
Barnet Annual Performance Review 2015.16

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 Providers and two smaller Registered Providers in Barnet including the estate regeneration schemes in Barnet.

Background.

In the year 1 April 2015 to 31 March 2016 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 and their General Needs stock levels in Barnet are shown below.

Registered Provided	Number of General Needs homes in Barnet
Genesis	1278
Family Mosaic	826
Metropolitan	666
One Housing Group	105
Catalyst	265
Notting Hill Housing	666
Network Homes	363
L &Q	88
Sanctuary	148
Barnet Homes	9693

The two smaller organisations and their stock levels in Barnet are shown below.

Registered Provided	Number of General Needs homes in Barnet
IDS	8
Birnbeck	29 (supported housing)

A full breakdown of types of stock can be seen in **appendix 1**.

The Strawberry Vale estate in East Finchley, Barnet was previously owned by Camden and Islington and was acquired by Peabody Housing Association under the Estates Renewal Challenge Fund Programme; there is a nominations agreement for this scheme providing the Boroughs of Camden and Islington nomination rights for these properties. There are approximately 350 households living in the Strawberry Vale estate, if requested Peabody can be included in the 2016.17 Performance Review.

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 show below:-

Scheme	Registered Providers	Stock No
Grahame Park	Genesis	332
Stonegrove	Family Mosaic	365
West Hendon	Metropolitan	75
Dollis Valley	L&Q	40

The Performance Review

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:-

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

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

Section B will focus on:-

1. Development Opportunities
2. Housing and Planning Act 2016

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 RSL's.

Registered Providers	Governance	Viability
Catalyst	G1	V1
Family Mosaic	G1	V1
Metropolitan	G1	V2
One Housing Group	G1	V2
Notting Hill Housing	G1	V1
Network Housing (includes Network Stadium)	G1	V1
Sanctuary	G1	V1
Genesis	G1	V1
L&Q	G1	V1
IDS	G1	V1

Birnbeck do not have a judgement as they have less than 1000 units.

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 2015.16.

Registered Provider	Bedsit £	1 bed £	2 bed £	3 bed £	4 bed £	5 bed £	6 bed £
Genesis	100.79	111.35	131.31	147.11	161.56	173.84	
Family Mosaic		104.66	125.96	143.08	156.94	167.73	
Metropolitan	94.46	123.05	139.41	148.64	161.36		
One Housing Group		148.58	144.08	159.47	160.90		
Catalyst		112.53	126.67	146.96	165.07		
Notting Hill Housing	88.68	117.14	126.60	141.26	154.30	165.49	
Network Homes	102.34	125.42	133.91	138.33	157.12	135.06	
L & Q		103.93	119.97	156.21	164.72		
Sanctuary	81.45	108.22	121.10	139.56	152.30		
Barnet Homes	76.88	91.45	102.92	115.06	124.83	149.4	
IDS			137.90				
Birnbeck	100.13	109.83					

The Welfare Reform and Work Act 2016 require registered providers of social housing in England to reduce social housing rents by 1% a year for 4 years. 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 2015.16

Development	Bedsit £	1bed £	2bed £	3bed £	4bed £	5bed £	6bed £
Genesis Graham Park rent		106.79	124.07	140.51	158.75	173.84	
Genesis Graham Park SC		12.22	11.23	7.72	9.96	1.46	
Family Mosaic – Stonegrove rent		108.43	128.31	148.66	160.90		
Family Mosaic – Stonegrove SC		16.76	17.72	7.01	1.19		
Metropolitan -West Hendon rent		108.27	127.85	142.25	157.10		
Metropolitan -West Hendon SC		21.91	26.90	29.83	30.96		
L&Q – Dollis Valley rent		103.93	119.97	156.21	164.72		
L&Q – Dollis Valley SC		32.09	32.09	2.78	14.12		

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 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 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 2015.16

Registered Provider	1bed	2bed	3bed	4bed	Under 65% of market rent & LHA
Genesis	142.19	183.37	n/a	n/a	Y
Family Mosaic	108.17	123.30			Y
Metropolitan	n/a				
One Housing	n/a	n/a	n/a	n/a	
Catalyst	190.29	230.68	154.35		Y
Notting Hill Housing	181.71	236.95	252.69	190.05	Y
Network Homes	192.42	248.20			Y
Sanctuary	168.46	207.64			Y
L & Q	N/A	N/A			
Barnet Homes	134.25	211.25	262.39		Y

Birnbeck and IDS do not have any affordable rented units in Barnet.

