

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

Introduction

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

In the year 1 April 2014 to 31 March 2015 there were nine Registered Providers with significant stock levels either currently developing or planning to develop general needs homes in Barnet.

The nine Registered Providers, Barnet Homes and their General Needs stock levels in Barnet are shown below.

Registered Provider	Number of rented homes in Barnet
Genesis	1,283
Notting Hill Housing	797
Family Mosaic	754
Home Group	680
Metropolitan	664
Network Stadium	275
Catalyst	219
Origin	98
One Housing Group	96
Barnet Homes	10,200

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 three regeneration schemes in Barnet and the number of homes completed on these estates to date are shown below.

Scheme	Registered Providers	Stock No
Grahame Park	Genesis	413
Stonegrove	Family Mosaic	217
West Hendon	Metropolitan	105

Each year the Council reviews the performance of partner Registered Social Landlords 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:-

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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

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. GLA Affordable Housing Programme 2011–15
3. GLA Affordable Housing Programme 2015-18

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 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. Please refer to appendix 2 for a definition of each scale.

The following table shows the results summary for the regulatory judgements for the nine RSLs.

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Registered Provider	Governance	Viability
Catalyst	G1	V1
Family Mosaic	G1	V1
Metropolitan	G2	V2
One Housing Group	G1	V2
Notting Hill Housing	G1	V1
Network Housing (includes Network Stadium)	G2	V1
Home Group	G1	V1
Genesis	G1	V1
Origin	G1	V2

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 2014/15.

Registered Provider	Bedsit £	1 bed £	2 bed £	3 bed £	4 bed £	5 bed £	6 bed £
Genesis	98.6	109.04	128.44	143.86	157.03	171.00	
Family Mosaic		102.52	123.42	140.04	153.34	160.85	
Metropolitan	90.69	112.98	134.14	146.30	162		
One Housing Group		134.94	135.18	145.55	157.44		
Catalyst		110.06	123.95	143.80	161.52		167.42
Notting Hill Housing	86.77	105.71	123.77	138.23	151.96	153.75	170.10
Network Stadium	100.14	117.23	125.86	140.32	155.84	132.85	151.82
Home Group	92.73	103.44	122.00	142.00	141.67		
Origin		107.23	134.79	144.55	156.35		
Barnet Homes	75.23	87.92	100.64	114.94	128.16	146.18	160.03

The table below shows the average weekly service charge for 2014/15 for flats.

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Registered Provider	bedsit	1 bed	2 bed	3 bed	4 bed	5 bed	6 bed
Genesis	£11.31	£16.06	£21.81	£22.02			
Family Mosaic		£8.37	£12.29	£13.51	£17.57		
Metropolitan	£17.78	£16.32	£17.53	£15.53	£12.85		
One Housing Group		£6.87	£6.87	£6.87	£5.58		
Catalyst		£60.41	£32.72	£36.92			
Notting Hill Housing	£4.17	£9.50	£8.83	£4.60	£6.62	£4.16	
Network Stadium		£20.00	£11.87	£8.91	£2.48		
Home Group	£9.15	£9.57	£7.41				
Origin		£9.09	£12.92	£14.14	£13.72		
Barnet Homes	£4.77	£6.25	£5.56	£2.22	£0.88	£0.15	

Registered Providers with high levels of stock on new high density schemes will have a higher average service charge. In addition, Catalyst has a particularly high service charge for 1 bed units as this includes their extra care scheme.

The following table shows the average weekly net assured rents for flats and houses and service charges (SC) for flats charged for new developments in Barnet in 2014/15.

Development	bedsit	1bed	2bed	3bed	4bed	5bed	6bed
Genesis Grahame Park rent	£98.92	£112.43	£122.28	£140.94	£156.61	£170.10	
Genesis Grahame Park service charge	£11.30	£18.06	£23.73	£15.88			
Family Mosaic Stonegrove rent		£104.61	£124.68	£142.07	£155.27	£157.57	
Family Mosaic Stonegrove service charge		£14.96	£14.73	£10.70			
Metropolitan West Hendon rent		£109.15	£134.87	£151.98			
Metropolitan West Hendon service charge		£10.67	£10.71				

Affordable Rents

Affordable Rent is a form of low cost rental social housing, as defined by s69 of the Housing and Regeneration Act 2008, and has been the principal rental product available through the GLA 2011-15 Affordable Homes Programme. The maximum rental level for Affordable Rent should be no more than 80% of gross market rent (inclusive of service charges). In assessing whether the rent is no more than 80% the individual characteristics of the property must be taken into account, such as its location and size.

