing is a supported housing project for people with learning disabilities. They aim to give people a chance to successfully live independently in the community by providing them with the skills they will need. This could be for people living in one of their 3 shared houses, their own flat or in the family home. People use their Personal Budgets to pay for services.

Sherrick House is a respite centre and enable people with learning disabilities and carers have the chance to take a break from each other and at present they support people with learning disabilities aged 18 plus.

Young People

The Council is aiming to be the most 'Family Friendly' borough in London by 2020. The key aim to achieving this is by focusing on developing families' resilience. This will require universal services to build resilience and provide important protective factors. We also recognise the need to deliver high quality services for young adults through closer working with our partners to provide better housing options and to prevent youth homelessness.

Housing options for young adults

A joint protocol between Family Services and Barnet Homes has already been agreed to ensure the needs of young homeless people aged 16-17 are met. The priority will be to try and maintain the young person in the family home by providing support unless it is unsafe for them to do so. When homelessness cannot be prevented young people will be explained the options open to them and suitable accommodation placements will be sort with the aim of avoiding the use of temporary accommodation.

The numbers of young people aged 16 -17 who are approaching as homeless has significantly dropped in the last year with 28 applying for support in 2017/18. Family mediation work has played a key role in this as has good working relationships with Family Services.

Barnet Foyer, run by Centrepont, provides 24 bed spaces of supported accommodation for 16-19 year olds who are homeless with low to medium support needs. Barnet Homes and Family Services refer clients into the Foyer. Officers at the Foyer provide floating support to young residents, and advisors assist young residents with employment and education support. Barnet Homes' close working with Barnet Foyer and Housing Needs Officers' successful mediation work has reduced placements into temporary accommodation for young people aged 16-24.

Care Leavers

The Housing Options Team work closely with leaving care services to ensure that the transition of care leavers to independence is coordinated and provides the best possible start in their new home.

For those young people who go into care there is a risk that when they move into independent living that they are not able to cope and they struggle to sustain their tenancies. To support this transition, and to help limit the risk of homelessness in the future, Barnet Homes provides a training flat to Family Services so that care leavers have an assessment of how they can cope living independently. There are also partnership meetings between Barnet Homes and Onwards and Upwards, with dedicated officers working together to support the needs of care leavers in their homes.

Barnet Homes sit on the Corporate Parent Officers Group to ensure that processes are in place that support care leavers into suitable accommodation when their placements come to an end. A key objective is to ensure that appropriate accommodation options are worked through with care leavers well in advance of their 18th birthday, minimising the possibility of them being placed into temporary accommodation.

The number of children leaving care is expected to increase significantly by 2020, making it a priority for the council to ensure that appropriate housing options and support are in place to cater for this.

Progress since 2015:
<ul style="list-style-type: none"> • New Extra Care Housing Scheme at Ansell Court on site and due to complete by the end of 2018 • New protocol in place to ensure needs of young homeless people are met • Significant reduction in the number of young people becoming homeless as a result of family mediation • New contracts with housing and support providers
Next steps
<ul style="list-style-type: none"> • Progress plans for 2 more extra care sheltered schemes at Cheshire House and Stag House, to provide a total of 125 new homes

- Work with supported housing providers to increase step down opportunities for those ready to live more independently
- Contribute to advice on universal housing provision so that opportunities to develop housing that supports health and well-being are taken up
- Ensure that suitable housing options are identified for care leavers

Targets

- Maximise use of new extra care housing
- Review and refresh our Housing and Accommodation commissioning plan
- Reduce number of care leavers in temporary accommodation

DRAFT

5. Tackling homelessness and rough sleeping in Barnet

The Homelessness Reduction Act 2017 is one of the largest changes to housing and homeless legislation in recent times. With this, all local authorities have a duty to prevent homelessness for all residents, regardless of their priority need status. To address this significant change in legislation and to ensure homelessness in Barnet receives a more strategic focus the council has developed a separate Homelessness and Rough Sleeping Strategy, which is summarised in this section.

Barnet's Homelessness and Rough Sleeping Strategy 2019-2024 sets out the council's priorities to prevent homelessness and stresses the importance of working in partnership to address the wide range of issues that can be linked to homelessness.

The aims of the Strategy are:

- Preventing homelessness
- Reducing the use of temporary accommodation and securing suitable accommodation for those who are, or may become homeless
- Establishing effective partnerships, working arrangements and support to those who are or used to be homeless, to improve their resilience and reduce the risk of them from becoming homeless again
- Supporting rough sleepers to address their housing and other needs

Priority 1: Preventing homelessness

Over 2,500 households a year approach the council for housing advice, and the number is projected to increase as a result of rising housing costs, the impact of welfare reform and population growth. Early intervention seeks to prevent homelessness. Actions include:

- Maximising the provision of appropriate advice and support to those at risk of homelessness, and intervening at as early a stage as possible.
- Establishing specialist teams to provide tailored advice to different household such as singles, families and vulnerable adults underpinned by the integration of the tenancy sustainment team to prevent homelessness.
- Providing all households with a personal housing plan to better address their individual housing and support needs.

Priority 2: Reducing the use of temporary accommodation and securing suitable accommodation for those who are, or may become homeless

The council's first priority is to prevent homelessness occurring. Where homelessness cannot be prevented, we will provide emergency temporary accommodation whilst we assist households in finding a settled housing solution. Actions include:

- Expanding the remit of the ‘Temporary Accommodation Reduction Team’ to work closely with households in TA to establish accommodation solutions that will enable them to move into long term housing.
- Work with partners to increase the supply of affordable housing in Barnet as well as using our own surplus land and buildings to build additional affordable housing.
- Procure more properties at LHA rates in the private rented sector.

Priority 3: Establishing effective partnerships, working arrangements and support to those who are or used to be homeless, to improve their resilience and reduce the risk of them becoming homeless again

The council wants to improve the support available to households who could be at risk of becoming homeless in the future. In order to do this, the council will invite key partners to sit on its Homelessness Forum. Through this Forum, partners will oversee the delivery of a joint action plan which will look at tackling the underlying causes of homelessness and rough sleeping in Barnet. Actions include:

- Working with partners to improve the strategic focus of tackling homelessness in Barnet by establishing a Homelessness Forum with representation from all key partners.
- Improve resilience against homelessness through strengthened partnership working arrangements and developing clear referral pathways to provide early intervention to households at risk of homelessness.
- Support vulnerable adults, victims of domestic abuse, young adults at risk of homelessness and those impacted by welfare reform by commissioning additional support through the Welfare Reform Task Force and other partners to better address the housing and support needs.

Priority 4: Supporting rough sleepers to address their housing and other needs

The number of people sleeping rough on any one night in Barnet has steadily reduced over the past five years. But more work is required to get more entrenched rough sleepers off the streets, address their needs and help them into secure accommodation. Rough sleepers may experience a range of multiple and complex needs which are often not addressed by single services. Actions include:

- Recruiting specialist staff to oversee all rough sleeping cases in Barnet and to work closely with partners to support individual rough sleepers
- Increasing outreach and floating support for rough sleepers
- Work with partners to provide advice and support to rough sleepers around health, benefits, education and employment.

Progress since 2015:

- Homelessness preventions have increased from 1,017 in 2015/16 to 1,140 in 2017/18.
- Formation of a Welfare Reform Task Force to work closely with households affected by welfare reform to minimise the risk of homelessness having supported over 1,100 households in a variety of ways over the last 3 years.
- Increasing the effectiveness of our private rented sector procurement strategy, including the launch of the let2Barnet team and landlord incentive scheme for private sector landlords, so that the number of affordable private sector lettings to homeless households increased from 492 in 2015/16 to 649 in 2017/18.

Next steps

- Sustain tenancies and keep more households in current accommodation
- Support more households into better employment opportunities through the Welfare Reform Task Force to make them more resilient to market changes.
- Reduce the number of households in TA by providing more sustainable housing solutions
- Increase the supply of affordable housing by making better use of our surplus land and assets
- Procure more affordable accommodation in the private rented sector.
- Set up a homelessness forum to drive the strategic response with partners to tackling homelessness at a local level.
- Recruit specialist staff to oversee all rough sleeping cases in Barnet and to work closely with partners to support individual rough sleepers to address their housing and other needs.

Targets

- Prevent 6,000 households at risk from becoming homeless by 2024.
- Reduce the number of households in temporary accommodation from 2,759 to 1,750 by 2024.
- Establish a Homelessness Forum which will meet 4 times a year to monitor progress against Homelessness and Rough Sleeping Strategy action plan with the aim of achieving at least 80% of targets annually.
- Procure 9 temporary accommodation units specifically for entrenched rough sleepers with complex needs and 12 units of accommodation for rough sleepers and low to medium support needs.

Appendix 1– Strategic Housing Market Assessment

Along with other boroughs comprising the West London Alliance, a partnership with Ealing, Brent, Hammersmith and Fulham, Harrow, Hillingdon and Harrow, Barnet commissioned Opinion Research Services (ORS) to prepare a Strategic Housing Market Assessment (SHMA).

The SHMA used secondary data and seeks to provide evidence of the need and demand for housing based on demographic projections over a 25-year period from 2016 to 2041. This includes a consideration of market signals, the balance between market and affordable housing and the needs for different types and sizes of housing, including the need for family housing and for households with specific needs.

The SHMA takes account of a similar London wide exercise undertaken by the Greater London Authority (GLA), and of the introduction of a standard methodology for housing market assessments recently introduced by the Government.

The basis of both methodologies is household projection data, although the Government and GLA take different projections as their starting point.

The SHMA produced for Barnet and the other members of the West London Alliance uses the GLA projections as these inform the London Plan, which borough Local Plans are required to comply with. However, issues with the validity of the GLA demographic data are highlighted by ORS. These issues relate to conflicts between total household projections and household type projections. This essentially means that the same number of people will need to be accommodated in a higher number of smaller dwellings or a lower number of larger dwellings, depending on the scenario.

Market Signals

The SHMA methodology considers a number of market signals which give an indication of the balance between the demand for and supply of dwellings and uses this information to make an adjustment to the level of baseline need based on demographic projections. For Barnet, the following market signals suggest that the housing market is under slightly more pressure than other parts of London, suggesting that an uplift of 20% on the baseline housing need shown in the table below would be reasonable:

- The increase in lower quartile house prices over the previous 5 years has been greater than for Greater London
- Average monthly rents have increased, although by less than for Greater London
- Affordability is worse than for Greater London

- The percentage of overcrowded households has increased by more than for Greater London
- Housing delivery relative to stock has increased by more than for Greater London

The overall housing need for Barnet once the adjustment for Market Signals is taken into account is 76,481 for the period 2016 to 2041, or 3,060 a year based on the GLA household projections. However, this figure reduces to 49,968 or 2,000 a year if the concerns identified by ONS are accounted for.

The following table sets out the methodology used for the SHMA by ORS to establish housing need in Barnet.

Stage	GLA Central Trends	GLA "Housing Types" scenario
Demographic starting point: CLG household projections 2016-41	68,905	
Difference between CLG and GLA	-7,019	-28,473
Baseline household projections based on GLA data 2016-41	61,886	40,432
Allowance for transactional vacancies and second homes	+1,848	+1,208
Housing need based on household projections taking account of local circumstances and vacancies and second homes	63,734	41,640
Adjustment for suppressed household formation rates. Concealed families and homeless households with allowance for vacancies and second homes	1,128 + 34 = +1,162	
Baseline housing need based on demographic projections	64,896	42,802
In response to market signals	20%*63,734 =12,747 -1,162 =+11,585	20%*41,640 =8,328 -1,162 =+7,166
Full Objectively Assessed Need for Housing 2016-41	76,481	49,968
Annual Requirement	3060	2000

Affordable Housing Need

Based on evidence of current unmet need for affordable housing and the future household projections, the analysis has identified that the overall housing need should include 1,128 households to take account of concealed families and homeless households that would not be captured by the household projections. When the unmet needs from existing households living in unsuitable housing were also included, the analysis established there to be 8,769 households in need of affordable housing in 2016 in Barnet.

Based on the household projections, the SHMA has established the balance between the future need for market housing and affordable housing. Overall, there will be a need to provide additional affordable housing for 17,445 households (17,600 dwellings), which represents 23% of the total need of 76,481. This would provide for the current unmet needs for affordable housing in addition to the projected future growth in affordable housing need. Furthermore, any losses from the current stock (such as demolition or clearance, or sales through Right to Buy) would increase the number of affordable dwellings needed by an equivalent amount.

The following table provides a summary of the assessed need for affordable housing identified in the SHMA.

Barnet				
	Low Cost Rent	Intermediate		TOTAL
Size	Can't afford London Living rent	Able to afford London Living Rent but unable to afford affordable rent	Able to afford "Affordable rents"	
1 bedroom	2,090	20	380	2,500
2 bedrooms	5,890	450	1,330	7,700
3 bedrooms	3,740	520	570	4,800
4 bedrooms	1,570	280	170	2,000
5+ bedrooms	440	80	50	600
Total	13,700	1,400	2,500	17,600

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Housing Committee AGENDA ITEM 8

10 October 2019



Title	Homelessness and Rough Sleeping Strategy
Report of	Cllr Gabriel Rozenberg
Wards	All
Status	Public
Urgent	No
Key	Yes
Enclosures	<i>Appendix 1 – Homelessness and Rough Sleeping Strategy</i>
Officer Contact Details	Faisal Butt, Commissioning Lead Housing 0208 359 6263 faisal.butt@barnet.gov.uk

Summary

The Homelessness Reduction Act 2017 is one of the largest changes to housing and homeless legislation in recent times. The Act requires the council to carry out a review of homelessness and produce a strategy based upon this evidence base. At its June 2018 meeting the Housing Committee instructed officers to prepare a draft strategy for consideration. This strategy summarises the findings of the review and sets out the council's approach to tackling and preventing homelessness and rough sleeping in Barnet over the next five years, from 2019-2024.

If approved by the Housing Committee, the council will undertake a public consultation on the aims of the draft strategy with key stakeholders including housing associations, community and voluntary sector, tenants and residents. Housing Committee will then be asked to review the responses to the consultation and approve a final version of the Homelessness and Rough Sleeping Strategy.

Officers Recommendations

1. That Housing Committee approves the proposed draft Homelessness and Rough Sleeping Strategy for public consultation.
2. That the results of the consultation be reported back to Housing Committee on 1 April 2019 together with officer recommendations and a revised Strategy if appropriate.

1. WHY THIS REPORT IS NEEDED

- 1.1 The council's Housing Strategy dates from 2015, and a number of changes have occurred since then which mean that the council's approach to homelessness needs to be reviewed and updated. These changes include:
 - a new London Mayor with a new London Housing Strategy,
 - new legislation including the Housing and Planning Act 2016, and
 - the Homelessness Reduction Act 2017, and
 - the updated Homelessness Code of Guidance for Local Authorities.
- 1.2 The council's Homelessness Strategy also requires an update to take account of the Homelessness Reduction Act 2017 (HRA 2017). Barnet's Homelessness Strategy is currently a component of the Housing Strategy but as agreed by the Housing Committee on the 21 June 2018 the two are separated to reflect the increased focus on tackling homelessness.
- 1.3 Officers have updated the evidence base that supports the Homelessness and Rough Sleeping Strategy by carrying out a 'Review of Homelessness' in Barnet. A new Strategic Housing Market Assessment has also been commissioned, setting out the level of housing need in the borough.
- 1.4 The Housing Committee considered the above matters in June 2018, and instructed council officers to prepare a new draft Homelessness and Rough Sleeping Strategy based on the following themes:
 - **Preventing homelessness**
 - **Reducing the use of temporary accommodation and securing accommodation for people who are homeless**
 - **Establishing effective partnerships, working arrangements and support to improve resilience for those who are or used to be homeless, to prevent them from becoming homeless again**
 - **Supporting rough sleepers to address their housing and other needs**
- 1.5 Officers have now produced a new draft Homelessness and Rough Sleeping Strategy for the consideration of the Housing Committee which is attached at Appendix 1.

2. REASONS FOR RECOMMENDATIONS

- 2.1 It is proposed that the draft Homelessness and Rough Sleeping Strategy is approved for public consultation, and that following this consultation a further draft is brought back to the Housing Committee to be considered for adoption at its meeting on 1 April 2019.

2.2 A period of public consultation will ensure that Barnet residents, the council's partners and other stakeholders have an opportunity to comment on the Homelessness and Rough Sleeping Strategy before it is finalised.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 The Housing Committee has already instructed officers to draft a new Homelessness and Rough Sleeping Strategy, so alternative options have not been considered further.

4. POST DECISION IMPLEMENTATION

4.1 Following on from approval from Housing Committee a public consultation will take place from November 2018 to February 2019.

4.2 Housing Committee will be asked to consider and approve a final version of the strategy in April 2019 which considers the outcomes of the consultation exercise.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 The Homelessness and Rough Sleeping Strategy contributes to the council's Corporate Plan as follows:

Successful Places	Meeting the housing needs of the borough is key to ensuring Barnet remains a successful place
Great Outcomes	A good home is important to helping residents achieve great outcomes
Quality Services	Housing and Homelessness services provided by Barnet Homes, Re and Housing Associations alongside the Community and Voluntary Sector
Resilient Communities	Access to housing and reducing homelessness is key to building resilient communities

5.1.2 The Homelessness and Rough Sleeping Strategy contributes to key priorities identified in councils Corporate Plan priority of **tackling homelessness**.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 The Homelessness and Rough Sleeping Strategy includes proposals to prevent households from presenting as homeless and reduce the use of temporary accommodation. More detailed proposals will be worked up before the Homelessness and Rough Sleeping Strategy is finalised and it is the intention, that these proposals will be funded through existing council budgets and plans including Government grants for Rough Sleeping and Preventing Homelessness.

5.3 **Social Value**

5.3.1 Not applicable

5.4 **Legal and Constitutional References**

5.4.1 The council's Constitution Article 7.5 Responsibility for Functions, states that the Housing Committee is responsible for housing matters including housing strategy, homelessness, social housing and housing grants, commissioning of environmental health functions for private sector housing.

5.5 **Risk Management**

5.5.1 There is a risk that homelessness will increase if the Homelessness and Rough Sleeping Strategy is not updated, which as well as being a poor outcome for people becoming homeless, could increase pressure on council budgets.

5.6 **Equalities and Diversity**

5.6.1 The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people from different groups
- foster good relations between people from different groups

5.6.2 The broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making, the design of policies and the delivery of services. The nine protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and Civil Partnership

5.6.3 The Corporate Plan 2015 – 2020 sets the Strategic Equalities Objective, which is: that citizens will be treated equally, with understanding and respect, and will have equal access to quality services which provide value to the tax payer.

5.6.4 Changes to policies and services are analysed in order to assess the potential equalities impacts and risks and identify any mitigating action possible, through an equalities impact assessment, before final decisions are made. Consideration will also be made to the equalities and data cohesion summary.

5.6.5 A full equalities impact assessment of the draft Homelessness and Rough Sleeping Strategy will be carried out prior to reporting back to the Housing Committee on 1 April 2019.

5.7 Corporate Parenting

5.7.1 Youth homelessness is a particular focus of the Homelessness and Rough Sleeping Strategy. This includes ensuring that care leavers make a successful transition to independent living and young adults are supported to stay if safe to do so in their existing accommodation.

5.8 Consultation and Engagement

5.8.1 Initial consultation has been undertaken with some of the council's stakeholders, including the Children and Young Person's Partnership Board, the Performance Advisory Group comprising tenant and leaseholder representatives and the Barnet Housing Association Liaison Group.

5.8.2 A six-week online consultation exercise was carried out over the summer inviting members of the public and stakeholders to comment on matters relating to homelessness which has helped to shape the development of this draft strategy.

5.8.3 A summary of the responses was as follows:

- The council received 102 responses, with 39% of responses coming from residents and 33% from organisations providing services to homeless clients.
- Respondents supported the key findings from the Review of Homelessness in Barnet (Section 4, Appendix 1) agreeing the main reasons for homelessness in the borough were due to the loss of rented accommodation and family breakdown.
- 36% agreed that early support and 24% said help with finding alternative accommodation were the most effective ways to prevent homelessness.
- The majority of the respondents felt that working more collaboratively between agencies to establish clear referral routes as well as procuring more affordable housing was important.
- 73% of respondents felt that support for rough sleepers should be improved and this should include outreach work alongside the provision of more hostel and supported accommodation to help them address their housing and other needs.

5.8.4 Subject to approval by the Housing Committee, a wider public consultation will take place between November 2018 to February 2019. This will include an online survey and inviting comments from partner organisations and other stakeholders.

5.9 Insight

5.9.1 The Homelessness and Rough Sleeping Strategy was informed by an evidence base as well as carrying out a more detailed review of homelessness in Barnet. A summary of the evidence base was reported to the Housing Committee in June 2018 and the review is summarised in Section 4 of Appendix 1.

6. BACKGROUND PAPERS

- 6.1 Housing Committee 21 June 2018 – Item 7 Housing Strategy -
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&MId=9486&Ver=4>
- 6.2 Housing Strategy (2015)
<http://barnet.moderngov.co.uk/documents/s24071/Housing%20Strategt.pdf>

London Borough of Barnet

Homelessness and Rough Sleeping Strategy

2019-2024

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6. Delivering the Homelessness and Rough Sleeping Strategy
7. Action Plan

Appendix 1: Relationship between the homelessness and other council strategies
Appendix 2: Partnership working diagram

1. Homelessness and Rough Sleeping Strategy 2019 - Executive Summary

Through this strategy, the council aims to tackle all forms of homelessness and rough sleeping in Barnet. This includes those owed a statutory duty and also those who are single, sleeping on the streets, or in other transient arrangements, such as sleeping on a friend's sofa. Our approach to formulating this Homelessness and Rough Sleeping Strategy complies with the obligations explained in the Homelessness Reduction Act 2017 and Homelessness Act 2002.

The council's statutory homelessness service, including the provision of temporary accommodation, is delivered by Barnet Homes, our Arm's Length Management Organisation. Many of the actions set out in this strategy are commissioned by the council and delivered by Barnet Homes.

In order to formulate this strategy, we carried out a 'Review of Homelessness' in Barnet. The review assessed the levels and patterns of homelessness, and identified gaps in knowledge and services.

The Review found that:

- The number of households approaching the council for housing advice and assistance has remained high, however overall homelessness applications and acceptances fell by a third over the past five years as the Barnet Homes Housing Options Service continued to successfully prevent more households becoming homeless every year.
- The most common reason for applying to the council as homeless was eviction from private rented accommodation, followed by eviction by friends or family and then breakdown of a relationship.
- The council through Barnet Homes has implemented a number of initiatives and more effective ways of working together that have been very successful in securing appropriate accommodation and support for people who are homeless or at risk of homelessness by successfully procuring and discharging its duty into private rented accommodation.
- The council needs to continue to increase the supply of affordable housing to meet housing need.
- The council with Barnet Homes needs to work more strategically with partners to tackle and prevent homelessness in Barnet.
- Further work with partner and referral agencies is required to improve the end to end support available to people who are homeless or threatened with homelessness, to improve their resilience and better tackle the underlying causes of homelessness across multiple services and sectors.
- The number of people sleeping rough on any one night in Barnet has steadily reduced over the past five years. But more work is required to get more entrenched rough sleepers off the streets, address their needs and help them to secure accommodation.

The Review is set out in detail in section 4.

Based on these findings, the Homelessness and Rough Sleeping Strategy identifies four strategic objectives and associated actions to address the issues identified in the Homelessness Review, as summarised below:

1. Preventing homelessness

- Barnet Homes will improve advice and early support to prevent a target of 6,000 at risk households from becoming homeless by 2024.
- By restructuring the Barnet Homes Housing Options Service, we will provide tailored support to different households such as singles, families and vulnerable adults underpinned by the integration of the tenancy sustainment team to prevent homelessness.
- All households approaching the council through Barnet Homes for assistance will be provided with a personal housing plan to better address their individual housing and support needs.
- A review of debt collection processes will be carried out across the council to ensure agencies are working together to maximise support to customers on low incomes, debt or those impacted by changes to their benefit entitlements.

2. Reducing the use of temporary accommodation and securing suitable accommodation for those who are, or may become homeless

- By 2024, reduce the number of households living in temporary accommodation by over a third, from 2,759 to a target of 1,750. The Barnet Homes Temporary Accommodation Reduction Team will work to move more households into longer term suitable accommodation.
- Barnet Homes will build on the success of its Private Sector Team (let2barnet), to procure a further 3,000 properties to discharge our homelessness duty directly into the private rented sector by 2024.
- The council will use its own surplus land and buildings to deliver an additional 500 affordable homes by working closely with Barnet Homes and other key partners to maximise the delivery of social housing across the borough.

3. Establishing effective partnerships, working arrangements and support to those who are or used to be homeless, to improve their resilience and reduce the risk of them from becoming homeless again

- We will improve the strategic focus of tackling homelessness in Barnet by establishing a Homelessness Forum. This Forum will have representation from all key partners, ensuring that a multi-agency approach is being taken to prevent homelessness in the borough.
- We will work with partners to help households improve their resilience against homelessness for example by working together on providing, employment, welfare and mental health support at the same time.
- We will support vulnerable adults, victims of domestic abuse, young adults at risk of homelessness and those impacted by welfare reform by commissioning additional support through the Barnet Homes Welfare Reform Task Force and other partners, to better address their housing and support needs.

4. Supporting rough sleepers to address their housing and other needs

- Barnet Homes will recruit specialist staff to increase outreach and support provided to rough sleepers.

- Accommodation will be procured specifically for entrenched rough sleepers and for those with low to medium support needs.
- Barnet Homes will work with partners to provide advice and support to rough sleepers around health, benefits, education and employment and support those ready for independent living to move into longer term accommodation, with additional support provided to help them sustain their tenancy.

A range of actions have been identified for the council and Barnet Homes, along with other organisations involved with tackling homelessness. Specific actions have been included for people who are more at risk of homelessness. Actions contained in this Strategy take consideration of how the council discharges its homelessness functions. Also considered are the functions exercised by the council's Family and Adult Social Care services. The strategy promotes working across organisations and policy boundaries, to ensure social inclusion and equality of access to services.

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2. Background

Barnet is the most populous borough in London with a population that is projected to increase from 391,000 in 2017 to reach 466,000 by 2041. This growth is not expected to be spread evenly across the borough, with areas of development expecting to more than double their populations. The largest increase in the population is expected to be those in the age group 65+, with growth rates near three times of those ages 0-15 and 16-64. Much of this growth will be migration into the borough, from other areas of the UK and internationally which is expected to make up 52% of the increase in population.

Barnet is also a very diverse borough, with 39% of the population being Black and Minority Ethnic (BAME) and over half of all 0-4 years olds from BAME backgrounds. This is lower than the Outer London average of 43% and much lower than neighbouring Brent where 65% of the population are BAME. However, Barnet's proportion of Other, Other Asian, Chinese ethnic groups is larger than neighbouring boroughs. Barnet also provides a home to the largest Jewish population in the country.

In Barnet, home ownership has fallen over the last ten years with more people renting as it becomes increasingly difficult for residents to buy their own homes because of increasing prices and a reducing supply. This trend is set to continue and by 2025 half of the borough may live in privately rented accommodation. As house prices have increased, so have rent levels. The average monthly cost of rent has increased by 25% between 2011 and 2017. Barnet has rent levels higher than the average for Outer London and almost twice that of the average in England. The average rent in the borough is projected to increase by between 3% and 4.5% in each of the next five years, as demand continues to outstrip supply. Over the past five years there has been an increase of around 4% on average in each year.

In Barnet, high rents and relatively high levels of benefit receipt have combined to mean a larger impact of welfare reform than in other areas of the country. These changes affect households in work as well as those out of work. Most significant are the changes to Local Housing Allowance have limited the amount of housing benefit tenants in the private rented sector can receive (9,000 households with an average loss of £55 a week) and the overall cap on benefits affecting 700 households losing an average of £50 a week.

The impact of homelessness is broad and far reaching. The right home is an important factor in a person's health and wellbeing, not only does good housing help a person stay healthy, it also impacts on their ability to sustain a job, care for their family, contribute to their community and better manage their health. It is clear that preventing homelessness has obvious benefits not only for people's housing outcomes, but for reducing health inequalities and improving quality of life.

