

Barnet Annual Performance Review 2019/20

Barnet Annual Performance Review of Registered Providers.

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 developing RPs Barnet including the estate regeneration schemes in Barnet.

Background

Due to the pandemic COVID-19, the national performance submission requested by the Regulator of Social Housing has been extended to later in the year and the requirements have changed to include regular updates on response to COVID-19. To request more detailed data from each RP would cause additional work in an already challenging year. Considering this, this performance review takes a slightly different format to previous years.

For the regeneration schemes full management performance data is reported. For all other stock, management information concentrates on how each RP has responded to the implications of the virus, anti-social behaviour, welfare reform, lettings and fire safety.

In the year 1 April 2019 to 31 March 2020 there were nine RPs with significant stock levels either currently developing or planning to develop general needs homes in Barnet.

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

Registered Provided	Number of General Needs homes in Barnet
Notting Hill Genesis (NHG)	2379
Peabody	1047
Metropolitan Thames Valley (MTV)	765
One Housing Group (OHG)	105
Clarion	261
Network Homes	364
L&Q	148
Origin	124
Home Group	579

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 General Needs homes completed on these estates to date are shown below: -

Scheme	Registered Providers	Number of general needs homes
Grahame Park	NHG	770
West Hendon	MTV	217
Dollis Valley	L&Q	103
Total		995

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

1. Granville Road (Registered Provider - One Housing Group). This scheme commenced in July 2019 and will complete by 2023 providing 46 shared ownership homes.
2. Brent Cross (Registered Provider - L&Q), L&Q will deliver 47 replacement homes for Whitefield Estate Part 1, which is estimated to be completed in Autumn 2022 and 110 replacement homes for Whitefield Estate Part 2 residents in Plot 12. This is estimated to be completed in Spring 2024. The estimated number of affordable homes to be built over the course of the next 10 to 15 years is 1293

The Performance Review

Each year the council reviews the performance of partner RPs to assess whether they can demonstrate they meet standards in management and performance, this year we are looking at how they have adapted to change through the pandemic.

For this period, (April 2019 - March 2020) the report focusses on the following areas of activity: -

Section A will focus on: -

1. Regulatory Judgements
2. Response to COVID-19
3. Nominations offered to LBB
4. Welfare Reform
5. Anti-Social Behaviour
6. Fire Safety
7. Regeneration Schemes Management Data

Section B will focus on development.

Section A: Management Performance

1. Regulatory Judgements

The Housing and Regeneration Act 2008 states that the regulation function can only be exercised by the Ministry of Housing, Communities and Local government (MHCLG) acting through an independent Regulation Committee, this is known as the Regulator of Social Housing (RSH). The RSH is an executive non- departmental public body, sponsored by the MHCLG and is responsible for the regulation of social housing.

The Housing and Regeneration Act 2008 sets out the statutory framework within which the RSH must operate. This framework enables the RSH to register and regulate providers of social housing. Providers of social housing registered with the RSH are known as "Registered Providers" (RPs). Only registered providers will be regulated. The Regulatory Framework includes both the regulatory standards which providers must meet, and the way in which the RSH carries out its functions.

The RSH has two objectives: an economic regulation objective and a consumer regulation objective.

There are three economic standards: -

- Governance and Financial Viability
- Value for Money
- Rent

The consumer Standards are: -

- Home
- Neighbourhood & Community
- Tenancy
- Tenant Involvement & Empowerment

The RSH review each provider and for those with more than 1000 units they also carry out periodic In-depth Assessments (IDA's).

Providers are assessed on a scale from G1/V1 to G4/V4, where G1/V1 means the provider meets the requirements and G4/V4 means the provider does not meet the requirements.

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

Registered Providers	Governance	Viability	Position of Travel since 2018/2019
Notting Hill Genesis (NHG)	G1	V2	↔
Peabody	G1	V2	↔
Metropolitan Thames Valley (MTV)	G1	V2	↔
One Housing Group (OHG)	G1	V2	↑
Network Homes	G1	V2	↔
L&Q	G1	V1	↔
Clarion	G1	V1	n/a
Origin	G1	V2	n/a
Home Group	G1	V1	n/a

Clarion, Origin and Home Group were not included in the Performance Review last year therefore we are unable to comment on the position of travel since last year.

2. Response to COVID-19

Organisations from Barnet's voluntary and community sector have worked alongside the council to deliver a coordinated community response to the COVID-19 pandemic. A community help hub was set up to let residents know how to get help and how they can get involved to help others, it also includes links to useful resources for local organisations offering support to educational activities for children.

A COVID-19 community response slack workspace was also launched, this is a social networking platform for professionals to share information and work together to support residents.

Communication was issued to all RP's regarding mental health support for residents during lockdown, A list was provided of useful resources to signpost residents or make direct referrals.

All RP's have highlighted they have made direct contact with vulnerable residents and provided assistance, Appendix 2 provides further details and a few good working practices are highlighted here.