In Barnet the total weekly rent inclusive of service charges for a 3 bedroom property should not exceed £220.00 so that it is affordable to households

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subject to the Universal Benefits Cap. All Registered Providers are currently within this figure with the exception of One Housing Group who have confirmed they assess residents before offering an affordable tenancy and would then amend rents according to the resident's needs.

The table below shows the affordable rent levels in Barnet for 2014/15.

Registered Provider	1bed	2bed	3bed	4bed	Under £220 target
Genesis	£138.82	£178.78	£146.75		y
Family Mosaic	£106.99	£120.65			y
Metropolitan			£194.61		y
One Housing	£177.96	£219.92	£304.37		n
Catalyst	n/a	n/a	n/a	n/a	n/a
Notting Hill Housing	£181.32	£234.47	£204.37	£186.92	y
Network Stadium	£182.32	£239.20			y
Home	£159.43	£181.29	£216.07	£156.52	y
Origin		£206.75			y

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.

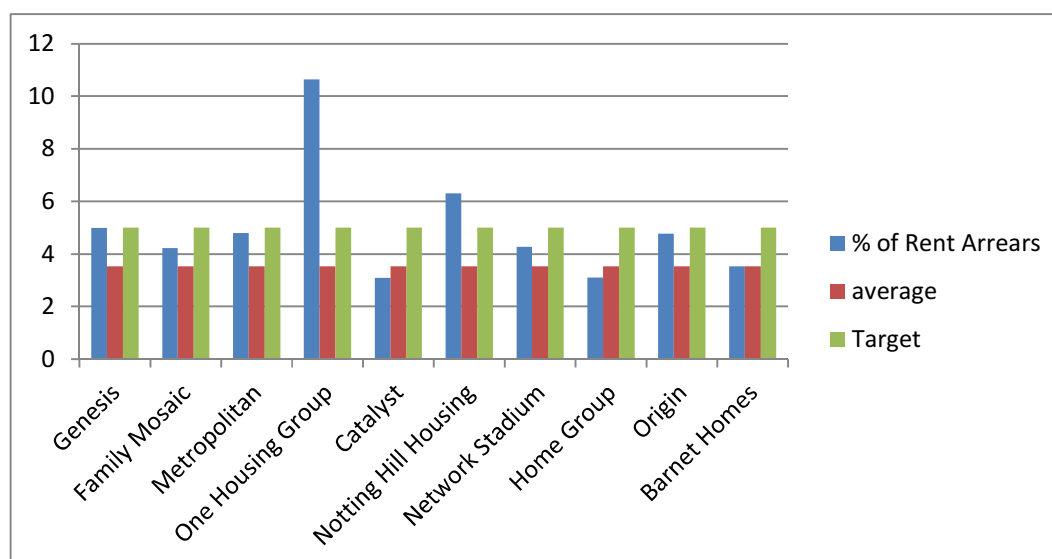
Arrears have increased since 2012/13 due to the introduction of Welfare Reform in particular the under occupancy charge and the benefit cap.

Social landlords needed to ensure they had robust systems and processes in place for collecting rent and minimising arrears levels if income was to be maximised and tenancies sustained. 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 Council have set a target of 5% for arrears collection; however, House Mark statistics show the average rent arrears for London to be 3.54%.

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.

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Each Provider that did not meet the average arrears collection was asked to comment on their performance:-

Genesis – *We accept that we are still high and over the past 4 years since the inception of Genesis we have made this a priority. Over the last 3 years the arrears have reduced, the target for this year is 5.5% and with the Welfare Reform implications the improvements made have been good and are in a strong financial position by collecting more money than is due in the last 3 years.*

Notting Hill – *Historically arrears in Barnet have been high for our organisation. Last year we collected over 102% of our rental income, reducing arrears by over 2%. We intend to continue with these plans for the year ahead.*

Metropolitan – *The trend for arrears in North London (covering the Barnet area) is downwards. In 2013/14 -6.61% and in 2014/15 – 4.90%. We are confident that the arrears for the North London area including Barnet will be further reduced for 2015/16. In addition if you compare like for like through the G15 benchmarking (2013/14) – we have moved from 13th out of 15 in 2013/14 to 9th out of 15 in 2014/15. We are maintaining a significant downward trend with our early intervention approach for supporting customers*

One Housing Group – *Despite requests One Housing Group have failed to provide an explanation for the high arrears, they have had a recent restructure of staff. We will continue to liaise with One Housing group.*

4. Rent Increases for 2015/16

The guideline limit from the HCA for rent increase is CPI + 1% for all social housing including affordable rent. This calculates as 2.2% for 2015/16.

