



Heygate Weekly Highlight report

Date: 31 October 2008

Number of Residents Remaining

315 Secure Tenants*
137 Non Secure Tenants
83 Leaseholders*
645 Welded Properties

Period: w/c Summary position

Author(s): Heygate Project Office

1 - Status Update (Narrative summary of current position)

WORKSTREAM	R/A/G*	Status	Action / Decision
CASE MANAGEMENT	G	<p>The Case management team continue to engage with residents and real time assessment shows that there are 27 residents remaining in phase 1, 48 residents in phase 2, 187 residents in phase 3 and 53 residents in phase 4. This means that 56% of secure tenants on the estate have now been rehoused.</p> <p>Of the 27 remaining secure tenants in phase 1, 9 have outstanding offers from Homeseach, 4 have direct offers, 2 have court cases pending due to immigration status meaning we have no duty to rehouse, and the remaining tenants have no outstanding offer but can continue to bid on homeseach.</p> <p>Of the 48 remaining secure tenants in phase 2, 4 have outstanding offers from Homeseach, 2 have direct offers, and the remaining have no outstanding offer but can continue to bid on homeseach.</p> <p>The majority of residents who have neither a direct offer nor homeseach offer in phases 1 and 2 are elderly. The case management team continue to work with Housing options to identify suitable offers when they arise. In addition, the Case management team work with residents to increase awareness of the broad range of sheltered accommodation available.</p> <p>3 additional leaseholders have completed in the past week.</p> <p>This is the ninth successive week where the number of properties to bid for in Homeseach has not exceeded 35. Monitoring to continue and review scheduled for 14th November.</p> <p><i>*Real time assessment</i></p>	

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ESTATE MANAGEMENT	G	<p>The number of squats remains at a steady low of only three across the estate and all cases are with legal for court action.</p> <p>645 properties have now been welded – 53% of the entire estate.</p> <p>The Lone resident strategy has been revised to include increased daily patrols during the school holidays and continued patrols after dark. The police team are also planning on increasing the number of visits to the case management team and housing offices to increase the sense of presence on the estate for staff and residents.</p> <p>There will be increased patrols across the estate during the weeks commencing 27th Oct and 3rd November due to the increased risks of bonfire night and Halloween. Zero tolerance levels across the borough will be adhered to.</p> <p>Quotes have been raised to provide additional lighting across the estate for community safety and reassurance purposes and to improve the appearance of the estate. The cutting back of trees across the estate has commenced, and community payback will be painting visibility stripes on the stairs across the estate.</p> <p>Heygate joint partnership team winners of national award - ACPO Drugs 2008.</p>		
LEGAL	G	<p>Working with the case management team to issue proceedings for possession as cases arise.</p> <p>Court cases regarding immigration status for 2 residents in phase 1 pending (stated as urgent).</p>		
COMM'S	G			
PROJECT OFFICE	G	<p>The Heygate team has been shortlisted for the LGC awards under the category 'Management team'.</p> <p>The Heygate team has been successfully shortlisted for the STAR awards under the category 'Safer Southwark'.</p> <p>Plans for a 'Shared ownership' information evening for leaseholders to present to them the broad number of options available. Coordinate with Tower Homes and RSL's.</p> <p>47 Post move surveys have been received so far and feedback has been positive. The project office will be undertaking an analysis of the questionnaire results to assess where people have moved to, and their perception and experience of the rehousing process.</p>		
2 – Progress dashboard (Statistical summary of position as of 31st October 2008¹)				
KPI	Last Week	This week	% of phase	Comments relating to this week's figures
PHASE 1 Number of households registered	190	191	97%	Kingshill: 115 ; Swanbourne: 65 Wansey Street: 11 Not yet registered: 2 contacted application pending: 0

¹ Please note that these figures DO NOT include leaseholders and those on temporary accommodation.

