

Barnet Annual Performance Review 2020/21

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 six larger developing RPs in Barnet including the Estate Regeneration Schemes in Barnet.

Background

In the year 1 April 2020 to 31 March 2021 there were six RPs with significant stock levels either currently developing or planning to develop general needs homes in Barnet.

The six 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) | 1715 |
| Peabody | 1125 |
| Metropolitan Thames Valley Housing (MTVH) | 596 |
| One Housing Group (OHG) | 95 |
| Clarion | 260 |
| L&Q | 136 |

A full breakdown of types of stock for each of the RPs 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 new affordable homes |
|---------------|----------------------|--------------------------------|
| Grahame Park | NHG | 660 |
| West Hendon | MTVH | 215 |
| Dollis Valley | L&Q | 108 |
| Total | | 995 |

There are two other regeneration schemes in Barnet where development has started but there have been no completions to date.

- **Granville Road** (Registered Provider - One Housing Group). This scheme commenced in July 2019 and will complete by 2023 providing 46 shared ownership homes.
- **Brent Cross** Cricklewood (Registered Provider - L&Q), L&Q will deliver 47 replacement homes on Plots 53 and 54 for Whitefield Estate Part 1. Construction works have now started on site, with the early works now completed. The main construction works commenced in August 2021 and the estimated completion date is in Spring 2023. Argent Related will deliver 110 replacement homes for Whitefield Estate Part 2 residents on Plot 12. Enabling works has commenced on site, and the new homes are 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.

Mergers

One Housing Group and the Riverside Group have announced plans to form a partnership. They are currently going through a consultation process with their customers with the aim to merge by the end of this year.

Catalyst and Peabody have also confirmed that, following a six-week consultation period, the merger will go ahead. Catalyst will become a subsidiary of the Peabody Group from 1 April 2022.

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.

However, the Performance Review in 2019/20 was reduced due to demands faced by each RP over the pandemic, the review concentrated on the three regeneration schemes and on how other RPs had adapted working practices in light of the pandemic.

The expectations of our partners require regular liaison and submissions of annual performance returns specific to Barnet. In areas of poor performance, the Council will continue to work with the RPs to improve.

For this period, (April 2020 - March 2021) we will be focussing on the following areas of activity: -

Section A will focus on: -

1. Regulatory Judgements
2. Rent levels
3. Rent Arrears
4. Nominations offered to LBB
5. Welfare Reform
6. Repairs Performance
7. Customer Satisfaction
8. Anti-Social Behaviour
9. COVID – 19
10. Fire Safety

Section B will focus on development and sustainability

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. 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 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" (RPs). Only RPs will be regulated. The Regulatory Framework includes both the regulatory standards which providers must meet, and the way in which the Regulator carries out its functions.

The 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 RP 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 seven larger registered providers.

| Registered Providers | Governance | Viability | Position of Travel since 2019.20 |
|----------------------|------------|-----------|----------------------------------|
| NHG | G1 | V2 | ↔ |
| Peabody | G1 | V2 | ↔ |
| MTVH | G1 | V2 | ↔ |
| OHG | G2 | V2 | ↓ |
| L&Q | G1 | V1 | ↔ |
| Clarion | G1 | V1 | ↔ |

One Housing Group have publicly commented on the downgrade from G1 to G2 in Inside Housing and have said

“We are a strong and robust organisation with good underlying financial strength and so while we’re disappointed with the downgrade, we remain a compliant organisation. We are pleased that the regulator acknowledges the cost of our building safety programme. The programme ensures our customers’ safety is, and always will be, our top priority. We are confident that we can get back to a G1 by working collaboratively with the regulator, our stakeholders and customers.”

Following the announcement mentioned earlier about the merger with Riverside, improvements would be expected next year. One Housing Group have said

“through a bigger and stronger Group, we could deliver more for residents, customers and communities, with the capacity to build more quality homes, deliver estate regeneration, be an excellent landlord, provide excellent care and support services and extend home ownership opportunities”.

2. Rent Levels

Social Rents

Since 2001, most rents for social housing have been based on a formula which was based on relative property values and relative local earnings. All rents from 1st April 2020 were charged in accordance with the Governments Policy Statement on Rents for Social Housing 2018. The key principles for social rent should still be set using a formula, this formula will now include the following

- Condition & location of property (30%)
- Local earnings (70%)
- Property size.

This formula rent is then uplifted annually, since 2015.16 this will be by CPI as of September the previous year plus 1%. Each local authority can set up to 5% above formula rent and would also set a rent cap. LBB have confirmed they set at CPI + 1%.

London Affordable Rent is a type of affordable rent based on social rent levels.

The following table shows the average weekly net assured (social rent/ London affordable rent) rents for flats (i.e., exclusive of service charges) charged in 2020/21

| Registered Provider | Bedsit £ | 1 bed £ | 2 bed £ | 3 bed £ | 4 bed £ | 5 bed (house) £ |
|---------------------|-------------|------------|------------|------------|------------------|-----------------------|
| NHG | | 112.71 | 126.78 | 148.62 | 158.73 | 175.89 |
| Peabody | | 169.43 | 160.72 | 154.72 | 152.28 | |
| MTVH | 87.3 | 115.42 | 127.60 | 140.79 | 163.31 | |
| L&Q | | 118.73 | 125.75 | 139.16 | | |
| OHG | | 136.31 | 133.82 | 150.42 | 158.73* house | |
| Clarion | | 118.58 | 129.38 | 137.50 | | |

All RPs have confirmed that they are in line with the 2020 limit imposed by the 2020 Rent Standard.

The following table shows the average weekly net assured rents for flats and houses and service charges (SC) for flats charged for new regeneration developments in Barnet in 2020/21.

| Development | Bedsit £ | 1 bed £ | 2 bed £ | 3 bed £ | 4 bed £ | 5 bed £ |
|-------------------------------------|---------------------|--------------------|--------------------|--------------------|---------------------------|--------------------|
| NHG Grahame Park rent | 87.48 | 105.15 | 120.12 | 141.68 | 141.06 | |
| NHG Grahame Park SC | | 15.02 | 23.10 | 25.76 | | |
| MTVH -West Hendon rent | | 105.69 | 122.26 | 142.70 | 156.34 | |
| MTVH -West Hendon SC | | 11.42 | 11.11 | 6.82 | 7.17 | |
| L&Q – Dollis Valley rent | | 104.84 | 121.02 | 155.35 | 164.11 | |
| L & Q – Dollis Valley SC | | 30.02 | 30.58 | 4.24 | 21.24 flat and 5.51 house | |

N.B. the service charges for houses is lower than for flats and RPs include different items in service charges such as heating etc.

