

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

Wednesday 13 July 2022

7.00 pm

Council Chamber, Hackney Town Hall, Mare Street, London E8 1EA

The press and public are welcome to join this meeting remotely via this link:

<https://youtu.be/yreAG25NYHg>

Backup Link

<https://youtu.be/FiS0apEEsJM>

If you wish to attend please give notice and note the guidance below.

Contact:

Craig Player

☎ 020 8356 4316

✉ craig.player@hackney.gov.uk

Mark Carroll

Chief Executive, London Borough of Hackney

Members: Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Zoe Garbett, Cllr Penny Wrout, Cllr Soraya Adejare, Cllr Clare Joseph, Cllr Joseph Ogundemuren, Cllr Sam Pallis, Cllr Ali Sadek and Cllr Sarah Young

Agenda

ALL MEETINGS ARE OPEN TO THE PUBLIC

- 1 Election of Chair & Vice-Chair (7.00pm)
- 2 Apologies for Absence
- 3 Urgent Items / Order of Business
- 4 Declaration of Interest

- 5 Implementation of the Charter for Social Housing Residents - Resident Experiences (7.05pm) (Pages 9 - 10)
- 6 Implementation of the Charter for Social Housing Residents - Housing Associations (7.40pm) (Pages 11 - 14)
- 7 Living in Hackney Work Programme 2022/23 (9.05pm) (Pages 15 - 72)
- 8 Minutes of the Meeting (Pages 73 - 118)
- 9 Any Other Business

Access and Information

Public Involvement and Recording

Public Attendance at the Town Hall for Meetings

Scrutiny meetings are held in public, rather than being public meetings. This means that whilst residents and press are welcome to attend, they can only ask questions at the discretion of the Chair. For further information relating to public access to information, please see Part 4 of the council's constitution, available at <https://hackney.gov.uk/council-business> or by contacting Governance Services (020 8356 3503)

Following the lifting of all Covid-19 restrictions by the Government and the Council updating its assessment of access to its buildings, the Town Hall is now open to the public and members of the public may attend meetings of the Council.

We recognise, however, that you may find it more convenient to observe the meeting via the live-stream facility, the link for which appears on the agenda front sheet.

We would ask that if you have either tested positive for Covid-19 or have any symptoms that you do not attend the meeting, but rather use the livestream facility. If this applies and you are attending the meeting to ask a question, make a deputation or present a petition then you may contact the Officer named at the beginning of the agenda and they will be able to make arrangements for the Chair of the meeting to ask the question, make the deputation or present the petition on your behalf.

The Council will continue to ensure that access to our meetings is in line with any Covid-19 restrictions that may be in force from time to time and also in line with public health advice. The latest general advice can be found here - <https://hackney.gov.uk/coronavirus-support>

Rights of Press and Public to Report on Meetings

Where a meeting of the Council and its committees are open to the public, the press and public are welcome to report on meetings of the Council and its committees, through any audio, visual or written methods and may use digital 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. 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.

Advice to Members on Declaring Interests

Advice to Members on Declaring Interests

Hackney Council's Code of Conduct applies to all Members of the Council, the Mayor and co-opted Members.

This note is intended to provide general guidance for Members on declaring interests. However, you may need to obtain specific advice on whether you have an interest in a particular matter. If you need advice, you can contact:

- Director of Legal, Democratic and Electoral Services
- the Legal Adviser to the Committee; or
- Governance Services.

If at all possible, you should try to identify any potential interest you may have before the meeting so that you and the person you ask for advice can fully consider all the circumstances before reaching a conclusion on what action you should take.

You will have a disclosable pecuniary interest in a matter if it:

- i. relates to an interest that you have already registered in Parts A and C of the Register of Pecuniary Interests of you or your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner;
- ii. relates to an interest that should be registered in Parts A and C of the Register of Pecuniary Interests of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner, but you have not yet done so; or
- iii. affects your well-being or financial position or that of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner.

If you have a disclosable pecuniary interest in an item on the agenda you must:

- i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you (subject to the rules regarding sensitive interests).
- ii. You must leave the meeting when the item in which you have an interest is being discussed. You cannot stay in the meeting whilst discussion of the item takes place, and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision.
- iii. If you have, however, obtained dispensation from the Monitoring Officer or Standards Committee you may remain in the meeting and participate in the

meeting. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a pecuniary interest.

Do you have any other non-pecuniary interest on any matter on the agenda which is being considered at the meeting?

You will have 'other non-pecuniary interest' in a matter if:

- i. It relates to an external body that you have been appointed to as a Member or in another capacity; or
- ii. It relates to an organisation or individual which you have actively engaged in supporting.

If you have other non-pecuniary interest in an item on the agenda you must:

- i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you.
- ii. You may remain in the meeting, participate in any discussion or vote provided that contractual, financial, consent, permission or licence matters are not under consideration relating to the item in which you have an interest.
- iii. If you have an interest in a contractual, financial, consent, permission, or licence matter under consideration, you must leave the meeting unless you have obtained a dispensation from the Monitoring Officer or Standards Committee. You cannot stay in the meeting whilst discussion of the item takes place, and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision. Where members of the public are allowed to make representations, or to give evidence or answer questions about the matter you may, with the permission of the meeting, speak on a matter then leave the meeting. Once you have finished making your representation, you must leave the meeting whilst the matter is being discussed.
- iv. If you have been granted dispensation, in accordance with the Council's dispensation procedure you may remain in the meeting. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a non-pecuniary interest.

Further Information

Advice can be obtained from Dawn Carter-McDonald, Director of Legal, Democratic and Electoral Services via email dawn.carter-mcdonald@hackney.gov.uk

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

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall.

Induction loop facilities are available in the Assembly Halls and the Council Chamber. Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

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>



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<p>Living in Hackney Scrutiny Commission</p> <p>13th July 2022</p> <p>Item 5 – Implementation of the Charter for Social Housing Residents - Resident Experiences</p>	<p>Item No</p> <p>5</p>
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Outline

The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020. The Scrutiny Commission notes the paper sets out a Charter for Social Housing Residents and outline plans for new regulation, a strengthened Housing Ombudsman to speed up complaints, and a set of tenant satisfaction measures that social landlord will have to report against.

