

Housing Strategy 2021 - 2025 Action Plan



Goals

5. Reduce levels of crime and anti-social behaviour

Actions

- Support victims and communities to report anti-social behaviour on our estates
- Reduce the level of crime and anti-social behaviour by working in partnership with the police and the local community through targeted response and enforcement powers
- Work with our community partners to tackle hate crime
- Support vulnerable perpetrators of anti-social behaviour through intensive support

Lead council service area(s)

- Homes and Communities (Tenancy Services)
- Community Safety

Key external partners

- Age Concern
 - Community and Resident groups
 - Ward Partnerships
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Goals

6. Maintain and improve where appropriate the visual appearance of the communal area of our estates

Actions

- Maintain caretaking standards across all our council estates and ensure our communal areas are clear and safe through an inspection regime and by providing additional storage solutions and using tenancy enforcement action when necessary
- Work across housing and with our community partners and residents to make our estates clean, attractive spaces where our residents feel safe, using lighting, CCTV and environmental improvements to do this
- Identify funding opportunities such as Section 106 and CIL funding to make improvements to the communal areas of our estates where needed

Lead council service area(s)

- Homes and Communities (Neighbourhood Services)
- Property Services

Key external partners

- TMOs
- Ward Partnerships

Priority
3

Support residents to live well in their homes and communities

Goals

1. Provide targeted support to our tenants most at risk of financial exclusion to help them maintain their tenancies

Actions

- Provide welfare, benefit, housing and debt advice to tenants at risk of falling into arrears or losing their tenancies
- Identify and tackle economic abuse across tenant services

Lead council service area(s)

- Homes and Communities (Tenancy Services)
- IMAX

Key external partners

- VCS Partners
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Goals

2. Improve and expand our online services making it easier for residents to interact with us in ways that best suit them, whilst addressing digital exclusion

Actions

- Encourage residents to report repairs issues online and use a self-service model of accessing tenancy services where possible
- Encourage residents to learn IT skills

Lead council service area(s)

- Homes and Communities (Tenancy Services and Communities Teams)

Key external partners

- Community Centres
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Goals

3. Co-design our services with residents, with an emphasis on resilience in interactions and increased use of digital technology

Actions

- Develop our Expert by Experience co-design model and seek qualitative face-to-face feedback from our residents on our services
- Encourage and support council tenants and residents in housing association properties to set up residents' groups and to have more say over how their estates are run
- Deliver our Landlord Plus offer
- Homes and Communities
- Housing Needs and Strategy(Resident Involvement)

Lead council service area(s)

Key external partners

- Housing Associations
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Goals

4. Work with residents and stakeholders to encourage a sense of belonging and participation in our local community

Actions

- Build strong, meaningful and person-centred relationships with residents, enabling staff to intervene early, appropriately and effectively
- Work effectively in partnership with the voluntary and community sector and statutory services to enable residents to navigate, access, engage with and benefit from the full range of services and support that enables residents to thrive, connect and give
- Provide feedback on the outcomes from consultations and improve our services in response to residents' feedback including targeted, qualitative interviews
- Increase access to cultural institutions using Arts on Estates programme
- Require all relevant council-provided and commissioned services to reduce loneliness

Lead council service area(s)

Key external partners

- Homes and Communities (Communities Team)
- VCS Partners - Arts on Estates

Goals

5. Establish strong links with health agencies to help reduce accidents in the home, improve housing conditions for older and vulnerable residents

Actions

Develop Older Persons and Complex Cases Specialist roles within Tenancy Services

Expand MECC programme and use disabled adaptations programme to encourage independent living

Develop and implement protocols between housing, public health and social care to provide better support for our residents

Work with SHP to enable a smooth transition from hospital to home

Improve seasonal health through the SHINE network

Lead council service area(s)

Homes and Communities (Tenancy Services)

Energy Team

Key external partners

SHP

SHINE

Goals

6. Make best use of green spaces, to increase the likelihood of physical activity and improved mental health and wellbeing for all

Actions

Develop Older Persons and Complex Cases Specialist roles within Tenancy Services

Expand MECC programme and use disabled adaptations programme to encourage independent living

Develop and implement protocols between housing, public health and social care to provide better support for our residents

Work with SHP to enable a smooth transition from hospital to home

Improve seasonal health through the SHINE network

Lead council service area(s)

Develop communal and play areas and make best use of community resources, including community centres

Encourage positive activities for young people on our estates and using the shared external environment and communal facilities to support health, play, physical activity and access to activities

Priority
4

Prevent homelessness and support rough sleepers off the streets

The goals and actions for this priority are set out in the Homelessness and Rough Sleeping Strategy.

Priority
5

Improve conditions in the private sector

Goals

1. Improve housing conditions for private tenants

Actions

- Improve standards in the private rented sector by introducing property licencing schemes, starting in Finsbury Park and investigate the feasibility of a borough wide landlord licencing scheme
- Implement and use civil penalties against rogue landlords, using Housing and Planning Act powers
- Monitor standards in the private sector (including housing associations) and take action against rogue landlords and lettings agents and any poorly performing housing associations
- Promote awareness of the rights and responsibilities of private sector tenants
- Continue to promote high standards of professionalism amongst landlords and managing agents through our Landlords Forum, and accreditation schemes.
- Work with private sector landlords and housing associations to improve conditions including those relating to energy efficiency, taking enforcement action if appropriate

Lead council service area(s)

- Public Protection (Environmental Health)
- Communications

Key external partners

- Private landlords
- Housing Associations

Goals

2. Help residents live independently

Actions

- Enable occupants to remain in their homes by maximising use of Disabled Facilities Grants in the private sector
 - Continue with our grants programme to help improve housing standards through programmes such as our boiler replacement programme
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Goals

3. Ensure older people have choices about their housing options including to remain in their own home

Actions


- Develop strategies to explore options for older people across all housing tenures and how these will be delivered in Islington

Do you need this information in another language or reading format such as Braille, large print, audio or Easy Read? Please contact 020 7527 2000.

To find out more information please contact:

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