


Housing Mobility Working Group minutes

2pm-4:30Pm , Wednesday 11th May 2016

Present

	GLA
	GLA (chair)
	London Borough Lewisham
	London Borough Hackney (on behalf of Colien Samuel)
	London Borough Havering
	London Borough Havering
	London Borough Wandsworth
	London Borough Wandsworth
	London Borough Westminster
	A2 Dominion
	London Borough Camden
	ELHP

No.	Agenda item	Action
1	Apologies and introductions	
	No apologies had been received	
	The group introduced themselves .	
2	Minutes of Last meeting	
	█ went through the minutes of the last meeting, no outstanding actions.	
3	Mayoral Update	
	█ advised that it was still early days for any announcements to be made. It was hoped that both mobility schemes would be retained under the new administration and information had been prepared regarding the purpose, outcomes etc. As soon as decision was known the GLA will advise all partner landlords and it is hoped this will be relatively soon.	
4	Yearly stats for both schemes – Housing Moves and SSCH	
	The outcomes for the previous year had been sent to the group for information in advance of the meeting. █ went through these in more detail. Applications were still at a high level but many applications were awaiting approval and activation by their landlords and this was something the team were focussing on. We had considered	

	cancelling any applications that had not been approved for 12 months or more but there were concerns raised by the group that this was unfair for those applicants affected.	
	The numbers of lets for Housing Moves had increased again and was now almost 250 per annum. It was hoped that the new Area Manager structure in the team would improve these figures further. SCH lets had fallen once again to less than 130 and this was due to far fewer properties becoming available. We had spoken to the landlords in question and it seems that the main reason for this is that tenants are now receiving care in their own homes rather than being moved to residential or nursing care with a resulting drop in the number of voids. Despite the reduction in numbers the cost per let charge has not been increased although this will be reviewed for future years. There were questions regarding whether new properties could be sourced and ■■■ advised that this was something being explored although the types of property that may be available were much smaller than the traditional SCH stock and usually sheltered	

5	SCH Homeless Pilot – progress update	
	■■■ advised that the pilot landlords has all signed contracts and received training where requested. Numbers referred had not been huge but we had not expected them to be and the minimum age of 60 years was limiting the number of potential applicants. ■■■ asked if there was any consideration being given to reducing the qualifying age for SCH and ■■■ advised that this was being looked at but the impact of the Spare Bedroom Subsidy and ■■■ was an issue given that most SCH stock is two bed.	
	■■■ advised that we had received interest in the pilot from four more boroughs and we were in discussion with them regarding participation. We have also made some properties available to Clearing House with a couple of lettings coming from this route. Similar problems with minimum age and willingness of applicants to consider moves out of London. As with the Homeless Pilot, registration remains voluntary and in the case of the pilot, cannot be considered a discharge of duty unless a move is confirmed.	

6	Verification – simplifying process	
	■■■ advised that he had tested a verification on the test site and to move an applicant to Activated status over 70 mouse click were necessary. He felt that this contributed to many applications remaining in in unassigned or assigned status and as a result was in discussion with our IT provider to streamline the system	

	Discussions were already underway and the aim was to reduce the number of clicks to below 10. General consensus was that this was a good move. ■■■ asked what the timescales were and ■■■ advised that he would know more once the IT implications were clear. He was hopeful for Late Summer/early Autumn	
	The GLA would also look at other system updates at the same time and landlord users were being consulted on issues they considered could be improved.	

9	Future meeting Structure	
	<p>█ advised that with the new Area Team structure the GLA were proposing changing the existing meeting structure reducing the number of groups to one and having more “informal” area based meetings with operational staff in each Area Manager’s patch. The group were asked for their views and after some discussion it was agreed this was a more sensible option. However, the group also felt that physically meeting was often not necessary and CHG confirmed that trying to find dates that was convenient for the group was difficult. Therefore the group agreed that meeting was not necessary unless there was a legal requirement or important enough issue to be discussed. Instead performance data could be emailed and anything requiring their views or approval could be emailed and they could email their opinions back. It was agreed we would test this new approach for a while or until the new meeting structure was in place.</p>	