Discussion

To get an understanding of tenancy experiences. The Commission invited residents to submit information about their experiences and invited 2 advocacy groups to share information about the key issues tenants face and to outline their work to support tenants. The charter below sets out the seven commitments that residents should expect from their landlord.

- Cllr Joseph – resident cases
- Social Action Housing Campaign (SAHC) - SAHC is a network of tenants, residents, workers and activists in housing associations and cooperative that campaign on behalf of tenants
- London Renters' Union - The LRU is a coalition of housing groups and social justice groups campaigning for good quality, secure and cheap housing.

Commitments of the Charter for Social Housing Residents.

1. To be safe in your home.
2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.
3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.
4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
5. To have your voice heard by your landlord.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.

7. The government will ensure social housing can support people to take their first step to ownership.

Invited Attendees

- Mick O’Sullivan – Committee Member SAHC
- Terry Harper – Committee Member SAHC
- London Renters’ Union

Action

Members are asked to consider the reports, presentations and ask questions.



<p>Living in Hackney Scrutiny Commission</p> <p>13th July 2022</p> <p>Item 6 – Implementation of the Charter for Social Housing Residents – Housing Associations</p>	<p>Item No</p> <p>6</p>
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Outline

The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020. The Scrutiny Commission notes the paper sets out a Charter for Social Housing Residents and outline plans for new regulation, a strengthened Housing Ombudsman to speed up complaints, and a set of tenant satisfaction measures that social landlord will have to report against.

Discussion

The scrutiny commission asked local housing associations to provide information on how they have responded to and are implementing each of the seven commitments below. The commission has expressed a particular interest in repairs, complaints, disputes, and transparency in decision-making relating to service charges. The Charter for Social Housing Residents below sets out seven commitments that residents should expect from their landlord.

1. To be safe in your home.
2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.
3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.
4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
5. To have your voice heard by your landlord.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
7. The government will ensure social housing can support people to take their first step to ownership.

The Commission invited the following housing associations

- **Peabody** - Peabody is a housing association responsible for over 104,000 homes and 220,000 customers across London and the Home Counties.
- **Sanctuary** - Sanctuary is a housing association and care provider which owns and manages more than 105,000 homes.

- **One Housing** - One Housing is a housing association which owns and manages over 17,000 homes in London and the South East and is landlord to over 35,000
- **Agudas Israel Housing Association** – Agudas Israel Housing Association works within the Charedi community. Its activities include the provision of supported housing for people with special needs and large housing units for extended families in Hackney and Barnet.
- **Shian** - Shian is a housing association that caters for the general housing requirements of ethnic minority people in Hackney and neighbouring areas.

Report in the agenda:

To support this discussion the following reports and presentations were included for background information.

- Shian Housing Association Ltd's response to the implementation of the 7 commitments outlined in the Charter for Social Housing Residents.

Invited Attendees

Peabody

- Veronica Kirwan, Managing Director, South London & Hackney – Peabody

Sanctuary

- Stefanie Turton, Regional Housing Director, London and South East – Sanctuary

Agudas Israel Housing Association

- Chaya Spitz, Chief Executive - Agudas Israel Housing Association

One Housing

- Richard Hill, Group Chief Executive Officer - One Housing
- Chyrel Brown, Chief Operating Officer - One Housing

Shian

- Aaron Whitaker, Chair, Management Board - Shian
- Minara Sultana, Operations Director – Shian
- Leslie Laniyan, Managing Director – Shian

Action

Members are asked to consider the reports, presentations and ask questions.

Shian Housing Association Ltd's response to the implementation of the 7 commitments outlined in the Charter for Social Housing Residents.

7 Commitments	Shian HA's response
<p>1. To be safe in your home</p>	<p>We have an ongoing roll-on programme in carrying the following H&S inspections:</p> <ul style="list-style-type: none"> ● Annual Gas Safety Checks ● Periodic Electrical Safety Check ● Fire Safety Risk Assessments ● Fire Panel inspections ● Smoke Alarm inspections ● CO monitor and Heat Detector inspections and installation where needed ● Water Hygiene and Legionella Risk Assessments ● Lifts inspections
<p>2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.</p>	<p>We review our Key Performance Indicators (KPIs) data with our Scrutiny Panel members and regularly publicise the KPIs data on our newsletters, Annual Report and on our website.</p>
<p>3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.</p>	<p>We handle complaints in line with our Complaints Procedure and Housing Ombudsman's Complaint Handling Code.</p> <p>The complaints KPI are discussed in Board meetings as well as with the Scrutiny Panel members.</p> <p>Complaints reports and feedback are reported to residents via newsletter and the annual report.</p>
<p>4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.</p>	<p>We carry out independent Customer Satisfaction Survey as well as In-house satisfaction surveys for both Repairs service and Customer Contact.</p> <p>Feedback from these satisfactions' surveys are reviewed by the Senior Management Team and we improve service where needed.</p> <p>Customer Satisfaction Survey feedback are reported to the Board of Management, Scrutiny</p>

	Panel members, to all residents via newsletters and on the annual report.
5. To have your voice heard by your landlord.	<p>We capture residents feedback via the independent satisfaction surveys, In-house surveys.</p> <p>In addition, where Major Works i.e. Bathroom & Kitchen replacement, windows and doors replacement carried out we seek residents feedback in improving our service.</p>
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.	<p>We invest in our homes to over £1m a year. We recently completed Kitchen and Bathroom replacement programme.</p> <p>We have a roll-on programme for the upgrade of the Electrical Consumer units, windows and door replacements.</p> <p>Furthermore, in line with the Best Practice, we have an ongoing programme for the 5 years electrical safety inspection for our properties.</p>
7. The government will ensure social housing can support people to take their first step to ownership.	We have Intermediate Rented housing scheme and Shared ownership units.



