
Barnet Annual Performance Review 2016/17

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 11 Registered Providers including the estate regeneration schemes in Barnet.

Background.

In the year 1 April 2016 to 31 March 2017 there were nine Registered Providers with significant stock levels either currently developing or planning to develop general needs homes in Barnet and one smaller Registered Provider that has partnered with one of the larger providers to provide development.

A performance review has also been carried out on Peabody, whilst not currently developing they have recently merged with one of our largest registered providers, Family Mosaic and own the Strawberry Vale estate in East Finchley, Barnet. This was previously owned by Camden and Islington and was acquired under the Estates Renewal Challenge Fund Programme; there is a nominations agreement for this scheme providing the Boroughs of Camden and Islington nomination rights for these properties.

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

Registered Provided	Number of General Needs homes in Barnet
Genesis	1306
Family Mosaic	857
Metropolitan	666
One Housing Group	104
Catalyst	265
Notting Hill Housing	1031
Network Homes	330
L &Q	55
Sanctuary	148
IDS	23
Peabody	199
Barnet Homes	9455

A full breakdown of types of stock 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	286
Stonegrove	Family Mosaic	322
West Hendon	Metropolitan	118
Dollis Valley	L&Q	48

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.

Section B will focus on:-

1. Development Opportunities
2. Future changes in Legislation or Policy

Section A: Management Performance

1. Regulatory Judgements

The Housing and Regeneration Act 2008 established the regulator of social housing. 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.

From April 2012 the Homes and Community Agency (HCA) has been responsible for maintaining the register of registered providers, and for setting out the regulatory framework within which they must operate. 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 nine RSL's.

Registered Providers	Governance	Viability	Position of Travel since 2015.16
Catalyst	G1	V1	↔
Family Mosaic	G1	V1	↔
Metropolitan	G1	V1	↑
One Housing Group	G2	V2	↓
Notting Hill Housing	G1	V1	↔
Network Housing	G1	V1	↔
Sanctuary	G1	V1	↔
Genesis	G1	V2	↓
L&Q	G1	V1	↔
IDS	G2	V1	↓
Peabody	G1	V1	N/A

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 the Tenancy Standard on the basis of the Rent Influencing Regime guidance.

Rent policy is subject to the tenancy 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 2016.17.

Registered Provider	Beds t £	1 bed £	2 bed £	3 bed £	4 bed £	5 bed £	6 bed £
Genesis	99.78	110.67	130.5 2	146.24	159.94	172.10	
Family Mosaic		104.98	125.9 5	141.50	156.23	161.15	
Metropolitan	80.22	120.59	133.1 8	144.63	155.20		
One Housing Group		173.46	139.1 8	147.30	130.02		
Catalyst		113.70	125.4 1	145.50	163.42		169.3 9
Notting Hill Housing	87.79	115.98	125.8 0	141.94	153.58	172.10	
Network Homes	101.3 2	134.97	153.6 6	181.11	252.61	133.71	153.6 1
L & Q		102.89	118.7 7	154.64	163.06		
Sanctuary		109.22	121.2 9	138.17	150.78		
Barnet Homes	76.12	91.34	103.3 3	113.9	124.59	145.29	162
IDS	87.43		136.5 0				
Peabody		101.44	115.4 0	128.21	135.82	146.60	

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 2016.17

Development	Beds t £	1bed £	2bed £	3bed £	4bed £	5bed £	6bed £
Genesis Graham Park rent		104.99	122.94	137.01	158.27	172.10	
Genesis Graham Park SC		12.94	17.73	4.01	No 4 bed flats	No 5 bed flats	
Family Mosaic – Stonegrove rent		106.65	125.92	143.11	157.41	164.79	
Family Mosaic – Stonegrove SC		18.97	22.12	26.04	No 4 bed flats	No 5 bed flats	
Metropolitan -West Hendon rent		106.79	126.50	144.33	149.82		
Metropolitan -West Hendon SC		17.89	22.36	29.64	29.20		
L&Q – Dollis Valley rent		115.71	135.84	148.43			
L& Q – Dollis Valley SC		9.99	8.04	8.04			

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 with the exception of Notting Hill Housing Group who restrict the letting of single applicants earning under a specified threshold to affordable rented units.