Metropolitan – Are unable to provide the date but can confirm that the average weekly affordable rent is £176.28 and are within the LHA allowance.

3. Rent Arrears

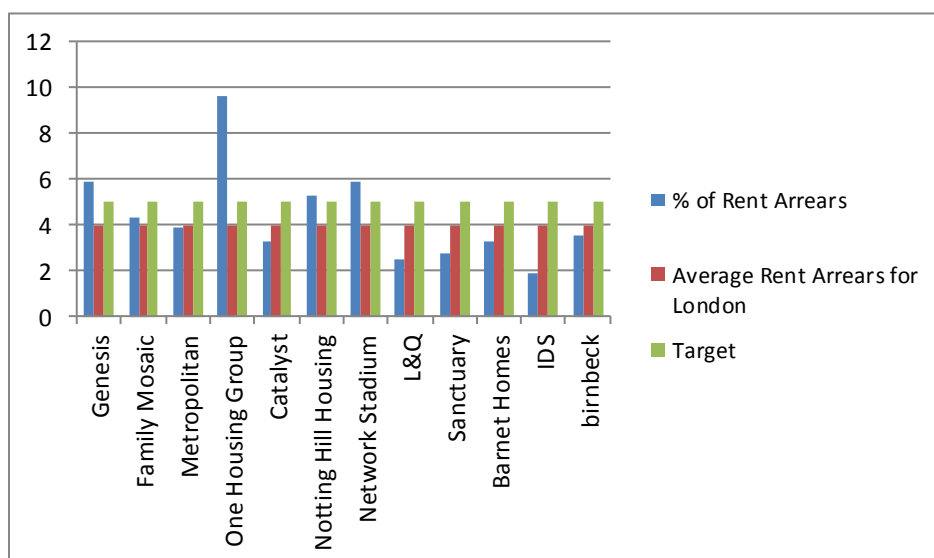
Rent Collection is a key element of Housing Management. House Mark report the performance of Housing Organisations rent collection, an efficient rent collection service is important to ensuring that as much of the rent due, and thus potential income due to the landlord, is collected and received.

Arrears have been increasing 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 3.96%.

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 average arrears collection was asked to comment on their performance:-

Genesis – *In general our rent arrears have been running high due to historic issues however they have been reducing year on year over the last three years. Our target overall was 5.3% and overall we achieved 5.2%. This year our target is 5% as it is unclear the effects of the rent reduction and welfare reform. Barnet does seem an area where we have higher than our average arrears at the end of 15/16 and we aim to investigate this further. We will not be targeting around the 4% but will be aiming for a reduction on 15.16 in the current year.*

Family Mosaic – *The data sent to you is our end of year figure and does not take into account any HB payments that were at year end, this has now reduced.*

Nottinghill – *Rent arrears in Barnet have historically been high, In 2015/16 these arrears were reduced by over 2% and we collected 101.8% of our rental income. If this trend continues then arrears should be in line with housemark average by year end,*

Network Homes – *Our arrears in Barnet are higher than the group average. They currently stand at 5.9%. This is due to outstanding Housing Benefit which is due promptly. Once this has been received we would expect this figure to fall below 5%.*

One Housing Group – *The arrears are significantly higher than average, the results have been reviewed and there are 5 large arrears cases in Barnet, one of which is quite a significant debt. These debts represent 43% of the arrears in Barnet and, given the low number of residents, the 5 debts are skewing the overall figures. The % arrears in the absence of the largest debts reduces to 4.85%*

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 2015.16 is shown below.