Living in Hackney Scrutiny Commission 13th July 2022 Item 7 – New Work Programme for 2022/23	Item No 7
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Outline

New Work Programme 2022/23

The Living in Hackney Scrutiny Commission is asked to consider and make suggestions for the work programme for the new municipal year.

The Chair will outline suggestions received and collated from officers, Cabinet Members, and other stakeholder groups.

Report in the agenda:

To support this discussion the following reports are included for background information.

- Report about overview and scrutiny, remit of commission and previous work of LiH Commission
- Criteria to guide scrutiny topic decision making
- Lifecycle of a Review
- O&S Public consultation survey results and suggestions for scrutiny.

Action

The Commission is asked to discuss and make suggest items for the Living in Hackney Scrutiny Commission work programme for 2022/23.

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Living in Hackney Scrutiny Commission Remit

LEGISLATION

Overview and Scrutiny was introduced following [Local Government Act](#) 2000.

Local authority Overview and Scrutiny has been strengthened over the years through a variety of legislations.

Since the initial Act, establishing overview and scrutiny, in 2000 there has been a number of further Acts, often accompanied by secondary legislation, which have gradually strengthened the powers of scrutiny. Today, the legislative provisions for overview and scrutiny committees for England can be found in the Localism Act 2011, which mostly consolidated previously existing law. As a note the 2011 Act also removed the obligation on councils using the committee system to have an overview and scrutiny committee.

ROLE OF OVERVIEW AND SCRUTINY

Overview and Scrutiny (O&S) in local authorities is the process for holding the Executive to account, ensuring transparency in decision making and encouraging engagement by residents in the way local services are provided.

Traditionally this focused solely on the operations of the council, either through pre-decision scrutiny (where scrutiny committees review the production of formal plans and strategies etc) or reactive reviews that look at the impact and performance of any existing council service. Increasingly the role of elected Members through Overview and Scrutiny focuses on decisions taken not just by the council but by local partners as well, across the whole range of services in the public, private and voluntary sectors. The Centre for Governance and Scrutiny (CfGS) – the national body for scrutiny - devised the following four principles for Effective Overview and Scrutiny.

1. provide constructive “critical friend” challenge;
2. amplify the voice and concerns of the public
3. be led by independent people who take responsibility for their role
4. drive improvement in public services.¹

¹ <https://www.cfgs.org.uk/revisiting-the-four-principles-of-good-scrutiny/>

The membership of O&S commissions is politically proportionate. Scrutiny is non-adversarial² and non-partisan³. The role of scrutiny is to be a “Critical friend” challenging decision maker within LBH as well as external agencies.

REMIT

The Commission scrutinises matters relating to housing public realm

Scrutiny Commission Remit / Areas	
High level remit as per constitution	Quality of life in local communities covering neighbourhoods, place, wellbeing, amenities and the formal crime and disorder partnership function.
Statutory functions	<p>the Living in Hackney Scrutiny Commission, to discharge the functions conferred under the Police and Justice Act 2006</p> <p>To carry out the functions of a Crime and Disorder Committee in accordance with the Police and Justice Act 2006.</p> <p>3.1 Section 19 of the Police and Justice Act 2006 requires every local authority to have a crime and disorder committee with the power to review or scrutinise decisions made or other action taken in connection with the discharge by the responsible authorities of their crime and disorder functions.</p> <p>a) to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions;</p> <p>b) to make reports or recommendations to the local authority with respect to the discharge of those functions.</p> <p>“The responsible authorities” means the bodies and persons who are responsible authorities within the meaning given by section 5 of the Crime and Disorder Act 1998 (c. 37) (authorities responsible for crime and disorder strategies) in relation to the local authority's area.</p>
Community Safety	
<ul style="list-style-type: none"> ● Antisocial Behaviour ● Violent Crime 	

² Non-adversarial means there is a spirit of co-operation, a passive stance, the parties are willing to reach a mutually satisfying resolution to a problem. There is persuasion rather than coercion.

³ not partisan means not affiliated to, influenced by, or supporting any one political party

Scrutiny Commission Remit / Areas
<ul style="list-style-type: none"> ● Strategic Analysis ● Prevent ● Emergency Planning
Public Realm <ul style="list-style-type: none"> ● Streets and Streetscene ● Markets and parking ● Environment ● Transport (excluding transport infrastructure and large scale schemes) ● Leisure ● Parks ● Waste and recycling
Housing Services <ul style="list-style-type: none"> ● Council homes (Ongoing improvement) ● Maintenance, repairs and estate environment ● Asset Management ● Services for tenants and leaseholders ● Housing Policy ● New housing and estate regeneration ● Private rented sector ● Community halls
Housing <ul style="list-style-type: none"> ● Housing Benefit ● Housing Needs including temporary accommodation
Sustainability <ul style="list-style-type: none"> ● Fleet management ● Energy Unit
Planning (residents)
Corporate Property Services <ul style="list-style-type: none"> ● Council's corporate assets for capital programmes, repairs, and maintenance
Cabinet Members LIH holds to account <ul style="list-style-type: none"> ● Cllr McKenzie ● Cllr Nicholson ● Cllr Coban ● Cllr Kennedy ● Mayoral Advisor Cllr Etti ● Mayoral Advisor Cllr Moema
Service performance issues in the above remits

STATUTORY DUTIES

The Living in Hackney Scrutiny Commission has a statutory duty to scrutinise the Borough's Community Safety Partnership (CSP). The Living in Hackney Scrutiny Commission has carried out the Crime and Disorder Committee function since the start of the 2017/18 municipal year.

Membership comprises the responsible authorities and lead officers for the community safety plan priorities. It works in partnership with the Safer Neighbourhood Board (SNB). These have been set up by the Mayor of London in all London boroughs.

