

Phoenix Community Needs and Performance

Updated Jan 2020

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Some of the data is quite old as it relates to the last census in 2011 other data has been updated using information from the Office of National Statistics, the Department of Works and Pensions , the Greater London Authority and other Government websites)

INTRODUCTION



This document aims to summarise through statistics and infographics some of the needs in our community and our housing performance to help us to work with residents and partners to plan services and identify where we need to consult more.

We have already used this information and feedback from residents to set aims for our Community Engagement Strategy.

We also considered this information and feedback from projects, participants and the evaluation of all of our Community Chest Projects to set themes for Community Chest applications for 2019 and 2020.

If you require more information please contact either the Community Regeneration Team or the performance and Quality Team on 0800 0285 700 or info@phoenixch.org.uk

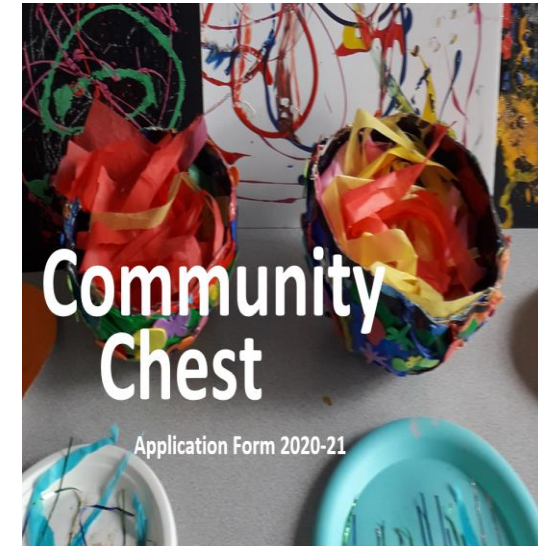
COMMUNITY ENGAGEMENT STRATEGY



1. Driving aspiration and supporting residents out of poverty
2. Improving the life chances of children, young people and their families
3. Increasing resident leadership, community empowerment and cohesion by raising and widening participation
4. Developing sustainable models of operation.

COMMUNITY CHEST THEMES

- Health and Lifestyle
- Thriving Communities
- Training and employment



The Phoenix Wards compared to Lewisham and London

Lewisham GLA Intelligence Summary 2019

- Bellingham GLA Intelligence Summary 2019
- Downham GLA Intelligence Summary 2019
- Whitefoot GLA Intelligence Summary 2019

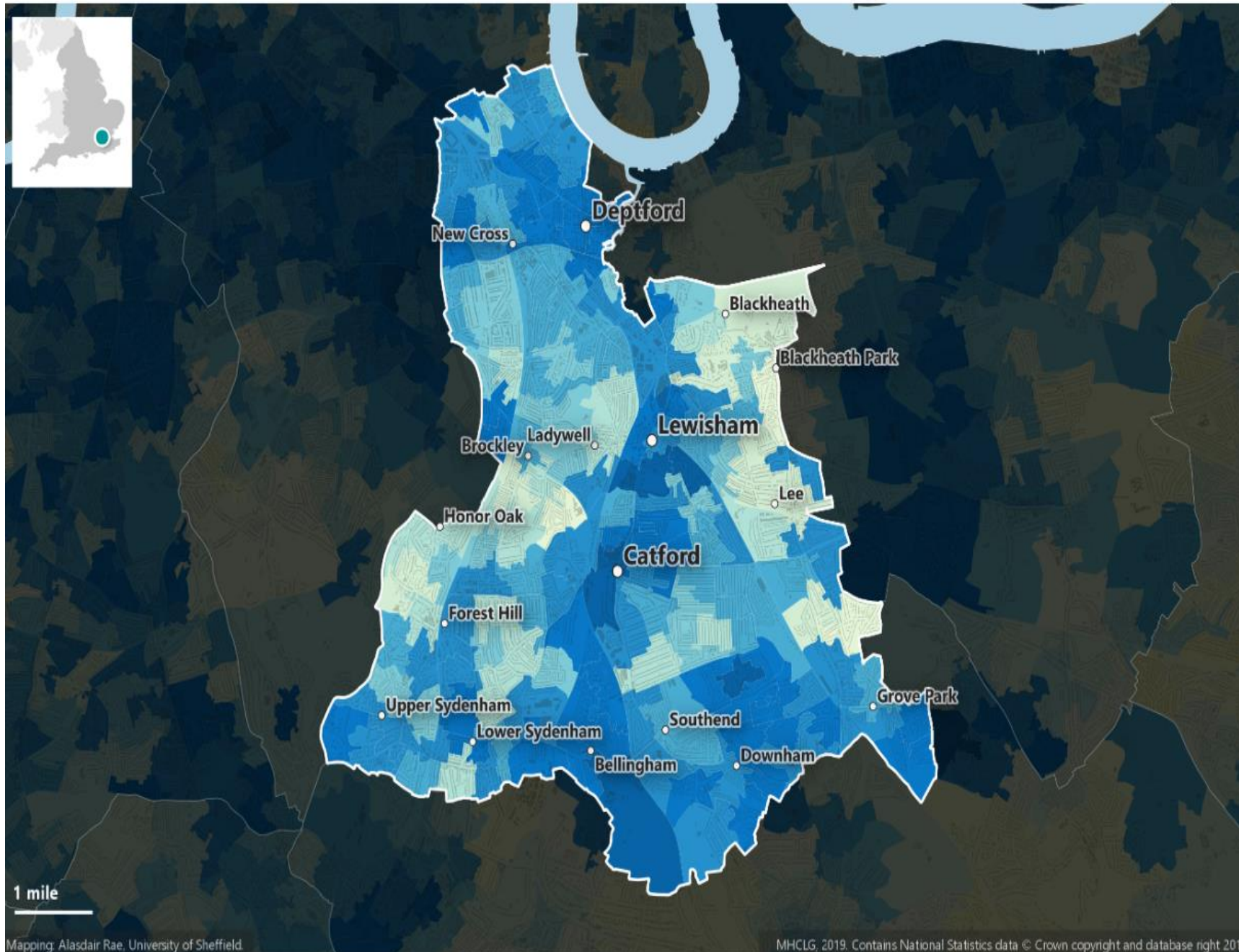
They include sections on:

