

Overview & Scrutiny

Living in Hackney Scrutiny Commission

All Members of the Living in Hackney Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows

Monday, 4th March, 2019

7.00 pm

Room 102, Hackney Town Hall, Mare Street, London E8 1EA

Contact:

Tom Thorn

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Tim Shields

Chief Executive, London Borough of Hackney

Members: Cllr Sharon Patrick (Chair), Cllr Sade Etti (Vice-Chair),
Cllr Michelle Gregory, Cllr Anthony McMahon, Cllr M Can Ozsen,
Cllr Ian Rathbone and Cllr Penny Wrout

Agenda

ALL MEETINGS ARE OPEN TO THE PUBLIC

- 1 Apologies for Absence
- 2 Urgent Items / Order of Business
- 3 Declarations of Interest
- 4 Thames Water Main Burst in the Leabridge Ward - second update (Pages 1 - 14)
- 5 Cabinet Question Time - Cllr Rebecca Rennison, Cabinet Member for Finance and Housing Needs (Pages 15 - 16)
- 6 Update on discretionary private rented sector licensing (Pages 17 - 28)
- 7 Minutes of the Previous Meeting (Pages 29 - 52)
- 8 Living in Hackney Scrutiny Commission- 2018/19 Work Programme (Pages 53 - 70)
- 9 Any Other Business

Access and Information

Getting to the Town Hall

For a map of how to find the Town Hall, please visit the council's website <http://www.hackney.gov.uk/contact-us.htm> or contact the Overview and Scrutiny Officer using the details provided on the front cover of this agenda.

Accessibility

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Further Information about the Commission

If you would like any more information about the Scrutiny Commission, including the membership details, meeting dates and previous reviews, please visit the website or use this QR Code (accessible via phone or tablet 'app')

<http://www.hackney.gov.uk/individual-scrutiny-commissions-living-in-hackney.htm>



Public Involvement and Recording

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and social media providing they do not disturb the conduct of the meeting and providing that the person reporting or providing the commentary is present at the meeting.

Those wishing to film, photograph or audio record a meeting are asked to notify the Council's Monitoring Officer by noon on the day of the meeting, if possible, or any time prior to the start of the meeting or notify the Chair at the start of the meeting.

The Monitoring Officer, or the Chair of the meeting, may designate a set area from which all recording must take place at a meeting.

The Council will endeavour to provide reasonable space and seating to view, hear and record the meeting. If those intending to record a meeting require any other reasonable facilities, notice should be given to the Monitoring Officer in advance of the meeting and will only be provided if practicable to do so.

The Chair shall have discretion to regulate the behaviour of all those present recording a meeting in the interests of the efficient conduct of the meeting. Anyone acting in a disruptive manner may be required by the Chair to cease recording or may be excluded from the meeting. Disruptive behaviour may include: moving from any designated recording area; causing excessive noise; intrusive lighting; interrupting the meeting; or filming members of the public who have asked not to be filmed.

All those visually recording a meeting are requested to only focus on recording councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to respect the wishes of those who do not wish to be filmed or photographed. Failure by someone recording a meeting to respect the wishes of those who do not wish to be filmed and photographed may result in the Chair instructing them to cease recording or in their exclusion from the meeting.

If a meeting passes a motion to exclude the press and public then in order to consider confidential or exempt information, all recording must cease and all recording equipment must be removed from the meeting room. The press and public are not permitted to use any means which might enable them to see or hear the proceedings whilst they are excluded from a meeting and confidential or exempt information is under consideration.

Providing oral commentary during a meeting is not permitted.



Living in Hackney Scrutiny Commission 4th March 2019 Item 4 – Thames Water Main Burst in the Leabridge Ward - second update	Item No 4
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Outline

Thames Water attended a specially convened Commission meeting on the 21st November 2018. This was to discuss their response to the trunk main burst which had caused significant flooding in the Leabridge Ward the previous month.

At that meeting Thames Water delivered a presentation setting out the causes of the incident and its management of the aftermath.

Following that, and in response to questions from residents, local organisations and Commission Members, Thames Water advised that investigations on the cause of the event and its response still being carried out, that insurance, compensation arrangements were being worked through, and that the latest burst would help inform future improvement programmes.

This item has been scheduled to receive updates on these elements and any others.

Thames Water were requested to provide a paper in support of this item, which is enclosed.

Action

The Commission is asked to review the paper enclosed in advance of the meeting, to hear any opening comments from Thames Water, to ask questions.

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**London Borough of Hackney
Scrutiny Committee: 4 March 2019
Briefing following burst water main on Lea Bridge
Road/Waterworks Lane 02/10/18 - 03/10/18**

Background:

A 42" trunk main on Waterworks Lane burst causing flooding and traffic disruption on Lea Bridge Road in the very late evening of 02 October. Customer water supplies for the wider area were maintained by using strategic water transfers, but significant water loss occurred locally until the main was isolated. (The main was thought to be a 36" main, but on excavation the damage was on a 42" section of main. The main on Lea Bridge Road is 36" and runs into a 42" on Waterworks Lane).

The main took sixteen hours to isolate, and during this time flats at Paradise Park suffered flooding and property damage. This included the loss of water supply and damage to the flats mains power distribution board. Our loss adjusters and customer representatives supported and rehomed those impacted customers who requested rehousing, giving priority to vulnerable customers.

The flood water reached the River Lea, but no significant pollution impact occurred. There was damage to the river wall. With agreement from the Environment Agency we will repair the river wall.

The Department for Environment, Food and Rural Affairs, Ofwat, the Environment Agency, the Greater London Authority, London Resilience Forum, Hackney Council, Hackney ward Councillors and the Member of Parliament were all updated and engaged throughout this incident.

Update since Scrutiny on 21 November 2018.

Burst repair was completed on 26 November 2018 and the road fully opened to traffic on 28 November 2018.

Lifts and car park at the flats on Paradise Park to be fully functional early to mid-March 2019.

Nursery up and running after Christmas following extended working hours.

Work on supermarket continuous as the supermarket remained open until after the New Year which is the cause of delay with their repairs.

Insurance drop-ins carried out on 17 and 19 December 2018 to facilitate queries from residents and businesses.

Most of the complaints currently are about the lifts and the lack of car parking. There are ongoing negotiations to secure extra parking.

Lifts

Power outages in the flats are now finished. The outages were controlled with the times of proposed outages published which enabled residents plan ahead.

Residents who are physically unable to use the stairs are still in alternative accommodation.

67 claims outstanding currently, some still being directly managed on an hourly basis by the adjusters.

Parking

As of week 21 – 25 January 2019

The Thames Water Work Welfare unit was relocated and repositioned away from the local school by Morrison Utilities at the request of residents.

The security team ceased parking in Millfields to help alleviate the problem with damage to the park.

Week of 4 -10 February 2019

Hackney Council closed Millfields Park as a parking option for residents.

The loss adjusters emailed the managing agent and residents' association On 8 Feb 2019, at 17:30 setting out the steps being taken to assist with parking.

The following was sent to residents

If you are a resident and a user of the underground car park, please provide the following information and Thames Water will liaise with the London Borough of Hackney to provide you with a temporary parking permit for the surrounding roads free of charge. This permit will cover parking in certain resident bays and on the hardstanding in Millfields Park South. When these permits are distributed normal parking enforcement will resume, so I would encourage you to apply promptly. Any data you provide will be shared only with the London Borough of Hackney for the purposes of arranging your parking permit.

These permits will not allow you to park on the grassed area adjacent to Lea Bridge Road - cars parked there are subject to enforcement action and are likely to receive Penalty Charge Notices (PCNs).

Please provide the following information for your free permit to be set up:

Registered keeper's name:

Registered keeper's address:

Your email address:

Vehicle Registration Mark:

Make / Model of vehicle:

Colour of vehicle:

Please return this data to: parking.permits@hackney.gov.uk *or*

London Borough of Hackney,

Parking Permits Tea [136-142 Lower Clapton Road](#)

Hackney, London, E5 0QD

Please note that these parking permits are 'virtual' which means that you will not receive a physically printed permit. Your vehicle will be registered on the Council's parking database and when Civil Enforcement Officers are checking vehicles it will show as having permission to park in the area and will not receive a PCN. Once you have provided your details above you will receive a confirmation email from the Council confirming your permit has been set up.

Goodwill payments

All residents directly affected by the burst have received a letter from Thames Water outlining the procedure for receipt of goodwill payment. Most goodwill payments have now been paid. Those that have not responded to Thames Water's request for information have been contacted again.

Learnings

Improved flood defence response. Communications between departments were ineffective leading to delays to flood defence deployment. Upon arrival, the flood vehicle pumps were not capable of dealing with the volume of flood water. By the afternoon, the first of 30 externally resourced overland pumps and associated hoses arrived on site. The communication lessons have been shared throughout the response teams to avoid reoccurrence going forward.

London Borough of Hackney Scrutiny Committee: 21 November 2018 Briefing following burst water main on Lea Bridge Road/Waterworks Lane 02/10/18 - 03/10/18

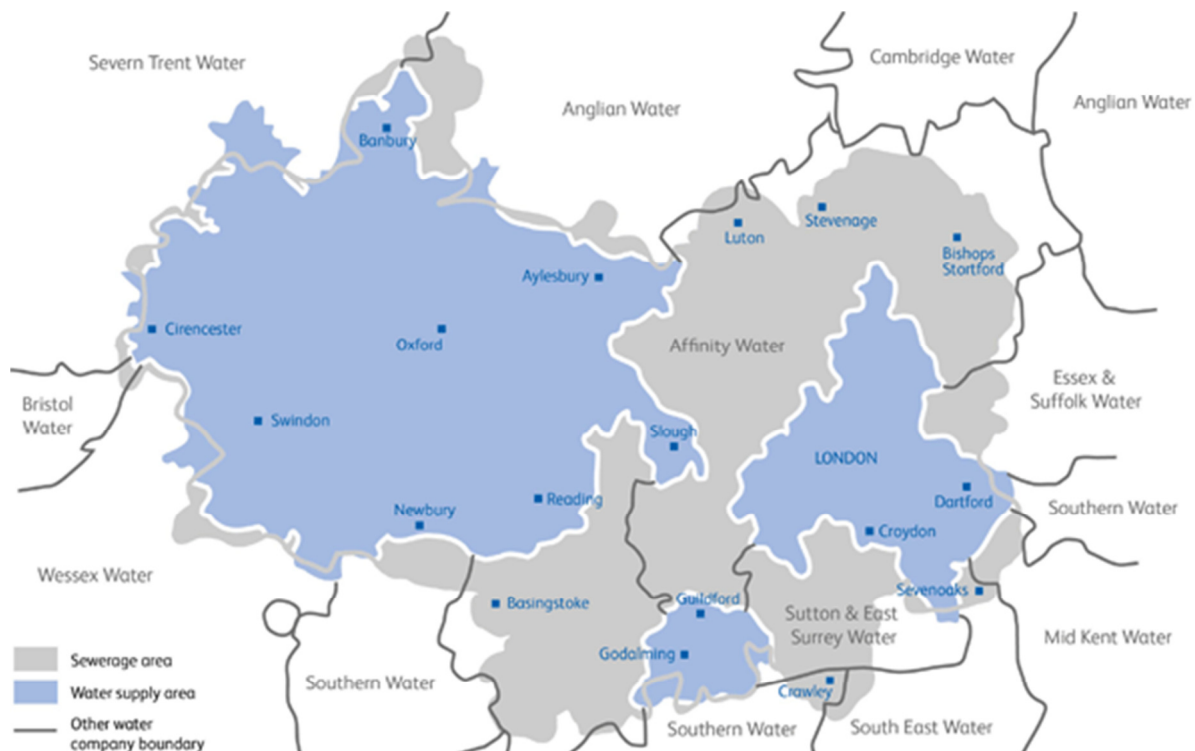
Introduction:

Thames Water Utilities Limited is the UK's largest water and wastewater services company.

Every day, we supply around 2,600 million litres of tap water to 10 million customers across London and the Thames Valley, along more than 31,000 km of water pipes from 97 Water Treatment Works. We also remove and treat more than 4 billion litres of sewage for 15 million customers along 100,000 km of sewage pipes to 351 Sewage Treatment Works.

Thames Water is regulated by the Water Services Regulation Authority (Ofwat). Ofwat is the economic regulator of the water and sewerage industry in England and Wales. Ofwat acts independently from the Government and aims to ensure consumers receive value for money. Ofwat establishes the limit on how much individual water companies can charge their customers, and aims to protect the standard of service customers receive from their supplier.

Map of Area Supplied by Thames Water Utilities Limited:



Burst water main on Lea Bridge Road/Waterworks Lane: 02/10/2018 - 03/10/18

Outline:

A 42" trunk main on Waterworks Lane burst causing flooding and traffic disruption on Lea Bridge Road in the very late evening of 02 October. Customer water supplies for the wider area were maintained by using strategic water transfers, but significant water loss occurred locally until the main was isolated. (The main was thought to be a 36" main, but on excavation the damage was on a 42" section of main. The main on Lea Bridge Road is 36" and runs into a 42" on Waterworks Lane).

The main took sixteen hours to isolate, and during this time flats at Paradise Park suffered flooding and property damage. This included the loss of water supply and damage to the flats mains power distribution board. Our loss adjusters and customer representatives supported and rehomed those impacted customers who requested rehousing, giving priority to vulnerable customers.

The flood water reached the River Lea, but no significant pollution impact occurred. There was damage to the river wall. With agreement from the Environment Agency we will repair the river wall.

The Department for Environment, Food and Rural Affairs, Ofwat, the Environment Agency, the Greater London Authority, London Resilience Forum, Hackney Council, Hackney ward Councillors and the Member of Parliament were all updated and engaged throughout this incident.

Cold water supply

22 pallets of bottle water were delivered and distributed on the evening of the 3 October and continued the morning of the 4 October. Plumbers attended on the 4 October to provide a temporary supply. This consisted of a tanker and overland riders which supplied the whole building until the pumps in the plant room could be made operational. Cold water supplies were returned to the lower floor flats, however, due to damaged pumps hot water supplies were not restored. All temporary water supplies were removed and flats were permanently back in supply on the 9 October.

Heating, hot water and electricity

On the 6 October UKPN raised concerns about the electrics on site and stated they may need to be turned off from the main switchboard. Loss adjusters and specialist contractors lead the recovery of power by disconnecting the flats from the mains supply and running them on generators. Due to the boiler system being damaged small portable heaters were provided to residents. On the 12 October every flat had hot water, a temporary boiler solution was installed and commissioned, restoring all central heating. Electrical supplies were permanently restored on 19 October. Remedial work at the flats is ongoing.

Loss adjusters and customer representatives remained on site throughout.