The 2006 review of the Crime and Disorder Act and subsequent amendments to legislation resulted in an approach to CSPs that is more flexible and allows more local discretion. However, there remain some key statutory responsibilities which must be met:

- a strategy group to be made up of senior representatives from the responsible authorities
- prepare, implement and performance manage an evidence led annual strategic assessment and three-yearly partnership plan for the reduction of crime and disorder in the area
- consult the community on the levels and patterns of crime, disorder and substance misuse and on matters that need to be prioritised by the partnership
- reduce reoffending
- coordinate domestic violence homicide reviews
- share information among the responsible authorities within the CSP
- have a crime and disorder scrutiny committee with the power to review and scrutinise decisions made and action taken by the community safety partnership
- assess value for money of partnership activities

Full information about the partnership work, meetings and documents can be found [here](#)

CSP responsible authorities:

- police – Borough Command Unit commander – co-chair
- local authority – chief executive – co-chair
- fire and rescue – borough commander
- probation – National Probation Service – assistant chief officer
- probation – Community Rehabilitation Company – head of stakeholder engagement London North
- Clinical Commissioning Group – programme director
- elected member responsible for community safety

Supported by leads for the community safety plan:

- Director Children and Families
- Head of Safer Communities
- Director Public Health

STAKEHOLDERS IN THE COUNCIL

The directorates the LiH remit covers are:

- Chief Executives Directorate
- Climate, Homes and Economy Directorate
- Finance and Corporate Resources

EXTERNAL STAKEHOLDERS

- Tenant and Resident Associations
- Resident Liaison Group
- Safer Neighbourhood Board

SCRUTINY REVIEWS

The Commission usually carries out one major review each year. Once the review report is agreed it is sent to Cabinet for an 'Executive Response' and this goes on the Cabinet Agenda. Some scrutiny reports and their responses are also debated at Full Council.

When reviews are completed there is a system of recommendation trackers whereby officers are required to come back after 6 -12 months to discuss the progress made and to provide updates on the implementation of the recommendations from the review.

SITE VISITS AND OTHER APPROACHES TO EVIDENCE GATHERING

The commission meetings are just one way in which the commission collects evidence for its in-depth reviews. Members also go on site visits and use other formats such as focus groups or observing groups or activity. The latter is more appropriate if Members are speaking to service users on sensitive issues which would be difficult for them to discuss in an open committee. The notes recorded from external site visits are placed in the agendas.

CABINET MEMBERS AND CABINET MEMBER QUESTION TIME

In the municipal year the Commission holds question time sessions with the Cabinet and Senior Officers to ask questions about performance and decision-making within the Council related to their portfolio areas. The Cabinet Members are asked to come and answer questions on 3 pre-agreed areas. This is similar to Select Committee operations in the House of Commons, same format. All Cabinet Members and the Mayor must attend at least one of these a year.

The Commission's remit covers the following Cabinet Member's portfolios:

- **Councillor Clayeon McKenzie, Cabinet Member for housing services and resident participation.** Cllr Clayeon McKenzie has lead responsibility for:
 - housing management / services
 - housing service transformation and improvement
 - housing revenue account (HRA) business plan and strategic asset management plan
 - retrofit council homes programme with cabinet member for environment and transport
 - better homes partnership
 - fire and resident safety
 - tenant management organisation (TMO) champion
 - Travellers
 - maintaining strong relations with the tenants and residents movement

- **Councillor Mete Coban, Cabinet Member for environment and transport.** Cllr Mete Coban has lead responsibility for:
 - climate change – including responding to the emergency, mitigation, adaptation, and public awareness
 - environmental sustainability
 - transport (working with Mayor) – bus priority, road safety, accessibility, strategic infrastructure and transportation
 - liveable neighbourhoods – promoting walking and cycling
 - clean air and tackling pollution
 - public realm and streetscene
 - electric vehicle (EV) infrastructure
 - energy – community and local generation, efficiency, and procurement
 - retrofit council homes programme with cabinet member for housing services and resident participation
 - growing the green and circular economy
 - waste and recycling
 - waste services and waste reduction and prevention
 - street and estate cleansing
 - corporate decarbonisation and just transition to net zero
 - vehicle and cycle parking.

- **Councillor Susan Fajana-Thomas, Cabinet Member for community safety and regulatory services.** Cllr Susan Fajana-Thomas has lead responsibility for:
 - integrated gangs unit
 - noise nuisance
 - environmental health and trading standards
 - licensing enforcement
 - licensing policy (working with chair of licensing)
 - night time economy

- o street markets and street trading
 - o youth justice
 - o environmental protection
 - o emergency planning and relationship with London fire brigade
 - o CCTV and public surveillance
 - o domestic violence and abuse
 - o delivery of Mayor's young futures commission recommendations (with Deputy Mayor and cabinet member for education, young people and children's social care)
 - o violence against women and girls.
- **Councillor Chris Kennedy, Cabinet member for health, adult social care, voluntary sector, and culture.** Cllr Chris Kennedy has lead responsibility for:
 - o health and relationship with the local NHS
 - o adult social care
 - o mental health and wellbeing
 - o public health
 - o voluntary and community sector (SEG Commission)
 - o arts & culture
 - o libraries, museum and archives (SEG Commission)
 - o food justice
 - o communications and consultations
 - o waterways and boaters
- **Cllr Guy Nicholson, Deputy Mayor for delivery, inclusive economy & regeneration.** Councillor Guy Nicholson has lead responsibility for:
 - o 2022 to 26 manifesto & council strategic plan delivery
 - o capital programme – new homes, infrastructure and services delivery
 - o town centre, high street, estates and neighbourhood place making
 - o planning service – performance, policy, plan making, building control & enforcement
 - o inclusive economic development – local business, cooperative & social enterprise led community wealth building delivery
 - o regional & international economic partnerships delivery.
- **Councillor Sem Moema, Mayoral Adviser for private rented sector and housing affordability.** Cllr Sem Moema has lead responsibility for:
 - o strategic housing
 - o private sector housing (excluding temporary accommodation)
 - o housing affordability
 - o fire safety and leaseholders (non-council)
 - o promoting shared ownership and other intermediate products
 - o housing association relationships and accountability
 - o Hackney's housing company and living rent homes

- **Councillor Sade Etti, Mayoral Adviser for housing needs and homelessness.** Cllr Sade Etti has lead responsibility for:
 - housing needs (inc. lettings and allocations policy)
 - rough sleeping
 - homelessness and temporary accommodation including our work with young people
 - internal advice services (particularly housing options / homelessness related)

- **Councillor Caroline Woodley, Cabinet Member for families, parks and Leisure.** Cllr Woodley has lead responsibility for:
 - early years
 - children’s centres and nurseries
 - affordable childcare commission
 - special educational needs and disabilities (SEND)
 - alternative settings and additional resource provision (ARP)
 - tackling child poverty
 - supporting families (with Deputy Mayor and cabinet member for education, young People and children’s social Care)
 - leisure and sport
 - play and adventure playgrounds
 - play streets
 - parks and green spaces
 - green infrastructure, nature recovery and biodiversity
 - our tree programme
 - delivering Hackney ‘A child friendly borough’ (with Deputy Mayor and Cabinet Member for education, young people and children’s social Care).