Affordable Rents

Affordable Rent is a form of low-cost rental social housing, as defined by s69 of the Housing and Regeneration Act 2008, The maximum rental level for Affordable Rent should be no more than 80% of gross market rent (inclusive of service charges).

In Barnet, the total weekly rent inclusive of service charges for new properties should be 65% of market rent and within local LHA levels. All RPs are within LHA levels.

The table below shows the weekly affordable rent levels in Barnet for new lets in 2020/21 for the RPs that provide affordable rent.

| Registered Provider | 1 bed £ | 2 bed £ | 3 bed £ | 4 bed £ |
|----------------------------|----------------|----------------|----------------|----------------|
| NHG | 225.24 | 252.66 | 326.98 | |
| Peabody | 110.16 | 121.64 | | |
| MTVH | | | 209.76 | |
| OHG | | | | |
| Clarion | 139.05 | | | |
| L & Q | | | | |

3. Rent Arrears

Rent Collection is a key element of Housing Management. Housemark (Housing Sector performance platform jointly owned by National Housing Federation and Chartered Institute of Housing) report the performance of Housing Organisations rent collection, an efficient rent collection service is important to ensuring that as much of the rent due, and thus potential income due to the landlord, is collected and received.

The Council have set a target of 3.30% for arrears collection; however, Housemark statistics have shown the average rent arrears for London being at least 1% higher than this in previous years, this has yet to be updated for 2020/21

The table below shows the arrears level as of 31 March 2021 for each RP.

| RP | Arrears |
|-----------|----------------|
| Clarion | 4.96% |
| NHG | 5.6% |
| OHG | 7.7% |
| MTVH | 8% |
| L&Q | 6.2% |
| Peabody | 5.27% |

The main reason RPs have suggested for the increase in rent arrears is COVID-19 and the restrictions placed on RPs to protect tenants during this period.

The Coronavirus Act 2020 provided protection to social and private tenants by delaying when landlords can evict tenants. From 29th August 2020 to 31st May 2021, excluding the most serious cases, landlords needed to give their tenants 6 months' notice before starting possession proceedings. Evictions were not allowed between 17th November 2020 until 31st May 2021 and out of this period bailiffs provided 14 days' notice.

MTVH have also advised that as at the end of April 2021 they had 225 Universal Credit (UC) claimants in Barnet owing a combined £120,239 in comparison to 205 claimants as of April 2020 owing £117,073. In view of this, arrears for existing UC claimants have remain fairly static. In order to help customers in financial difficulty, they implemented a policy of allowing up to 3 months deferment period to help customers to get back on track (in line with what banks were offering to Mortgage holders). During this time, rent continued to accrue but they took no further action during the deferment period. Take up in Barnet was limited with 6 customers electing to defer. OHG also reported an increase in UC claimants. Their focus has been on support and advice and working with residents to sustain their tenancies.

4. Nominations Offered to LBB

The 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 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 Registered Providers in the borough. There was a total of 82 lettings for family sized accommodation in 2020/21.

NHG have failed to comply with the nomination's agreement for various S106 agreements this year, they seven properties that should have been offered to LBB under the terms of the agreement. NHG are currently working with LBB on how to rectify this requirement and plan to make up the shortfall throughout the coming years. They have explained the issue arose from new IT systems and failure to record their assets correctly, this has now been rectified to ensure no further issues are made. In previous years they have offered over the number of required lettings therefore the Council are confident they can make up the shortfall.

5. Welfare Reform

Boost reported that in 2020/21, the pandemic has seen a rise in the number of new benefit claims, particularly UC, where businesses have not been able to retain their staff despite the access to financial support from the government, such as the Coronavirus Job Retention Scheme. This translated into a steep increase in the number of newly benefit capped households in the borough, especially from January (around nine months on from the start of the pandemic, where households had exhausted their grace period). In February 2020, there were 1,157 households affected by the benefit cap, by February 2021, the figure more than doubled to 3,994.

The Welfare Reform Task Force integrated into BOOST and continues to work alongside the Discretionary Housing Payment (DHP) team to support residents who face financial hardship. As services were opened to clients beyond the remit of welfare reform changes, Burnt Oak and Childs Hill wards, they have seen a growth in a different cohort of clients, including homeowners and pensioners. Demand on contact centre and mailbox first peaked in July, with typical queries relating to DHP,

benefit advice and council tax support. November saw the second peak after the council's Housing Benefit and Council Tax mailboxes were closed. BOOST also closely worked with the Council Tax Recovery team to support residents facing summonses, to maximise their income through employment and benefits and access Council Tax Discretionary Relief to reduce this debt.

BOOST's Welfare Benefit Advisors (WBAs) had significant demand between September and November, where 473 appointments were conducted in this period alone (the monthly average for the year was 122). Appointments were managed over the phone and the advisors supported the most vulnerable clients by collecting paperwork from their homes and utilising online version of forms. Most clients were from the private sector (70% of the total appointments for the year), compared to only 5% for housing association tenants. The largest area of support was for general benefit advice and Council Tax, followed by DHP. However, they saw a very low level of benefit capped cases being referred. The main reason for this is residents claiming UC or moving onto UC from legacy benefits. As the Department for Work and Pensions cannot provide a list of live capped households, it is left for residents and work coaches to identify that they are capped and refer them to appropriate support. 57% of the WBA appointments were for UC clients, and only 7% of the total appointments for year were for benefit capped residents.

The Taskforce previously held a liaison group with RPs since the move to BOOST the partnerships between registered providers and BOOST needs to be strengthened in 2021. RPs are currently providing up to date contacts for relevant officers to work with the DHP team at Barnet.