The burst main was repaired and recharged on 2 November. To achieve double isolation of the main without impacting customer supplies, line stops needed to be installed to achieve the isolation. This technique meant that the work was carried out with no significant impact on customer water supplies. An extension of permit has been granted until 16 November to complete the re-instatement and re-open Waterworks Lane

Timeline of response:

02/10/18-(22:41)	A job was raised reporting pollution into the Lea River (wastewater) coming up through the road and flooding an area outside of the Princess of Wales pub.
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02/10/18 (23.45)	Waste teams quickly mobilised and were on-route and called the customer who had reported the incident, with an expected arrival time of 25 minutes.
02/10/18 (00.47)	Team arrived on site and identified a clean water main burst. The Fire Brigade were already on site.
02/10/18 (23.35)	A customer called our contact centre to report flooding of the building and car park at Paradise Park.
02/10/18 (23.56)	Customer called again to advise flooding was extensive and advising there is an electrical sub-station in the basement car park area. Customer was advised by call agent to call the Fire Brigade.
03/10/18 (00.04)	Job was despatched and our first engineer arrived at approximately 00.46. A total of six Network Engineers were mobilised and attended site.
03/10/18 (02.10)	Two tankers were ordered to assist with pumping out water from properties.
03/10/18 (06.09)	Our incident manager contacted Alistair Place from LB Hackney and updated him on the flooding situation.
03/10/18 (06.32)	Environment Agency were notified: River impact - EA aware, Chlorine at 0 at 350m/s, no fish in distress, turbidity is good. Defra, Hackney Council, GLA, Ofwat, Local Resilience Forums were updated.
03/10/18	Flood vehicle was mobilised and loss adjusters, customer representatives and Flood Call notified to attend site.
03/10/18 (11.37)	Fire Brigade asked to return to site to assist with high powered pumps and diverting of flood water. Flood plan agreed with Fire Brigade.
03/10/18 (13.00)	Burst dammed with sand bags so the flow entered the river – working with the Fire Brigade, Hackney Council and Environment Agency. Standing water pumped into our sewer network, using six pumps.

Network complications and actions taken: 03/10/18

1.1	Network technicians began looking at the site conditions and identifying the valves required to make a decision on the best course of action to isolate main with minimal disruption.
1.2	Previous records held show that one of the valves needed for isolation was a large valve that was inaccessible and the NMC (Network Management Control) began looking at shutting the main off as far as the Olympic Park as a contingency plan to keep customers in supply.
1.3	36 inch butterfly valve was in a concrete lined cover that could not be lifted by hand. A JCB was requested to assist in accessing the valve.
1.4	To access valves, we required vehicular access to Hackney Marshes via Mandeville Street and Cow Bridge. Hackney Council contacted to get keycode for padlocks.
1.5	Repair and maintenance gangs assisted with JCB and an external company HVL (specialists in valve repair and maintenance) were brought in to make the valve workable. A total of four valves were required to isolate main and stop flooding.

1.6	Lane closure at Lower Clapton Road junction of Downs Road required to access one valve. Police assisted the technicians to ensure this could be carried out quickly and safely..
1.7	Main was fully shut in at 18:15 on 3 October, with no customers' water supplies affected by the isolation of the 42" main.

Customer Impact and Action Taken:

2.1 (03/10/18)	No 'no water calls' at time of burst or in the early hours of 03 October One customer call to report flooding By end of 3 October the number of customer calls – 62 Number of vulnerable persons identified in District Meter Area – 84 1 vulnerable customer with mobility issues Total number of vulnerable Customers affected – 3 Number of persons on dialysis – 0 Number of schools affected – 2 Total number of flats in blocks – 122 Number of flats with occupants still in alternative accommodation (as of 9 November) - 33 Number of domestic properties with internal water ingress – 1 Commercial properties with internal damage – 9 Total number of individual claims received – 93, currently stands at 83 outstanding (as of 9 November) Total numbers of vehicles (including motorbikes) damaged – 26
2.2	Underground car park flooded significantly, cars relocated by loss adjusters.
2.3	No water supply or power to flats due to damage to booster pumps and loss of power from flooding.
2.4	EDF called to attend site to investigate power loss.
2.5	Bottled water requested and delivered to site, corner of Lea Bridge Road and Hillstowe Street.
2.6	Five customer representatives and loss adjusters attended site.
2.7	Ten portable loos deployed to site.
2.8	Local representatives, ward councillors and MP updated as work progressed.
2.9 (04/10/18)	Water supply restored to all flats (temporarily).
2.10	Nine customer representatives on site to support.
2.11	Local representatives, ward councillors and MP updated as work progressed.
2.12 (06/10/18)	Power disconnected from main supply and restored on a temporary basis to the block of flats.
2.13	Six customer representatives sent to site to support.
2.14 (06/10/18)	One vulnerable household relocated and supported, flat requiring repair, work ongoing.

2.15 (09/10/18)	Water restored to all flats from internal mains.
2.16 (12/10/18)	Central heating restored to the flats.
2.17 (19/10/18)	All electric powered by mains.

Communications:

Our social media channels, website and local media outlets were all updated throughout the event. Ward Councillors and the Member of Parliament were kept updated. Our event bus with customer representatives and loss adjusters were on site throughout the week to update and support customers. Our call centre staff were briefed on the incident, so as to be better able to support customers making contact with us. We also made direct contact with vulnerable customers.

Preventative actions and improvement of event response:

Following the Forensic Review of the trunk main failures of 2016/17, Thames Water has engaged in a full review of how we manage our trunk main network, with significant work focussing on how major bursts and flooding incidents are responded to and managed. More information can be found on our website: <https://www.thameswater.co.uk/trunkmainsreview>

Event Response:

Event response times were address within that Strategic Review alongside the “Social media and communication improvement plan”

By improving and streamlining processes, response times have improved from over two hours to our current average response time of one hour and nine minutes; with aims to improve average response times to sub-one hour by 2020.

We have reviewed and improved contact centre practices, media engagement, social media response and event broadcasting.

This has been achieved by increasing the social media team from 12 to 26 staff, including 24hour coverage, with more frequent updates though social media such as twitter and our website.

The Thames Water website also includes an Interactive Map for customers to report incidents.

Enhanced Control Room training has been undertaken to help duty controllers to identify information more effectively from certain data sources during events.

We have implemented a new operational response process to aid duty controllers in identifying the most appropriate response to a major leak. This has included a full refresh of the categorisation of events and processes to include who to contact and how.

New quick response teams have been set up located throughout London and the Thames Valley to respond rapidly to the notification of a potential burst. These teas have also commenced an enhanced programme of checks on our assets required for trunk main isolations in the event of a burst.

The Logistic Management Centre is now capable of deploying flood alleviation measures (pumps, sand bags, flood barriers) to operational incidents.

As part of that Strategic Review we have also compiled a booklet entitled “Putting Things Right” that is now issued to residents and businesses affected in the event of a flooding incident outlining the help available, insurance guidelines and the process to follow.

Learnings:

Speed of Distribution of Bottled and Alternative Water Supplies:

Increase standby capability. Team expanding to ensure 24/7 cover capability. This is in progress and will be completed by April 2019.

Speed of Isolation and Containment:

Currently we check availability of over 50% of our trunk main valves, covering the highest consequence trunk mains in our network.

New learning:

Review methodology to ensure maintenance approach is reliable and effective. Expected completion date December 2018.

Increase the scale of the checking and maintenance programme on our trunk main valves.

Looking for invisible flaws in our water mains:

Between 2015 and 2020 we will invest £240m in improving our trunk mains, and we're now embarking on a new project 'Looking for invisible flaws in our water mains'. This project will further enhance our understanding of our network for 3,200km of trunk mains for the future.

Three-year programme.

Our three-year programme started in 2017, and in that time we'll continue to invest £4.5 million in research and technology trials for trunk mains. We're continuing to inspect the outside of pipes whenever we dig them up to work on them, since this provides useful information about the network as a whole. We're going to build on this experience and our previous research to let us inspect hundreds of metres of pipe at a time without digging up entire roads. To achieve this, we need a method that will work from inside the pipe.

In-pipe scanning technology.

The oil industry has been inspecting pipes from the inside for years, using sophisticated scanners, but we can't just copy them. We need technology that will work on thick cast iron, which is much more difficult for scanners to penetrate than the steel used in oil pipelines. We also need to avoid damaging our pipes or affecting the quality of the water that flows through them. To achieve this we're working with technology companies to test and improve their in-pipe scanners.

Making sense of it all.

Alongside the technology trials, we'll be working with experts from universities and industry on analytical tools to translate this scanning data into insight, to help us invest money where it's needed most.

We've already been working closely with the University of Surrey for a number of years to understand how corrosion affects the strength of cast iron pipes. Further postgraduate research into the corrosion and deterioration of trunk mains is also being funded by this programme.

Our future vision.

Ultimately, by scanning the highest-risk trunk mains, we want to be able to work out which sections really need to be replaced, and which sections are safe to carry on using. Being able to target our investment better will help us avoid replacing pipes needlessly, which will benefit customers and improve efficiencies.

Innovative trial.

In August 2017, we carried out the first ever 'in-situ' trunk main survey in the UK using a pipe scanning technology not previously used with cast iron mains of this size. The 24 inch trunk main was out of service following a burst in Lee High Road in December 2016, providing an opportune test location for this trial. The aim of the trial was to measure the success of this new scanning technology by detecting defects along a 1200m length of the pipe.

For this trial, we manually machined different shaped defects, including holes of various sizes, into a section of the trunk main (which we'd already scheduled to remove and replace after testing was complete). We then cut a special hatch into the main, and lowered a torpedo-shaped scanning device into the pipe. The device used acoustic resonance technology to measure the condition of the trunk main wall – a technique which had never been used before in cast iron mains of this size.

In the end, although the scanner couldn't detect our deliberate test defects, we still learned important lessons from this trial. The scanner was able to travel a significant distance along the pipe, but we now believe that such thick metal trunk main walls (up to 25mm) are beyond the limit of this scanning technology. The scanner's data analytics and hardware are now being further developed by the supplier, and future tests of any modified version will be possible at our new dedicated trunk main testing facility.

Unique testing facilities.

We're building a dedicated facility for testing trunk mains at one of our sites. This will give us a testing ground for a variety of trunk main technologies, including in-pipe scanners, while simulating many of the challenges of the real water network without disrupting traffic or water supplies to customers. We're also collaborating with other water companies to share technology testing, and demonstrate a wider market for new technologies.

Scanning real trunk mains.

Only the most promising in-pipe scanners will get the opportunity to be used in real trunk mains in our network. By 2020 we aim to have identified technology that can be used more routinely. But this will still be expensive work, so we'll need to target our inspections carefully.

In addition to this by the end of AMP6 (2020), 7% of our highest risk trunk mains will be monitored by active monitoring units (Trunk minders and Hydroguard units), with a further 12% covered by other leak detection monitoring points, giving around 19% coverage overall. Our investment plans are to increase this coverage to 25% by 2025.

We have undertaken a major data improvement to our trunk main consequence modelling by incorporating the outputs of a 2D rolling ball flood model across our entire trunk mains network. This provides improved granularity of outputs, giving a better prediction of the impact of a trunk main failure event.

London Borough of Hackney mains replacement:

In the London Borough of Hackney there are 357 km of distribution mains and a further 63km of trunk mains. An analysis of the local network has shown that around two thirds of Hackney's distribution network has been replaced since 2010 with plastic pipes – meaning that Hackney has one of the highest rates of mains renewal of any borough in Thames Water supply area.

The pipe that burst at Waterworks Lane/Lea Bridge Road it is not scheduled for replacement. Following any burst on our trunk mains we carry out a full investigation, including analysis of the damaged section of pipe. If this concludes the rest of the pipe could need relining or replacing then it will be factored in to our investment plans for the future.

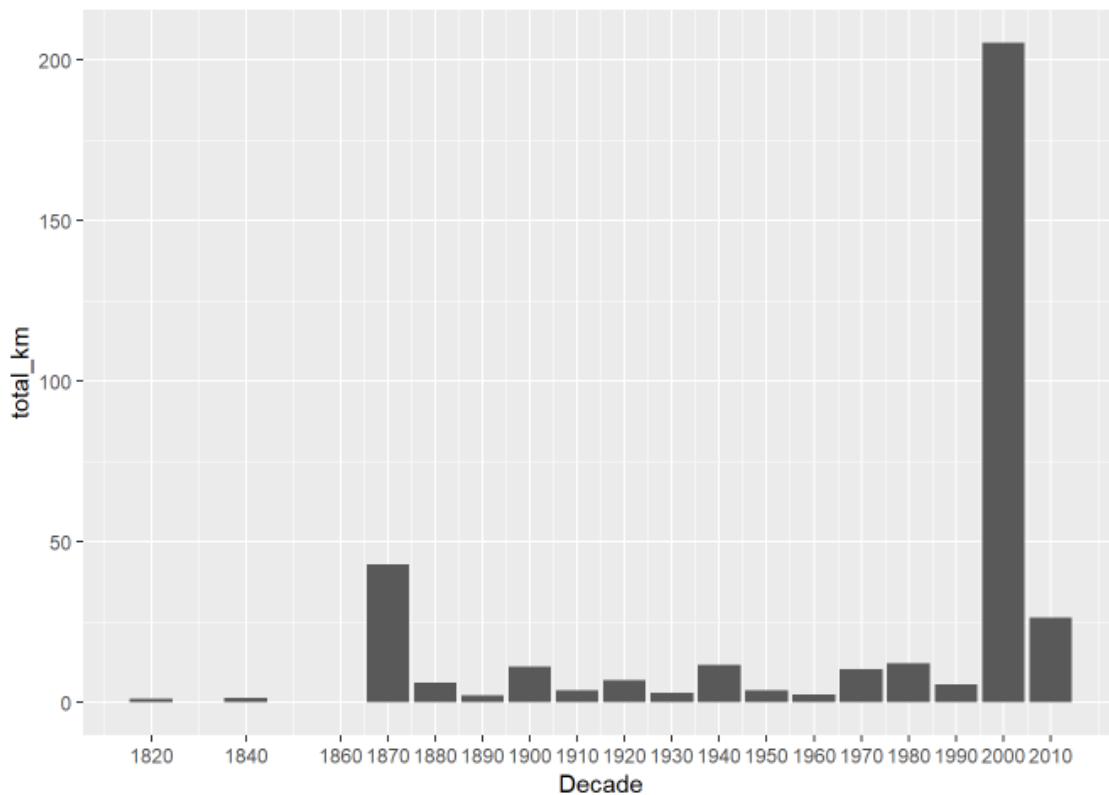
We've not replaced any pipes in the Lea Bridge Road or Waterworks Lane area in recent years. We have fixed ad-hoc leaks as and when they've appeared, but there have been no major mains replacement schemes needed in the area.

When we look at where to focus our investment, we will replace those pipes which are most in need first so this doesn't always mean the oldest are replaced first, as a number of factors cause pipes to deteriorate including the geology of the area. Our business plan for 2020-2025 includes a £11.7bn investment plan, plus an additional £2.1bn to improve the resilience of our water supply systems. This includes replacing 705km of water mains – enough to go round the M25 almost four times.

