

Agenda Item One

Peabody's role in helping meet local housing need

Peabody has an excellent relationship with Hackney's housing allocations team and lets its general needs stock in accordance with the Nominations Agreement which sees 50% of one bed and 75% of 2 bed+ sized properties going to borough nominations. Properties outside of this quota are used for to rehouse those in priority need on our internal transfer list, as well as external partnerships such as the Mayor's Housing Moves scheme.

In 2018/19, there were 64 lets equating to less than 2% turnover of the general needs stock. This does not include supported housing. We assisted the borough in meeting its statutory homeless duty by allocating 33 properties.

Feedback from the council for this financial year to date, highlights there have been 640 social lets; 236 were from the 61 Registered Providers in the borough and of these 28, (12%) came from Peabody.

Peabody is currently in negotiations to develop 12 keyworker units at Morpeth Road, in Victoria Park as well as the ongoing Fish Island scheme.

Crown Estates portfolio

The Victoria Park Estate forms part of Peabody's Crown Estates portfolio which consists of 272 (rental and leaseholders) properties in Hackney. These provide leasehold and keyworker accommodation and 4 lets have taken place financial year. Peabody successfully co-designed a new allocations portal with involved residents which included demonstrations targeted to applicants on the waiting list. The system went live on the 16 December 2019.

1. Housing Management

There is a dedicated local team of 7 Neighbourhood Managers based in the borough located at our Pembury Community Centre, from where we also provide holistic community based services.

Cooperation and partnership work with the borough is effective across the wide range of housing functions, more particularly in dealing with anti-social behaviour. A stand out example is the collaborative working with the Hackney CCTV team based at Stoke Newington Town Hall, with whom we have a great working relationship.

In addition to regular case-specific meetings between our housing team and various council teams; we actively contribute to the partnership meetings below:

- Hackney Better Homes Partnership (Housing Management Forum)
- Hackney Housing Management Forum

- Third sector gang meeting
- Homerton ASBAP (anti-social behaviour action panel)
- MARAC (Multi Agency Risk Assessment Conference) for the safeguarding of ASB victims
- MARAC for the safeguarding of vulnerable DA victims.

2. Resident Influence over Policies

We have a resident strategy and policy group which review all customer facing strategies and policies to ensure we're consulting thoroughly ahead of making changes. They recently worked with us on our contractor procurement, including reviewing tenders and interviewing contractors. The group is composed on 12 members and meets monthly.

We also have a resident scrutiny group who undertake in depth reviews of specific services based on performance, and feedback from customers, such as complaints etc. The group is currently composed of 7 members, but has capacity for 10. They're completing their current review of Complaints before undertaking a round of recruitment. The group meet monthly.

We have two resident Board members who sit on the main Peabody Board and provide the resident voice at the strategic level. The Board invites the Chairs of the Strategy and Policy Group and the Scrutiny Panel to attend the Board as observers, and those residents regularly meet with the Chief Executive to raise issues and highlight opportunities and best practice.

We have a robust resident involvement strategy which we are currently reviewing. We spoke to 2700 residents about how they would like to engage with us in the future, and we're now working on our future plan for customer engagement and resident involvement. We've joined the National Housing Federation's 'Together with Tenants' charter, and we're eager to incorporate the requirements of the Charter into our Strategy.

3. Regional and Local forums. (Annual open public meeting)

We undertake regular Q&A sessions in all our major boroughs. We recently completed two in Hackney, which were well attended. The sessions give residents the opportunity to meet senior staff, including members of the executive team and raise issues and concerns which have generally been in relation to rehousing, ASB, repairs and service charges.

There are 11 residents' associations in the borough and all are welcome to attend our regional forums, which have oversight of the work we are doing in the region. These meet quarterly.

There are a range of resident involvement opportunities throughout the year. Residents can sign up to our Peabody Online Panel, who take part in surveys and focus groups on key services and plans for improvement over the course of the year.

We also specific consultations around major programmes of work. For instance residents are invited to provide feedback on key services like repairs and help us to shape how we deliver improvements to those services. Where we are undertaking major improvement programmes on specific estates, or to specific buildings we consult with those residents ahead of starting the work and throughout.

Residents are invited to attend Estate Inspections with caretakers from their blocks and provide feedback on the standard of maintenance and general safety.

12. Supported Housing

We own more than 700 supported housing properties in the borough. The portfolio is very varied and includes properties that we own and manage including specialist housing and extra care for older people, supported housing for people with disabilities, mental health and specialist housing for people with complex needs. More than 100 units are allocated to homeless people through the Rough Sleeper Initiative and we recently undertook a deep dive review to better understand outcomes that are achieved by people who are supported off the streets through the RSI initiative. We value partnership working and a number of properties we own are managed by other specialist organisations and include refuges for woman fleeing domestic abuse and specialist housing for people with autism and learning disabilities. We have development plans for 2 new supported housing schemes in the borough, one for people with mental health needs and one for people with learning disabilities.