- Welfare checks to vulnerable residents
- Identified residents who are shielding.
- Set up funds to assist residents (i.e. buying groceries)
- Referrals to outside organisations
- Set up support hubs and debt advice helplines

- Dedicated safeguarding leads and case handlers (specifically for domestic abuse)
- Assisting with food banks and free food parcels
- Online tutoring for children

The restrictions and regulations around COVID-19 has also led to permanent and temporary changes in polices. To protect tenants during lockdown the government put forward the following measures to protect renters.

- Ongoing possession proceedings were suspended from 27.3.20 to 20.9.20
- 3 months' notice before a Notice of Seeking Possession is served
- Extended notice period for tenancies

In addition, RPs have had to take additional steps around sign-ups for new properties and repairs to ensure the guidelines are adhered to.

Please refer to **Appendix 2** for further details.

3. Nominations offered to LBB

The Tenancy Standard requires that RPs 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 re-let 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.

London Borough of Barnet (Re) monitor and validate all lettings by RPs in the borough. There was a total of 142 lettings for family sized accommodation in 2019/20, London Borough of Barnet would be entitled to 131 of these but in fact received 133 therefore exceeding the performance indicator for this area.

4. Welfare Reform

The Welfare Reform Taskforce is a partnership working group, which brings together advisors from Barnet Homes, the London Borough of Barnet, Future Path and the Dept for Work and Pension.

They have this year seen a big financial impact on residents in Barnet. At the end of the March 2020 there were 1,620 households affected by the benefit cap. 1098 of these households were on universal credit and 522 were on Legacy benefits (child

tax credit, housing benefit, income-related employment and support allowance, income based jobseekers allowance, income support and working tax credit). This number represented a trend that has continued into 2020 of a sharp increase of benefit capped cases in Barnet. By May 2020 there were 2,545 benefit capped cases on Universal Credit alone. The biggest percentage increase in benefit capped households has been single claimants.

The large increase is due to a substantial increase in the Local Housing Allowance (rates used to calculate housing benefit for tenants renting from private landlords) by 1.7% in April 2020, the first increase in 5 years, and the dramatic increase in Universal Credit claims since the start of lockdown.

In March 2020 there were 13,948 households receiving payment of Universal Credit in Barnet. This was an increase from 9,630 in April 2019. In April 2020 this number increased to 21,023 households in Barnet on Universal Credit.

As at September 2020 the Government’s Job Retention Scheme Barnet has more than 48,500 residents on furlough, the 4th highest number in London and 18th out of 376 nationally.

In summary the most significant changes in 2019/20 are as follows: -

- March Lockdown and start of COVID-19 response
- Local Housing Allowances increased across the United Kingdom for the first time in 5 years
- Council Tax minimum contribution increased from 20% to 28%
- Barnet Citizens advice is providing Universal Credit Help to Claim which started from April 2019

The task force has identified upcoming issues in 2020/21:

- Response to COVID-19:
 - Impact of end of furlough
 - Impact of ending of rent eviction holidays
 - Impact of ending suspension of Council Tax recovery
 - Possible withdrawal of increased element of UC
- Growth of Benefit Cap cases

RPs are updated on amendments and general information on welfare reform through emails and the Barnet Housing Association Liaison Group (currently reviewing options on how this group will sit in the current climate.)

The following table shows the number of residents affected by Universal Credit (UC) for each RP as at March 2020.

RP	Number of residents affected by UC
Home Group	33
L&Q	40
MTV	126

Network Homes	Unknown
NHG	411
Origin	41
Peabody	239
One Housing	unknown
Clarion	Unknown

Each RP was asked to provide details of what training or skills initiatives residents in Barnet can access and any success stories during 2019/20

Home Group

- The Home achievement programme, an accredited learning and development programme for Home tenants promoting person centred planning and opportunities to boost skills, confidence and employability

L&Q

- Employment Support service has seen one Barnet resident this year study for level 2 diploma in plumbing studies and completed an apprenticeship

MTV

- Community centre in West Hendon delivers a range of training and employment services, last year 2 employment focussed programmes delivered as well as training courses
- 87 Barnet residents participated in training with 57% gaining qualifications
- 27 Barnet residents gained employment
- 26 Barnet residents completed ESOL level 1
- 8 Barnet residents completed volunteering/work experience

Network Homes

- Offer a free employment and training service available to all residents, irrespective of tenure type or location. Residents can access the service by a direct request from our promotions of Worksmart, or by referral from colleagues. Barnet residents did not take up any services in 2019.20

Notting Hill Genesis

- Enterprise and Training officer working from Grahame park offering various experience and skills based courses and advice
- In 2019.20 supported 11 Barnet residents into employment, work club supported 31 people in Barnet, training provided to 275 Barnet residents, 21 residents registered on self-employment programme, 19 placements on Grahame Park within CCT, the LOOP and NHG

- Working closely with Barnet and Southgate College we offered 10 placements to their students in March 2019 with 6 students taking up the opportunities with an additional 8 placements provided by CCT and The Loop
- 2 Apprenticeship opportunities have been provided through partnerships within Grahame Park

Origin

- 121 support from employment and training co-ordinator, bursary scheme to cover costs to travel to work on a new job etc.
- 2 positive results for local residents to find work and new courses