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PHASE 2 Number of households registered	176	177	99%	Ashenden: 127 Cuddington: 50 Not yet registered: 5 Contacted, application pending: 2
PHASE 3 Number of households registered	237	239	89%	Chearsley: 43 Claydon 125 Marston 50 Risborough: 21 Not yet registered: 29 contacted application pending: 17
PHASE 4 Number of households registered	61	61	86%	Rodney Road 11 Wingrave 51 Not yet registered: 7 contacted application pending: 1
PHASE 1 Number of households who have NEVER bid	8	8	4%	Case management team continue to make weekly contacts with residents to find out reasons for not bidding. The Team are working with seasons and age concerns to provide additional support for the elderly residents remaining.
PHASE 2 Number of households who have NEVER bid	15	16	9%	
PHASE 3 Number of households who have NEVER bid	59	60	22%	
PHASE 4 Number of households who have NEVER bid	19	19	27%	
PHASE 1 Number of households re-housed	151	151	77%	Council: 99 RSL/HA/COOP/TMC/JMB: 47 Concluded other (e.g. found own accommodation, deceased): 5
PHASE 2 Number of households re-housed	113	115	64%	Council: 73 RSL/HA/COOP/TMC/JMB: 38 Concluded other (e.g. found own accommodation, deceased): 4
PHASE 3 Number of households re-housed	53	57	21%	Council: 21 RSL/HA/COOP/TMC/JMB: 27 Concluded other (e.g. found own accommodation, deceased): 9
PHASE 4 Number of households re-housed	14	15	21%	Council: 11 RSL/HA/COOP/TMC/JMB: 3 Concluded other (e.g. found own accommodation, deceased): 1
PHASE 1 Number of households with active offers/nominations	16	19		This is a system snap shot. Current information from Case management team indicates that it is likely all 19 will accept their offers
PHASE 2 Number of households with active offers/nominations	18	16		This is a system snap shot. Current information from Case management team indicates that it is likely that all 16 will accept their offers.
PHASE 3 Number of households with active offers/nominations	19	16		This is a system snap shot. Current information from Case management team indicates that it is likely that all 16 will accept their offers.

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PHASE 4 Number of households with active offers/nominations	4	3		This is a system snap shot. Current information from Case management team indicates that it is likely that all 3 will accept their offers.
PHASE 1 Number of households with 1 or more bids in the last six weeks	3	2		1 bids: 2 Households 2 bids: 0 Households 3+ bids: 0 Households
PHASE 2 Number of households with 1 or more bids in the last six weeks	7	4		1 bids: 4 Households 2 bids: 0 Households 3+ bids: 1 Households
PHASE 3 Number of households with 1 or more bids in the last six weeks	54	43		1 bids: 21 Households 2 bids: 10 Households 3+ bids: 12 Households
PHASE 4 Number of households with 1 or more bids in the last six weeks	14	12		1 bids: 6 Households 2 bids: 3 Households 3+ bids: 3 Households
PHASE 1 Total No. of properties available for bidding	31	35		No. of Properties attracting Heygate bidders : 1 Queue position: 1 st : 1 2 nd : 0 Below 3 rd : 0 Total Heygate bidders: 1
PHASE 2 Total No. of properties available for bidding				No. of Properties attracting Heygate bidders : 1 Queue position 1 st : 1 2 nd : 0 Below 3 rd : 0 Total Heygate bidders: 1
PHASE 3 Total No. of properties available for bidding				No. of Properties attracting Heygate bidders : 4 Queue position 1 st : 2 2 nd : 0 Below 3 rd : 10 Total Heygate bidders: 12
PHASE 4 Total No. of properties available for bidding				No. of Properties attracting Heygate bidders : 2 Queue position 1 st : 1 2 nd : 1 Below 3 rd : 1 Total Heygate bidders: 3
PHASE 1 Offers / nominations raised (19/10/08 – 26/10/08)	6	2		Offers made for council housing: 2 Nomination raised: 0