A recently commissioned Strategic Housing Market Assessment (SHMA) provides an objective assessment of housing need in Barnet and shows that 17,600 affordable homes are needed by 2041. This equates to 704 affordable homes a year.

Barnet's previous homelessness strategy was included in the 2015 Housing Strategy and set the aims of enabling families to remain close to support networks and in more settled accommodation. This was achieved by;

- Increasing focus on early intervention and homelessness prevention measures, such as tenancy sustainment, youth mediation and domestic abuse support services. Homelessness preventions have increased from 832 in the year 2013/14 to 1,140 in 2017/18.
- Formation of a Welfare Reform Task Force to work closely with households affected by welfare reform to minimise the risk of homelessness having supported over 1,100 households in a variety of ways over the last three years.
- Increasing the effectiveness of Barnet Homes private rented sector procurement strategy, including the launch of their let2Barnet team and landlord incentive scheme for private sector landlords, so that the number of affordable private sector lettings to homeless households increased from 328 in 2013/14 to 649 in 2017/18.

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3. National and Regional Homelessness Context

The Homelessness Reduction Act 2017 is one of the largest changes to housing and homeless legislation in recent times. With this, all local authorities have a duty to prevent homelessness for all residents, regardless of their priority need status. One of the key elements is that authorities have a duty to assist those who are threatened with homelessness within 56 days. The authority must also clarify what actions are to be taken when someone applies for assistance.

The Homelessness Reduction Act 2017 requires all local authorities to carry out a review of homelessness in the borough every five years (from the date of publication of the previous homelessness strategy) and then to produce a strategy based upon this evidence base. The homelessness review should assess:

- The levels, and likely future levels, of homelessness in the borough.
- The activities which are carried out for any of the following purposes;
 - Preventing homelessness in the housing authority's district
 - Securing that accommodation is or will be available for people in the district who are or may become homeless; and
 - Providing support for people in the district who are homeless or who may become at risk of homelessness; or who have been homeless and need support to prevent them becoming homeless again; and,
- The resources available to the housing authority, the social services authority for the district, other public authorities, voluntary organisations and other persons for the activities outlined above.

The government have also published a Rough Sleeping Strategy recently with the aim of assisting 6,000 vulnerable people off the streets by providing rapid specialist assessment and support.

Backed by £100 million of funding, the strategy sets out the next steps towards achieving their aim of supporting everyone off the streets and into a home, and to end rough sleeping entirely by 2027. It sets out a three-pillared approach:

- Prevention – understanding the issues that lead to rough sleeping and providing timely support for those at risk
- Intervention – helping those already sleeping rough with swift support tailored to their individual circumstances
- Recovery – supporting people in finding a new home and rebuilding their lives.

This system has prevention at its heart, focusing on stopping people from becoming homeless in the first place and providing them with the right support to find work and live independently.

Longer term, those sleeping rough will be rapidly housed and offered comprehensive support to ensure their specific needs are addressed so that they can move into suitable long term accommodation at the earliest opportunity.

Regional Context

The homelessness review and strategy must align itself with regional strategies, which in the case of Barnet is the Mayor of London's Housing Strategy. The most recent Housing Strategy was published in June 2018, and is currently awaiting approval by the Secretary of State. This focused on reducing the number of rough sleepers in London, increasing the amount of affordable homes and improving the private rented sector. The key components from the strategy are:

- Greater collaboration to increase the number of people in the private rented sector.
- Allowing local authorities to combine their buying power.
- Increase the housing supply for homeless households.
- Increased funding from the GLA to help tackle the problem.

North London sub-regional Context

The council is committed to working with neighbouring boroughs to compare and review current housing need and homelessness practises, and identify opportunities for coordination and efficiencies wherever beneficial.

Barnet's commitment to such practices is demonstrated through its consistent participation at sub regional meetings, coordinated by the North London Housing Partnership, a strategic umbrella organisation that brings together housing and homelessness managers working within the following six North London local authorities: Barnet, Camden, Enfield, Haringey, Islington and Westminster.

The group meets monthly with partners where Homelessness Prevention and Housing Needs service heads and managers share best practice, review services and discuss opportunities for coordination around homelessness and housing needs issues. Additional areas include:

- Joint Rough Sleeper Leads Group: a quarterly meeting whereby the borough Rough Sleeper Commissioning leads, Community Safety and voluntary agency stakeholders (i.e. commissioned outreach team managers) meet to share knowledge, learning and best practise on rough sleeping matters, identify areas for coordination and joint working, and oversee sub regional rough sleeping projects.
- Supply and Policy Group – a quarterly meeting for Temporary Accommodation and Housing Policy managers to discuss and coordinate work plans.
- Directors Board – a quarterly meeting for Housing Directors from each borough to provide a strategic steer and oversight for sub regional working.

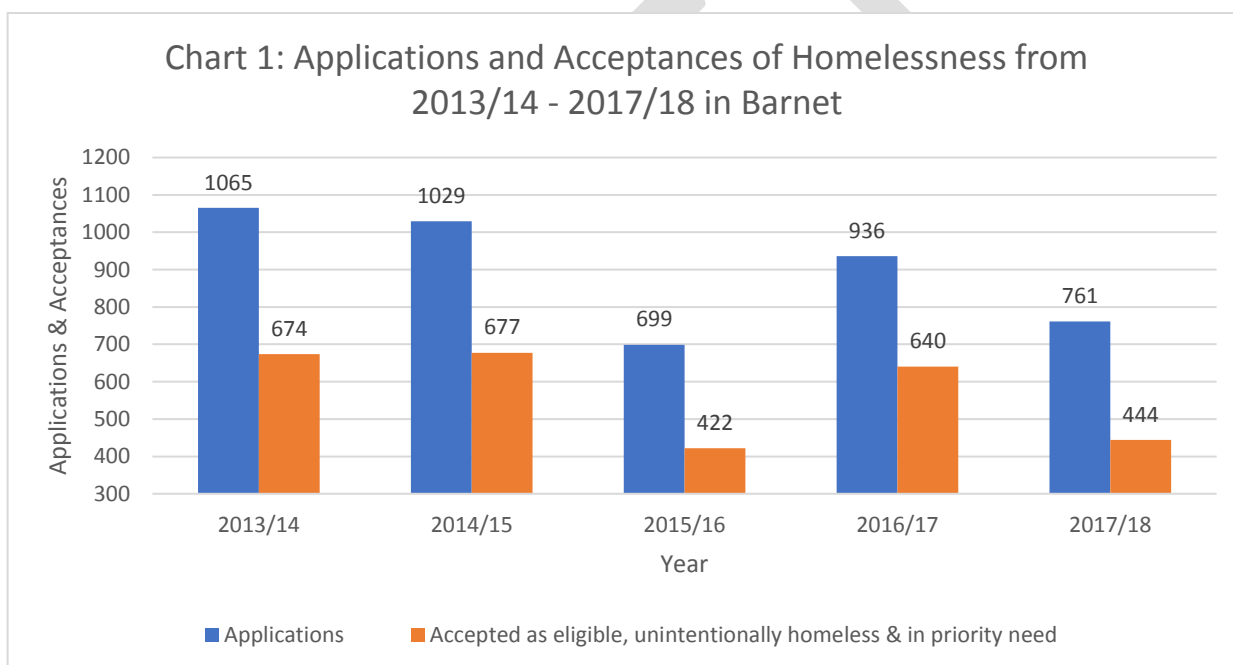
Local Strategies

A diagram representing the relationship between the Homelessness and Rough Sleeping Strategy and other key council strategies can be found in Appendix 1.

4. Review of Homelessness in Barnet

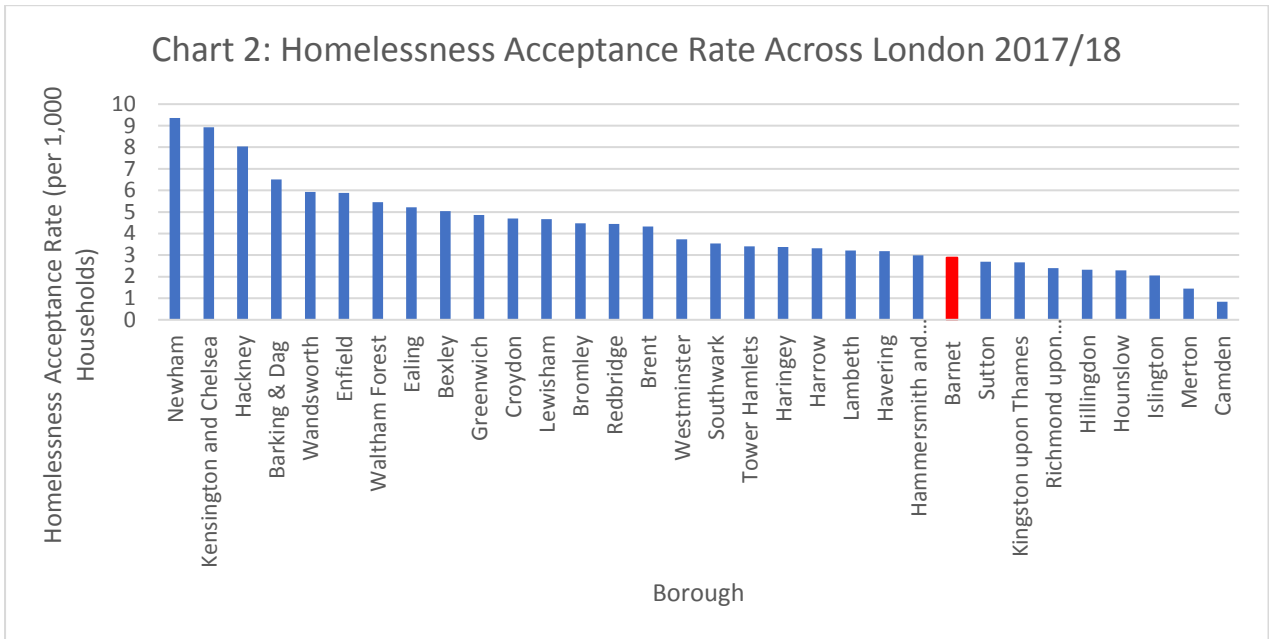
The depth and scope of this review has contributed to a robust and holistic understanding of the key challenges facing the borough. It has enabled us to sensibly predict future pressures and to determine what measures ought to be put in place. It has endorsed our current direction of travel. Our overall approach has been to educate, consult widely and gather evidence to inform a new strategy and delivery plan.

Levels of Homelessness: The number of people to whom the local housing authority has accepted the main homelessness (housing) duty varied during the past five years as shown in Chart 1, and has overall reduced by around a third from 674 in 2013/14 to 444 accepted cases in 2017/18. There was an increase in homelessness acceptances in 2016/17 due to a backlog of cases from 2015/16 that were resolved in the following calendar year. There was also a reduction in the number of homelessness applications and acceptances in 2017/18 due to an increased focus by the service on prevention activity.



The majority of homeless applications (58%) resulted in the council accepting the main homelessness (housing) duty compared to 51% for England.

Barnet has the largest population of all London boroughs. To understand the levels of homelessness in relation to the population density, the rate of homelessness acceptances per 1,000 households has been calculated. In Barnet, the rate is 2.88 persons per 1000 population. As shown in Chart 2, this is a lower rate than in two-thirds of London boroughs.



Homelessness acceptances in Barnet by household type: In 2017/18 over one third of households accepted as homeless in Barnet were lone parent families, with most being lone females. This has been the largest group in each of the past five years. Apart from female lone parents with dependent children and “other household groups”, the number of households that have been accepted in each category has remained stable over the past five years.

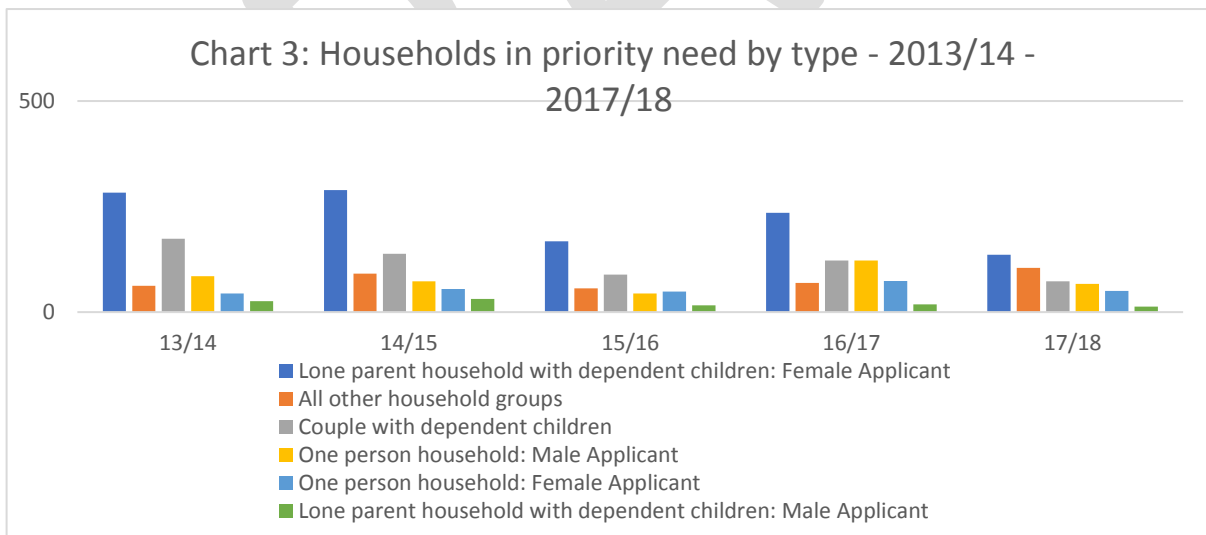
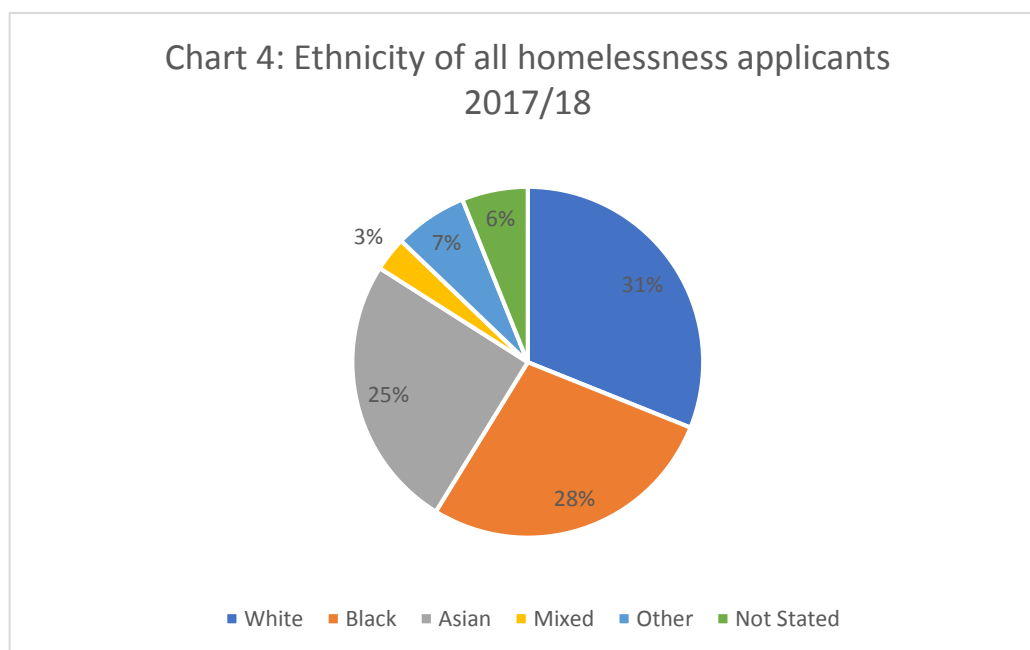


Chart 3 shows that there are more single males being accepted as homeless in Barnet than lone females in each of the past five years, with the exception on 2015/16. The reason for this is not captured in a way that allows meaningful analysis to be carried out. As part of the requirements of the Homelessness Reduction Act, capturing more detailed information is mandatory and going forward the council will use this to help better inform its understanding and inform our approach to tackling homelessness amongst this group.

Demographic breakdown of homelessness acceptances: In 2017/18, 69% of those accepted as homeless were between the ages of 16 and 44 years old, and 95% of all applicants were working age (16-59). Most applicants are under 45 and there are relatively few applications from older people. This over representation of the younger age groups is not unique to Barnet, with a similar national trend recorded.

Chart 4 shows the ethnic breakdown of those who are accepted as homeless.

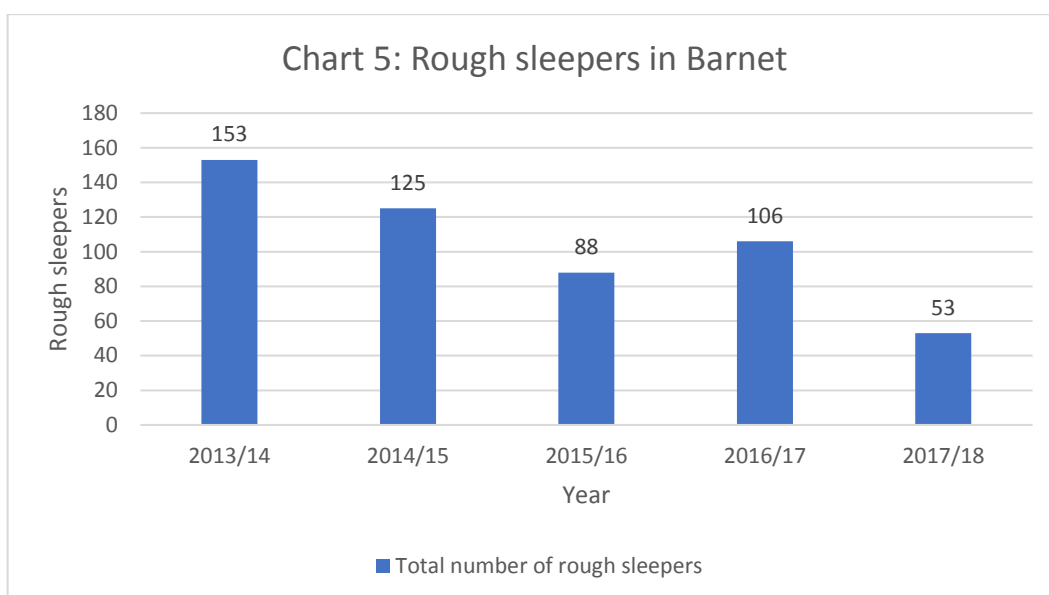


Comparing Chart 4 against the borough's ethnic profile, the ethnic groups of those that submit homelessness applications and are accepted as homeless is different from the overall make-up of the borough. Here, White ethnic groups are underrepresented with Black and Minority Ethnic (BAME) overrepresented. BAME groups make up 63% of those accepted as homeless but only account for 39% of the overall population of the borough.

This data shows that, in Barnet, some groups are more at risk of becoming homeless than others. The most at-risk groups are those that are single parents with dependent children, ethnic minorities and those who are under 45. This is a trend reflected at a national level.

Rough sleepers: In 2013/14, there were 153 rough sleepers in Barnet¹ as seen in Chart 5. As the borough has worked with neighbouring boroughs and the Government to reduce rough sleeping in Barnet, this has also reduced by over two thirds over the past five years, and at the last count 53 individuals were sleeping rough in the borough. The definition of rough sleeping provided by the MHCLG is widely recognised as being too narrow and does not capture the full extent of rough sleeping. The definition means that local authorities cannot include verified rough sleepers staying in night shelters on the night of the rough sleeper estimate or count, including rough sleepers sleeping in Barnet's Winter Night Shelter. Therefore, it is likely that the number of rough sleepers in Barnet is higher.

¹ This information about people seen rough sleeping 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 - <https://data.london.gov.uk/dataset/chain-reports>



Reason for becoming homeless: The largest single reason for becoming homeless in 2017/18 was 'termination of a shorthold tenancy', as shown in Table 1. This accounted for just over a fifth of all homelessness applications. Over each of the past five years, this has been the largest single reason. The second biggest includes households no longer able to stay with friends of relatives. In 2017/18, nearly one third of stated reasons for homelessness were categorised in the 'Other' category. The number of households with this as the reason for homelessness has doubled since last year. The reason for this sudden increase remains unclear. As part of the requirements of the Homelessness Reduction Act capturing this information is mandatory and going forward the council will collect this to help better inform its understanding.

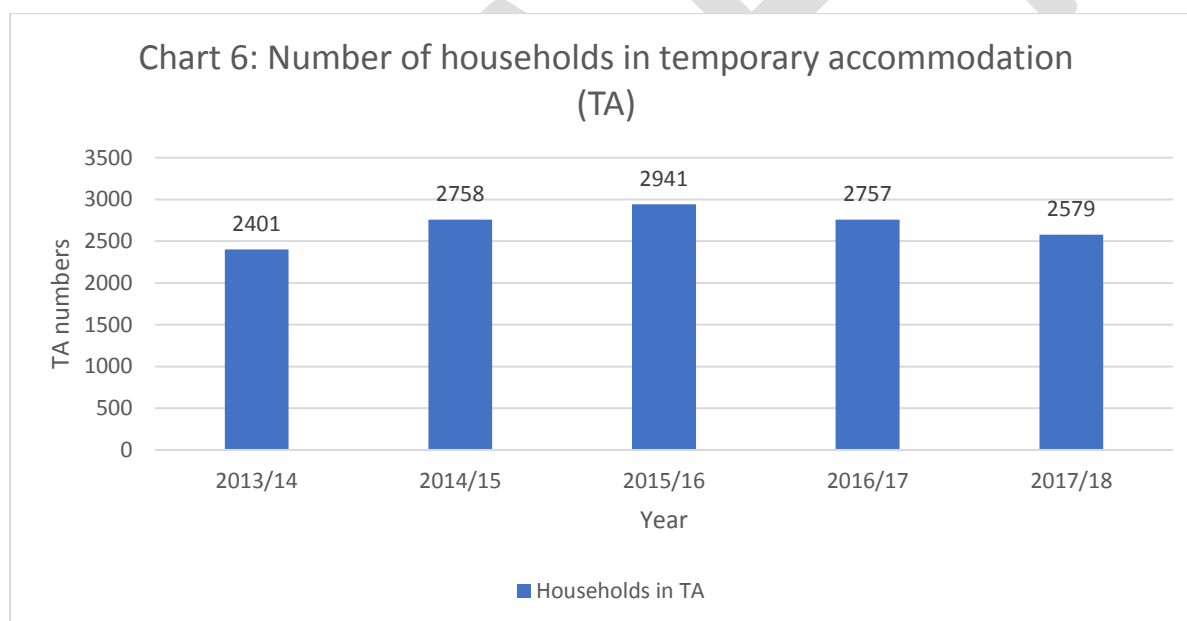
Reason for becoming homeless	13/14	14/15	15/16	16/17	17/18
Other reason (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad)	47	87	46	67	135
Loss of accommodation due to termination of assured shorthold tenancy	238	208	111	181	97
Other relatives or friends no longer willing or able to accommodate	79	81	46	81	43
Violence	44	49	29	52	40
Loss of accommodation due to reasons other than termination of assured shorthold tenancy	100	103	56	73	32
Parents no longer willing or able to accommodate	94	72	82	109	31
Rent arrears on private sector dwellings	36	22	22	19	24
Left other institution or LA care	5	16	11	30	22
Left hospital	15	5	7	14	7
Left prison/on remand	3	2	2	4	4
Non-violent breakdown of relationship with partner	7	3	2	0	3
Rent arrears on local authority or other public sector dwellings	0	8	1	3	3
Harassment	0	6	1	1	1
Rent arrears on registered Provider dwellings	0	3	0	6	1

Loss of accommodation due to requirement to leave accommodation provided by Home Office as asylum support	3	8	5	0	1
Mortgage arrears	2	4	0	0	0
Left HM-Forces	1	0	1	0	0
Total applicant households	674	677	422	640	444

Table 1: Reasons for Homelessness

As the loss of a private rented tenancy is the main cause of homelessness, our focus is on sustaining current housing where practical and preventing housing problems escalating to crisis point. This usually means sustaining existing tenancies in the private rented sector. Despite the difficulties with securing private rented accommodation, the sector has a crucial role in the prevention of homelessness. 48% of the successful preventions in 2017/18 involved securing alternative private rented accommodation.

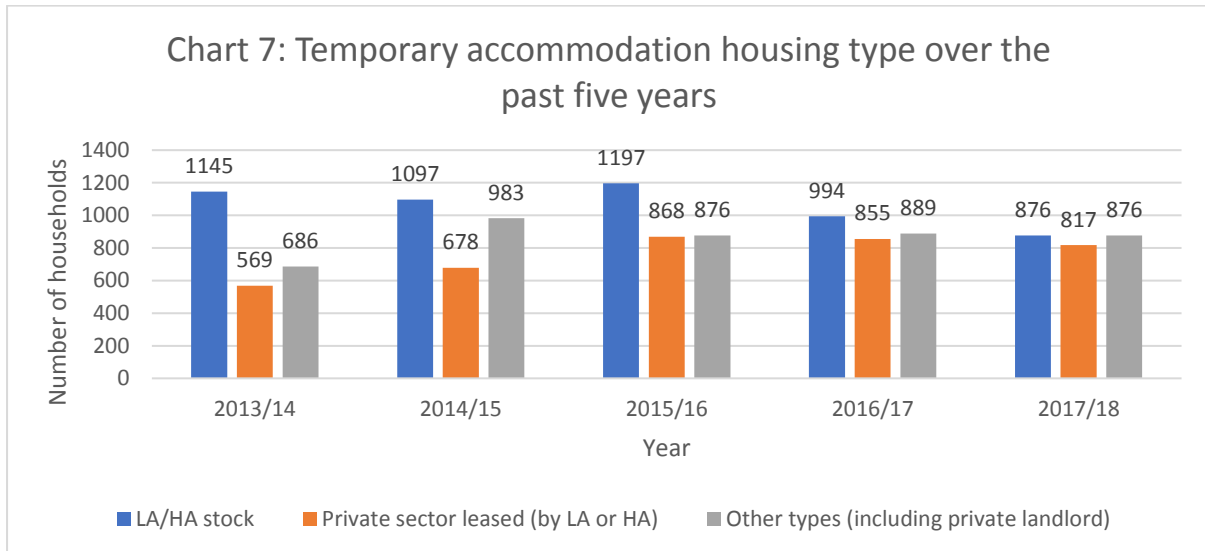
Activities to securing accommodation for people who are homeless: At the end of 2017/18, there were 2,579 households in temporary accommodation (TA). Chart 6 shows over the last five years the number of households in TA has increased from 2,401 in 2013/14 to 2,941 in 2015/16, and since reduced by over 10% to 2,579 households at the end of 2017/18.



The decline in households in TA, after the 2015/16 peak is in part due to the success of Barnet Homes let2barnet Team. The team secures long term temporary accommodation at Local Housing Allowance rates which is of a good quality. The team have been successful in procuring around 500 units or more of private rental accommodation every year since 2015/16 which has allowed the council to discharge its homelessness duty more effectively.

Chart 7 shows that between 2013/14 and 2017/18, the number of households living in TA on the councils' regeneration estates (classified as non-secure tenants) has reduced by 25% as the development of the regeneration schemes have progressed. In 2013/14 there was 1,145 households living in TA on council regeneration estates. This reduced to 876 at the end of 2017/18. As schemes progress, there is less TA available, leading to a reduction

in the supply of affordable TA in borough. This has led to the increase in the number of households being placed in private rented sector at a higher cost to the council. Consequently, the number of households housed in private sector and other TA has increased from 569 units in 2013/14 to 817 units in 2017/18, costing significantly more (£3m+ per annum) than what can be recouped by the council through the benefit system. The cost pressure generated is discussed in more detail in the resources section of the strategy.



Social Housing: Chart 8 shows in 2017/18 404 council properties became available to let, a decline of just over 200 from the previous year. All bedroom sizes saw a decline in the number of lettings in 2017/18, with a significant reduction in the availability of one-bedroom units. This was generally due to less turnover in the stock as tenants stayed longer in existing accommodation.