Peabody

- Dedicated team specialising in offering advice and services for help with furlough scheme

One Housing Group

- Offer employment and training mostly from Camden and Tower Hamlets sites, now on-line courses and hope to see more Barnet residents take this up

Clarion

- Delivering employability support in Barnet through our Love London Working programme. Further details of activities that we have carried out over the last year are outlined below:

Activity	Number of customers
Enrolled on the Love London Working Programme	63
Formal training	47
Employment secured	17

- The Love London Working Team are actively involved in supporting London Borough of Barnet Residents, working very closely with several departments within Barnet Council and the wider Community, including; the Regeneration and Environment Team who provide support as part of a joint Job Club at the Brent Civic Centre. The Love London Working Team also continue to work with a number of educational establishments from the College of North West London, to many local Schools
- All the above are currently being facilitated via Microsoft Teams, email and telephone during the current period of lock down restrictions

5. Anti-Social Behaviour

The 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

Not all RPs attend this meeting, some attend as and when they have cases to be discussed as deal with ASB inhouse with a high success rate. The case conference has been promoted further to encourage attendance.

Clarion, Origin, One Housing and Home Group have reported that the volume of ASB cases in Barnet has significantly increased since the start of COVID-19. All have seen an increase in noise nuisance and fly tipping with an increase in complaints about the use of communal outdoor space and BBQ's that are not in line with government guidelines. Clarion have since investigated and closed 33 cases, following the implementation of lockdown measures in March 2020 and currently have 8 live high-risk cases.

MTV would like to see more Police intervention regarding large social gatherings on Barnet sites, support from Adult Social Services in supporting residents who are vulnerable and require support from both Social Services and the Community Mental Health Team, this has been raised at MARAC.

Origin have some ongoing issues with drug taking/dealing in Colindale and have drug related issues at a property in East Finchley for the first time, following a recent letting in January this year.

6. Fire Safety Policy and Procedures

Fire Safety remains high on the agenda for all landlords and in June 2019 the government commenced the 'Building a Safer Future' initiative in response to the Grenfell Tower tragedy, it is about putting people's safety first in how buildings are

managed. The building Safety bill and fire Safety bill prepared to support this initiative are currently delayed due to COVID-19.

The Barnet safeguarding Adults board have reflected on four fire deaths of disabled adults in Barnet since 2017 and have established a task and finish group to assist in reducing future risks and increasing awareness to all partners. RPs have been contacted to confirm all properties have up to date fire risk assessments and information over processes in place to identify vulnerable residents who may be at risk of starting fires or not being able to escape from fires. The fire service is currently looking at training options for RPs.

Fire Risk Assessments

RP	All properties up to date FRA	Are you completing tenancy audits	Outstanding FRA works relating to cladding
Home group	Y	Y	N
L&Q	Y	N	N
MTV	Y	Y (only in fraud cases)	Y
Network	Y	Y (as a response to sub letting allegations)	N
NHG	Y	Y	Y- see note
Origin	Y	Y	Y – see note
Peabody	Y	Unknown	N
One	Unknown	Unknown	N

NB

MTV & Origin - Cladding removed and the replacement programme is slightly delayed due to COVID-19.

NHG –Initially had reported no issues of ACM cladding but have reported they are conducting further surveys on all blocks over 18 metres high as now required by the MHCLG. They have been asked to keep the council updated and progress will be reported via the Fire Safety Update report submitted to Housing & Growth Committee.

Identifying Vulnerable Residents

Each RP has been asked how they identify vulnerable residents who may be at risk of starting fires or unable to escape, this includes where Personal Emergency Evacuation Plans (PEEP) are in place.

Home Group

- Staff/contractors will identify and report vulnerabilities or risks when carrying out estate inspections and/or visits/works in customers' homes
- Liaise with the LFB to carry out home visits if a risk is identified and ensure to update the Fire Risk Assessment with findings
- Person centred risk assessments are carried for those customers who present a risk

L&Q

- Housing Management/Scheme Managers will attempt to conduct (subject to access) Person Centred Risk Assessments (PCRAs) to identify those residents at greater risk from fire. The actions arising out of these assessments will determine the approach needed, be it a referral to social services, discussions with the resident, or provision of protective equipment. These assessments are carried out on residents in the following instances:
 - L&Q Living Properties
 - Blocks consisting of 10 or more storeys
 - When a fire safety concern is raised about a resident by another staff member/external source
 - If the Gas team notify that the gas to a property has been capped

Metropolitan Thames Valley

- Where required MTVH has Personal Emergency Evacuation Plan (PEEP) and "Fire Emergency Evacuation Plan" documents in place. PEEP summaries and evacuation plans are updated regularly by Housing Officers, or Scheme Managers and summary documents secured in the Premises Information Boxes which are located on site for access by the Local Authority Fire Services
- Identify vulnerable residents during the letting stage and when necessary we undertake a personal emergency evacuation plans (PEEPs) with the resident. If extra fire safety measures or adaptations are required, we will work the relevant agencies to secure these. Launched an organisational wide project (Building Safer Department) which is focused on taller building portfolio, one of its key aims is to ensure up to date PEEPs in place for those eligible
- Regularly communicate with residents about the importance of fire safety, for example, reminding them about the need to keep communal areas free from obstruction, general fire awareness and the residents and have a dedicated Fire Team at MTVH to ensure that resident's safety is paramount