Family Accommodation

RP.	LBB entitlement	No of nominations offered	Target met
Genesis	6	9	y
Family Mosaic	62	62	y
Metropolitan	42	43	y
One Housing Group	1	1	y
Catalyst	28	28	y
Notting Hill Housing	65	65	y
Network Homes	5	6	y
L & Q	26	26	y
Sanctuary	26	26	y
Birnbeck	0	0	y
IDS	0	0	y

Non Family Accommodation

RP	LBB entitlement	No of nominations offered	Target met
Genesis	9.5	13	Y
Family Mosaic	13.5	15	Y
Metropolitan	33.5	35	Y
One Housing Group	1	1	Y
Catalyst	6	8	Y
Notting Hill Housing	14.5	15	Y
Network Homes	0.5	1	Y
L & Q	7	7	Y
Sanctuary	1	1	Y
Birnbeck	0	0	Y
IDS	0	0	Y

6. Welfare Reform

The Welfare Reform Act 2012 and the Welfare Reform and Work Act 2016 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.
- Under Occupancy charge
- 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 culture that does not allow people to stay permanently in the work related activity group.
- Reduce Social and Affordable Rents.

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 and have helped Barnet residents find work, move into affordable housing, switch to exempt benefits and provided general advice and support. As at the end of March 2016 we had supported 2008 customers. Out of these 1803 were closed. 722 were closed as in work representing 36% of the total caseload. 230 moved to cheaper accommodation and 306 became exempt because of claiming disability benefit. The Task Force regularly feeds information to Registered Providers at the Barnet Housing Association Liaison Group meeting and have commenced a focussed group of Welfare Reform Officers from each Registered Provider.

LBB and Barnet Homes are working closely with all Registered Providers affected by the changes and are confident that most are engaging with their tenants and are looking to improve their ability to find work. 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	76	0	47	0	0	TBC
Benefit Cap	21	0	19	0	0	TBC

Genesis have a dedicated team and have set up various projects including the Volunteer into Employment programme, this can be accessed by Barnet Genesis residents. The programme places residents into volunteering placements alongside employment support. Barnet residents are also able to access employment and training initiatives being delivered in nearby Brent including training courses and pre-employment workshops.

The employment and skills activities delivered:-

- In Partnerships with Barnet and Southgate College we are delivering accredited and non-accredited training in ESOL, business admin, pre-employment programmes, basic maths and English and IT.
- Barnet Workfinder – job brokerage delivered by Groundwork funded through S106 contributions.
- Enterprise Programme – Capacity building programme to support individuals who wish to start their own business which includes training and 121 support.
- Volunteering provided through partners such as Colindale Community Trust and Groundwork.
- Repurpose – up cycling project providing training, volunteering and employment opportunities for local residents.
- Work Club delivered every week in Grahame Park Library.

Performance

- 28 residents into employment within retail, admin and care sector.
- Pre- employment, business admin IT and ESOL training has been delivered to 293 residents.
- Two employment fairs delivered attracting 173 residents and 16 employers.
- The Loop (Re – purpose project) has now opened on the Concourse and operates as a workshop and shop facility selling up cycled furniture and some white goods. This also targets fly tipping and recycling across the borough.
- 5 apprenticeships have been funded through S106 in construction and business.
- 8 residents undertaking regular volunteering.
- Commissioned 5 social enterprises, 3 of which have delivered services on Grahame Park.

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	46	0	26	0	0	0
Benefit Cap	1	0	1	0	0	0

Family Mosaic has a dedicated employment team offering employment support, apprenticeships, training and childcare courses to their residents. They work with external organisations such as employers and trainers.

Performance

- Of the 10 clients in Barnet, 3 have attended adult boot camp, 4 have found work including one as an apprentice in childcare.
- North Finchley library has been used for some 121 coaching sessions.
- They have funded 2 IT courses at Barnet & Southgate College for 1 resident.
- Part funded a teaching assistant course at Stanmore College for another.
- One resident has been referred to future Path, a project that supports those with mental health issues.