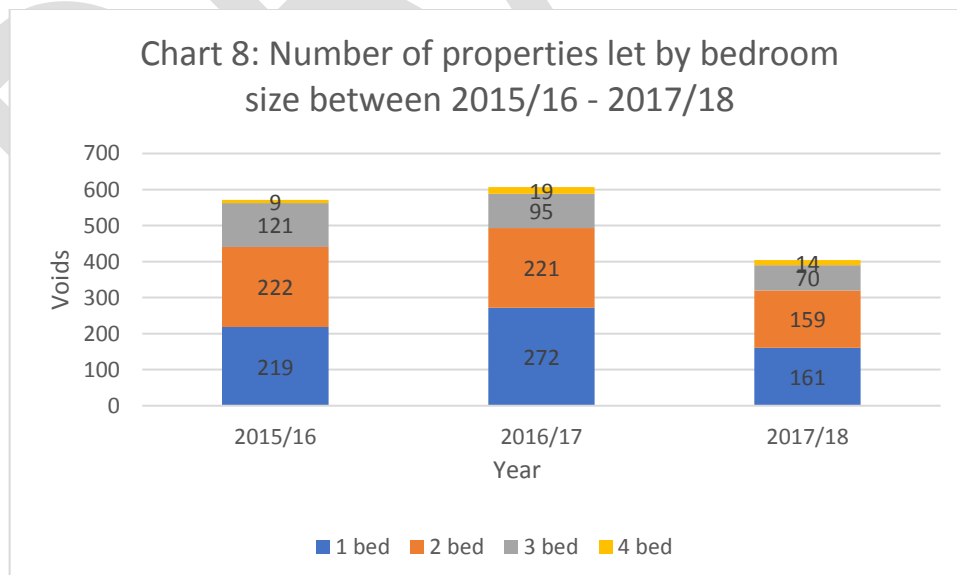
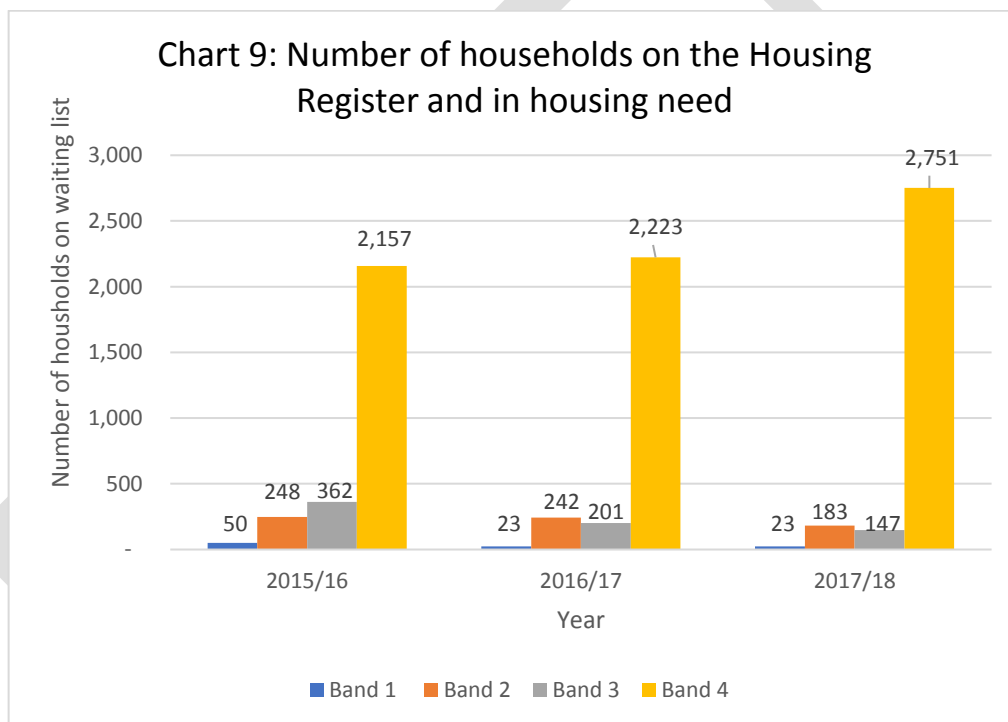


Chart 9 shows Barnet currently has over 3,100 households registered as being in some form of housing need (as at 1st April 2018). The chart below shows a comparison between the number of households on the register across the different bands in each of the past

three years. Due to a change in IT systems and data integrity issues, the data available only goes back three years and not the preferred five.

Band 1 deals with those with an urgent need to move and represents a relatively small number of households who are provided accommodation as quickly as possible. Households in Bands 2 and 3 have seen a decrease in the overall number of households waiting for social housing as they receive more priority and therefore have successfully been allocated housing.

The number of households allocated Band 4 status was stable in 2015/16 and 2016/17, but increased significantly in 2017/18. This is due to a large number of homeless households lacking a local connection of 5 years or being housed in suitable long term temporary accommodation (as set out in the council's Allocations Policy), a strong property market, a competitive private rental sector and an increase in cases presenting with housing related debt.



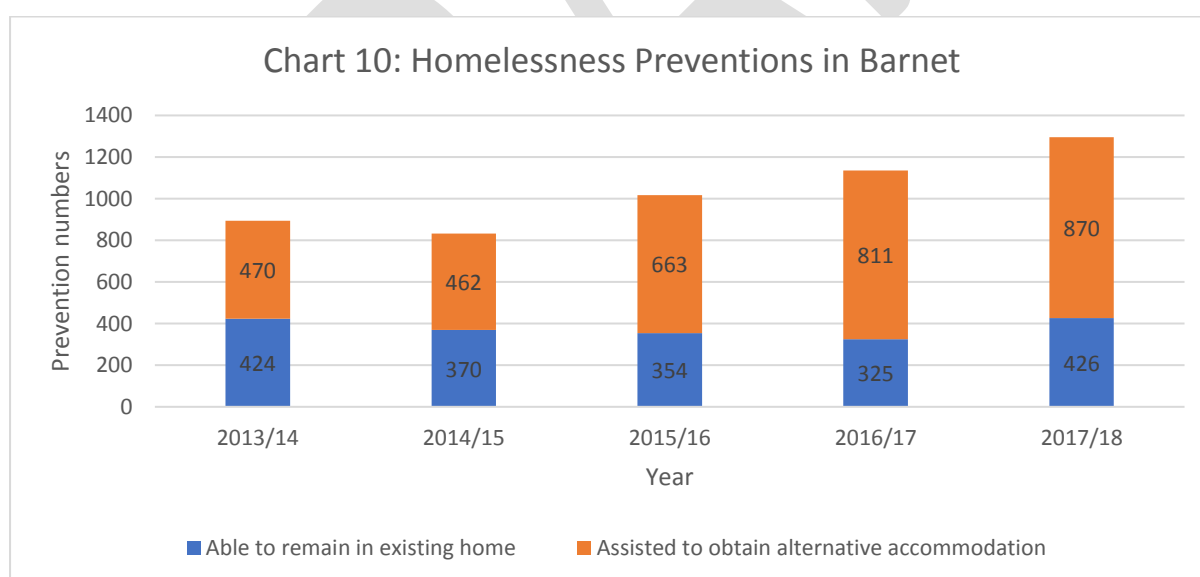
5. Tackling and Preventing Homelessness in Barnet

Objective 1 - Preventing Homelessness

The Homelessness Reduction Act aligns with Barnet council's efforts to prevent homelessness. The new prevention duty ensures that holistic homelessness assessments are completed earlier – providing greater opportunity for early intervention to resolve an applicant's housing need. Holistic assessments consider the needs of every household member including children and including those with disabilities, and recommendations from these assessments consider all household members.

In its broadest terms, a 'homelessness prevention' is where the council takes positive action to provide housing assistance to a household who has approached the council and considers themselves to be at risk of homelessness in the near future, and as a result the household is able to either remain in their existing accommodation or obtain alternative accommodation, providing a solution for at least the next six months. Objective 3 in this strategy looks at building household resilience to tackle the underlying causes of homelessness and thus minimise the risk of homelessness materialising.

Prevention performance: Chart 10 shows that in 2017/18, 1,296 households were prevented from becoming homeless. This included 426 households who were supported to remain in their existing home, and 870 households who were supported to obtain alternative accommodation. The council's continued focus on preventing homelessness has resulted in a steady increase in preventions since 2014/15.



As shown in Table 1, the main causes of homelessness in Barnet are the loss of a private rented tenancy, eviction from family or friends' accommodation, and violence or the threat of violence respectively. The section below presents effective approaches for preventing homelessness caused by these issues.

Loss of private rented tenancy: Barnet Homes' Tenancy Sustainment Team works with households to try to keep them in their current home, or to help them move to alternative accommodation if staying is not an option. The Team provides a high standard of housing

advice to households around complex landlord and tenant disputes, disrepair, mortgage and rent arrears and welfare benefits. The team negotiates with landlords, and where staying is not an option, helps households to find accommodation in the private rented sector or where appropriate to access other accommodation.

Mr J was an assured shorthold tenant, living in a block of flats, and he approached Barnet Homes for help when his landlord sought possession of his accommodation. The landlord intended to complete major renovation works at the block, and insisted that Mr J vacate his property to allow this to take place. On top of this, the landlord actively harassed Mr J - threatening to send in builders to carry out works without making provision for Mr J to move elsewhere. Barnet Homes' Tenancy Sustainment Team intervened; after ensuring an end to the harassment and working to prevent the eviction, the Team negotiated with the landlord to provide alternative accommodation for Mr J within the same block. At the same time, the Team put Mr J forward for sheltered accommodation - on the grounds of Mr J's disability.

As a result of these efforts, Mr J secured two genuine housing options; the landlord agreed to offer Mr J a short-term license within the same block, and an offer of sheltered accommodation became available. Mr J chose the latter, and has since moved into sheltered accommodation.

Eviction from family or friends' accommodation: In these cases, trained mediation officers engage with family and friends to seek resolution to the issues causing the eviction and refer to other support services to help build better relationships. There is often the misconception from applicants that they need to go into temporary accommodation before

A single woman with low level mental health problems had been living at the family home all her life. She provided written notice from her parents stating that things at home were becoming more and more tense and unstable, and that they were asking her to leave. The Housing Needs Team arranged a meeting with her and her parents at the family home to discuss her housing options. The property was a large five bedroom house occupied by the customer, her parents and two lodgers. Her parents described the situation and stated that they were getting to the point where they were unable to cope. While speaking to the family altogether there were many issues that the daughter stated had caused her frustrations which her parents were unaware of. The parents questioned why she hadn't told them about them before and she stated she felt uncomfortable talking about such things to her parents as she felt they might be ashamed of her. They told her that this would be the furthest thing on their minds and were happy that the issues were being discussed in the open. The daughter and parents however still felt that she should have her own place. The daughter was 31 years old and was in receipt of Personal Independence Payments, and was therefore exempt from the single room rate for Housing Benefit. The family were unaware of this and were very happy with this new information as their daughter could find her own place to live. After Barnet Homes provided support and information to find a property, the parents were happy to keep their daughter at home while she looked for her own place and were happy to assist with paying the deposit.

they can access social housing. Barnet Homes' Housing Needs Officers explain the realities of housing in Barnet and that many people face long periods in Temporary Accommodation and may never access social housing. These difficult conversations help families to understand the choices that are available to them.

Violence or the threat of violence: Good quality advice is key to preventing homelessness and helping households to make informed decisions on the choices available to them. The Domestic Abuse One Stop Shop is an excellent example of how quality advice at the right time can lead to better outcomes for victims of domestic abuse. Coordinated by Barnet Homes, the One Stop Shop brings together a range of specialists in one place to enable close partnership working and a range of choices around housing, refuge places, Sanctuary safety measures, legal advice and support.

Promoting resilience: Despite their strong track record in preventing homelessness, Barnet Homes' Housing Options Team has over 2,500 households a year approaching them for housing advice and assistance. This number is projected to increase because of rising housing costs, the impact of welfare reform and population growth. To prevent homelessness, supporting households to become more resilient to economic changes will be key through helping households access better employment and more affordable housing options.

Despite the approaches above, there are instances where a household has made themselves homeless intentionally - for example by wilfully not paying their rent or by refusing a reasonable offer of accommodation from Barnet Homes that results in the housing duty being discharged. To avoid this duty from being discharged, it is important that work is completed earlier to ensure that households access the right advice and support from partners at an earlier stage.

There are also households that are not eligible for housing assistance under the Act due to their immigration status. Where this is the case, advice will be given on their housing options, and if there are vulnerable members in the household such as dependent children or adults with significant mental or physical health needs, referrals will be made to Family Services and Adult Social Care. Family Services will assess whether they owe any duties to the household under section 17 of the Children Act and Adult Social Care under sections 22-23 of the Care Act.

The council through Barnet Homes aims to prevent around 6,000 households from becoming homeless between 2019 and 2024 by:

- Establishing dedicated teams to provide targeted support to singles and families, preventing on average 1,200 households every year from becoming homeless.
- Providing specialist advice and support through the Barnet Homes Tenancy Sustainment Team to enable more households to remain within their accommodation. This will include a 'Personal Housing Plan' developed with 100% of applicants to address their individual needs.
- Being clear on the advice on the different accommodation options available which may include placements outside the borough and in some cases London where properties are more affordable.
- Commissioning a review of debt collection across the council to ensure agencies are working together to provide maximum support to customers and provide support

for households on low income, debt, or impacted by benefit changes through the Barnet Homes Welfare Reform Task Force. This will include reviewing the Discretionary Housing Payments Policy to better support households at risk of becoming homelessness.

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Objective 2 - Reducing the number households living in Temporary Accommodation and securing sufficient accommodation for those that are at risk and those that are homeless

Temporary accommodation (TA) can include housing available in the short term on our own regeneration estates; short-term housing leased from private landlords; or hostels and hotels.

Temporary accommodation in Barnet is initially provided as interim emergency accommodation in self-contained properties whilst a homelessness application is assessed. After assessment, longer term suitable accommodation – including long term TA - is provided to households where a homeless duty has been accepted. However, due to the shortage of this accommodation, Barnet Homes also procures self-contained flats rented from private landlords on a nightly basis or for a fixed term, which is known as block-booked TA.

Despite an increase in the number of successful prevention cases, and reduction in homelessness acceptances over the past five years, the number of households in TA has risen. There is a shortage of temporary accommodation generally and it is difficult for the council to find affordable, suitable temporary accommodation within Barnet. Most temporary accommodation is in the private sector, and some of it is located outside the borough. This is mainly due to a strong property market operating in London where demand has outstripped supply, a freeze on Local Housing Allowance rates and the rise in private rents which has not kept pace with wage inflation. This has meant that the Council has had to procure more expensive temporary accommodation for households approaching the Council as homeless. TA volumes are provided in Table 2 below.

Period	Total TA	Long Term TA	Block booked TA	Nightly paid TA
End 2017/18	2579	1716	619	244

To support customers to move from TA into longer term accommodation, Barnet Homes set up a 'Temporary Accommodation Reduction Team'. Since April 2016, this team has reduced numbers in TA by 14 units per month on average. This year, to avoid new placements into TA, Barnet Homes have piloted an 'Accommodation Solutions Project'

A single mother of one, Ms B approached Barnet Homes for assistance as she faced eviction from her private rented accommodation. To prevent her becoming homeless, Barnet Homes had to place Ms B into emergency temporary accommodation. However, this studio property was both expensive and small for Ms B and her child.

Barnet Homes' Accommodation Solutions Officer took on the case, to move Ms B on into more suitable long-term accommodation. At her interview, Ms B informed the Officer that she had family in another borough. The Officer located a suitable property in that borough that was both affordable and larger than the studio, and Ms B was happy to accept this option. Barnet Homes supported Ms B with the move by assisting with removals, paying for travel and ordering a bed and sofa for the new property.

and secured additional placements into the private rented sector and council stock. The council continue to monitor average length of time in TA, and we are moving on households who have spent longest in TA into longer term housing.

The great difficulty of securing good quality temporary accommodation in London, particularly at prices within the Local Housing Allowance (LHA) cap, has created a significant financial burden for the council. Providing more housing that people can afford will be important in helping to reduce the number of households living in TA.

The council agreed a Temporary Accommodation Placements Policy in 2016. This will mean placing households out of borough and in some cases, out of London in more affordable locations, subject to criteria. We have to take these steps and will do so in a fair and sensitive way, mitigating the potential impact on homeless households as effectively as we can and working closely with household members to ensure this.

Ms M is a single mother with 2 children. She faced eviction from her private rented property because the landlord could no longer afford the mortgage payments. Ms M approached Barnet Homes for assistance. Because Ms M has limited income, she could not afford another private rented property within Barnet, or within many areas of London. Barnet Homes' Accommodation Solutions Officer took on the case, and sought to resolve Ms M's housing issue and to avoid the need for emergency temporary accommodation. The Accommodation Solutions Officer located a suitable, affordable property for Ms M in another town where Ms M has family. Ms M has accepted the property, and Barnet Homes is paying for the removals and supporting Ms M with the move. Due to the Officer's efforts, Ms M has not needed emergency temporary accommodation.

In order to reduce the use of temporary accommodation the council will need to increase the supply of affordable housing available across the borough.

Our overall aim is to reduce the number of households in Temporary Accommodation by a third from 2,579 in 2018/19 to 1,750 by 2024.

We aim to do this by:

- Expanding the remit of the Barnet Homes Temporary Accommodation Reduction Team to help move more households directly into suitable long-term accommodation, avoiding new placements into TA and consequently reducing the overall number of households in TA by 150 units each year.
- Making greater use of assured shorthold tenancies in the private sector to discharge homelessness duty by Barnet Homes procuring 600 properties in the rental market at LHA levels every year.
- Working with Barnet Homes and its subsidiary Opendoor Homes to build an additional 500 units of affordable housing by 2024 by making better use of council assets to build more affordable housing in Barnet.
- Using our own surplus land and buildings across the borough to provide more housing. Our current development pipeline includes building:

- new mixed tenure homes, with the affordable homes funded by private sales
- new homes for affordable rent on existing council land
- extra care schemes and wheelchair accessible units improving the housing offer for older and vulnerable people and thereby reducing demand for care
- private housing for rent, and
- acquisition of housing for affordable rent and temporary accommodation
- Acquiring homes on the open market for use as an affordable form of temporary accommodation and some homes for affordable rent in London. The council has plans in place to acquire an additional 300 properties all of which will be in London. The council will continue to acquire properties as part of its strategy for providing homes that people can afford, as well as providing a cheaper alternative to paying private owners to provide temporary housing.

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Objective 3 - Establishing effective partnerships, working arrangements and support to those who are or used to be homeless, to improve their resilience and reduce the risk of them from becoming homeless again

Homelessness is caused by a complex interplay between a person's individual circumstances and adverse 'structural' factors outside their direct control. These may include unemployment, poverty, lack of affordable housing, domestic abuse and so on. These problems can build up over years until the final crisis moment when a person becomes homeless.

Tackling these problems is a complex business and normally requires supporting the individual or household in trouble to build their resilience in order to prevent them reaching a crisis point and being at risk of homelessness. Support includes helping them into employment, providing advice, counselling, training or provision of alternative accommodation where appropriate.

The council wants to improve the support available to these households who could be at risk of becoming homeless in the future. We strongly believe that all partners have a role to play in preventing homelessness and addressing the underlying issues that are the root cause of homelessness such as poverty, unemployment, poor physical and mental health, and family breakdown. In order to do this, the Council will invite key partners to sit on its Homelessness Forum (see Appendix 2). Through this Forum, partners will oversee the delivery of a joint action plan which will look at tackling the underlying causes of homelessness and rough sleeping in Barnet.

Through the Homelessness Forum the council and Barnet Homes will aim to:

- Using predictive analytics to identify people at greatest risk of becoming homeless and directing resources to improve resilience of identified households.
- Improve resilience against homelessness through strengthened partnership working arrangements.
- Work with key agencies to make it easier for them to refer people to the Housing Options Service by developing clear referral routes to and from partners.
- Meet public bodies on a quarterly basis to measure progress on the duty to refer.

The Homeless Reduction Act introduces a duty to refer households who are threatened with homelessness to housing options services. This duty is placed on defined public bodies who include, social care, Job Centre Plus, prisons, youth offending, probation and hospitals. Barnet Homes already has some good working relationships with these organisations and sits on a range of partnership boards and groups. To facilitate the duty to refer Barnet Homes has procured the software that enables referrals to be made via an on-line portal. A dedicated email address dutytorefer@barnet.gov.uk will give directions to the portal. The duty to refer will lead to closer worker relationships and will help early intervention work to prevent homelessness whilst also fostering better understanding of the issues facing partner organisations.

Vulnerable adults, victims of domestic abuse, younger adults and households impacted by benefit changes tend to be at higher risk of homelessness. Working holistically with agencies in these areas will help the council take a more strategic approach to tackling

homelessness in Barnet. Key to preventing the duty from being discharged in the first place is ensuring households access the right advice and support from partners at the right time, and the Forum will bring better understanding and focus of the need for early intervention and the realities of available housing supply.

Vulnerable Adults

The council funds a short-term support service that works with people who have housing related needs. The service helps to maintain accommodation by providing support that promotes independence and empowerment. The council also has a contract with Citizens Advice Barnet who provide both general advice and advice for people with disabilities. The most common enquiries relate to benefits, housing and debt.

Ms H had been living in supported accommodation for over four years due to a combination of physical and mental health vulnerabilities. After consistently making good progress and complying with the terms of her tenancy, she was nominated to move on to independent accommodation. Due to her mobility issues, Ms H requires a ground floor property with level access shower. As these properties are in short supply, Barnet Homes' Brokerage Officer facilitated the necessary adaptations to an existing property; this included installing level access shower facilities and levelling out the front door step.

The Brokerage Officer negotiated for a reduced notice period from the previous accommodation to prevent any rent arrears, and she supported Ms H to make a dual Housing Benefit claim and negotiated to have her council tax payment covered. Ms H's new accommodation is fully decorated and she has received furniture vouchers to outfit her home.

The council and Barnet Homes will aim to support Vulnerable Adults by:

- Working with Adult Social Care services to ensure the provision of floating support for households with health and housing related support needs is appropriately commissioned and is helping to keep them independent and sustain their tenancies.
- Increase the provision of supported and wheelchair accessible housing to meet demand, particularly for those with mobility needs.
- Enable residents to move through supported housing pathways in a planned way will prevent homelessness and avoid the use of temporary accommodation.

Substance misuse and mental health

We know that substance misuse and poor mental health can be causes of homelessness and are often reported in people who are long term rough sleepers. There are a range of services commissioned by the local authority and Barnet CCG that offer a range of mental health and substance misuse services. As we know, there isn't a single intervention that can tackle homelessness, therefore improved partnership working with these services and wider health services will help to:

- Identify the risk of homelessness among people who have poor health, and prevent this.

- Minimise the impact on health from homelessness among people who are already experiencing it.
- Enable improved health outcomes for people experiencing homelessness so that their poor health is not a barrier to moving on to a home of their own.

Domestic Abuse (DA)

Domestic abuse is one of the biggest reasons why victims (mostly women) become homeless. A range of services are offered to victims of domestic abuse by the council and Barnet Homes, which helps keep victims and their children safe. Service include the provision of three refuges in the borough, the Domestic Abuse One Stop Shop which is a weekly drop-in service for male and female victims and for those at risk of domestic abuse, and the Barnet Sanctuary Scheme which enables survivors to remain in their homes by providing extra security measures to make homes safe and secure. These schemes involve partnership working between Barnet Homes, Solace Women’s Aid, Victim Support, Solicitors, Police, Fire Brigade amongst others to keep victims of domestic abuse safe. The Council also commissions the Solace Advocacy and Support Service to provide an Independent Domestic Abuse Advisory Service. The service provides independent advice, information and advocacy support to victims of domestic abuse.

Ms G was living with her daughter and ex-partner. She attended the Domestic Abuse One Stop Shop and was supported so she could flee her violent ex-partner. The following week she was offered accommodation.

A very emotional Ms G recently came in to the One Stop Shop to leave a letter of thanks for the members of staff who supported her. She informed her that her daughter is thrilled to have her own bedroom for the first time. Ms G has already found a neighbour in the block who is helping her settle in. Her daughter is due to start her new school in September.

Ms G writes, *“I don’t have enough words to describe the outstanding service that One Stop Shop has provided me and my daughter during this hard process. Thanks to them I have felt safe and confident. Thank[s] to their support I’m being able to have a safe place to live and have all the support to go forward with my life.”*

The council and Barnet Homes will support victims of domestic abuse by:

1. Adopting a “no wrong door” approach; meaning staff are able to identify issues relating to DA through improved screening, and take a more systematic approach to help meet the victim’s needs.
2. Continue to deliver advice and support for survivors and those at risk of domestic abuse at the Domestic Abuse One Stop Shop, refuges, through the Barnet Sanctuary Scheme and through the Multi Agency Risk Assessment Conferences (MARAC).
3. Continue to award the highest priority within its allocation scheme to victims of domestic abuse and where appropriate move them into alternative accommodation.

Youth homelessness

All young adults leaving the care of the local authority are provided with detailed housing options advice and are supported into suitable accommodation. Family mediation for young people at risk of parental exclusion, including those aged 16/17 years old helps them and their families to resolve problems using trained housing needs officers. There is a joint protocol between housing and Family Services which sets out the approach which officers take to safeguard young people with the aim of returning them home when safe to do so. When homelessness cannot be prevented young people will be explained the options open to them and suitable accommodation placements are sort with the aim of avoiding the use of temporary accommodation.

Barnet Family Services funds Centrepont to run Barnet Foyer, to provide 24 bed spaces of supported accommodation for 16-19 year olds who are homeless with low to medium support needs. Barnet Homes & Family Services refer clients into Barnet Foyer. Officers at the Foyer provide floating support to young residents, and advisors assist young residents with employment and education support. Barnet Homes' close working with Barnet Foyer & Housing Needs Officers' successful mediation work has reduced placements into temporary accommodation for young people 16-24.

Barnet Homes sit on the Corporate Parent Officers Group to ensure that processes are in place that support care leavers into suitable accommodation when their placements come to an end at 18 years of age. A key objective is not to see care leavers having to make homeless applications and be placed into temporary accommodation because of nominations into suitable accommodation not being made in time.

The council and Barnet Homes will continue to work closely with Family Services to ensure a continued focus remains on young adults at risk of homelessness by:

- Increasing the remit of the family mediation service to provide a more tailored service for young people (18-24) who are at risk of becoming homeless and continue to operate protocols to ensure 16-17 year olds and care leavers facing homelessness receive appropriate support and avoid placements into temporary accommodation. The team will also provide appropriate support for children in care/care leavers to support independent living.
- The council through Barnet Homes and other partners will provide support to people in deprived areas with a focus on employment, income maximisation and housing sustainment. The teams are based in Burnt Oak and Cricklewood and comprise staff from Barnet Homes, Barnet Council Job Centre and Future Path. There are extensive partner networks also offering support through BOOST, including Shelter, MIND and Citizens Advice Bureau (CAB). The BOOST team will focus on supporting more young adults into education, employment and training programmes.
- There is a recognition that homelessness can have an impact on children/young people's mental and/or physical health. Ways to strengthen support for homeless families in temporary accommodation will be reviewed with the intention of providing support were necessary.

Welfare Reform

The Barnet Homes Welfare Reform Task Force was established in August 2013 to support residents who are affected by welfare reform. The team is made up of staff from Jobcentre Plus, the Housing Benefit service, the Barnet Homes housing needs service, welfare benefits advisers and the voluntary sector. The team have been effective at engaging with residents affected by the Benefit Cap and helping them move into work and more affordable accommodation. The Task Force successfully engaged with 96 per cent of Barnet residents affected by the Benefit Cap (around 3,700) and helped a third into work.

Since 2013 the team have supported 36% of impacted households effectively so that they are no longer capped. The team have used Discretionary Housing Payments strategically, as an incentive to change behaviours. Together these teams have supported 1,171 into work between April 2015 and July 2018.

Universal Credit Live Service has been available for single claimants since 2015 and the full digital service has been available in Hendon and Barnet Job Centres since 16th May 2018. The council worked with Barnet Homes to support those moving onto Universal Credit by providing Personal Budgeting Support, Digital Support and to help manage the benefit cap. In July 2018 there were 2,558 people in Barnet claiming UC and it is estimated that there will be almost 30,000 claiming Universal Credit once roll out is complete. The council is aiming to support over 1600 people in 2018/19 to manage the transition to Universal Credit, find work and sustain their tenancy.