Between December 2020 and July 2021, out of a total of 497 sign ups, BOOST registered up 51 housing association tenants and household members, for employment, financial, digital and/or wellbeing support. Referrals have come through the website, emails and over the phone. Many tenants are still unaware of the support their own landlords can offer in relation to benefit advice and accessing DHP. BOOST has recently re-established links with Notting Hill Genesis for our Make It Happen project based in Grahame Park.

Appendix 2 shows the current position for each larger Registered Provider and some examples of what skills and employment opportunities they have on offer.

6. Repairs Performance

The Regulatory Framework requires RPs 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 RP is required to meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

There is no generic standard for repairs reported by RPs but the majority report on satisfaction levels. Housemark have reported the average percentage of tenants satisfied with the repairs and maintenance service as 85% within the London area. RPs all report satisfaction levels around this percentage but have advised that due to COVID- 19 reduced surveys were completed and at the height of the pandemic only urgent repairs took place.

7. Customer Satisfaction

As part of the regulatory framework, RPs must 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 satisfaction statistics provided from surveys can give an indication as to how well the RP 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, however, many RPs decided to reduce the number or not participate in surveys throughout 2020/21 due to COVID-19

The Table below shows the level of satisfaction for each Registered Provider that completes surveys.

| | % of Respondents very or fairly satisfied their views are being listened to and acted upon | % of respondents very or fairly satisfied with their neighbourhood as place to live |
|--------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Peabody | | 86 |
| One Housing Group | | |
| L&Q | 71 | 93 |
| Clarion | | 88 (national) |
| MTVH | 70 | 100 (small sample) |
| NHG | | 83 |

OHG did not carry out surveys during COVID- 19 but have resumed for this year.

8. 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

All RPs included in this review have referred cases to MARAC with a high success rate.

NHG have reported the highest level of ASB out of all the RPs, in particular on Grahame Park there were 24 live cases many of which are linked to mental health issues. They are liaising with MARAC for assistance and intervention.

Clarion have worked productively with MARAC and have managed to secure 2 injunction orders in Barnet.

Peabody feel that the majority of their cases seem to be related to noise nuisance and neighbour disputes.

MTVH have seen an increase in the use of ASB involving drugs and criminal activities on estates in Barnet and would like Police intervention to be improved in the borough. MARAC have made further contact with MTVH to discuss these concerns further.

9. COVID - 19

As a response to COVID-19 many temporary measures were put in place to assist residents, these were reported in last year's Performance review. RPs have been asked to report what measures they still have in place.

LBB continue to run the community help hub which offers community grants and non – medical help for residents. There has been additional employment and financial help put in place to help those whose work or income affected by COVID- 19.

Here are a few highlights of the actions taken to support residents and changes made as a result of COVID-19 during 2020.21

NHG

- Welfare checks carried out by front line staff to all residents aged 60+ and all residents known to be vulnerable.
- Hardship fund funded emergency supermarket vouchers and energy support (meter top-ups) for residents in financial hardship.
- Good Gym food delivery project- delivered free, emergency food parcels to tenant's homes.
- Welfare benefits service - team of specialist advisers were on hand to support tenants whose income was affected by COVID-19.
- 'Call and Chat' befriending service- phone befriending offered to socially isolated tenants
- Resident Support Programme will be focusing on digital exclusion as a result of COVID-19 and have launched the Click Silver project, which assigns mentors to digitally excluded tenants helping them to better access the internet. The project also assigns free tech and connectivity to some tenants.

Clarion

- Notices are to have a minimal 4-month Notice period.
- Court Applications are only to be completed on high level arrears cases.
- Eviction Warrants only to be completed on extreme cases.
- Repayment arrangements to be offered wherever possible.
- During the period of COVID-19 restrictions, we have limited estate inspections to fire actions only.
- Welfare Benefit Advisors & Sustainment Officers provided services to affected residents including welfare checks.
- Utilised DocuSign for new residents to sign tenancies online.

MTVH

- Coronavirus Support Hub as a central point for all Covid-19 issues or concerns regarding our vulnerable customers or those that required tailored support.
- Additional services provided such as topping up energy accounts for residents who had run out of meter money, and matched people with the right MTVH team or external partner to get longer-term support.

OHG

- Care & support staff are being encouraged to be vaccinated for COVID-19, with rates now up to 85%.
- Frontline staff in care, support and maintenance who have face to face contact with One Housing customers are required to undertake regular COVID-19 lateral flow tests.

Peabody

- COVID-19 specific cleaning guidance for offices, community centres and schemes.
- Guidance on testing employees experiencing symptoms.
- Set of guidance for using PPE effectively in different situations.
- New COVID-19 Neighbourhood Manager guidance on keeping resident's safe who may be at an increased risk of experiencing domestic abuse due to the pandemic.
- Carrying out video viewings of lettings, and where face-face viewings are necessary, carrying out risk assessment and using appropriate PPE.
- Repairs – during waves of the pandemic, essential repairs only, and working to complete existing orders. Repair's service is now back to normal operation.
- Changes to Rent Collection procedure to mitigate the impact of the pandemic on our residents, focusing on a preventative approach, proactively engaging tenants to avoid putting their tenancy at risk.
- Updated our death of a resident procedure.
- COVID-19 Outbreak on Estates procedure to ensure necessary business areas are notified, wellbeing checks and extra support is provided to residents, enhanced is provided where appropriate and our response is clearly communicated to residents.

L&Q

- Set up a crisis response team and developed a pandemic plan.
- Putting measures in place to make sure emergency, business-critical and health and safety related functions are maintained.
- Completed coronavirus risk assessments at all care and support schemes, and introduced increased infection control measures, including extra cleaning and hand-washing requirements.
- 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.

10.Fire Safety Policy and Procedures

Fire Safety remains high on the agenda for all landlords, in June 2019 the government commenced the 'Building a Safer Future' (BSF) initiative in response to the Grenfell Tower tragedy, it is about putting people's safety first in how buildings are managed. Two key pieces of legislation support this initiative, the Fire Safety Act and The Building Safety Bill.

The Fire Safety Act came into force in April 21, this Act amends the Regulatory Reform (Fire Safety) Order 2005 to require all Responsible Persons (e.g., The relevant duty holder) to assess, manage and reduce the fire risks posed by the

structure and external walls of the buildings for which they are responsible (including cladding, balconies, and windows) and individual doors opening onto common parts of the building.