Network Homes

- PEEPs (personal emergency evacuation plans) in place for all residents in our sheltered housing portfolio
- Currently surveying high rise properties to identify residents who may fall into this category

Notting Hill Genesis

- On the general needs side there are annual visits undertaken by Housing Officers (these are currently done over the phone due to Covid-19) and this offers an opportunity to assess if there are any vulnerability issues or areas of concern that can be acted upon. Residents can also raise concerns directly with NHG or with the Housing Officer. The fire action notices tend to include contact details for the staff member responsible for the building if the resident wants to make contact.
- On the supported housing side NHG has a number of sites and day centres. They are all directly or agency managed supported housing properties, most commonly housing those with learning disabilities but needs vary. Any new residents coming in will have information on any vulnerabilities noted. Sites may be manned, so there could be staff who can spot or notice any changes in residents if they become a fire risk. Visits to sites are regular for directly managed and all sites are subject to a formal annual onsite review, which has a particular focus on fire safety management (esp. in agency managed). NHG have recently introduced a clearer delegation of responsibilities in agency managed properties.

Origin

- Carry out Personal Emergency Evacuation Plans with residents who are identified as disabled on the systems. This provides residents with a plan of escape or of moving to a place of relative safety until help arrives

Peabody

- Residents in Supported Housing have individual PEEPs and person-centred fire risk assessments if required.
- Don't identify vulnerable residents in general needs properties as would have no capacity to support them to evacuate if there were a fire as there are no staff on site.
- Any resident that contacts Peabody that feels they need support is encouraged to move to more suitable accommodation where this support can be provided.

One Housing Group

- Have a fire team but unable to provide details at present

Clarion

- In supported housing schemes the 3rd Party care/support provider is responsible for identifying especially vulnerable residents, who may be at risk of starting or not being able to escape from fires. They will go onto carry out a PCFRA (person centred fire risk assessment), which Clarion may call on Barnet's resources to assist them. In sheltered schemes (LiveSmart) they also identify 'significantly vulnerable' residents and carry out a PCFRA. Knowledge of resident's

vulnerability could also be triggered via the following methods; through information being passed over, as a result of an incident occurring or through another form of intervention

- Aware that there may be residents in general needs properties that may need support/guidance to reduce the chances of a fire occurring. In general needs properties if they are made aware of a resident who is identified as 'significantly vulnerable' will carry out a PCFRA and signpost as appropriate or deal with the issues internally
- the above approach is supported by Policy & Procedures covering Supported/LiveSmart & general needs Housing

7. Regeneration Schemes

The table below shows a snap-shot of each scheme and some performance statistics to provide an overview of the management for each scheme.

Scheme	Void Turnaround (days)	Arrears (%)	% tenants very or fairly satisfied with repairs and maintenance	% tenants satisfied or very satisfied with landlord services
Grahame Park	35	4.06%	*	67%
Dollis Valley	(all used for decanting)	3.84%	67%	**
West Hendon	51***	4.5% (before HB Adjustments)	76.87%	57%

*Grahame Park – NHG have not completed repairs surveys due to COVID -19

** Dollis Valley – L&Q have not recorded tenant satisfaction with landlord services

***West Hendon - MTV have reported 51 days for routine voids – there were only 3 for the whole year that were routine voids – 30 of these days were an average for maintenance related works.

Arrears

The council has set a target of 3.30% for arrears collection; however, historically HouseMark (Housing Sector performance platform jointly owned by National Housing Federation and Chartered Institute of Housing) statistics have shown the average rent arrears for London being at least 1% higher than this. Therefore, we have satisfied with the arrears levels reported, as at present there are restrictions on arrears actions that can be taken.

Repairs

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 being around 75% within the London area for the last few years. Ideally, we would like to see all estates showing a higher satisfaction level.

SECTION B

Development

In 2019/20 there were 463 affordable housing completions in Barnet. The following table shows a breakdown of these completions.

Registered Provider	Scheme	Total Affordable Completions.
L&Q	Dollis Valley	32
MTV	West Hendon	78
Peabody	The Peel Centre/ Colindale Gardens	157
Network Homes	112-132 Cricklewood Lane	21
Barnet Homes/ Open Door	Various Schemes	19
Origin	Adastra House	7
Notting Hill Genesis	Elmbank	24
Metropolitan Thames Valley	Barnet & Southgate College	2
ReSI	Highbrook House B&Q 1201 High Street, Whetstone	34
Peabody	Medical Research Centre	60
Origin	Millbrook Phase 4B	29

It is important to maintain an effective partnership between the council and each developing RP to ensure schemes are run smoothly and efficiently. Regular communication is held with all developing RPs to monitor progress of each scheme.