WORK OF THE COMMISSION 2021-2022

RECENT REVIEW

Following Hackney Council’s climate emergency declaration in June 2021 the overview and scrutiny function decided to review the council’s work on sustainability and net zero carbon. Various pieces of scrutiny work were undertaken to contribute to an overarching review.

The Living in Hackney Scrutiny Commission looked in more detail at areas in relation to net zero work, retrofitting the housing stock and council buildings, new builds, electric charging infrastructure, energy strategy and energy systems. It also looked at the work to date and recommendations of the London Councils Net Carbon Workstreams.

(A report and recommendations from this work will follow shortly).

HOLDING TO ACCOUNT

Whilst Cabinet Question Time was not held for Living in Hackney last year, the Commission did hold thematic discussions and invited relevant Cabinet Member to participate in these discussions.

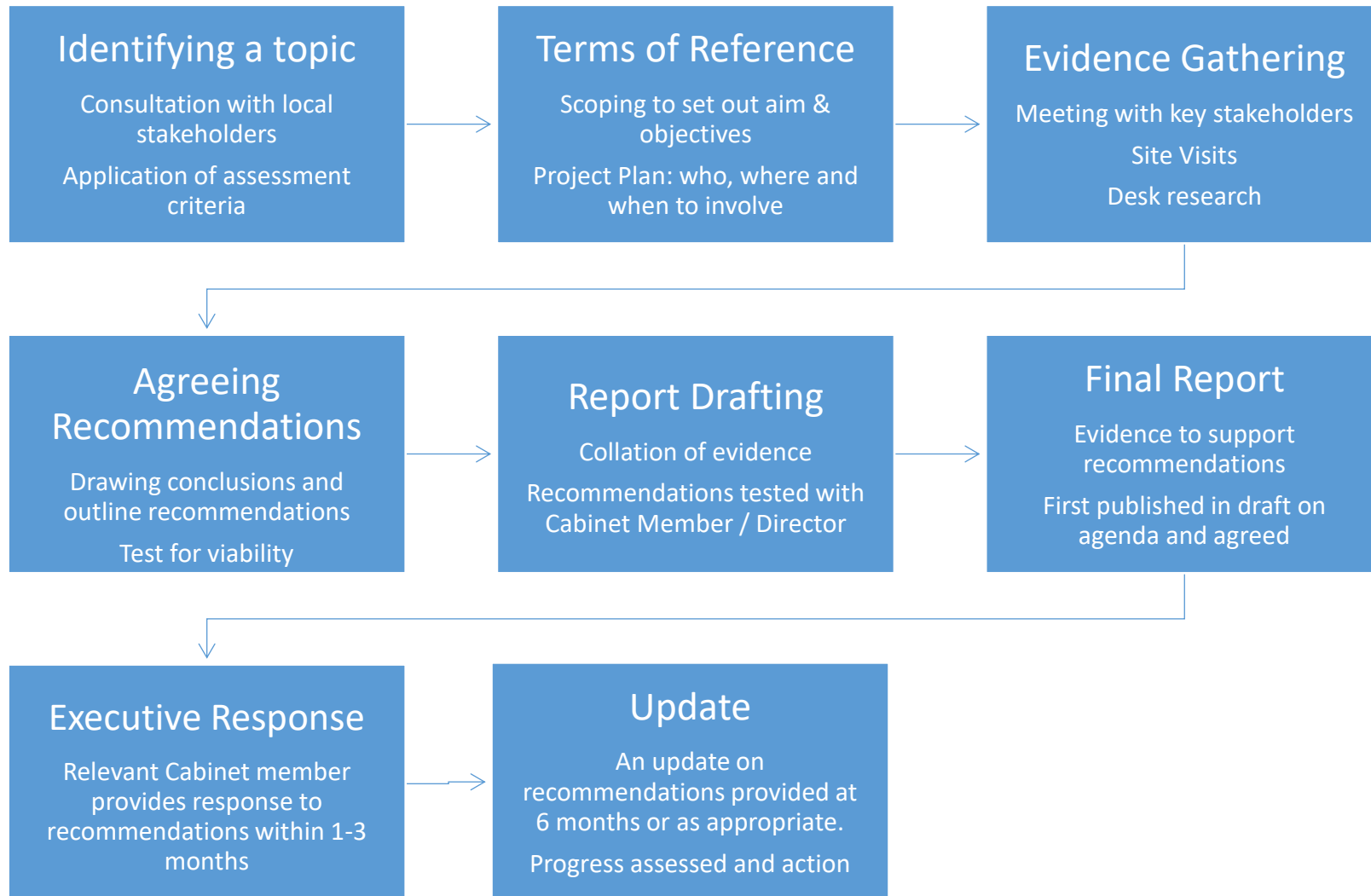
OTHER DISCUSSION ITEMS IN 2021/2022

Other discussion topics covered by the commission were:

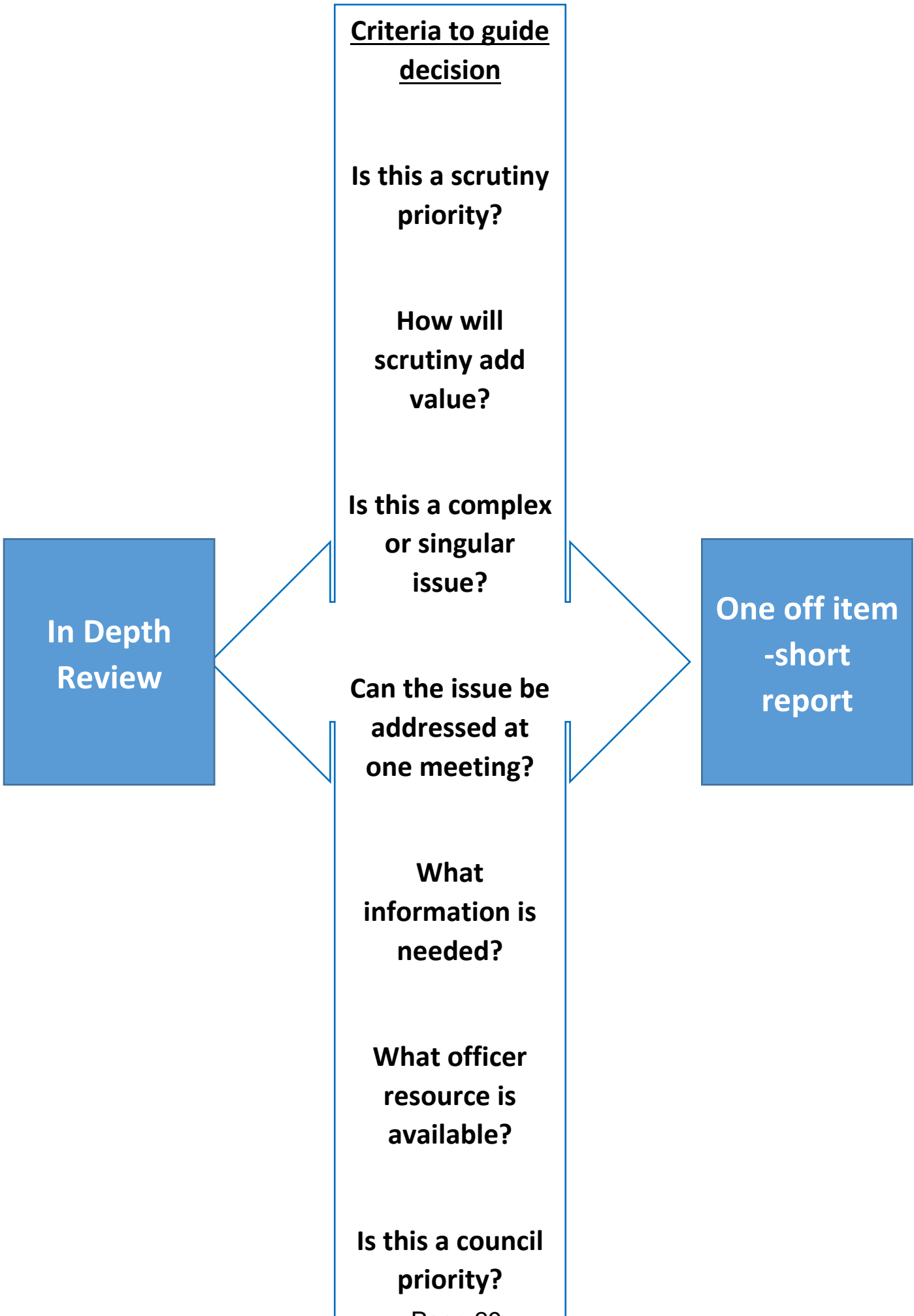
- Trust and Confidence and Inclusive Policing - Building trust and confidence and inclusive policing
- Play Infrastructure - Play infrastructure and design principles for play infrastructure
- Fire Safety - Fire safety of buildings, including the arrangements in place covering fires, safety products fitted, checks on products used to ensure they are of the highest standard available
- Private Sector Housing Licensing Scheme - Exploring an extension to the scheme across the borough
- Housing Support for Young People Leaving Care - Joint piece with Children & Young People Scrutiny commission looking at the housing options available to young people leaving care.
- Hackney Leisure Services and Facilities - Review of the council's leisure services offers, costs and the concessions available

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Lifecycle of a Review



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Overview & Scrutiny

Living in Hackney Scrutiny Commission: Work Programme for June 2022 – April 2023

Each agenda will include an updated version of this work programme

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>13th June 2022</p> <p>Special Joint Meeting with Children and Young People Scrutiny Commission</p> <p>Papers deadline: Wed 1st June 2022</p>	<p>Strategic Response of Statutory Partners to Child Q and the Accountability and Monitoring Arrangements</p>	<p>City & Hackney Safeguarding Children Partnership</p> <p>Metropolitan Police Service - Met HQ & Central East Borough Command Unit</p> <p>Mayor's Office for Policing and Crime (MOPAC)</p> <p>London Borough of Hackney</p>	<p>The scrutiny commissions have convened this meeting to review the strategic response of statutory partners to the recommendations from the Safeguarding Practice Review by the City and Hackney Safeguarding Children Partnership (CHSCP).</p> <p>This meeting is to review the following areas:</p> <ul style="list-style-type: none"> • The timeline of events and actions from the date the incident related to Child Q was reported to all agencies up to the publication of the report. • The response and actions taken by the statutory agencies to the report and recommendation of the Child Q Safeguarding Practice Review report. • the accountability structures and monitoring arrangements in place reviewing the progress and implementation of the recommendations made in the report. • public involvement and accountability in the monitoring process and structures.
<p>13th July 2022</p> <p>Papers deadline: Mon 4th</p>	<p>Implementation of the Charter for Social Housing Residents – Resident Experiences</p>	<p>Various Groups</p>	<p>The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020.</p>