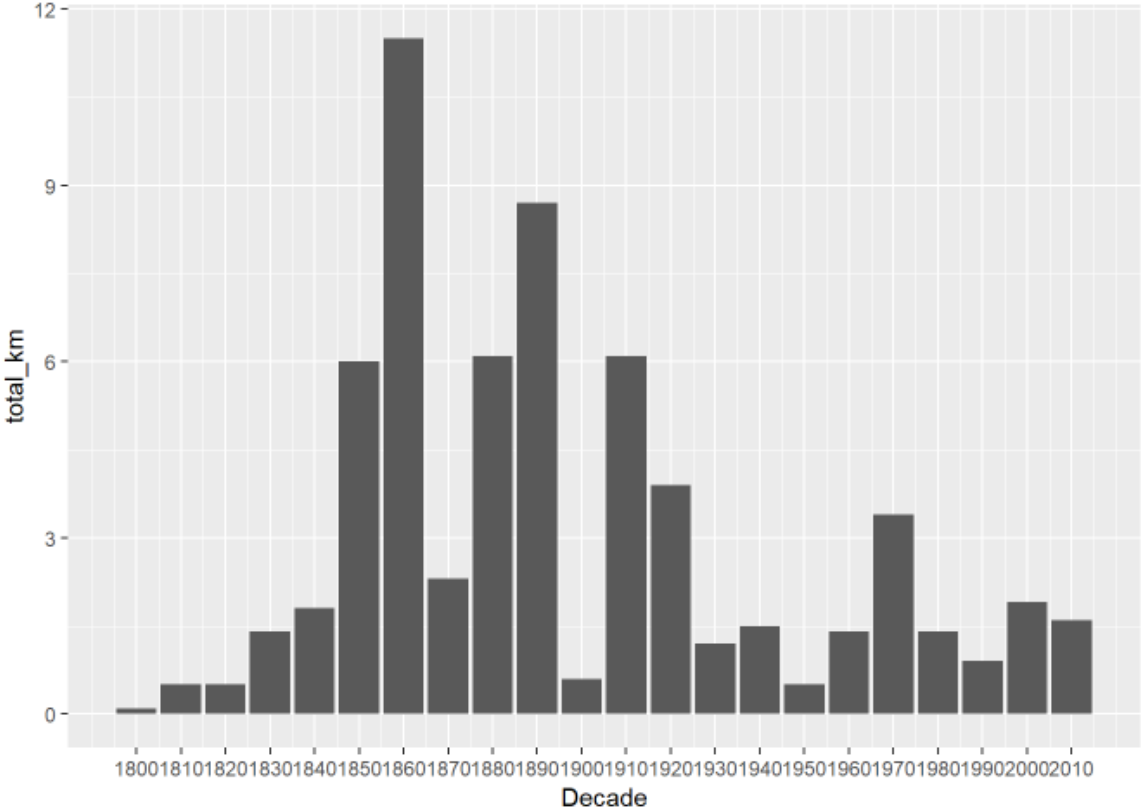
Length of mains in London Borough of Hackney:

Total distribution mains length: 357 km

Distribution Mains Length by Decade Installed



Trunk Mains Length by Decade Installed





<p>Living in Hackney Scrutiny Commission</p> <p>4th March 2019</p> <p>Item 5 - Cabinet Question Time - Cllr Rebecca Rennison, Cabinet Member for Finance and Housing Needs</p>	<p>Item No</p> <p style="text-align: center;">5</p>
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Outline

Cllr Rennison is the Council’s Cabinet Member for Finance and Housing Needs. Within this role, she has the following responsibility areas:

- housing needs (inc lettings and allocations policy)
- rough sleeping
- homelessness and temporary accommodation
- advice services (particularly housing options / homelessness related)
- domestic violence and abuse
- revenues and benefits
- insourcing
- audit and procurement
- pensions
- customer services and complaints
- registrars

Of these, Members of the Commission were asked to select a shortlist of items on which their questions on the night will be focused. The ones below have been put forward:

1. Council's and partners work to tackle and alleviate rough sleeping over the winter period, and any learning for next year.
2. Recent work relevant to domestic violence and abuse portfolio area.

Action

Members of the Commission are asked to question Cllr Rennison about services and decisions within the areas selected.

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<p>Living in Hackney Scrutiny Commission</p> <p>4th March 2019</p> <p>Item 6 - Update on discretionary private rented sector licensing</p>	<p>Item No</p> <p>6</p>
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Outline

In the July 2018 Commission meeting the Mayoral Adviser for Private Renting and Housing Affordability answered questions on the Council’s preparations for the launch of wider private rented sector licensing schemes planned for October 2018. These schemes would bring more private rented properties than those already covered by the mandatory scheme for larger HMOs, into a licensing framework.

This item included discussions around the extent of inspection activity which would take place in the schemes and the costs which landlords would incur.

Members also noted that the research carried out to help shape the proposals had identified high numbers of HMOs which were subject to mandatory licensing but which did not have a license in place, and that health and safety hazards were in evidence in many of these properties.

This item has been scheduled for Members to receive updates on the introduction of discretionary licensing schemes, the Council’s work to target properties which should be licensed but are not, and that health and safety in these properties are rectified.

The paper enclosed has been provided in support of this item.

Guests expected:

Kevin Thompson, Head of Private Sector Housing

Action

Members of the Commission are asked to review the paper in advance of the meeting and to ask questions on the latest developments with the wider private rented sector licensing schemes.

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Living in Hackney Scrutiny Commission 4 th March 2019 Item 6 - Update on discretionary private rented sector licensing	Item No 6
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1. CONTEXT

- 1.1 There are over 113,000 dwellings in total in Hackney. Of these, the number of households privately renting continues to rise and has doubled in the last decade, approximately 30% are now in the Private Rented Sector (PRS); around 34,000 homes. Within this number an estimated 4,315 are Houses in Multiple Occupation (HMOs) and these are found in all parts of the Borough.
- 1.2 Over recent years the Council has been pursuing policies to improve housing conditions and quality of management in the PRS. The Council has engaged with Hackney PRS tenants and residents over a prolonged period of time. Findings from this exercise raised a range of concerns from residents concerning conditions in the PRS along with wider concerns about lack of affordability. These views and concerns were further reflected in PRS tenant focus groups independently facilitated on behalf of the Council as well as through consultation work undertaken as part of the development of the Council's housing strategy.
- 1.3 In order to gain a quantitative understanding of conditions in the PRS the Council commissioned an independent body, The Building Research Establishment Ltd. (BRE) to undertake a stock modelling exercise for the PRS in Hackney. The BRE reported in November 2017. The headline findings were that a significant proportion of PRS homes contained Category 1 hazards or disrepair (11% average across the Borough) and amongst HMOs this proportion was 20%. The three wards with the highest prevalence of Category 1 hazards and/or disrepair in non-HMO rented dwellings are Brownswood (15.4%), Stoke Newington (15.7%) and Cazenove (17.6%).
- 1.4 With a view to better tackling poor conditions, during December 2017 the Council undertook an extensive consultation exercise, on proposals to introduce discretionary licensing schemes for the PRS. Its purpose was not to undertake a referendum or vote on the Council's proposals to introduce discretionary licensing schemes, but to seek views on the design and parameters of the proposed schemes. The consultation document and the Council's response to consultation can be found on the Council's website: www.hackney.gov.uk
- 1.5 Following this exercise, in March 2018 the Council's Cabinet approved the introduction of wider (discretionary) licensing schemes for Hackney's PRS. These schemes supplement the national Mandatory Licensing Scheme for HMOs.

- 1.6 Formal designations for the discretionary licensing schemes were made on the 10th of May 2018 and the schemes became operational on the 1st of October 2018.

2. HACKNEY'S PROPERTY LICENSING SCHEMES FOR THE PRS

- 2.1 The aim of property licensing schemes is to make a real difference to Hackney tenants' lives, by requiring that all privately rented properties that fall under the schemes are licensed, that landlords and managing agents are 'fit and proper', and that poor conditions are addressed. They will also benefit good landlords, by enabling the Council to more effectively target the rogue landlords who unjustifiably tarnish the reputation of the sector.

The following property licensing schemes are operative in Hackney:

2.2 Mandatory HMO licensing scheme

This scheme applies nationally and covers properties in the following categories:

- a) Buildings occupied by five or more people comprising more than one household and at least two of the households share a basic amenity i.e. toilet, personal washing facilities or cooking facilities. This category applies regardless of the number of storeys in the building.
- b) Self-contained flats in a block of no more than two such flats. This category mirrors (a) above, except that it applies to individual flats. This includes flats above and below commercial premises and flats in converted buildings. Purpose-built flats situated in a block comprising three or more self-contained flats are *not* subject to mandatory licensing even if they are in multiple occupation.
- c) Buildings that have been converted and one or more of the converted units of living accommodation is not a self-contained flat and is occupied by five or more people comprising more than one household and at least two of the households share a basic amenity.

The Council will assess whether a building meets one or more of tests (a) – (c) and therefore falls within the Mandatory Licensing scheme. Each case will be assessed on its merits.

To fall within these categories the persons occupying the property must be occupying it as their only or main residence. Certain carers, migrant workers and seasonal workers are classed as doing so.

2.3 Additional HMO Licensing Scheme

This scheme applies Borough-wide and covers all HMOs that are not covered by the Mandatory Licensing scheme. In order for a property to fall within the Additional Licensing scheme it must fall within one of the categories (a) to (c) outlined above but the five person occupancy criterion does not apply. A

property within categories (a) to (c) and occupied by three or more people comprising more than one household where at least two of the households share a basic amenity, will fall within the Additional Licensing scheme.

This scheme also applies to houses/buildings which have been converted to self-contained flats without complying with the requirements of the Building Regulations 1991 (or more recent). These are known as section 257 HMOs or “poorly converted blocks”. Properties will only fall under this scheme if all the units in the block are privately rented but the size of the property (number of storeys) and the number of occupiers is not a relevant factor.

2.4 Selective Licensing Scheme

This scheme applies to all privately rented dwellings except HMOs but applies only in the three wards of Brownswood, Cazenove and Stoke Newington. So single household flats and houses will fall within the scope of this scheme. There are no minimum or maximum occupier number, or number of storey criteria, regarding the application of this scheme.

The Selective Licensing scheme is a pilot scheme in only three wards. Over the duration of the scheme the Council will closely monitor outcomes to determine whether to widen the scope of the scheme in the future.

3. REQUIREMENT TO LICENCE

Every property falling within the scope of any of the licensing schemes outlined above must be licensed unless a Temporary Exemption Notice is in force (see below), or it is subject to an Interim or Final Management Order made by the Council; or it is subject to certain specified exemptions.

A person commits an offence if they are a person having control of, or managing, a property, which is required to be licensed under any of these schemes, but is not so licensed. It is a defence against proceedings under this offence if the person has duly made a full application for a license under the scheme or has notified the Council that they are taking lawful steps to secure that the property no longer requires a license.

3.1 Exemptions from Mandatory and Additional HMO licensing schemes

A property falls outside the definition of HMO and is therefore exempt from the Mandatory and Additional licensing schemes if it is a building controlled or managed by a public sector body including the Council, a registered social landlord, the police authority, the fire and rescue authority or a health service body, is regulated under other certain Acts of Parliament, is a building occupied and managed by certain specific educational establishments or a building occupied by its owner (with up to two lodgers permitted).

Any building occupied by no more than two persons is also exempt.

3.2 Exemptions from the Selective Licensing scheme

A property is exempt from the Selective Licensing scheme if it is occupied under an exempt tenancy. These are specified in regulations and include those outlined in paragraph 3.1 above. The two person occupancy exemption does not apply to Selective Licensing, a single person letting will still require a licence.

4. MAKING A LICENCE APPLICATION

License applications are made on-line via the Council's website:

<https://propertylicensing.hackney.gov.uk/>

The on-line application system guides applicants through the process and helps them select the appropriate license for a particular property. Applicants who have a particular difficulty in applying on-line are advised to contact the Council's Private Sector Housing Duty Line for assistance.

4.1 Policy for overseas landlords

Property licensing schemes aim to raise and maintain standards of property management and property conditions. Licenses contain conditions which are legally enforceable and ensure there is someone legally accountable for the property. These aims can be undermined if the license holder is outside UK jurisdiction and beyond the reach of the UK Courts. There is also a risk to the landlords in being out of the Country as they cannot know what is happening in the property. For these reasons the Council will always seek a license holder who is resident in the UK. Without that, the Council cannot satisfy itself that adequate management arrangements are in place, which it must do before issuing a license.

Most landlords understand this policy but occasionally there may be a reason why an overseas landlord wants to be the license holder. The Council will, therefore consider applications from abroad but only on the condition that the landlord appoints a UK-based managing agent who is willing to sign a legal undertaking to be bound by all the conditions and obligations that come with being a license holder. Only in this way can the Council be satisfied that adequate management arrangements are in place and the person in control or managing the property can be held accountable.

4.2 Policy for Selective License applications in multi-dwelling properties

Cases do exist where a number of dwellings in a single block or house require Selective Licenses. The Council will usually prefer that each separate dwelling in a building has its own, individual license. Individual dwelling licenses provide the following safeguards for landlords:

- A dwelling may be sold without affecting the licenses for other dwellings in the building;
- A dwelling may be let on an exempt tenancy without affecting the licenses for other dwellings in the building;
- A dwelling may be left vacant, for example to allow refurbishment without affecting the licenses for other dwellings in the building;

- Enforcement action may be taken in respect of a particular dwelling e.g. a Prohibition Order being made without affecting the licenses for other dwellings in the building.;
- Landlords can change a managing agent for one of the dwellings, or make physical alterations to a particular dwelling without affecting any of the other licenses in the block.

There is very little benefit in landlords seeking a single application for a block as the application process will require all the same documentation and application details for each of the flats as for individual licence applications.

While the Council, for the above reasons, will always prefer one license per flat, it can accept multi-dwelling applications where the flats included in the license application:

- are all within the same building, and
- are all under the same ownership and management control, and
- are all let on tenancies which are not “exempt tenancies” as specified in regulations.

Where these conditions are met and an applicant makes a representation requesting such an approach, the Council may exercise its discretion and grant a multi-dwelling license, provided there are no other reasons why such a license should not be granted.

The licence fee is calculated to reflect the costs of setting up and administering the licensing scheme. This includes the cost of processing applications and carrying out inspections of the properties. The costs of processing a multi-dwelling application and inspecting multiple dwellings will be multiplied when compared to a single-dwelling application. This will be reflected in the level of fee charged for a multi-dwelling application. There is, therefore, little or no difference in the fee charged to landlords who submit a single-dwelling application compared to those who submit multi-dwelling applications.

The fee for Mandatory or Additional HMO licences is £950.

The fee for Selective licenses is £500 per dwelling. For the reasons outlined above, processing and granting a multi-dwelling application will not incur significantly lower costs per dwelling than that of a single-dwelling application, the fee will reflect those costs.

There is a £75 discount per licence for landlords who are members of a recognized accreditation scheme such as the London Landlord Accreditation Scheme (ATLAS).

The full fee is payable at the time of submitting an application and cannot be paid in instalments.