The following table shows the current developments which are currently on site due to complete in the next 24 months. Expected completions for the year 2020/21 are 370 affordable homes, these are either predominately through the requirements of S106 schemes or a regeneration agreement. However, this target was set before COVID-19 and all developers have experienced delays due to closure of sites and delays in obtaining materials etc. The target is currently being reviewed for 2020/21.

Registered Provider	Scheme Name	Total Affordable Completions
Notting Hill Genesis	Millbrook Park Phase 4c	12
L&Q	Homebase, The Hyde NW9	120
L&Q	Medical Research Centre	130
Peabody (ready to sign)	Colindale Gardens (Peel Centre) block B	143
Open Door	Various	107
Clarion	117-125 West Hendon Broadway	43
Network Homes	Premier Place	122
One Housing Group	Granville Road	46
Clarion	Sweets Way	26
Bookbinders	Book Binders Cottages, N20	7
Origin	Millbrook Park Phase 5	26
Home Group	TFL Beechwood	35
L&Q	Millbrook Phase 9	57

L&Q

L&Q are the chosen provider for Dollis Valley. Phase 2 is completed and Phase 3 was demolished and started on site in August 2020. The Hyde is progressing and will provide a total of 257 affordable housing. L&Q are also the chosen provider for the National Institute of Medical Research and will be providing the remaining rented and shared ownership units in a phased development over the next few years. They have also commenced Phase 9 of Millbrook Park and are looking to complete this over the next year.

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 67 affordable units.

Notting Hill Genesis

Notting Hill Genesis are the Registered Provider for Grahame Park and are waiting for the revised programme to be approved by the GLA. They are on site with Millbrook Park phase 4c and are currently reviewing the completion extension dates with regard to delays due to COVID-19.

Clarion

Clarion are on site at Sweets Way where they have 26 affordable homes to deliver. They also have 43 affordable housing units completing in West Hendon Broadway which were due to complete last year, however the contractor went into voluntary administration and a new contractor commenced in August and plan to complete this year.

Metropolitan Thames Valley

In addition to the regeneration scheme at West Hendon, MTV have planning permission for a scheme at Westthorpe Gardens, Hendon which will provide 102 social rent, 43 outright sale, 34 affordable rent units for over 55's and 57 low cost home ownership properties, this scheme has experienced delays to the construction start date due to Covid-19.

Peabody

Colindale Gardens Phase 1 has completed 157 affordable housing properties, they are hoping to secure a further block at Colindale Gardens.

Network Homes

Network Homes are currently working on Premier Place which will provide 126 affordable homes by June 2022. They are interested in the Broadway, in Burnt Oak providing 100 affordable homes by 2022 and Millbrook Park phase 6 (48 units due to complete in the later stage of 2021) and 6b (27 units) due to complete early 2024.

Home Group

TFL Beechwood Avenue, N3 is on site but has suffered delays due to COVID-19, completion is now forecast to be summer 2021.

The redevelopment of Douglas Bader Park, Colindale is in the pre-application process.

Origin Housing

Origin are on site with Millbrook Park phase 5, this has been delayed to October 2020 due to COVID-19.

Appendix 1

Detailed breakdown of types of stock for each of the RPs.

	General Needs	Supported Housing	Wheelchair Units	Shared Ownership	leasehold	Other	Total	No of void units
Notting Hill Genesis	2379	146	Not recorded	1284		351	4160	52
Notting Hill Genesis – Grahame Park	770	3	Not recorded	617 (Inc. leasehold)		188	1578	14
Peabody	1047	14	4	165	90	26	1342	12
Metropolitan Thames Valley	765 plus 52 AR	81	0	100	22	26	1056	19
Metropolitan Thames Valley- West Hendon	217	0	0	20	10	36	283	5
One Housing Group	105	15	Not Recorded	13	87	10	230	8
Clarion	261	0	0	6	25	0	292	6
Network Homes	364	56	2	194	76	110	800	17
L & Q	148	0	4	14		404	570	47
L&Q - Dollis Valley	103	0	0	0	0	0	103	0
Home Group	579	0	Not Recorded	8	9	0	596	33
Origin	124	19	0	49	206	27	425	7

Appendix 2

Actions taken to support and assist residents as a result of COVID-19

Clarion

- Carried out welfare calls to check on vulnerable residents. These calls were specifically targeted at residents over 70 years old, who may also live alone.
- Residents were either signposted to a list of national services or referred to local agencies.
- Followed this up with either a door knock or contact with the Local Authority (where appropriate) and a letter.