The table below shows the affordable rent levels in Barnet for new lets in 2016.17

Registered Provider	1bed	2bed	3bed	4bed	Under 65% of market rent & LHA
Genesis	116.37	140.32	148.77	n/a	Y
Family Mosaic	136.81	167.05	n/a	200.96	Y
Metropolitan	185.81	236.77	247.00	n/a	Y
One Housing	n/a	n/a	247.32	n/a	Y
Catalyst	181.47	229.37	152.80	n/a	Y
Notting Hill Housing	167.13	220.45	215.39	202.52	Y
Network Homes	188.55	242.22	204.74		Y
Sanctuary	146.65	173.13			Y
L & Q	n/a	n/a	n/a	n/a	
Barnet Homes	132.91	206.22	264.13		Y
IDS	n/a	n/a	206.90	207.90	Y
Peabody	n/a	n/a	n/a	n/a	

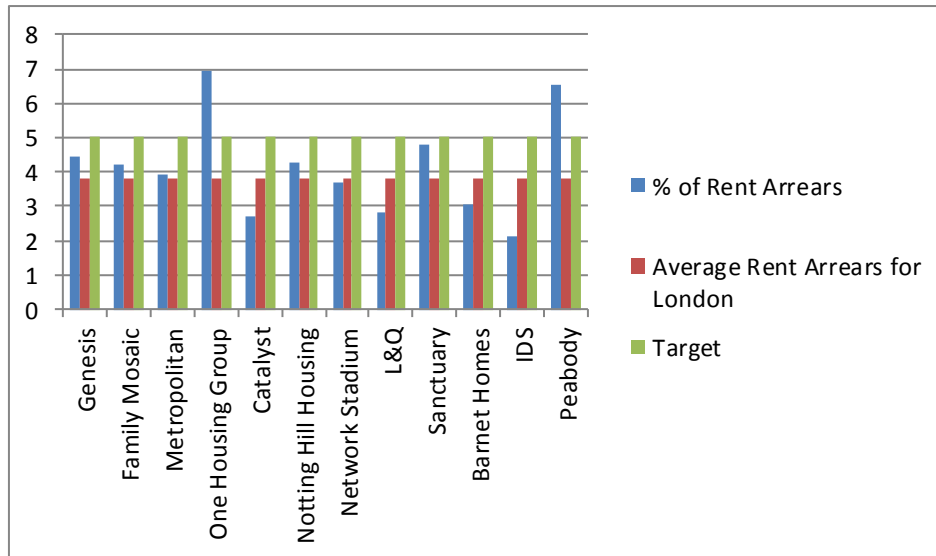
3. Rent Arrears

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.

We have been working with Registered Providers with tenants affected by the Welfare Reform to ensure that their arrears procedures are effective and include referrals to the Councils Welfare Reform Task Force. The taskforce has now set up liaison meetings with Welfare Officers representing Registered Providers in the area to increase the awareness of the assistance the taskforce can offer residents.

The Council have set a target of 5% for arrears collection; however, House Mark statistics show the average rent arrears for London to be 3.81%.

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:-

One Housing Group – *The arrears figure of 6.97% provided represents arrears across our entire portfolio (social tenants, leasehold, shared ownership, market rent etc). In relation to our social and affordable tenancies the arrears were 6.17% in 2016/2017.*

With regards to the individual cases in Barnet, 55% of tenants' accounts are up to date with no arrears. The 5 highest arrears cases in Barnet make up nearly half of the arrears (47%). Given the low numbers of tenancies in Barnet, these 5 debts are skewing the overall results. Even with these 5 top cases removed the arrears figure remains basically the same because the top cases' balances have remained fairly static over the last financial year.

These tenancies are being sustained and payment received, with the exception of the highest case where an eviction date is currently awaited. Our further investigations show that the slightly higher arrears from the year before is in relation to some new arrears cases that has developed. We are monitoring these tightly and providing support or taking action as required.

