

Performance Advisory Group (PAG)

Monday 2 March 2015, 9th Floor Boardroom, Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Colette Gallagher	(CG)	Deputy Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Norah Fallon	(NF)	Member
Hazel Mensah	(HM)	Member
Chris Delaney	(CD)	Member
Adanna Oji	(AO)	Member
Katarzyna Motaali	(KM)	Member
Kimberley Wadham	(KW)	Customer Engagement Coordinator, BH
Deborah Beckford	(DB)	Senior Community Engagement Officer, BH
Tim Blanc	(TB)	Head of Community Engagement, BH
Chloe Horner	(CH)	Housing Strategy and Business
Improvement Manager, Barnet Council		
Paul Shipway	(PS)	Head of Strategy and Performance,
Regional Enterprise		
Troy Henshall	(TH)	Deputy CEO. Barnet Homes
Amlan Ghoshal	(AG)	Observer
Patrick Hunter	(PH)	Observer

Item	Title	Action
1	Apologies and welcome Apologies received from Lauren Donegan Introductions were given by all	
2	Minutes of last meeting All agreed the minutes were a true reflection.	Kimberley to publicise
3.	Barnet Council Draft Housing Strategy CH introduced PS, who would present the Barnet Council draft Housing Strategy . PS presented to the group information about Barnet and statistics of how Barnet's population has grown since 2011 and continues to increase at an exponential rate. The GLA have projected that Barnet will be the most populous London borough by the end of 2015. Currently, the supply of properties is not meeting demand and the number of Local Housing Allowance claimants have increased faster in Barnet than any other London borough. Barnet was below the average private	

rented sector rents for Outer London and is now the 4th most expensive Outer London borough.
Homelessness Applications have increased along with acceptances and admissions to temporary accommodation. LBB with the help of Barnet Homes have been utilising the use of the private rented sector to increase the supply.

This led onto the draft priorities for the housing strategy.

- Increasing the housing supply
- Delivery of homes that people can afford
- Sustaining the quality of the private rented sector
- Tackling homelessness
- Providing housing related support to vulnerable people
- Providing high quality services

PS explored and explained these key areas in detail, focusing on how the Council felt they would be delivered.

He added that it is proposed that rents for new-build council homes will be set at 80% of the market average or Local Housing Allowance, whoever is lower. Existing council tenants will move towards these rents over time. This will be subject to a further consultation after the housing strategy has been approved.

PS explained the ideology of Pocket Homes being built, smaller properties specifically designed for low cost Home Ownership

He confirmed that Barnet Council has recently awarded Barnet Homes with a further one year management agreement. PS talked about how the Council, Capita and Re (Regional Enterprise) would be working together with Barnet Homes to shape and provide high quality services in the future.

PS concluded with saying that consultation closes on 30 March 2015.

The consultation can be found on the Barnet Homes and LBB website for any resident that wishes to have a say. The consultation documents can be found [here](#).

CD asked why the rents were being put up to 80% of market rent. How is this affordable housing? He suggested that Barnet should build their own homes rather than give away free land to developers.

PS replied that the increase to a maximum of 80% of market rents is in the proposed Council Rents Policy. This would be in line with The London Mayor's plans to set rents at either 80% of market (discounted rents) or 50% market rent (capped rents). If you approach the Council for housing you may get a Housing Association property at an affordable rent of up to 80% market, or a Council property or maybe directed into private rented and receive help to pay the rent. The reason it is proposed that the rents will be put up is to increase the money available to build new homes.

PS informed the group that he was not a specialist in regeneration but the reason for giving land away to developers but it was generally to pass over the financial risk and full cost to the developer. In return the developer has to provide the specified affordable housing units which are managed by a housing association. In terms of the office development in Edgware it was the Government who changed the planning regulations to make it easier to redevelop office blocks therefore the Council do not