All Registered Providers are operating within the 2.2% limit.

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5. 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 2014/15 is shown below.

Family Accommodation

Registered provider	LBB entitlement	No of nominations offered	Target met
Genesis	100	103	Yes
Family Mosaic	4	3	No
Metropolitan	3	3	Yes
One Housing Group	6	6	Yes
Catalyst	0	0	Yes
Notting Hill Housing	18	20	Yes
Network Stadium	2	2	Yes
Home Group	6	8	Yes
Origin	1	1	Yes

Family Mosaic has agreed to provide the next family sized accommodation direct to the Council.

Non Family Accommodation

Registered provider	LBB entitlement	No of nominations offered	Target met
Genesis	38	40	Yes
Family Mosaic	4	6	Yes
Metropolitan	1	0	No
One Housing Group	3	3	Yes
Catalyst	5	5	Yes
Notting Hill Housing	8	8	Yes
Network Stadium	3	6	Yes
Home Group	3	6	Yes
Origin	0	0	Yes

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6. Welfare Reform

The Welfare Reform Act 2012 aims to reform the Welfare System to help more people move and progress in work whilst supporting the most vulnerable.

The Act has made the following significant changes to the benefits system.

- Universal Credit to replace a range of existing means tested benefits and tax credits for people of working age.
- Caps the total amount of benefit that working age people can receive so that households on working age benefits can no longer receive more benefits than the average working wage. This cap is £500 per week for families and £350 per week for single people. This figure is set to reduce in 2016.
- Under Occupancy charge introduced to restricts Housing Benefit entitlement for social housing tenants whose accommodation is larger than they need.
- Personal Independence Payments to replace the current Disability Living Allowance
- Increases Local Housing Allowance rates by the Consumer Price Index on an annual basis
- Limits the payment of contributory Employment and Support Allowance to a 12-month period to create a cultural that does not allow people to stay permanently in the work related activity group.

Registered Providers are largely affected by Welfare Reform changes, in particular the under occupancy charge, Universal Credit and the Benefit Cap. 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 1,400 Barnet residents find work, move into affordable housing, switch to exempt benefits and provided general advice and support. The Task Force regularly feeds information to Registered Providers at the Barnet Housing Association Liaison Group meeting.

Registered Providers will have a responsibility to offer support to their tenants in preparing for these changes and ensuring tenants can afford their tenancies. There was an initial focus on digital inclusion, all Registered Providers have been ensuring residents are digitally ready to use Universal Credit and have increased the use of Direct Debit to pay rent, set up IT training workshops, local IT hubs, adequate broadband on estates, Origin have taken this one step further and have introduced a second hand computer scheme which are reconditioned and given out to residents.

We are also interested in finding out how Registered Providers are assisting in 'Get Britain Working'.

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LBB and Barnet Homes are working closely with all Registered Providers affected by the changes and are confident that they are engaging with their tenants and are looking to improve their ability to find work. The following tables show the current position for each Registered Provider and their approach to 'Get Britain Working'.

Genesis

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR
Under occupancy	130	0	71	0	7	1
Benefit Cap	43	0	28	0	4	0

Genesis operates the Grahame Park employment and training programme, this was launched in 2013 aiming to support local residents to progress along a pathway to employment. The programme delivers a range of work clubs, courses, workshops and 121 employment supports and assists people to be job ready. It runs on a termly basis and provides training opportunities including accredited courses, basic skills such as numeracy, literacy, supported teaching and learning in schools and ESOL and supports residents with their personal development by providing workshops such as life skills, work preparation, interview techniques and CV writing workshops. The 1st term was launched in April 2013 and the programme is run in conjunction with school timetable to enable participants with child care issues to still engage. It has been successfully developed and delivered courses. In 2014/15 312 residents have received accredited or non-accredited training, 54 residents have been placed in employment and 3 residents have been given apprenticeships.