Family Mosaic work with Groundworks which supports long term unemployed into work and volunteer opportunities which covers the whole of Barnet.

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	43	10	21	0	0	0
Benefit Cap	3	0	2	0	1	0

Metropolitan currently has a team of employment and neighbourhood investment specialists who work in Barnet and Brent and also work with an outside agency called GSS who provide an employment service to residents.

Barnet has a high number of residents with ESOL, ITC skills and work based skills. This can also impact on the older learners as they feel that age and language can be a barrier. They have put in place the support where needed, and deliver one to one IAG (Information, Advice and Guidance) in order to signpost the customer to the correct provision. Lack of skills employment, finances can have a real impact on

health and they include health as a part of the activities they provide and jointly deliver with other agencies.

They have seen the need for IT programmes especially for older residents that are seeking employment and to continue to build their current skill set. Residents have been keen to develop their skills and get qualifications so that they can go into employment or explore their own enterprises.

Performance

- They have engaged 150 residents in Barnet in last year and placed 22 into work.

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	7	0	6	0	3	0
Benefit Cap	1	0	0	0	0	0

One Housing's specialist Employment and Partnerships Team is based in Camden at their Arlington Facility, and delivers employment opportunities across all their boroughs working from local offices or community centres where available. They deliver a wide range of training courses, employability skills, IAG, Job Search and in work support specifically targeted towards getting residents into employment. Training is offered from a number of OH venues as well as offering training at external venues. Barnet residents traditionally access training at Arlington Road which offers training rooms, ICT suite, BICS cleaning academy and a construction skills workshop. They also manage a range of Social Economy partners from this homeless facility who provide training, work experience and employment placements within their companies. This includes office admin, catering, food safety and cleaning qualifications. The team also promotes and delivers a volunteering programme, which is often a first step to work. They recruited volunteers to train as 'energy champions' and promote energy saving tips and energy consumption awareness to local friends and neighbours.

Training courses –

Employability

Confidence and self esteem

Basic and intermediate IT

Food Safety L1

Manual Handling L1

Administration L1

Business start up

Website development

Money management

7 steps to success

Performance

- In 2015/16 they helped over 200 residents get into work and trained over 600 (London wide)
- In Barnet 10 people have been supported and over 50 received additional training over the last 3 years.
- Last year 2 of their Barnet residents secured permanent employment.

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	8	0	4	0	3	0
Benefit Cap	4	0	3	0	2	0

Catalyst has a dedicated social and economic investment team, Catalyst Gateway. A baseline offer of services is available to all catalyst residents. This offer is focussed upon access to financial inclusion and employment and skills with family and youth intervention via young people and families specialists.

Work is focussed on neighbourhoods and individuals with each geographical area having a dedicated team of specialist workers. The teams support tenants who are under employed, unemployed and help access training and employment. Catalyst also offers Construction Training Opportunities and work closely with Barnet & Southgate College to increase opportunities for tenants.

Performance

- Over the past year they have worked with 9 Barnet households and provided positive outcomes such as:-
 - 1 resident into full time work
 - 1 resident registered on a HND
 - 1 resident commencing volunteering
 - 1 resident – support for DWP claims.

Notting Hill Housing

Nottinghill Housing did not provide the data to complete the table despite requests.

They do not currently operate any employment / training or skills initiatives in the Borough and do not signpost or work in partnership with other organisations but offer

the Achieve mentoring and skills projects to young people under 21 living in their properties.

They also operate a construction training initiative which is included in some S106 agreements in the borough.

The Council are currently in discussions with Notting Hill Housing regarding improving this service.

Network Homes

	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	32	0	19	0	0	0
Benefit Cap	4	0	4	0	0	0

Network Homes have a dedicated member of staff working in partnership with Groundwork to provide IAG (information, advice and guidance) as well as 2 welfare benefit advisors working in a project group. Network Homes employment, training and skills initiative is called Worksmart. 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.