The Council does not charge the costs of enforcing against non-compliant landlords to the license fee.

5. PROCESSING LICENCE APPLICATIONS

Following receipt of a full license application, the Council will undertake checks so as to be satisfied that the property is reasonably suitable for occupation, the proposed management arrangements for the house are satisfactory and that the proposed licence holder is a “fit-and-proper person” i.e. has not committed certain specified criminal offences.

If the Council cannot be satisfied of the above it may refuse a license application although cases are expected to be rare.

If a license is refused the applicant has a right of appeal to the First Tier Tribunal.

5.1 Licensing conditions

When licenses are issued there are conditions attached. These are designed to safeguard the health safety and welfare of tenants and ensure satisfactory management arrangements are in place. It is a criminal offence to contravene license conditions.

5.2 Revocation of licenses

The Council has the power to revoke a license with the agreement of the license holder, where it considers that the license holder or any other person has committed a serious breach of a condition of the license or repeated breaches of such a condition, where the Council no longer considers that the license holder is a fit and proper person or where the Council no longer considers that the management of the house is being carried on by persons who are fit and proper persons. A person is not considered to be fit and proper if they have committed certain specified criminal offences.

If a license is revoked the licence holder has a right of appeal to the First Tier Tribunal.

5.3 Property inspections

Properties subject to licensing under all three licensing schemes will be inspected by the Council at least once during the duration of the license. The Council will risk-assess each license application against risk criteria such as the size of the property, type of occupation, history of compliance etc. Higher risk properties will be inspected prior to issue of the license whereas lower risk properties will be inspected during the period of the license. More frequent inspections may be carried out if complaints are received by the Council.

5.4 Duration of licenses

Licenses are usually issued for a duration of five years but the Council has the discretion to issue a license for a shorter duration where there are concerns about property conditions or management which can be corrected during that time. If this is the case and the property becomes compliant a renewal can be applied for on expiry of the initial license and the new license may be issued with a five year duration.

6. AFTER THE LICENCE IS ISSUED

Licenses are non-transferrable from one person to another and are not portable between one property and another.

License fees are refundable where the applicant has made a duplicate application, has made an application for an exempted property or applied for the wrong type of license. Refunds will not be given where the application is refused, the application is withdrawn, the license is revoked, or enforcement action is taken under planning legislation to revert to non-HMO use, thereby removing the requirement to license.

Where circumstances change after a license is issued meaning the property would not then need a license, the license continues to run, and have effect until its original expiry date unless the Council decides to revoke it.

If a license holder dies during the license period, the requirement to license ceases to have effect for three months as if a Temporary Exemption Notice has been served by the Council. The license holder's personal representative can apply to the Council for a further three-month exemption whilst matters are sorted out. Following that period a new license application will be required from an appropriate person.

7. PENALTIES FOR NON-COMPLIANCE

It is a criminal offence to operate a property that should be licensed but is not so licensed or to breach license conditions. Penalties can vary from a simple caution for minor offences, to Financial Penalty Notices of up to £30,000 for serious offences and criminal prosecution leading to unlimited fines for repeat offenders and for the most serious cases where the tenants' health, safety or welfare is put at risk.

7.1 Rent Repayment Orders

The Council or a tenant can apply to the First Tier Tribunal for a Rent Repayment Order where certain offences have been committed. The relevant offences are:

- Failure to license an HMO
- Failure to license a dwelling under a Selective Licensing Scheme
- Failure to comply with licensing conditions
- Breaching a Banning Order

Rent Repayment Orders require the landlord to pay back rent previously paid to them when a relevant offence is committed. Rent Repayment Orders can be granted by the First Tier Tribunal on application from the Council or from tenants. The amount of rent repayment will be assessed by the First Tier Tribunal but capped at no more than the rent paid during the 12 months prior to the offence. The rent has to be re-paid to the tenant (where they have independently paid it) or to the public purse where the rent was paid through Housing Benefit.

7.2 Banning Orders

If a landlord or managing agent has committed offences for failing to license a property, the Council can apply to the First-tier Tribunal for an order that bans that landlord from:

- Letting housing in England;
- Engaging in English letting agency work;
- Engaging in English property management work; or
- Doing two or more of those things.

Breach of a banning order is a criminal offence.

7.3 Management Orders

A Management Order enables the Council to take over the management of a privately rented property in place of the landlord. Management Orders are made to ensure that the health and safety of occupiers of the property and persons living or owning property nearby are protected. Management Orders can be made where a privately rented property is unlicensed and no suitable licence holder can be found. The Council can also make a Management Order in circumstances where a Banning Order has been breached.

7.4 Rogue Landlord and Agent Checker

The Greater London Authority publishes details of landlords and agents who have committed certain housing offences on their website. Some offences can be viewed by the public, others only by local authorities or the Fire Brigade.

8. PROGRESS ON LICENSING SCHEMES TO DATE

8.1 The licensing schemes commenced on the 1st of October 2018. In order to allow landlords to submit applications the Council has undertaken not to begin enforcement proceedings for non-compliance until the 1st of March 2019.

8.2 Data gathered by the Council prior to introducing the licensing schemes predicted that there are the following numbers of properties that will require a licence:

LICENCE TYPE	NO. OF LICENCES
ADDITIONAL HMO LICENCE	3324
MANDATORY HMO LICENCE	991
SELECTIVE LICENCE	4711

8.3 As at the 20th of February 2019 the following numbers of licence applications had

been submitted:

LICENCE TYPE	NO. OF LICENCES	INCOME (£)
ADDITIONAL HMO LICENCE	1096	£801,225.30
MANDATORY HMO LICENCE	113	£82,608.08
SELECTIVE LICENCE	925	£676,216.61
GRAND TOTAL	2134	£1,560,050

8.4 The applications submitted broken down by ward was as follows:

WARD	NO. OF LICENCES	INCOME (£)
BROWNSWOOD	327	£239,051.71
CAZENOVE	368	£269,024.55
CLISSOLD	48	£35,090.16
DALSTON	78	£57,021.51
DE BEAUVOIR	106	£77,490.77
HACKNEY CENTRAL	59	£43,131.65
HACKNEY DOWNS	68	£49,711.06
HACKNEY WICK	33	£24,124.48
HAGGERSTON	65	£47,517.92
HOMERTON	60	£43,862.70
HOXTON EAST AND SHOREDITCH	60	£43,862.70
HOXTON WEST	63	£46,055.83
KINGS PARK	68	£49,711.06
LEA BRIDGE	102	£74,566.59
LONDON FIELDS	65	£47,517.92
SHACKLEWELL	49	£35,821.20
SPRINGFIELD	14	£10,234.63
STAMFORD HILL WEST	11	£8,041.49
STOKE NEWINGTON	401	£293,149.04
VICTORIA	56	£40,938.52
WOODBERRY DOWN	33	£24,124.48
GRAND TOTAL	2134	£1,560,050

8.5 Officers from the Private Sector Housing Team are now beginning a programme of property inspections. While the main policy driver will continue to be encouraging licence applications and improving standards where appropriate,

enforcement against non-compliant landlords will commence where appropriate from the 1st of March 2019.

9. FEEDBACK FROM LANDLORDS AND MANAGING AGENTS

9.1 Feedback from callers to the Private Sector Housing duty line have been generally good.

9.2 Most common queries and comments are as follows:

- When is the submission deadline for application
- My address is not on system?
- When will my licence be issued, what is the process?
- Can I have an update on my application status?
- Specific questions about room size standards?
- Very specific questions about fire safety standards?
- Error messages on the on-line application system.
- What documentation is required with my application?

9.3 Officers respond to queries and continue to work with our IT provider (Metastreet) to resolve issues.

Report Author	<i>Kevin Thompson, Head of Private Sector Housing, 2 Hillman Street, London. E8 1FB kevin.thompson@hackney.gov.uk 020 8356 4753</i>
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<p>Living in Hackney Scrutiny Commission</p> <p>31st January 2019</p> <p>Item 7 – Minutes of the Previous Meeting</p>	<p>Item No</p> <p>7</p>
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Outline

The draft minutes of the meeting of the 31st January 2019 are enclosed.

Matter arising from December meeting:

ACTION 1 (Community Safety Partnership Manager)

To provide information on support available to Integrated Gangs Unit staff

RESPONSE 1:

None of the IGU staff who work in direct face to face work with gang nominals are seconded to the Unit - all staff are supervised and line managed by seniors within their own home agencies who are responsible for supporting their staff.

This can vary depending on the approach undertaken by the agency:

Probation

Provided with the offer of monthly clinical supervision on a voluntary basis [this was until recently offered by the Portman Clinic psychotherapist which was considered to be very effective] It is now provided by an independent counsellor.

They are also provided with mandatory monthly supervision by their Senior Probation Officer

MPS

Supported in house by their supervising Sargent but the MPS offers a variety of help for officers mental health and wellbeing.

Post any traumatic event, a post incident procedure is put in place which is facilitated by a trained Superintendent or above to check on the staff involved welfare there is an abundance of online forums for issues around mental health and wellbeing, alongside bereavement groups when an external clinician can be brought in for the whole team. There is 24 -7 occupational health support offered by external counsellors

Youth Offending Team

Receive fortnightly line management supervision which is mandatory monthly group clinical supervision is voluntary. Staff can request 1:1 clinical supervision via their line manager.

Department of Work and Pensions community engagement officer are supported by his line manager and can also be offered support by DWP health and wellbeing section.

Council officers

Receive fortnightly line management supervision and are advised if they want, they can access local Occupational Health who can make referrals to appropriate support systems

Commissioned third sector organisations have been invited to attend the whole IGU clinical debriefing sessions which have taken place post a high profile death. This was facilitated by an external psychotherapist and funded via IGU.

Action

The Commission are asked to review and agree the minutes, and to note the matters arising.

London Borough of Hackney
Living in Hackney Scrutiny Commission
Municipal Year 2016/17
Thursday, 31st January, 2019

Minutes of the proceedings of
the Living in Hackney Scrutiny
Commission held at
Hackney Town Hall, Mare
Street, London E8 1EA

Chair: Councillor Sharon Patrick



Councillors in Attendance: Cllr Sade Etti (Vice-Chair), Cllr Ian Rathbone, Cllr Anthony McMahon and Cllr M Can Ozsen

Apologies: Cllr Michelle Gregory

Officers In Attendance:

Other People in Attendance: Deji Adeosun (Youth Leadership Manager, Hackney CVS), Nicola Baboneau (Hackney Safer Neighbourhood Board), Ayo Ogunjimi (Inspirational Leader, Improving Outcomes for Young Black Men Programme), Councillor Caroline Selman (Cabinet Member for Community Safety, Policy and the Voluntary Sector), Sue Williams (Central East Commander, Metropolitan Police Service), David Agana (Inspirational Leader, Improving Outcomes for Young Black Men Programme) and Louise Brewood (Chair, Hackney Safer Neighbourhood Board)

Members of the Public:

Officer Contact: Tom Thorn
 0208 356 8186
 thomas.thorn@hackney.gov.uk

Councillor Sharon Patrick in the Chair

1 Apologies for Absence

- 1.1 Apologies were received from Cllr Gregory, who had lost a close friend.
- 1.2 Cllr Ozsen attended the meeting but needed to leave due to illness.

2 Urgent Items / Order of Business

- 2.1 There were no urgent items and the order of business was as laid out.

3 Declarations of Interest

- 3.1 There were no declarations of interest.

4 Evidence gathering for review - trends in Stop and Search (and Section 60 notice) activity - numbers, outcomes and profiles

4.1 The Chair welcomed Sue Williams, Central East Commander, Metropolitan Police Service.

4.2 She said this item was intended to give the Commission insight into the latest trends in Stop and Search, patterns in terms of who was being stopped, and outcomes.

4.3 This was prior to a subsequent item which would explore the quality of interactions achieved during the use of the power. That item would involve the Central East Commander, Metropolitan Police Service, and other guests who were in attendance.

4.4 The Central East Commander, Metropolitan Police Service made the following key opening points:

- Stop and Search was a really important tool for the police - when used properly and effectively – in its work to combat violence, and the threat and fear of violence.
- This was particularly the case in light of a number of tragic murders which had taken place in Hackney during a recent period. These incidents had been coupled with general increases in knife crime. Hackney did have a relatively high number of gangs. Stop and Search was one of the tools used to combat, contain and manage this issue and others.
- There was also significant public support for its use.
- This said, it was absolutely vital that it was used effectively and was deployed with high standards of professionalism and integrity, and with concern for those stopped.
- Positive outcome rates were relatively high for Hackney. Met-wide, the positive outcome rate target was 20%. Hackney had achieved a rate of 30.5% last year, which was the highest across the Met. This suggested that when it used in Hackney it was generally used correctly.
- She fully appreciated community concerns around disproportionality in Stop and Search. It was important to be open on data.
- 55% of those stopped and searched in the period January to December 2018 had self-identified as being black. The slides in the agenda pack showed this and also that over a 1 year period, 62.9% of those suspected of having been involved in knife enabled crime, were identified as black. This helped give context to the issue.
- In terms of Section 60s, these were only installed due to anticipation of, or following an incident of, violence. These orders were seen as blanket stop and searches, and were when grounds for stop and searches did not need to be given. Applications (which could be made verbally) for enacting a Section 60

were reviewed by a National Police Level Senior Officers, with significant grounds needed.

- They were usually deployed for a number of hours, but extensions could be applied for.
- There were 39 section 60s in Hackney last year. Only 12 of these were borough wide, with the rest in specific areas where it was felt that violence was likely or imminent. 345 searches were carried out as a result of these orders.
- It was important to note that Officers were not able to stop and search whoever they liked. There needed to be grounds and objectives for the search. Activity was intelligence based. This meant that they were acting on particular information around a particular area or person or group who may have committed crime or may be close to doing so and or where a person was found to meet the description of a suspect.
- The only other time they would stop and search would be in cases where they saw or encountered something leading them to believe that someone might have something on them (for example the smell of cannabis being found upon a vehicle being stopped).
- There was clear criteria for Officers in terms of approaches to follow. Information on the grounds for the search and the objective, the Police Officer's warrant number, identification and Police Station belonged to had to be given / shown to the person being searched, along with the subject's right to obtain a copy of the stop and search record. They needed to explain the legislation under which the search was being carried out.

4.5 A Member noted that there had been 5794 Stop and Searches in 2018. She asked how this compared with data for previous years, and if there had been an increase.

4.6 The Central East Commander, Metropolitan Police Service confirmed that comparing the 2018 numbers with 2017 would show that there had been a rise. This rise reflected the increase in serious violence which Hackney had experienced, along with London generally.

4.7 She noted the particular spike in numbers in April, where there had been 3 tragic murders. The numbers included the stop and searches in Hackney made the central Violent Crime Task Force and Territorial Support Group units which had been deployed in Hackney in response to these issues. These units gave a highly visible presence on their arrival, and had delivered stop and search activity.

