

Barnet Annual Performance Review of Registered Providers 2022.23

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

Background

In the year 1 April 2022 to 31 March 2023 there were eight RPs with significant stock levels either currently developing or planning to develop general needs homes in Barnet.

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

Registered Provided	Number of General Needs homes in Barnet
Clarion	262
Home Group	516
L&Q	138
Metropolitan Thames Valley Housing (MTVH)	644
Network Homes	363
Notting Hill Genesis (NHG)	2010
Peabody	1280
Riverside (OHG)	88

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	274
West Hendon	MTVH	215
Dollis Valley	L&Q	156
Total		645

There are two other regeneration schemes in Barnet where development has started but there have been no completions to date but are expected in 2023/24.

- **Granville Road** (Registered Provider - One Housing Group). This scheme commenced in July 2019 and will complete by 2024 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. The main construction works are well underway, and the estimated completion date is in January 2024. Argent Related will deliver 110 replacement homes for Whitefield Estate Part 2 residents on Plot 12 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

Catalyst and Peabody merged in April 2022 resulting in Catalyst becoming a subsidiary of the Peabody Group.

Optivo and Southern Housing Group completed their merger in December 2022 and are now known as Southern Housing Group.

On 1 October 2023 Sovereign and Network Homes merged to form SNG (Sovereign Network Group). The proposed merger was announced on Monday 13 March 2023 and the final business case was approved by Sovereign and Network Homes' respective boards on Thursday 7 September 2023. The organisation has over 82,000 homes, and over 210,000 customers across London, Hertfordshire, and the south of England.

Origin Housing and Places for People, two of the UK's leading housing providers, have announced that they have entered merger discussions where Origin will become a subsidiary of Places for People Group Limited. The merger is still in the early stages of discussion, and it is not yet clear when it is likely to be completed.

One Housing Group and Riverside have now fully merged and are now known as Riverside Housing Group.

GOVERNMENT LEGISLATION

The Social Housing (Regulation) Bill received Royal Assent, becoming the Social Housing (Regulation) Act on 20 July 2023. The act introduces many new obligations landlords will have to follow, while giving more powers to the Regulator of Social Housing (RSH) and the Housing Ombudsman. The Act will improve the regulation of social housing, strengthen tenants' rights, and ensure better quality and safer homes for residents.

This means driving forward significant change in holding poor landlords to account, placing the needs of tenants at the heart of government reforms to improve the quality of life for those living in social housing across the country.

This new law brings forward the following changes:

- **Enhanced powers for the Regulator of Social Housing** - facilitate the introduction of proactive consumer regulation by strengthening the Regulator of Social Housing, allowing intervention in cases where landlords are performing poorly on consumer issues. This will enable the Regulator to take action to address any shortcomings and protect tenants.
- **Stronger enforcement powers** - establishes stronger enforcement powers for the Regulator to act including provisions for regular inspections of social housing properties to ensure landlords are providing high-quality services and accommodation. These inspections will help maintain and improve the standard of housing for tenants across the country.
- **Tenant empowerment** - will establish strict time limits for social landlords to address hazards and empowers social housing tenants to request information from their landlords, promoting transparency and accountability. This will ensure tenants have the right to access crucial information about their homes and can access swift redress where things go wrong.
- **Standards for Registered Providers** - The Act introduces a set of standards for registered housing providers, requiring social housing managers to possess specific qualifications or be actively working towards gaining them. These standards will help ensure residents receive the best possible service from their housing associations.

What happens next?

Now that the Act has received Royal Assent, the Regulator of Social Housing will consult on revisions to the consumer standards, and the Department of Levelling Up, Housing and Communities (DLUHC) will consult on the measures to take forward the government's social housing reform programme such as Awaab's Law, changes to the Decent Homes Standards and professionalisation of the sector.

Each year the Council reviews the performance of partner RPs to assess whether they can demonstrate they meet standards in management and performance.

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 2022 - March 2023) 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. Getting People into Work.
6. Repairs Performance
7. Customer Satisfaction
8. Anti-Social Behaviour
9. Cost of Living
10. Fire Safety Policy and Procedures
11. Overall Performance and Commentary

Section B will focus on:-

Development and Sustainability

Section C will focus on:-

Damp and Mould
Four Million Homes
Resident Associations and Consultation

Section A: Management Performance

1. Regulatory Judgements

The Housing and Regeneration Act 2008 sets out the objectives for regulation. The Regulator of Social Housing (RSH) is an independent regulator and non-departmental public body, sponsored by the Department for Levelling Up, Housing & Communities 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) These can be non-profit or for-profit. The main difference being that for-profit RPs are established as companies limited by shares and are permitted to distribute dividends to their shareholders. The

standards set out by the Regulator do not apply to the non-social housing aspects of a for-profit RP's business. The Regulator is unable to remove or appoint board members, cannot impose restrictions on dealings or suspend or remove employers on for-profit unlike with non-profit RPs. The RPs included in this review are all non-profit RPs. The Regulatory Framework includes both the regulatory standards which providers must meet, and the way in which the Regulator carries out its functions.

The Regulator 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 Regulator reviews 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 2021.22
Clarion	G1	V2	↔
Home Group	G1	V2	Not in review last year
L&Q	G1	V2	↔
MTVH	G1	V2	↔
Network Homes	G1	V2	↔
NHG	G1	V2	↔
Peabody	G1	V2	Not in review last year
Riverside (OHG)	G2	V2	↔

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%. For 2023.24 CPI is 10.1% plus the 1%, For 2022.23 CPI is 3.1% plus the 1%. Each local authority can set up to 5% above formula rent and would also set a rent cap.

There was no government rent cap for 2022/23. Rents increased in line with the RSH Rent Standard - CPI plus 1% which at that time was 4.1%

The government has capped social housing rent increases to 7% from April 2023. Service charges are not covered by this cap. However housing associations and councils are encouraged to limit service charge increases to 7% too.

For council dwellings it is proposed that for both social rents and Affordable Rents, Barnet follow the national rent setting cap announced by the government in the Autumn Statement 2022, and that social rent is increased by 7% for 2023/2024 for existing tenants.

London Affordable Rent is a type of affordable rent based on social rent levels. The GLA's benchmark for a 2-bedroom property for 2022.23 was £178.23 and for 2023.24 it is set at £190.71.

The following table shows the average weekly net assured (social rent/ London affordable rent) rents for accommodation (i.e. exclusive of service charges) charged in 2022.23

Registered Provider	Bedsit £	1 bed £	2 bed £	3 bed £	4 bed £	5 bed £
CLARION		£108.73	£124.36	£145.29	£170.67	
HOME GROUP	£90.19	111.59	£123.71	£143.99	£255.86	£181.22
L&Q		£159.69	£150.46	£163.51		
MTVH		126.74	148.95	152.88	172.54	
NETWORK HOMES	101.63	169.10	179.41	181.76	156.03	140.79
NHG	92.43	116.00	131.18	150.22	153.72	183.06
PEABODY		127.03	132.99	153.84	160.90	159.03
RIVERSIDE (OHG)		177.86	164.99	182.29	167.71	

All RPs have confirmed that they are in line with the 2022.23 limit imposed by the Rent Standard (as detailed above)

The following table shows the average weekly net assured rents for flats and service charges (SC) for accommodation charged for new regeneration developments in Barnet in 2022.23.

Development	Bedsit £	1 bed £	2 bed £	3 bed £	4 bed £	5 bed £
L&Q – DOLLIS VALLEY RENT		£116.42	£134.84	£166.47 (house)	£177.52 (house)	
L&Q – DOLLIS VALLEY SC		£30.64	£33.19	£4.19	£8.15	
MTVH -WEST HENDON RENT		111.75	128.20	143.17	157.34	
MTVH -WEST HENDON SC		15.04	16.22	11.31	11.31	
NHG GRAHAME PARK RENT		116.00	131.18	150.22	153.72	163.80
NHG GRAHAME PARK SC		12.26	14.72	22.10	26.31	5.05

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 80% of market rent and within local LHA levels. All RPs in this review are within LHA levels.

The table below shows the weekly affordable rent levels in Barnet for new lets in 2022.23 for the RPs that provided new affordable rent units last year.