Home Group

- Communicated with customers via the website and by making regular welfare calls.
- Completed COVID-19 questionnaires to identify which customers are shielding
- Advice on rents, benefits, Universal Credit and signposting to external agencies where required.
- Set up Home Group Fund -for those struggling to buy groceries
- Organised deferred payments for income collection
- Regular updates on their customer website, FAQ's, advice, guidance
- Referrals to Financial Inclusion Team for those struggling with finances

L&Q

- Set up a crisis response team and developed a pandemic plan to help deal with the health and business threats caused by coronavirus with the aim to keep residents informed, reassured and safe.
- Putting measures in place to make sure emergency, business-critical and health and safety related functions are maintained.
- Set up homeworking for their customer service centre
- Check that residents are feeling ok before repairs carried out and given operatives protective equipment to reduce the risk of coronavirus spreading during repairs visits
- Developed procedures to make sure that emergency repairs can be carried out, even if there is an infected person in the property
- Maintained caretaking and estate services to ensure compliance with health and safety standards
- Completed coronavirus risk assessments at all care and support schemes, and introduced increased infection control measures, including extra cleaning and hand-washing requirements
- Closed construction sites and our sales and marketing suites, though our

sales teams remained on hand and conducted all appointments via phone, email and, where possible, by virtual tour

- Set up robust finance procedures to make sure that contractors and suppliers continue to receive payment for goods and services.
- Instructed specialist income teams to support customers who may be struggling to pay their rent by putting personal payment plans in place if needed, and providing extra support for any affected by coronavirus
- Set up robust finance procedures to make sure that contractors and suppliers continue to receive payment for goods and services
- Essential fire safety-related work continued during the lockdown period. This includes inspections, remedial work already in progress, fire risk assessments and work related to gas and electrical safety
- Maintained the waking watch services, to help identify fires at an early stage, support people to evacuate and alert the emergency services
- Undertook 15,000 welfare calls to those residents identified as vulnerable

Metropolitan Thames Valley

- Proactively contacting customers who may be at greater risk to offer support. In Barnet and have spoken with 166 residents (as of 2 July) and will continue to reach out to customers, including making repeat calls where required
- Set up a Coronavirus Support Hub to refer residents who require additional support to dedicated teams. The Support Hub also tracks and monitors cases across the organisation.
- In Barnet, referred four at-risk residents through the Support Hub and continue to provide further support to many more residents via our other customer support routes
- Continuing to contact customers who have recently experienced domestic abuse to reassure them that practical help is there for anyone who needs it.
- Over 50 customers have been supported by Dedicated Safeguarding Leads and case handlers
- The support provided has included safety planning and advice, organising regularly weekly check-in calls, signposting to further support and several referrals to multi-agency groups to progress cases.
- Forged relationships with Colindale Foodbank and currently working with local residents and Councilors to apply for funding to pilot a local foodbank in West Hendon

Network Homes

- Identified households potentially containing vulnerable people, including people over the age of 70, people with a disability, and people with a health or social worker
- Each household called to check their wellbeing and to signpost to local charities and services if necessary. Any households not reached by phone received a letter containing details of local charities, and telling residents to contact Network Homes

- Residents were referred to internal welfare benefits advice team, and were considered for payments from the hardship fund
- A separate project involved wellbeing and befriending calls for residents at older persons schemes

Notting Hill Genesis

- A programme of Welfare Calls was introduced to residents aged 60+. Housing Officer's attempted to telephone all residents, to see if there was anything they could help with and whether they had support from families and friends. If no phone or email address, sent a letter outlining what NHG's approach is during lockdown
- Follow up contact arrangements were agreed with residents on an individual basis. To support this work, each team has been provided with a list of support agencies available in the boroughs and how to refer
- Diverted resources internally to provide more welfare benefits support in recognition of the increase in number of residents accessing Universal Credit
- Organised a dedicated debt advice phone number and inbox for residents with Debt Free London
- Funded Good Gym Food delivery project to provide free food parcels up to a value of £20 to residents who are vulnerable, self-isolating or unable to get out due to age or health
- Funded 'Settle' a specialist agency to support residents aged 25 or under who needed support to help them manage
- A dedicated 'Coronavirus' section was added to the website, which was kept updated across a range of subject areas
<https://www.nhg.org.uk/residents/coronavirus/>
- Tutors United English and Maths lessons went online for Grahame Park residents. NHG is a partner organisation
- Grahame Park universal youth offer are providing digital support to young people using social media to provide guidance and live streams including webinars, creative workshops, exercise classes, mentoring
- Donated to the Colindale Food Bank and Bread N Butter

Origin

- Established a team to call all elderly and vulnerable residents to see if they were okay and needed help
- Provide weekly/fortnightly call backs
- Provide help with services such as food, shopping, obtaining medicine etc either by linking residents to services in their areas or provide the service themselves
- Issued essential food vouchers for those in financial hardship and delivered food parcels to residents who were shielding or self-isolating and linked people into the financial support team if they were struggling with finances due to sudden job losses or furlough.