The **Building Safety Bill** takes forward the government’s commitment to reform the building safety system set out in BSF. A new Building Safety Regulator will be formed under the responsibility of the Health and Safety Executive (HSE), which will oversee the design, construction, and occupation of high-risk buildings (e.g., residential blocks over 18 metres). It is anticipated that the HSE will look to deliver an inspection regime through a ‘competent and registered workforce’ such as that provided by Local Authority Building Control (LABC) services, and the council is preparing for this accordingly. The Bill is likely to be enacted later this year.

The changing legislative framework for fire safety will introduce additional requirements for building safety and the management of our buildings and wider housing stock within the borough. A fire safety briefing is provided to Housing and Growth Committee regularly throughout the year and the council continue to liaise with RPs that have identified concerns with their blocks.

Fire Risk Assessments

| RP | All properties up to date FRA | Outstanding FRA works |
|-----------|--------------------------------------|------------------------------|
| L&Q | Y | N |
| MTVH | Y | Y |
| NHG | Y | Y |
| Peabody | Y | N |
| OHG | Y | N |
| Clarion | Y | N |

MTVH and NHG have the following comments regarding FRA works

MTVH

“We have completed a data capture of the buildings and balconies. this feeds into a recommendation for further investigation by the Safer Buildings Department based on building height, construction, percentage/type of cladding plus balcony construction and management. All these remedial works are under the Safer Buildings Plan. Remedial works in FRA’s refer to various work streams from signage, door repairs, fire stopping, stopping residents storing in communal areas etc which are all up to date.

We assess all our assets for HHSRS (Housing Health and Safety Rating System) compliance regardless of asset type however, there are no properties falling under any of this HHSRS criteria.”

NHG

“There are a few blocks with identified FRA works to be completed, Works have commenced and due for completion this year”

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. Their responses are below:

NHG

- The directly managed teams carry out assessments that identify vulnerable residents and our providers put in place a PEEP and care plans. There are a range of units in Barnet that have 24 hours staffing in place.
- Agency managed units the providers carry out the assessment and put in place the necessary plans in place to keep the resident's safe which will include PEEPs and Person-Centred Risk Assessment (PCRA)
- NHG teams carry out annual checks to Audit their (agencies) processes.

Clarion

- Robust process covering Person Centred Fire Risk Assessment (PCFRA), which does (as part of the assessment) highlight residents who are exceptionally vulnerable and may not be able to self-evacuate. These Residents may be recommended for a PCFRA via internal or external Stakeholders. If identified as bedbound, we would liaise with other Agencies to seek Social Services involvement and prompt a LFB Home Fire Safety Visit.

MTVH

- In terms of Care and Support for the most vulnerable residents, a review is in place that is backed up by Quality Assurance Team visits and audits. This feeds the requirement for PEEP's as does the implementation for new occupants.
- General Needs - where intelligence is gathered by HSO's, Housing Assistance, fire risk assessment etc. PEEP's are put in place.
- Where building envelope investigations identifies a change of evacuation strategy PEEP's are immediately implemented.
- Fire Starters referrals will be made from Housing Officers and Care and Support when required. The Fire Safety Team carry out assessment of such instances and advise on measures to be taken in such cases.

OHG

- Where stay put policies are not viable in a block, all residents are requested to complete a PEEP.

- A ranged of processes are in place to identify vulnerable residents and the risk and caution flagging procedure is currently being reviewed.

Peabody

- All supported housing residents participate in regular needs and risk assessments, these assessments include sections on the person's physical and mental health needs which note areas of fire risk and associated actions to be taken to mitigate against this.
- The result of these risk assessments may lease to a PEEP to ensure the requirements regarding evacuation are noted.
- Customers with a PEEP and requiring evacuation assistance are noted in Peabody's evacuation plans. This information is also stored in Premises Information Boxes which are accessible by the fire service in the event of an emergency.

L&Q

- Person Centred Risk Assessment (PCRA) policy undertaken by L&Q Living or Resident Services, depending on the tenure.

External Wall System Surveys (EWS)

As part of the building safety programme to assess safety risks to high rise buildings with Aluminium Composite Cladding (ACM) and those without, all local authorities and housing associations in England provide data on the combination of the external wall facing material and insulation for each separate external wall system (EWS) on their buildings, the form to provide this data is called an EWS1 form. Each RP was asked what changes have been made or plan to made as a result of these surveys and if they have concerns regarding these surveys and the implications on their residents.

NHG

“Following on from the Grenfell tragedy, NHG have already made significant changes to Employers Requirements to ensure that our buildings are safe – for example the introduction of sprinkler systems for all blocks over 11m. We have also appointed a Fire Guardian for all our new schemes in development to assess and prioritise building safety. NHG are focussing heavily on resident's engagement and communication to help our residents understand the issues affecting their homes and the actions that NHG are taking to remedy them.

An EWS1 is only applicable in certain building scenarios but can be requested by lenders in numerous other circumstances. The application of the requirements varies between lenders and can be inconsistently applied. This may have a negative and inconsistent impact on the customer dependent upon the lender”

Clarion

“We have 19 multi-occupancy buildings in Barnet and none of those are classified as Higher Risk Buildings (HRBs).

EWS1 certificates are only obtained when a leaseholder requests one and where the building meets the RICS criteria; only 5 out of 19 buildings consists of leaseholders. We do not have any EWS1 assessments for buildings within Barnet.”

MTVH

“As a charitable housing association responsible for over 57,000 homes, including more than 4,000 multi-story residential blocks, we have adopted a risk-based approach to conducting the inspections that are required to produce EWS1 forms. This means that those buildings with the highest risk categorisation are being inspected first. MTVH number one priority is the safety of all our residents. We, therefore, have a responsibility to ensure our programme of investigations and any remedial works that are found to be needed following these inspections are conducted based on risk prioritisation.

We appreciate the difficulties many customers are facing. This issue is affecting residents and building owners across the country and is exacerbated by lenders’ requiring independent certification for many buildings outside of the original intended scope of the independent certification form (EWS1).