Table 3 shows the support that has been provided to residents by the team over the past three years.

Support offered	2015/16	2016/17	2017/18
Supported to move into affordable housing	60	70	116
Homelessness prevention	88	89	132
Supported into employment	115	165	182
Supported to manage Universal Credit	181	288	245
Awarded Discretionary Housing Payments	850	1,027	1,185
Supported to claim correct benefits	74	130	169

Table 3: Number of households supported in different ways by the Welfare Reform Task Force

The Barnet Homes Welfare Reform Task Force aims to prevent homelessness and support households impacted by welfare reform by:

- Developing information pathways with partner organisations to determine which households are impacted by the Benefit Cap and are receiving Universal Credit, and establish a baseline to enable setting of targets up to 2024.

- Provide advice and support around benefits, debt advice and employment - including from Welfare Reform Taskforce, BOOST, and the Discretionary Housing Payments Team.
- Engaging with 9/10 individuals who are impacted by the Benefit Cap and are receiving Housing Benefit in order to improve outcomes for households at risk of homelessness.

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Objective 4 - Supporting rough sleepers to address their housing and other needs

There has been a reduction in the number of visible people sleeping rough in Barnet, as recorded by St Mungo's, who collate this information on behalf of the Greater London Authority, over the last five years.

With more rough sleepers from Central and Eastern European countries, the Government has been focussed on working with agencies on supporting reconnections. It remains too early to determine the impact of the UK deciding to vote to leave the EU in terms of rough sleeping.

Rough sleepers may experience a range of multiple and complex needs which are often not addressed by single services. Greater partnership working will be required to understand how their needs could be met.

There are currently several support services that help single homeless people and those with complex needs. However, many rough sleepers may not be able to access those services due to eligibility.

Mr P is a single man with substance misuse and mental health issues who had been sleeping rough for more than 3 years. In the past, Mr P had refused to engage with support workers or with medical services, or to access support from the Homeless Action in Barnet Day Centre. Although he had previously lived in accommodation provided by Barnet Homes, Mr P did not want to re-approach Barnet Homes for additional support.

However, the support workers at Thames Reach built a positive working relationship with Mr P. They persuaded Mr P to re-approach Barnet Homes, and they accompanied him to his housing appointment. Thanks to their efforts, Mr P accepted an offer of in-borough accommodation in May 2018. Moreover, even though Thames Reach can close cases after a client has been housed, due to Mr P's high level of need, Thames Reach continue to provide Mr P with intensive support around substance misuse and accommodation issues. As a result, Mr P continues to make progress; he has started to engage with medical services, and he has entered volunteering.

The following support is currently available to rough sleepers:

- **Homeless Action in Barnet** is a day centre that provides a range of services for rough sleepers in the borough including access to GPs, tenancy support, care of address, meals, washing facilities, access to drug and alcohol support. Rough sleepers must have a local connection to Barnet to access the support. Barnet Homes provides a grant of £30,000 per annum towards the running of the day centre and commissions a support worker for the Foundation Project. The Foundation Project provides 12 rooms in a hostel for ex-offenders with support needs.
- The **Assessment Bed Protocol** is an agreement Barnet Homes has with certain agencies in the borough allowing them to refer customers who do not appear to be in priority need to be accommodated for 15 days. This allows for them to engage with relevant support services and facilitates a move-on to more settled

accommodation. To be accommodated under this agreement, customers must be eligible for assistance and have a local connection to the borough.

- **Thames Reach** are a street homeless organisation that verify rough sleepers and provide support through night time outreach (Street Link) to move rough sleepers on to more settled accommodation (<https://www.streetlink.org.uk/>).
- Under the **Severe Weather Emergency Protocol** (SWEP), all rough sleepers including those who are ineligible for assistance can access accommodation when temperatures drop below 0°C for a prolonged period of time.
- The **North London Rough Sleeper Leads Group** is a joint initiative between Barnet, Westminster, Haringey, Islington and Enfield, to deliver partnership working to reducing rough sleeping. From this group, **St Paul's Staging Post** and **Hope Worldwide** initiatives were developed to increase the number of bed spaces for rough sleepers in the area. St Paul's Staging Post is a 7 bed Hostel in Islington that provides assessment beds for 28 days, and Hope Worldwide procures accommodation in the private rented sector and provides support to rough sleepers
- No Second Night Out was first adopted in London before being rolled out in London and has proven effective in reducing the number of times seen more than once on the streets.

Further funding for reducing rough sleeping in Barnet

The council with Barnet Homes support successfully placed a joint bid as part of the North London Housing Partnership, which sits above the North London Rough Sleeper Leads Group, to the Government's controlling migration fund. Barnet, along with Haringey and Enfield, are disproportionately affected by 'encampments' where groups of Central and Eastern European migrants create temporary structures to live in, while funding cash-in-hand work from outside big box retailers on the A406. Thames Reach has recently completed some research to better understand this group and found that:

- The majority of them are Romanian males aged between 18 and 50 years old, who come to work in the UK and send money home. They are often working in the 'grey economy' and do not pay taxes.
- Many of those in encampments have previously held legitimate employment and lived in accommodation which they lost when they lost their job.
- This group does not have significant support needs, and would be willing and able to take up legitimate work and end rough sleeping if appropriate help was available to help them find a job and a place to stay.

The proposal submitted is based on the findings from this research, which recommends that individuals living in encampments could be provided with an offer of support in order to assist them to legitimise their status in the UK by accessing regularised employment and low cost shared accommodation. The funding has been used to fund two new post holders to work across those North London boroughs:

- *An Employment and Outreach Link Worker* to a) identify and sign employers who need entry level posts with an emphasis on those who provide 'tied accommodation', and b) support clients to complete CVs and match them with employer vacancies. These roles are likely to be in recycling, warehouse work, agriculture, construction or food preparation.

- *An Accommodation and Outreach Link Worker* who will work within the private rented sector to identify suitable low-cost shared room accommodation and identification of hostel/ backpacker accommodation to move people sustainably off the streets.

This year, Barnet Homes has been awarded £190,556 by the government to reduce rough sleeping in the borough. The award will fund a dedicated Rough Sleeper Coordinator to bring together existing service provision and produce a targeted approach to help some of the most entrenched rough sleepers. In addition to this, funding was provided for three outreach and floating support workers to engage with rough sleepers and help them transition from the streets into temporary accommodation and then longer-term housing options.

To support the transition, personal budgets will be provided to rough sleepers to help with deposits and more simple items such as haircuts, clothes and medical treatment. The Ministry has funded the costs of three temporary accommodation units to help move rough sleepers with limited welfare options off the streets and into a supported accommodation setting where future options such as getting into legitimate work or supporting them to return home can be addressed.

A provisional funding allocation of £270,396 for 2019/20 has been made by the government which will allow for a complex mental health support worker to be recruited to provide additional support. The recruitment process has started for these roles and it is hoped that successful candidates will be in post during 2019/20.

The council and Barnet Homes aim to reduce rough sleeping by 2024 by:

- Recruiting specialist staff to oversee all rough sleeping cases in Barnet and to work closely with partners to support individual rough sleepers.
- Increasing outreach and floating support for rough sleepers.
- Creating new housing pathways for hospital discharge and prison discharge to tackle repeat rough sleeping.
- Supporting rough sleepers who are ready for independent living to move into longer-term accommodation and to sustain their tenancy.
- Working with Community Safety to develop a communications plan for rough sleeping which will inform partners and concerned members of the public on how they can help. This will include clear procedures for reporting rough sleeping via Street Link which will be publicised on the councils and Barnet Homes websites.
- Working with partners to provide advice and support to rough sleepers around health, benefits, education and employment.
- Setting up a task and targeting group with partners to focus on the most entrenched rough sleepers.
- Conducting four rough sleeping counts in 2018/19 to better understand the pattern and locations of rough sleepers. The responses will feed into the targets for the number of rough sleepers that are moved off the streets and into more settled accommodation.
- Work more closely with services such as the Parking and Green Spaces Teams to provide outreach support across rough sleeping hot spots in Barnet.
- Procure 9 temporary accommodation units specifically for entrenched rough sleepers with complex needs.

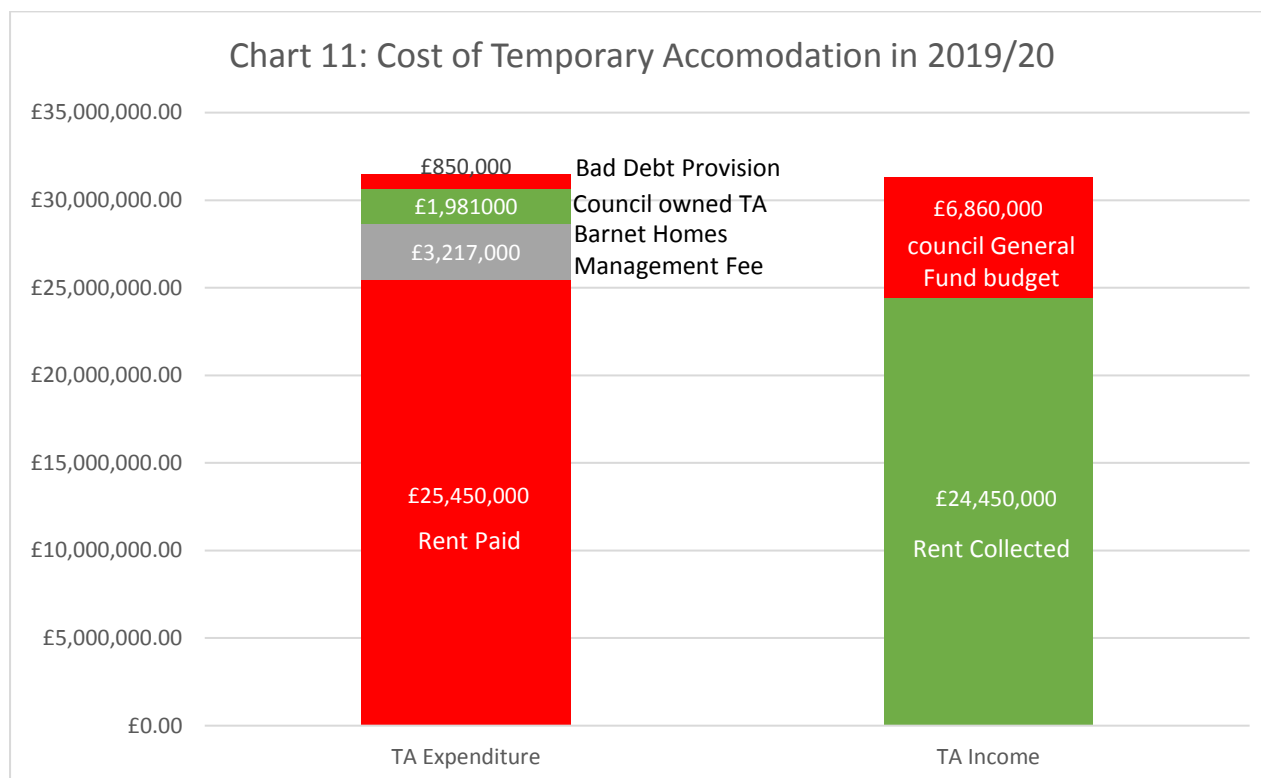
- Deliver 12 units of accommodation through the Foundation Project for rough sleepers with low to medium support needs.

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6. Delivering the Strategy

Resources

The net General Fund financial resources available for funding of homelessness services provide for staffing, the provision of accommodation, incentives and commissioned services from 2019/20 are shown in Chart 11 below.



The base budget includes provision for the procurement of private sector properties to prevent homelessness, avoid placements into TA or to discharge the council's housing duty. The council acknowledges that some of the approaches and activity proposed in this strategy are subject to the ongoing availability of resources which will be agreed through the council's budget setting process on an annual basis and consequently inform the annual action plan that will be delivered.

Each year local authorities receive a separately identified sum that is not ring-fenced from the Ministry of Housing, Communities and Local Government (MHCLG) in respect of homeless prevention activities. The new Flexible Homelessness Support Grant (FHSG) came in from 1 April 2017 and is a replacement of funding that was given to source and manage temporary accommodation for homeless individuals and their families. The funding has been allocated according to a formula which reflects relative homeless pressures. The council was awarded £3.4m in 2017/18, £3.2m in 2018/19 and £4.2m in 2019/20. Although the majority of the grant is allocated to paying for the management of TA, the flexibility of the grant allows the council to spend some of the grant to fund additional mitigations to help prevent homelessness.

The FHSG in Barnet has been used to set up Barnet Homes 'Family Mediation Team' to support households approaching as a result of parental, family or friends eviction, setting

up a TA reduction project to work with households who have been in TA long term on accommodation solutions appropriate to meet the needs of that households and initiating a customer ready model building the capacity of specialist officers to deliver more prevention work alongside directly procuring more private rented accommodation.

Local authorities receive an annual grant settlement from the Department for Work and Pensions (DWP) with the aim of helping housing benefit recipients whose benefit award does not cover their full rent costs. In recent years, both the allocation and expenditure of Discretionary Housing Payments (DHP) has become more targeted around mitigating the impacts of the Government's welfare reform policies, although awards are not strictly limited for this purpose.

Barnet Council's DHP award for 2017/18 was £1.7m with 1,366 claims paid. The social sector size criteria affecting council and housing association tenants accounted for 75 claims paid, 490 related to the benefit cap and 278 to reform of LHA. There were 85 claims paid that related to two or more welfare reforms and 438 claims paid were not related to welfare reform. Barnet Council's DHP award for 2018/19 is £1.5m. This is a 12% reduction on the fund and we are on track to fully spend the award again this year.

Equality and Health Impact Assessment

An equality and health impact assessment has been carried out on this strategy.

Conclusion

The Homelessness Reduction Act 2017 is one of the largest changes to housing and homeless legislation in recent times. By working more effectively with our partners we will provide a greater variety of housing options and pathways to households to prevent them becoming homeless. Delivering homes people can afford will be fundamental to managing demand and through the Housing, Homelessness and Regeneration Strategies we will work to increase the supply of affordable housing in Barnet.

The delivery of the strategy requires close working between the council, Social Care, Public Health, the community and voluntary sector, housing associations and Barnet Homes. Social landlords are under a duty to assist local authorities with their homelessness functions. They are expected to play an active role in the delivery of the strategy. Throughout the duration of this strategy, the local authority will seek to build stronger relationships between departments and agencies, by establishing a Homelessness Forum to foster a multi-agency commitment to deliver the strategy. The council will be especially keen to ensure involvement from housing associations and the voluntary sector, along with co-operation with a wide range of public authorities. The council will also confer with people who have lived experience of homelessness, to get their views about what works, any barriers to service and any suggestions for improvements.

Progress towards tackling homelessness and achieving the objectives of this strategy will be reported to the council's Housing Committee. Annual delivery plans will have clear

responsibilities for tackling homelessness, linked to senior officers, and progress will be discussed at the Housing Partnership Board.

This document presents high level actions and measures to be delivered over the lifetime of this strategy. A more detailed action plan will be developed and monitored by the Homelessness Forum on a regular basis.

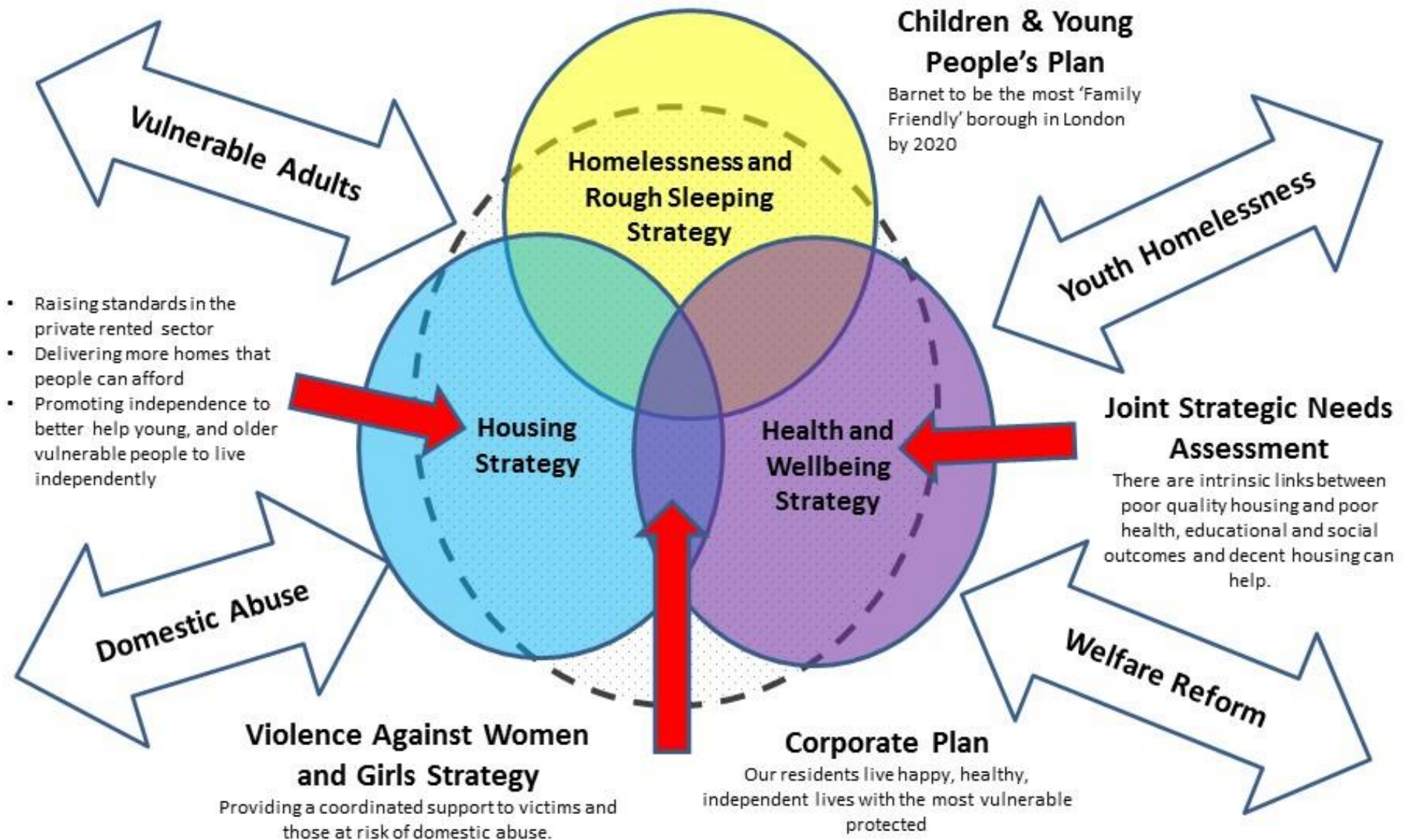
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7. Action Plan

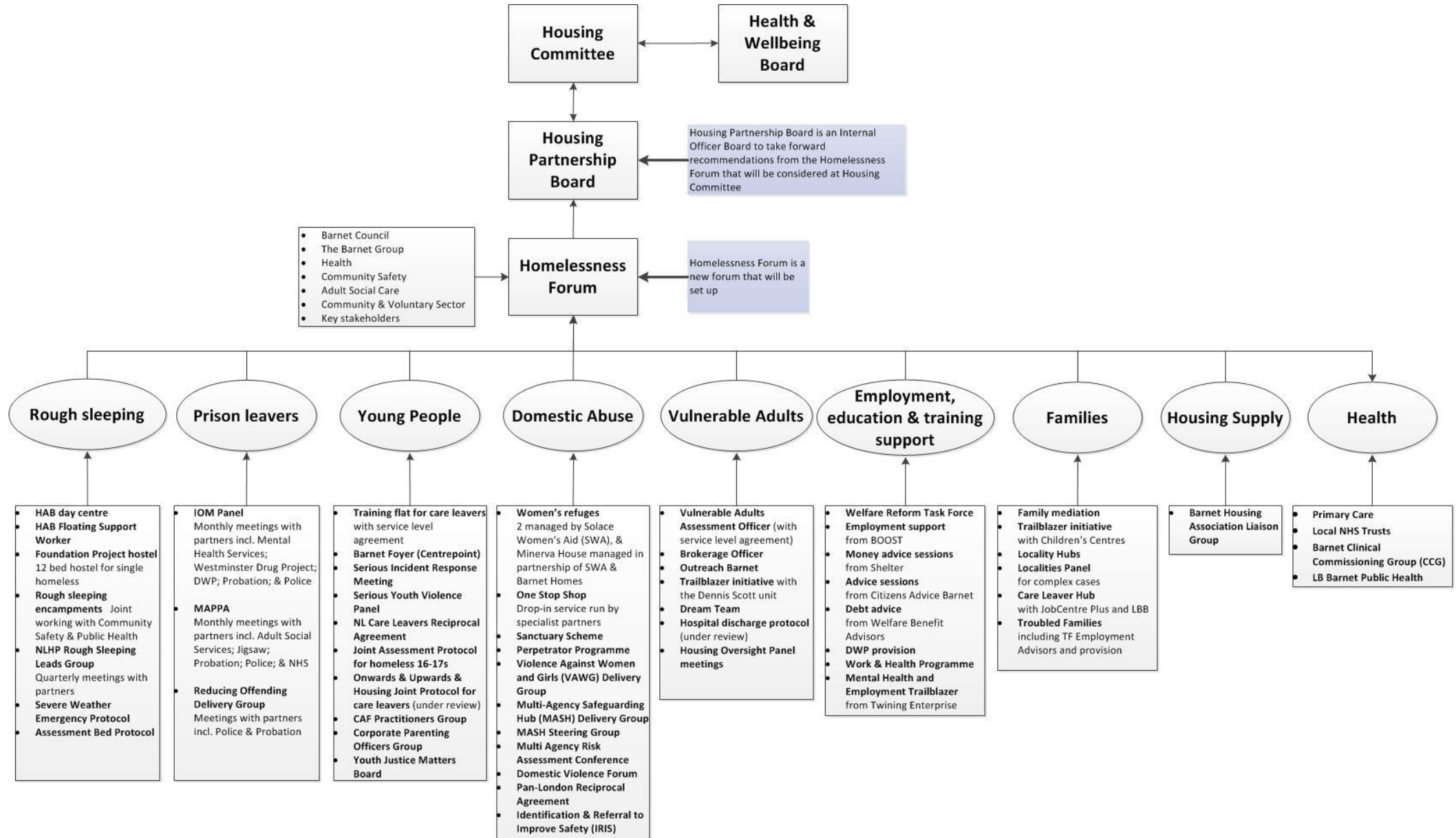
<p>Preventing Homelessness</p>	<ul style="list-style-type: none"> • Establishing dedicated teams to provide more targeted support to singles and families, preventing on average 1,200 households every year from becoming homeless. • Providing advice and support from a specialist Barnet Homes 'Tenancy Sustainment Team' to enable more households to remain within their accommodation. This will include a 'Personal Housing Plan' developed with 100% of applicants to address their individual needs. • Being clear on the advice on the different accommodation options available which may include placements outside the borough and in some cases London where properties are more affordable. • Commissioning a review of debt collection across the council to ensure agencies are working together to provide maximum support to customers and provide support for households on low income, debt, or impacted by benefit changes through the Barnet Homes Welfare Reform Task Force. This will include reviewing the Discretionary Housing Payments Policy to better support households at risk of becoming homelessness.
<p>Reducing the use of temporary accommodation and securing accommodation for people who are homeless</p>	<ul style="list-style-type: none"> • Expanding the remit of the Barnet Homes Temporary Accommodation Reduction Team to help move more households directly into suitable long-term accommodation, avoiding new placements into TA and consequently reducing the overall number of households in TA by 150 units each year. • Making greater use of assured shorthold tenancies in the private sector to discharge homelessness duty by Barnet Homes procuring 600 properties in the rental market at LHA levels every year. • Working with Barnet Homes and its subsidiary Opendoor Homes to build an additional 500 units of affordable housing by 2024 by making better use of council assets to build more affordable housing in Barnet. • Using our own surplus land and buildings across the borough to provide more housing. Our current development pipeline includes building: <ul style="list-style-type: none"> ➤ new mixed tenure homes, with the affordable homes funded by private sales ➤ new homes for affordable rent on existing council land ➤ extra care schemes and wheelchair accessible units improving the housing offer for older and vulnerable people and thereby reducing demand for care ➤ private housing for rent, and ➤ acquisition of housing for affordable rent and temporary accommodation • Acquiring homes on the open market for use as an affordable form of temporary accommodation and some homes for affordable rent in London. The council has plans in place to acquire an additional 300 properties all of which will be in London. The council will continue to acquire properties as part of its strategy for proving homes that people can afford, as well as providing a cheaper alternative to paying private owners to provide temporary housing.
<p>Establishing effective partnerships, working arrangements and support to those who are or</p>	<ul style="list-style-type: none"> • Using predictive analytics to identify people at greatest risk of becoming homeless and directing resources to improve resilience of identified households. • Improve resilience of households against homelessness through strengthened partnership working arrangements. • Work with key agencies to make it easier for them to refer people to the Housing Options Service by developing clear referral routes to and from partners. • Meet public bodies on a quarterly basis to measure progress on the duty to refer. • Working with Adult Social Care services to ensure the provision of floating support for households with health and housing related support needs is appropriately commissioned and is helping to keep them independent and sustain their tenancies. • Increase the provision of supported and wheelchair accessible housing to meet demand, particularly for those with mobility needs.


<p>used to be homeless, to improve resilience and reduce the risk of them from becoming homeless again</p>	<ul style="list-style-type: none"> • Enable residents to move through supported housing pathways in a planned way will prevent homelessness and avoid the use of temporary accommodation. • Adopting a “no wrong door” approach; meaning staff are able to identify issues relating to DA through improved screening, and take a more systematic approach to help meet the victim’s needs. • Continue to deliver advice and support for survivors and those at risk of domestic abuse at the Domestic Abuse One Stop Shop, refuges, through the Barnet Sanctuary Scheme and through the Multi Agency Risk Assessment Conferences (MARAC). • Continue to award the highest priority within its allocation scheme to victims of domestic abuse and where appropriate move them into alternative accommodation. • Increasing the remit of the family mediation service to provide a more tailored service for young people (18-24) who are at risk of becoming homeless and continue to operate protocols to ensure 16-17 year olds and care leavers facing homelessness receive appropriate support and avoid placements into temporary accommodation. The team will also provide appropriate support for children in care/care leavers to support independent living. • The council through Barnet Homes and other partners will provide support to people in deprived areas with a focus on employment, income maximisation and housing sustainment. The teams are based in Burnt Oak and Cricklewood and comprise staff from Barnet Homes, Barnet Council Job Centre and Future Path. There are extensive partner networks also offering support through BOOST, including Shelter, MIND and Citizens Advice Bureau (CAB). The BOOST team will focus on supporting more young adults into education, employment and training programmes. • There is a recognition that homelessness can have an impact on children/young people’s mental and/or physical health. Ways to strengthen support for homeless families in temporary accommodation will be reviewed with the intention of providing support were necessary. • Developing information pathways with partner organisations to determine which households are impacted by the Benefit Cap and are receiving Universal Credit, and establish a baseline to enable setting of targets up to 2024. • Provide advice and support around benefits, debt advice and employment - including from Welfare Reform Taskforce, BOOST, and the Discretionary Housing Payments Team. • Engaging with 9/10 individuals who are impacted by the Benefit Cap and are receiving Housing Benefit in order to improve outcomes for households at risk of homelessness.
<p>Supporting rough sleepers to address their housing and other needs</p>	<ul style="list-style-type: none"> • Recruiting specialist staff to oversee all rough sleeping cases in Barnet and to work closely with partners to support individual rough sleepers. • Increasing outreach and floating support for rough sleepers. • Creating new pathways for hospital discharge and prison discharge to tackle repeat rough sleeping. • Supporting rough sleepers who are ready for independent living to move into longer-term accommodation and to sustain their tenancy. • Working with Community Safety to develop a communications plan for rough sleeping which will inform partners and concerned members of the public on how they can help. This will include clear procedures for reporting rough sleeping via Street Link which will be publicised on the councils and Barnet Homes websites. • Working with partners to provide advice and support to rough sleepers around health, benefits, education and employment. • Set up a task and targeting group with partners to focus on the most entrenched rough sleepers. • Conducting four rough sleeping counts in 2018/19 to better understand the pattern and locations of rough sleepers. The responses will feed into the targets for the number of rough sleepers that are moved off the streets and into more settled accommodation. • Work more closely with services such as the Parking and Green Spaces Teams to provide outreach support across rough sleeping hot spots in Barnet. • Procure 9 temporary accommodation units specifically for entrenched rough sleepers with complex needs. • Deliver 12 units of accommodation through the Foundation Project for rough sleepers with low to medium support needs.