- Population,
- The economy and employment,
- Housing,
- Education,
- Children and young people,
- Crime, Deprivation, Health and
- The environment

The information on deprivation have not yet been updated by the GLA so the most up-to-date information is on slides X to X

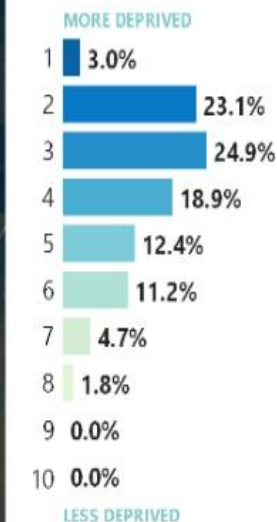
English Indices of Deprivation 2019

LEWISHAM



Local deprivation profile

% of LSOAs in each national deprivation decile



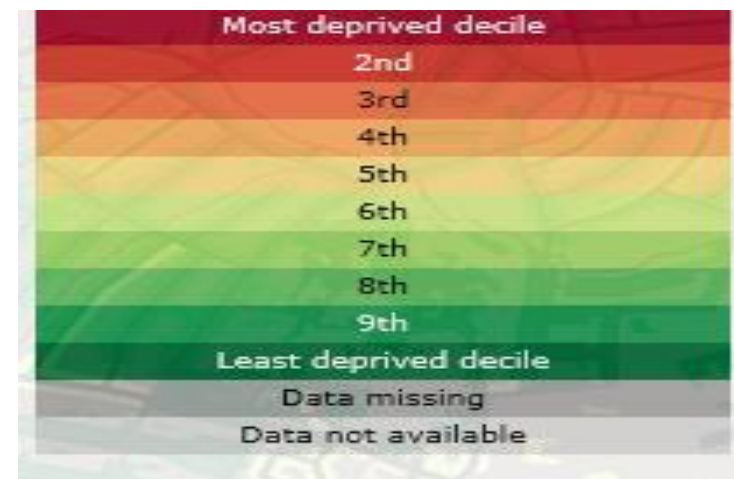
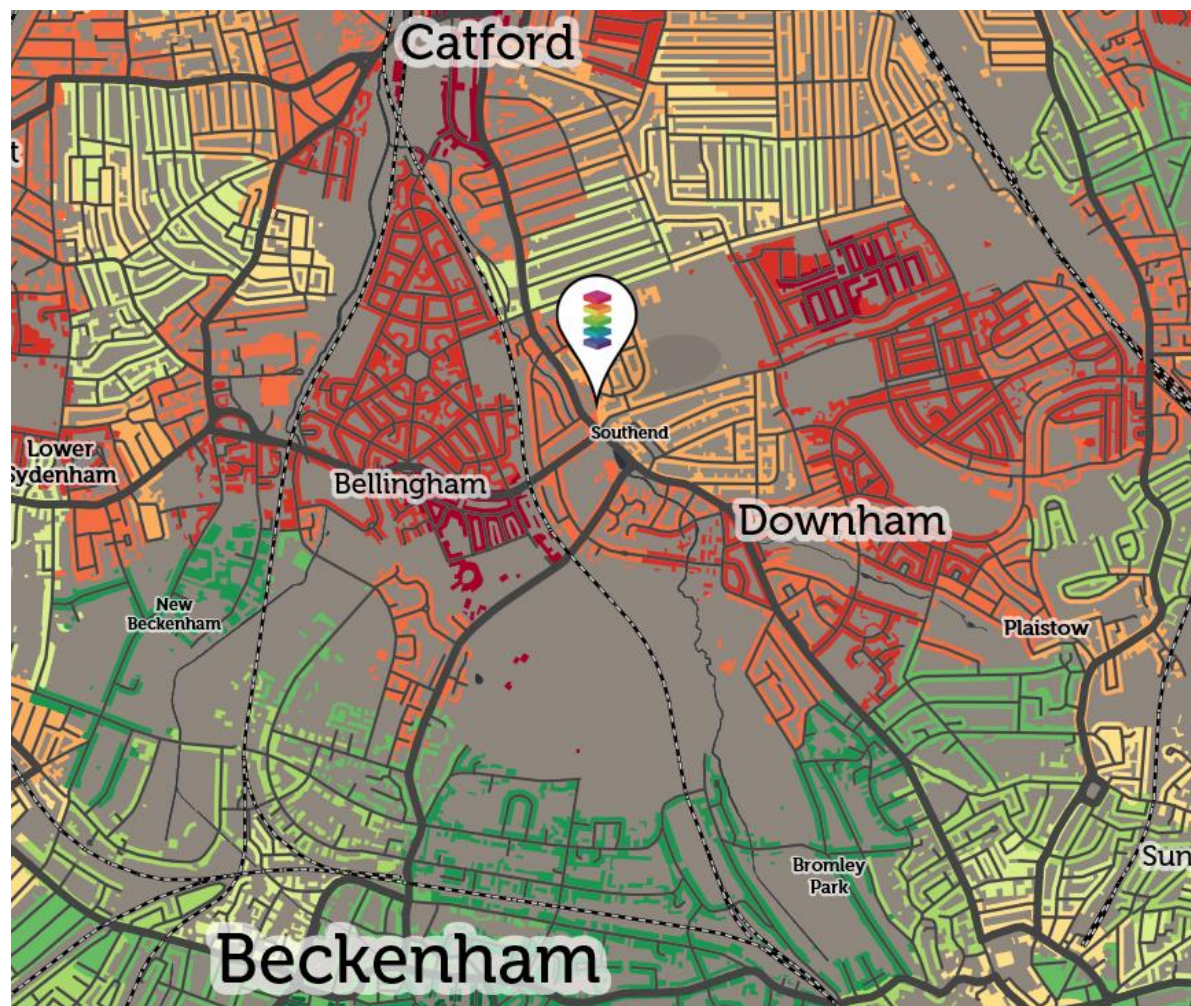
What this map shows

This is a map of Indices of Deprivation 2019 data for **Lewisham**. The colours on the map indicate the deprivation decile of each Lower Layer Super Output Area (LSOA) for England