Peabody –

There are a few reasons for the arrears being higher firstly a large proportion of our residents on the Strawberry Estate are in receipt of Housing Benefit which does not cover our service charge for the communal heating and hot water which comes to approximately £20.00 per week for every resident, Many residents on housing benefit do not pay the £20.00 service charge that is due each week, this gradually increases their rent arrears.

We sometimes experience delays in receiving HB schedules, which causes false arrears due to the monies not being credited to the rent account on time. When HB is posted on the correct week, the lowest Barnet has been is 5.8%.

There are 22 residents affected by the Under Occupation Charge in Barnet some are not paying the applicable shortfall in their Housing Benefit because of the Under Occupation Charge. This, is also contributing to the rent arrears. We are engaging with Barnet regarding DHP applications and assistance for our residents as applicable. 1 resident who is in receipt of Universal Credit has already accrued arrears of £3,199.16.

The highest arrears case across our Barnet stock is a family with arrears of £5,683.00, they are being assisted by Barnet Council to pay the rent and sustain their tenancy.

In order to continue to reduce the arrears, Peabody is actively engaging with Barnet Homes and the Local Authority to support our residents in managing their arrears. Of the top 10 cases within the borough, only 1 resident is at risk of eviction. We continuously work with all our residents to stop eviction from happening.

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 2016.17 is shown below.

Family Accommodation

RP	LBB entitlement	No of nominations offered	Target met
Genesis	15	18	Y
Family Mosaic	17	19	Y
Metropolitan	18	19	Y
One Housing Group	0	0	Y
Catalyst	3	3	Y
Notting Hill Housing	138	139	Y
Network Homes	18	19	Y
L & Q	4	4	Y
Sanctuary	16	16	Y
Peabody	0	0	Y
IDS	10	10	Y

Non Family Accommodation

RP	LBB entitlement	No of nominations offered	Target met
Genesis	12	22	Y
Family Mosaic	12	12	Y
Metropolitan	13	14	Y
One Housing Group	2	2	Y
Catalyst	7	8	Y
Notting Hill Housing	29	30	Y
Network Homes	13	14	Y
L & Q	0	0	Y
Sanctuary	3	3	Y
Peabody	0	0	Y
IDS	0	0	Y

6. Welfare Reform

Barnet's Welfare Reform Task Force has been established to help residents effected 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 and have helped Barnet residents find work, move into affordable housing, switch to exempt benefits and provided general advice and support. As at the end of March 2016 we had supported 2660 customers. Out of these 2246 were closed. 918 were closed as in work representing 41% of the total caseload. 300 moved to cheaper accommodation and 436 became exempt because of claiming disability benefit. The Task Force has commenced a Focus Group consisting of Welfare Reform Officers from each Registered Provider

LBB and Barnet Homes are working closely with all 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. There is also an Employment and Skills steering group in Graham Park which is chaired by Genesis.

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.

House mark record repairs performance indicators for repairs. This indicator is used to ensure that the landlord is keeping its commitment to tenants to complete repairs within agreed target times. It indicates how efficient and reliable the landlord is at delivering on a key customer care promise of its repair service; at protecting the health & safety of the occupiers of its homes and maintaining the value of its assets.

In this review we asked all Registered Providers the percentage of repairs completed right first time. Housemark report the average for London as being 81%, three Registered Providers Notting Hill Housing, Family Mosaic and IDS do not collect this data and two Registered Providers could not meet this target and made the following comments.

Sanctuary – *It is likely that our approach to this statistic is different to Housemark in that we use the tenant's feedback on if they thought that the repair was completed at first visit, rather than looking internally at order completion data. The data provided is at group level and they are unable record for Barnet alone.*

Catalyst – *We do not collect this date directly but ask the question within a sample survey of all recent repairs customers. 21 out of 36 responses from Barnet residents confirmed first visit completions.*

Notting Hill Housing Group - *We do customer call backs for every repair that is carried out to find out how the repair went and if they were satisfied. This is carried*

out by the housing officers within one week of a repair being carried out. For emergency repairs residents are contacted within 24 hours about the repair. We also have an independent company that calls residents about their repairs to find out about their satisfaction. Where the tenants are unhappy with the repair we speak to the contractors about this and recall the repair where needed.