Registered Provider	1 bed £	2 bed £	3 bed £	4 bed £
L&Q	£185.44	£234.44	286.24	
NETWORK HOMES	230.14	-	-	
NHG	-	-	151.88	-
RIVERSIDE (OHG)	202.98	234.19	323.82	

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 4.6% for arrears collection for 2022.23; however, Housemark statistics have shown the average rent arrears for London are 4.12% slight increase from 2021:22 3.96%

The table below shows the arrears level as of 31 March 2023 for each RP.

RP	Arrears
CLARION	9.21%.
HEMAGROUP	0.49%
L&Q	3.05%
MTVH	6.56%
NETWORK HOMES	3.59%
NHG	6.0%
PEABODY	5.11%
RIVERSIDE (OHG)	6.6%

All RPs were asked to for commentary if their arrears had increased from last year.

CLARION

Thanks to recovery efforts following the cyber incident June 2022, arrears have improved and at year end the national arrears figure has reduced by 0.7% since the end of December 2022, to 8.7%. Tenancy sustainment teams and our charitable foundation, Clarion Futures, also continue to provide a range of support and advice for residents facing financial difficulties.

MTVH

The rent arrears from year end 2021/22 to year end 2022/23 for properties in Barnet have remained fairly static, with a slight decrease overall. We have seen a slight increase in UC claimants, from 236 to 256, but again arrears remain static for these cases.

NETWORK HOMES

Arrears increased slightly in Barnet from 3.4% to 3.59%, largely due to increased financial pressures on residents due to the cost-of-living crisis.

PEABODY

Arrears have increased primarily because of challenging prevailing economic conditions.

RIVERSIDE (OHG)

The cost-of-living crisis has made an impact overall to customers' ability to pay and maintain agreements which has led to an increase in debt. We have found the number of cases overall that require action has increased last financial year and utilizing data and support from our Welfare Benefit Officers/Affordable Warmth Officers to provide the required support to help reduce debt, increase income and sustain 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 monitor and validate all lettings by Registered Providers in the borough. There was a total of 124 properties family sized accommodation in 2022/23, that were available for reletting and LBB received its full entitlement to these.

RP	Percentage of family properties (true voids) offered to LBB
CLARION	100%
HOMEGROUP	100%
L&Q	100%
MTVH	100%
NETWORK HOMES	100%
NHG	100%
PEABODY	100%
RIVERSIDE (OHG)	100%

HOMEGROUP

An agreement was made between LBB and Home Group to use their vacant family sized units for permanent decant cases from Douglas Bader.

MTVH

The majority of new voids were part of a regeneration scheme, so their former homes were demolished and they residents were permanently decanted.

NETWORK HOMES

1 property was utilised for Network Homes's urgent Management Transfer case, and offered a 2 bed property in return.

NHG –

Although NHG offered 100% of our entitlement this year, they owe 3 homes from previous years. This year they did not have the homes to make up the deficit. This is an ongoing debt.

GETTING PEOPLE INTO WORK

BOOST is part of the Barnet Group, working in partnership with the Council to provide employment help, benefit advice and digital inclusion support. RP's can refer their residents to Boost for this service.

In 2022/23 BOOST formed an important part of the borough's combined response to the many pressures faced by Barnet residents from the cost of living crisis. The team directly helped 365 local people into employment and another 405 through its JETS contract with the Shaw Trust on behalf of DWP.

In addition BOOST Benefit Advisers delivered 2,645 appointments helping with everything from new claims to PIP forms to benefit appeals. By working in collaboration with Council colleagues BOOST were able to help with over 2,800 enquiries about Discretionary Housing Payments and over 1,800 council tax queries. In 2022/23 the team were able to support 1,394 households with payments from the Household Support Fund totalling £350,000.

Registered Providers were asked what they do in addition to the services that Boost offer, these are summarised below: -

CLARION

- Love London Working which is a partnership of 9 housing associations based in London seeking to progress those in long-term unemployment and economic inactivity into work. The programme has successfully supported 25,500 customers and helped over 7,600 into employment over 7 years from 2016.
- Enrolled 46 customers
- 12 customers found work
- 7 of them have sustained in their work so far 1 economically inactive customer moved to actively seeking work

HOMEGROUP

- Colindale Community Trust supported 65 HG residents last year
- E&T Services offered via CCT as follows:
- Enterprise Skills
- ESOL

- Work Skills (employability)
- Internal Home Group E&T Offer
- Apprenticeships - 0 - (no local offers available)
- Volunteering (Community Gardening Project) 12 HG customers
- Youth Volunteering (FUSE) 12 HG customers
- Community one-one support (Career Guidance) 5 HG customers
- Home achievement program – Internal employability training Accredited by OCN level 1 & 2

L&Q

- The Learning to Succeed programme works with 2 schools in Barnet:
- Copthal Girls School – Pursley Road, NW2 2EP
- We delivered 3 careers sessions to students 3 x 180
- Queen Elizabeth Girls School, Queens Road, EN5 4DQ
- We delivered 3 Careers sessions to Year 12 students 3 x 85
- Both schools were offered the opportunity to select sessions from our catalogue containing 20 sessions across, STEM, Careers and Well-being.

MTVH

Love London Working has been operating in Barnet providing the following services:

- 1-1 employment support tailored to the needs of the customer
- Sector based training including SIA, CSCS, HGV Driving has been attended by Barnet residents
- Bespoke employability training sessions to boost confidence, increase work readiness and give customers a positive mindset to help secure and sustain employment.
- Business Start Up courses
- Access to local employers – 3 Barnet residents secured and sustained employment with a local property maintenance company, jobs brokered solely by LLW
- 27 Barnet residents enrolled on the programme in the period April 2022 – March 2023
- 33 Barnet residents moved into employment.
- Love London Working has worked in partnership with a number of local stakeholders including job centre, local employers, training providers and other Housing Associations in the borough
- Love London Working have had a presence at the Employment Hub hosted at Grahame Park and have worked in collaboration with other partners to provide employment support to residents in the borough

NETWORK HOMES

- Failed to answer

NHG

- We refer to employment support partners at Love London and Work Smart on our database. More recently we have ensured that EET opportunities are embedded into our procurement process as part of contractor's commitments to deliver social value.
- CSR and social value - We are working with contractors to identify

employment, training and apprenticeship opportunities for our residents. On 6th February 2023 we held an online webinar with Wates about different jobs and roles available with them. Over 100 people registered to join and 7 have been identified as Barnet residents (although many people didn't indicate their home borough).

- We will be delivering more information sessions and promoting pathways into a variety of construction sector jobs at different entry levels, trades and non-trades roles.

PEABODY

- **The Peabody Community Foundation (PCF)** is the charity arm of Peabody to help people, households and communities to be more resilient, the programmes support people in get the skills and capabilities needed to access employment opportunities, earn more money, or start or scale their businesses. We also support the most vulnerable to be healthy and live comfortably.
- Our Economic Inclusion team supports people to find a job, a better job and a career. Between 1st April 2022 to 31st March 2023 they helped over 1,200 people get jobs, start apprenticeships or access training opportunities. 501 Accredited and non-accredited training, 230 into employment, 206 Apprenticeship starts, 233 Childcare qualifications (accredited), 74 Childcare qualifications (non-accredited)
- We help people help people gain the skills and confidence to achieve their personal goals, as well as helping both start-up and established local businesses have the best possible chance of success by offering a range of support.
- When we build new homes, we create opportunities for local people to train and work in construction and other growth sectors. Between 1st April 2022 to 31st March 2023 we supported 206 people into apprenticeships through our supply chain while working with colleagues across the Peabody Group to maximise social value for residents. We delivered information sessions and traineeships with contractor partners including Durkan, Berkeley Homes, Ardmore, and Mulalley to ensure those entering their apprenticeship programmes have the best chance of success.
- **Supporting Enterprise** - programme offers a range of support tailored to business's individual needs including helping people who want to become self-employed as well as training for early-stage start-up and business who want to grow and scale. training and Advice, including the monthly Peabody Business Forum, Identifying internal and external funding opportunities, access to our community centres, co-working spaces and commercial premises, support with tendering and procurement, opportunities to network and trade through Peabody and our partners.
- Between 1st April 2022 to 31st March 2023, we supported approx. 300 businesses to access enterprise support and resources. We also provided 81 businesses with opportunities to trade locally.