Sanctuary

	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	Info not provided	2	Info not provided	3	Info not provided
Benefit Cap	0	Info not provided	0	Info not provided	0	Info not provided

Sanctuary Community Investment Team look to work with partners in the area to signpost residents to and to promote opportunities to residents. All Sanctuary residents have access to a grand ideas fund which provide up to £1000 for community projects and to enhance skills.

L&Q

	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	2	0	1	0	0	0
Benefit Cap	0					

L&Q have a Community Investment Team and offer services to their tenants which involve one year of support, beginning with a work assessment which will identify their work history and support needs; they are assisted in developing a personalised support plan. Employment advisers will aid in job searching, strategies for finding work and motivating tenants to keep looking for work.

L&Q offer a bursary of up to £500 for residents to access training and skills development, courses are sourced externally. Short courses are also provided through contractor's employment and skills plans.

Vocational and sector skills training which give industry specific training and help people secure work in that field that they require, including lone parents. They also identify growth industries or skills gaps and respond with an offer of sector skills courses annually.

IDS

IDS have one resident affected by the Benefit Cap and have reported that they have not made contact with this person, but they are not reported as being in arrears. IDS do not have access to Skills or Employment opportunities and are not signposting their residents to any other organisations.

Birnbeck

Birnbeck do not have any residents affected by Under Occupancy or Benefit Cap but do have two support staff working with all residents. The support staff offer help and advice and various issues including skills and employment and are able to signpost to other local organisations. They are in contact with LBB taskforce.

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 86.11%, three Registered Providers could not meet this target and made the following comments.

Genesis – *We have an internal target of 85% and at this time we are not achieving it but a full review of property services is being undertaken and we aim to improve for this year, Q1 is currently showing an increase.*

Sanctuary – *It is likely that our approach to this statistic is different to Housemark in that we use the tenant's feedback on if they thought that the repair was completed at first visit, rather than looking internally at order completion data.*

Catalyst -*We collect information on this from 'a customers' perspective through sample satisfaction surveys carried out by Voluntas. We have not established a definition of 'first visit' with our contractors and do not currently ask them to report on this. Our expectation is that if a contractor is unable to complete a repair on the first visit they will then order it and arrange a follow up appointment in order to complete the works. We are about to re tender our maintenance contracts shortly and this, along with other measures, will be one that we will be aiming to establish reporting on, with future contractors. Our aim is to get repairs completed as speedily and effectively as possible.*

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	75.9
Family Mosaic	52
Metropolitan	n/a – do not record this data
One Housing Group	75
Catalyst	71.4 (only 7 households in Barnet responded)
Notting Hill Housing	94.4
Network Homes	81.33
Sanctuary	86.5 (whole of London)
L&Q	n/a – no data available
Barnet Homes	99.1
IDS	n/a – no data available
Birnbeck	n/a – no data available

Family Mosaic –*Family Mosaic ended their contract with Mears and has been using emergency contractors. After a very thorough procurement process, new contractors have been appointed for responsive repairs with the contractors going live from October 2016.*

Metropolitan – *Do not currently collect this data, they are currently reviewing customer satisfaction questionnaires and will commence collecting this for next year.*

L&Q – *The majority of properties owned by L&Q are new build and under a 12 month warranty. Residents are invited to contact the L&Q aftercare team to report any defects, the defect/repair will be sent to the approved L&Q contractor or Countryside. The warranty repairs are monitored by the L&Q After care team.*

IDS – *Given the small number of tenancies and the response rate to surveys, specific results for Barnet would be meaningless. The overall group result for IDS is 87.14%*

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

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

8. Customer Satisfaction

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

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

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

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

The Table below shows the level of satisfaction for each RP.