Appendix 1: Relationship to other Council strategies



Appendix 2: Partnership Working



	<h2>Housing Committee</h2> <h3>10th October 2018</h3>
Title	Private Sector Housing Refund Clarifications and New Fees for 2019/20
Report of	Councillor Gabriel Rozenberg
Wards	All
Status	Public
Urgent	No
Key	Yes
Enclosures	Appendix A – Proposed New Fee for 2019/20
Officer Contact Details	Belinda Livesey – Group Manager (Private Sector Housing) 0208 359 7438 belinda.livesey@barnet.gov.uk

Summary
This report seeks to obtain approval for proposed refund clarifications and new fees for 2019/20 to support the Commissioning Business Plan, and delivery of the front-line service within the Private Sector Housing Team in Re.

Recommendations
That the Housing Committee review this report, the proposed refund clarifications and new fees for 2019/20 as set out in Appendix A and refer to Policy and Resources Committee for approval.

- 1. WHY THIS REPORT IS NEEDED**
 - 1.1 Fees and charges are reviewed on an annual basis to ensure that the costs of chargeable services are covered and the Council is achieving value for

money. This report sets out the proposed refund clarifications and new fees for services within the Private Sector Housing Team in Re. Any fees which are being increased by less than the rate of inflation plus 2% are not included in this report as their approval method is via a Delegated Powers Report.

2. REASONS FOR RECOMMENDATIONS

- 2.1 It is recommended that the Housing Committee consider the proposed new fee for 2019/20 as it is considered good practice to review fees and charges to ensure that the costs of providing the services are recouped.
- 2.2 A detailed scheme for refunds for HMO Licensing applications is needed to remove any ambiguity about when a refund may or may not be made.
- 2.3 The extra charge for non-payment of the second HMO licensing fee is proposed as chasing payments takes up officer time and as such has a cost to the Council.
- 2.4 A new Housing Consultation Fee is proposed for landlords wishing to seek schematic consultations without the need for a property inspection.
- 2.5 The Housing and Planning Act 2016 has extended the powers to local authorities and tenants in relation to Rent Repayment Orders (RRO). Tenants can seek rent repayment through a RRO where one of the specified offences relates to housing and certain criteria are met. To make an application for an RRO, a tenant needs to submit a claim to the First-tier Tribunal which sets out the reasons for the claim and the dates to which it relates. There is no statutory obligation on local housing authorities to support a claim by a tenant for an RRO. The introduction of this fee would enable this service to be provided to tenants, resources permitting.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 The alternative approach would be not to review these fees. This is not however considered to be good practice and would potentially expose the Council to the risk of not recovering the costs of the provision of the service, or potentially, over recovering. This would not be appropriate where the basis for charging is limited to cost recovery.
- 3.2 Given the financial pressures currently faced by the Council the only viable option for continuing to provide services is to levy an appropriate fee or charge.

4. POST DECISION IMPLEMENTATION

- 4.1 If the Committee is minded to approve the recommendation then the fees will be referred to the Policy and Resources Committee for consideration and approval as part of the Council wide budget setting. Once the budget is approved by full Council the fees and charges will be posted on the Council's website and, where a statutory duty requires it, advertised in the approved

publication and appropriate location. The new fees and charges will be implemented from 1st April 2019.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 The Corporate Plan 2015-2020 is based on the core principles of fairness, responsibility and opportunity to make sure Barnet is a place:

- Of opportunity, where people can further their quality of life
- Where people are helped to help themselves, recognising that prevention is better than cure
- Where responsibility is shared, fairly
- Where services are delivered efficiently to get value for money for the taxpayer

The Council's priorities include:

- High quality services maintained whilst reducing unit costs to the lowest amongst Barnet's statistical neighbours.

5.1.2 Fees and charges need to be reviewed to ensure value for money and cost recovery. This complies with the 2015-2020 Corporate Plan priority for Barnet to be in the lowest 25% of all Councils (Boroughs and County Councils) for expenditure per head of population. The Fees and Charges review is a means of ensuring that net costs are kept under control.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 **Finance & Value for Money:** With public and Member expectations increasing, the review of fees and charges ensures that sufficient resources are made available to manage and prioritise those expectations.

5.2.2 All fees and charges will ensure effective cost recovery for delivering the service; prices listed do not include VAT, which will only be charged where indicated.

5.2.3 The Constitution requires that all new charges and charges that are proposed to be increased by more than inflation plus 2%, are agreed by the relevant Theme Committee and also reported to Policy and Resources Committee for noting. CPI annual inflation for July 2018 was 2.5%.

5.2.4 **Procurement:** At this time there are no procurement implications.

5.2.5 **Staffing:** At this time there are no staffing implications.

5.2.6 **Property:** At this time there are no property implications.

5.2.7 **IT:** At this time there are no IT implications.

5.2.8 **Sustainability:** At this time there are no sustainability implications.

5.3 Social Value

5.3.1 The Public Services (Social Value) Act 2012 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.

5.3.2 Assisting tenants to reclaim rent from non-compliant landlords through Rent Repayment Orders will help deliver economic and social benefits for residents. It will help spread the message that poor housing conditions will not be tolerated in the borough.

5.3.3 In respect of refunds, there are currently a lot of arguments in cases where the landlord withdraws part the way through the licensing process about what, if any, refund they should receive. The new fee refund scheme seeks to provide clarity so Landlords can be certain of their position before investing in the applications.

5.4 Legal and Constitutional References

5.4.1 Local authorities have a variety of powers to charge for specific statutory services set out in statute. The Local Government Act 2003 also provides a power to trade and a power to charge for discretionary services, the latter on a cost recovery basis. Discretionary services are those that a local authority is permitted to provide under statute but is not obliged to do so. The power to charge for discretionary services is not available to local authorities if there is a statutory duty to provide the service or if there is a specific power to charge for it or if there is a prohibition on charging.

5.4.2 Additionally, the Localism Act 2011 provides local authorities with a general power of competence that confers on them the power to charge for services but again these are subject to conditions/limitations similar to those noted above.

5.4.3 Where a local authority has a duty to provide a statutory service free of charge to a certain standard, no charge can be made for delivery to that standard. Should a request be made, however, for delivery above and beyond that standard, this may constitute a discretionary service for which a charge could be made.

5.4.4 There is a variety of legislation permitting charging for different services, some

of which set prescribed fees and charges (or the range of charges for a given service), and others which allow discretion based on costs of providing the service.

5.4.5 Article 7 of the Council's Constitution, 'Committees, Forums, Working Groups and Partnerships' sets out the terms of reference of the Housing Committee including:

- Responsibility for housing matters
- including housing strategy, homelessness,
- social housing and housing grants,
- commissioning of environmental health functions for private sector housing.

5.4.6 Article 7 also states that Policy and Resources Committee are responsible for determining fees and charges for services which are the responsibility of the committee.

5.4.7 The Housing and Planning Act 2016 has extended the powers to local authorities and tenants in relation to Rent Repayment Orders (RRO). There is no statutory obligation on local housing authorities to support a claim by a tenant for an RRO. The introduction of this fee would however enable this service to be provided, resources permitting.

5.4.8 In line with *Hemming v Westminster*, the Council has a Fee 1 and Fee 2 for HMO Licences. Fee 1, the application fee, relates solely to the cost of authorisation procedures (ie, the costs associated with reviewing an application and granting / refusing a licence). Following a successful application, licence applicants are subsequently charged a Fee 2, which is a fee relating to the costs of administering and enforcing the relevant licensing framework. Unsuccessful applicants only need pay the initial fee. This report provides clarity in relation to refunds that will apply in certain situations.

5.5 Risk Management

5.5.1 The fees proposed within this report are based on recovery of costs incurred by the Council. Efforts have been made to limit the charge increases and consideration has been given to the charges adversely affecting demand for the services as well as the need to recoup the cost of providing the service. There will nonetheless remain an element of reputational risk and challenge.

5.6 Equalities and Diversity

5.6.1 The Corporate Plan 2015-2020 sets the Strategic Equalities Objective, which is: that citizens will be treated equally, with understanding and respect, and will have equal access to quality services which provide value to the tax payer. Changes to policies and services are analysed in order to assess the

potential equalities impacts and risks and identify any mitigating action possible before final decisions are made.

5.6.2 The Equality Act 2010 sets out the Public Sector Equality Duty which requires public bodies to have due regard to the need to:

- eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not
- foster good relations between persons who share a relevant protected characteristic and persons who do not

5.6.3 The relevant protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

5.6.4 The proposed fees and charges have been reviewed against the protected characteristics and it is considered that there will not be any specific adverse impact on any of the groups.

5.6.5 It is considered that HMO licensing and housing enforcement action requiring the improvement of accommodation has an overall positive impact for landlords, tenants, residents and businesses by virtue of the potential improvement to the quality and management of accommodation in the borough.

5.6.4 In addition there are potential benefits arising from the increased choice of high quality, well-managed affordable housing.

5.7 Consultation and Engagement

5.7.1 The fees and charges will be reviewed by Policy and Resources Committee and will be included within the Council wide budget consultation.

6 BACKGROUND PAPERS

6.1 None

Appendix 1 – Proposed Refunds and New Fees from 1st April 2019/20 – Note any charge increase less than 4.5% (2% plus estimated 2.5% inflation) being dealt with via DPR).

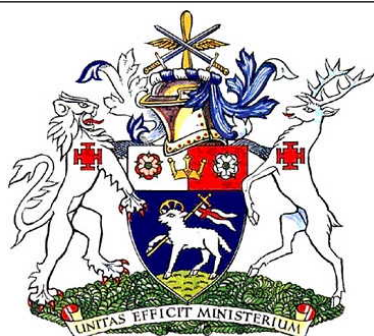
Description of charge	Unit	Subject to VAT	Current charge excluding VAT	Proposed Charge excluding VAT	Legislative provision to charge	Basis for charging
HMO Licensing pre inspection refund (to cover preliminary administration costs)	Per licence	no	New	Fee 2 will not be charged and a refund will be considered if a property has not been inspected. £57 will be retained of Fee 1 to cover the Council's administrative costs.	S63 Housing Act 2004	Cost recovery
HMO Licensing post inspection, where no paperwork is drafted refund (to cover preliminary administration costs and inspecting officer costs)	Per licence	no	New	Fee 2 will not be charged. £272 will be retained of Fee 1 to cover the Council's administrative costs.	S63 Housing Act 2004	Cost recovery
HMO Licensing post inspection refund when the property is found not to be licensable (to cover preliminary administration costs and inspection)	Per licence	no	New	Fee 2 will not be charged. £164 will be retained of Fee 1 to cover the Council's administrative costs.	S63 Housing Act 2004	Cost recovery
Refund clarification for revocations	Per licence	no	New	Where an HMO licence is revoked there is no refund	S63 Housing Act 2004	Cost recovery
HMO Licensing additional fee for failure to pay 2 nd HMO licensing fee within 48 hours of request	Per licence	no	New fee	£15 in addition of Fee 2	S63 Housing Act 2004	Cost recovery

Housing Consultation Fee (up to 2 hours)	Per consultation	yes	New fee	£100 (additional hours charged – up to £61/hour)	S1 Localism Act 2011	Commercial rate
Rent Repayment Order (RRO) support service	Per RRO	yes	New Fee	£100 (additional hours charged – up to £61/hour)	S1 Localism Act 2011	Commercial rate

Housing Committee

AGENDA ITEM 10

10 October 2018



Title

Annual Performance Review of Registered Providers (RPs)

Report of

Housing Committee Chairman – Cllr Gabriel Rozenberg

Wards

All

Status

Public

Urgent

No

Key

No

Enclosures

Appendix One- Barnet Annual Performance Review 2017/18

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Summary

Registered Providers (RPs) are key partners for the Council in delivering on the Housing Strategy goal of increasing the housing supply, including affordable housing. As the providers of accommodation for 8500 households in the borough, Registered Providers also have a key part to play in assisting tenants affected by welfare reforms, providing training and employment opportunities, improving health and wellbeing and providing effective neighbourhood management. The Council has completed an Annual Performance Review of the major Registered Providers operating in the borough to obtain a view on how RPs are performing.

Officers Recommendations

1. Recommended that the report be noted

1. WHY THIS REPORT IS NEEDED

- 1.1 At the meeting of 19th October 2015, the Housing Committee resolved that a performance review be completed on an annual basis and reported to the Committee.
- 1.2 There are 53 Registered Providers managing over 8500 homes in the borough, of which 17 have more than 100 units each, and 14 have less than 10 units each. The main Registered Providers which are currently developing in Barnet are Family Mosaic/Peabody, Notting Hill Genesis, Metropolitan Housing, Network Homes, One Housing Group, L&Q, Catalyst and Optivo. In addition to this, Barnet Homes as an Arms-Length Management Organisation (ALMO) manages 15,000 tenanted and leasehold homes on behalf of the Council. Opendoor Homes a subsidiary of Barnet Homes was created in 2017 and aims to deliver 320 new homes by 2020.
- 1.3 The past few years have seen mergers between some of the larger Registered Providers in Barnet. Viridian and Amicus Horizon have merged to become Optivo. Family Mosaic and Peabody have merged and will now be known as collectively as Peabody. Circle Housing and Affinity Sutton have merged to become Clarion Housing Group. East Thames merged with L&Q to become a wholly owned subsidiary of the L&Q Group.
- 1.4 The latest merger has been Notting Hill Housing Group and Genesis in April 18 creating a new organisation called Notting Hill Genesis.

Appendix 1 is an Annual Performance Report for 2017/18 for housing management and housing development activities. The review presents an analysis of the performance of nine large Registered Providers that are building new affordable homes in Barnet and two smaller Registered Providers for comparison reasons.

2. REASONS FOR RECOMMENDATIONS

- 2.1 The attached review highlights that most Registered Providers are providing satisfactory landlord services and that the Council continue to promote their services to encourage partnership working with RPs. There is a concern that Peabody is not adhering to the nominations agreements as per the relevant S106 and Regeneration Agreement, this is

currently being investigated and the Council would look for nominations to future lettings in the foreseeable future and/or financial compensation for any lettings not offered to the Council in line with nomination agreements.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 None

4. POST DECISION IMPLEMENTATION

4.1 The Council will continue to carry out an Annual Performance Review and take up any issues where poor performance has been identified.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 Barnet's Joint Strategic Needs Assessment 2015 to 2020 highlights the fact that there is a long-term shift in housing tenure towards renting and away from owner occupancy (either outright or with a mortgage) reflecting a sustained reduction in housing affordability and an imbalance between housing demand and supply. Registered Providers are providing more affordable homes to help meet the demand.

5.1.2 The Barnet Joint Strategic Needs Assessment 2015 to 2020 identified a shortage of people available to fill vacancies in the caring, leisure and services sectors, associate professional's sectors, and skilled trades sector in Barnet. Registered Providers have established divisions in their organisations to support residents with skills and employment training or signpost to an organisation that can support residents with training.

5.1.3 The Barnet's vision for 2020 will see the Council continue to develop its multi-agency Welfare Reform Task Force and build on this success by working with the Job Centre to successfully roll out Universal Credit across the borough.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 There are no direct resource implications arising out of this report.

5.2.2 Changes in 2017/8 it was confirmed that residents in temporary accommodation, supported housing or families with two or more children will continue to claim Housing Benefit rather than Universal Credit. In 2017 child tax credits were limited to two children

for all new claimants, with some exceptions. The Council predicts that this will affect a relatively small number of families, about 300 families by 2021. This could mean that some households living in Housing Associations, particularly affordable rented properties, will not be able to afford the rents charged. The Council will continue to work with Job Centre Plus and Barnet Homes in the Welfare Reform Taskforce to assist households affected by the cap, including those living in affordable rented properties, either by helping them to enter employment, or by securing more affordable accommodation elsewhere.

5.3 Social Value

5.3.1 There are no specific social value considerations arising out of this report.

5.4 Legal and Constitutional References

5.4.1 Constitution, Article 7, Committees, Forums and Partnerships sets out the terms of reference of the Housing Committee which includes:

- Responsibility for housing matters including housing strategy, homelessness, social housing and housing grants, commissioning of environmental health functions for private sector housing.
- To receive reports on relevant performance information and risk on the services under the remit of the Committee.

5.4.2 Specifically the Housing Committee may submit budget proposals to the Policy and Resources Committee relating to the Committee's budget for the following year in accordance with the budget timetable.

5.4.3 Registered Providers are regulated by the Homes and Community Agency (HCA). The performance framework includes "Economic" standards such as governance and financial viability and value for money and "Consumer" standards such as tenant involvement and empowerment.

5.5 Risk Management

5.5.1 Registered Providers have a major role to play in accelerating housing development in Barnet and a reduced capacity for them to develop is a key risk that will impact on the Council's ability to provide the new homes to meet the demand from a growing population. The Welfare Reform and Work Act reduces rents by 1% every year until 2019/20. This has had an impact on the business plans of providers and their ability to build more affordable homes.

5.5.2 The Mayor of London's AHP 2016 – 2021 encourages RPs to provide 90,000 homes across London. Increased housing products including London Affordable Rent (benchmarked with target rent) London Living Rent (intermediate product for households wishing to buy in 10 years) and London Shared Ownership. There are grants available for Providers and Developers. A total of 2,047 units were placed in the bid for the programme for Barnet.

5.5.3 RPs should continue to work with the Taskforce to ensure that they are correctly identifying the skillset required in Barnet, so that they can tailor training accordingly.

5.5.4 The introduction of GDPR in 2018 affects how information can be shared with Registered Providers, information sharing agreements are being prepared for each Registered Provider.

5.6 Equalities and Diversity

5.6.1 Pursuant to section 149 of the Equality Act 2010 (“the Act”), the council has a duty to have ‘due regard’ to eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act, advancing equality of opportunity between persons with a protected characteristic and those without, and foster good relations between persons with protected characteristics and those without.

5.6.2 The protected characteristics are age, race, disability, gender reassignment, pregnancy and maternity, religion or belief, sex and sexual orientation. The duty also covers marriage and civil partnership but to a limited extent.

5.6.3 The HCA requires Registered Providers to meet the tenant involvement and empowerment standard which provides expectations over equalities.

5.6.4 Registered Providers are key partners in the delivery of the Council’s Housing Strategy 2015 to 2025. A full Equalities Impact Assessment has been completed and the Strategy will have an overall positive impact on all sections of Barnet’s community. For example:

- Action by registered providers to prevent homelessness and assist households affected by the overall Benefit Cap will assist households who are generally more diverse and deprived than the population as a whole. They are more likely to be younger, from a diverse range of backgrounds, and single families with children.
- Much of the new housing, including the affordable housing to be delivered by the Registered Providers, will be in the west of the borough on the regeneration estates where the most deprived and Black and Minority Ethnic communities are overrepresented in comparison to other areas of the borough.
- Specialist housing will be provided for vulnerable people, such as older people and other adults with long-term conditions, to ensure that there is a choice of tenure and support and an ability to plan ahead for the future to avoid expensive care costs where possible.

5.7 Corporate Parenting

5.7.1 There are specific Corporate Parenting considerations arising out of this report.

5.8 Consultation and Engagement

5.8.1 The following table shows how the Council and Re currently engage with and manage the performance of Registered Providers.

Current	Frequency	What’s Involved	Engagement/
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Engagement/ Monitoring		Performance	
Annual Performance Review	Annually	Standard review issued to each larger/ developing Registered Provider. Included in this review is a meeting with various staff to talk through issues in Barnet.	Engagement and performance
Barnet Housing Association Liaison Group meeting	Twice a year and adhoc if required.	All RPs in Barnet are invited, chaired by CEO of local RP. Agenda includes briefing from GLA, Welfare Reform and any other relevant items.	Engagement
Development Meetings	Minimum once per year	Individual meetings between larger developing RPs and Re to discuss current developments and future development plans in Barnet.	Engagement
General meetings/ Visits	Adhoc	Adhoc meetings and visits to RPs on partnership working over areas of mutual concern e.g. Welfare Reform and Universal Credit.	Engagement
Consultation on changes in Policy and Strategies	Adhoc	LBB consult with RPs on various policies and strategies. This can be done via liaison groups, forums and email consultation.	Engagement
Monitoring of lettings returns	Collected quarterly and recorded as an annual PI.	RPs provide details of lettings for each quarter to confirm that RPs have met nomination agreements. Results are verified.	Monitoring.
Development Data	Constantly	Re is in regular contact with each developing RP to discuss start on site dates, completion dates and monitoring the S106 affordable housing elements. Completion statistics are recorded as	Engagement and performance.

		monthly KPI.	
Taskforce	Regular	Taskforce consult with RPs on updates from the Taskforce or DWP via liaison groups and email consultation.	Engagement.
Community Safety MAPAC	Quarterly	Any Barnet anti-social behaviour cases that require a multi-agency approach.	Engagement

5.8 Insight

5.8.1 Insight data has not been used in this report.

6. BACKGROUND PAPERS

6.1 Relevant previous papers are listed in the table below.

Housing Committee 23 October 2017	Decision Item 7 – Annual Performance Review of Registered Providers	Agenda for Housing Committee on Monday 23rd October, 2017, 7.00 pm
Housing Committee 20 October 2016	Decision Item 8 – Annual Performance review of Registered Providers	Agenda for Housing Committee on Thursday 20th October, 2016, 7.00 pm
Housing Committee 19 October 2015	Decision Item 7 – Strategic engagement with Registered Providers	Agenda for Housing Committee on Monday 19th October, 2015, 7.00 pm
Housing Committee, 27 October 2014	Decision Item 9- Housing Strategy	http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&MId=7936&Ver=4
Housing Committee. 27 April 2015	Decision item 10- Summary of Feedback Following Consultation on Draft Housing	http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&MId=7938&Ver=4

	Strategy	
Housing Committee 29 June 2015	Decision item 7- Housing Strategy.	http://barnet.moderngov.co.uk/documents/s24071/Housing%20Strategt.pdf

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Barnet Annual Performance Review 2017/18

Barnet Annual Performance Review of Registered Providers

Introduction

This review presents an analysis of the performance of Registered Providers. The report is divided into two sections. Section A looks at management performance and Section B considers development performance and the Housing and Planning Act. The report focuses on nine larger registered social landlords and two smaller registered social landlords in Barnet including the estate regeneration schemes in Barnet.

Background

In the year 1 April 2017 to 31 March 2018 there were nine Registered Providers with significant stock levels which were either currently developing or planning to develop general needs homes (general self-contained family housing and dwellings for singles and couples) in Barnet.

The nine Registered Providers and their general needs stock levels in Barnet are shown below.

Registered Provider	Number of general needs homes in Barnet
Genesis	1,317
Notting Hill Housing	1,042
Peabody (Family Mosaic)	1,049
Metropolitan	723
One Housing Group	71
Catalyst	299
Network Homes	437 (includes 86 Temporary accommodation units)
L & Q	49
Optivo	274

Two smaller organisations have also been chosen to provide a comparison to the larger Registered Providers and their stock levels in Barnet are shown below.

Registered Provider	Number of general needs homes in Barnet
Odu Dua	32
Jewish Living	3

There have been mergers between Registered Providers in Barnet recently.

- Peabody merged with one of our largest registered providers, Family Mosaic in July 2017, and are now known as Peabody.

The merger has created some IT issues with regard to data collection creating issues with providing data relating specifically to Family Mosaic. For the purpose of this review the organisation will be referred to as Peabody but data will largely be for Family Mosaic legacy stock.

- Notting Hill Housing and Genesis Housing Association merged in April 2018 to form Notting Hill Genesis.

A full breakdown of types of stock of all Registered Providers can be seen in **Appendix 1**.

In addition, we have also monitored the following Estate Regeneration Schemes in Barnet.

The four regeneration schemes in Barnet and the number of General Needs homes completed on these estates to date are shown below:

Scheme	Registered Providers	Number of new affordable homes
Grahame Park	Genesis	291
Stonegrove	Family Mosaic/Peabody	334
West Hendon	Metropolitan	213
Dollis Valley	L&Q	61

Stonegrove completed in May 2018.

There are two other regeneration schemes in Barnet which are not at the development stage.

1. Granville Road (Registered Provider - One Housing Group)
2. Brent Cross (Brent Cross North – Catalyst and Brent Cross South – L&Q)

The Performance Review

Each year the Council reviews the performance of partner Registered Providers to assess whether they can demonstrate they meet standards in management and performance.

The expectations of our partners require regular liaison meetings and submissions of annual performance returns specific to Barnet. In areas of poor performance, the Council will continue to work with the Registered Provider to improve.

For this period, we will be focussing on the following areas of activity:

Section A will focus on:

1. HCA Regulatory Judgements
2. Rent levels for assured and affordable tenancies in Barnet
3. Rent Arrears
4. Rent Increases
5. Nominations offered to LBB
6. Welfare Reform
7. Arrears
8. Repairs
9. Anti-Social Behaviour

Where Registered Providers performance indicators are directly comparable to Barnet Homes' data, we have also shown Barnet Homes' performance.

Opendoor Homes gained registered housing provider status in 2016 but currently does not have enough stock to complete a Performance Review.

Section B will focus on:

1. Development Opportunities
2. London Plan

Section A: Management Performance

1. Regulatory Judgements

The Housing and Regeneration Act 2008 states that the regulation function can only be exercised by the Homes and Communities Agency acting through an independent Regulation Committee.

In January 2018, the Housing and Community Agencies (HCA) non-regulation arm adopted its new trading name Homes England. Until legislation is enacted, Homes England and the Regulator of Social Housing (RSH) continue to be constituted as one body, the HCA but operate with two distinct corporate identities.

The Act also sets out the statutory framework within which the Regulator must operate. This framework enables the Regulator to register and regulate providers of social housing. Providers of social housing registered with the Regulator are known as "Registered Providers". Only registered providers will be regulated

The Regulatory Framework includes both the regulatory standards which providers must meet, and the way in which the Regulator carries out its functions.

The focus of activity is on governance, financial viability and value for money as the basis for robust economic regulation; maintaining lender confidence and protecting taxpayer's money. Providers are assessed on a scale from G1/V1 to G4/V4, where

G1/V1 means the provider meets the requirements and G4/V4 means the provider does not meet the requirements.

The following table shows the results summary for the regulatory judgements for the larger registered providers.

Registered Providers	Governance	Viability	Position of Travel since 2017/18
Notting Hill Housing	G1	V1	↔
Peabody	G1	V2	↔
Metropolitan	G1	V1	↔
One Housing Group	G2	V2	↔
Catalyst	G1	V1	↔
Network Homes	G1	V2	↓
L&Q	G1	V1	↔
Optivo	G1	V1	↔

Following Genesis’s merger with Notting Hill Housing, Genesis has been deregulated and is therefore not included above.

Network Homes have been downgraded in their viability rating from a V1 to a V2.

The two smaller registered providers have less than 1000 units and therefore are not subject to the judgements.

2. Rent Levels

Social Rents

Social Rent is low cost rental accommodation that is typically made available at rent levels that are set in accordance with the rent component of one of the regulatory standards on the basis of the Rent Influencing Regime guidance.

Rent policy is subject to a regulatory standard, and social rent levels should be calculated according to a formula based on relative property values and relative local earnings.

The following table shows the average weekly net assured rents (i.e. exclusive of service charges) charged in 2017/18.

Registered Provider	Bedsit £	1 bed £	2 bed £	3 bed £	4 bed £	5 bed £	6 bed £
Genesis	98.78	111.25	129.59	146.76	160.34	170.38	n/a
Notting Hill	97.65	118.66	125.22	139.93	152.78	163.83	n/a
Peabody	n/a	102.11	123.38	138.48	146.23	146.91	n/a
Metropolitan	90.31	119.66	134.39	144.96	154.83	n/a	n/a
One Housing Group	n/a	149.33	138.34	145.93	129.33	n/a	n/a
Catalyst	n/a	112.61	124.16	144.10	161.79	n/a	167.70
Network Homes	100.31	119.94	126.72	141.74	156.16	132.37	152.07
L & Q	n/a	114.00	133.00	145.00	n/a	n/a	n/a
Optivo	93.93	117.08	126.40	144.14	147.37	n/a	n/a
Jewish Living	74.16	127.68	153.57	n/a	n/a	369.23	n/a
Odu Dua	n/a	114.01	129.38	137.13	n/a	n/a	n/a

N.B The weekly rent for a 5-bedroom property with Jewish Living is significantly higher than other organisations. Jewish Living have one large five-bedroom street property in Childs Hill let on an assured short-term tenancy. The current residents receive partial housing benefit.

