



London Borough of Enfield

Report Title	Council Housing Service Plan – 6 Month Update
Report to	Housing and Regeneration Scrutiny Panel
Date of Meeting	10 th December 2024
Cabinet Member	Cllr Guzel, Cabinet Member for Housing
Executive Director / Director	Joanne Drew, Strategic Director of Housing & Regeneration
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Ward(s) affected	All
Classification	Part 1 Public

Purpose of Report

1. This report provides an update on progress against the Council Housing work plan for 2024/25 as agreed by Cabinet.
2. The report aims to inform and enable oversight from the Scrutiny Panel about the status of housing projects, the accomplishments achieved thus far, and the actions required for the remainder of the year. The oversight of provided by the Scrutiny Panel is essential to ensuring the transparency of progress and effectiveness of our Council Housing service. Progress will also be considered by residents through the Enfield500 group.

Background

1. Council Housing operates in a multi-regulated environment.
2. From April 2024: The Regulator of Social Housing (RSH) commenced proactive regulation and published its Consumer Standards:
 - The Safety and Quality Standard
 - The Transparency, Influence and Accountability Standard
 - The Neighbourhood and Community Standard
 - The Tenancy Standard.

3. On-site inspections by the RSH occur on a four-year cycle to ensure compliance with the new Consumer Standards. Enfield participated in a pilot during 2023. A new fee has been imposed for membership based on landlord size. For 2023-2024, the charge for providers with over 1,000 units was £5.40 per unit.
4. The Building Safety Regulator (BSR) commenced reviews of Building Safety Case files for buildings above 18 meters prioritised on height and non-traditional construction types. To date, the Council has, on request, submitted five building safety case reports for the Regulator's review and is awaiting the response.
5. An update to the Statutory Complaints Handling Code introduced a joint complaint handling code with adjusted time scales and has been implemented forming the basis of our relationship with the Housing Ombudsmans service.
6. As outlined in the Good Growth Housing Strategy and reflecting the Corporate Plan Priority to provide More and Better Homes, the Council continues to aim to improve both its day-to-day landlord services—including support for vulnerable residents—and the quality and safety of its housing stock. This improvement must balance investment against the resources needed to deliver regeneration and development programmes.
7. The Council Housing Work Plan, sets out our plan of action to ensure continuous improvement of services and adherence to new standards.

Progress on the 2024-25 work plan

8. The Housing and Regeneration Scrutiny panel plays an important role in this process and its work programme will have regard to the issues of performance and progress with our improvement plans.
9. The plan is split into key areas ensuring coverage of the Consumer Standards along with priorities expressed from residents as a result of ongoing engagement and through the Tenant Satisfaction Measures.

Tenant Involvement & Empowerment

- A Tenant Engagement Strategy draft is underway.
- The TSM survey has been conducted which shows an increase in satisfaction across many areas of the service.
- The launch of Enfield 500 (E500) has been well received, addressing various issues with residents. E500 is an engagement and scrutiny platform that aims to have at least 500 council housing residents participating in a wide programme of issues to scrutinise and improve services.
- The Roving Security Pilot began on October 1st 2024, patrolling nine estates and other hot spot areas as necessary.
- The Community Investment Panel has been set up and recruited, with the first meeting to be planned.

Supporting vulnerable tenants

- Utilising the new Civic CX system to capture resident details. Tenancy audits conducted to support vulnerable residents. The service is exploring ways to digitise and make the process more efficient.
- A new Estate Service team to lead on housing management actions and resident support in our high rise blocks, managing the PIBs.
- A new housing complaints and resolution team has launch, which has seen complaint response times reach their target with continuing improvements.

Homes

- The service strives to reach it's 90% decency target by March 2025, and 100% by March 2026.
- Decency Strategy is in place with support from the Asset and Capital board to review.
- The launch of 'RepairSense' in October 2024 will allow better management of repeated repair requests in resident homes.
- A Damp and Mould Team Trial Underway
- Development of the Repairs policy is being undertaken
- New process to resolve disrepair cases quickly and efficiently has been introduced.

Neighbourhood and Community

- Stronger relationships with our Community Safety CSU team to tackle ASB issues has been underway with the aim to see an improved tenant satisfaction relating to Anti-Social Behaviour
- Caretaker role has been reviewed to look at undertaking additional duties to support the community.

Tenancy Standard

- Mutual Exchange Policy was approved in June 2024.
- Fixed Term Tenancies have been implemented to secure necessary stock for families that need it.
- Allocation Policy is currently out for consultation.

Building Safety

- Implemented the Building Safety Plan with support of the Building Safety Board and resident group.
- Ensure comprehensive view of safety risk, compliance & performance

Staff Development

- Restructure to add senior capacity for improvement has been implemented.
- Continuing to create development opportunities for staff including preparing for the new professionalisation agenda.
- Monthly newsletters and briefing sessions to develop joined up approaches to service.

General Assurance

- Internal audits on service areas have been completed so far this year on Fire Safety, Voids, and Disrepair
- Cabinet receives performance reports on key Council Housing services including health and safety via the corporate dashboard

10. Relevance to Council Plans and Strategies

The Council's Housing and Growth Strategy recognises the importance of Council Housing, and the Council Housing Work Plan is delivering the Council's commitment to ensure all residents, regardless of whether they are council tenants or leaseholders, are provided with good homes in well-connected neighbourhoods and the creation or management of safe, healthy and confident communities.

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Appendices

Council Housing - 6 Month Service Plan Update

Background Papers

The Council Housing Work Plan for 2024-2025 was approved under [KD5720](#)