Family Mosaic

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of tenants moved as a result of Welfare Reform
Under occupancy	45	0	31	0	0	0
Benefit Cap	2	0	2	0	0	0

Family Mosaic has developed an employment team which offers personalised employment advice, CV building, Interview Coaching, Training, Work Placements, Job Finders Resource Room, Apprenticeships and a job

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brokerage service. In Stonegrove there have been opportunities for work and apprenticeships with Barratts and its contractors. Going forward Family Mosaic are partnering with Groundwork London to work with the long term unemployed and those working less than 16 hours a week.

Metropolitan

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of welfare reform
Under occupancy	49	0	43	0	4	0
Benefit Cap	1	0	1	0	0	0

Metropolitan currently has the following three services/initiatives in Barnet.

1. Generic Metroployment Services - Metroployment is Metropolitan's flagship employment support programme. Referrals are made through the Employment Project Officer. Closest support Hubs are located in Edmonton and Brent.
2. Barnet Y2Y Programme - This is a young people peer to peer support project offering coaching to young people in Barnet who may be facing any number of issues, from gang culture/crime to education/employment to social isolation and confidence. The Y2Y volunteer coaches are also young people themselves. This is a partnership project with Metropolitan's Care & Support Service who is responsible for delivering the front line service. Volunteers receive training in a variety of areas and support towards employment outcomes through accessing Metroployment.
3. RSLs Service Providers Partnership – MHT attend this forum provided by JCP and LBB to refer customers to a network of partnership services.

In addition residents are encouraged to access a job club at Chalkhill community centre, Wembley, for support with CV writing, job search, applications, interview preparation and self-employment.

There are plans to run a support service from West Hendon Community Centre, currently subject to funding, this will provide 121 support for apprenticeships, volunteering and employment.

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One Housing Group

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR
Under occupancy	9	0	5	0	0	0
Benefit Cap	1	0	0	0	0	0

One Housing Group has an Employment and Training Service which offers careers advice, CV Writing, Interview Preparation, Free Training including NCFE level 2 certificate in supported teaching and learning in schools, NCFE level 2 event steward certificate training and Construction Training Scheme.

Catalyst

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR
Under occupancy	10	0	5	0	3*	0
Benefit Cap	3	0	2	0	2	0

Catalyst run Catalyst Gateway , a community development which also delivers DOSH (a financial inclusion and money management advice and guidance programme) which involves the direct provision of support and interventions for Catalyst residents in Barnet. The numbers accessing the services are currently not available. Catalyst Gateway employment team works with Catalyst residents and offers support, training, advice and guidance for both unemployed and underemployed residents again numbers accessing the services are currently not available. Direct referrals are made to specialist debt provision from CAB, staying First, Agnes Smith, Step Change and national Debt Line and signposting for digital inclusion, competence and capacity.

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Notting Hill Housing

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR
Under occupancy	26	0	22	0	2	3
Benefit Cap	6	1	4	0	0	0

The Construction Training Initiative (CTI) is Notting Hill's award winning project which has been in operation for the past 20 years. The objective of the scheme is to support the unemployed, the socially disadvantaged and persons from underrepresented groups to achieve industry recognised qualifications and site experience which can lead to sustainable long-term employment in the construction industry.

CTI are able to provide a generous package of support for tenants and Local Barnet residents which include paid work placement on building sites, free tools, free personal protective equipment and assistance with travel. CTI are able to place residents who are unemployed and 18 years above (who are pursuing a construction related course) on various sites across Barnet. Notting Hill is currently undertaking several building contracts on various sites in the borough including Kingsgate House, Colindale Estate, Barham Park, Approach Rd and Finchley Rd.

CTI are also able to provide employment and guidance through their AIG qualified staff and are also Matrix accredited which is the quality standard body for information and guidance services. The CTI scheme is further enhanced through a network of collaborative partners including local colleges and private training providers, Jobcentre Plus, Housing Associations, building contractors, charities and voluntary agencies that assist in the sourcing and placing of residents and tenants. Registered Providers that sign up to CTI for new developments pay a financial contribution.

In the most recent quarter for which there is data (quarter ending 30 April 2015) 15 Barnet residents were registered on the scheme, 12 of which were on work placements. The roles that the scheme provides include Bricklaying, Carpentry, Painting, Plumbing, Electrical, Plastering and Site Management.