Within Barnet there have been a number of blocks that have been reviewed as part of our program. One block has had intrusive investigations completed. There have been no recommendations based on any of the investigations carried out in Barnet to date for changes in evaluation strategy or deployment of waking watch based on the current investigations completed.”

OHG

“As for all housing providers, the issue of EWS surveys affects our residents’ ability to buy or sell their properties. We approach the requirement for EWS on a risk-based programme, but the timescales caused by current market demand for the specialist services required, mean that many residents across the country may be negatively affected due to delays in procuring the EWS1 certificates”

Peabody

“We have identified 490 buildings owned by Peabody (across our whole stock) which will need an intrusive investigation of the external wall in order to comply with the new regulations, the consolidated advice note and the RICS guidance on EWS1 forms. We have prioritised those buildings and embarked on a programme of investigation risk assessment and where required, remediation. Where there are concerns, our fire engineers give us risk-based advice about the requirement for both long term remediation and immediate mitigation measures, which we follow. Where we need to change the evacuation strategy, we put a waking watch in place until such time as we have installed alarms. We explore any defect claims with the original builder where we are still in the latent defects period and where that is not appropriate/available we undertake remediation works ourselves. We anticipate that we will have completed all works by 2027. This is of course a really worrying time for residents who are concerned about the safety of the homes they live in. For leaseholders there’s the added anxiety about the potential cost of remediation and how much they may have to pay. We have provided comprehensive information on our website to let customers and other stakeholders know what we are doing and are

also writing to all residents in the programme to explain the process and timescales. However, many of our leaseholders in buildings that are not in scope for intrusive investigations have been affected by the response of mortgage lenders to the government’s advice and find themselves unable to sell, remortgage or staircase. We are hopeful that the recent announcement will ease this problem but that will depend on how mortgage lenders react.”

L&Q

“Work to complete EWS surveys on 5 blocks still underway in the borough and due for completion by end of September 2021.”

11. Overall Performance and Commentary

Overall, the performance of each RP meets the required standard with the exception of NHG not meeting their nominations requirements. This matter is being dealt with directly. In previous reviews results have been compared to previous years to identify if performance has improved or declined, last year the performance review took a slightly different approach and results were not comparable. As a result of the review, we would continue to recommend the RPs to developers on new Housing Developments.

SECTION B

Development

In 2020/21 there were 243 affordable housing completions in Barnet. The following table shows a breakdown of these completions.

| Registered Provider | Scheme | Total Affordable Completions. |
|----------------------------|-------------------------|--------------------------------------|
| L&Q | Medical Research Centre | 56 |
| Origin | Millbrook Park Phase 5 | 6 |
| L&Q | Millbrook Park Phase 9 | 30 |
| Open Door Homes | Various Schemes | 151 |

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 Providers to monitor progress of each scheme.

Expected completions for the year 2021/22 are 322 affordable homes, these are predominately through the requirements of a S106 scheme. However, most developments are reporting delays due to Brexit related issues such as shortage of supplies e.g., bricks, skilled workers which may mean this figure could reduce this year.

The following table shows the current developments which are currently on site and due for completion in 2021/22 and 2022/23

| Registered Provider | Scheme Name | Total Affordable Completions on site. |
|----------------------------|--------------------------------|----------------------------------------------|
| L&Q | Medical Research Centre | 67 |
| NHG | Millbrook Park Phase 4C | 12 |
| Sanctuary | Millbrook Park Phase 10 | 16 |
| NHG | Millbrook Park Phase 6 | 48 |
| Home Group | TFL Beechwood Mews | 35 |
| L&Q | Millbrook Park Phase 9 | 58 |
| Open Door Homes | Various | 92 |
| L&Q | Homebase the Hyde | 165 |
| Clarion | Sweets Way | 38 |
| Clarion | 117 – 125 West Hendon Broadway | 43 |
| Origin | Millbrook Phase 5 | 20 |

NHG

In July 2020 the planning decision notice was issued for 2088 new homes, plus commercial and community spaces as the next stage (Stage B) of the regeneration of the Grahame Park estate, where NHG is the development partner of LB Barnet (through its subsidiary vehicle Choices for Grahame Park).

The planning application included detailed permission for the first site (Plot A) comprising 209 affordable homes and a small commercial space (of which 60 homes are for affordable rent and 149 are shared ownership). To maintain delivery of the regeneration programme, a separate package of enabling works commenced in August 2020 to demolish the existing vacant blocks covering Plots A and B and prepare and de-risk the ground ready for main construction. The main works contract to Plot A was expected to commence in October 2020. NHG are currently preparing a Reserved Matters Application for the second phase comprising of c. 972 new homes, a new community centre, children's centre, and health centre as well as

other commercial facilities. The programme for the entire regeneration of Stage B lasts until 2034.

The New Business and Land teams are not proactively looking at any further opportunities in Barnet. Ideally, they would like to see the majority of majority of affordable homes as London Affordable Rent with a balance of shared ownership.

Clarion

Clarion currently have one scheme in Barnet, West Hendon Broadway. This is a total affordable housing scheme, with grant from the GLA for all 43 units (35 Shared Ownership and 8 Rent). The scheme is due to complete in August 2022. There have been severe delays due to agreement on the procurement of the façade. Clarion have recently completed 38 affordable homes in Sweets Way.

For future developments Clarion are interested in schemes of various scales and tenures.

OHG

OHG currently have Granville Road mid-construction. This is a joint venture with Sherrygreen Homes. The total scheme will be 132 new units due for practical completion circa end of 2023 early 2024, of which 46 will be affordable.

A planning application is due to be submitted for Victoria Quarter shortly. This is a joint venture with Fairview New Homes. The total scheme will be circa 544 units.

L&Q

L&Q and Countryside Properties UK are the Councils appointed contracted development partners to develop the Dollis Valley estate. The phase 3 demolition completed in August 2020 and construction started in October 2020 to deliver 135 new homes of which 43 are affordable. A Reserved Matters Application has been submitted for the final two phases of development and will deliver a further 360 units of which 123 will be affordable homes by 2025.