<p>have any power in this matter. The Regeneration estates were not in a good condition and there were not enough funds to bring them up to standard. A way had to be found to replace the properties.</p> <p>CD asked why the Council was reducing the amount of properties given to social housing in Barnet. PS said that at each stage of regeneration there was the opportunity to review the amount of affordable housing to be provided.</p> <p>MD asked how much say the Council have about the number of properties allocated to Social Housing if the land is given away. PS answered that it was not the case that the Council lose their control over the land if it is given away as Principal Development Agreements are put in place with the developer. Registered Social Landlords are also regulated more stringently than the Council.</p> <p>TH asked if the Council had done or will do affordability assessments. PS replied that the Council are already looking at the potential impact on residents.</p> <p>AO commented that it feels like the Council are moving the less fortunate families out of estates and moving in private renters and those who can pay 80% market rents. It is a little disconcerting and a little like 'social cleansing'. This moves into the realms of are the Council helping the lower earning families enough?</p> <p>PS commented that they are currently looking into the impact on residents and if more people will need benefit help.</p> <p>HM added that it will also be more difficult for the landlord, Barnet Homes, to recover the rents.</p> <p>PS said to the group that he and CH will come back to PAG after the consultation has been completed.</p> <p>PAG then were given the opportunity to discuss the draft Housing Strategy and the presentation without CH and PS, but that would be passed onto them electronically.</p> <p>The points raised were:</p> <ul style="list-style-type: none"> • PAG were concerned with the level of proposed affordable/social housing to be built. They were under the impression that developers would give more properties back to the council than has been specified. • PAG were worried that the 80% market value rents would increase reliance on the benefit system, contrary to the hoped outcome of Universal Credit • Wouldn't this increase in rent increase Homelessness? • PAG would like to know if there will be an increased/improved service for residents if the rent increases by such a substantial amount i.e. free broadband? • Who will be setting the rent on Housing Association managed Regeneration sites? • PAG would like a more detailed explanation of why land has been historically given away for free and will this model continue? • They are very pleased with the proposed Landlord Accreditation Scheme. They feel this is much needed in the current private rented sector. • PAG would like to see viability reports if possible on the 80% rent increase in Barnet • How much of the 80% increased rent will go into the HRA? 	<p>CH & PS to respond to questions and take feedback back to the consultation.</p>
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	<ul style="list-style-type: none"> • How does the Council foresee these proposed changes affecting Barnet Homes? I.E tougher for rent collection – are more staff needed? • Why is it not possible for Barnet to build themselves? Why are developers given the opportunity? • PAG would like to see, if possible, any resident impact assessments that have been produced in light of the proposed changes • PAG felt that by regenerating certain estates and turning the majority of properties private, there is a resident feeling of “social cleansing” • What is the future for Social Housing? A challenge that 80% is still not affordable and people are being out priced from an area they have grown up in. Forced to leave Barnet. • Is the Mayor’s New Build target realistic? 	
4.	<p>Summary Results of the Barnet Homes Tenant Satisfaction Survey</p> <p>TB presented the key points from the 2014 Barnet Homes Tenant Satisfaction Survey. The survey was sent to 3’500 secure tenants that also included those living on regeneration. The response rate was 725 which was above the minimum requirement of 625.</p> <p>The direction of travel within satisfaction is positive and has grown from 67% in 2003 (pre ALMO) to 81.1% in 2014.</p> <p>Barnet Homes is within Housemark’s top quartile of its peer group for 2014.</p> <p>He presented the figures for:</p> <ul style="list-style-type: none"> • Burnt Oak showed an increase from 68% in 2010 to 84% in 2014 • Youth satisfaction has also increased from 62% in 2010 to 90% • BME tenants satisfaction increased from 66% in 2010 to 89% in 2014 • Regeneration estates increased from 69% in 2010 to 84% in 2014 <p>HM asked if she could be sent the exact figures from the BME project. TB replied yes.</p> <p>There were twice as many positive comments in 2014 than in 2010. These included plenty of positive comments about our contractors and regular use of the word “Always”.</p> <p>The areas for concern or future dissatisfaction included repairs, the speed of responses and getting hold of the right person, security and communal cleaning.</p> <p>We also learnt a lot of information from the survey about how people bank and their use of the internet. This will help with Universal Credit activities and how we shape our future electronic services. Overall, 61% had never visited the Barnet Homes website and 39% did not have internet access at home. MD agreed that more work has to be done with getting people online as there was a strong business case for efficiencies. TB added that on average people who use online services save approximately £350</p>	<p>TB to send PAG BME figures</p>

	<p>per year.</p> <p>We also noted from the survey that Underhill and East Barnet had lower or declining satisfaction results. These are areas of priority for the future.</p>	
7.	<p>PAG Members Update</p> <p>KM mentioned that she had recently finished her work experience with the Rental Income team and that it was very interesting.</p> <p>HM told the group she was waiting on targets for the last five years from the Rental Income team and then the Rental Income review would be completed.</p> <p>HM also mentioned that she had been nominated for a Barnet Civic Award and she and KW would be attending on 17 March.</p> <p>JD has organised to meet with the Chair of the Board to talk about future partnership working.</p>	KW to email Rents re target information
8.	<p>Any other business</p> <p>DB confirmed to the group the application process of the First Time Access Fund and asked for more volunteers to be a part of the project group. CG, MD and CD volunteered. KW mentioned that LD had also expressed an interest. CD asked if there was a leaflet? TB confirmed and said he would send round. CD asked what the maximum value of the grant was. TB answered it was £500 per application but was fluid depending on the project and what funds are available in the 'pot'.</p> <p>KW reminded the group of the results of the evaluations meeting on 10 March.</p> <p>KW reminded the group of volunteers for the voids inspections and quality checking for voids. Please email with confirmation of attendance.</p> <p>TB announced to the group that KW would be leaving Barnet Homes on 27 March 2015 and DB would be taking over her role from the 30 March.</p>	KW to send DB volunteer contact details
	<p>Date of Next Meeting</p> <p>Monday 20 April 2015 6.30pm – 8.30pm in 9th floor boardroom, Barnet House</p>	