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Network Stadium

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR
Under occupancy	33	0	22	0	0	0
Benefit Cap	2	0	2	0	0	0

Network Stadium's employment, training and skills initiative is called Worksmart. It is a project open to all residents, naturally including Barnet. Worksmart supports with job search, CV writing, job application, job interview techniques, confidence building and skill based training with the view of assisting a resident to secure employment. Volunteering and work experience are also options for those further away from the job market.

Below are outputs for the programme in 2014/15

- 16 residents into work
- 62 residents trained
- 1 resident into an apprenticeship
- 117 referrals to Worksmart
- 50 residents on Worksmart programme
- 163 information, advice and guidance sessions delivered
- £175 143 social value generated via Worksmart programme alone
- 8 young people trained in Project Management qualification.
- 4 work experience placements for young people delivered.

Home Group

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR.
Under occupancy	42	0	Unable to record	0	0	0
Benefit Cap	0	0	Unable to record	0	0	0

Home Group run an apprenticeship programme for customers to get involved in. this is a fixed term for a year and runs along an NVQ programme. This is advertised locally and nationally when roles are available. They currently have an apprentice in their Barnet office.

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A pilot study has started in Barnet where new tenants are interviewed to identify their employment and training needs and find suitable solutions.

Step Change is their approved partner to help combat arrears and Home are working closely with them to help customers that are financially excluded.

They have also started working with 'be secure' project with Hyde Housing (a service for customers that need help to change behaviours with managing debt). Money management courses are also available.

Home group have set up Welfare Income Support Partner (WISP) roles across the nation. Unfortunately the WISP role is not currently live in the London area but planned in the near future to assist Home Group customers.

Origin

	No of residents affected	No of residents affected by WR not contacted	No of tenants affected by Welfare Reform in arrears	Referrals to LBB task Force	No taken to court	No of residents moved as a result of WR
Under occupancy	3	0	*	0	1	0
Benefit Cap	0	0	*	0	0	0

Origin has reported they no longer track tenants who were previously subject to benefit cap and bedroom tax. Their justification for this is a) the data and profile information they hold is outdated. b) From an income management and advice services perspective all affected household have been contacted and/or given support, Origin now treat this as business as usual, but are monitoring the impact of the new proposed reforms i.e. UC, reduction in benefit cap and removal of housing benefit.

Barnet residents can receive help and support with the following:

- Writing CVs and covering letters, application forms and job searching
- Building confidence, Interview skills, and motivation
- Accessing job vacancies and apprenticeships
- Training/ workshops
- Finding work placements and voluntary work experience
- One-to-one support advice and guidance / developing an individual action

Other types of support available to tenants relating to getting a job are:

- Budgeting and money management

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- Calculating how going in to work or returning to work could affect income
- Advising or assisting with claiming benefits.

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 87.72%, not all Registered Providers can provide this data at a local level and those that could did not meet this target.

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	73%
Family Mosaic	46%
Metropolitan	47%
One Housing Group	96%
Catalyst	71%
Notting Hill Housing	63%
Network Stadium	69%
Home Group	83%
Origin	90%
Barnet Homes	75%

Genesis - *The introduction of the Kier contract in East London has enabled the improvements in the repairs and property services structure. The overall for % completed right first time has now increased to 84% from 77% and the target time for routine repairs was reduced from 28 to 20 days for better service.*

Notting Hill Housing– *In the last year we have procured new contractors across our planned and responsive repairs service. We have restructured our*

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contract management functions. The switch over to new IT and management systems means that we cannot provide some data at present will be able to do this next year.

Family Mosaic – *We have recently terminated an unsatisfactory responsive repairs contract. This took several months during which the service deteriorated further. We have new responsive repair contractors in place and are confident this will lead to an improvement in customer satisfaction. This affected our homes in Barnet as much as anywhere else. The new contractors are working well but are interim. We are currently planning for the longer term procurement and residents will be heavily involved in the selection process.*

Metropolitan - *We have now agreed that Keepmoat Property Services will be exiting the London Repairs service from end of August 2015, and Wilmott Dixon will take over the management of the service. Metropolitan and Wilmott Dixon will be working closely together to improve services for customers.*

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 99.70%. 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.

The benchmark for housing providers in London for the period 2014/15 is an annual statistic and will not be reported until later in 2015/16. The majority of Registered Providers do not record Barnet Specific data for customer services. Most organisations employ independent organisations to complete random customer satisfaction surveys and in addition survey after incidences of ASB, repairs and formal complaints.