RIVERSIDE (OHG)

- Employment Support and Training offer 1-2-1 support to all residents tailored to their specific needs and to address barriers to employment through holistic initial assessment, developing personalised employment preparation action

plans and coaching sessions fortnightly or monthly.

- This year Employment and Training launched two new initiatives in partnership with external education providers specifically for One Housing residents who would benefit from vocational qualifications to increase their employment prospects or gain jobs with better salaries to support them with the cost of living. Skills Up is a 6-week programme comprising of coaching to increase resilience and overcome barriers, employment coaching, short vocational qualifications up to level 2 in construction, security, care, warehousing, nail technician, business and customer service. Training is delivered online or in-person depending on the vocational area. Participants who achieve are offered guaranteed interviews with employers.
- Back to Work is a shorter programme for residents who have further to travel before being ready for employment. The programme offers job searching, CV and job application writing, interview preparation and skills, resilience and mindfulness training, guest presentations from employers and partners about opportunities, and support to progress to employment from empathetic employers or further training to increase employment prospects.
- This year we also partnered with Next Generation to offer a business start-up programme for residents aged 18-24 years old delivered in person. The programme sought to inspire young aspiring entrepreneurs with a business idea to access free start-up training and up to £5,000 grant.

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 64.40% within the London area. The total RPs report repairs satisfaction level is average 65.31%.

CLARION	85.3%	Please note this is our Q4/End of 2022/23 figure for North London taken from our Customer Satisfaction
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		Index for Repairs and Maintenance. There are set quotas for each region/contractor, but this is not broken down to individual Local Authority (LA) level. The volumes for each LA would fluctuate month to month, which would subsequently result in a volatile and statistically unreliable score.
HOME GROUP	N/A	Unfortunately due to a change in contractor mid-year and using a repair platform before new contractor started, we are unable to provide this information
L&Q	70%	
MTVH	68.1%	This figure is across the whole of the LB of Barnet
NETWORK HOMES	76.7%	Includes all NH stock, figure is not currently available at a local authority level. Based on resident surveys, responsive repairs only.
NHG	83.5%	NHG YTD to March
PEABODY	50%	Satisfaction With The Way Peabody deals With Repairs, Maintenance And Home Improvements
RIVERSIDE (OHG)	88.9%	

*NB – Some figures are satisfaction figures are not based on local authority level

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.

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

	% Of tenants satisfied or very satisfied with landlord services
CLARION	Clarion commences surveying using these measures in July 2023. As a result, we are unable to provide any historic data.
HOME GROUP	N/A*
L&Q	66.7%

MTVH	60%
MTVH WH	25%
NETWORK HOMES	40.85%
NHG	Currently we report a transactional satisfaction measure but will be surveying in line with TSM requirements in 23/24.
PEABODY	51%
RIVERSIDE (OHG)	52.9%

*Homegroup have not completed any tenant satisfaction surveys this year

MTVH (West Hendon Regeneration Scheme)

The survey sample is small. That said we continue to work hard to improve our services and are determined to improve satisfaction levels.

In terms of listening to residents we have collaborated with the West Hendon Arts and Culture Society (resident led) to deliver 4 community events in Spring and Summer 23. Where possible we ensure that much of our provision at the Hub is led and delivered by residents. We have residents using the hub to deliver arts, meditation and beauty with further plans for enterprise for women and mother and baby sessions. We also have 8 resident volunteers who support our foodbank delivery.

The West Hendon Tenant and Residents Association has scheduled some day trips for their members and the wider estate. Through our involvement, we plan to assist with capacity building the association by helping with the promotion and marketing of these day trips and establish ourselves as the bridge between the association and MTVH to ensure that resident's voices are amplified and that issues raised are taken on board and assist with MTVH service delivery.

We have actions in place to work on improving repairs experience for our residents. These include:

- Focusing on providing prompt responses to email/online queries to reduce the need for customers to chase us for answers
- Ensuring that advisers handling calls are polite, courteous and friendly, supporting customers to get the right appointment for their repairs
- Upgrading our "no access" cards so that customers know the next steps when we haven't been able to complete their repair during the visit

We are improving our local presence. The Local Housing Manager and the Housing Operations Manager will be chairing an evening residents surgery on 25 October. This will give us an opportunity to address any outstanding issues of satisfaction and others direct with residents. One of the issues they have previously raised was the lack of an evening surgery.

We are reliant on the services delivered by our Managing Agent, First Port, we continue to work with them to ensure good communication takes place with our residents prior to them implementing changes that impact on the estate and block services. For example, we worked with them recently to ensure that the parking issues were resolved.

I hope this assures that we are working to improve our satisfaction levels. If you need any further information, please do not hesitate to ask.

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 Safer Communities Partnership Board is the governance board aimed at reducing crime, the fear of crime and help ensure Barnet remains safe. It acts as the Crime and Disorder reduction Partnership which is required by legislation. RPs are unable to attend or refer cases directly and would use the Community Safety MARAC.

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
- Victim support
- Mental Health Services

Referrals can be made to the panel a minimum of 10 days before each meeting via a link.

RPs were asked about their main areas of concern in Barnet regarding anti-social behaviour, these issues where appropriate have been raised with the MARAC team.

CLARION

- We do not have any current high-profile cases of concern in Barnet

HOMEGROUP

- None currently but work with the neighbourhood police team when issues around ASB or estate issues arise.
- We are carrying out a regeneration of Douglas Bader Park site and this will resolve a lot of the low level ASB that we experience in the area. In our older persons service, we will be installing CCTV to ensure that our customers feel safe in their homes due to their age and vulnerabilities.

L&Q

- Issues with Trentham House where there are many single men vulnerable

with mental health issues. We are working with various agencies to support them.

MTVH

- Low level ASB arising from low car parking provision.

NETWORK HOMES

- Reports of drug activities, rough sleepers. Concerns around vulnerable residents with Mental Health and reports of youths being in physical attacks.

NHG

- Drugs, rough sleepers entering into blocks managed by NHG in Grahame Park area – joint working ongoing with Barnet.

PEABODY

- High Road Finchley

9. Cost of Living Crisis

The cost-of-living crisis refers to the fall in 'real' disposable incomes experienced in the UK since late 2021. High inflation and rising interest rates meaning the cost of living (energy, food, and fuel) are outweighing any wage and benefit increases, this is further worsened by tax increases.

In May 2022 the government announced some measures to respond to high energy prices, this includes the household support for energy bills.

Since 2020, social rents have been capped at CPI plus 1%. Based on this calculation, social renters faced a maximum rent increase of 4.1% from April 2022. In the November 2022 autumn statement, the government announced that social rent increases would be capped at 7% for 2023–24. The government said it would save the average social tenant £200 in that year.

RPs were asked how they are assisting residents and any changes they have made to policies because of this situation.

CLARION

- Tailored support to each resident creating affordable payment plans.
- Help and support by our colleagues at Clarion Futures including:
- Support with managing money and household bills.
- Digital skills
- Referral to Step Change, a 3rd party who can assist residents with debt.
- Referral for assistance from our Welfare Benefit Team
- Support by our Tenancy Sustainment Officers

HOMEGROUP

- Financial Inclusion Partner (FIP) - The role of the FIP is to assist customers with their income and expenditure, make sure that they are receiving the right benefits and making referrals to other agencies, such as CAB for debt advice.
- Applications to support customers with Discretionary Housing Payments (DHP) where necessary.
- Financial Inclusion Telephony team (FITT) who work with customers over the phone, supporting with income and expenditure and benefit advice. Both the FIPs and FITT's will help customers with their budgeting and their income to make sure they can afford their energy bills, make applications to the Household Support Fund and to an agency that we can refer customers to make sure that customers are on the best energy tariff.
- Home Group have also had funds available to help customers with energy bills
- Our rent arrears policy reflects our need to ensure that our customer are supported when experiencing financial difficulties.