	% of Respondents very of fairly satisfied their views are being listened to and acted upon	% of respondents very of fairly satisfied with the service provided
Genesis	Average 5.99 score out of 10	Average 6.35 score out of 10.
Family Mosaic	n/a	n/a
Metropolitan	43%	58%
One Housing Group	100%	90%
Catalyst	57.14	57.14
Notting Hill Housing	69	84
Network Homes	n/a	79.2
Sanctuary	78.6	80
L&Q	83	83
Barnet Homes	n/a	n/a
IDS	n/a	97%
Birnbeck	n/a	n/a

Metropolitan- *A star survey is completed every quarter. The Service improvement team and the National Customer Group (leaseholders and tenants) are currently reviewing resident engagement structure and looking at how to get a better idea of what local residents want with the aim of tailoring services for different geographical areas.*

Genesis – *Any customer satisfaction measures are inconsistent when benchmarked as methodologies differ. We don't enter our data on STAR in housemark and the overall satisfaction measures we quoted to you are based on asking satisfaction on a scale of 1 -10 not on whether they are satisfied or very satisfied. However we are planning to increase these levels by the end of 2018/19.*

Catalyst – *Last year only 7 households responded to the survey, only 3 were tenants, the rest were shareholders. We are aware that shareholders generally have lower levels of satisfaction. Our view is that taking the satisfaction responses of just 3 households of 260 homes in Barnet does not provide a statistically accurate data to gauge satisfaction levels. We have now arranged that all customers living in Barnet who have a repair completed between July and September will be surveyed to obtain more meaningful data.*

Family Mosaic – *Are reviewing their customer engagement process and have commissioned a project called 'my place' to gain a better understanding of customer's needs.*

Birnbeck – *Residents are met on a regular basis and any issues and problems are discussed and resolved. Surveys are not completed on an annual basis.*

9. Anti-Social Behaviour

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

The Barnet Community Safety MARAC (multi-agency risk assessment case conference) is a multi-agency meeting where stakeholders across the community safety partnership come together to discuss and resolve complex, high risk anti-social behaviour cases and includes the following members:-

- Barnet Community Safety Team
- Police
- Children's Services - Youth Offending Service, Social Care, Youth Service, Family First and a representative from schools
- Housing (Council and other Social Landlords)

- Barnet Homes
- National Probation Service (NPS) and CRC
- Victim support
- Mental Health Services

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

Registered Providers have been asked to report the percentage of ASB cases successfully resolved. Housemark report the average percentage of cases successfully resolved in London as being 91.84%.

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

RP	Genesis	One Housing Group	Metropolitan	Network Homes	Sanctuary	Catalyst	Family Mosaic	Barnet Homes
% resolved	90.1	93.7	76%	77.78	No data held	100	86	73

L&Q – Currently have 2 live cases and are working with the Police on both.

NHH – Did not provide this information.

IDS and Birnbeck – Do not have any cases.

9. Overall performance and commentary.

Overall the performance of each Registered Provider is good and has either remained the same or improved since last year. The table below provides a breakdown of performance. Despite Genesis only meeting 1 out of the 3 targets we are satisfied from their responses that they are working to improve.

Registered Provider	Rent Arrears		Nominations family sized		Repairs		No of areas performance has been met		Direction of Travel from 2014.15
	14.15	15.16	14.15	15.16	14.15	15.16	14.15	15.16	
Genesis	Y	N	Y	Y	N	N	2	1	↓
Family Mosaic	Y	Y	Y	Y	DID NOT PROVIDE	Y	2	3	↑
MHT	Y	Y	Y	Y	N	Y	2	3	↑
One Housing Group	N	N	Y	Y	N	Y	1	2	↑
Catalyst	Y	Y	Y	Y	N	N	2	2	↔
Notting Hill Housing	Y	N	Y	Y	N	Y	2	2	↔
Network Homes	Y	N	Y	Y	N	Y	2	2	↔
Sanctuary		Y		Y		N		2	N/A
L&Q		Y		Y		Y		3	N/A
IDS	N/A	Y	N/A	Y	N/A	Y	N/A	3	N/A
Birnbeck	N/A	Y	N/A	Y	N/A	Y	N/A	3	N/A

All the Registered Providers with the exception of Nottinghill Housing 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 Nottinghill Housing over a welfare reform and how they can increase the services they are offering to their residents with the aim to improve performance for next year.