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Registered provider	% 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	69%	Do not record
Family Mosaic	51%	78%
Metropolitan	44%	57%
One Housing Group	n/a	82%
Catalyst	82%	89%
Notting Hill Housing	61%	76%
Network Stadium	n/a	79%
Home Group	n/a	81%
Origin	n/a	76%
Barnet Homes	49%	81%

Metropolitan- *These are national figures, not specific for Barnet. We are aware of how satisfaction scores relate to the national averages and peer groups. The biggest driver of tenant satisfaction is the repairs services, which has not been good enough in recent years. We have now agreed that Keepmoat Property Services will be exiting the London Repairs service from end of August 2015, and Wilmott Dixon will take over the management of the service. Metropolitan and Wilmott Dixon will be working closely together to improve services for customers.*

Notting Hill – *figures for our service were affected by a disproportionate amount of tenant surveys on a patch where the Housing Officer was failing. Our service model relies on Housing Officers being the first point of contact for all queries, satisfaction is improving throughout 2015.*

9. Overall performance and commentary.

The table below shows each Registered Provider and whether they have met each performance target.

Registered provider	Rent Arrears	Nominations family sized	Repairs	No of areas performance has been met
Genesis	Yes	Yes	No	2
Family Mosaic	Yes	Yes	Do not record data	2
MHT	Yes	yes	No	2
One Housing Group	No	Yes	No	1
Catalyst	Yes	Yes	No	2
Notting Hill Housing	Yes	Yes	No	2
Network Stadium	Yes	Yes	Do not record data	2
Home Group	Yes	Yes	No	2
Origin	Yes	Yes	Do not	2

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

			record data	
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Overall the performance of each Registered Provider is good and has either remained the same or improved since last year. All the Registered Providers 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. Discussions are being held with One Housing Group and Metropolitan over a couple of issues with the aim to improve performance for next year.

As a result of the review we would continue to recommend each Registered Provider to developers on new Housing Developments.

SECTION B

The Affordable Housing Programme 2011 – 2015 came to an end in March 2015. In Barnet 398 affordable housing units were completed in 2014/15. The following table shows a list of these units.

Registered provider	Scheme
Origin	731 Finchley Road, NW11
Affinity Sutton	765 Finchley Road, NW11
One Housing Group	Brent Court, NW11
Sanctuary	Queen Charlotte House, Burnt Oak, HA8
NHHG	Kingsgate House, N3
Catalyst	Chandos Lodge, NW9
Odu Dua	Hallywick Court, N12
Sanctuary	Greenpoint
Catalyst	Merrivale
NHHG	Colindale Hospital
Origin	11 – 13 Approach Road, EN4
Genesis	Graham Park
MHT	West Hendon
Family Mosaic	Stonegrove
Discount Market Scheme	Beaufort Park

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.

Origin

Origin has two developments on site in 2014/15 Finchley Road and Approach Road. Targets for Finchley Road were met but Approach Road experienced problems with the contractor going into administration, as a result the scheme has now moved from the 11 – 15 programme and in to the 15 -18 programme. Origin had been keeping the GLA updated with progress but were delayed in reporting this to LBB. LBB are now in discussions with Origin to develop a

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

communication process to ensure that we are kept informed of progress and when initially bidding for schemes.

One Housing Group

One Housing Group developed Brent Court, this experienced long delays due to contractor issues and build costs.

Notting Hill Housing Group

Partnership working between Notting Hill and LBB is excellent with regular on site meetings and updates on each scheme. Notting Hill has a large development programme going forward with Colindale Library and Hendon Football Club and are also looking to offer on other market opportunities.

Catalyst

Partnership working with Catalyst development needs to be improved; there have been significant delays in providing accurate information from Catalyst. A recent meeting with the Head of Development has identified these problems with the view to improve working relationships for current and future programmes.

Genesis

Genesis development in Barnet is concentrated at Grahame Park. Communication is effective and problems are dealt with efficiently. Genesis has recently reported in the press that they will no longer be developing affordable of social rented units and instead will concentrate on Shared Ownership and Private Sale. Discussions are currently in place between Re and Genesis to identify what this means for Barnet.

MHT

MHT are regenerating West Hendon, partnership working has been effective especially in tackling the issues Barnet has experienced with the National Press regarding the CPO enquiry.