Family Mosaic - We do not use this measure, however we monitor repairs performance in the following ways: FM conducts 5% physical post inspections and further 5% in telephone surveys, our contractor conducts an additional 5%

IDS - Repairs are monitored in terms of numbers completed within 5 days. We are currently tendering these services and new contracts will be let in May. New KPI'S will be used to evaluate these.

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	81.9 (Barnet & Brent)
Family Mosaic	64
Metropolitan	73.2
One Housing Group	91.63 (London)
Catalyst	83
Notting Hill Housing	95
Network Homes	80.6
Sanctuary	88.8
L&Q	57.14
Barnet Homes	99.2
IDS	86
Peabody	64

All of the Registered Providers confirm that they have no properties with category 1 Hazards in accordance with Housing Health Safety Rating Scheme.

Housemark report the average percentage for properties with a valid Gas Safety Certificate to be 99.99, all Registered Providers are currently operating above this level.

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 RP.

	% 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
Family Mosaic	n/a	81
Metropolitan	70.83	72.68
One Housing Group	71.4	84.62
Catalyst	n/a	63.6
Notting Hill Housing	n/a	82.3
Network Homes	n/a	85.4
Sanctuary	64.9	79.5
L&Q	n/a	n/a
Barnet Homes	56.4	79.1
IDS	77	88
Peabody	70	80

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 63.8% in the satisfaction measured between October and December 2016.

The next review is currently taking place. This compares to other boroughs favourably with other boroughs ranging from 58%-67%.

L&Q

There were no results from the re-let survey (there was a target of 50 respondents surveyed for the North of London). However 100% were very satisfied from the Gas Survey. 92% of respondents in the north of the borough were satisfied with their neighbourhood.

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 91.84%.

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

RP	Genesis	One Housing Group	Notting Hill Housing Group	Network Homes	Sanctuary	Catalyst	Family Mosaic	Barnet Homes	Metropolitan
% resolved	100	100	95	55 (not just Barnet)	95	100	73	73	100

L&Q – Currently have a number of on- going live cases and are working with the Police on both.

IDS and Peabody do not currently have any live cases.

10. Response to Grenfell Tower

As a response to the Grenfell Towers tragedy the Council contacted all Registered Providers asking them to identify all tall residential buildings in Barnet that they are responsible for, which have potentially similar cladding.

A questionnaire was issued to all Registered Providers which has been returned. Genesis and Origin were the only two RP's to identify similar cladding, they are currently in the process of managing a replacement cladding programme. Metropolitan have non ACM cladding in one block that failed fire safety tests. They have made improvements to the fire safety of the block and have plans to replace the cladding. Sanctuary has referred the issues with Green Point, Mar City to the freeholder who has confirmed the cladding has failed and they are in the process of identifying a solution. Sanctuary has confirmed that they are not responsible for any cladding work.

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 Genesis only meeting 1 out of the 3 targets we are satisfied from their responses that they are working to improve.

Registered Provider	Rent Arrears		Nominations family sized		Repairs		No of areas performance has been met		Direction of Travel from 2015.16
	16.17	15.16	16.17	15.16	16.17	15.16	16.17	15.16	
Genesis	Y	N	Y	Y	Y	N	3	1	↑
Family Mosaic	Y	Y	Y	Y	No Data	Y	2/3	3	↔
MHT	Y	Y	Y	Y	Y	Y	3	3	↔
One Housing Group	N	N	Y	Y	Y	Y	2	2	↔
Catalyst	Y	Y	Y	Y	N	N	2	2	↔
Notting Hill Housing	Y	N	Y	Y	No Data	Y	2/3	2	↔
Network Homes	Y	N	Y	Y	Y	Y	3	2	↑
Sanctuary	Y	Y	Y	Y	N	N	3	2	↑
L&Q	Y	Y	Y	Y	Y	Y	3	3	↔
IDS	Y	Y	Y	Y	Y	Y	3	3	↔
Peabody	N		Y		Y		2	N	N/A

All the Registered Providers now have a fully committed approach to Welfare Reform and are keen to increase their Partnership working with Barnet's Welfare Reform Task Force in particular referring residents to the task force to receive assistance.