As a result of the review we would continue to recommend most of the Registered Provider to developers on new Housing Developments. Further work will need to be completed with Nottinghill Housing before committing to further development partnership agreements.

SECTION B

1. Development

In 2015.16 there were 257 affordable housing completions in Barnet. The following table shows a list of these units.

RSL	Scheme
L&Q	Dollis Valley Regen. Scheme
Family Mosaic	Stonegrove Regen. Scheme plus additional Units
Metropolitan	West Hendon Regen. Scheme
NHHG	Colindale Hospital
Catalyst	931 High Road
Metropolitan	Watling Boys Club
Barnet Homes	Green Lane and Brent Place

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

The following table shows the developments planned for completion during 2016.17

	Affordable Rent	Intermediate (Shared Ownership)	Total
Beaufort Park block F (NHHG)	177		177
Furniture Land (Catalyst)	19	41	60
Millbrook phase 3 (Family Mosaic)	16	17	33
Millbrook Phase 3a (Sanctuary & IDS)	10	4	14
Millbrook Pk (Genesis) Plot 4a	8	6	14
Millbrook Pk (Genesis) 4c	9	3	12
Northway House (Network Homes)		11	11
931 High Road (Catalyst)	0	6	6

Barnet Homes - Bedford Road	4		4
Barnet Homes - Haldane Road	3		3
Barnet Homes - Tarling Road	9		9
Barnet Homes - Wade Court	10		10
Dollis Valley (L&Q)	7	0	7
Graham Park (Genesis)	25	12	37
Stonegrove (Family Mosaic)		26	26
Chandos Provision at Stonegrove (Family Mosaic)	8	0	8
Chandos Avenue (Metropolitan)		12	12
TOTAL	305	138	443

L&Q

L&Q are the registered provider for Dollis Valley; in addition they are looking at other S106 developments in Whetstone as well as Brent Cross South regeneration development. They are also progressing the following developments:

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

L&Q are also developing elsewhere in London.

One Housing Group

One Housing Group are 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; they are also in the early stages of development at 4 other schemes totalling 91 units.

One Housing Group have plans to provide a further 1320 units across London over the next five years.

Notting Hill Housing Group

Partnership working between NHHG and LBB is good with regular on site meetings and updates at Beaufort Park. They are looking at developing further in Barnet but have not yet identified schemes.

Notting Hill Housing have 7094 plots secured for delivery in London over the next five years, these schemes are planned for Southwark, Newham, Greenwich, Hounslow, Harrow and Enfield

Catalyst

Catalyst have been selected as the RP for Brent Cross North, along with this they have also picked up some S106 schemes including a scheme in Whetstone and 2 in Finchley. All of which will complete by March 2018.

They are on progress to deliver over 850 units over the rest of London and have secured a further 800 to be delivered over the next five years in Barnet, Brent, Haringey, Ealing and Kensington and Chelsea.

Genesis

Genesis development in Barnet is concentrated at Grahame Park. Communication is effective and problems are dealt with efficiently.

Genesis are effectively progressing the following opportunities

Elmbank Avenue a S106 development providing 14 rented and 10 Shared Ownership homes. Started on site in June and plans to complete December 2018. Millbrook Park (Phase 4A, B & C) S106 schemes – total of 41 Affordable Rented and 14 Shared Ownership.

Genesis is keen to continue to develop in Barnet. Genesis has a total of 916 units on site in London and including Barnet and have 2,341 in the development pipeline with planning (1,397 at Woodberry Down in Hackney and 605 at Oaklands in Hammersmith & Fulham).

They also have a further 803 units where they are about to enter into contract in the next few months. Most of these sites have planning or are working towards achieving planning consent.

MHT

In addition to the regeneration scheme at West Hendon MHT have a S106 development in Whetstone providing affordable rented and shared ownership properties and are keen to be involved in further developments.