Family Mosaic

Family Mosaic is regenerating Stonegrove, and partnership working is effective and the Council are kept informed of any changes to the programme. Phase 4 will see 22 capped rent units and 65 shared ownership units. Family did have one of the Millbrook Park phases in the 2011 -15 GLA programme but due to delays have moved this to 'building the pipeline'. Going forward Family Mosaic are looking at potential S106 opportunities at Sweets Way and Elmbank but have yet to discuss this with the Council as still at early stages.

Network Stadium

Network Stadium have not developed in Barnet for some time but have identified several sites they would like to be involved in for the future.

Other Registered Providers

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

Sanctuary have been developing throughout 2014/15 going into 2015/16 we will be looking to review them in 2016. Partnership working is effective but Sanctuary have experienced some recent changes in staff and communication reduced this has now improved. IDS and Paradigm have also acquired schemes through S106 Agreements.

2015 – 18 Programme

The Mayor's strategy aims to put in place the resources to deliver more than 42,000 new homes a year, from 2015 to 2018. In Barnet there are currently plans for 680 affordable homes.

The following table shows the current schemes with planning permission that are progressing.

Registered provider	Scheme	On Site
Family Mosaic Housing	Stonegrove	Yes
Various at in Phases	Millbrook Park	Yes
TBC	Chandos Avenue	No
A2Dominion London Limited	Geron Way	Yes
Notting Hill Housing Trust	Colindale Hospital Block N Ph3	Yes
Notting Hill Housing Trust	Beaufort Park	Yes
Catalyst Housing Limited	931 High Road Finchley	Yes
Catalyst Housing Limited	High Road Whetstone	Yes
TBC	Barnet College	No
Catalyst	Furniture Land, North Finchley	Yes
MHT	Watling Boys Club	Yes
Sanctuary	Green Point	Yes
Family Mosaic	Chandos Way, NW11	Yes
Catalyst	Chandos Lodge	Yes
TBC	104 Burnt Oak	No

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

TBC	B & Q Whetstone	No
TBC	British Libarary, Colindale	No
TBC	Albert Road Gas Works	No
TBC	Hendon Football Club	No
TBC	Sweets Way	Yes

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

Appendix 1

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

	General Needs	Sheltered with on site officer	Sheltered with alarm assisted	Wheelchair Homes	Lifetime Homes	Disabled - adapted homes	Other	Total	No of void units
Genesis	1283							1283	11
Genesis Grahame park	413							413	0
Family Mosaic	754							754	2
Family Mosaic Stonegrove	217						36 SO	217	4
Metropolitan	664	37	0	5	0	99	0	840	25
Metropolitan west Hendon	47	11	4	1	35	11		105	7
One housing group	96						0	96	0
Catalyst	219	39	45	6				258	2
NHHG	797			24	714	10		886	14
Network Stadium	275	56	71					402	2
Home Group	680			1				681	0
Origin	98		25				19	142	2
Barnet Homes	10,013	421					5855	14112	
Total	4489	174	73	6	6	1	893	5642	14

Appendix 2: Barnet Annual Performance Review of Registered Providers in 2014/15

Appendix 2

Governance and viability ratings from HCA

We assess providers for both governance and viability on a scale from G1/V1 to G4/V4:

G1 – The provider meets the requirements on governance set out in the Governance and Financial Viability standard.

G2 – The provider meets the requirements on governance set out in the Governance and Financial Viability standard, but needs to improve some aspects of its governance arrangements to support continued compliance.

G3 – The provider does not meet all of the requirements on governance set out in the Governance and Financial Viability standard. There are issues of regulatory concern and in agreement with the regulator the provider is working to improve its position.

G4 – The provider does not meet the requirements on governance set out in the Governance and Financial Viability standard. There are issues of serious regulatory concern and the provider is subject to regulatory intervention or enforcement action.

V1 – The provider meets the requirements on viability set out in the Governance and Financial Viability standard and has the capacity to mitigate its exposures effectively.

V2 – The provider meets the requirements on viability set out in the Governance and Financial Viability standard but needs to manage material financial exposures to support continued compliance.

V3 – The provider does not meet the requirements on viability set out in the Governance and Financial Viability standard. There are issues of serious regulatory concern and, in agreement with the regulator; the provider is working to improve its position.

V4 – The provider does not meet the requirements on viability set out in the Governance and Financial Viability standard. There are issues of serious regulatory concern and the provider is subject to regulatory intervention or enforcement action.