4.7 She noted that the Stop It campaign delivered under the previous Metropolitan Police Commissioner had led to a decrease in activity, and an actual deskilling of Officers who did not wish to carry out stop and search given the directive. This approach reflected Theresa May's calls as Home Secretary to reduce stop and search.

4.8 This position had changed under the new Commissioner and there was now an aim to increase activity in all boroughs. This was being carried out in response

- to calls from the community and partners on the need to take knives off the streets.
- 4.9 On a local level, the BCU had not responded to this development by setting targets for searches. However, management was actively encouraging Officers to use their stop and search powers when they were needed, and to deploy these effectively and appropriately. Training was being delivered to upskill the workforce in this area.
 - 4.10 A Member noted the number of stop and searches carried out in the calendar year 2018 – 5794. He noted that this equated to an average of 11 per day, which he felt was high. From a ward forum he had delivered some nights ago, he was aware that there was significant concern from young people about the activity. Those attending the meeting had spoken about the impact that the activity was having on them; leaving them with a view that they would rather not go out. They had reported feeling targeted by the police.
 - 4.11 The Central East Commander, Metropolitan Police Service appreciated the concern around increased use of stop and search. However, the tool was one of those being used in responses to an escalation in serious violence.
 - 4.12 Alongside a general increase in its use, the BCU was working hard on quality and assurance measures. This included increasing the share of stop and searches recorded on body worn cameras to 93% in December 2018 in Hackney, compared to a rate of 85% across the Met.
 - 4.13 The Stop and Search Monitoring groups were able to observe these encounters via dip sampling. The body worn cameras were delivering greater reassurance to the community; she was aware of cases where footage had been shown to parents who were concerned around stop and searches of their children, and where this had been able to reassure them that powers were being deployed professionally.
 - 4.14 A Member said that young people in the Ward Forum he referred to earlier showed him information cards on their rights around stop and search, and standards which police should follow in the activity. He said that these had been useful in his and the young people's view.
 - 4.15 There was a discussion around the origins of this card. During this, Nicola Baboneau, Support Officer to Hackney Safer Neighbourhood Board, and Designated Chair of Hackney's Stop and Search Monitoring Arrangements, mentioned that Hackney CVS had previously produced information material around rights of subjects of stop and search and what they should expect during interactions. These had now become slightly out of date due to some legislative / approach changes, and MOPAC were currently working with community groups in the production of new guidance cards. She offered to share a sample of these with the Scrutiny Commission, when it was available.
 - 4.16 The Chair noted that the share of stop and searches in Hackney in 2018 which resulted in a positive outcome stood at 30.5%. She worried that this suggested that in almost 70% of cases the subject was innocent.

- 4.17 She also noted that 55% of stop and searches in Hackney in 2018 had been carried out on people self-identifying as being of black ethnic origin. This was despite this group accounting for an estimated 23.1% according to the presentation. She suggested that the over representation of black individuals in stop and searches conducted coupled with the outcome data highlighted that innocent people from particular community groups were being disproportionately affected.
- 4.18 The Central East Commander, Metropolitan Police Service appreciated these points. However, she noted the slide in the presentation showing that 63% of suspects in knife enabled crimes over the same period had been of an African Caribbean background.
- 4.19 She said that the positive outcomes rate of 30% for Hackney compared to a Met target of 20%, and a positive outcome rate Met-wide of 28.1%. It was unrealistic that something would be found on everyone stopped and searched. However, the activity in Hackney was intelligence based; for example it was focused on where knife enabled robberies had been occurring, or where there had been high levels of general violence.
- 4.20 There was a deterrent aspect to stop and search, with the activity giving a message to young people that they were at risk of detection if they took a knife out with them.
- 4.21 A Member noted from the slides and presentation the spike in stop and search which occurred in April 2018, during a period where there had been a number of tragic murders. She noted that this had also brought a dip in positive outcome rates, and felt that this could mean that a lot of people in that time had had a negative experience.
- 4.22 The Central East Commander, Metropolitan Police Service confirmed that the rise of stop and search activity in April was due to the greater police presence following 3 homicides and a generally escalated level of gang activity and violence. That month had seen deployment in the borough of central units, and a greater usage of Section 60s. While there had been a dip in outcome rates, the 25% level for that month still surpassed the met target.
- 4.23 She felt that a range of police activity – including the effective deployment of stop and search – had helped the borough reach a position where knife enabled crime was reducing and where the knife crime under 25 rate (a key indicator around serious youth violence) had reduced by 36.6%. Targeted stop and search activity had successfully removed knives from the streets and – she felt – helped deter people from carrying them.
- 4.24 A Member noted that December had seen 93% of stop and searches recorded on body worn cameras. She welcomed this. She only asked about the approach to ensuring that any patterns of particular officers not recording searches were identified and addressed. She felt that this could help best ensure that any few rotten apples were identified.
- 4.25 The Central East Commander, Metropolitan Police Service confirmed that measures were in place. Supervisors took action where they found that body

worn cameras were not being worn. This was part of an approach where complaints against officers were monitored, and acted upon appropriately.

- 4.26 A Member noted that outcomes from stop and searches included finding people in possession of cannabis or khat. She asked if this might illustrate the police perusing low hanging fruit in their use of stop and search, rather than the tackling of violent crime.
- 4.27 The Central East Commander, Metropolitan Police Service said that while a lot of people used cannabis, that possession and supply of the drug was a criminal offence. Officers had the right to use their stop and search powers to help combat it. She said that the police would generally not arrest people for the possession of small amounts, and that this would generally be dealt with via tools including warning notes and postal charges. Arrests and the taking of people into custody for cannabis related offences would generally be reserved for those suspected of dealing the drug.
- 4.28 Feedback from the community regularly showed that residents did want action to be taken against those smoking cannabis in the public realm. While the police would generally not take people into custody for low level cannabis offences, they were seeking to be responsive to community concerns.

5 Evidence gathering for review - Stop and Search - ensuring quality interactions - work by the police and community

5.1 The Chair welcomed the following guests for this item:

- Sue Williams, Central East Commander, Metropolitan Police Service
- Nicola Baboneau, Support Officer to Hackney Safer Neighbourhood Board, and Designated Chair of Hackney's Stop and Search Monitoring Arrangements
- Deji Adeosun, Youth Leadership Manager, Hackney CVS (and support for (Young People's) Stop and Search Monitoring Group
- Tim Head, University of Essex student and volunteer for Hackney CVS
- Ayo Ogunjimi, Member, Young People's Stop and Search Monitoring Group
- David Agana, Member, Young People's Stop and Search Monitoring Group

5.2 She said the discussion would focus on work by the police and the community to monitor stop and search activity, and to seek to ensure good quality interactions.

5.3 Sue Williams, Central East Commander, Metropolitan Police Service made the following opening key points:

- Noting the slides for this item which were available in the agenda packs, she said these covered the use of body worn cameras, the youth work underway between the police and the community, and the processes around information and assurance which formed part of the section 60 processes.

- On youth work, the Sergeant overseeing the Safer Schools Team met on a monthly basis with the Hackney Youth Stop and Search Monitoring Group.
- The Safer Schools Team sought to discuss tactics around stop and search openly and fully. They also delivered 'know your rights' sessions in PHSE classes. They were involving the Territorial Support Group in their work.
- A joint initiative with the Safer Neighbourhood Board had delivered 10 workshops in secondary schools to seek to increase understanding between police and young people of encounters from the other's point of view.
- In terms of Section 60 – and time allowing – the police would seek to consult on a potential enactment of a Section 60 order including through the Safer Neighbourhood Board and the Independent Advisory Group Chair. They would also seek to complete a Community Impact Assessment. This said, with Section 60s generally being enacted quickly following or in anticipation of violence (including during times out of office hours), this full range of prior engagement was not always possible.
- Reflecting this, they aimed to always ensure that partnership messaging was delivered further to enactment which advised on the area which it covered and the time period. They also did messaging via social media, and through OWL messaging to local Neighbourhood Watch.

5.4 Nicola Baboneau, Support Officer to Hackney Safer Neighbourhood Board, and Designated Chair of Hackney's Stop and Search Monitoring Arrangements made the following key points:

- It was commendable in her view that the Commission was looking at Stop and Search. Stop and Search had been routinely scrutinised during a previous period by the now disbanded Community Safety and Social Inclusion Scrutiny Commission.
- She had been a founder member of recommendation 61, which made Hackney one of the pilot areas for stop and search to be looked at. At that time stop and search had been an extremely high temperature subject.
- Looking beyond that to the period of the Stop It campaign by the previous Metropolitan Police Commissioner, she had worked with the Youth Leadership Manager, Hackney CVS to establish monitoring groups where superintendents and borough commanders were accountable to these groups.
- Hackney was particularly innovative in putting significant emphasis on arrangements for monitoring stop and search activity by young people. She, the Youth Leadership Manager, Hackney CVS, and the Chair of the Independent Advisory Group had worked very closely throughout the period. They had facilitated discussions in a wide range of venues around the borough, allowing high levels of community engagement.
- They did not operate as fully distinct adults and young people's groups; they were fluid and took a joined up approach. The House of Commons had cited the arrangements and approaches in Hackney as best practice.

- Over many years, she had attended City Hall's Stop and Search Monitoring Network meetings. She had attended a Chairs meeting last night.
 - During a positive period, the groups had developed strong and trusting relationships with the police, whose Chief Inspectors had been fully engaged. They had been able to add value by acting as a critical friend; recognising good practice but also providing challenge when it was appropriate.
 - It needed to be said that a more challenging period had followed where engagement was less positive, and where things did not work as effectively. A Chief Inspector had been involved with the delivery of body worn cameras to uniforms and had engaged with the Safer Neighbourhood Board and other forums where he would demonstrate the insight gained. However, his engagement with the forums in terms of reviewing and interrogating stop and search data was less positive.
 - Following the recent establishment of the Basic Command Unit structure for Hackney and Tower Hamlets, there had been a quite barren phase in terms of engagement by the police. While this was understandable given the need to work through change, there had been cases where leads for engagement had been identified only to change soon afterwards. She looked forward to a full settling down of staff.
 - There had been progress; December had seen the young persons and adults monitoring groups meet the police for a robust discussion, and she was hopeful that moving forward activity would be more regular.
 - It needed to be acknowledged that post-the change to the BCU model, there was fuller communication in advance of an enactment of Section 60s. This had allowed her to be on the ground monitoring and discussing with the community how they felt.
 - Following the move to the BCU model, groups had only been advised of Section 60 enactments in unrestricted messages following the event, taking away the capacity for this responsiveness.
 - Positively, a protocol had been developed around the enactment of Section 60 which the monitoring groups had been consulted on. She had yet to see this protocol in action but she was confident that it would be followed. She had full faith that good practice would be reached in terms of communications on Section 60, with the scale of change making it inevitable that there would be some gap.
- 5.5 Deji Adeosun, Youth Leadership Manager, Hackney CVS (and support for (Young People's) Stop and Search Monitoring Group made the following key points:
- He was in agreement with the points made by the last speaker.
 - A key driver of his work was ensuring that local police were aware of how practices and approaches could impact on young people.

- In terms of section 60 enactments, some of the feedback from young people was negative. There a common view that police officers approached those they were stopping and searching with a presumption of guilt. Searches under Section 60s often appeared to be even more disproportionately targeted at young black men.
- He took the point around the data suggesting that those from black backgrounds were over represented among suspects of knife crime. However, the manner in which the community was sometimes stopped and searched during deployment of section 60s caused issues.
- As an example, he knew a case where a young person upon leaving his home was immediately stopped and searched by a police van, just because his home was in an area where there had been an incident or where an incident was felt likely. The situation could have been handled differently; he could have been asked if he had anything to contribute to the investigation going on and or he could have been given the context around the situation. However, with this absent he was left with a view that the police felt that he must have done something wrong. This left him feeling aggrieved. He could give other examples of this kind of event.
- Young people regularly reported wanting more police officers visible on the streets. The solution was not just more stop and search, but greater visibility.
- He had been told by young people that by a single police officer being present, a situation in which two rival gangs were on the same street would not – in 9 out of 10 cases - escalate or result in any incident. This compared to the same situation where a police officer was not present, where escalation to violence would be very likely.
- He noted data referred to earlier around reductions in youth violence, and the view that this was partly explained by increased stop and search activity. He would argue back on this point to suggest that that the reduction might have been achieved by a greater police presence generally, and not a greater use of stop and search.
- Moving onto the work on the work of the monitoring groups, the level of engagement and the relationship with the police had very much depended on the extent to which the borough commander had been community focused.
- With the move to the BCU model, he felt that there was an improving picture, with a stronger relationship developing. For example, some members of the youth group had been able to visit the police station at Stoke Newington to speak to Officers around their experiences, and to gain an insight into the different roles and functions. They were then able to feed this insight back to the community in workshops they held with them.
- Earlier on that day the group had been given the opportunity to dip sample stop and search footage captured on body worn cameras. This had been very positive and also highlighted to value of the exercise; it had – as it should have done – raised questions which the group was able to put back to the police. For example, some of the cameras were pointing to the floor meaning that footage

could not be fully seen or heard. Also context was not available in terms of the reason for the stop and search.

- Regular meetings were back in place between the monitoring group and the police. This had included engagement by central units including the Territorial Support Group, and the Firearms Unit. This had been very useful.
- These events would enable the youth leaders making up the monitoring group to help guide and advise young people.
- However, getting more opportunities for more young people to talk directly to the police would be really valuable. This should very much include a wide range of officers rather than a single figurehead, and officers with influence and power to make changes.
- Generally, recent developments had been very positive. He would only caution on the need for this to be maintained and improved, and for the police to continue to assign the level of importance to engagement which they should.
- Summing up, he was optimistic about the way forward. He welcomed that the police very much appeared to be open to frank and honest conversations, and had taken measures to improve their engagement with the community.
- He hoped for the increases in contact to be maintained, and for this to also include greater engagement with centralised units deployed into the borough. He welcomed the ride along initiative, and said that all new recruits to the Young People's Monitoring Group would be required to attend a session.
- He said that the monitoring of body worn camera footage was positive and he looked forward to more sessions.
- As a final note, he was pleased that funding had been awarded by MOPAC for the establishment of the Young Person's Independent Advisory Group, which Hackney CVS would be facilitating.

5.6 Tim Head, University of Essex student and volunteer Hackney CVS summarised the dip sampling exercise carried out earlier today.

5.7 It had been positive that the process had started. Work was needed to overcome some technical issues which had prevented a full sample of clips being observed, but he was confident that these would be resolved.

5.8 Improvement was needed; of the 4 clips viewed 3 were almost unusable. They were missing large sections of the early stages of encounters due to camera being blocked by clothing or from them being focused on the floor. Information was missing; both visuals and sound.

5.9 This meant that checks could not be carried out on whether officers had explained the grounds for their stop and search and or gave the other information they were required to give those being searched as mentioned by the Central East Commander, Metropolitan Police Service at an earlier point.