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PHASE 2 Offers / nominations raised (19/10/08 – 26/10/08)	5	3		Offers made for council housing: 1 Nomination raised: 2
PHASE 3 Offers / nominations raised (19/10/08 – 26/10/08)	8	11		Offers made for council housing: 6 Nomination raised: 5
PHASE 4 Offers / nominations raised (19/10/08 – 26/10/08)	2	1		Offers made for council housing: 1 Nomination raised: 0
PHASE 1 Offers / nominations accepted (19/10/08 – 26/10/08)	0	3		Offers Accepted: 3 Nominations Accepted: 0
PHASE 2 Offers / nominations accepted (19/10/08 – 26/10/08)	3	2		Offers Accepted: 2 Nominations Accepted: 0
PHASE 3 Offers / nominations accepted (19/10/08 – 26/10/08)	2	1		Offers Accepted: 1 Nominations Accepted: 0
PHASE 4 Offers / nominations accepted (19/10/08 – 26/10/08)	0	1		Offers Accepted: 1 Nominations Accepted: 0
PHASE 1 Offers / nominations refused (19/10/08 – 26/10/08)	3	3		Offers refused: 2 Nominations refused: 1
PHASE 2 Offers / nominations refused (19/10/08 – 26/10/08)	2	0		Offers refused: 0 Nominations refused: 0
PHASE 3 Offers / nominations refused (19/10/08 – 26/10/08)	7	3		Offers refused: 3 Nominations refused: 0
PHASE 4 Offers / nominations refused (19/10/08 – 26/10/08)	2	2		Offers refused: 1 Nominations refused: 1

Notes: Phase1 100%=196 Phase 2 100%=179 Phase 3 100%=269 Phase 4 100%= 71

3 – Progress dashboard (Statistical summary of position as of 31st October 2008²) Temporary Accommodation and Leaseholders

KPI	Last Week	This week	% of phase	Comments relating to this week's figures
PHASE 1 Number of household in Temporary Accommodation	18	17		Kingshill: 10 Swanbourne: 6 Wansey Street: 1

² Please note that these figures DO NOT include leaseholders and those on temporary accommodation.

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PHASE 2 Number of household in Temporary Accommodation	23	22		Ashenden: 14 Cuddington: 8
PHASE 3 Number of household in Temporary Accommodation	76	76		Chearsley 13 Claydon 36 Marston 21 Risborough 6
PHASE 4 Number of household in Temporary Accommodation	22	22		Rodney Road 4 Wingrave 18
PHASE 1 Number of Leaseholder	19	19		Kingshill: 9 Swanbourne: 6 Wansey Street: 4
PHASE 2 Number of Leaseholders	34	32		Ashenden: 17 Cuddington: 15
PHASE 3 Number of Leaseholders	28	26		Chearsley 5 Claydon 9 Marston 7 Risborough 5
PHASE 4 Number of Leaseholders	9	9		Rodney Road 2 Wingrave 7
All Leaseholders Number engaged, seeking council assistance	38	38		Leaseholders who put themselves forward for financial assessment
Number Registered to bid on Homesearch	2	9		
Number Bidding on Homesearch	2	9		

4 – Significant issues (see issues log for more details)

Description	Due Date	Issue Owner	RAG status	Mitigating actions
There is an issue with the number of properties available in Homesearch, which has been consistently low for the last 10 weeks. This will have an impact on people's ability to move off the estate.	17-Nov-08	Ola Agbaimoni	G	Despite low Homesearch figures, analysis of the void data indicates that figures are target on lettings so far this year. Housing are currently working through a backlog of void properties, so overall supply will reduce when this has been cleared. It is estimated that this could reduce the number of properties in the second half of the year by 25% compared with the 1st half. Performance on void turnaround continues to improve; (down by 5 days in September 08). Further improvements will increase the throughput of properties and slightly offset the reduction. There are some very attractive HA schemes coming on stream in the second half of the financial year. Case team will continue to work proactively with residents to ensure that every opportunity for Rehousing is utilised maintaining the delicate balance between effective persuasion and pressure. Monitor and review monthly.