10	AOB	
	There was no AOB and a further meeting could be convened as and when needed	

Committee room 4, City Hall

Organisation	Percentage of total
Greater London Authority (GLA)	10%
East London Housing Partnership	8%
London Borough of Sutton	7%
GLA	15%
GLA	10%
GLA	6%
South West London Housing Partnership	7%
GLA	7%
Peabody	5%
West London Housing Partnership	7%
Royal Borough of Kensington and Chelsea	6%
London Borough of Barnet	6%
London Councils	6%

██████████	■	London Councils
██████████	■	London Borough of Tower Hamlets
██████████	■	Royal Borough of Kensington and Chelsea
██████████	■	London Borough of Sutton
██████████	■	London Borough of Lewisham
██████████	■	Peabody

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No.	Agenda item	Action
	Action: The GLA will circulate an action plan derived from the recommendations.	GLA
4	Housing Moves performance 2014/15	
4.1	<p>█ went through the Housing Moves report that had been circulated to the group prior to the meeting.</p> <p>Action: The GLA will reissue an updated Housing Moves performance report.</p>	GLA
4.2	<p>Inactive applicants: █ stated there are 5,600 active applicants. At the end of March the GLA introduced a review process, which meant applicants who had not logged into their account for six months or more would be suspended from the scheme after a given period unless they requested their application to be retained.</p> <p>New banding: The new band for overcrowded applicants went live today, so there are now five bands.</p>	
4.3	Applicant verifications: There are currently 1,118 applications waiting to be verified by their landlord, some of which have been awaiting verification for over a year.	
4.4	Property contributions: The GLA will be enabling non-g15 housing associations to start contributing properties to Housing Moves later this year.	
4.5	Conversion rate: █ asked why the conversion of adverts to lets was low. █ stated we are introducing a withdrawal reason so that we can gain a greater understanding and track trends in this area. The quality of adverts is an issue.	
4.6	<p>Action: The GLA will write to all boroughs about verifications and quality of adverts and look at the escalation process and sub regions co-ordinators will raise these issues in their next meetings with boroughs.</p>	GLA/ Sub regional coordinators
5	Pan-London top slice of new build Affordable rent	
5.1	<p>A policy and process paper on the top slice was circulated to the group in March, and all IT changes to accommodate the new element of the scheme will be in place by the end of May.</p> <p>Actions:</p> <p>The GLA will send a revised Housing Moves policies and procedures guide, containing information on the top slice, will be sent out in the next couple of weeks.</p> <p>The GLA will write to boroughs and housing associations early June with details of their indicative contributions for the year. Firmer figures on a scheme by scheme basis will be provided 12 weeks prior to completion.</p>	GLA
6	SCH performance 2014/15	
6.1	█ stated that although lets for the year overall were low, due to the GLA having introduced a number of measures to improve the situation, lets increased.	
6.2	<p>The GLA will be surveying applicants about their reasons for refusing properties, to see whether the condition of properties is a major issue.</p> <p>Actions:</p> <p>The GLA will report findings of the survey to the next meeting of the group.</p>	GLA

7 Extensions to SCH – tenant incentives, additional properties

- 7.1 ■ went through the extensions to SCH paper which has two approaches: accessing additional properties and payments to assist applicants with the costs of moving. The group agreed that there is a precedent for payments such as these to housing association to be made via boroughs.

Action: the GLA will report back on progress of both initiatives at the next meeting.

GLA

8 Right to move – verbal update

- 8.1 ■ stated that the DCLG have confirmed that participation in Housing Moves will count towards Right to Move quota. However, applications from outside of London still have to be considered by boroughs. At this point the GLA will not making changes to Housing Moves to enable applications from people outside of London. The GLA will continue to monitor the situation and develop Housing Moves if deemed appropriate. The group supported this approach and the general view was that numbers of applications are likely to be low.

9 Any other business

- 9.1 None.


10 Date of next meeting

- 10.1 12 November at 10am.