- 5.10 Without having this full context a fair view could not be ascertained on whether – when footage of later points of searches showed subjects protesting about their rights having being breached – they had grounds for these complaints.
- 5.11 In the cases viewed, police staff had needed to help interpret the footage, which was obviously not ideal. Transparency would also be improved by the spreadsheet of clips from which random samples were chosen for viewing, having some background context (for example what the grounds were for the search and what the outcome was). This could help more informed selections of clips.
- 5.12 He felt these issues to solvable, through and joint work.
- 5.13 One finding from observing the footage was that handcuffs had been used on the person being searched, in each of the clips viewed. Due to the issue mentioned of the clips often only capturing footage or sound some time into the searches, in most cases the handcuffs had already been deployed at the point from which footage was available.
- 5.14 It was therefore unclear what the reasons were for their use. However, from discussions with the police officer he understood that whether they were used or not was down to the discretion of the searching officer according to whether they believed there to be a threat.
- 5.15 Ayo Ogunjimi, Member, Young People's Stop and Search Monitoring Group advised that last year he had been involved with delivering stop and search classes to young people aged 21 and under.
- 5.16 A number of the young people reported having been stopped and searched but where they were not clear about the grounds on which these were performed. There was a lack of awareness around their rights in terms of the standards they could expect and the information which should be given to them. They had come to see stop and search as a normal part of being young and from black backgrounds. They were aware that as young black males they were more likely to be stopped and searched. Due to this having become normal, they did not clearly associate this with being stereotypes or picked on.
- 5.17 In response to the above points the Central East Commander, Metropolitan Police Service firstly wished to acknowledge that community engagement by the police had not been at the right levels. The BCU was working hard to improve in this area. They were already implementing and rolling out a number of new initiatives based on feedback from the community, and she would be welcoming of other suggestions.
- 5.18 In terms of Section 60s, there was a period of time when the police were not enacting these. The Met had actively discouraged against their use. This had deskilled staff in terms of senior officers being unaware of where and how they should be used.

- 5.19 This had effectively meant that enactment of Section 60s had only started again in 2018 after a long gap. The use of Section 60s had therefore needed to be implemented as – in effect – a new process.
- 5.20 This situation had left communication processes – both with the community and with partners – as part of Section 60 consideration and deployment had not been as strong or as affective as would have been ideal. They were working hard to address these issues.
- 5.21 Regarding the point around young people wanting greater police visibility, she was in full agreement with this. She would place an officer on every street if there was resource to do so. However, this was not the case. It was important to note that there were two dedicated Police Officers and a Police Community Support Officer for each Ward. This said, it was not the case that there was a presence 24 hours a day, 7 days a week.
- 5.22 In addition, the Officers in these posts had additional demands put upon them which were not there some years ago or - in some cases – pre the move to the BCU model. They had their own investigations to manage, and centralisation had meant that they had to perform tasks which previously may have been delegated to support staff. This could mean that they were not on their patrols as much as she would like them to be.
- 5.23 More positively, the Met was delivering a recruitment campaign for an additional 2,000 officers. If posts were successfully recruited to, more officers would be available for the BCU to deploy in Hackney and Tower Hamlets. This would improve visibility and patrol time.
- 5.24 In terms of the body worn cameras, she fully appreciated the common issue of Officers non-deliberately having the camera focused on their feet rather than the subject, and or having (particularly during winter time) clothes obscuring the view. This was a source of frustration to the police; at times officers reviewed footage hoping that it would help identify a suspect committing a crime only to find that the footage captured was of the floor. She was in discussions with internal communications around the delivery of an information campaign for officers giving basic training on how to wear cameras effectively. It was hoped that body worn cameras would be increasingly used as evidence in domestic violence incidents. There were a wide range of benefits to improving the quality of footage gathered.
- 5.25 On the points around handcuffs being deployed during stop and searches, the Central East Commander, Metropolitan Police Service confirmed officers were instructed in safety training that they should use handcuffs where they feared or felt there to be a threat to their own personal safety. A lot of officers did use handcuffs during stop and search. When they did so they needed to make a written record of it. This was recorded and treated as a use of force. Data on this use of force and others (use of Taser, firearms, and others) were publically available.
- 5.26 A Member asked how much work of the Monitoring Groups and Safety Neighbourhood Board with young people happened outside of schools.

- 5.27 The Youth Leadership Manager, Hackney CVS (and support for (Young People's) Stop and Search Monitoring Group confirmed that most of the work with young people was outside of schools. The group he supported would like to get into more schools. They had found challenges in reaching schools and had only successfully built relationships with one or two. Engagement with young people was generally achieved through other avenues including youth clubs and events; for example a football match organised between young people and the police on the Pembury.
- 5.28 The Support Officer to Hackney Safer Neighbourhood Board, and Designated Chair of Hackney's Stop and Search Monitoring Arrangements added that through the Safer Neighbourhood finding had been given for the delivery of 10 'Stop and Think' workshops in schools, for Years 7 and 8. These had been well received by both staff and students.
- 5.29 The Member thanked guests. He suggested there appeared to be an inconsistency between the access to schools achieved by the Hackney CVS group compared to the Safer Neighbourhood Board.
- 5.30 The Youth Leadership Manager, Hackney CVS (and support for (Young People's) Stop and Search Monitoring Group noted that the focus of the group he supported was – generally – the older year groups and not Year 7 and 8. The work of this group was aimed at Year 11 students and above.
- 5.31 The Member suggested that a recommendation for the review may be for greater work to be delivered within schools.
- 5.32 In terms of work in schools, the Central East Commander, Metropolitan Police Service confirmed that the Safer Schools Team had been delivering sessions within PHSE classes in schools. This was alongside Officers from Territorial Support Group Officers. She did not have data with her on the number of schools which were engaged, and which schools these were.
- 5.33 The Chair noted the work by the police in schools. She said it would be helpful to receive information on the schools which they had been able to engage and any which they had not. She also noted the challenges mentioned by the the Youth Leadership Manager, Hackney CVS (and support for (Young People's) Stop and Search Monitoring Group in terms of engaging schools.
- 5.34 She said that it would be very helpful to obtain details on the schools that each had been able to work with and any which had been more difficult to engage. She said that this information would then be shared with the Scrutiny Commission focused on children and young people, which was currently carrying out a review around school exclusions.

6 Evidence gathering for review - engagement between the police and community

6.1 The Chair welcomed the following guests for this item:

- Sue Williams, Central East Commander, Metropolitan Police Service

- Louise Brewood, Chair, Safer Neighbourhood Board
- Nicola Baboneau, Support Officer to Hackney Safer Neighbourhood Board
- Deji Adeosun, Youth Leadership Manager, Hackney CVS
- Ayo Ogunjimi, Inspirational Leader, Improving Outcomes for Young Black Men Programme
- David Agana, Inspirational Leader, Improving Outcomes for Young Black Men Programme
- Caroline Selman, Cabinet Member for Community Safety, Policy and the Voluntary Sector

- 6.2 She welcomed the previous discussion on stop and search, and the police's commitment to rebuilding engagement with the community monitoring groups. She also welcomed the news about planned expansion of police numbers.
- 6.3 However, she noted that this item was to hear about the police's general work to improve trust and confidence. She said that the review which this item was part of, had started in response to an escalation in violence in Hackney.
- 6.4 The Commission intended to explore the response of relevant Council and partner services which were within its remit. She said that at the time of developing the approach for the review, some measures showed that Hackney residents had among the lowest levels of trust and confidence in the police in London. The Commission had therefore decided to explore the work of the police to improve in this area, as part of its review.
- 6.5 In response to these points, Sue Williams, Central East Commander, Metropolitan Police Service confirmed that on some measures, Hackney did score amongst the lowest in London. In reflection of this, a range of initiatives had been put in place following the move to the BCU model.
- 6.6 One example was the putting in place of a BCU-wide Confidence and Satisfaction Board. She and other senior leaders (including from the wider partnership) attended meetings. One measure coming out of this was that Professional Development Days between January and April this year would have confidence and satisfaction as its main focus. This covered aspects including how officers dealt with investigations and their liaison with victims of crime.
- 6.7 Partners within the Community – including the Independent Advisory Group, the Safer Neighbourhood Board, Victim Support, and local authority representatives – had been scheduled to speak at the Confidence and Satisfaction Boards to give views around what more could be done to improve in this area.
- 6.8 Two Police Academy sessions had been delivered in Hackney with four more to follow. This provided open and transparent forums where officers talked to the community on their work and approaches. This included discussions on the

- roles and usage of stop and search, firearms and Tasers, and guidance around complaints processes.
- 6.9 Her senior Leadership Team were delivering Ask Me events where the public could ask any questions, and the police engaged with the community events facilitated by the Safer Neighbourhood Board. She was keen for her senior officers to get out into the community and had recently taken the team to meet various community groups in both Hackney and Tower Hamlets. This had included round table discussions with young people around what they wanted and expected from the police. It was vital that both she and other leaders in the BCU were aware of the views of the community as they worked to shape the unit's approaches.
- 6.10 In reflection of the commitment and focus on engaging with young communities, funding had been sourced for the establishment of a Youth Independent Advisory Group. Hackney CVS would be helping and aiding in the development of this. There would be significant focus of this group on stop and search and violent crime.
- 6.11 She had recently met with the Free Formers group, who worked with and supported young people working in local radio stations including Rinse FM. In the meeting she had sought advice on how the police could effectively engage young people. This had been very promising and there had been a real desire those present to working together to achieve more successful engagement.
- 6.12 She was already reflecting on the advice received so far. She had been told that in terms of communications seeking to help tackle youth violence that images of weapons or knives would not work, but that increased positive, caring stories would. Together they worked on possibilities around using online and social media platforms. Further meetings were planned.
- 6.13 Another strand of work was seeing the coroner for the area talking to young people around the Coronor's Court process. This was in order to enable young people to better understand that the process of the Coronor was separate and independent of the police. It was being delivered in recognition that instances like the tragic death of Rashan Charles had left the community concerned around the independence and objectivity of the services involved.
- 6.14 They were also working with The Crib in its Trading Places initiative. This involved practical exercises where young people swapped places with representatives of a range of organisations which interact with them. She had attended a session along with a number of Trident Officers which she had found very useful.
- 6.15 Young people had been asked to perform as Police Officers. They had encountered a scenario in which the police were acting as uncompliant members of the public. Young people had fed back that this had given them an insight into the challenges and difficulties which Officers could face in discharging their duties properly.
- 6.16 Similarly, Police Officers had found the exercise valuable in gaining a greater understanding of young people's views. It had been agreed that the group was going to deliver training with their new recruits. She felt this was very positive;

these new recruits would be delivering front facing interactions including stop and search and it was vital that they understood how young people felt.

- 6.17 Another project was in NLP Programming, being delivered along with a psychologist. She noted that new staff to companies such as John Lewis and Marks and Spencer would – as a first point of call – be given customer service training. This would cover how people should be spoken to and advice and guidance around how to deal with conflict and challenging situations. This – perhaps surprisingly – was not part of the training programme for police officers currently. Police Officers were not taught how to talk to people. She had always seen this as a gap and had delivered sessions in other boroughs she had worked in. However, this programme was an exciting one given the external expertise which would feed in.
- 6.18 The NLP programme was a research project which would be piloted in Hackney and Tower Hamlets, with the findings presented to the College of Policing. Officers would be given tools around body language, how to read situations, and how to best prevent incidents from escalating out of control.
- 6.19 Members expressed surprise that this training had been delivered previously.
- 6.20 As a final point, the Central East Commander, Metropolitan Police Service explained that the Cadets Programme was another key example. These did work with other young Cadets. Those in Hackney and Tower Hamlets were a very good group of young people from a very diverse range of backgrounds. They were ambassadors for the Police, getting involved and making real contributions to areas including the tackling of cyber bullying. The scope for future peer to peer work focusing on other difficult areas including youth violence, weapon carrying and stop and search was currently being explored.
- 6.21 The Chair thanked the Central East Commander, Metropolitan Police Service. She said it was really positive to hear about the range of work underway. Both she and other Members had been surprised to hear that Officers did not receive training in customer care or in how to read and respond to people. She suggested that this might help explain why officers sometimes appeared to be unaware of how they should react to people who were frightened and or aggressive.
- 6.22 She invited other guests to make any observations on what if anything the police could do to better engage the community and increase trust and confidence.
- 6.23 Nicola Baboneau, Support Officer to Hackney Safer Neighbourhood Board said that the Safer Neighbourhood Board regularly reviewed data on trust and confidence and victim satisfaction.
- 6.24 Ayo Ogunjimi, Inspirational Leader, Improving Outcomes for Young Black Men Programme said that it was significant that Officers had not received training in how to deal with people. He said that without this there was a risk that Officers would take any issues or their own beliefs and perceptions into their interactions with the community. From his work he was aware that young people were sometimes hostile due to feeling that Officers did not speak to them in an appropriate way.

- 6.25 The Support Officer to Hackney Safer Neighbourhood Board said she was involved in the recruitment of officers and direct entries to senior positions. She confirmed that assessment criteria very much included competencies around dealing with people effectively and sensitively. This said, she welcomed the further work mentioned.
- 6.26 Deji Adeosun, Youth Leadership Manager, Hackney CVS agreed with the view of the Chair that the re-engagement of the police with the community was a breath of fresh air.
- 6.27 This said, he did feel that unconscious bias was an additional area which needed to be looked at. This was in terms of the extent and nature of its incorporation into officer training. He noted the relatively low level of Hackney residents feeling the police to treat everyone fairly regardless of who they were.
- 6.28 A Member added to this point. She noted that the Met had introduced a comprehensive diversity programme following the Stephen Laurence inquiry. This had incorporated significant training around unconscious bias. She asked if this programme was still in place. She suggested that this training was as relevant today as it had been at that time.
- 6.29 The Central East Commander, Metropolitan Police Service wished to be clear that all Officers received equality and diversity training. This was a core item within their syllabus. Unconscious bias training was incorporated, and all staff on promotion courses received this. She had delivered unconscious bias training to senior officers in previous roles. She would incorporate this into Continuous Professional Days when refreshes were required.
- 6.30 The new approach she mentioned was specifically around customer care; in regards to how to deal with difficult people, how to achieve conflict resolution and how to read body language. Improving in this area would bring benefits; for example with the right body language and effective reading of the situations officers may feel that they did not need to use handcuffs in all of the situations they currently used them in.
- 6.31 A Member noted the points around greater body camera usage as discussed in the previous item. She welcomed the greater training in this area. She worried that – given the high shares of body worn camera footage being obscured or having other issues – that there was a risk that currently any few officers who were not behaving appropriately may be able to mask this despite the technology. She asked whether – further to the training being completed – whether monitoring would take place which would identify any concerns or suspicions around any officers deliberately voiding footage in which they may have behaved inappropriately.
- 6.32 The Central East Commander, Metropolitan Police Service advised that body worn cameras were a relatively new tool for the police, generally introduced to forces around one year ago. The current implementation stage involved ensuring that Officers were wearing them and were making all efforts to do so correctly. There were issues where Officers – including herself – had had difficulties in ensuring that they were not obscured by clothing and that they were facing the right way. The technology was evolving; explorations were

