
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

GI/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 regularly 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- Stonegrov e	334	0	0	128	19 (LH)	481	2
Metropolit an	723	94	0	87	152 (17 LH, 42 Older persons, 52 AR, 41 MR)	1056	32
Metropolit an - 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)	1358	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 are 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.