as a whole, and the coloured bars above indicate the proportion of LSOAs in each national deprivation decile. The most deprived areas (decile 1) are shown in blue. It is important to keep in mind that the Indices of Deprivation relate to small areas and do not tell us how deprived, or wealthy, individual people are. LSOAs have an average population of just under 1,700 (as of 2017).



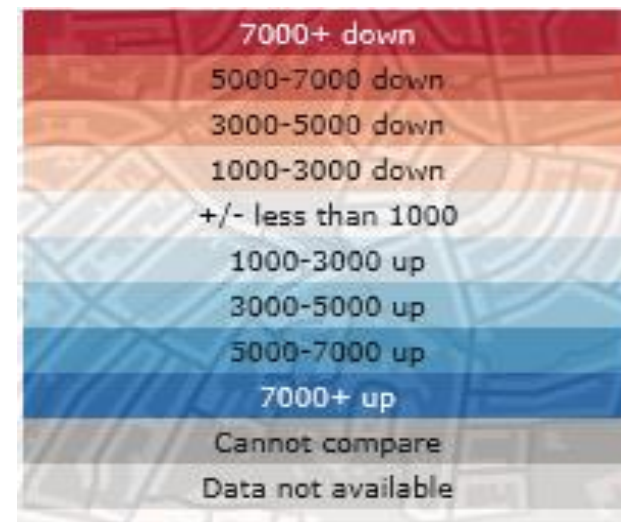
The Phoenix Area

Levels of multiple deprivation 2019



The Phoenix Area

Levels of multiple deprivation 2019



Phoenix: Homes, People and Performance

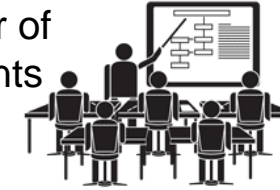


PHOENIX AREA



Number of complaints received: **174** (including 12 from non-Phoenix residents)