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
July 2022			<p>To get an understanding of tenancy experiences. The Commission invited residents to submit information about their experiences and invited 2 advocacy groups to share information about the key issues tenants face and to outline their work to support tenants.</p> <p>Commitments of the Charter for Social Housing Residents.</p> <ol style="list-style-type: none"> 1. To be safe in your home. 2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money. 3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman. 4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants. 5. To have your voice heard by your landlord. 6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair. 7. The government will ensure social housing can support people to take their first step to ownership.
	Implementation of the Charter for Social Housing Residents - Housing Associations	Various Groups	<p>The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020.</p> <p>The scrutiny commission asked local housing associations to provide information on how they have responded to and are implementing each of the seven commitments below. The commission has expressed a particular interest in repairs, complaints, disputes, and transparency in decision-making relating to service charges.</p>

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	LiH Work Programme Planning 2022-2023		Discussion to consider and make suggestions for the work programme for the new municipal year.
12th September 2022 Papers deadline: Thurs 1 st Sept 2022	TBC		
7th November 2022 Papers deadline: Wed 26 th October 2022	TBC		
12th December	TBC		

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
2022 Papers deadline: Wed 30 th Nov 2022			
23rd January 2023 Papers deadline: Wed 11 ^h January 2023	TBC		
16th February 2023 Papers deadline: Mon 6 th February 2023	TBC		

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
22nd March 2023 Papers deadline: Fri 10 th March 2023	TBC		
20th April 2023 Papers deadline: Thurs 6 th April 2023			

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Overview and Scrutiny Public Consultation

<https://consultation.hackney.gov.uk/overview-and-scrutiny/overview-and-scrutiny-public-consultation>

This report was created on Friday 01 July 2022 at 07:45

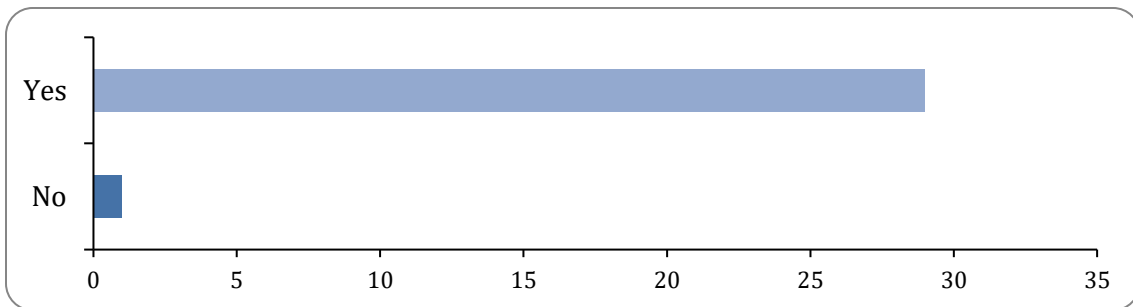
The activity ran from 07/06/2022 to 30/06/2022

Responses to this survey: **30**

1: Do you live in Hackney

Live

There were 30 responses to this part of the question.

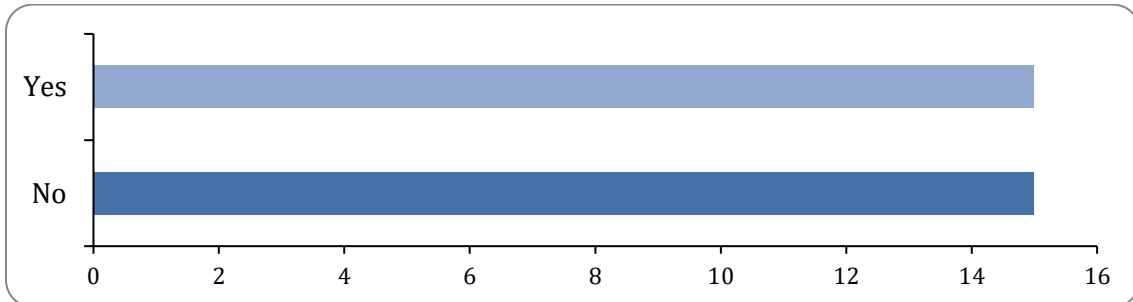


Option	Total	Percent
Yes	29	96.67%
No	1	3.33%
Not Answered	0	0.00%

2: Do you work in Hackney?

work

There were 30 responses to this part of the question.



Option	Total	Percent
Yes	15	50.00%
No	15	50.00%
Not Answered	0	0.00%

3: What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.)

your suggestion

There were 30 responses to this part of the question. **Please see appendix 1 for verbatim scrutiny suggestions by the public.**

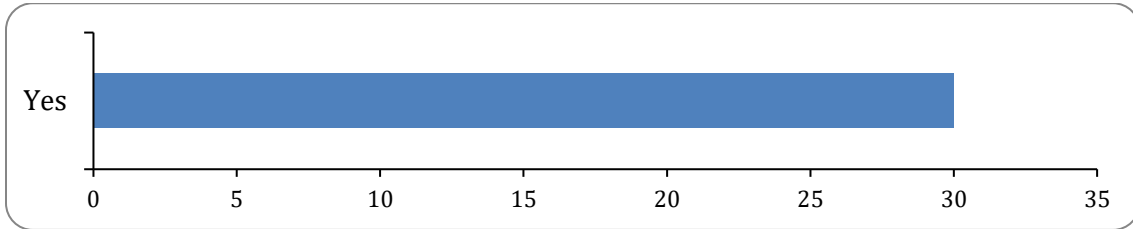
4: Why do you think these issues are important?

Your view

There were 30 responses to this part of the question. **Please see appendix 1 for verbatim scrutiny suggestions by the public.**

**5: Do you think these issues are also of concern to other people who live or work in Hackney?
wider community**

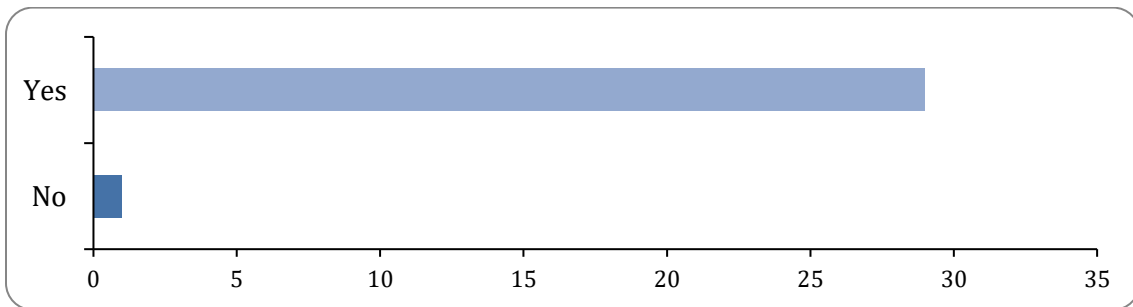
There were 30 responses to this part of the question.