L&Q

- Refer our residents to the support services we have available through WAD "We are digital" and the TST Team.
- Officers in the income department have and are attending refresher training courses on UC and HB to ensure we are up to date with changes and refreshing knowledge in able to support our residents more.

MTVH

- Making referrals to our Support Hub/Empowering Futures teams. These internal departments assist customers with budgeting, maximising income/benefits and where appropriate, food bank vouchers.
- Tenant Welfare Fund - we either support customers with one off costs (eg travel costs to a job interview/purchase of a suit for an interview, white goods, carpets etc, where the customer is in severe financial hardship), or to cover their rent for a short period to give them breathing space to sort out other issues.
- Referrals are made to external agencies where appropriate, such as the CAB, and where enforcement action is being considered we will also make an early referral to the local homeless prevention team to try and find a solution and sustain tenancies.
- Our Customer Accounts Specialists (visiting officers) carry out Estate Actions Days each quarter, where the focus is on visiting customers in an estate with either high/increasing arrears, or UC claims/issues. The aim is to provide 360* support to customers in the identified estate, with members of Customer Accounts, Repairs, Housing and Empowering Futures all attending. One was held in Barnet last year and another will be organised for 23/24.

NETWORK HOMES

- Increased our Welfare Advice Service by 40%. Meaning more support is available to tenants who require assistance in claiming the welfare benefits they are entitled to.
- Introduction of an automated dialling system, Voicescape, that allows more

efficiency in our customer contact meaning our income officers are able to dedicate more time to supporting tenants most in need.

- Optimisation of our Housing Management system to identify cases experiencing benefit and Universal Credits issues at the earliest opportunity.

NHG

- Welfare benefits support: Our inhouse specialist welfare benefits team provide support to tenants with appeals, tribunals and income maximisation in relation to welfare benefits claims. In 22/23 1057 residents were referred to the service and around £3.38 million was recovered by the welfare benefits team for residents. 98 referrals were Barnet residents.
- Hardship fund: Our discretionary hardship fund supports general needs tenants in financial need and/or crisis including with white goods, beds, supermarket vouchers and emergency energy top-ups. 357 awards were made towards household items and 150 emergency food vouchers were issued from this funding. 11 Barnet residents received hardship fund support towards household items
- External funding: We accessed external energy support funding providing around 450 energy vouchers to NHG households.
- Grant giving funding: Our grant giving fund is called Love Where you Live. We funded 25 projects and events across London with the aim of building financial resilience and wellbeing. Over 900 residents have benefited from the fund. Projects across London have been funded including Tutors United (english and maths tuition for primary school age children), a series of cost-of-living events, hot food projects.
- The projects listed below are all funded by LWYL and can be accessed by NHG residents in Barnet.
- Pocket Power support NHG residents to make savings across all household bills of up to £500.
- We have funded 1-2-1 sessions for residents with Money A&E to talk about budgets and financial education with an adviser.
- London Plus Credit Union offer a safe place for savings and a range of affordable loans to help with unexpected or seasonal costs. We are offering a savings bonus of £80 to eligible NHG tenants who opt to apply for certain products.
- Green Doctors provide 1-2-1 home visits with residents on a low income, who have a long-term health condition/disability, have children under 5 or who are over age 65. Residents will be advised on ways to reduce energy usage and assisted to apply for grants and discounts on their energy and water bills. An adviser will carry out a home visit and provide 'small measures' such as LED lightbulbs to help reduce energy consumption.
- Food support- NHG staff are able to make referrals to food banks and pantries across London.
- We operate a partnership database for further partners and organisations in each borough. Staff are able to make referrals or residents may self-serve via the external website. 36 Barnet residents were referred via the partnership database in 22/23.

PEABODY

- Peabody operate an Emergency Hardship Response is available to residents & customers who are in genuine need of assistance, this provides access to; Emergency Food assistance, Emergency Fuel vouchers for those disconnected, or at genuine risk of disconnection, Essential Household Furniture including beds, white goods etc..
- Households can be 'repeat-referred' & support is provided to deal with the source of the issue. This may involve assistance dealing with debts, benefit related support, budgeting etc.
- We work in partnership with external provisions including HACT Fuel fund, Charis Grants, Foodbank, Glasspool to extend the reach of this fund.

RIVERSIDE (OHG)

- We have recruited for 3 Affordable Warmth Officers that are tasked with the following:
 - Provide support and advice to those in fuel poverty
 - Ensure that all relevant benefits are being taken up
 - Avoid families having to choose between "heat or eat" – fuel poverty prevention
 - Develop relationships with energy providers to support customers
 - Raise awareness across the business through events/forums and marketing relating to energy efficiency
 - Work with colleagues in Riverside around the collection of key performance indicators to compare/benchmark performance
 - Joined up approach in relation to the decarbonisation agenda, linking into asset management and repairs and damp and mould/condensation
 - Promote best practice in energy efficiency and improve EPC ratings
 - Improve living environments where damp/mould and condensation negatively impact the customer's use of their home
 - Re connect those with capped gas supplies
 - Link the outcomes to disrepair cases to improve outcomes for the customer.
 - Provide a better understanding of how our properties are being used by our customers
 - The teams across both organisations would be the experts to support other business decisions
 - Work with water authorities to understand what additional support can be provided to customers.

10. Fire Safety Policy and Procedures

Fire Safety remains high on the agenda for Landlords, The Building Safety Bill, received royal assent on 28th April 2022 to become an Act. Implementation of the measures will likely take between a year and 18 months.

This Act gives effect to the policies set out in the Building a Safer Future consultation and takes forward further changes to the Regulatory (Fire Safety) Order 2005 (the Fire Safety Order or FSO), this builds on for the Fire Safety Act 2021. The Act aims to regulate the construction of 'higher risk buildings' from planning stage, through construction, occupation and throughout its lifecycle by putting obligations on different individuals and organisations. The new Building Safety Regulator has been introduced to enforce the Act.

Higher Risk Buildings are defined to be at least 18 metres in height or at least 7 storeys and contain at least 2 residential units. Any building that falls within this definition will need to be monitored and controlled by the building safety regulator throughout its lifecycle. Of the RP's included in this review only MTVH and NHG have blocks that fall into this definition.

The Act also includes a clause to making building owners liable for the costs of remediating historical safety defects in the building. Leaseholders can be charged to help pay for these works, but costs will be fixed at no more than £15,000 per leaseholder in London.

Each RP has been working to ensure their organization's will be fully compliant with the requirements.

CLARION

- Clarion maintain suitable Fire Action Notices within the property detailing the appropriate evacuation strategy. PEEPs will be developed within Supported Housing by the responsible 3rd Party Care / Support providers when clear assistance is needed to support vulnerable residents with evacuation process. These plans may include evacuation aids provided and used by the responsible 3rd Party Care / Support provider.
- Clarion do not have a statutory duty to develop PEEPs within General Needs housing, however Clarion have Policies, procedures and systems to support PCFRAs in our Live Smart (Sheltered) properties and also General Needs properties where Clarion is made aware of a significantly vulnerable Resident. Clarion responsibilities are embedded in Policy, Procedure & Guidance.
- In terms of liaison with key stakeholders, we maintain excellent relationships with Fire Authorities (including LFB). The outcomes of a PCFRA carried out by one of our Housing NRO's may include signposting to LA Social Services or referring residents to receive a Home Fire Safety Visit (HFSV). Clarion have existing channels of communication to the LFB to ensure that, if appropriate HFSV are given urgent priority.
- There are no buildings over 18 metres high/seven storeys or more in the London Borough of Barnet.

HOMEGROUP

- No buildings over 7 storeys within the Barnet borough, however, undertake regular safety inspections and assessments and carry out any actions from these activities. Home Group continue to review and update their procedures and processes to deliver an efficient and safe service in all areas.
- All our properties have FRA's in compliance with the Regulatory Reform (Fire

Safety) Order 2005 and are reviewed periodically.