13. Community Development

In partnership with Hackney we are delivering the Children's Community programme on the Pembury Estate. We have been working together for several years and we have a local board chaired by Ann Canning, Group Director, Children, Adults and Community Health, LBH. The aims are to improve the lives of young people and their families. We want to:

- Take a long term focus on a specific neighbourhood
- Have in-depth understanding of the community, both its assets and needs
- Make sure that all relevant partners working together to ensure co-ordinated early intervention in children's lives from 'cradle to career'

The Peabury community centre offers a range of activities delivered by Peabody and partner organisations. The centre has a full time employment brokerage service that supports approximately 100 local people into work every year. We work with the Hackney Ways into Work, local Jobcentre Plus and other housing providers to ensure a comprehensive range of employment and training services is provided. This year we hosted our jobs and apprenticeship fair from the centre, we had over 40 employers with live vacancies and we had over 1200 people attend on the day.

Other local community facilities include Victoria Park which is run by a resident led group who offer a range of activities from events for older residents to literacy programmes for children and parents.

Finally, residents and local organisations access our grant fund, the Peabody Community Fund, to secure small grants for local social action programmes.

14. Supporting our own vulnerable residents

One of our priorities is to provide assistance and support residents who are vulnerable and or at risk of losing their tenancy. We have an inhouse tenancy sustainment team who provide direct case support as well as access to inhouse initiatives like the free handyperson service, the tenant welfare fund, befriending and hoarding support. We are well connected with local partners and refer tenants on when appropriate to others services and agencies.

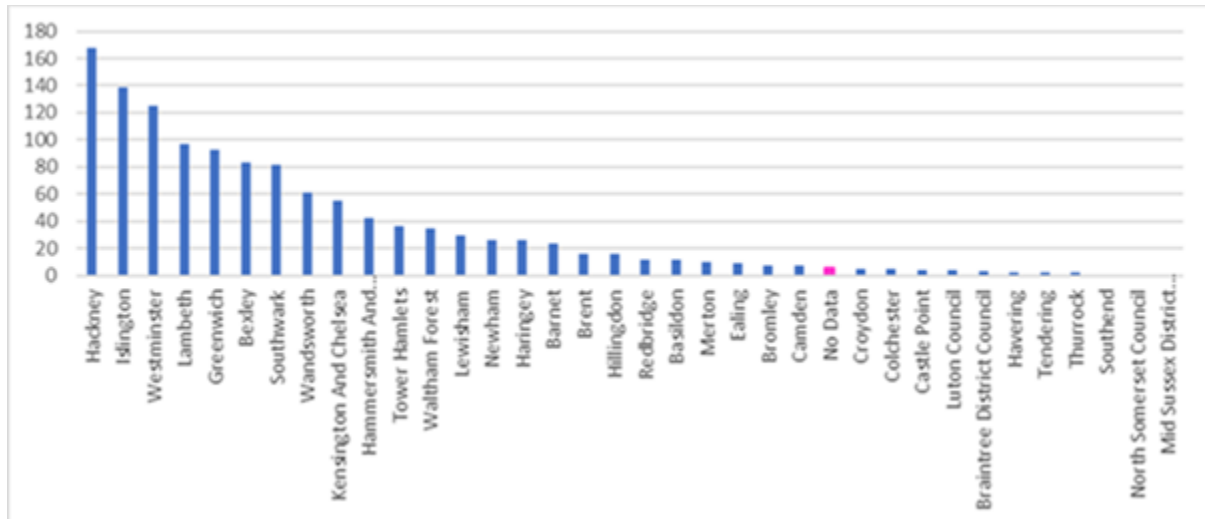
The Nominations Agreement between Hackney Borough and Peabody dates back to 1997. Whilst the terms of the agreement are still standard with the majority of boroughs in London it is in need of updating and it would be an opportunity to look at broader issues currently being discussed. The nomination system works well and there are no immediate issues identified by Peabody that need addressing. Peabody are currently on target in meeting our nomination quota to the borough. For others, we prioritise households according to urgent need such as Domestic Abuse and those seeking rehousing with exceptional vulnerabilities.

Peabody carry out pre-tenancy checks to ensure any vulnerabilities are identified and support is in place as part of our Lettings process. We do an affordability check to help with income maximisation and advice, and provide a sign up pack containing useful information, including information on utilities. Peabody also issue decoration vouchers to support new tenants.

For tenants identified with additional support are referred to our Tenant Family Support team for further assessment and assistance. As well as providing direct support, this can include signposting to external support agencies. In addition, we also have a dedicated Financial Inclusion team providing welfare benefit and budgetary advice

Tenant and Family Support Team work on Tenancy Sustainment

As evidenced in the graph below, Hackney accounts for the majority of referrals for support to our internal support provision TFST (Tenant & Family Services Team).



A Hardship & Tenant Welfare Fund is available for those requiring support, a An assessment of need takes place to identify areas of support required and action is then taken to access relevant services for longer-term involvement. Some of the residents nominated by the borough require a statutory care needs assessment in accordance with the Care Act 2014. This is an area requiring improved collaborative working.