- being made as to whether cameras might be better positioned on head gear and or on radios. The quality of footage would improve over time. In the meantime and as mentioned earlier, the BCU was working on basic training around how to wear the current versions effectively.
- 6.33 Alongside this, supervisors were tasked with working to ensure that Officers were working with the camera effectively. This included making notes and taking action where particular officers had greater issues than others in terms of body worn camera footage being obscured, not using camera during stop and search activity, and or numbers of complaints regarding them.
- 6.34 The Central East Commander, Metropolitan Police Service said it was important for the community to know that she took complaints and any other evidence of malpractice extremely seriously, and acted upon this. Upon supervisors showing her footage gathered from body worn camera she had ordered that some Officers be removed from the street. There were clear processes in place around complaints, and depending on the case these may be investigated locally, centrally, or by the Independent Police Complaints Commission.
- 6.35 The Support Officer to Hackney Safer Neighbourhood Board said she wished to add balance to these points. From her discussions with a wide range of officers she was aware that in general they were very welcoming of body worn cameras. They saw the technology as providing greater transparency, and also protecting them by providing assurance that they were acting professionally and properly.
- 6.36 A Member welcomed the work of the police in seeking to improve interactions between the police and the community. She looked forward to receiving updates on progress and the impact.
- 6.37 She also welcomed the work of the police to deliver greater engagement with the community. However, she said that it was often a source of regret for her when attending community events that there was such little turnout. She wondered if there was anything more the police could do to work in partnership with others to promote these events.
- 6.38 Louise Brewood, Chair, Safer Neighbourhood Board agreed with this point. She had attended an excellent and useful Police Academy event in which Police Officers spoke on the grounds on which they discharged weapons, and on the actual very small number of cases in which this occurred. The Officers spoke very well, and the session was hugely informative in helping to tackle some misconceptions in the community. However, only a very small number of people had attended. She had not seen the event advertised. She felt that work was needed around improving information on events.
- 6.39 The Support Officer to Hackney Safer Neighbourhood Board agreed with this point. There was sometimes a lack of join up between those delivering the events and the range of partners who could aid in their promotion. There could also sometimes be greater consideration given to how events might be advertised; she felt that the issues which were evident in Hackney and elsewhere around the community's views towards the police meant that

- sessions like the one mentioned may have attracted higher numbers if they were not marketed as a specific police-convened event.
- 6.40 The Central East Commander, Metropolitan Police Service recalled the event. It had been delivered at the Hackney Community College in the hope it attracting high numbers. This had not been the case.
- 6.41 She acknowledged that communications were difficult. The BCU did not have a dedicated communications person. Scotland Yard had a small central team but the message back was to do communications themselves locally. A Police Officer currently led on trying to get information out and was doing their best. However, there were challenges; including persuading local newspaper and radio stations to engage with the police and to give coverage to the wide range of activities being delivered.
- 6.42 A Member felt that a two or three year strategy of event was needed. The approach in place was reactive. A set strategy was needed which would be stuck to. He agreed with the need for a local communications unit. He would support a case for greater funding for this work.
- 6.43 The Support Officer to Hackney Safer Neighbourhood Board agreed that communications and also the Police's response to media events, could be improved.
- 6.44 She cited some recent footage. She understood the police to have released this in response to criticism aired on a news programme by a residents group in Tower Hamlets around an apparent lack of police action against drug dealing and use in the area. The footage released had been of a group of many officers wearing riot gear moving in on a street. She had seen similar footage released for communications purposes previously and it could be counter-productive; exacerbating views among some that police were rarely seen until there were mass deployments of officers in combative mode.
- 6.45 The Member noted this point. This said, he had noticed a very effective use of a twitter account by Stoke Newington Police Station.
- 6.46 The Central East Commander, Metropolitan Police Service noted these points. She was in dialogue with the Council Communications Services in both Hackney and Tower Hamlets and there was a willingness on their part to help improve information and communications.
- 6.47 There were also improvements being delivered currently. Safer Neighbourhoods Teams were about to release a newsletter, and would seek to send ones out regularly moving forward. This was intended to help build trust and confidence between the community and their local Safer Neighbourhood Teams.
- 6.48 Coming in at this point, the Cabinet Member for Community Safety, Policy and the Voluntary Sector noted an earlier question alluding to how the police's significant work and commitment to engaging the community could effectively harness the reach and knowledge which organisations and groups had into these communities.

- 6.49 She noted that Hackney's Community Safety Partnership was currently developing its action plans for the next three years. This would include a plan around addressing trust and confidence, partly through the establishment of a working group involving Inspirational Leaders, the Safer Neighbourhood Board and the Police. This was within an aim of achieving a joined up approach and make the actions of a range of partners in this area greater than the sum of its parts.
- 6.50 She also recalled earlier points around the extent of community engagement by the police having differed over different periods, and levels being partly dependent on the commitment to this area by individual officers.
- 6.51 She said that the fact that the Partnership was now in a position to work together to address the issue of trust and confidence was testament to the Central East Commander, Metropolitan Police Service and her Leadership Team.
- 6.52 This said, she suggested that the Commission might explore how it could play a role in guarding against peaks and troughs in engagement, for example in the hypothetical event of the current Central East Commander, Metropolitan Police Service leaving their post. She suggested that this might be achieved through regular updates being asked for by the Commission against the Action Plan regarding Trust and Confidence and or the general progress of the police against the actions they spoke about in a previous session.
- 6.53 The Chair noted the work to increase engagement between the police and the community and to achieve good practice. However, she noted that at some times central police teams would be deployed in Hackney, in particular in response to violence. She asked if there was any risk of the approaches or any poor practice of central teams undermining the work to improve relationships and practice locally. She asked how these risks could be mitigated.
- 6.54 The Central East Commander, Metropolitan Police Service said this was a very important point. The BCU always sought to have in place an arrangement where a Senior Leader from the BCU would meet the central team coming in for a period, to give them a bespoke briefing on the borough they were about to police, expectations around their approach, and the duties they were being asked to perform (Central Units were deployed on the basis of carrying out particular tasks). This included briefings last year where central teams had been coming into a situation which was quite delicate following a tragic death.
- 6.55 It was aimed that this briefing was supplied to each central asset deployed. This was not always possible; deployments were sometimes made with very little advance planning in immediate response to critical incidents. However, where it was known in advance that a deployment was to occur, briefings were arranged.
- 6.56 Moving to bring the discussion to a close, the Chair asked whether the Youth Leadership Manager, Hackney CVS or the Inspirational Leaders in attendance wished to make any final comments. She asked whether the experiences of them and their peers were better or worse in terms of community safety in Hackney compared to previous years, and whether there were any

- recommendations which they felt that the Commission should make for the police in its review.
- 6.57 Ayo Ogunjimi said he did feel that the streets were safer when he was growing up, although he acknowledged that this might be due to him being less aware of things at that point.
- 6.58 There were gangs in Hackney, and some young people felt that they were everywhere. Gangs were generally groups of people trying to make money in a certain way, due to life events which had gone against them.
- 6.59 He himself did not feel unsafe personally. However, he was aware that some young people felt they were in constant danger. It was often this – and wishing not to be seen as a victim in the media - that was the cause of young people feeling the need to carry knives.
- 6.60 He recalled a time in Hackney where there were billboards advertising the borough as a safer place. He said that these had given him a level of assurance. He suggested that these might be reintroduced, along with a general move of the media to celebrating the achievements of young people.
- 6.61 The Youth Leadership Manager, Hackney CVS agreed that there were concerns on the ground from young people. These were in relation both to feelings of safety, but also in regards to the police. The community had noted rhetoric by the Metropolitan Police Commissioner around increasing stop and search. There was a time in the past where young people were saying that they had been stopped and searched 7 times in a week. This had moved to a position where young people often reported not having been stopped and searched for a long time. There was worry that there could be a return to days where young black males felt particularly high levels discrimination through being stopped numerous times.
- 6.62 There were feelings and concerns around safety, which was linked to the carrying of knives. There were also issues of trauma, where young people had experienced really distressing events; for example having been stabbed themselves. There was further work needed to get to the bottom of this and respond.
- 6.63 He agreed that the factor of outside police units coming into the borough was a major one which needed close attention. The approaches of these units could jar and undermine the range of work with the community going locally; for example when the Territorial Support Unit came into the borough and kicked over dustbins. He was not saying that this had happened recently, but it had happened before, and it only took one incident to undermine all of the local work to improve trust and confidence.
- 6.64 The Central East Commander, Metropolitan Police Service wished to confirm that Officers on the Territorial Support Unit did receive intensive training, including in approaches to stop and search. The units had been involved with some of the engagement events delivered in Hackney. The Officers on the Territorial Support Unit did not have the approaches which may have been present some years ago. The unit was more diverse and had more women. The unit included many Officers who had worked in boroughs.

- 6.65 The Youth Leadership Manager, Hackney CVS noted and welcomed the briefings delivered to outside units as mentioned by the Central East Commander, Metropolitan Police Service. He asked if the community might be involved directly in those discussions. This could better inform the central units. It would also better enable himself and the Inspirational Leaders get the message to the community around the greater diversity and different approaches of these units.
- 6.66 The Central East Commander, Metropolitan Police Service said that this was a good point and one which could be looked at.
- 6.67 The Cabinet Member for Community Safety, Policy and the Voluntary Sector also agreed with this point. She said that she had met the Territorial Support Group earlier in the week. This had included conversations around trust and confidence, including perceptions around them being off borough units (in reality some of the officers had had in borough experience). The Territorial Support Unit did have its own trust and confidence section, and there were capacity issues around wider engagement work. However, she had discussed the potential for them to engage with the Stop and Search Monitoring Groups in Hackney as a one off item, which she felt would be very useful.

7 Minutes of the Previous Meeting

- 7.1 The Minutes of the meeting of 10th December were agreed as an accurate record.
- 7.2 This was with the exception that Cllr Rathbone had not been recorded as being in attendance, as he had been.

8 Living in Hackney Scrutiny Commission- 2018/19 Work Programme

- 8.1 The work programme was noted.

9 Any Other Business

- 9.1 There was no other business.

Duration of the meeting: 7.00 - 10.00 pm



Living in Hackney Scrutiny Commission 4th March 2019 2018/19 Work Programme	Item No 8
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Outline

The latest version of work programme for the current year is enclosed.

Action

The Commission is asked to note the work programme.

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Overview & Scrutiny

Living in Hackney Scrutiny Commission: Work Plan June 2018 – April 2019

Each agenda will include an updated version of this Scrutiny Commission work programme

Meeting	Item	Directorate / lead	Comment / purpose of item
14th June 2018 Room 102, Hackney Town Hall Agenda dispatch: 6 th June 2018	Introduction to Director of Housing Services, and priorities for the next year	Neighbourhoods and Housing / Ajman Ali, Director of Housing Services	
	Discussion about work programme for 2018/19	Tom Thorn, Overview and Scrutiny Team	For the Commission to agree review topic and one off items for this year.
9th July 2018 Room 103, Hackney Town Hall Agenda dispatch: 28 th June 2018	Cabinet Question Time – Cllr Sem Moema, mayoral Advisor for Private renting and housing affordability		Topic areas for questioning: <ul style="list-style-type: none"> Private rented sector licensing. Progress made towards the planned launch of the wider private rented sector licensing schemes in October 2018. Work to address research finding significant conditions issues with properties already falling within mandatory licensing criteria. Member roles in reporting unlicensed properties. Housing Association liaison. Engagement with Registered

Meeting	Item	Directorate / lead	Comment / purpose of item
			Housing Providers on maintenance and repairs performance. Any work to monitor / influence the lettings policies of Registered Housing Providers operating in Hackney, including any replacement of social rent tenancies with other tenancy types.
	Cabinet Question Time – Cllr Jon Burke, Cabinet Member for Energy, sustainability and community services	Tom Thorn, Overview and Scrutiny Team	<p>Topic areas for questioning:</p> <ul style="list-style-type: none"> • Exploring the Mayor's manifesto commitment to the delivery of a municipal energy company. Any emerging strategy and programme for delivery, including around renewable energy installations on Housing assets. • Profiles of leisure centre usage and work to engage underrepresented groups • Current waste and recycling collection models and any scope for change.
August Recess – no meetings			
13th September 2018 Room 102, Hackney Town Hall	Healthwatch Hackney report on single homelessness and mental health, Council response, and discussion on	Tom Thorn, Overview and Scrutiny Team	Healthwatch Hackney have been invited to present and answer questions on their report on the experiences of single homeless people with mental health needs living in temporary accommodation. The Housing Needs and Private Sector Housing Services will be in attendance to present the Council's response.

Meeting	Item	Directorate / lead	Comment / purpose of item
Agenda dispatch: 5 th September 2018	site visits to hostels		
	Background / fact finding for review – introduction to Hackney’s Integrated Gangs Unit	Maurice Mason, Community Safety Team Manager, Chief Executive’s Directorate	<p>This item is intended to give Members an introduction to Hackney’s Integrated Gangs Unit (IGU).</p> <p>The Unit was establishment in 2010 following the Community Safety Partnership identifying tackling gang violence as a strategic priority and a detailed analysis being carried out of gang violence in the borough to develop a comprehensive understanding of the alliances, disputes and tensions between different gangs.</p> <p>The IGU brings together the police, a range of Council services, and others including Probation Services, the DWP and organisations providing one to one advice, training and support to divert people at risk away from gangs¹. It was the first co-located Integrated Gangs Unit (IGU) in the UK².</p> <p>While designing the Unit the Council and partners drew learning from the approach taken by Glasgow’s Violence Reduction Unit, which has received wide recognition for following what is sometimes defined as a public health approach.</p> <p>After it opened in 2010 gang-flagged violence fell for a number of years. There were 114 gun related crimes in the borough in the year to February 2011, compared to 66 in the year to February 2018. In the 2 years to November 24th 2018 there were no gang-related murders. This was prior to the recent spike in violence both in Hackney and elsewhere.</p>

¹ <https://www.hackney.gov.uk/media/11221/Our-approach-to-violent-crime/pdf/approach-to-violent-crime>

² <https://www.londoncouncils.gov.uk/node/31170>

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	Review into Segregated Cycle Lanes – Draft Report	Tom Thorn, Overview and Scrutiny Team	
<p>13th November 2018</p> <p>Room 102, Hackney Town Hall</p> <p>Agenda dispatch: 5th November 2018</p>	Progress on implementation of recommendations of Fire Risk Assessments	Ajman Ali, Director of Housing Services	<p>At the June meeting Members received a verbal update from the Director of Housing Services on the progress made in implementing the recommendations arising from the Fire Risk Assessments (FRAs) the Council had carried out following the Grenfell Tower tragedy.</p> <p>The Commission was advised that good progress had been made. With work being progressed according to its priority, all critical (highest priority) recommendations had been addressed. Large numbers of the high priority (second highest priority) recommendations had been progressed. However, it was also acknowledged that further progress was needed.</p> <p>The Director of Housing Services has been asked to provide a paper for this item setting out the latest progress against the FRAs. He will be in attendance at the meeting to present the paper and answer questions. With Members having asked to keep progress under review moving forward, a further update will be submitted to the meeting of 11th April.</p>
	Evidence gathering for review - setting the scene - Council and Partnership work to tackle violent crime and high level findings of new Community Safety Partnership Strategic	Tim Shields, Chief Executive supported by Karen Law, Partnership Strategic Analysis & Performance Manager	<p>The carrying out a review looking in broad terms at the response of the Council and its partners to an escalation in levels of the most serious forms of violence. These occurred in a period starting in late 2017. The escalation in Hackney is reflective of increases both regionally and nationally.</p> <p>This item has been scheduled for Members to ask questions about the findings of the relevant elements of the Strategic Assessment.</p> <p>With the Council's Chief Executive - who is also joint Chair of the</p>