Concerns remain with Notting Hill Housing Group (NHHG) over their allocation policy for single applicants to affordable rented properties in that applicants earning under a threshold will not be considered. However, they are planning to take a more flexible approach to this.

As a result of the review we would continue to recommend most of the Registered Providers to developers on new Housing Developments. We would require written advice from Notting Hill Housing before committing to further development partnership agreements with regard to their allocation policy for single applicants.

SECTION B

1. Development

In 2016/17 there were 470 affordable housing completions in Barnet. The following table shows a list of these units.

RSL	Scheme
L&Q	Dollis Valley Regen. Scheme
Family Mosaic	Stonegrove Regen. Scheme
Network Homes	Northway House, British Library and Hendon Football Club
NHHG	Beaufort Park
Catalyst	931 High Road
Genesis	Grahame Park
Barnet Homes	Bedford Road, Haldane Road, Tarling Road and Wade Court
Metropolitan	West Hendon and Chandos Avenue

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 are held with all developing Registered Provider and on site meetings with developers to monitor progress of each scheme.

The following table shows the current developments planned for completion during 2017/18

	Rent	Intermediate (Shared Ownership)	Total
Dollis Valley (L&Q)	5	0	5
Barnet and Southgate College (MHT)	14	10	24
1230 High Road (Includes 6 from 913 High Road) (Catalyst)	15	24	39
Millbrook Pk (Genesis) Plot 4a	10	4	14
Grahame Park (Genesis)	8	7	15
Stonegrove (Family Mosaic)	9	0	9
British Library Newspapers (Network Homes)	1	0	1
Millbrook Phase 1 (NHHG)	12	0	12
Hendon Football Club (Network Homes)	20	0	20
Furnitureland (886/902 High Road) (Catalyst)	19	41	60
Chandos Avenue (Metropolitan)	8	2	15
TOTAL	113	88	214

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, 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.

Notting Hill Housing Group

NHHG completed 177 affordable rented homes at Beaufort Park in 2016.17. There are 12 affordable rented properties to be completed at Millbrook Park Phase 1 and are looking at entering into further bids for Millbrook Park.

Catalyst

Catalyst have been selected as the RP for Brent Cross North, along with this they have two schemes due for completion this year, High Road Finchley and High Road Whetstone.

Genesis

Genesis is the Registered Provider for Grahame Park and is in the process of applying for planning approval for Stage B to provide 1083 homes of varying tenures

They have 3 phases in Millbrook Park in addition to Elmbank in High Barnet which is due to complete towards the end of 2018.

MHT

In addition to the regeneration scheme at West Hendon, MHT has a S106 development in Whetstone providing affordable rented and shared ownership and Barnet and Southgate College in Colindale.

Family Mosaic & 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 Family Mosaic and Peabody are keen to develop in Barnet.

Network Homes

Network Homes have successfully completed the Northway House development and nearing completion on Colindale Newspaper Library site and Hendon Football Club site. They have recently exchanged contracts on Cricklewood Lane and are in discussions to acquire Premier Place.

Sanctuary & IDS

Sanctuary has completed a scheme in Finchley last year and is looking at phase 10 of Millbrook Park with IDS.

Barnet Homes

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

2. Changes in Housing Legislation and Policy

Housing & Planning Act 2016

The Housing and Planning Act achieved royal assent in May 2016. The detail of how the Act will be implemented has not been provided to date.

The option for Pay to Stay was abolished for Social Housing in December 2016. Registered providers have been asked what actions they are planning to take with regard Right to Buy.

Right to Buy

The general consensus amongst Registered Providers is that they are supportive of voluntary Right to Buy and are keen to support their residents' aspirations to own their own homes. Metropolitan is currently welcoming tenants to make applications for RTB. The other RP's have put all plans on hold until legislative context becomes clearer. L&Q were one of the 5 housing associations that had agreed to take part in the Pilot study; they provided feedback on their experience to the Barnet Housing Association Liaison Group and will continue to provide details and support to other RP's at future meetings.

Fixed Tenancies

Most Registered Providers in Barnet have fixed term tenancies that will be due for review this year. The Barnet Housing Association Group included this topic on the agenda with Barnet Homes presenting their findings and good practice. The majority of RP's will not be looking at household income when reviewing tenancies.