The Welfare Reform and Work Act 2016 required Registered Providers of social housing in England to reduce social housing rents by 1% a year for 4 years up to the end of the 2019/20 financial year. For social rent properties, the reduction applies to the rent element and not to service charges. For most Affordable Rent properties, the reduction applies to the total amount, inclusive of service charges. All Registered Providers in this review have confirmed that they have conformed to this regulation.

The following table shows the average weekly net assured rents for flats and houses and service charges for flats charged for new regeneration developments in Barnet in 2017/18

Development	Bedsit £	1bed £	2bed £	3bed £	4bed £	5bed £	6bed £
Genesis Graham Park Rent	n/a	105.08	120.12	137.52	141.41	162.32	170.38
Genesis Graham Park Service Charges	n/a	10.68	12.68	3.37	n/a	n/a	n/a
Family Mosaic – Stonegrove Rent	n/a	104.86	123.14	141.47	155.84	157.84	n/a
Family Mosaic – Stonegrove Service Charges	n/a	21.10	24.69	16.44	3.29	3.30	n/a

Metropolitan - West Hendon Rent	n/a	105.89	125.23	142.90	155.29	n/a	n/a
Metropolitan - West Hendon Service Charges	n/a	9.68	9.66	7.38	7.24	n/a	n/a
L&Q – Dollis Valley Rent	n/a	101.86	117.58	153.36	161.42	n/a	n/a
L& Q – Dollis Valley Service Charges	n/a	25.71	25.71	2.33	8.84	n/a	n/a

Affordable Rents

Affordable Rent is a form of low cost rental social housing, as defined by s69 of the Housing and Regeneration Act 2008, The maximum rental level for Affordable Rent should be no more than 80% of gross market rent (inclusive of service charges).

In Barnet, the total weekly rent inclusive of service charges for new properties should be 65% of market rent and within local LHA levels. All Registered Providers are currently within this figure and adopt a flexible approach when assessing new residents at letting.

The table below shows the affordable rent levels in Barnet for new lets in 2017/18:

Registered Provider	1 bed £	2 bed £	3 bed £	4 bed £	Under 65% of market & LHA
Genesis	184.18	239.54	178.04	295	Y
Peabody	134.41	n/a	n/a	n/a	Y
Metropolitan	180.38	212.51	259.95	381.70	Y
One Housing Group	n/a	n/a	247.32	n/a	Y
Catalyst	199.68	257.76	299.17	303.63	Y
Notting Hill Housing	167.13	228.64	215.89	187.24	Y
Network Homes	193.73	246.92	209.65		Y
L & Q	n/a	n/a	n/a	n/a	n/a
Optivo	n/a	n/a	n/a	n/a	n/a
Jewish Living	n/a	n/a	n/a	n/a	n/a
Odu Dua	n/a	n/a	n/a	n/a	n/a

3. Rent Arrears

Rent Collection is a key element of Housing Management. House Mark report the performance of Housing Organisations rent collection, an efficient rent collection service is important to ensuring that as much of the rent due, and thus potential income due to the landlord, is collected and received.

The Council have set a target of 3.1% for arrears collection; however, House Mark statistics show the average rent arrears for London to be 3.78%.

The chart below shows the percentage of rent arrears for each Registered Provider compared to the average for London and the target set by the Council. Each Provider that did not meet the target arrears collection was asked to comment on their performance:

Registered Provider	% of Rent Arrears	Average Rent Arrears for London	Target
Genesis	3.4	3.78	3.1
Peabody	6.8	3.78	3.1
Metropolitan	2.3	3.78	3.1
One Housing Group	6.8	3.78	3.1
Catalyst	2.4	3.78	3.1
Notting Hill Housing	2.8	3.78	3.1
Network Homes	4	3.78	3.1
L&Q	4.5	3.78	3.1
Optivo	3.2	3.78	3.1
Barnet Homes	3.3	3.78	3.1
Jewish Living	1.4	3.78	3.1
Odu Dua	5.2	3.78	3.1

One Housing Group

Arrears appear high due to the small number of accounts we have in Barnet. We had one fairly high arrears case in Barnet during the year which impacts on the overall arrears %.

Peabody

Arrears in Barnet have declined over 17/18, legacy Peabody arrears were 6.84% in April 2018 and work continues to reduce them further. The arrears figures reported are as at year-end, and due to the HB payment schedule not syncing up perfectly with year-end, arrears are overstated due to this.

We have a weekly drop-in at Hendon jobcentre to assist our tenants with their Universal Credit claims. We have put publicity around our estates in Barnet advertising the drop-in session and more tenants have come to the session as a result. We sent out an SMS to our working age tenants in Barnet informing them of the drop-in and also providing an overview of Universal Credit.

The plan is to streamline the workload by allocating all Barnet properties into one team. We manage over 1,000 properties in Barnet and they are currently divided between two teams and three officers, who manage other areas as well, so Barnet is not necessarily their primary concern. Ideally, this can be one patch in one team. Whoever takes over the patch will have a chance to take ownership of the whole borough, build strong networks with the local authority, strengthen the relationship with the tenants who will now have one point of contact and work more closely with other local stakeholders in order to help maximise tenants' income and reduce the arrears.

Network Homes

We have recently restructured our income management service to increase the team. These changes have been made with a view to mitigating the effects of Universal Credit as well as reduce overall arrears.

Odu Dua

With regards to individual cases in Barnet: 50% of tenants are in credit, a further 38% are less than three weeks in arrears with the remaining 12% either on a court order or payment plan. The four highest cases make up 65% of the total arrears in Barnet and with the low number of tenancies in the borough, these distort overall performance as across our entire stock our arrears trend is downwards.

L&Q

Compared to previous years, we have seen a slight increase within our stock in Barnet due to low resource of officers following an organisational restructure. However, recruitment is underway and strategies are in place to reduce these arrears to prevent further increases in the long term.

4. Nominations offered to LBB

The HCA Tenancy Standard requires that Registered Providers contribute to Local Authority strategic housing function and sustainable communities. In Barnet the standard nominations agreement requires associations to offer 50% of non-family accommodation and 75% of family sized accommodation (2 bedroom and above)

eligible properties to council nominees. Eligible properties are newly built properties or relet vacancies that are the result of the death of the tenant, eviction, or the household moving out of the borough.

In addition, all schemes which are funded by the Council or are built on council land or have a S106 Agreement require 100% nominations in perpetuity.

Individual Registered Providers performance on nominations in 2017/18 is shown below.

Family Accommodation

RP	LBB entitlement	No of nominations offered	Target met
Genesis	7	15	Y
Notting Hill	6.5	6	N
Peabody	14.5	12	N
Metropolitan	26	27	Y
One Housing Group	0	0	Y
Catalyst	22	22	Y
Network Homes	38	38	Y
L & Q	0	0	Y
Optivo	3	3	Y
Odu Dua	1	1	Y
Jewish Living	0	0	Y

Non Family Accommodation

RP	LBB entitlement	No of nominations offered	Target met
Genesis	3	4	Y
Notting Hill	3	3	Y
Peabody	5	5	Y
Metropolitan	15	15	Y
One Housing Group	0	0	Y
Catalyst	19	19	Y
Network Homes	17	17	Y
L & Q	1	1	Y
Optivo	3	3	Y
Odu Dua	0	0	Y
Jewish Living	14	8	N

Notting Hill Housing will be nominating the next two-bedroom property under a standard nomination to ensure they meet their target.

Peabody has failed to offer two units let on a S106 scheme and a regeneration nomination agreement. The Council are liaising with Peabody and will be taking the appropriate action if agreement cannot be reached. The Council would look for nominations to future lettings in the foreseeable future to make up this shortfall and/or financial compensation.

Jewish Living are aware of the nomination agreement for Barnet and will be meeting the Councils nominations team to see how their nominations can be improved.

6. Welfare Reform

Welfare Reform changes continued to have an impact in Barnet in 2017/18. At the end of the year there were 953 households affected by the removal of the spare room subsidy and 749 households affected by the overall benefit cap. Rising rents in Barnet meant that the 8,730 households had a gap between their actual rent and the benefits paid through Local Housing Allowance and this figure continues to grow.

There were a number of changes brought in in 2017/18 to the welfare reform agenda. In 2017/18, it was confirmed that residents in temporary accommodation, supported housing or families with two or more children will continue to claim Housing Benefit rather than Universal Credit. There was an expansion of the circumstances in which households were permitted an additional bedroom to support families with care needs. In April 2017 Child Tax Credits were limited to two children for all new claimants, with some exceptions. The council projections expect this to be applied to a relatively small number of families, potentially 300 families by 2021.

The most significant agenda in 2017/18 was the preparation for Universal Credit Full Service roll out. Whilst Universal Credit Live Service has been available since 2015 in Barnet for single, new claimants this service stopped in January 2018 ahead of the roll out of Full Service for all claimants. The council worked with Barnet Homes to support those moving onto Universal Credit by providing Personal Budgeting Support, Digital Support and to help manage the benefit cap. The team also support applications for financial help, such as Discretionary Housing Payments, Crisis Fund and Discretionary Council Tax Reduction.

Universal Credit Full Service was available in Hendon and Barnet Job Centres from 16th May 2018 and this will be the most significant change in the year ahead. New claimants will receive Universal Credit and over time there will be a transfer of people claiming JobSeekers Allowance, Employment and Support Allowance and Income Support to Universal Credit as their circumstances change. Over August and September those claiming Universal Credit under Live Service will apply to transfer to Full Service. In July 2018 there were 2,558 people in Barnet claiming UC and it is estimated that there will be almost 30,000 claiming Universal Credit once roll out is complete. The council is aiming to support over 1,600 people manage the transition to Universal Credit, find work and sustain their tenancy.

The Council currently have three employment programmes, The Taskforce, BOOST and Brent Cross Job Shop, all with the aim of supporting people into work.

Barnet's Welfare Reform Task Force has been established to help residents affected by Welfare Reform. They are a joint team including Housing Staff, Welfare Benefits Advisors from Barnet Homes, Job Centre Plus Advisors, Housing Benefit Advisors and coaches from Future Path. They have helped Barnet residents to find work,

move into affordable housing and switch to exempt benefits, and have provided general advice and support.

- As at the end of March 2018 there had been 692 live cases, of which 75% were private rented and 25 social rented,
- 116 customers were helped to move to affordable homes. 132 were prevented from being homeless and 182 were helped into employment.
- 169 were helped to move onto the correct benefits and 245 were helped to manage Universal Credit.

Burnt Oak Opportunity Support Team (BOOST) a multi agency team based in Burnt Oak to offer residents opportunities to get into work. BOOST has expanded over the last few years to now having two locations in Childs Hill and Burnt Oak and continue to support local residents.

Your Choice Barnet provides support for adults with learning disabilities to full time, part time employment and volunteering. This includes new opportunities such as gardeners, couriers and leaflet distributors.

Barnet's Supported Employment project continue to support individuals who wish to find paid Employment. They have a presence at Boost in Burnt oak and work with other employment projects. YCB and national Mencap are the only providers in Barnet offering support in the area, they provide job coaching and travel training and continue to use Access to work as a funding stream as well as working with Barnet Learning Disability Service who commission the services. Individuals are choosing to use their Social Care or Direct payment budget to procure support to seek and engage in employment. The service also provides travel training, which enables individuals to travel independently as often required and also provide opportunities for volunteering a progression route.

Community Engagement works with Barnet & Southgate College to provide a range of adult community learning programs across venues in Barnet. They coordinate a range of accredited courses with the college. Over the past 12 months these have been predominantly been Health and Social Care and Business Administration. They also have an apprenticeship program that recruits nine Barnet residents every year. The main clients are Barnet Council residents

LBB and Barnet Homes continue to work closely with Registered Providers affected by the changes and are confident that most are engaging with their tenants and are looking to improve their ability to find work. Welfare Reform is a regular agenda item on the Barnet Housing Association Liaison Group and separate meetings are held with DWP and Registered Providers when major changes are in progress.

LBB hold various events throughout the year including Job Fairs and Employability Forum.

Barnet's regeneration team have a team focused on employment within the regeneration areas and have the following highlights:

- Post 16 Options Fair hosted by Cambridge Education & supported by RE and our Developers and Training Providers. March 2018.
- Employability Group hosted by Re every quarter & attended by Boost team, Cambridge Education, DWP, and all other employment / education partners.
- Pop Up Business school hosted by Re / Barnet Homes and Metropolitan Housing. In Brent Cross November 2017. To become annual in Brent Cross to facilitate entrepreneurship & encourage strong business start-ups.
- Entrepreneurial Barnet Competition run in partnership with Middlesex University & sponsored by Hammerson. Finals March 2018. £5000 prizes for business start-up ideas.
- Middlesex University Gradstock Event supported by RE/Capita.

Appendix 2 shows the current position for each larger Registered Provider and some examples of what skills and employment opportunities they have on offer.

7. Repairs Performance

The Regulatory Framework set out by the Homes and Communities Agency requires Registered Providers to *'provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and offers choices to tenants and has the objective of completing repairs and improvements 'right first time'*. Each Registered Provider is required to meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

There is no generic standard for repairs reported by Registered Providers but the majority report on satisfaction levels. Housemark have reported the average percentage of tenants satisfied with the repairs and maintenance service as 69.2% within the London Area. We would like to see all RPs having a higher level of satisfaction than this.

The following table shows the percentage of respondents very or fairly satisfied with the repairs and maintenance service.

Registered Provider	% of respondents very or fairly satisfied with the repairs or maintenance service.
Genesis	83.8 (Barnet & Brent)
Peabody	n/a
Metropolitan	61
One Housing Group	84.5
Catalyst	82.6
Notting Hill Housing	90.4
Network Homes	82.1 (All stock not just Barnet)

L&Q	n/a
Optivo	92
Odu Dua	n/a
Jewish Living	n/a
Barnet Homes	98.7

Four Registered Providers do not collect this data. One Registered Provider, Metropolitan could not meet this target and have yet to provide an explanation as to why their satisfaction levels were lower.

All of the Registered Providers except Metropolitan Housing confirm that they have no properties with category 1 Hazards in accordance with Housing Health Safety Rating Scheme. Metropolitan Housing have confirmed that they had one property that had category 1 hazards in 2017/8. The hazard has now been rectified.

8. Customer Satisfaction

As part of the HCA regulatory framework, Registered Providers have to meet the tenant involvement and empowerment standard with required outcomes over the following:-

- Customer service, choice and complaints
- Involvement and empowerment
- Understanding and responding to the diverse needs of tenants
- Customer service, choice and complaints
- Involvement and empowerment
- Understanding and responding to diverse needs

Customer satisfaction statistics provided from surveys can give an indication as to how well the Registered Provider is doing in this area.

Most organisations employ independent organisations to complete random customer satisfaction surveys and in addition survey after incidences of ASB, repairs and formal complaints.

The Table below shows the level of satisfaction for each Registered Providers.

	% of Respondents very or fairly satisfied their views are being listened to and acted upon	% of respondents very or fairly satisfied with the service provided
Genesis	n/a	n/a
Peabody	61	73
Metropolitan	n/a	n/a
One Housing Group	n/a	84.5
Catalyst	n/a	60.9

Notting Hill Housing	n/a	74.8
Network Homes	n/a	87.6
L&Q	n/a	n/a
Optivo	100	67
Odu Dua	n/a	n/a
Jewish Living	n/a	n/a
Barnet Homes	n/a	n/a

Genesis

Genesis uses two main ways to measure satisfaction. Bright surveys are carried out to measure transactional service feedback. The leadership factor is used to measure general satisfaction. This is carried out twice yearly where 400-500 customers are contacted in accordance with our tenure and diversity mix. Barnet scored 61.6% in the satisfaction measured between February and March 2018. With the merger and we are now Notting Hill Genesis we are reviewing our surveys and will update you on what is undertaken for 18-19 in your next questionnaire. This compares to other boroughs with the overall total for Genesis averaging 61.9%.

L&Q

The neighbourhood staff largely comments in their own experience that residents are satisfied with the service and the places areas they live. We have very few complaints and issues to resolve in connection with the properties and tenancies we have in Barnet.

Odu Dua

We generally conduct tenant satisfaction surveys every three years, and one was not done in the 2017-18 period. We have just conducted one for this year (2018-19) and are in the process of analysing the returns.

Jewish Living

Our 3-yearly tenant satisfaction survey is compiled every 3 years and will be available in 2018.19

9. Anti-Social Behaviour

The Housing and Community Agency Neighbourhood and Community Standard require Registered Providers to keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They should work in partnership with their tenants and other providers and public bodies where it is effective to do so.

The Barnet Community Safety MARAC (multi-agency risk assessment case conference) is a multi-agency meeting where stakeholders across the community

safety partnership come together to discuss and resolve complex, high risk anti-social behaviour cases and includes the following members:-

- Barnet Community Safety Team
- Police
- Children’s Services - Youth Offending Service, Social Care, Youth Service, Family First and a representative from schools
- Housing (Council and other Social Landlords)
- Barnet Homes
- National Probation Service (NPS) and CRC
- Victim support
- Mental Health Services

The majority of Registered Providers attend this meeting on a regular basis or as and when they have cases to be discussed.

Registered Providers have been asked to report the percentage of ASB cases successfully resolved. Housemark report the average percentage of cases successfully resolved in London as being 65%.

The following table shows the percentage of anti-social behaviour cases successfully resolved.

RP	Genesis	One Housing Group	Notting Hill Housing	Network Homes	L&Q	Catalyst	Peabody	Metropolitan	Optivo	Odu Dua	Jewish Living
% resolved	100	100	100	90	N/A	n/a	100	20	n/a	100	On-going cases

Metropolitan had 5 live cases and will be clarifying why they only have a 20% success rate, despite reminders they have failed to provide the reasons for this. Jewish Living had 3 on-going cases that are awaiting court dates which is delaying the resolution process.

L&Q – No live cases in 2017/18

10. Response to Grenfell Tower

As a response to the Grenfell Tower tragedy the Council has been engaging with all Registered Providers regarding their properties.

Genesis and Metropolitan both have tower blocks with similar cladding to Grenfell. Genesis have now replaced their cladding and Metropolitan Housing Trust has approved the removal of the existing cladding on the affected block and its replacement with non-combustible terracotta tiles and render. This has now got both planning permission and in principle building control approval. The remaining design process is almost complete and the tendering process for the works is also nearing completion. Additional works being carried out include the replacement of all doors and windows and the addition of a sprinkler system.

Barnet Homes have three blocks which had similar cladding. All three have now had their cladding removed and replacement should be complete by October 2018.

The MHCLG has confirmed it will fund the removal and replacement of cladding for local authorities and housing associations.

All Registered Providers have up to date fire risk assessments completed and have communicated with residents about fire safety as well as enhanced communication about items in communal areas. Optivo are now serving Tort notices in accordance with the Tort (interference with Goods) Act, Peabody have confirmed they will be installing sprinklers in all new developments of three stories or more and installing fire alarms in small converted two flats/ two storey blocks.

11. Flexible Tenancies

Some of the Registered Providers in Barnet have fixed term tenancies with Network Homes, Catalyst and Notting Hill Genesis having more than 50 each. The Barnet Housing Association Group will be holding another session on this in the Autumn 2018.

11. Overall performance and commentary.

Overall the performance of each Registered Provider is good and has either remained the same or improved since last year. The table below provides a breakdown of performance. Despite a number of providers not meeting performance targets we are satisfied from their responses and planned changes due to mergers that they are working to improve. It is also important to consider the target for rent arrears reduced significantly from last year.

Registered	Rent	Nominations	Repairs	No of areas	Direction
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Provider	Arrears		family sized				performance has been met		of Travel from 2016/17
	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18	
Genesis	Y	Y	Y	Y	Y	Y	3	3	↔
Peabody	Y	N	Y	N	No data	No Data	2/3	0	↓
MHT	Y	Y	Y	Y	Y	N	3	2	↓
One Housing Group	N	N	Y	Y	Y	Y	2	2	↔
Catalyst	Y	Y	Y	Y	N	Y	2	3	↑
Notting Hill Housing	Y	Y	Y	N	No data	Y	2/3	2	↔
Network Homes	Y	N	Y	Y	Y	Y	3	2	↓
Optivo	N/A	N	N/A	Y	N/A	Y	N/A	2	N/A
L&Q	Y	N	Y	Y	Y	N/A	3	1	↓
Jewish Living	N/A	Y	N/A	Y	N/A	N/A		2	N/A
Oda Dua	N/A	N	N/A	Y	N/A	N/A		1	N/A

As a result of the review we would continue to recommend most of the Registered Providers to developers on new Housing Developments. There are concerns with Peabody over the nominations and depending on the result of the investigation a decision will be made as to whether Peabody will remain a preferred development partner.

SECTION B

1. Development

In 2017/18 there were 303 affordable housing completions in Barnet. The following table shows a list of these units.

Registered Provider	Scheme
L&Q	Dollis Valley Regen. Scheme
Family Mosaic	Stonegrove Regen. Scheme
Genesis	Graham Park Regen. Scheme
Network Homes	British Library Newspaper Site – Colindale
Network Homes	Hendon football Club - Hendon
Catalyst	Furnitureland Scheme, High Road, Finchley
Metropolitan	Chandos Avenue, Whetstone
Notting Hill Housing	Millbrook Phase 1, Mill Hill
Metropolitan	Barnet & Southgate College, Colindale
Genesis	Millbrook Phase 4a, Mill Hill
Catalyst	1230 High Road, Whetstone
A2 Dominion	Parcelforce, Geron Way, Cricklewood

It is important to maintain an effective partnership between the Council and each developing Registered Provider to ensure schemes are run smoothly and efficiently. Regular meetings on and off site are held with all developing Registered Provider to monitor progress of each scheme.

The following table shows the current developments planned for completion during 2018/19

Scheme	Registered Provider	Target Affordable Rent (London Affordable rent/ Social Rent)	Target Intermediate (shared ownership/ London Living Rent)	Total
West Hendon	Metropolitan	98	19	117
Dollis Valley	L&Q	45	0	45
117 - 125 West Hendon Broadway	Clarion	7		7
Elmbank Avenue, EN5 3HD	Genesis	14	10	24

B&Q 1201 High Road, Whetstone	Optivo		12	12
Adamson Court N2 9BV	Open Door	10		10
Mount Pleasant Flats	Open Door	12		12
Basing Way Garages N3 3BD	Open Door	14		14
Elmhurst Crescent Garages N2 0LN	Open Door	13		13
West Close Garages EN5 3BY	Open Door	3		3
West Farm Place Cottages	Open Door	4		4
Millbrook Phase 4B, Millbrook Park	Origin	22	7	29
Homebase the Hyde	L&Q	37	41	
Millbrook phase 4a, Genesis	Genesis	1	0	1
TOTAL		293	48	341

L&Q

L&Q is the Registered Provider for Dollis Valley; they have been selected as the RP for the Brent Cross South regeneration development. They are also progressing the following developments:

- The Hyde (Homebase), Hendon – 390 units (308 Outright sale, 41 Shared Ownership and 37 rented). Phase 1 projected for completion Sept 2018.
- Peel Centre, Colindale – 211 Private Rented Sale units. Projected for completion April 2018.

One Housing Group

One Housing Group is the chosen provider for Granville Road; this will provide 46 shared ownership units. They have also entered into a contract for Victoria Quarter providing 18 Affordable Rented and 27 Shared Ownership units.

Genesis

Genesis is the Registered Provider for Grahame Park and will be delivering plot 9 which includes 11 shared ownership and 8 London Affordable Rent units. They are currently looking at the feasibility study on how they can develop plots 10 -12.

They have 2 phases in Millbrook Park in addition to Elmbank in High Barnet which is due to complete towards the end of 2018.

MHT

On the West Hendon Estate there will be 19 shared equity units available this year. Demolition works on phase 4 will start early next year with the main build contract starting in October 2019.

Peabody

Family Mosaic have now completed the regeneration project at Stonegrove, a Succession Plan is in place which is regular monitored by LBB. Going forward Peabody is keen to develop in Barnet and are on target to start on site at the Peel Centre in Colindale.

Network Homes

Network Homes have two S106 schemes in Barnet, one in Cricklewood Lane providing 13 affordable rented units and one known as Premier Place in Edgware which will provide 106 shared ownership and 16 London affordable rented units.

Barnet Homes

Barnet Homes have a full development programme with 115 units due for completion in 2018.

2. Homes for Londoners

The Homes for Londoners: Affordable Homes Programme 2016- 21 has been developed with the aim to increase the supply of new homes and the number of those that will be genuinely affordable. The majority of homes delivered through this programme are expected to be built by developers who are delivering half, or more, of their homes in London as affordable. Homes funded in this programme are expected to be primarily composed of three affordable products:

- London Affordable Rent;
- London Living Rent;
- London Shared Ownership.

The Supplementary Planning Guidance (SPG) was published in 2017 by the GLA with the aim to provide half of all new housing as affordable housing. The SPG introduces London Affordable Rent (a product that can be benchmarked against target rent) and London Living Rent (an intermediate product for households aiming to buy in 10 years' time).

Other products may be funded under the Mayor's programme where they are

genuinely affordable to Londoners. They may also be funded by providers' own resources or secured through the planning system.

Providers are invited to bid for funding to deliver affordable homes in London which start on site by 31 March 2021.

The table below shows the current list of bids that have been received to date for Barnet.

Project Title	Lead Organisation	No. London Affordable Rent Units	No. London Living Rent units	No. London Shared Ownership units	Other Affordable
Grahame Park plot 12A1 & 12A2	Notting Hill Genesis	12	46	58	0
Elmbank	Notting Hill Genesis	0	0	10	14
Grahame Park plots 11B2 & C2	Notting Hill Genesis	75	0	79	0
Premier Place	Network Homes Limited	16	0	106	0
Wolfson Court Scheme	Jewish Community Housing Association Limited	10	0	0	0
West Hendon Estate, Phase 3B+ F4	Metropolitan Housing Trust Limited	98	0	3	0
Sweets Way	Clarion Housing Group	33	0	26	0
Victoria Quarter Phase 1	One Housing Group Limited	57	0	21	0
All Saints Church, Friern Barnet	Islington and Shoreditch Housing Association Ltd	12	0	0	0
NIMR (S106), Mill Hill, London, NW7 1AA	Metropolitan Housing Trust Limited	52	0	40	0
IBSA House	Viridian Housing	16	11	38	0
Millbrook Phase 4C	Notting Hill Genesis	0	0	3	9
Granville Road Phase 2	One Housing Group Limited	0	0	29	0
Grahame Park Stage B, Plot 10B	Notting Hill Genesis	0	31	18	0
West Hendon	Metropolitan	0	0	16	0

Estate.Phase G4	Housing Trust Limited				
Grahame Park Plot 11A	Notting Hill Genesis	29	23	20	0
Not Specified	Home Group Limited	0	0	0	0
401-405 Nether Street	Octavia Housing	0	0	7	0
Not Specified	One Housing Group Limited	0	0	17	0
Grahame Park plots 12 B1 & B2	Notting Hill Genesis	24	50	43	0
Millbrook phase A	Notting Hill Genesis	0	0	4	10
Not Specified	One Housing Group Limited	0	0	29	0
Imperial House	Clarion Housing Group	13	0	63	0
Granville Road Phase 1	One Housing Group Limited	0	0	17	0
Barnet and Southgate College, Collindale, NW9 5RA	Metropolitan Housing Trust Limited	14	0	10	0
Grahame Park Plot 11b1 & 11c1	Notting Hill Genesis	10	16	50	0
Grahame Park plot 10A	Genesis Housing Association Limited	42		26	
Victoria Quarter Phase 2	One Housing Group Limited	18	0	27	0
Cricklewood Lane	Network Homes Limited	0	0	8	13
Geron Way	A2Dominion Homes	0	50	0	0
Grahame Park Plot 6 (17 Percival Avenue)	Notting Hill Genesis	1	0	0	0
Dollis Valley - Phase 2	London & Quadrant Housing (L&Q)	63			0
Colindale Gardens	Peabody Trust	75	0	87	0
Grahame Park stage B, plot 10a	Notting Hill Genesis	42	0	26	0
Whetstone High Road Phase 3	Optivo	0	0	7	0
The Hyde Hendon	London & Quadrant Housing (L&Q)			137	37

Mayor of London's Housing Strategy

The Mayor has published the London Housing Strategy with the main principle being to build more homes for Londoners.