They are working on three S106 schemes in Barnet, The Hyde, Millbrook Park, and the Medical Research Centre. When looking at new schemes they generally seek schemes with capacity of 75 plus units.

MTVH

Barratt Homes and MTVH have set up Barratt Metropolitan LLP to deliver the regeneration of the West Hendon estate. The development is ongoing with the next

phase due to complete in early 2025. Between 2021 to 2025 the scheme will deliver 827 new homes, including 291 affordable homes.

The redevelopment of Westhorpe Gardens is continuing as planned, on site works commenced late December 2020 and are due to complete in 2026. The S106 was completed in July 2021.

Peabody

Peabody have completed part of the Peel Centre and are no longer pursuing the further phases. They are currently not looking at any further developments in Barnet currently.

Sustainability

Central Government have set mandated sustainability targets to ensure there is the ability to meet the needs of the present without compromising the ability of future generations.

These targets are reflected in The Mayor's Homes for Londoners – Affordable Homes Programme 2021- 2025 funding guidance which, outlines funding requirements in relation to design and sustainability. The GLA expects that new homes are environmentally sustainable and meet zero carbon targets. There are 6 sustainability standards as a condition of funding: -

1. Net Zero Carbon Homes
2. Whole life cycle carbon assessment
3. Be seen energy monitoring
4. Air quality neutral
5. Urban Greening
6. Managing heat risk

London Borough of Barnet is currently developing a sustainability strategy. The Department of Business, Energy & Industrial Strategy (BEIS) estimates that in Barnet 49% of emission come from housing. London Borough of Barnet's Local Plan provides a positive strategy for delivering the Council's priority through sustainable development. Currently only 41% of homes in Barnet are well insulated, almost 1 in 10 households in Barnet are in fuel poverty and poor insulation adds to this problem.

The Council has developed an action plan to improve sustainability in Barnet including bringing existing council stock up to EPC C- rated by 2030. One of the

actions is also to ensure all new housing built in Barnet is of the highest sustainability standards,

RPs have reported on their sustainability programme for their existing stock and communities.

NHG

- Community Gardens – Supporting the development of two programmes to allow community to explore interest in gardening and improving existing open spaces.
- The Loop – repurpose up cycling project providing affordable recycled furniture, reducing incidences of fly tipping within the community.
- Appointed Head of Sustainability.
- Committed to improving energy efficiency of homes and reduce CO2 emissions.
- Programme for insulation, boilers, and heating systems.
- Replaced car fleet to electric vehicles.

Clarion

- Replacing windows and doors on 2 blocks in Barnet
- Ensuring all homes by 2040 will have a minimum SAP rating of 72
- Developing plans for biodiversity and electric charging for existing stock.

MTVH

- Plans to reduce carbon emissions on managed homes, improving efficiency.
- Aim of decarbonisation in line with net zero target by 2050.
- implementing the fabric first approach, homes will have increased thermal efficiency, air tightness and have decreased household energy demand.
- Our fabric first approach aims to improve energy efficiency of our homes, eliminate hard to heat homes, reduce carbon emissions by reducing energy demand and simultaneously reduce household energy bills for our customers.
- Entered a partnership with the Warmfront Team, securing funding under the Energy Company Obligation (ECO) scheme to help reduce carbon emissions and tackle fuel poverty.
- We aim to assess the insulation requirements of our managed residential housing portfolio, installing energy efficiency measures to eligible properties under the scheme, with energy measures such as wall and loft insulation installed through the project
- The funding to date has focused on the first part of the project with the Warmfront Team, cavity wall insulation and remedy of any failed cavity wall insulation. The next part of the project will be looking to address solid wall insulation and loft insulation. It is anticipated that approximately 7 ½ thousand improvement measures will be installed through this project in partnership with the Warmfront Team.
- Committed to ensuring that all our managed residential properties meet a minimum efficiency standard of EPC B and C or equivalent by 2030,

improving as many homes as is reasonably practicable to this standard which at present is perceived to be the minimum benchmark to ensure we are on track to reach the UK's Net Zero targets.

- Low carbon heating in combination with improved energy efficiency standards with the aim of ensuring that our homes are fit for the future. In the next couple of years, aim to review existing heating assets to compile a comprehensive planned programme which will aim to deliver low carbon heating to each home in line with the Net Zero 2050 target.

OHG

- Commenced a programme of installing electric charging points at a number of schemes across our stock.
- DLO (Direct Labour Organisation) and Environmental Services team are piloting the use of electric and hybrid vehicles.
- Waste management policy targets zero waste for works in voids and kitchen/bathroom installations and as part of the major works tender, positively focusing on contractors who can demonstrate an 'active' approach to support the sustainability policy.
- Environmental services team are undertaking planting programmes to support a greater biodiversity
- Encouraging residents to get active through the 'brighten up your balcony project and plant fruit/vegetables across a number of schemes.

Peabody

- Developing an Electric Vehicle (EV)/ EV Charging Point Policy for company & residents' vehicles. Currently trialing electric vehicles in Thamesmead and will work with PGM (Peabody Group Maintenance) to trial electric vehicles by 2024 as the leases end.
- Plan to utilise external funding opportunities such as ECO3 funding, carbon offset funding, Green Homes Grant and Social Housing Decarbonisation Fund funding and continue researching into available Government Green Investment. Will be able to utilise the monetary savings made through energy efficiencies within core business to fund the low-cost measures, through a 'spend to save tracker' to improve the energy efficiency of the stock.
- Working to make sure all residents have access to fast, affordable broadband across all estates and properties. Digital inclusion is a key aim of the Group Strategy.
- Increasing biodiversity and climate resilience of open spaces, and work with residents so they can make more of green spaces. Through the Design Guide, Open Space Strategy and "Living in the Landscape" blueprint for Thamesmead aim to improve the standards of external spaces and set out a framework for the future and investment. There is a requirement on new developments for biodiversity gain, and to take the opportunity to develop specifications and lifecycle costing for the replacement of existing flat roofs into green roofs, the creation of living walls, and the greening of estates where car use has fallen.
- Working with residents to create an environment where residents are assisted to drive down their energy and water costs and drive-up recycling of waste.