Specialist service for people with Autism at Speedwell Court, Barnet,

- Have a staff team that have introduced the use of PPE to enter people's flats to deliver support. Social distancing has been put in place in the office and for visits to flats
- Communicated all information on symptoms and what to do if somebody feels that they have the symptoms
- Worked with people to use on-line shopping or supported them to stand in queues for shops that are open so they observe the social distancing rules
- Have staff at the service all day and a sleep-in at night so are available 24/7 if someone has felt in distress or of having symptoms of COVID-19. To date none of the tenants have been tested positive

Retirement Housing scheme at Speedwell House

- Continued to provide Scheme manager services with social distancing
- Increased the welfare check frequency and the time spent talking with older residents to help minimise the anxiety from isolation
- Wrote to all residents to provide COVID-19 safety information and service provision information as well as putting posters up around the scheme reminding residents to wash their hands and maintain social distancing
- Closed the scheme lounge during this period and have encouraged residents to continue to use the outdoor space available where seating has been kept at minimum 2 metres apart

Peabody

- Phone calls to all residents over 70 years old in the first weeks of the lock down
- Offered support with medication delivery arrangements, food parcels, and befriending
- Surveying all residents who called the customer care line to say that they were going to struggle to pay rent
- Offered advice and services for help with the furlough scheme, applying for benefits, food assistance, medication arrangements, employment and training advice, and more
- Calling all residents who have a history of rough sleeping and, offering them the same sort of programmes of assistance, take steps to screen for safeguarding issues to refer to neighbourhood managers and the safeguarding team

One Housing Community Safety Team –

- Attempted to make contact with all open and historic domestic abuse cases
- Adapted our communication methods due to perpetrators being in the home with victims
- Currently supporting 43 residents who have reported domestic abuse and 67 residents with vulnerabilities and safeguarding concerns (All stock)
- Made over 200 referrals to food banks (all stock)

- Arranged for mutual exchanges where appropriate and moved victims from home addresses
- Updated webpages offering support and have also advertised Safeguarding Campaign “Feel, Think, Act” on our website and twitter feed
- Working with a number of local policing teams across London and Berkshire in relation to injunctions and closure orders as the government has continued to place a hold on possession action

Employment and Training Team

- The Employment and Training Team have been offering daily one-hour training sessions online to all residents designed to support people’s mental and physical well-being and to improve their employability

Customer Service Centre Team – (a more general answer that is not Barnet specific but will have included residents in Barnet)

- The team have carried a calling campaign to residents asking about their general wellbeing during the lockdown
- Identified if they had any member of the household self-isolating, flagged on system and take the necessary precautions for officers attending to provide a service
- Signposting to relevant teams

<p>Temporary or permanent changes RPs have made or plan to make as a result of COVID-19</p>
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Clarion

- Changes to arrears system notices, in line with Government Guidance Evictions have since been withdrawn and court hearings have become very limited with a number of stringent checks in place
- Identified a group of approximately 2,000 residents that have recently entered into arrears in the last 2 weeks. As these residents have not previously encountered any problems, believe these customers may have been directly affected by COVID-19. Engagement with group is ongoing
- Approach to arrears management is to make personal contact with residents, in order to establish their household circumstances and to provide guidance and support where appropriate
- Adjusted web site to provide online forms for those wishing to utilise self-service through further guidance and support
- Welfare Benefits Teams have been briefed to provide a more fluid and responsive service when issuing guidance on income maximisations and support
- Self-training for staff on government initiatives such as the employee retention scheme, enabling them to provide further contextual advice

- Moved to carrying out viewings in person. A risk assessment is carried out in first instance, with precautions being taken whilst viewings are conducted i.e. refraining from carrying out multi-viewings and also requiring only one viewer enters the property at a time, in order to view it
- Sign-ups, where possible these are carried out using Docu-sign. If a resident is unable to use this method, sign up paperwork is left inside of the property for the customer to sign, with staff being required to wait outside of the property
- Carrying out critical repairs only, followed by urgent repairs. Now resumed the booking of routine repairs
- Ceased carrying out Estate Inspections, Grounds Maintenance (unless for the purposes of urgent works such as removing trees/debris which formed a hazard) and Fire Risk Assessments (except those relating to keeping escape routes and evacuation routes clear) all of which has since resumed, in line with current guidance.

Home Group

- In process of reviewing what has worked well during COVID-19 and seeing how this can be implemented further
- Viewings and lettings, sent photographs of properties to assist in decision making to some of nominees, however the viewing and sign up process has not altered bar the use of PPE and ensuring social distancing – attending the property 20 mins ahead of the allotted appointment to ensure all doors are open, surfaces cleaned etc
- Rent arrears processes have changed, with the introduction of deferred payments, all court actions and evictions were suspended. focus has been in supporting and directing customers to apply for benefits/UC where applicable

L&Q

- No legal action if people fall behind on their rent and service charge payments at this time. However, are reminding people that they should continue to make payments as normal if they can because it helps to fund essential frontline services
- Specialist income teams are supporting customers who may be struggling to pay their rent by putting personal payment plans in place if needed and providing enhanced support for those affected by coronavirus
- Continue to offer specialist debt and welfare advice to residents through our “Pound Advice” project. (<https://poundadvice.org.uk/>). Residents using this service are on average over £1,100 better off
- Stopped all non-essential letting at the peak of the pandemic and carried out virtual viewings and signed up tenant through DocuSign
- Remain working in this way although will do accompanied viewing when residents insist or do not have the facility to view virtually