Family Mosaic

Family Mosaic have now completed the regeneration project at Stonegrove, a Succession Plan is in place which is regularly monitored by LBB. Going forward Family Mosaic is looking at potential S106 opportunities.

Network Homes

Network Homes are currently developing 120 homes in Barnet; these are at Colindale Newspaper Library site, Hendon Football Club and Northway House in Whetstone. They are keen to take on further developments in Barnet and are currently looking at Sweets Way, Millbrook Phase 5 and the Peel Centre.

Network Homes have over 1000 units secured on sites with planning permission over the next 5 years in London. Their growth target across London and Hertfordshire is an average of 1000 units per year so they have reported would expect to see the numbers delivered significantly increase as they have a large pipeline of schemes coming through.

Sanctuary

Sanctuary are not in the process of commencing any developments in Barnet but had developments in the 2011-15 programme. They plan to develop 24,000 new homes over the next 10 years and would like to develop in Barnet.

Barnet Homes

Barnet Homes have completed 8 units in 2015.16 and have a further 26 planned for completion this year (2016.17). They have secured a further 318 units for completion for tranche 3 of their delivery programme.

2. Housing & Planning Act 2016

Housing & Planning Act 2016

The Housing and Planning Act achieved royal assent in May 2016. A summary of the areas of the Act that is relevant to housing is listed below.

-
- Starter homes introduced as an affordable housing category on new build developments
 - Starter homes will be available to FTBs at a 20% discount off market value, subject to value caps
 - Provisions requiring councils to consider the sale of vacant council housing
 - Extension of Right to Buy to housing associations
 - Pay to Stay – Cap of £40K in London.
-

Registered providers have been asked what actions they are planning to take with regard to Pay to Stay and Right to Buy.

Right to Buy

The general consensus amongst Registered Providers is that they are supportive of the voluntary Right to Buy and are keen to support their resident's aspirations to own their own homes. Policies are not being set until the government have released further detail on how the programme will operate. Network Homes have established a working group looking at Right to Buy assessing our tenant records and currently developing procedures for the implementation of the RTB for Housing Associations. L&Q were one of the 5 housing associations that had agreed to take part in the Pilot study; they will shortly be attending Barnet Housing Association Liaison Group to feedback on the experience.

Pay to Stay

Opinions on Pay to stay are slightly varied; Genesis and IDS have no plans to implement. One Housing Group has advised they will wait for further guidance and possibly introduce a pilot first. Nottingham, Family Mosaic and Catalyst are waiting for further detail before assessing their approach and how viable it will be to adopt. Metropolitan are currently reviewing the mechanics of establishing total household income and how that may feed into the pay to stay policy.

In addition to the changes above the spending review in 2016 has introduced further caps to Housing Benefit which includes reducing the Single Room rate for under 35's. Nottingham have taken the view that on all new lettings they will not let to single people earning under £29 000. The Council have identified that this will affect our allocations policy and further discussions will need to take place before nomination Nottingham Housing to developments which include 1 bed properties.

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

Appendix 1

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

	General Needs	Supported Housing	Leasehold	Lifetime Homes	Shared Ownership	Other	Total	No of void units
Genesis	1278	24	167		489	324	2282	12
Genesis Graham Park	332	0	131		309	100	872	1
Family Mosaic	826	17	33	0	68		944	2
Family Mosaic Stonegrove	365				142		507	2
MHT	666	50	11	0	75	88	890	11
MHT West Hendon	75		1		7	38	121	2
One Housing Group	105	27	84	0	16	0	232	4
Catalyst	265	39	11	1 All	102	19	436	2

NHHG	666	97	109	189	297	250	1608	269
Network Homes	363	56	117		108	71	715	2
Sanctuary	148	159	10	0	32	0	349	80
L & Q	88				72		160	0
L&Q Dollis Valley	40				68		108	0
Barnet Homes	9693	421	3668		16	1940	15811	72
IDS	8				3		11	0
Birnbeck		29				23	52	0

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.