New Homes Guides to include waste management advice. Advice on website. Any refurbishment or construction contractors will have to monitor their waste recycling and consider the sustainability of refurbishment materials. Aim to create processes to ensure that 70% of office waste is recycled

L&Q

- Currently do not have any programmes in place for properties in Barnet.

Sustainability Approach to New Homes

To ensure compliance to the Mayor's Homes for Londoners – Affordable Homes Programme 2021- 2025 funding guidance, RPs were asked about their sustainability approach to new homes

NHG

- NHG develops almost exclusively in Greater London and new developments comply with the requirements of the Greater London Authority's London Plan. The London Plan covers a broad range of environmental considerations for new developments, such as ecology, green space, carbon emissions, development of low carbon heat networks, waste management, transport, water use and drainage. The environmental standards set out in the London Plan are significantly more stringent and wider ranging than the current national building regulations.
- NHG's approach is to build good quality homes that promote well-being and have low running costs. They are focussed on meeting the London Plan requirements in a way that provides good outcomes for the life of the development and for the benefit of residents, rather than looking for low-capital options that will not perform well in years to come.
- Member of Future Homes Consortium – aim of working together to share ideas and find ways to tackle sustainability and deliver homes that meet modern criteria.

Clarion

- As required within Barnet's Supplementary Planning Document on Sustainable Design and Construction 2013, the design for new homes considers the requirement for future schemes to achieve a Code for Sustainable Homes Level 4 or equivalent. For West Hendon Broadway this was achieved by covering energy/CO₂, water consumption, and ecology. The orientation of the building and courtyard allowed for maximum solar gain. Mechanical ventilation and heat recovery allows for additional heat and better-quality air. There are also photovoltaic panels on flat roof areas.
- Recently released a sustainable development roadmap which is being implemented going forward with electric vehicle charging and biodiversity considered as standard – this aligns with the London Plan.

MTVH

- The business is moving towards a more sustainable outlook, decarbonisation efforts form a key part of our new corporate strategy. For new build development, where MTVH are lead developer they are seeking to better

Building Regulations and will be piloting the emerging guidance on the Future Home Standard on 2 projects (outside of Barnet) to test technologies, monitor cost and resident experience.

- On Westhorpe Gardens regeneration in Barnet they are implementing a hybrid air source heat pump network, photovoltaics, and a backup gas supply in peak periods. At West Hendon a district heating network has been implemented.

OHG

- Will be fully compliant with regulations and are engaging consultants as early as possible on a scheme-by-scheme basis.
- Running a wider Energy Project to ensure expert consultant advice to put together requirements and an energy/sustainability brief to issue to new contractors and developer partners.

Peabody

- New development targets:
 - Ensure 100% of all new homes built by are minimum EPC B (SAP 81) by 2024
 - Ensure all new developments in design from 2021 are minimum EPC B (SAP 86)
 - Ensure that 100% of new development projects deliver on Peabody's sustainable construction requirements in the specification and undertake WLC for each scheme
 - Ensure that 100% of New Homes Guides include energy, water, waste, and sustainable transport advice
 - Hold 3 Dr Bike and 1 EV event per year for residents
- Committed to a programme of building 1,500 new homes for the next five years.
- Designing eco-friendly homes that are well managed and maintained. Residents have access to green space and infrastructure. New properties constructed in the last year (2020-21) are energy efficient over a 60-year life span, with an average of an EPC B rating.

L&Q

- 5-year corporate strategy advises that “develop quality, sustainable homes and places where people want to live that enable firm foundations for successful lives, benefiting our customers, our communities and the environment for the long term”.
- To build better and more sustainable homes, which deliver value for money and good quality, design, build and service to customers and communities
- Plan to establish an L&Q design standard which meets the Government's Future Homes Standard, recognises the differing needs of the residents who live in our homes and drives operational excellence in construction
- Will establish an L&Q Placemaking office, committing to high quality build combined with on-going community investment, long term management and stewardship
- Will invest more in modern methods of construction to drive quality and

- consistency in the homes that we build
- Will have a standardised and digital building information management solution to building safety legislation gateways
 - Will introduce group-wide supply chain management and a procurement plan that delivers best long-term value for money

RPs have advised that it is likely that the costs of making properties sustainable may result in some associations with an older stock reducing their development programmes.

Sustainability is high on the political agenda and the expectation is that further work will be required by RPs to bring their stock up to a required standard and this will be reported in future Performance Reviews.

| |
|-------------------|
| Appendix 1 |
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The table below shows a full breakdown of types of stock for the Registered Providers as at 31.3.21

| | General Needs | Supported Housing | Wheelchair Units | Shared Ownership | leasehold | Other | Total | No of void units |
|------------------------------------------|-----------------------------|-------------------|--------------------------------|------------------|-----------|------------------------------------------------------------------|-------------|-------------------------------|
| Notting Hill Genesis (NHG) | 1715* Includes Grahame Park | 125 | 1688 (lifetime homes standard) | 378 | 228 | 114 Temporary Housing and 88 Market Rent | 2649 | 42 |
| NHG – Grahame Park | 660 | 3 | 908 (lifetime homes standard) | 234 | 441 | 30 Temporary Housing and 120 Market Rent | 1488 | 6 |
| Peabody | 1125 | 20 | | 234 | 99 | 23 Freehold, 3 starter home, home buy/ outright sale | 1504 | 6 |
| Metropolitan Thames Valley (MTVH) | 596 *Excludes West Hendon | 39 | | 99 | 18 | 3 freehold, 6 MR, 42 older person, 1 non-residential, 17 garages | 821 | 50 |
| MTVH - West Hendon | 215 | 0 | | 0 | 4 | 7 assured shorthold, 1 MR, 5 Freehold | 232 | 5 |
| One Housing Group (OHG) | 95 | 15 | 15 | 12 | 88 | Affordable rent 10, Market Rent 2, Commercial 8 | 230 | 1 |
| Clarion | 260 | 0 | 0 | 10 | 25 | | 295 | 6 |
| L & Q | 136* Excludes Dollis Valley | 0 | 5 | 111 | | 6 shared equity and 211 private rented | 464 | 69 (not Affordable or Social) |
| L&Q - Dollis Valley | 108 | 0 | 0 | 2 | 168 | 0 | 278 | 1 |