Metropolitan Thames Valley

- The relevant policies and procedures have not been formally amended, the practices have changed to reflect the impact of the crisis on tenants
- Adopted and implemented the government guidance on evictions and possession action through the courts and incorporated the changes imposed under the Coronavirus Act 2020
- Recovery action has been suspended except for the more serious breaches of tenancy/lease in cases of ASB/subletting/fraud
- Process has been agreed to facilitate access only viewings in response to COVID-19. MTVH Officers will only be in attendance to check the property in advance of viewing, enable access and secure the property once viewed. Virtual property tours have also been made available for prospective tenants where possible, although there is no requirement for them to commit to accepting an offer on this basis
- Tenancy sign-ups are being managed remotely in response to COVID-19. Docu-sign is being used to facilitate remote tenancy sign ups, with the bulk of the sign-up process being managed by telephone

Supporting customers in arrears during coronavirus:

- Evictions - will follow government guidelines with regards to eviction proceedings
- Possession proceedings - for 3 months will not commence any new court proceedings for anyone whose arrears are caused by financial hardship due to coronavirus
- Flexible repayment plans –will offer all customers (including homeowners) a delayed repayment plan up to the end of August
- Money Advice Team - All outstanding/new referrals will be completed over the phone. The team will be expanding their service to offer support to shared owners as well as tenants. Tenant Welfare Fund - the tenant welfare fund has been topped up with a significant amount of money to support customers who are suffering financial hardship due to coronavirus. This fund has been extended to shared owners as well as tenants
- Arrears letters - early stage arrears letters have been amended to be appropriate for the current situation and include a referral letter to the Money Advice Team. NSPs are being referred to the head of service for approval.

Network Homes

- Network Homes has not amended policy or procedure as yet, but have been working closely with those tenants who had court / eviction dates postponed to try and resolve their accounts without the need for further legal action.
- Will include checks for tenants who were affected by COVID-19 before proceeding with any legal action offering support from the Welfare Advice team

Notting Hill Genesis

- Introduced taking photos and videos of voids ready for letting. This allows potential new customers to pre-view the property online. In cases where

customers do not have access to do this, NHG has allocated keyworkers who have attended physical viewings, allowing the potential customer access to view the property. Sign-ups for new properties are completed on Signables which is a portal allowing officers & customers to sign documents online

- Only serve Notice of Seeking Possessions at 8 weeks arrears and any decision to issue possession proceedings is carefully considered after all other avenues have been exhausted
- Extensive support and advice arrangements in place to support people in financial difficulty as a result of the pandemic
- Even should a possession application be successful, continue to support residents to agree repayment plans and not enforce the order if the tenant is making repayments on arrears
- During the early stages of lockdown, were only offering emergency repairs. As soon as measures were relaxed, have started to offer both emergency and routine repairs. dealing with a backlog created during the lockdown
- Carrying out gas compliance checks throughout the pandemic.

Origin

- The arrears process has been amended in line with the non-statutory guidance for Landlords which was issued by the MHCLG
- Overarching approach continues to be to contact residents by phone, text, and email regardless of the level of arrears on their account. Providing advice and support and talking to them about the options available to them such as accessing government funds and/or agreeing payment arrangements specific to their individual circumstances to minimize the build-up of any debt. However, not all residents have engaged, so following the calls, emails and texts have adopted a process for non-engagement which includes the sending of a new rent arrears letter created especially for the current situation (soft approach letter) followed by a call, email and text. If at this point and again under the guidance will seek authorization from Head of Income Management and the Income Recovery Manager before serving a Notice of Seeking Possession which has a notice period of 3 months – This will continue under the Coronavirus Act until the 30 September 2020
- Whilst there are no legal obstacles to issuing possession proceedings or warrant applications have currently decided to put a hold on this action. This will be monitored and advice will be taken by solicitors on cases that were due to be actioned before lockdown
- The lettings process has changed as a result of COVID-19 and now introduced virtual lettings as a first stage before physical viewings. This has proven to be successful with a good take up since June 2020. will continue to monitor in terms of identifying any further changes that may need to be applied to maintain the effectiveness of this process
- Introduced digital signing of tenancy agreements
- Sales of shared ownership properties is also being marketed through virtual 360 imagery to limit contact with potential buyers until they have expressed an interest in proceeding with a property

Peabody

- Taking a more proactive stance to let properties and encourage people to move. This includes contacting people whose moves have been on hold and are carrying out viewings by video. If a face to face viewing is necessary staff carry out risk assessments and use the appropriate level of PPE
- Getting people to sign using DocuSign

One Housing

- Letting practices are fully adjusted in line with the Government's advice on moving home, updated 21 May 2020 Properties being let virtually
- Have a revised eligibility criteria to include COVID-19 triage, before booking any physical viewings where a virtual let has already been offered
- Following cleaning schedules before and after any physical viewings and only allowing viewings by strict appointment
- Continue to offer virtual meetings with existing tenants and have launched an online signature program for customers use
- Do not have any section 21 notices served during COVID-19, however if we should have to serve, the notice period to the tenant has been extended to 3 months
- Identified an increase in universal credit applications from market and intermediate portfolio and have adjusted the arrears process accordingly to fit this payment schedule