The Council will continue to liaise throughout the year via Barnet Housing Liaison Groups about these subjects.

Homes for Londoners – Affordable Housing & Viability Supplementary Guidance (SPG)

The SPG was published in 2017 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)

Mayor of London's Housing Strategy

The Mayor has launched his Draft London Housing Strategy. It sets out his plans to tackle the capital's housing crisis and to provide all Londoners with a decent and affordable home.

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

Appendix 1

The table below shows a full breakdown of types of stock for the Nine Registered Social Landlords.

	General Needs	Supported Housing	Wheelchair Units	Shared Ownership	Other	Total	No of void units
Genesis	1306	20	?	384	625 (286 LH, 1 Intermediate, 12 Commercial, 130 Mr, 196 Temporary)	2335	66
Genesis Graham Park	286	0	0	67	267 (189 LH, 78MR)	620	45
Family Mosaic	857	9	0	280	8 (res care home)	1143	37
Family Mosaic Stonegrove	322	0	0	149	0	471	35
Metropolitan	666	52	0	76	124 (17 LH, 37 Older persons, 1 Staff, 38 AR, 25 MR, 6 Care Home)	912	22
Metropolitan west Hendon	118			1	31(25 MR and 6 Leasehold)	150	3
One Housing Group	104	15	0	14	69 (L/H and Intermediate)	202	3
Catalyst	265	39	8	104	34 (13 leasehold, 2 Management Freehold, 19 Equity Loans)	442	0
NHHG	1031	97	2	291	341 (111 l/h. 40 MR, 173 private lease, 17 non-social)	1762	7
Network Homes	330	48	0	158	275 (84 PSL temporary, 120 LH, 71 Older person)	811	5
Sanctuary	148	159	0	32	10	349	61
L & Q	55				103	158	0
L&Q Dollis Valley	48			7	5	60	0
Barnet Homes	9455	392	?	14	5528 (1813 temporary and 3715 Leasehold)	15389	169
Peabody	199	2			43 (leaseholders)	244	1
IDS	23	0	0	7	0	30	5



Appendix 2

A summary showing the number of tenants affected by Universal Credit and number in arrears (larger RP's)

	Genesis	Family Mosaic	Metropolitan	One Housing Group	Catalyst	NHHG	Network Homes	Sanctuary	L&Q
Number of tenants affected by Universal Credit	14	3	8	2	2	3	n/a	0	2
Number of tenants affected in arrears.	9	0	6	2	1	3	n/a	0	2

An example of some of the employment and skills opportunities being offered by each Registered Provider.

Genesis

- Work Club delivered in partnership Barnet and Southgate College
- Barnet Outreach Programme has assisted 50 residents into work and 99 residents into training

Family Mosaic

- Personalised 1:1 support from a trained employment coach for customers seeking guidance in securing sustainable employment. Supported 241 into work last year and 60 apprenticeships.
- Employment coaches focus on area for development, build confidence and construct an employment plan. This can incorporate a range of training including CV and application form guidance, interview preparation, budgeting and in work support.

Metropolitan

- Work with various external partners to provide employment, skills and training opportunities.
- Run sector based initiatives aimed at creating job opportunities in retail, construction and social sector.

One Housing Group

- Employment 'Boot Camp' pre-employment intensive training, peer support & motivation workshops
- Access to free accredited and non-accredited training

Catalyst

- Catalyst Gateway teams 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
- Host job fairs and other employment events

Notting Hill Housing

- CTI - provides training and work experience for unemployed people wishing to learn a construction trade.
- Tenancy support network that looks at the needs of residents and works with partners in different boroughs to signpost.

Network Homes

- Work Experience- Upskills resident and helps them gain practical work experience
- Weekly Job Club- Residents can meet Employment team and get a better understanding of the service and also receive support for job searching.

Sanctuary

- Income Advisors seek local job agencies to help those who are highly employable to work within the Administration field and Building sector.

L&Q

- An employment support service, providing end-to-end support through a combination of face-to-face and phone contact
- Employment and skills projects addressing gaps in external provision and helping resident's access particular industries