



# London Borough of Hackney Living in Hackney Scrutiny Commission

19 February 2020

The role The Guinness Partnership is playing  
in best meeting housing need in Hackney

Item 1

great service, great homes  
a great place to work and a great business

## **Item 1 – How are Housing Associations supporting the Council to best meet housing need and to fulfil homelessness duties?**

- What arrangements are in place between the Council and Housing Associations around the allocation of Housing Association units?
- How are the arrangements working to best enable the meeting of housing need and homelessness duties in Hackney?
- What approaches are in place to enable tenancy take up and sustainment in Housing Association units?

## Building Strong Relationships

- Positive working relationship with Hackney Choice Homes Team, with regular contact as required. Last visit Nov 2019
- Good partnership working on tackling ASB:
  - The Hackney Community Safety Team are really helpful, with excellent partnership links, and Guinness work closely with them, and the EHO (Noise Team), on many of our cases.
  - Well established MARAC and Community MARAC, which Guinness attend when we have cases there.
  - Gena Nelson, Tenancy Enforcement Caseworker, is currently an independent Chair for a Community Trigger request made by a private resident in Hackney. The Community Safety Manager approached us to request Gena due to her independence and expertise.
  - Our relationship with the Met Police in Hackney is very strong and we receive disclosure back quickly and accurately.
  - We have strong, well established links with the local Safer Neighbourhood Teams in the borough.

## The Guinness Partnership Homes in Hackney

Properties by Tenure	Number	Occupied Property Type	Number
General Needs	1,379	Flat	1,426
Leasehold	218	House	203
Housing for older people	53	Maisonette	17
Shared Owner	3	Studio	7
Other	1	Non Residential	1
TOTAL	1,653	TOTAL	1,654

great service, great homes  
a great place to work and a great business

## Re-lets in the last 12 months

Local Authority Name	Number of Re-lets	Average Re-let Time (Days)
HACKNEY	34	23.9*

### Flats – 31 Re-lets

1 bed	13
2 bed	14
3 bed	3
4 bed	1

### Houses – 3 Re-lets

2 bed	2
3 bed	1

\* Includes major repairs

great service, great homes  
a great place to work and a great business

## Nominations in the last 12 months

LA Name	Voids/Lettings Team Name	Nomination Agreement to LA (%)	Number of LA Noms	Number of Re-lets	% To LA
HACKNEY	Voids and Lettings Team 3	75%	25	34	74.0%

On track with nomination agreement:

25 Choice Based Lettings

9 Transfers

Approx 35% of lettings are made to homeless people.

# Customer Support Case Summary

Year to Date		Financial Outcomes	
Case Volume	Support Provided*	Amount	Financial Support
45	Universal Credit**	£37,146	Customers income and grants
15	DHP		
23	Housing Benefit	£110,871	Income and grants to sustain their tenancy***
10	Foodbank		
13	Benefit Check		
9	Disability Benefit		
8	Tenancy Support Referral		
<b>123</b>	<b>Total cases</b>	<b>£148,017</b>	<b>Total support</b>

\* The core support is always financial and to enable tenancy sustainment but this also leads to support in accessing external agencies for wrap around support

\*\* This includes claim, appeal and backdate request submissions, applications for direct and/or alternative payments, budgeting and financial support

\*\*\* These specifically relate to housing costs e.g. housing benefits, discretionary housing payments and Universal Credit housing cost elements

Volume	Benefit Received*
58	Universal Credit
577	Housing Benefit

\* By initial customer and/or DWP disclosure only - changes and cancellations are unknown

# Tenancy Enforcement Case Summary

Year to Date

Case volume	Behaviour type
16	Threatening behaviour
9	Drug misuse
7	Safeguarding
6	Noise disturbance
5	Harassment
3	Domestic abuse
<b>46</b>	<b>Total cases</b>

Live

Case volume	Behaviour type
7	Threatening behaviour
2	Drug misuse
2	Noise disturbance
1	Safeguarding
<b>12*</b>	<b>Total cases</b>

\* Of these, there are 3 live legal cases

a great service, great homes  
 a great place to work and a great business



## Case Study

Our customer was a victim of gang violence and needed to move out of his home for his safety. He has both physical and mental disabilities.

Our tenancy enforcement team supported an emergency transfer. However, our customer had no white goods as he was unable to move this from the property he had to flee. He also had no funds to carpet his home.

Our customer support team applied for an external grant and used our internal hardship fund provide what was needed.

The move also meant that our customer now needed to claim Universal Credit which we supported him with. This also meant we were able to identify unclaimed disability benefits which he now receives.

Our customer is now in a safe, affordable and sustainable home.



**great service, great homes**  
**a great place to work and a great business**