L&Q

- All FRA's are up to date and have B1 outcomes from the FRAEW checks. They are also registered on the LFB portal.
- 5 High Rise blocks in Barnet (private rented)

MTVH

- MTVH has a specialist department the Safer Building Department to lead EWS issues, inspections and remediation works. There is a corporate project aim ensuring that MTVH meets our full obligations in line with the BSA. Our primary focus in delivering a risk-based program of surveys to ensure that our blocks are safe for our customers and developing our BIM to support in BSM and building registration.
- We have adopted a risk-based approach to our inspection programme to ensure those buildings with the highest risk categorisation are being inspected first. All blocks over 18m have now been surveyed. To date we have surveyed over 150 of our blocks and our inspection program is continuing.
- Within Barnet we have 2 blocks over 18m, Desmond House where MTVH has completed the remediation and Glebelands House has had the survey completed and is part of our remediation program.

NETWORK HOMES

- Network Homes has already identified all buildings within scope and have been working to comply with the newly enforced regulations. All fire doors within scope have been tagged, recorded and inspected from at least one side. We have registered all buildings within scope through the fire and rescue services – enabling reporting of defective firefighting equipment (defective for more than 24 hours). floor and vertical floor plans all have been shared through the Fire & Rescue Services portals
- Work has also begun to create Building Safety cases for all buildings within scope.
- Network Homes can confirm that it has zero buildings over 7 storeys or 18m in the London Borough of Barnet.

NHG

- NHG has started registering higher risk buildings with the Building Safety Regulator.
- Intrusive surveys are continuing to be conducted and any further remedial works identified will be added to the programme.
- We have put in place a team of Building Safety Managers who are pulling together information for Building Safety Cases which will help with the provision of Building Safety cases. They are also putting together resident engagement plans which are bespoke for each higher risk building.
- Actions implemented by NHG are as follows:
- A current remediation programme for 35 higher risk buildings to resolve cladding defects and fire risk.
- A focused programme and resolution of outstanding repairs and disrepair matters.

- An enhanced process to identify Fire Risk Assessment actions and resolve.
- A dedicated Fire Door checking programme for all relevant stock.
- Creation of a golden thread team and group wide improvements project.
- Creation of new building safety managers as above.
- Amending Development processes to align with the new 3 gateway hardstop approach.
- Review policies and procedures to ensure alignment with BSA/RRO changes.

PEABODY

- We have appointed a Building Safety Manager for all our high rise, they are responsible for assessing hazards and ensuring risks are controlled for their blocks.
- Creating a digital record and mapping our processes to make sure we hold a golden thread of information.
- Developing resident engagement strategies and introducing a mandatory reporting system. We are starting to register our buildings and collating key building information ready to submit for October deadline.
- All blocks in Barnet have an up to date Fire Risk Assessment

RIVERSIDE (OHG)

- No building within LB Barnet that is over 18m or 7 storeys.
- We have completed a self-assessment exercise to ensure compliance with the Building Safety Act and started the registration process of its high-rise buildings (HRB) in line with the Building Safety Act.
- We have put in place a Cladding Remediation Programme to address remediation requirements of buildings with unsafe cladding; we are developing a Resident Engagement Strategy for HRBs as well as a strategy to respond to the Golden Thread requirements.

All RP's have confirmed that their fire risk assessments on all blocks are up to date.

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. All RPs have confirmed policies in place for buildings over 18 metres and keep and maintain information about vulnerability and mobility issues usually carried out through a person-centered risk assessment. RPs keep a premises information box on relevant blocks so the LFB can access this information in case of emergency.

11. Overall Performance and Commentary

Overall, the performance of each RP meets the required standard RPs are continuing to provide relevant training and upskilling to their residents and have identified various methods to assist residents in the cost-of-living crises.

As a result of the review, we would continue to recommend the RPs to developers on new Housing Developments that meet the standards required.

SECTION B

Development

In 2022.23 there were 408 affordable housing completions in Barnet. The following table shows a breakdown of these completions.

Registered Provider	Scheme	Total Affordable Completions.
Opendoor	Warwick Close (Bojoby Court)	44
Opendoor	Hermitage Lane	21
Opendoor	Friern Court	11
L&Q	Dollis Valley	54
IDS	Broadfields	13
Sage	Colindale Park Gardens	143
Homegroup	TFL beechwood	29
MTVH	Westhorpe Gardens	46
The Barnet Group	Buyback acquisitions	47
Total		408

It is important to maintain an effective partnership between the Council and each developing Registered Provider to ensure schemes are run smoothly and efficiently. The Council maintain regular contact with the developing Registered Providers throughout the development to monitor progress of each scheme.

In 2022.23 developers saw delays with completions, largely due to Brexit related issues such as shortage of supplies e.g bricks and skilled workers. Developers also experienced delays with utility connections and building control sign off.

Expected completions for the year 2023.24 are 751 affordable homes, these are predominately through the requirements of a S106 scheme. However, developments are still reporting delays due to shortage of supplies and increases in costs which may result in delays due to changes to planning and programming.

The following table shows the current developments which are currently on site and due for completion in 2023.24

Registered Provider	Scheme Name	Total Affordable Completions on site.
Innesfree	Medical Research Centre	16
Open Door	Basing Way Green	46
BH Extra Care	Stag House	51
L&Q	Homebase, The Hyde	45
L&Q	Medical Research Centre	46
IDS	Broadfields School	28
MTVH	Oakleigh Road North	40
Not known Yet	141 Dollis Hill	8
MTVH Regeneration	Westthorpe Gardens Phase 1 (Regeneration)	33
Pocket Living	TFL Woodside Park (Pocket Living Intermediate Product)	86
L&Q	Brent Cross (Regeneration)	47
MTVH	West Hendon (Regeneration)	42
Clarion	117 - 125 West Hendon Broadway	43
Barnet Council	Colindale Gardens	220
Total		751

HOME GROUP

No new schemes. But we are undertaking the regeneration of Douglas Bader Park which has and will involve working with developers over the coming months and years.

L&Q

- Brent Cross South – Whitefield Estate
- Dollis Valley
- NIMR
- The Hyde, Hendon

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 2022 to 2025 the scheme will deliver 827 new homes, including 291 affordable homes.

Westhorpe Gardens in Hendon includes the regeneration of the Westhorpe Gardens and Mills Grove Estate to provide 251 new homes. Currently 50% through the construction programme. First handovers will take place in Q3 22/23 and practical completion in Q3 25/26.

MTVH are currently not considering any further new projects in Barnet.

NETWORK HOMES

Network Homes have two developments on site, these are: -

Burnt Oak Broadway, 98 – 102 Burnt Oak Broadway, Edgware HA8 0BE, this scheme will provide 100 affordable housing units consisting of Affordable Rent (19 units), London Living Rent (6 units), Shared Ownership (75

Premier Place in Station Road, Edgware, HA8 7BJ, this scheme will provide 124 affordable housing units consisting of Affordable Rent (16 units), Shared Ownership (92 units), London Living Rent(16units)

NHG

We currently have Millbrook Park Phase 6b scheme included in the Development programme.

Riverside (OHG)

- Granville Road which is on site, mid-construction. This is a JV with Sherrygreen Homes / Mullaly. The total scheme will be 132 new units due for practical completion circa end of 2024.
- Victoria Quarter – this is a JV with Fairview New Homes. The total scheme will be circa 488 units.

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- 2026 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 framework was agreed in 2021. Barnet's carbon baseline identified the Housing and building's theme, and particularly the retrofitting agenda as a key area for action in relation to reducing borough wide emissions and meeting the council's commitment to be net zero by 2050 and are aiming to achieve this by 2042 and for the Council as an organisation by 2030. The strategy will be recognizing from the carbon baseline that residential building emissions account for over 60% of emissions in the borough, and that the majority of the challenge to meet net zero targets related to targeting stationary energy, and in particularly the retrofit agenda

For Housing and buildings, the proposal is to complete the following: -

- Ensure Barnet applies for all possible funding streams (and sign up to the Retrofit London Housing Action Plan) to retrofit its social housing stock to achieve EPC Band B by 2030.
- Help residents secure grants to retrofit private homes.
- Increase the number of well-insulated homes working towards the FoE target (EPC band C or higher) of 100% by 2030.

Of the properties within the borough with an EPC assessment taken since 2008, the majority of Barnet's houses are EPC's D, C and E, which is particularly consistent in the private rented sector. Subsequently, there is a real need to work together to ensure that the Council meet local and regional targets.