Housing Mobility Working Group minutes

2pm-4:30Pm , Wednesday 2nd December 2015

Present



GLA
GLA (chair)
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London Borough Hackney (on behalf of Colien Samuel)
London Borough Havering
London Borough Havering
London Borough Wandsworth
London Borough Wandsworth
London Borough Westminster
A2 Dominion
London Borough Camden

No.	Agenda item	Action
1	Apologies and introductions	
	Apologies were received Scott Bryant (ELHP)	
	The group went round table and introduced themselves.	
2	Minutes of Last meeting	
	█ went through the minutes of the last meeting, no outstanding actions.	
3	New Housing Mobility team structure	
	<p>█ provided an update on the new Housing Mobility team structure which started on 13th July 2015. He explained the new patch based structure which is similar to the investment area team. The structure consists of:</p> <p>█: Services and Commissioning Manager</p> <p>█: Housing Mobility Area Team Manager</p> <p>█: North East London Area Manager</p> <p>█ North London West Area Manager</p> <p>█ South London Area Manager</p> <p>Overall members of the team were settling well into their new roles.</p>	

4	Recent housing announcements – RTB for RSL tenants, pay to stay, Starter Homes	
	<p>■ stated although it is difficult to confirm full details regarding each announcement, at this stage, however we feel with the focus on Starter Homes, it is likely to have an impact on our programmes. Self-build and custom house building is not likely to have much of an impact on the schemes.</p> <p>Right To Buy (RTB) is likely to have an impact on the schemes, as we have received several enquiries from applicants. However we hope Seaside & Country Homes (SCH) voids will be exempt from RTB. We can assume most legislations such as sale of high value council homes are likely to have an impact on our schemes.</p>	
	<p>■ opened discussion for feedback from group regarding likely impact on organisations.</p> <p>Generally group had concerns regarding how legislations would be put into practice, what and how procedures on obtaining income information from tenants will be put in place.</p>	

5	HM and SCH 2014/15 end of year and 2015/16 quarter one performance including barriers to success – delayed verification and property contribution shortfalls	
	<p>■ went through the performance paper, (SCH) has continued to attract a high level of applicants with 300 received between 1st April 2015 to 30th September 2015. However there have been 67 SCH lettings by the end of September 2015. These figures are much lower than those for the same period last year. Both this and last year's figures are significantly lower than they were in previous years.</p> <p>The number of voids which were not let by London tenants has reduced. Between 1st April to 30th September 2015, 13 per cent of voids have not been let to London tenants, compared with 30 per cent in 2014/2015</p> <p>Some landlords' performance in verifying applications continues to be poor, with 179 outstanding applications currently over the 15 day turnaround target.</p>	
	<p>Around 14,500 households have applied to Housing Moves (HM) between its launch in May 2012 to the end of September 2015. At present there are at least 5,500 live applications.</p> <p>For quarters one & two in 2015, boroughs contributed 44 per cent of their post equalisation property contribution quota and the G15 housing associations have contributed 60 per cent of their quota.</p> <p>There have been 120 lettings through HM so far in 2015 with a further 116 properties advertised during 2015 currently under offer or at shortlisted status.</p> <p>72 per cent of the above movers were in work or training.</p> <p>Some landlords' performance in verifying applications continues to be poor, with 1,284 outstanding applications currently over the 15 day turnaround target.</p> <p>The first Top slice property was advertised during the second quarter of the year and was successfully let to a registrant employed within the public sector and overcrowded in their previous home.</p>	

6	SCH incentives	
	<p>■ explained the potential SCH incentive scheme has been placed on 'hold' at present. Information is currently being collated from all London Boroughs regarding incentives available if tenants move via SCH. ■ advised if boroughs are yet to respond, could they do so as soon as possible.</p> <p>■ & ■ requested if a 'potential nominee' is a Wandsworth or Westminster tenant, would it be possible to advise their 'Allocation Team' as the applicant may be entitled to an incentive payment.</p>	

	■ advised the process of SCH contracts and purchase order numbers will be reviewed to ensure the method is more efficient.	
	<p>■ stated there may be possible changes to increase options for applicants with 'fixed term tenancies' to apply for HM, general view was positive for the change.</p> <p>Applicants under-occupying are eligible for one extra bedroom above their assessed need for HM however this is currently being reviewed and may no longer be an option.</p>	

9	AOB and date of next meeting	
9.1	No AOB, date to be set for the next meeting.	