Appendix 2

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

| | NHG | Peabody | MTVH | OHG | Clarion | L&Q |
|------------------------------------------------|-----|---------|------|-----|---------|-----|
| Number of tenants affected by Universal Credit | 566 | 295 | 165 | 28 | n/a | 25 |

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

Notting Hill Genesis

The Economic inclusion Offer for Grahame Park includes:

- Enterprise Programme – Capacity building programme to support individuals who wish to start their own business which includes training, mentoring and 121 supports.
- Volunteering provided through partners such as Colindale Community Trust and Groundwork as well as the loop.
- Repurpose – up cycling project providing training, volunteering, and employment opportunities for residents.
- Work Experience Programme for young people between the age of 14 – 18 years old
- Accredited and Non-Accredited Training Programme
- Make it Happen – Economic Inclusion programme delivered by BOOST, Department of Work and Pensions, NHG, Transport for London, Pure Insight, Twinning's, Community Coaching and Training, Youth Enquiry Service, Shared Enterprise
- Delivery of digital inclusion programme within the Digital Suite
- The Old Library with dedicated Employment and Skills Suite
- 7 New Business Starts Ups through commissioned and funded projects on Grahame Park, in retail, catering, community and voluntary sector, health and personnel development.
- 18 residents into employment within retail, administration, IT and care sector, training,
- 717 residents accessed pre-employment, business admin IT and ESOL training, woodworking, teaching assistant, basic maths and English.
- 59 residents undertaking regular volunteering within the Colindale Community Trust and The Loop which includes, administration, maintenance and retail.

Whole stock in Barnet

- 4 successful applications for Discretionary Housing Payments
- 18 residents into employment within retail, administration, IT and care sector, training,
- 717 residents accessed pre-employment, business admin IT and ESOL training, woodworking, teaching assistant, basic math's and English.
- 59 residents undertaking regular volunteering within the Colindale Community Trust and The Loop which includes, administration, maintenance, and retail.

Peabody

- Peabody's employment support service (RECONNECT) is currently focused on residents. Prior to January 1st, 2021 it looked to help all unemployed and under-employed people in London. Now the focus is increasing household incomes for residents, to engage those who are unemployed, under-employed or in full-time work but wish to increase their income through employment. There are exceptions to this, but it is based on engagement with other Peabody programmes.
- Their IT system is cannot provide information for just Barnet residents, but are working towards rectifying this shortly.

MTVH

- Tenants in Barnet have access to Love London Working programme. This provides support to people looking for work and additional support for residents who are further away from the labour market and may be experiencing significant barriers to accessing work due to, for example mental health problems. The Love London Working team provide virtual and 121 support and have a base at our community centre in West Hendon. In 2020/21 they worked with 38 Barnet residents of which 2 went into sustained employment and 4 progressed to further learning.
- The West Hendon Hub provides a central space for learning and training. Due to Covid restrictions they have been unable to deliver face to face sessions but have introduced a programme of virtual learning which has included Team Leading, Working with Children and Young People and Basic Skills. To date the sign-up numbers to these courses are small but growing and currently have 10 Barnet residents enrolled.

West Hendon

- Tenants in West Hendon have access to the Love London Working programme described above
- Due to the ongoing impact of the pandemic MTVH launched a pop-up foodbank at the West Hendon Community Hub. The food bank ran from October 20 to March 21 during which time over 90 local families received support with food. The success of the foodbank has resulted in its relocation to a more appropriate premises, (a local school) where support continues to be provided for the local community. They were able to engage local residents to support the food collection, sorted and distribution. Engaged cleaning and grounds maintenance service, Pinnacle to collect food from the depot and deliver to the community center. As part of the Christmas campaign distributed hot meals to 14 Barnet households.
- Have a team of support workers at the hub providing advice on employment and training support from the West Hendon Community Hub. Use the relationships that have been built with local residents to identify vulnerable residents who may need support. Recently have supported residents by organising a virtual session with EON around energy efficiency and bills. As lockdown continues have developed an online training programme that local residents are able to access.

One Housing Group

- Employment and Training team and their services are open to all tenants. The team supports tenants and customers to find employment and training opportunities. In the last year have not had any Barnet customers engaging with services in this area. There is a small amount of stock in Barnet and, historically, Barnet customers were reluctant to engage with the team as they would have had to travel to Camden to register with the service. The team has been working remotely since March 2020 but have not had any Barnet customers referred or self-referred.

Clarion

- Have made 13 referrals to boost and 11 DHP payments. All Barnet Residents who are over the age of 16 and not in full time education or paid employment are entitled to join the Love London Working Programme, to gain support in obtaining sustainable employment.
- During the period of 1st April 2020 through to 31st March 2021, 112 Barnet Residents enrolled and engaged on the above Programme, of which 81 received some form of formal training by the way of our virtual offer and 24 Barnet

Residents obtained employment. Most of these jobs came from the Social Care, NHS, and Construction Industries.

- Due to the challenges and changing labour market which resulted from Covid-19, during this period Jobs and Training team along with residents seeking our support have had to adapt.

L&Q

- Since 2018 have worked with 2 Secondary schools in Barnet delivering the Award-winning Learning to Succeed Programme. The programme was created with the goal of inspiring young people to achieve their full career potential in the Built Environment sector. Schools were given a selection of up to 20 sessions including STEM and career subjects which covered the curriculum and Gatsby Benchmarks.
- The Schools were:

St James School were involved from September 2018 – November 2019

Copthall Girls School 2018 – date (will be continuing with the 2nd stage of the Programme)

- Copthall fully embraced the Learning to Succeed Programme. Apart from signing up for regular classroom sessions, 5 students also attended a week of Work Experience at L&Q Head Office and other Development sites. During the pandemic they also moved to the adapted online sessions.
 - Copthall School was also selected to take up the opportunity for 12 of their students to have extra ‘Targeted’ support – which entailed PLA’s – Personal Learning Plans, 1.2.1, mentoring and support to progress after exams.
- Are looking to support other schools in the area, L&Q have asked for recommendations.
 - Employment team have worked with 5 Barnet residents in the period, with one being successful in gaining employment at L&Q as a customer service advisor.