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

CLARION

- Continued to deliver building energy efficiency upgrades as a key partner to the Government's Social Housing Decarbonisation Fund (SHDF) Wave 1 project, which built on the success of the SHDF Demonstrator project delivered during 2021/2022. The Wave 1 project has upgraded the energy efficiency of 388 homes in total, with a focus on fabric improvements of insulation and windows, and the installation of air source heat pumps for off-gas properties.
- In March 2023, a Clarion-led consortium of five housing associations was awarded SHDF Wave 2 funding, winning the largest award of any applicant. This funding of £48.9m will be more than matched by Clarion, with a total investment of circa £108m being committed over the next three years, and it will support the continued upgrading of our housing stock, focusing on our lower performing homes (EPC E and D rated). This forms part of our wider Sustainable Homes Programme, which will constitute a substantial scaling up of energy efficiency works across Clarion's housing stock as we strive to ensure our homes are energy efficient, affordable to heat, and low-carbon.

HOME GROUP

- Engagement and education with our customers on correct ventilation, efficient heating, recycling, biodiversity and sustainable travel continue to be key themes in our customer relations through both active estate-based programmes and communications like our quarterly Homelife magazine for customers. The rate and content of our environmental sustainability engagement and education is independently analysed and audited by ISO14001:2015 and SHIFT assessments

L&Q

- L&Q have been successful in securing SHDF Wave 2 funding to improve the energy efficiency of our residents' homes. The programme will see a total of £68 million invested in more than 3000 homes across London and Manchester over the next 2 years. Bringing homes to a minimum EPC band C in line with the government's 2030 target
- In addition to our SHDF bid, L&Q will be including heating and window upgrades and installing low carbon measures such as ground source heat pumps and solar panels in our major works programme to ensure all our homes achieve an EPC C rating or above by 2030. To date, we have already completed work on over 10,000 of our residents' homes.
- In response to the cost-of-living crisis and resident feedback, The Foundation launched a new In Home Energy Advice Service alongside a refreshed approach to distributing fuel vouchers in December 2022.
- The in-home energy advice service offered residents in hard to heat homes a number of energy saving devices, fuel vouchers, advice and referrals where needed to our Independent Lives Team for employment support or income maximisation as well as direct support where needed with energy company issues. Warm Home Care Packs containing energy efficient slow cookers, a

food voucher and weighted blankets for vulnerable residents were also distributed as part of the scheme.

- The new approach to fuel vouchers has been a great example of collaborative working across the business. 24 'super users' were set up to enable a quick response to voucher requests. The scheme issued circa £62k in vouchers since December. As well as introducing digital vouchers to increase usage, we can now monitor where a customer hasn't used the voucher, the team reached out to everyone who hadn't redeemed their voucher within a month to check in and offer support if needed, this additional support offer has been a success and seen an increase in vouchers redeemed.

MTVH

- MTVH is targeting for all directly managed properties to have an EPC C or better by 2030, with an interim target for 75% of properties to have an EPC C or better by 2026.
- MTVH is on course to reach these targets, we have secured government funding under the Social Housing Retrofit Fund (SHDF) Wave 1 and Wave 2.1 to deliver energy efficiency works, with a total value of investment of £23.7m
- We have set aside sufficient resources in our business plan to ensure we can reach our target by 2030.

NETWORK HOMES

- Network Homes is progressing with its sustainability targets to reach EPC Band C for all of its properties by 2030. Pilots for upgrading stock to EPC C are underway in Hertford and Brent under the Social Housing Decarbonisation Fund. The rest of Network Homes stock, including its stock in Barnet, will follow in the coming months and years.

NHG

Our sustainability approach is:

- All rented homes will have an EPC rating of C by 2030. We will install insulation measures alongside ventilation improvements and low carbon heating in some electrically heated estates. The Zenith heat network will be improved.
- Restore and enhance green spaces for people and wildlife.
- Responsible buying of sustainable goods and services. By 2030 most of our products will be sustainably sourced and circular economy principles adopted in most contracts.
- By the end of 2023, launch resident engagement for energy efficiency works including demonstrators, educational materials and advice initiatives.
- Improve recycling in flats to support the Mayor's target of 65% recycling by 2030.

PEABODY

- **Funding bids** - During 2022 to 23, we embarked on a data cleansing project on the data held in our Energy Performance Profiling tool and worked to improve our lowest performing dwellings. We won the following bids in that year: SHDF Wave 1 to improve 66 sheltered dwellings with new windows and

external wall insulation, **Green Homes Grant** - LAD2 to install Solar PV plus additional work to 266 dwellings. A further 170 dwellings were fitted with PV using GLA funding and SHDF Wave 2 bid to improve over 6,000 dwellings

- **EV charge points** - We have installed EV chargepoints on ten estates and are aiming to install on a further ten this year. We have also set up processes for giving permissions to residents to install their own EV charge points where this is possible and also working with EV chargepoint suppliers to enable the use of those points installed in newer housing estates.
- **Cycling** - We have held a number of Dr Bike events and have retrofitted Bike Hangers in Charlton Triangle, one of our estates as a pilot.
- **Outreach to residents** - We have provided an energy saving advice service to all our residents and have been working with our residents through our Young Ambassadors and our Environmental Leaders group to help promote sustainability issues.
- **Recycling** - Our Resident Services Team has worked with ReLondon, Lambeth Council and Ecosurety and won and award for Partnership Excellence in the National Recycling Awards. The initiative resulted in increased recycling in Islington and Lambeth.

RIVERSIDE (OHG)

- We have a detailed process in place for sustainability but we have limited stock in Barnet so not all our initiatives cover Barnet stock each year.
- At present, there are no properties being considered for the SHDF bid in the LB Barnet.
- At present, there are zero blocks being considered for HNES (Heat Network Efficiency Fund)

SUSTAINABILITY APPROACH TO NEW HOMES

In 2020 The Sustainability reporting standard for social housing was drawn up. This is a set of standardised reporting criteria that housing associations can use to report on their environmental, social and governance (ESG) performance for lenders.

To ensure compliance to the Mayor's Homes for Londoners – Affordable Homes Programme 2021- 2026 funding guidance, and for private funding, RPs must therefore develop a robust approach to developing new homes.

CLARION

- Clarion's approach to sustainability supports our purpose of making a difference for our residents and communities. We are committed to leading a just and fair transition to a zero carbon society, which means accelerating our efforts on decarbonisation whilst supporting our residents to share in the economic and social benefits of that transition.
- Our sustainability strategy spans objectives covering environmental, social and governance (ESG) and includes time-bound, strategic, long-term targets. It is a result of a thorough stakeholder and materiality review to determine where we can achieve most impact and responds to the UN Sustainable Development Goals (UN SDGs).

HOME GROUP

- We want to ensure that all our buildings are 'Building Regulations Compliant' and that is our main focus as we want to make sure our customers are safe.

L&Q

- We have developed our sustainability strategy for new development, which tackles a wide range of our impacts on climate, resource use, nature and pollution. The strategy includes an ambition to deliver net zero carbon homes at the earliest opportunity, ensure climate resilient designs and sets a pathway to minimising resource use and negative environmental impacts

MTVH

- We have structured MTVH – Our Sustainable Future around six key themes:
- Value and care for our colleagues incorporates how we will look after our colleagues and helping them to fulfil their potential.
- Empowering our residents and communities considers how we can provide our residents and communities with the tools that will allow them to grow and live their best lives.
- Creating efficient and thriving environments focuses on the environmental impact of our corporate operations and how we use our resources most efficiently.
- Creating our Net-Zero legacy concerns our efforts for decarbonisation across our existing housing stock and ensuring that we design and build low-carbon homes.
- Everyone should have a home and the chance to live at the heart of everything we do.
- Effective financial management and governance focuses on remaining a financially strong and stable organisation, allowing us to continue to build affordable and sustainable homes for future generations.