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<p>The CPO order cannot be made prior to the completion of the Development agreement (ETA Dec 08). This means that the council will not be able to use it's CPO powers to compel the leaseholders who refuse to negotiate, to leave before the project deadline of Sept 2009.</p>	31-Dec-08	Ola Agbaimoni	G	<p>The negotiated solution to property acquisition is always the preferred route. Additional surveying resources will be provided to increase the focus on working with the Heygate leaseholders. The leaseholder options provide additional support and encourage leaseholders to enter into a dialogue with the council. The case management team will ensure that all leaseholders are made aware of the support available and will host regular meeting for leaseholders to meet with offers to discuss any issues.</p>
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5 – Top risks (see risk register for more details)

Description	Risk owner	Prob.	Impact	Risk Rating	Mitigating actions
<p>Distribution of leaseholders on the estate makes it difficult to close off phases without a CPO if leaseholders refuse to move. This may mean that we are unable to reduce the area of the estate where services have to be maintained (e.g community safety, refuse collection) and this will consequently have an impact on cost.</p>	Ola Agbaimoni	5	5	25	<p>Focus on ensuring vacant possession and demolition of phase 1 by project target date of Sept 2009. Leaseholder's toolkit contains a range of sufficiently attractive options to negotiate leaseholders off. Key mitigation is performance of case management team and their ability to build productive relationships with leaseholders. In addition, targeted strategy of communications to leaseholders to ensure engagement. Revised lone resident strategy to include increased patrols and monitoring is to be put in place.</p>
<p>There is a risk that the number of direct offers made means that there is insufficient suitable property remaining in the Homeseach magazine to allow residents to bid themselves off. This will lead to dissatisfaction with the process and non-engagement.</p>	Ola Agbaimoni	5	5	25	<p>The case management team work closely with housing options, and meet on a weekly basis to ensure a balance is maintained between the number of direct offers issued and the number of suitable properties made available in homeseach. Regular updates and communication to the residents from the Case management team to keep them abreast of the situation.</p>
<p>Risk of lone residents being left on landing either refusing to move or move is delayed due to void turnaround time.</p>	Ola Agbaimoni	4	4	16	<p>Lone resident strategy put in place, including wardens undertaking regular reassurance patrols, decommissioning of vacant properties and the welding off of landings. Case Management team to inform Ken of any lone scared and vulnerable residents to aid warden patrol tasking. Feedback to Ola if necessary. Direct offers can also be made if and when necessary. These will be court offers once NoSP has been served. Revised lone resident strategy implemented to include increased patrols and monitoring.</p>

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The declining housing market and global credit crunch may impact on the likelihood of Leaseholders moving voluntarily. This may result in prevention of blocks being emptied and consequently delays to the overall project.	Ola Agbaimoni	4	4	16	A leaseholder's interview questionnaire was completed to capture whether certain leaseholders are planning to house themselves, and what methods they are using to do this. A contingency plan is also in place to deal with isolated leaseholders remaining on the estate. This includes regular reassurance patrols and decommissioning of vacant properties.
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6 – Key activities completed in this reporting period

- Continuing intensive case management with all phases
- 645 properties welded.
- Planning for second bidding and customer support event.
- Planning for second leaseholder's event to be held in November.
- Weekly meeting with Case management team, Housing Options and medical rehousing unit to discuss direct offers.
- Activity trackers received from Case management team.
- Cutting back of trees on the estate – ongoing.
- Quote for demolition of Kingshill.
- Right to return deadline for response – 31st October
- Meeting to discuss risk management of lone residents
- Deadline for post-move surveys to be entered into prize draw – 31st October

6 – Key activities for next period

- Planning for 2nd Leaseholder open evening - ongoing
- Direct offers for phase 1 residents – ongoing.
- Direct offers for phase 2 residents.
- Lighting/painting of visibility stripes on the estate
- Meeting to draw up schedule of blitzes up until Sept 2009 – 12th November.
- Look into possibility of 'Shared Ownership' info evening for leaseholders.
- Stressbuster workshop – 12th November.
- Heygate T&RA meeting – 10th November
- Project Status update – 7th November
- Analysis of post move surveys.
- Increase warden and police patrols.

7 – Progress against work plan (*see attached project plan*)

Updated at the beginning of each month and available from the Project office.

*Key:



Significant issues have arisen and urgent, corrective action is required immediately.



Warning. Significant issues are emerging which will require corrective action in the near future.



No issues. Progressing according to plan.