The aim of this Strategy is to address the housing shortage through an intensive use of London's available land, focusing on more genuinely affordable housing and providing help now for people feeling the effects of the housing crisis - from private renters to rough sleepers.

This Strategy has five key areas:

- Building more homes for Londoners
- Delivering genuinely affordable homes
- High quality homes and inclusive neighbourhoods
- A fairer deal for private renters and leaseholders
- Tackling homelessness and helping rough sleepers

Social Housing Green Paper

The social housing green paper published in August 2018 aims to rebalance the relationship between residents and landlords, tackle stigma and ensure that social housing can be both a stable base that supports people when they need it and support social mobility.

The green paper sets out 5 core themes:

- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Ensuring homes are safe and decent

Key proposals in the social housing green paper are as follows:

- New 'league tables' of housing providers based on key performance indicators, surrounding services such as repairs and neighbourhood management. This could be linked to housing grant.
- Consideration to scrapping of the current 'serious detriment' test, to allow 'Ofsted-style' tougher consumer regulation
- New home ownership options such as allowing tenants to buy as little as 1% of their property each year through shared ownership. This would only apply to new shared ownership purchases.

- Removal of plans to force social landlords to offer fixed term tenancies rather than lifetime tenancies in social housing
- Removal of plans to force councils to sell off their most valuable social housing when it becomes vacant
- The potential introduction a new stock transfer programme from councils to 'community-led' housing associations
- The return of guaranteed debt funding to help the development of affordable homes, and longer term 'strategic partnerships' for developing housing associations

The paper also takes the opportunity to reference a number of existing policy proposals of particular concern to the sector; the government now plans to scrap their policies to force local authorities to sell off their highest value assets to build more affordable homes and to make payments on vacant high-value properties. They've also decided not to pursue their restriction on the use of lifetime tenancies for social tenants, claiming this is best decided at the local level. Moreover, despite the extension of the Right to Buy pilot in the Midlands, the government has yet to propose the extension of Right to Buy to all housing association residents.

The government has launched a consultation into how councils spend the money from Right to Buy sales. It also looks at reforming the Right to Buy replacement target, to give a broader measure of government's impact on social housing. The consultation sets out proposals "to make it easier for councils to replace properties sold under Right to Buy and build the affordable homes their communities need". This consultation will last for 8 weeks and will close in October 2018.

The Council is responding to consultation on the above and continue to meet with the GLA on a regularly basis and feedback to Registered Providers through the Barnet Housing Association Liaison Group on all new legislation and strategies.

Appendix 1

The table below shows a full breakdown of types of stock for the Registered Social Landlords included in this review.

	General Needs	Supported Housing	Wheelchair Units	Shared Ownership	Other	Total	No of void units
Genesis	1317	20	0	390	702 (325 LH, 1 Intermediate, 12 Commercial, 177 MR, 187 Temporary)	2429	50
Family Mosaic	849	15	0	170	38 (26 LH, 12 FH)	1072	11
Peabody-Stonegrove	334	0	0	128	19 (LH)	481	2
Metropolitan	723	94	0	87	152 (17 LH, 42 Older persons, 52 AR, 41 MR)	1056	32
Metropolitan - West Hendon	213	0	0	6	1 LH	220	0
One Housing Group	71	12	149	0	10	242	11
Catalyst	299	39	8	166	33 (16 LH, 2 Management Freehold, 15 Equity Loans)	545	2
Notting Hill	1042	97	0	401	227 (19 Temporary, 40 non-social rented, 167 non-social leased, 1 sub market rent)	1767	27
Genesis - Grahame Park	291	0	0	105	317 (3 Commercial, 121 MR, 193 LH)	713	20
Network Homes	437	48	0	158	192 (120 LH, 72 Older person)	835	9
L & Q	49	0	0	12	215 (3 LH, 212 PRS)	276	0
L&Q - Dollis Valley	61	0	0	0	104	165	0
Barnet Homes	9846	0	0	85	3656 (LH)	13587	169
Peabody	200	0	0	0	67 (44 LH, 23 FH)	267	1
Jewish Living	3	211	0	0		214	11
Odu Dua	32	0	0	0	0	32	0

Appendix 2

Details of skills and employment opportunities Registered Providers have on offer.

Genesis

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Underoccupancy	87	Not recorded	1	0
Benefit Cap	10	Not recorded	2	0
Universal Credit	20	Not recorded	0	1

Genesis offer employment and skills opportunities in the Grahame Park area:

The employment and Skills Offer for Grahame Park:

- Job Brokerage delivered by Future Path funded through S106 contributions.
- Enterprise Programme – Capacity building programme to support individuals who wish to start their own business which includes training and 121 supports.
- Volunteering provided through partners such as Colindale Community Trust and Groundwork as well as the loop.
- Repurpose – up cycling project providing training, volunteering and employment opportunities for residents.
- Work Club delivered in partnership Future Path.
- Accredited and Non-Accredited Training Programme
- ACE – Able Capable and Employed ESF/Lottery Funded Intermediate Labour Market Programme for Barnet Residents.
- Barnet Outreach Programme funded through Local Authority

Performance

- 18 residents into employment within retail, administration, IT and care sector, training, Chief Executive, health and education sector.
- 279 residents accessed pre-employment, business admin IT and ESOL training, woodworking, basic maths and English.
- 3 apprenticeships have been funded community fund.
- 88 residents undertaking regular volunteering within the Colindale Community Trust and The Loop which includes, administration, maintenance and retail.
- 15 New Business Starts Ups through commissioned and funded projects on Grahame Park, in retail, food manufacturing, community and voluntary sector, yoga, event management and health.

Family Mosaic/ Peabody

	No of residents affected	No of referrals to LBB Task Force	No of DHP applications made	No of court actions as a result of Welfare Reform
Under occupancy	67	Not Reported	Not Reported	Not Reported
Benefit Cap	4	Not Reported	Not Reported	Not Reported
Universal Credit	?	Not Reported	Not Reported	Not Reported

Whilst Peabody do not operate from a hub in Barnet, residents who are seeking work can access employment support from our community hub in Islington and surrounding boroughs. Peabody's employment service offers free and personalised support to unemployed residents who want to find work. Our Matrix accredited Reconnect with Work programme is delivered by specialist trained staff in a professional and encouraging environment and includes confidence building, career guidance, access to volunteering and links to employers through a job brokerage service and partnerships. Publicity about this service is available at the Green Man Community Centre.

The Green Man Centre has an IT suite which is open each weekday morning 9-12.30pm. Local people can have free access to the internet, which can be used for job search, CV writing and completing job applications.

Whilst there is still free access to the internet at the Green Man Centre, the project with Viridian was only short term and employment courses and free computer sessions are no longer running.

Metropolitan

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Under-occupancy	38	0	Not reported	Not reported
Benefit Cap	7	0	Not reported	Not reported
Universal Credit	9	0	Not reported	Not reported

Metropolitan offers a number of training, skills, employment and wellbeing activities are available free of charge to resident in the West Hendon area.

Training and skills

- Health & Social Care/ Childcare – 6 residents currently working towards their NCFE level1 certificate
- CSCS – 11 residents recently completed their CSCS training and achieved their H & S CSCS card
- ESOL (English Speakers of Other Languages) – 6 candidates currently attending sessions
- IELTS (International English Language Testing System) – 8 candidates working towards their IELTS
- SIA – (Security Industry Authority) – 11 candidates currently working towards their SIA Badge
- Maths & English (years 4 - 6) - A total of 8 pupils in both classes with a waiting list of 6

Employment programmes

- Job Club sessions held weekly – provide support to residents looking for work
- Just the job – a programme designed to help residents build their confidence and self-esteem so they can compete in the job market

Social & Wellbeing:

- Mindfulness Programme – Residents currently attending this programme are benefiting from various ways in dealing with depression and unhelpful feelings and thoughts they might be experiencing
- Conversation Café: – 13 residents currently benefiting from this sessions through social integration and communicating with fellow residents.
- Meditation & Massage: – Sessions delivered help residents improve calmness and has a therapeutic effect on their everyday life – over 30 residents have benefited from this since its inception
- Self-Defence - Residents gain numerous skills, experience and expert knowledge in ways of defending their health and wellbeing from harm – 6 residents completed the course recently and another 7 has just started the course with another group schedule to start soon.
- Yoga: - Residents attending this programme benefit from mental, physical and spiritual discipline
- Connecting Neighbours: A resident led programme aimed at bringing the community together to celebrate the strong neighbourhood spirit that exist between neighbours through various activities, fun and events.

Performance

Increased and continuous promotion has ensured that all training courses and activities are well attended, and feedback is regularly sought after from residents to measure course success and longevity. Courses such as CSCS and Health and Social care/child care have proved very useful by way of providing residents with job

opportunities. 6 out of the 11 candidates that completed the CSCS programme recently has since gained employment in the construction industry and 3 from the 6 that completed the last group of HSC/CC programme gained employment in the child care sector and 1 in Health and social care.

Children’s Maths and English classes are very popular with some parents commenting on how their children’s confidence has increased. Confidence building has also been enhanced during job clubs and job advice drop- in sessions. Some residents commenting that they feel better prepared to apply for jobs and attend interviews.

Empowering residents is imperative to Neighbourhood Investment and that is demonstrated through some of the resident-led classes and courses. When and where possible, residents are encouraged and supported to apply for funding to support their idea. Successful resident led programmes currently been delivered includes; Yoga, Self-defence, IELTS, Meditation and massage, Youth programme, Wise and wonderful and the Nail hub to name but a few.

The facilitation and support to a resident led research group to encourage residents to complete a Neighbourhood Investment Survey has effectively resulted in a comprehensive NI Strategy that is expected to drive forward some of the NI initiatives in West Hendon.

One Housing Group

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Underoccupancy	9	0	1	0
Benefit Cap	1	0	1	0
Universal Credit	3	0	0	0

All One Housing residents are able to access free training courses and employment advice/brokerage service. There are a range of sessions covering business, ICT, mindfulness and accredited courses (Emergency First Aid, Health & Safety etc).

There are three main venues in Camden Town, Mile End and the Isle of Dogs which have had five Barnet resident outcomes between 2017-2018. With regards to employment, one Barnet resident found work in 2017-18 as a result of the service

One Housing have funded an in-house Employment and Training team as a core service since 2011.

One-to-one motivational support is provided by a team of dedicated Employment Coaches alongside tailored pre-employment courses and workshops using a range of motivational, behavioural and educational content.

One Housing offer a complete 360 degree support service to clients seeking employment, career progression and training opportunities. Expert staff are on hand to coach people towards discovering and realising their aspirations. Services are advertised to all tenants via rent statements each quarter.

Close working relationship with the Customer Accounts team so all people affected by Welfare Reform or unable to manage their rent accounts are automatically referred to the employment team and receive a fast track service. In addition, all Employment Consultants have received benefits training as part of an annual training plan linked to welfare reform.

Uptake of service from residents of LB Barnet is low (under 30 per year) this could be due to the geographical location of our main and satellite offices.

They work closely with other RSL's operating in LB Barnet and have signposted those seeking employment support to agencies providing similar support. For those who do take up of support offer we provide:

- motivational one-to-one career coaching linked to a realistic action plan
- guidance and support in creating and completing CVs, cover letters and application forms
- pre- employment intensive training, peer support & motivation workshops
- work placements, work shadowing and mock interviews
- access to free accredited and non-accredited training
- apprenticeship opportunities and job brokerage
- in work support (benefit guidance/training/funding)
- an in-house programme building resilience and wellbeing
- Maths and English assessment and training to L2

They allow up to 20% of our clients to come from outside of One Housing allowing us to work in collaboration with a number of community groups and charities.

Each year two bespoke pre-employment courses take place. This is a personal development programme that explores, identifies and addresses an individual's barriers to employment, unlocking people's potential and rapidly changing mind-sets through group work and one-to-one coaching.

They have a partnership with the Haptivate, an organisation dedicated to supporting mindfulness, wellbeing, stress reduction and happiness through science based practice. Based in the same office as the main employment and training team (but as a standalone business and able to offer off site workshops) the Museum of Happiness offers clients free yoga, mindfulness and stress reduction workshops. They also use their corporate contacts to generate volunteering opportunities for clients.

They commission a variety of private training providers to offer a diverse programme of resident training each quarter. In addition, they work (and our in discussion with) with a number of outside agencies to expand our employment and training offer. These include:

Ingeus
Prospects
Year Here
Love London Working providers
H&L Resources (Pre employment courses)

GGT Solutions
 Working Men's College (Camden)
 Barking and Dagenham College
 CONEL (College of North East London)

Catalyst

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Underoccupancy	10	0	0	0
Benefit Cap	6	0	0	0
Universal Credit	1	0	0	0

Catalyst had a team of 4 employment and skills advisers working in the London area where they have housing stock. Although their stock in Barnet is relatively small compared to other West London boroughs, one of their advisor's see's residents in the Barnet area. In the year 2017/18:

- 5 unemployed residents providing 1-1 employment support
- 1 resident started employment and sustained for 6 months

As part of the High Road Whetstone development Catalyst and JBT (Joe Brennan Construction Training Programme) have achieved the section 106 requirements and worked with local residents providing apprenticeships as follows:

- 4 apprenticeships - 1 bricklayer, 1 carpenter, 1 electrician, 1 plumber – all Barnet residents.
- Apprentices completed 106 weeks on site. The site is now completed and the apprenticeship project completed in July 2017.

Catalyst has a dedicated social and economic investment arm – Catalyst Gateway – which employs a team of staff to support, and build the capacity of local residents and communities. Their work is focussed upon both 'neighbourhoods' and 'individuals' with each geographical operating area/neighbourhood having a dedicated team of specialist workers (primarily addressing issues relating to unemployment, training and skills; youth work; family intervention; financial inclusion; well-being and capacity building).

The Gateway teams actively support Catalyst residents who are under-employed or unemployed to access training and employment opportunities – providing a range of information, advice and guidance services to enable this. Over the past year our multi-disciplinary Gateway team in Barnet have worked closely with four Catalyst residents in Barnet

- 2 for Financial Inclusion
- 2 for Employment & Skills

Positive outcomes achieved through these cases

- 1 resident received 20 hours of childcare paid for by Catalyst Gateway
- 2 residents moved into full time employment and reported an increase in confidence
- 1 resident supported to wipe £5190 from their rent arrears via support with Housing Benefit
- 1 resident was supported with benefit realisation - receiving £953 in council tax support for the year
- 1 resident supported with budgeting advice was able to pay off £1000 from their rent arrears

The Outcomes have achieved a Social Wellbeing Value of £28,886 – for 2x Full time Employment. (Note: we use the Housing Association Charitable Trust model to calculate ‘social wellbeing’ values.

Catalyst Gateway makes a ‘baseline offer’ of services available to all Catalyst residents. This offer is focussed upon access to financial & digital inclusion, employment and skills, family and youth intervention via young people and families specialists and specialist support services on mental health, physical disability, hoarding and substance misuse. They provide targeted interventions (through a triage referral model) which address residents’ needs (primarily relating to their being able to maintain their tenancy). Residents and households are prioritised according to their needs and the impact of the issue presented on their tenancy and local neighbourhood.

Catalyst Gateway teams work closely with customer services colleagues, neighbourhood experience managers, anti-social behaviour team and income team officers to identify and provide a comprehensive response to major issues for residents and the wider communities in which Catalyst works.

Our support offer to those who have been out of work helping them overcome the barriers that have stopped them getting work includes;

- One-to-one support from a qualified advisor
- Creating a personalised action plan
- Identifying key skills and abilities
- Developing a winning CV
- Work placements
- Gaining a job
- Building confidence
- Perfecting interview skills
- Targeted job search
- Hosting job fairs and other employment events
- Catalyst Gateway work with several outside agencies to provide skills and employment opportunities

Notting Hill Housing

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Underoccupancy	33	0	0	2
Benefit Cap	7	0	0	0
Universal Credit	5	0	0	0

Notting Hill Housing offer employment & training support to the tenants through a partnerships programme, which began in April 2017. They have strong partnerships with E&T experts and frontline staff and tenants can refer (or self-refer) to the partners using the resident support services database.

There have been 36 employment and/or training referrals since April 2017 through the support services database. The majority of which have been for Love London Working or through the internal Construction Training Initiative. 4 cases have been successfully closed with tenants either enrolling in construction training or gaining full time employment.

The other cases were either closed due to non-engagement from the tenant, the outcome information cannot be shared, and the majority of cases are still ongoing.

One tenant got a job as an IT support desk helper within the NHS.

CTI is managed by Notting Hill Genesis and was set up in 1995 to provide paid work placements for unemployed people (18yrs old and over) wishing to pursue a career in the construction industry.

The emphasis of the scheme is to complement college-based learning with practical site work experience with approved contractors in order to maximise their chances of achieving future employment and for adult apprentices to complete a NVQ level 2 or higher level qualification.

By working in partnership with Local Authorities, participating Housing Associations and other partners, CTI will continue with its main aim to:

- Recruit borough specific trainees/adult apprentices to the initiative up to a maximum number to be determined by the number of projected work experience placements available for trainees/adult apprentices.
- Provide employment and training opportunities in the construction industry for unemployed people who are aged 18 and above
- Place trainees/adult apprentices with contractors of participating Housing Associations, Local Authorities and other partners, and monitor their progress whilst undertaking work experience.
- Support and monitor the progress of trainees/adult apprentices on site placement and whilst training at College/University

- Provide trainees/adult apprentices with support and guidance to enable them, as far as is practical, to complete their training

For the year 2017/18

- 11 Barnet residents registered on the scheme.
- 9 worked on site gaining valuable work experience, which includes 1 apprentice.
- 3 gained employment and their NVQ qualification, 1 gained employment only.
- 2 waiting to go on site.

They also have a tenancy support network that looks at the needs of residents and work with partners in different boroughs to signpost. They identify people from annual visits and from existing data held which may highlight the need for additional support. Help can be offered on IT, financial support, English lessons and work skills.

Network Homes

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Underoccupancy	28	0	0	0
Benefit Cap	1	0	0	0
Universal Credit	4	0	0	0

Training and employment opportunities are offered to residents through a Worksmart programme. The service is run out of the customer services directorate (note: not a designated employment and training team).

Network homes have been developing a network of external partners that can help residents achieve their employment goals which means we mainly operate as a bridge to local services.

The service continues to be refined with the goal of improving the training and employment opportunities available. There is also a designated officer within the Development directorate who works with the contractors to maximise employment and apprenticeship opportunities within construction.

Network Homes offer a free employment advice and support for all Network Homes residents. We offer all residents Information and Guidance to help them find sustainable employment or training to up skills. Network Homes Worksmart Programme offers a variety of employment and training initiatives such as

- Work Experience- upskill resident and help them gain practical work experience
- CV support
- Interview Training

- Careers advice and guidance – Residents can receive bespoke advice for a specific area of employment
- ESOL - Providing basic conversational courses to improve residents English and social skills
- Wellbeing Support

Over 350 residents have engaged in the Worksmart Programme.

Specifically in Barnet, they currently work in partnership with the following:

- Shaw Trust
- Metropolitan
- Future Path
- Twining Enterprise
- Reed in Partnership
- Oakray
- Learn Direct

Network Homes are always looking for government funded external partners who have expertise in employment and training to benefit our residents irrespective of borough.

L&Q

Welfare Reform	No of residents affected	No of referrals to LBB Task Force	No. of DHP applications made.	No of court actions as a result of Welfare Reform
Underoccupancy	0	0	0	0
Benefit Cap	0	0	0	0
Universal Credit	0	0	0	0

London and Quadrant has an employment and skills service called Job Ready.

L&Q Job Ready provides employability case work to residents to support them towards paid work. L&Q Job Ready will consist of three strands:

- An employment support service, providing end-to-end support through a combination of face-to-face and phone contact
- An apprenticeships and traineeships programme, 'L&Q Apprenticeships'
- Employment and skills projects addressing gaps in external provision and helping residents access particular industries

Residents supported by the service will receive one year of support, beginning with a work assessment, which will identify their work history and support needs, before they're assisted to develop a personalised support plan. Employment advisers will persistently reinforce job search, helping identify strategies for finding work and ensuring the resident doesn't disengage from their search for work.

In order for residents to bridge skills gaps preventing them from securing work. 'Bursaries of up to £500 is available to residents to access training and skills development to meet needs identified with their adviser. These will be controlled by their adviser, and courses will be sourced externally. The caseworker will remain in close contact to ensure a continuing focus on job search and moving towards employment.

Short skills courses will be provided only through our contractors' employment and skills plans

Vocational / sector skills training which give industry-specific training and help people secure work in that field that they require, including lone parents, when linked to industries with identified skills shortages. We also identify growth industries or skills gaps, and respond with an offer of sector skills courses annually.

Barnet Business Employment and Skills (Re)

The Regeneration team have been involved in the following outcomes.

Beaufort Park

- Delivered a Traineeship programme and all secured an Apprenticeship or job outcome with sub-contractor
- Delivered a Construction Drylining academy in partnership with Barnet and Southgate College, Conneely Drylining and St. Georges
- Participated in the Middlesex University Post 16 Option Careers Fair

Millbrook Park

- The development continues to offer Apprenticeship opportunities as well as the Construction Training Initiative (CTI)
- 10 Apprenticeships have so far been achieved
- 3 paid work placements achieved on the CTI

West Hendon Estate

- Local West Hendon Estate residents are currently producing a film about the Regeneration, highlighting the benefits and journey so far.
- 7- 9 Health and Wellbeing workshops are delivered by local WHE residents for residents. The workshops range from Yoga, Soul Cafe to Connecting neighbours; a neighbourhood support network
- 15 local WHE Residents have so far secured Employment
- 6 candidates completed their Health and Social Care/Child Care, NCFE CACHE Level 1 Award
- 8 candidates completed their CSCS GQA qualification and attained their CSCS cards

- Engaged with 24 partners and organisations in and around West Hendon and Barnet
- Supported resident community fun day organised by TRA and held at community centre– over 80 residents including young children attended
- 2 successful connecting neighbours event held, attended by 60+ residents

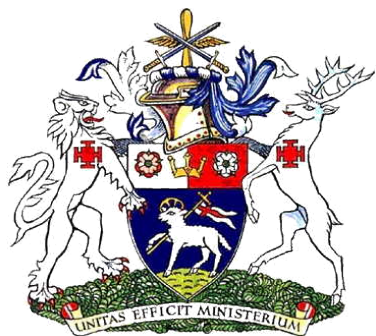
Grahame Park

- The Grahame Park Theory of Change strategy has been developed through working with community, voluntary and statutory organisations in two workshops between May-July 2017. It will provide a framework through which to lever support to address needs. The strategy has been signed off and currently at the implementation stages.
- 17 GP Residents have so far achieved job outcomes (17/18)
- 188 local GP Residents have attended and achieved a training or accreditation
- 75 have undertaken a volunteering work experience

Dollis Valley

- 4 apprenticeship placements have so far been achieved within the current Phase of development.
- The Outreach Service funded by s106 expired in July 2018 and Reed Partnership will provide a wider Employment and Skills offer. The pilot has been agreed by Hope Corner and Countryside.
- Delivery of a Coffee Morning for residents in partnership with Barnet Homes and Outreach Service at Rainbow Centre to raise awareness of current provisions available and signpost residents to specialist services to include better off calculations

Delivered a Business Administration BTEC level 2 Qualification in partnership with Barnet Homes and Aitchgee Training. 12 residents achieved the qualification.



Housing Committee

10 October 2018

Title	Quarter 1 2018/19 Housing Performance Report
Report of	Councillor Gabriel Rozenberg – Committee Chairman
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	None
Officer Contact Details	Alaine Clarke, Head of Performance and Risk alaine.clarke@barnet.gov.uk

Summary

This report provides an update on the Theme Committee priorities in the Corporate Plan 2018/19 Addendum for **Quarter 1 (Q1) 2018/19**, including budget forecasts for revenue and capital, progress on activities, performance of key indicators and any high level risks.

Officer Recommendations

- 1. The Committee is asked to review the financial, performance and risk information for Q1 2018/19 and make any referrals to Policy and Resources Committee or Financial Performance and Contracts Committee in accordance with the terms of reference of these Committees.**

1. PURPOSE OF REPORT

Introduction

- 1.1 The Housing Committee has responsibility for housing matters including housing strategy, homelessness, social housing and housing grants, and commissioning of environmental health functions for private sector housing. The priorities for the year ahead (see table 1) are set out in the Corporate Plan 2018/19 Addendum, which is available online at <https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/corporate-plan-and-performance>
- 1.2 This report provides an update on these priorities for **Q1 2018/19**, including budget forecasts for revenue and capital, progress on activities, performance of key indicators and any high level risks.
- 1.3 This report is in addition to the Q1 2018/19 Strategic Performance Report to Policy and Resources Committee on 23 October 2018 and the Q1 2018/19 Contracts Performance Report to Financial Performance and Contracts Committee on 9 October 2018. These reports can be found on the committee section of the council's website at <https://barnet.moderngov.co.uk/ieDocHome.aspx?bcr=1>

Table 1: Housing Committee priorities for 2018/19

Priorities	Key activities
Building compliance and fire safety	<ul style="list-style-type: none">• Implement the enhancements to tower block fire safety• Ensure that commercial tenants understand their responsibilities in relation to keeping buildings safe
Tackling homelessness	<ul style="list-style-type: none">• Explore the proposal to develop up to 200 units of factory-built temporary accommodation on N11 site• Install the Qmatic appointment system to enable Housing Options to better manage demand by moving to an appointment-only service• Create new referral pathways with partners to improve housing and support options for key customer cohorts
Driving up the quality of the private rented sector	<ul style="list-style-type: none">• Implement the new policy for issuing Civil Penalties under the Housing and Planning Act 2016• Review the dataset for HMOs in the borough to inform targeted enforcement action at non-licensed premises• Monitor compliance by landlords with their licence conditions on a risk basis
Providing suitable housing to support vulnerable people	<ul style="list-style-type: none">• Open the extra care scheme at Moreton Close (renamed Ansell Court)• Deliver 330 homes for affordable rent by Open Door Homes, including 10% wheelchair accessible• Build an additional two extra care housing schemes• Implement the Severe Weather Emergency Protocol and the joint protocol with Onwards and Upwards

Budget forecasts

- 1.4 The forecast **revenue outturn** (after reserve movements) for **Housing Needs and Resources** and the **Housing Revenue Account (HRA)** is set out in table 2.

Table 2: Revenue forecast (Q1 2018/19)

Service	Revised Budget	Q1 18/19 Forecast	Variance from Revised Budget Adv/(fav)	Reserve Movements	Q1 18/19 Forecast after reserve movements	Variance after Reserve Movements Adv/(fav)	Variance after Reserve Movements Adv/(fav)
	£000	£000	£000	£000	£000	£000	%
Housing Needs and Resources (Barnet Homes)	6,859	6,872	13	0	6,872	13	0.2

Service	Revised Budget	Q1 18/19 Forecast	Variance from Revised Budget Adv/(fav)	Reserve Movements	Q1 18/19 Forecast after reserve movements	Variance after Reserve Movements Adv/(fav)	Variance after Reserve Movements Adv/(fav)
	£000	£000	£000	£000	£000	£000	%
HRA Other Income and Expenditure	11	(152)	(163)	0	(152)	(163)	(1429.1)
HRA Regeneration	837	681	(156)	0	681	(156)	(18.6)
HRA Surplus/ Deficit for the year	(754)	(410)	343	0	(410)	343	(45.6)
Interest on Balances	(95)	(119)	(24)	0	(119)	(24)	25.6
Housing Revenue Account	0	0	0	0	0	0	0.0

1.5 The forecast **revenue outturn** (after reserve movements) for **Housing Needs and Resources** is £6.872m; a forecast overspend of £0.013m. The overspend reflects the ongoing cost pressures associated with the rising cost of temporary accommodation (TA) in the borough set against restrictions on rents that can be charged and remain eligible for housing benefit. Whilst current prevention activities and new affordable supply are projecting a long-term downward trend on the volume of households in TA, to sustain this, expenditure on preventative work has increased. This coupled with ongoing inflationary pressures, and the loss of affordable supply such as RSL leased and regeneration units means that although gross expenditure is decreasing, net expenditure remains high. Additional validation and assurance measures are in place to track and validate inputs into forecasting the overall homelessness budget pressure from period one, to include elements managed by all parties (The Barnet Group, Re and London Borough of Barnet) involved in managing homelessness expenditure. Mitigations in place include acquisition of affordable properties to replace temporary accommodation, additional Flexible Homelessness Support Grant and additional appropriate recharging of costs to the HRA.