NETWORK HOMES

- For new developments, we require teams to ask the following questions during the design phase, with a view to aiming for the highest standards available without rendering a project unviable:
- The design and layout of the buildings (Does building design ensure heat retention in winter, and prevent overheating in summer – without over-reliance on heating systems or air-conditioning? Can mechanical installations such as ventilation systems be replaced with passive measures? Are renewable energy systems sustainable and low maintenance? Are buildings and surrounding ground adequately equipped to resist flooding?)
- The materials used: (Do they have a high carbon footprint to produce? Can they be recycled? Are they durable?)
- The carbon footprint of staff, machinery and material movement to site (Can we use electric vehicles to travel to and from site?)
- Features to encourage sustainable living: (Are residents equipped to recycle waste responsibly? Are fittings (e.g. showers, toilets, heating controls, lights,

smart meters) designed to reduce unnecessary water and energy consumption?

- Ecology on development sites (Where green space is lost or disrupted, is this offset with new green spaces or other ecological installations? Can high density biomass areas be planted in green spaces)

NHG

- 98% of our new homes have an EPC of B and all new homes being designed will be net zero compatible by 2025.
- By the end of 2023, we will develop a methodology for measuring and reporting on embodied carbon across our development programme and will roll-out a carbon emission reporting tool to improve visibility of emissions across the supply chain.

PEABODY

- Our new homes were built to a minimum of SAP 81 and those designed from 2021 by Peabody are being designed to achieve a minimum of SAP 86. Peabody is also constructing a near Passivhaus development in Milton Keynes. We are also developing our approach to Whole Life Carbon assessment for our new dwellings.

RIVERSIDE (OHG)

- All new homes built in compliance with the first stage of the Future Homes and Buildings Standard
- Preparations completed for the implementation of the second stage Future Homes and Buildings Standard 2025, with whole life cycle assessment undertaken of all proposed schemes to inform design.
- Our design brief reflects changing standards, regulations, geography and our aspirations for delivering high quality new homes.
- By building energy efficient homes and working with our partners to close the performance gap, we will help to ensure our customers can afford to heat and power their homes. It will also mean that our homes are future proofed and do not require further future investment to meet zero carbon.

SECTION C

Damp and Mould

Following the coroner's November 2022 report into the death of Awaab Ishak in Rochdale, RSH asked all larger registered providers of social housing to submit evidence to us about the extent of damp and mould in tenants' homes and their approach to tackling it. This covered local authorities and private providers such as housing associations who together own and manage over four million homes in England.

RP's were asked whether there had been any immediate action taken as a result of the Rochdale report:

CLARION

- £5m Investment in the period
- Focus extended from Damp and Mould to include Leaks and Condensation
- 100 new staff appointed including specialist surveyors
- Dedicated Director to oversee
- Property MOT for every unit with reports of LCDM in two consecutive years
- Full MOT on all new reports of LCDM
- Internal major works team
- Resident Liaison Officers (RLOs) appointed to support residents
- All front-line staff trained on LCDM
- Full investment in specialist equipment
- Introduction of Smart Tec equipment in homes
- Information leaflet produced for residents.
- Tight links to Planned investment to address cause (i.e. roofs, windows)

HOMEGROUP

- We have introduced new policy compliance note on damp and mould taking account of ombudsman recommendations and cross reference with safeguarding. We take reports of damp and mould seriously however it comes to our attention (i.e. from the customers, maintenance surveyor, Housing Manager, etc).
- We introduced our new damp and mould policy and process guidance
- All colleagues in Home Group have had training in damp and mould and our processes. When its identified or raised as a concern, it will be reported using our internal channels and will be investigated by a surveyor. Depending on the circumstances, the maintenance surveyor will visit in 24 hours, 72 hours or 10 days.
- We have regular updates on damp and mould and processes and guidance has been provided to all colleagues in the business.

L&Q

- Since the Rochdale report we have reviewed processes updating and improving where needed and updated our website to provide guidance and tips.
- The services of Zap Carbon was commissioned, they are a mould eradicator specialist, and as a result we have been able to provide a comprehensive and proactive response to dealing with damp and mould.
- L&Q provide a Healthy Homes Performance Certificate (HHPC) assessment on properties we visit and undertake a shielding using nanotechnology.
- We have developed a predictive AI model that allows us to interrogate data that uses AI to predict with 80% accuracy whether a property is potentially at risk of a disrepair claim or complaint being raised.

MTVH

- New damp and mould policy, procedure and process launched end of October 2022.

- Created a new £1.5m fund specifically to address damp and mould
- Implemented a new policy where cases are assigned to a named member of the team, who is then in a stronger position to provide oversight and ensure that the issue is resolved
- Ensured a 12 month review to check that interventions weren't just short-term fixes, but has actually addressed the root of the issue
- Made damp and mould everyone's business – with every colleague, supplier, or contractor who visits a home being trained on clear guidance to identify and raise issues with damp and mould
- Invested in new diagnostic kit to agree plans of action with residents, supported by measurable data
- Developed new communications materials to support residents affected whilst we get things fixed
- Recruited a new Senior Surveyor dedicated to damp and mould case management

NETWORK HOMES

- Reviewed Damp and Mould procedure and all staff have received training.
- Created a specialist Damp and Mould team and have an action plan that is reviewed weekly
- Updated our Damp and Mould leaflet for residents
- Ensure all staff know how to use the Recite Me function on our website to help residents

NHG

- A new policy and leaflet, and related procedures developed in conjunction with a resident damp and mould task group
- A new internal damp and mould group who are monitoring cases and all our housing officers have undertaken damp and mould training to better equip them to identify issues, and support residents.

PEABODY

- In early 2021, Peabody carried out an extensive deep dive into how we manage damp, mould and condensation (DM&C) across the organisation. From this review, we set out an ambitious improvement plan which we presented to the Housing Ombudsman on the 01st July 2021. Significant progress has been made on this improvement plan, and we continue to drive improvement across the service in this regard.
- As a result of this earlier work, the above initiatives were already in place when the Rochdale report was published. We did however have to increase our resources to manage the increased demand following the report, including additional staff and supply chain partners.

OHG (RIVERSIDE)

- We have published our Damp, Mould Policy in December 2022
- Updated customer guidance and educating on damp, mould and condensation on our websites and E-Newsletters.
- We have invested in training and new monitoring equipment for our surveyors, damp, and mould training across our repairs teams and mandatory damp,

mould, and condensation training across all colleagues.

- We have updated our self-service repairs tool (MOH) my one housing portal to assist in triaging damp, mould, and condensation cases
- We have introduced #everyvistcounts whereby regardless of the reason for attending a home we will also conduct an inspection of the home to identify signs of Damp, mould and condensation and we take action or provide further education and guidance.
- Every repairs operative and servicing engineer has access in their van stocks to mould wash and the correct PPE and safe systems of working to undertake a wash if needed.

Four Million Homes

The government is launching a new programme (Four Million Homes) which offers social housing tenants training in how to hold landlords to account over conditions such as damp and mould and anti-social behaviour. RPs advised they are planning to administer the new programme below:

CLARION

- Clarion has advertised the scheme to their residents on our website

HOMEGROUP

- We have promoted the Government's programme to all customers via our online customer engagement group, anyone@home and to all our involved customers. We also promote the programme to customers in our local neighbourhoods following customer complaints.

L&Q

- Set up a cross department working group to identify all reported cases of damp and mould and put plans in place to address with working with the Property Services team on all residents.
- We have trained staff and use Zap Carbon to complete reports to identify any new cases that we will address by working closely with residents.

MTVH

- MTVH are an official support of the Four Million Homes programme. We have actively informed our involved customer groups about the launch of the site and promoted the training opportunities to these groups.
- To ensure that the programme remains highlighted to customers, a feature post has been added to our customer involvement online platform, YourVoice.mtvh.co.uk.
- This feature post will be updated regularly with the latest information available from Four Million Homes. Our Communications team will be referencing the programme in core customer publications wherever possible to ensure that customers who are digitally excluded are also kept informed.
- As members of TPAS, we also offer training to our customers through this service. Our Customer Voice team regularly promotes these training options to our customer groups and support residents to register for the TPAS platform where they can access information about their rights in relation to

damp and mould, ASB and other important issues.

NETWORK HOMES

- The government new programme (Four Million Homes) is very new to Network Homes, and we are in the process of considering plans to promote it to the residents. We will have more information on how we administered the new programme in next year questionnaire.