Number of Residents trained: **122**



Number of Phoenix residents now employed following training or support by Phoenix: **23**

Average basic rent existing homes: **£101.65** New homes: **£172.61**

Average tenant Service Charge: **£10.44**

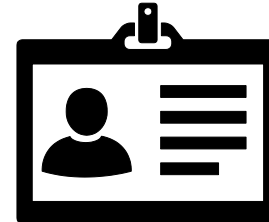


Tenant arrears at the end of 2018-19: **£1,399,599**

Number of tenants in arrears at the end of 2018-19: **2,081**

Number of Residents attending events: **4463**

Households engaged: **770**



Members at the end of 2018-19: Shareholders: **3621**, Gold: **3604**

Average time to complete repairs: **5 days**



Repairs completed: **20894**



Number of abandoned vehicles resolved: **112**

Number of young Phoenix residents attending young people activities: **494**

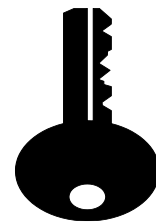


Right to buy & Right to acquire completions: **10**



Number of new ASB case's 2018-19: **104** (including 23 from non-Phoenix residents)

Existing Homes let: **158** New homes: **8**



Homes that were empty at the end of 2018-19: **38**

Number of fly-tipping collections in 2018-19: **919**



Leasehold major works arrears balance at the end of 2018-19: **£756,185.41**



Community Links

Property size and type		Studio	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total
(Houses)	Tenant		9	1170	1667	123	3	1	2974
	Tenant	91	1135	761	338	32	1	0	2357
(Flats)	Leaseholder	42	294	327	177	17	0	0	857

2018-19: PERFORMANCE



PHOENIX AREA



6188 current tenancies with
12820 people living in Phoenix properties

2018-19 Our People

 Age	 Disability
 Ethnicity	 Gender
 Marital Status	 Religion
 Sexual Orientation	



	Lead Tenant	Joint Tenant	Dependant (Under 18's)	Non-Dependant (18+)
Gender	Female:70.49% Male: 29.51%	Female:62.71% Male: 37.29%	Female:48.01% Male: 51.99%	Female:42.09% Male: 57.91%
Average Age	53	56	10	31
Ethnicity - White	44.72%	38.83%	24.87%	29.67%
Ethnicity - Mixed	2.78%	0.53%	8.03%	2.57%
Ethnicity - Asian	2.22%	3.42%	4.04%	3.45%
Ethnicity - Black	24.59%	10.91%	37.61%	19.10%
Ethnicity - Other	2.46%	2.57%	3.93%	3.39%
Ethnicity -Unknown	23.23%	46.74%	21.52%	41.82%
5902 tenants told us about their disability				
6722 tenants told us about their marital status				
5954 tenants told us about their religion				
5981 tenants told us about their sexual orientation				

SUMMARY



The profile of Phoenix tenants and leaseholders is different to our Phoenix Community. Our tenants are more likely to be older, describe themselves as white and have a disability. This reflects the length of time some tenants have lived in their homes; 52% have lived in their home for over 10 years and 28% over 20 years.

If we compare the profile of all our tenants to our new tenants are more representative of the profile of our community. They are more likely to be:

- younger
- from a BAME Group
- a single person household or a single parent household with dependent children.

SUMMARY



Future residents

As more homes of different tenures are built in our area the profile of our residents will change.

House prices have already steadily risen so in 2015 they were around 8 times more than average income and eligibility household income checks for shared ownership homes were also significantly above average household income levels; in our community.

We can also expect changes as result of both our community being an in-migration area and people living longer, the population in our 3 ward areas are projected to increase between 14-18% by 2041.

The highest population growth in each ward is the over 65's cohort which is expected to increase by 52% in Bellingham, 33% in Downham and 58% in Whitefoot, from 2011 to 2031.

SUMMARY



Current turnover in our stock is lower than other housing providers, (3.77% 2017-18 and 3.02% in 2018-19 compared to a median across all London Housing Providers of 4%). Until 2017-18 when we let our extra Care Scheme which enabled older under occupiers to move the turnover was decreasing.

In 5 years' time over 35% of our tenants will be over 65 and over 9% of the occupants in all our homes could be over 75.

Alongside demographic and economic indicators, it is important to consider quality of life and poverty. Across a high number of health, well-being, poverty, education, transport and employment indicators in all three ward areas we compare less well to Lewisham and London. Slides 8-10 show Indices of Multiple Deprivation across local super output areas (2019) in our area.

This changing profile needs to be considered when planning future services.