The **HRA** has a forecast **revenue outturn** of £0.0m after a contribution of £0.410m from HRA balances. The net variation on **HRA Other Income and Expenditure** relates to additional rental income due to lower than expected stock loss to date, reduced housing management costs and reduced income from garage rentals and service charges. Whilst the net position on **HRA Regeneration** relates to income expected to be recovered from developer partners.

1.6 The projected **capital outturn** for **Housing Needs and Resources** is £69.631m (slippage of £2.793m) and for the **HRA** is £41.512m (slippage of £37.484m).

Table 3: Capital forecast (Q1 2018/19)

Service	18/19 Revised Budget	Additions/ (Deletions)	(Slippage)/ Accelerated Spend	Q1 18/19 Forecast	Forecast variance from Approved Budget	Forecast variance from Approved Budget
	£000	£000	£000	£000	£000	%
Empty Properties	2,843	0	0	2,843	0	0.0
Alexandra Road	0	0	0	0	0	0.0
Chilvins Court	60	0	(60)	0	(60)	(100.0)
Out of Borough Acquisition	7	0	(7)	0	(7)	(100.0)
Direct Acquisitions	10,000	0	(820)	9,180	(820)	(8.2)
Modular Homes	1,476	0	(1,176)	300	(1,176)	(79.7)
Open Door	53,913	0	0	53,913	0	0.0
Pinkham Way Land Release	1,500	0	0	1,500	0	0.0
Microsites	2,625	0	(730)	1,895	(730)	(27.8)
Housing Needs and Resources (Barnet Homes)	72,424	0	(2,793)	69,631	(2,793)	(3.9)

Service	18/19 Revised Budget	Additions/ (Deletions)	(Slippage)/ Accelerated Spend	Q1 18/19 Forecast	Forecast variance from Approved Budget	Forecast variance from Approved Budget
	£000	£000	£000	£000	£000	%
Major Works (excl. Granville Road)	5,496	0	174	5,670	174	3.2
Regeneration	1,366	0	(166)	1,200	(166)	(12.2)
Misc - Repairs	2,706	0	79	2,785	79	2.9
M&E/GAS	5,406	0	309	5,715	309	5.7
Voids and Lettings	3,677	0	(72)	3,605	(72)	(2.0)
Advanced Acquisitions (Regen Estates)	4,729	0	(4,454)	275	(4,454)	(94.2)
Moreton Close	5,914	0	0	5,914	0	0.0
Dollis Valley	5,107	0	(5,077)	30	(5,077)	(99.4)
Extra Care Pipeline	26,638	0	(26,588)	50	(26,588)	(99.8)
Burnt Oak Broadway Flats	1,435	0	(1,185)	250	(1,185)	(82.6)
Upper and Lower	1,669	0	0	1,669	0	0.0

Service	18/19 Revised Budget	Additions/ (Deletions)	(Slippage)/ Accelerated Spend	Q1 18/19 Forecast	Forecast variance from Approved Budget	Forecast variance from Approved Budget
	£000	£000	£000	£000	£000	%
Fosters Community Led Design						
Development Pipeline Stag House	1,435	0	(504)	931	(504)	(35.1)
HRA Fire Safety Programme	13,418	0	0	13,418	0	0.0
HRA (Barnet Homes)	78,996	0	(37,484)	41,512	(37,484)	(47.5)

1.7 The **Modular Homes** project is forecast to slip as a masterplan is needed in order for the project to proceed. The **Direct Acquisitions** and **Microsites** projects are being reprofiled and are also showing slippage as at Q1.

The largest element of the **HRA** reduction is the **Extra Care Pipeline** project. This scheme is projected to reach the first stage - scoping stage milestone - this financial year and the majority of the projected costs will be Barnet Homes' development fees of £0.042m. The remainder of the budget (£26.588m) will slip to future years. The vast majority of the budgets for **Dollis Valley** and **Burnt Oak Broadway Flats** (£10.716m in total) will also be carried forward to future years. The majority of the **Advanced Acquisitions** (Regeneration Estates) budget is not required and will be removed from the Capital Programme.

Committee priorities

1.8 The update on Committee priorities includes performance and risk information as follows:

- Progress on activities
- Performance of key indicators¹
- High level risks from the Corporate Risk Register²
- Strategic issues/escalations related to Theme Committee.

1.9 An overall status for each of the Committee's priorities is shown in table 4. This reflects the Q1 2018/19 position on budget forecasts, progress on activities, performance of key indicators and any high level risks.

¹ New RAG rating reflects the percentage variance of the result against the target as follows: On target = GREEN (G); Up to 9.9% off target = AMBER (A); 10% or more off target = RED (R). The Direction of Travel (DOT) status shows the percentage variation in the result since last year e.g. Improving (↑ I), Worsening (↓ W) or Same (→ S). The percentage variation is calculated as follows: Q1 18/19 result minus Q1 17/18 result equals difference; then difference divided by Q1 17/18 result multiplied by 100 = percentage variation.

² The Corporate Risk Register includes strategic risks (strategic and business critical risks) and high level (scoring 15 and above) service/joint risks (service and contract delivery risks). All risks are managed in line with the council's risk management framework. The risk registers are live documents and the Q1 2018/19 Corporate Risk Register provides a snapshot in time (as at end June 2018). All risk descriptions for the strategic and high level service/joint risks are available in Appendix A.

Table 4: Overall status for priorities (Q1 2018/19)

Housing Committee priorities	Overall status
Building compliance and fire safety	Green
Tackling homelessness	Red
Driving up the quality of the private rented sector	Amber
Providing suitable housing to support vulnerable people	Amber

Building compliance and fire safety

1.10 The replacement of the cladding system to the three blocks at Granville Road is progressing well and is ahead of schedule. A report recommending delivery of desirable fire safety works to high rise blocks was agreed by the Housing Committee in June 2018. This brings the total amount earmarked for fire safety works to £30m; however, it is anticipated that £7m will be made available from the Government for expenditure related to cladding replacement. The works will include the installation of sprinkler systems for blocks of flats with 10 or more floors and a single escape stairwell and the installation of fire detection systems. Surveying and design works to support the delivery of this programme has commenced.

The delivery of the initial phase of high priority fire safety works has been completed to blocks on the Whitefield Estate and Grahame Park. Mobilisation for works at Silk House and Shoelands Court is in progress. Work has also commenced on the development of a programme of fire safety works for low and medium-rise flats and the outcome will be reported to Housing Committee in October 2018.

To ensure that commercial tenants understand their responsibilities in relation to keeping buildings safe, a plan has been drafted that identifies measures for reviewing the leases and evaluating the implementation of necessary actions. Letters will be sent to tenants when the leases have been reviewed advising them to respond within 14 working days to confirm whether they have completed the recommended works from the last fire risk assessment or that they will carry out the works within an approved period. If there is no response to the letter, and if the lease allows it, the council will seek permission to enter the property to inspect and possibly carry out outstanding works and recharge the tenant. If tenants deny access then legal advice on potentially gaining injunctions to facilitate access will be sought. Advice is being sought from the London Fire Brigade on whether they can contact tenants in higher risk properties and issue formal notices to complete any outstanding work.

1.11 There are two key indicators linked to this priority in the Corporate Plan. Both indicators have met the quarterly target.

Indicator	Polarity	17/18 EOY	18/19 Target	Q1 18/19			Q1 17/18	Benchmarking
				Target	Result	DOT	Result	
Scheduled fire risk assessment completed (council housing) on time	Bigger is Better	96.7%	100%	100%	100% (G)	New for Q3	New for Q3	No benchmark available
Priority 0 and 1 fire safety actions completed on time	Bigger is Better	100%	90%	90%	100% (G)	New for Q3	New for Q3	No benchmark available

1.12 There are no high level risks linked to this priority.

Tackling homelessness

- 1.13 The Homelessness Reduction Act 2017 (the HR Act) has had a significant impact on the delivery of the statutory homelessness service, with an increase in the volume of calls and emergencies, particularly from single applicants. The new requirements of the HR Act, which are administratively burdensome, have impacted on the ability of officers to focus on preventions, resulting in a drop in performance in this area. Homelessness preventions have fallen by 52 to 197, compared with 249 last year. There is a risk that the amount of time taken to progress applications will not only impact on preventions but increase admissions to temporary accommodation and length of stays. Mitigations have been put in place to address this with additional agency staff recruited by Barnet Homes. Other London Authorities have also reported a fall in preventions and an impact on staff morale. This has been fed back to the Ministry for Housing Communities and Local Government and they have agreed to visit the frontline service.

A Qmatic appointment system has been installed to enable Housing Options to better manage demand by moving to an appointment-only service. Without this the pressures of the HR Act would have had a far greater impact particularly around waiting times. Work is underway to improve referral pathways with partners ahead of the implementation of the duty to refer, which comes into force in October 2018.

There has been a continued focus on improving supply through the private rented sector and acquisitions. 87 'out of London' properties were procured through phases 1 and 2 of the acquisitions programme; phase 3 is underway with two completions, 45 legal instructions and over 30 more in the pipeline. In respect of the modular housing proposal for 200 units at the Pinkham Way site, a planning brief has been prepared in advance of formal competition to select a preferred partner developer.

- 1.14 There are ten indicators linked to this priority in the Corporate Plan; and **new homes completed** (linked to another priority for ARG Committee) has been included for information. The **new homes completed** and **affordable housing completions** are 'Monitor only' indicators for the quarter; both have worsened since last year. Of the remaining nine indicators, one is monitored annually and will be reported later in the year; four have met the quarterly target; and three have not met the quarterly target.
- **New homes completed** - the London Plan annual target for Barnet is 2349 and Barnet has projected that 3100 new homes will be completed in 2018/19. Surveys are undertaken in July/August of each year to confirm the number of completions in the preceding year, whereby progress on all outstanding planning consents is undertaken. The Q1 completions (65) is based on Building Control records and does not take into account records of Approved Inspectors (private building control companies) or allow for a time-lapse in properties being completed and paperwork being recorded. New homes will only be counted as completed where a phase or the total development is completed, which means a number of completed new homes may not be counted until the wider scheme is at completion stage. The number of housing completions is also dependent on the number of schemes granted planning permission. In 2017/18, 3109 new homes recommended by officers for approval were refused by Planning Committee or the Mayor of London.
 - **Affordable housing completions** - 10 affordable houses were completed in Q1 compared with 68 last year. The target of 294 is expected to be achieved by year-end.
 - **Homelessness preventions (RAG rated RED)** – 197 against a target of 276. The Homelessness Reduction Act has impacted on staff capacity to deliver on casework, which

has reduced prevention outcomes. Barnet Homes have put in place interventions to increase the capacity for casework, including recruiting additional agency staff; streamlining administrative processes in Jigsaw; and opening up a customer portal for engagement in Jigsaw.

- **Emergency Temporary Accommodation (RAG rated RED)** – 312 against a target of 200. The number of households in Emergency Temporary Accommodation (ETA) has continued the same trend as the last three quarters due to a sustained lack of affordable supply of longer-term accommodation, providers requesting units be handed back at lease end and the Barnet Homes compliance programme ending lease arrangements. These challenges should be recognised in the context of the new Homelessness Reduction Act requirements introduced in April 2018, which have created increased levels of demand throughout Q1 with a significant increase in approaches from single applicants. However, despite the current ETA picture, the total number of households in temporary accommodation has reduced to 2608 in Q1 compared with 2692 in Q1 last year.
- **Current arrears as a percentage of debit (RAG rated AMBER)** – 3.4% against a target of 3.3%. This equates £117k of a £57.5m annual debit. Despite the challenges of the Universal Credit Full Service being implemented during Q1 and reducing Housing Benefit receipts, positive progress has been made with arrears levels reducing in real terms compared to last year. Improvement initiatives have begun to take effect evidenced by improved performance of the Income Team contact centre which answered 96.8% of calls in June 2018, along with a reduction of high level debt cases.

Indicator	Polarity	17/18 EOY	18/19 Target	Q1 18/19			Q1 17/18	Benchmarking
				Target	Result	DOT	Result	
New homes completed	Bigger is Better	1,183 ³	3100	Monitor	65	↓ W -73%	241	No benchmark available
Affordable housing completions	Bigger is Better	303 ⁴	294	Monitor	10	↓ W -85%	68	No benchmark available
Average re-let time for routine lettings (days)	Smaller is Better	10.7	12	14.5	14.2 (G)	↑ I -4.7%	14.8	Rank 1 (out of 7 London Boroughs) (Q4 17/18, Housemark)
Respondents very or fairly satisfied with repairs and maintenance	Bigger is Better	98.7%	96%	96%	98.6% (G)	↓ W -0.9%	99.5%	Rank 1 (out of 5 London Boroughs) (Q4 17/18, Housemark)
Homelessness preventions	Bigger is Better	1,140	1110	276	197 (R)	↓ W -20%	249	Rank 9 (out of 22 London Boroughs (2017,18, DCLG)

³ This is a provisional result (1,183) as at March 2018. Further information on completions will be added to the GLA database over the summer; and the final result will be published in the GLA Annual Monitoring Report in May 2019.

⁴ This is a provisional result (303) as at March 2018. The final result will be published in the GLA Annual Monitoring Report in May 2019.

Indicator	Polarity	17/18 EOY	18/19 Target	Q1 18/19			Q1 17/18	Benchmarking
				Target	Result	DOT	Result	
Households in Temporary Accommodation	Smaller is Better	2,579	2600	2700	2608 (G)	↑ I +3.1%	2692	Rank 29 (out of 32) (Q4 17/18, DCLG)
Families with Children in Temporary Accommodation	Smaller is Better	62.9%	Monitor	Monitor	61.8%	↑ I +5%	65.1%	No benchmark available
Households placed directly into the private sector by Barnet Homes	Bigger is Better	644	625	156	164 (G)	↑ I +10%	149	No benchmark available
Emergency Temporary Accommodation	Smaller is Better	244	200	200 ⁵	312 (R)	↓ W +109%	149	Rank 12 (out of 33 London Boroughs) (Q4 17/18, DCLG)
Current arrears as a percentage of debit	Smaller is Better	3.3%	3.1%	3.3%	3.4% (A)	↓ W +6.2%	3.2%	Rank 1 (out of 7 London Boroughs) (Q4 17/18, Housemark)

1.15 There are no high level risks linked to this priority.

Driving up the quality of the private rented sector

1.16 Housing Enforcement Officers have been trained to serve Fixed Penalty Notices (FPNs) under the Housing and Planning Act 2016, with the first two FPNs issued in July 2018. A further four intentions were issued and four cases were reviewed prior to making a decision on whether a FPN should be served.

Targeted enforcement action has been taken against non-licensed HMOs, with three successful cases taken against five landlords and associated companies for failure to license and manage their properties. The cases dealt with eighteen offences and £32,000 fines were granted plus £11,167 costs and £510 victim surcharge. Further cases are with HB Public Law for prosecution for failure to licence. A review is being undertaken with CAFT to obtain better data for targeted HMO enforcement action. The approach will be piloted in Burnt Oak and a week of action visiting properties thought to be unlicensed is planned for September 2018.

Compliance with HMO conditions are reviewed on a monthly basis and revisits/follow-up are prioritised to ensure that mandatory HMO licensed premises requiring major works or properties with Category 1 hazards identified under the Housing Act 2004 are inspected before lower risk premises. At the end of June 2018 64% of mandatory HMOs requiring major works had completed them. With the extension of the definition of mandatory HMOs in October 2018 to cover certain lower risk premises a revised coding system has been put in place on the data management system to ensure that the higher risk premises are still picked up as a priority over lower risk ones.

⁵ The target is 200 at any point in time due to the supply of accommodation and demand availability.

1.17 There are four indicators linked to this priority in the Corporate Plan. Two are annual indicators and will be reported later in the year. Two indicators are 'Monitor only' for Q1. Both have worsened from last year.

- **Empty properties brought back into residential use** – 37 empty properties were brought back into residential use compared with 40 last year. This reduction is not considered to be significant and the service is on track to meet the end of year target.
- **Private tenanted properties with Category 1 hazards reduced to Category 2 hazards** - 23 private tenanted properties compared with 44 last year. Fewer service requests and Category 1 hazards were received in Q1. In addition to the 23 Category 1 hazards reduced to Category 2 hazards, other enforcement tools have been used to protect the safety of tenants, including Prohibition Orders and Fixed Penalty Notices. A Hazard Awareness Notice was also served where Category 1 hazards were present but the occupying tenant did not want the necessary work completed.

Indicator	Polarity	17/18 EOY	18/19 Target	Q1 18/19			Q1 17/18	Benchmarking
				Target	Result	DOT	Result	
Empty properties brought back into residential use	Bigger is Better	224	100	Monitor	37	↓ W -7.5%	40	No benchmark available
Private tenanted properties with Category 1 hazards reduced to Category 2 hazards	Bigger is Better	170	165	Monitor	23	↓ W -48%	44	No benchmark available

1.18 There are no high level risks linked to this priority.

Providing suitable housing to support vulnerable people

1.19 The new extra care scheme at Moreton Close (renamed Ansell Court) remains on track for completion in December 2018, with the handover taking place in January 2019. This will deliver 53 extra care homes for letting with an emphasis on dementia.

The first completions from the Open Door Homes programme are due in September 2018, which will deliver the first three wheelchair accessible homes with the completion of Elmshurst Crescent garage site.

1.20 There is one indicator linked to this priority in the Corporate Plan. This is a 'Monitor only' indicator for the quarter. No wheelchair or accessible units are expected to be delivered until September 2018.

Indicator	Polarity	17/18 EOY	18/19 Target	Q1 18/19			Q1 17/18	Benchmarking
				Target	Result	DOT	Result	
Delivery of 10% affordable homes as wheelchair or accessible units ⁶	Bigger is Better	0% ⁷	10%	Monitor	0 units	→ S	0 units	No benchmark available

⁶ 330 homes are being delivered for affordable rent by Open Door Homes, including 10% wheelchair or accessible units.

⁷ No wheelchair or accessible units were completed in 2017/18.

1.21 There are no high level risks linked to this priority.

Strategic issues/escalations

1.22 There are no strategic issues/escalations for P&R Committee.

2 REASONS FOR RECOMMENDATIONS

- 2.1 These recommendations are to provide the Committee with relevant financial, performance and risk information in relation to the priorities in the Corporate Plan 2018/19 Addendum. This paper enables the council to meet the budget agreed by Council on 6 March 2018.

3 ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 None.

4 POST DECISION IMPLEMENTATION

- 4.1 None.

5 IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The report provides an overview of performance for Q1, including budget forecasts for revenue and capital, progress on activities, performance of key indicators and any high level risks.
- 5.1.2 The Q1 2018/19 results for all Corporate Plan indicators are published on the Open Barnet portal at <https://open.barnet.gov.uk/dataset>
- 5.1.3 Robust budget, performance and risk monitoring are essential to ensure that there are adequate and appropriately directed resources to support delivery and achievement of council priorities and targets as set out in the Corporate Plan.
- 5.1.4 Relevant council strategies and policies include the following:
- Corporate Plan 2015-2020
 - Corporate Plan - 2016/17, 2017/18 and 2018/19 Addendums
 - Medium Term Financial Strategy
 - Performance and Risk Management Frameworks.
- 5.1.5 The priorities of the council are aligned to the delivery of the Health and Wellbeing Strategy.

5.2 Resources (Finance and Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 The budget forecasts are included in paragraphs 1.4 to 1.7 above. More detailed information on financial performance will be provided to Financial Performance and Contracts Committee.

5.3 Social Value

- 5.3.1 The Public Services (Social Value) Act 2012 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders. The council's contract management framework oversees that contracts deliver the expected services to the expected quality for the agreed cost. Requirements for a contractor to deliver activities in line with Social

Value will be monitored through this contract management process.

5.4 Legal and Constitutional References

5.4.1 Section 151 of the Local Government Act 1972 states that: “without prejudice to section 111, every local authority shall make arrangements for the proper administration of their financial affairs and shall secure that one of their officers has responsibility for the administration of those affairs”. Section 111 of the Local Government Act 1972, relates to the subsidiary powers of local authorities.

5.4.2 Section 28 of the Local Government Act 2003 (the LG Act) imposes a statutory duty on a billing or major precepting authority to monitor, during the financial year, its income and expenditure against the budget calculations. If the monitoring establishes that the budgetary situation has deteriorated, the authority must take such action as it considers necessary to deal with the situation. Definition as to whether there is deterioration in an authority’s financial position is set out in sub-section 28(4) of the LG Act.

5.4.3 The Council’s Constitution (Article 7, Article 7 – Committees, Forums, Working Groups and Partnerships) sets out the responsibilities of all council Committees. The responsibilities of the Housing Committee include:

- (1) Responsibility for housing matters including housing strategy, homelessness, social housing and housing grants, commissioning of environmental health functions for private sector housing.
- (2) To submit to the Policy and Resources Committee proposals relating to the Committee’s budget for the following year in accordance with the budget timetable.
- (3) To make recommendations to Policy and Resources Committee on issues relating to the budget for the Committee, including virements or underspends and overspends on the budget. No decisions which result in amendments to the agreed budget may be made by the Committee unless and until the amendment has been agreed by Policy and Resources Committee.
- (4) To receive reports on relevant performance information and risk on the services under the remit of the Committee.

5.4.4 The council’s Financial Regulations can be found at:

<https://barnet.moderngov.co.uk/documents/s47388/17FinancialRegulations.doc.pdf>

5.4.5 Section 2.4.3 states that amendments to the revenue budget can only be made with approval as per the scheme of virements table below:

Virements for allocation from contingency for amounts up to and including £250,000 must be approved by the Chief Finance Officer
Virements for allocation from contingency for amounts over £250,000 must be approved by Policy and Resources Committee
Virements within a service that do not alter the approved bottom line are approved by the Service Director
Virements between services (excluding contingency allocations) up to and including a value of £50,000 must be approved by the relevant Chief Officers
Virements between services (excluding contingency allocations) over £50,000 and up to and including £250,000 must be approved by the relevant Chief Officer and Chief Finance Officer in consultation with the Chairman of the Policy and Resources Committee and reported to the next meeting of the Policy and Resources Committee
Virements between services (excluding contingency allocations) over £250,000 must be approved by Policy and Resources Committee.

5.5 Risk Management

5.5.1 Various projects within the council's revenue budget and capital programme are supported by time-limited grants. Where there are delays to the implementation of these projects, there is the risk that the associated grants will be lost. If this occurs either the projects will be aborted or a decision to divert resources from other council priorities will be required.

5.5.2 The revised forecast level of balances needs to be considered in light of the risk identified in 5.5.1 above.

5.6 Equalities and Diversity

5.6.1 The Equality Act 2010 requires organisations exercising public functions to demonstrate that due regard has been paid to equalities in:

- Elimination of unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
- Advancement of equality of opportunity between people from different groups.
- Fostering of good relations between people from different groups.

5.6.2 The Equality Act 2010 identifies the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership, pregnancy and maternity; race; religion or belief; sex and sexual orientation.

5.6.3 In order to assist in meeting the duty the council will:

- Try to understand the diversity of our customers to improve our services.
- Consider the impact of our decisions on different groups to ensure they are fair.
- Mainstream equalities into business and financial planning and integrating equalities into everything we do.
- Learn more about Barnet's diverse communities by engaging with them.

This is also what we expect of our partners.

5.6.4 This is set out in the council's Equalities Policy together with our strategic Equalities Objective - as set out in the Corporate Plan - that citizens will be treated equally with understanding and respect; have equal opportunities and receive quality services provided to best value principles.

5.6.5 Progress against the performance measures we use is published on our website at: www.barnet.gov.uk/info/200041/equality_and_diversity/224/equality_and_diversity

5.7 Corporate Parenting

5.7.1 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in decision-making across the council. There are no implications for Corporate Parenting in relation to this report.

5.8 Consultation and Engagement

5.8.1 During the process of formulating budget and Corporate Plan proposals for 2015-2020 onwards, four phases of consultation took place:

Phase	Date	Summary
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Phase	Date	Summary
Phase 1: Setting out the challenge	Summer 2013	The council forecast that its budget would reduce by a further £72m between 2016/17 and 2019/20, setting the scene for the PSR consultation
Phase 2: PSR consultation to inform development of options	October 2013 - June 2014	Engagement through Citizen's Panel Workshops which focused on stakeholder priorities and how they would want the council to approach the Priorities and Spending Review An open 'Call for Evidence' asking residents to feedback ideas on the future of public services in Barnet.
Phase 3: Engagement through Committees	Summer 2014	Focus on developing commissioning priorities and MTFs proposals for each of the 6 committees Engagement through Committee meetings and working groups
Phase 4: Strategic Plan to 2020 Consultation	December 2014 – March 2015	A series of 6 workshops with a cross section of residents recruited from the Citizens Panel and Youth Board, plus two workshops with users ⁸ of council services. An online survey (17 December 2014 – 11 February 2015)

5.9 Insight

5.9.1 The report identifies key budget, performance and risk information in relation to the Corporate Plan 2018/19 Addendum.

6 BACKGROUND PAPERS

- 6.1 Council, 3 March 2015 (Decision item 12) – approved Business Planning 2015/16 – 2019/20, including the Medium-Term Financial Strategy.
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=692&MId=7865&Ver=4>
- 6.2 Council, 14 April 2015 (Decision item 13.3) – approved Corporate Plan 2015-2020.
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=162&MId=7820&Ver=4>
- 6.3 Council, 4 April 2016 (Decision item 13.1) – approved 2016/17 addendum to Corporate Plan.
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=162&MId=8344&Ver=4>
- 6.4 Council, 7 March 2017 – approved 2017/18 addendum to Corporate Plan.
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=162&MId=8819&Ver=4>
- 6.5 Council, 6 March 2018 – approved 2018/19 addendum to Corporate Plan
<http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=162&MId=9162&Ver=4>

⁸ One "service user" workshop was for a cross section of residents who are users of non-universal services from across the council. The second workshop was for adults with learning disabilities.

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**London Borough of Barnet
Housing Work Programme
October 2018**

Contact: Jan Natynczyk 020 8359 5129 Email: jan.natynczyk@barnet.gov.uk

Title of Report	Overview of decision	Report Of (<i>officer</i>)	Issue Type (Non key/Key/Urgent)
14 January 2019			
HRA Business Plan	Update of the Council's Housing Revenue Account Business Plan	Chairman of the Committee	Key
Barnet Homes Annual Commitments Plan 2019/20	To receive Plan	Chairman of the Committee	Key
Council dwelling rents and service charges for 2019/20	For approval	Chairman of the Committee	Key
Draft Corporate Plan 2019/20 - Housing Addendum	To receive Draft Corporate Plan 2018/19 Addendum with Housing Activities and Indicators	Chairman of the Committee	Key
Quarterly Performance Report (KPIs and financial monitoring)	To receive a Quarterly Performance report throughout 2018/19	Chairman of the Committee	Key
Fire Safety - Progress Update	To receive update (agreed at Housing Committee on 23/10 that an update should be submitted to forthcoming meetings of this Committee.	Chairman of the Committee	Key
21 March 2019			

Title of Report	Overview of decision	Report Of (<i>officer</i>)	Issue Type (Non key/Key/Urgent)
Housing Strategy	To agree a strategy for Housing in Barnet	Chairman of the Committee	Key
Homelessness Strategy	To agree on a strategy for tackling homelessness in Barnet	Chairman of the Committee	Key
Fire Safety - Progress Update	To receive update (agreed at Housing Committee on 23/10 that an update should be submitted to forthcoming meetings of this Committee.	Chairman of the Committee	Key
Quarterly Performance Report (KPIs and financial monitoring)	To receive a Quarterly Performance report throughout 2018/19	Chairman of the Committee	Key

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