NHG

- We have discussed this with our Resident Voices Group and will be promoting this to our residents in a future edition of our newsletter, and on our website.

PEABODY

- We provide training to upskill and support our resident groups, this includes a suite of options for our local group covering areas such as:
 - Chairing skills
 - Committee development
 - Bookkeeping
- We also provide training tailored options for our strategic group, to ensure they are equipped to effectively scrutinise services and policies.

RIVERSIDE (OHG)

- Within our Community Safety Service Improvement plan we will be reviewing our response to anti-social behaviour (ASB) in high crime/hotspot areas, working with local communities, estates services, resident engagement teams, to reduce ASB in hotspot areas. We will be promoting community involvement in designing out ASB and also ensuring residents are provided with the knowledge of how to report and how we can support them. We also have a set of customer communication focused KPI's to ensure that we are delivering a consistent and responsive service.
- At One Housing we now have Tenancy Intervention Officers (TIO's) based within the Community Safety Team. The TIO's will be focusing on our residents with extra support needs and those struggling to sustain their tenancies ensuring a clear pathway for support. This includes working with both victims and perpetrators of ASB. The TIO's will be focusing on contacting and engaging with customers ensuring appropriate multi-agency interventions such as referrals to adult social care, welfare and benefits advice and other partner agencies. We are also working with frontline teams to promote the service available to customers. The TIO's will also be working with vulnerable customers experiencing damp and mould to support them with liaising with repairs and decants where required as we recognise the impact of damp and mould on our vulnerable customers.

Resident Associations and Consultation

The RPs were asked to provide information on their Residents Associations and Consultations

CLARION - do not have a Residents Association

- Clarion works in partnership with an external consultant, The Leadership Factor, to regularly survey residents by telephone regarding their experience with Clarion Housing Teams and Repairs. Surveys are undertaken with residents who have had both recent interaction with Clarion and residents selected at random who have no recent interaction.
- Results are fed back regularly to teams across the business. Lessons learned are shared in quarterly and monthly meetings, and action plans are created where trends are noted to improve services.

HOMEGROUP

Briar Close Tenants Association

Hyde Court Residents Association

Douglas Bader Park Tenants and Residents Association

Self-completion surveys

- Our Customer Promise Survey is sent to all customers on the anniversary of their tenancy. It is a perception survey, based on Home Group's Customer Promise. Customers can complete it online, via text or by phone.
- Customers are also invited to complete a survey online, by text or by phone on their most recent repairs experience.
- We consult customers on a wide range of topics, including, for example, changes to our policies and procedures, new services and procurement, via our online engagement groups anyone@home and leasehold@home
- We send self-completion to surveys to all customers on focused pieces of work, such as the procurement of new contractors
- Telephone interviewing As above, customers have the option to complete our Customer Promise Survey over the telephone

Face-to-face surveys or interviews

- We carry out Customer Promise Assessments in our neighbourhoods, services and schemes to find out customers' experience of their homes and our services
- We have a customer scrutiny group called Viewpoint which meets to track and challenge Home Group's performance and service delivery
- Feedback forms or comment boxes or show of hands Customers can contact Home Group online via Contact Us to share their feedback, raise issues or make complaints

Online venues

- We deliver online customer engagement meetings and digital estate inspections, providing customers with the opportunity to raise issues and concerns, track Home Group's actions and build relationships with local housing teams

MTVH

North London Regional Panel

- Our Customer Voice Framework, available to view on our website www.mtvh.co.uk/contact-us/share-your-voice, explains how we use a variety of methods to listen to the voices of our customers, ensuring that we listen to the individual, local, regional and national concerns of our customers and take appropriate action to improve our services.
- Our national Customer Council receive quarterly updates on the progress of our resident consultations with our Regional Panels each receiving an update about consultations happening in their local areas. Wherever possible, residents involved in a consultation will be kept informed about how their voices have contributed to MTVH action.
- We have a dedicated Customer Voice team who operate at a national and local level to listen to and amplify the voices of our customers. The Customer Voice Framework provides a range of opportunities for customers to get involved in our organisation from completing short focus groups or reading panels, to being part of our national Customer Council.
- The Customer Voice team also run our online resident engagement platform – YourVoice – where customers can find out more about what is happening across MTVH but also what is happening in their local area. The platform contains full information for customers about how to form a residents' group or association and the support available from the Customer Voice team to do this.

NETWORK HOMES – do not have a Residents Association

- Residents are communicated with via text and emails to invite them to share their views on a variety of topics to influence service changes. Consultations conducted by post, email, online surveys or in person with results being collated into reports. Reports are then shared with a variety of stakeholders, either those directly responsible for the changes to be implemented and/or to the senior and executive leadership team and/or formal governance channels such as Local Resident Panels, Customer Services Committee and/or Network Homes Board. Insights are shared verbally to influence projects and or amend decisions based on resident views.
- Results of wider service-related consultations are posted as articles on the Network Homes website which are then included in our resident newsletters. There is also an area on the website specifically for closed consultations.

NHG

New Colindale Residents Association (informal, not registered with NHG)

Self-completion surveys

- We carry out transactional surveys via SMS link once the resident has had an interaction with us, such as speaking to their housing officer on the phone.

Face-to-face surveys or interviews

- Face to face housing surgeries encourage residents to speak to their local

housing officers to solve problems, log repairs and find out about what is going on in the local area. We also work with partners to hold local community events (e.g. Colindale), such as employability fairs, youth projects and winter festivals, attracting hundreds of residents each year.

The results of the transactional surveys are shared with directors and regional heads via reports, so that they can work with their staff to learn from the feedback and improve the service they provide.

PEABODY

Strawberry Vale Residents Association

High Road Finchley Residents Association

- At Peabody the voice of residents is key to shaping decisions and improving services.
- There are a number of ways for our customers to influence the direction and perspective of the organisation, which fall into three broad categories:

Strategic

- Our strategic involvement options provide opportunities for resident influence the overall direction and governance of the organisation. We are currently working with residents and colleagues to design what our new strategic groups will look like, with the aim of presenting our proposed structure to our Board in July.
- We have set up the resident Complaint Panel which is helping to shape and improve our complaints project and also our Resident Sounding Board, which reports directly to our CEO, to share experiences of the lived Peabody experience and how this can be improved. In addition we are in the process of setting up a leasehold resident group.

Regional

- Residents can also have input at a regional level, mainly via the regional forums which represent Resident Associations in their region, but also through other resident engagement projects which are regions wide.
- Local
- Resident Associations and other informal group/activities (e.g estate walkabouts) work with Peabody to address issues of local concern and improve services in specific areas.

Digital

- Peabody have adapted quickly to ensure residents can continue to play a key role in shaping services and have supported resident groups to continue meeting, through online platforms such as Microsoft Teams and Zoom. Our strategic resident groups now meet online and are actively contributing to the development of our policies, and Peabody's approach to the provision of services and communications strategy during this pandemic.
- At a local level, we are supporting local resident groups to meet virtually and have produced a guide for online meetings. Our largest meeting attracted

155 residents. A variety of issues were covered during these sessions, including estate manage, fire safety, repairs and service charges.

- We have proactively contacted our involved residents to make sure they are supported during this period also made sure that those who do not have access to tablets/computers are able to join our online sessions simply calling into the meeting.
- We are also introducing a digital platform to support virtual engagement opportunities.

Local consultations are developed into action plans, which are then updated and reported to resident. Major consultations are also referred to our Board for visibility and where necessary for endorsement.

RIVERSIDE (OHG) - No but we do have a North Region Resident Panel that covers Barnet.

- Self-completion surveys
- Telephone interviewing
- Face-to-face surveys or interviews
- Feedback forms or comment boxes or show of hands
- Online venues
- Consultation results are used to influence strategies and policies and improve service delivery to our customers.
- We have a Resident Engagement Strategy co created with involved residents. Each region has a Resident Panel who meet with senior staff each quarter. In addition, we have One Community a digital platform to support engagement as well as a range of TRAs and a newly set up TRA Forum. Our scrutiny panel undertakes deep dives into relevant service areas.

L&Q do not have a Residents Association