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	Assessment		Community Safety Partnership - in attendance, it will also be an opportunity for the Commission to gain further insight into the work of the Partnership to tackle and reduce violent crime over recent years.
	Evidence gathering for review - Council response to spike in serious violence - findings emerging from mapping exercise	Cllr Caroline Selman, Cabinet Member for Community Safety, Policy and the Voluntary Sector, supported by Jason Davis, Policy Advisor	<p>The Commission will receive an update on the Council's mapping exercise conducted further to the community reassurance event in April. The Commission will explore its emerging findings and or recommendations, and seek to hold discussions on these with relevant guests from the community and the community and voluntary sector.</p> <p>With the review predominantly focused on young adults, we will seek to look in particular at the findings as they relate to provision for people aged 18 – 25, and their parents and carers. This will include an exploration of how those who have previously been known to be at risk of gang involvement / exploitation, are supported after they become 18.</p>
	Evidence gathering for review - Insight into Victim Support	Dina Sahmanovic, Senior Operations Manager, North and East London Victim Support	Victim Support to give views on findings of mapping exercise (above) and to set out their support offer to those affected by violent crime
	Evidence gathering for review - update on Improving Outcomes for Young Black Men Programme -	Cathal Ryan, Service Manager, Children and Families Service	The Council, its partners, young people and parents come together to form the Improving Outcomes for Young Black Men (YBM) Programme . This programme recognises and seeks to respond to the fact that young black men tend to fare worse than their peers across a wide range of areas.

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	Reducing Harm work strand	and Lead for Reducing Harm Working Group	<p>These inequalities include aspects around serious violence.</p> <p>With the Commission's review looking at the response of the Council to a spike in serious violence, this item has been scheduled to give Members an insight into the role which the YBM Programme will play within this, and the actions needed to help address the disproportionalities in the area.</p>
<p>21st November 2018</p> <p>BSix Sixth Form College, Kenninghall Road, London, E5 8BP</p> <p>Agenda dispatch: 13th November 2018</p>	Thames Water Main Burst in the Leabridge Ward - summary of response by the Council	Andy Wells, Manager, London Borough of Hackney Civil Protection Service	
	Thames Water Main Burst in the Leabridge Ward - evidence from Thames Water and question and answer session	Thames Water staff	
<p>10th December 2018</p> <p>Council Chamber, Hackney Town</p>	Evidence gathering for review - Summary of policing resources (local and central) to tackle serious	Chief Superintendent Williams, Central East	The review looking at the response of the Council and its partners to the recent escalation in serious violence considers a number of topics relevant to the Police. These include the use of Stop and Search, the work to improve community confidence, the risks and challenges associated with changes in local policing (in relation to the capacity to

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Hall Agenda dispatch: 30 th November 2018	violence	(Hackney and Tower Hamlets) BCU Commander	tackle serious violence). This item has been scheduled for the Commission to receive context at an early point around the different sections of the Metropolitan Police (both those managed and operated locally and others which are managed centrally but which will be deployed in Hackney at various times).
	Evidence gathering for review - local policing changes and associated opportunities and risks in relation to tackling serious violence	Chief Superintendent Williams, Central East (Hackney and Tower Hamlets) BCU Commander	Local policing is undergoing significant change. This is in relation to the establishment of 12 Basic Command Units to replace the 32 borough model, with local boroughs merging with others. The announcement was made alongside an acknowledgement of significant financial challenge, with the Met required to make savings of £325m by 2021/22, and expected continued reductions in officer numbers. This builds on significant reductions in funding already imposed. The Council's own Foot the Bill lobbying campaign has highlighted the impact of £600 million in Met Police funding reductions since 2010, with Hackney having seen a reduction from 770 Officers to 584 in the 7 years to October 2017, the most severe cut in London. Within the new Basic Command Unit structure, Hackney has joined with Tower Hamlets to form a Central East Command Unit. This item will explore the implications of these changes on the capacity of the police to respond effectively, and any work of the Safer Neighbourhood Board to gather assurance around this.

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			<p>It will seek to involve community groups in discussions on policing in their areas, and their views on any impact of changes already made. Plans on this will be further developed.</p>
	Evidence gathering for review - Work and approach of the Integrated Gangs Unit		<p>The review sets out to explore how the Integrated Gangs Unit is working to tackle serious violence, and the benefits and any disbenefits of its approaches.</p> <p>This item will explore the approaches taken by the IGU. We hope to hear from staff from the range of agencies operating in the unit, including police and probation officers, DWP staff and Council Officers. We also wish to hear from some of the organisations commissioned for prevention and diversion work such as Mentivation and St Giles Trust.</p> <p>The item is intended to help answer the questions below:</p> <ul style="list-style-type: none"> • What approach is the Integrated Gangs Unit taking to tackle gang related violence? • What tools does it use? • How is the Metropolitan Police's Gangs Matrix used by unit partners and what are its benefits and risks?
31st January 2019 Room 102	Evidence gathering for review - trends in Stop and Search (and Section 60 notice)	Sue Williams, Central East Commander,	This item is set in a context of announcements at a London wide level by both the Mayor of London and the Metropolitan Police Commissioner around a stepping up of 'targeted and intelligence led' stop and searches as one of the tools to tackle escalations in violence ³ .

³ <https://www.standard.co.uk/news/crime/sadiq-khan-reveals-police-will-significantly-increase-stop-and-search-to-tackle-knife-crime-a3736501.html> and <https://www.express.co.uk/news/uk/942469/London-news-met-police-knife-gun-crime-stop-and-search-powers>

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Hackney Town Hall Agenda dispatch: 23 rd January 2019	activity - numbers, outcomes and profiles	Metropolitan Police Service (or other Police representative)	<p>We are also aware of a re-emergence in the use of Section 60 orders, including those covering the whole borough. Section 60 orders allow for searches to be carried out without suspicion. Hackney was subject to nine borough-wide Section 60 orders in the year up the 15th May, the third highest in London⁴.</p> <p>This item will explore the numbers of and outcomes from stop and search in Hackney.</p>
	How is the community being kept informed, and how are good quality interactions with the public during the deployment of Stop and Search being best achieved?	<p>Sue Williams, Central East Commander, Metropolitan Police Service (or other Police representative)</p> <p>Central Police Units (to be confirmed)</p>	<p>We note differing views from different quarters around greater use of stop and search powers – including Section 60s - within the wider response to the escalations in violence.</p> <p>A recent report from the Centre for Social Justice⁵ has called for increased stop and search activity as a means of tackling violence, and is critical of how <i>'proactive policing in the form of stop and search has been under sustained attack for years'</i>.</p> <p>On the other side of the debate, one of the major concerns around stop and search is the disproportionality in terms of those who are being searched. For many years evidence has shown that stop and search is used disproportionately on those from (BAME) groups – in particular young black men - and young people⁶.</p> <p>This disproportionality is commonly linked with the lower levels of confidence that these groups have in the police and the criminal justice</p>

⁴ http://questions.london.gov.uk/QuestionSearch/searchclient/questions/question_298652

⁵ <http://www.centreforsocialjustice.org.uk/core/wp-content/uploads/2018/08/CSJJ6499-Gangs-Report-180824-FINAL-WEB.pdf>

⁶ It should be noted that the Centre for Social Justice report challenges the basis for this finding.

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			<p>system, and (despite the stated focus of stop and search on tackling serious violence) their greater likelihood of being penalised for more minor crimes.</p> <p>Critics of the use of Section 60 powers - such as Liberty – argue that they are overly broad.</p> <p>There is concern that Section 60s and stop and search activity generally - often regarded as ‘coercive tactics’ - can bring negative impacts on police relationships with the communities they serve⁷.</p> <p>There have also been historical concerns around the quality of interactions between the police and the community, and the further impact that these can have on trust and confidence⁸.</p> <p>This item will gauge the action being taken to reassure the community, to keep them informed and to achieve good quality interactions with the public during its deployment.</p>
	How is the Community Safety Partnership working to ensure effective relationships with the community?	Sue Williams, Central East Commander, Metropolitan Police Service (or other Police representative)	<p>Data for Hackney suggests that the trust and confidence aspect should be an area of focus. MOPAC’s Public Attitudes Survey shows there have been quite significant reductions in the proportions of Hackney residents reporting positive perceptions of the police, across a range of measures. The scale of these reductions have not generally been replicated at a London level.</p> <p>More positively, Hackney residents are among the most likely in London</p>

⁷ <http://criminaljusticealliance.org/wp-content/uploads/2017/06/No-Respect-290617-1.pdf> and <https://www.libertyhumanrights.org.uk/human-rights/justice-and-fair-trials/stop-and-search> and <http://www.stop-watch.org/uploads/documents/StopAndAccountConsultation.pdf>

⁸ <https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/metropolitan-police-service-stop-and-search.pdf>

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		Central Police Units (to be confirmed)	<p>to feel that the police can be relied on to be there when needed.</p> <p>However, they are significantly less likely to likely to feel well informed about local police activities, to feel that the police are dealing with the things that matter to the community, and to believe that the police are doing a good job in the local area. Perhaps most concerning is the fall in the proportion of residents feeling that the police treat everyone fairly regardless of who they are. This places Hackney in bottom place of all London boroughs on this measure.</p> <p>Hackney's Safer Neighbourhood Board is the primary borough-level mechanism for local engagement in policing. It also oversees the Independent Advisory Group which works to encourage positive interactions between the police and community. We will seek to hear from these groups around their work and findings. In addition – and given the falls in confidence levels – we hope to hear from the police directly.</p>
<p>4th March 2019 Room 102 Hackney Town Hall</p> <p>Agenda dispatch: 22nd February 2019</p>	Thames Water Main Burst in the Leabridge Ward – second update	Thames Water staff	<p>Thames Water attended a specially convened Commission meeting on the 21st November 2018. This was to discuss their response to the trunk main burst which had caused significant flooding in the Leabridge Ward the previous month.</p> <p>At that meeting and in response to questions from residents, local organisations and Commission Members, Thames Water advised that investigations on the cause of the event and its response still being carried out and that insurance, compensation arrangements were being worked through, and that the latest burst would help inform future improvement programmes. This item has been scheduled to receive</p>

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			updates on these elements and others.
	Cabinet Question Time – Cllr Rebecca Rennison, Cabinet Member for Finance and Housing Needs		<p>Topic areas for questioning:</p> <ul style="list-style-type: none"> • Rough sleeping – work by the Council and partners to tackle and alleviate over winter period, and any learning for 2019/20. • Other topic areas to be confirmed.
	Presentation by William Hodgson on research into Micro-sites in Hoxton		<p>As part of a PhD, William Hodgson has been seeking to answer the following questions:</p> <p>Can sites be identified, which are not currently considered suitable or whose ownership is not clear, where self-building offers a solution to their development? What kind of engagement process is required to ensure such projects are acceptable to local communities?</p> <p>With the Commission having an interest in the area of housing availability and affordability, William Hodgson has been invited to present his findings.</p>
	Update on discretionary private rented sector licensing	Kevin Thompson, Head of Private Sector Housing	<p>In the July 2018 Commission meeting the Mayoral Adviser for Private Renting and Housing Affordability answered questions on the Council's preparations for the launch of wider private rented sector licensing schemes planned for October 2018. These schemes would bring more private rented properties than those already covered by the mandatory scheme for larger HMOs, into a licensing framework.</p> <p>This item included discussions around the extent of inspection activity which would take place in the schemes and the costs which landlords would incur.</p>

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			<p>Members also noted that the research carried out to help shape the proposals had identified high numbers of HMOs which were subject to mandatory licensing but which did not have a license in place, and that health and safety hazards were in evidence in many of these properties.</p> <p>This item has been scheduled for Members to receive updates on the introduction of discretionary licensing schemes, the Council's work to target properties which should be licensed but are not, and that health and safety in these properties are rectified.</p>
<p>11th April 2019 Room 102 Hackney Town Hall Agenda dispatch: 3rd April 2019</p>	<p>Progress on implementation of recommendations of Fire Risk Assessments</p>	<p>Ajman Ali, Director of Housing Services</p>	<p>This is further to the previous update of November 2018.</p>
	<p>Findings of investigations into contract management Cabinet Member for Housing Services – Discussion with Cabinet Member for Housing Services</p>	<p>Cllr Clayeon McKenzie, Cabinet Member for Housing Services</p>	<p>During the last 18 months the Commission held a number of items relating to the management of contracts by the Council's Housing Services. These saw it receiving regular updates on the performance and management of one specific major contract - that for Specialist Electrical Works with Morgan Sindall - and holding a more general discussion item focusing the benefits, risks and issues with some of Housing Services' larger 'partnering' contracts.</p> <p>In July 2018 a detailed set of findings from this work were handed over to the Scrutiny Panel. With the Scrutiny Panel planning to contribute to the Council's planned development of a Sustainable Procurement Strategy which it is understood will include defining an approach to</p>

Meeting	Item	Directorate / lead	Comment / purpose of item
			<p>outsourcing and insourcing of services, this was in order that the findings could help inform this.</p> <p>In addition, the Commission wrote to the Cabinet Member for Housing Services asking for his attendance at a Commission meeting.</p> <p>This is in order that he can respond to three issues with specific regards to Housing Services which the work identified. The letter set out in detail the findings of the Commission in these areas. It explained that questioning on the evening would be focused on these. The areas are:</p> <ul style="list-style-type: none"> • (Cabinet Member for Housing Services') view around the need to achieve sustainable in house Clerks of Works and Quantity Surveying functions and to ensure their effective deployment, and any plans to support this. • Resident liaison functions within contracts - any work by Housing Services to enable the in-house delivery of resident liaison functions, within both existing partnering contracts and any future large housing contracts. • Any update on work to tackle issues around underpricing at tender stage
	Cabinet Question Time – Cllr Clayeon McKenzie, Cabinet Member for Housing Services	Cllr Clayeon McKenzie, Cabinet Member for Housing	<p>Topic areas for questioning:</p> <p>Finance:</p> <ul style="list-style-type: none"> • Latest position on the HRA • Emerging views of budgets for 2020/21 and onwards, • Envisaged priority areas for spending.

Meeting	Item	Directorate / lead	Comment / purpose of item
		Services	

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