Option	Total	Percent
Yes	30	100.00%
No	0	0.00%
Don't know	0	0.00%
Not Answered	0	0.00%

**6: Would you be happy for us to contact you if we would like further information about your suggestion?
further information**

There were 30 responses to this part of the question.

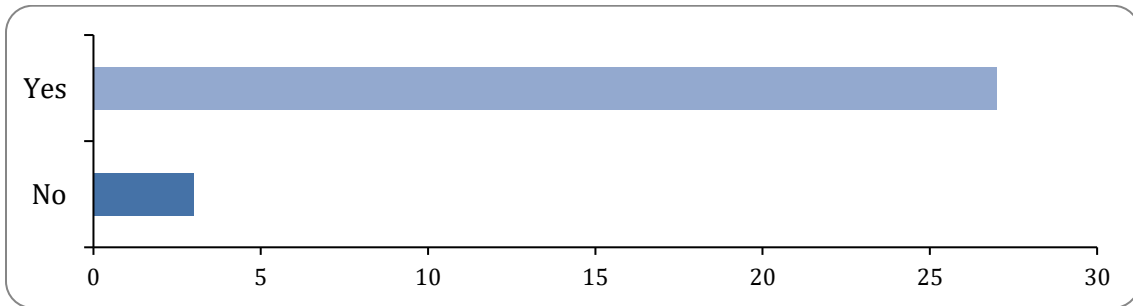


Option	Total	Percent
Yes	29	96.67%
No	1	3.33%
Not Answered	0	0.00%

7: Do you want to be notified about which topics are finally selected for inclusion within the scrutiny commission's work programme?

Outcome

There were 30 responses to this part of the question.



Option	Total	Percent
Yes	27	90.00%
No	3	10.00%
Not Answered	0	0.00%

8: If you would like to be contacted, please provide your email address in the box below.

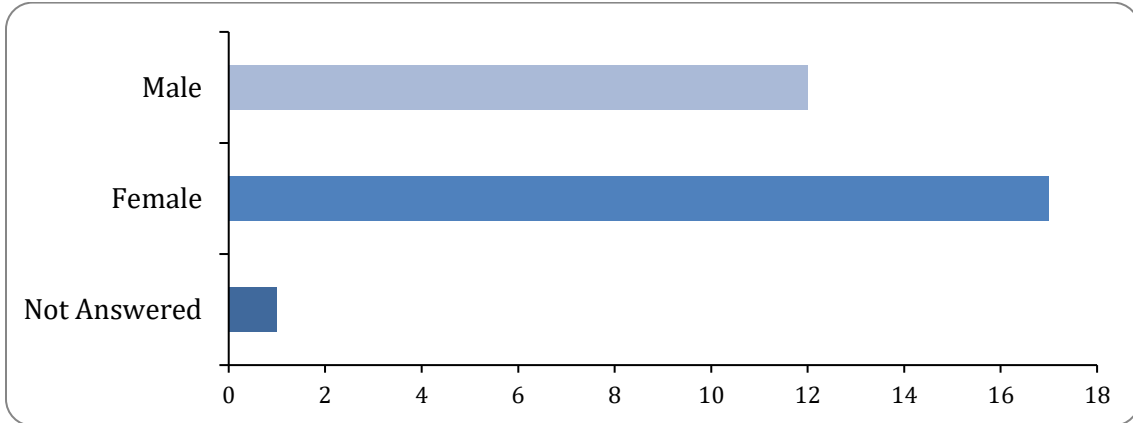
email address

There were 27 responses to this part of the question.

9: Gender: Are you...

Gender

There were 29 responses to this part of the question.



Option	Total	Percent
Male	12	40.00%
Female	17	56.67%
Not Answered	1	3.33%

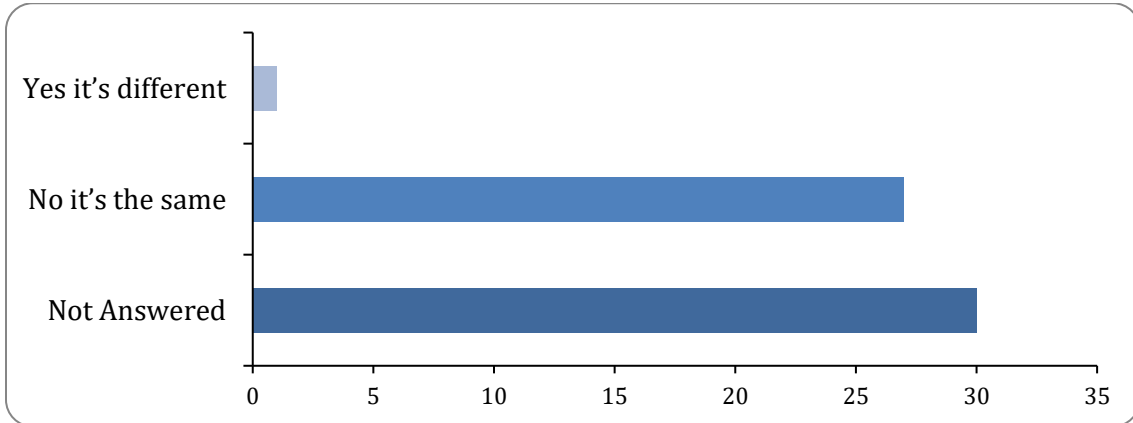
If you prefer to use your own term please provide this here:

There were 2 responses to this part of the question.

10: Gender: Is your gender identity different to the sex you were assumed to be at birth?

Gender Identity

There were 0 responses to this part of the question.

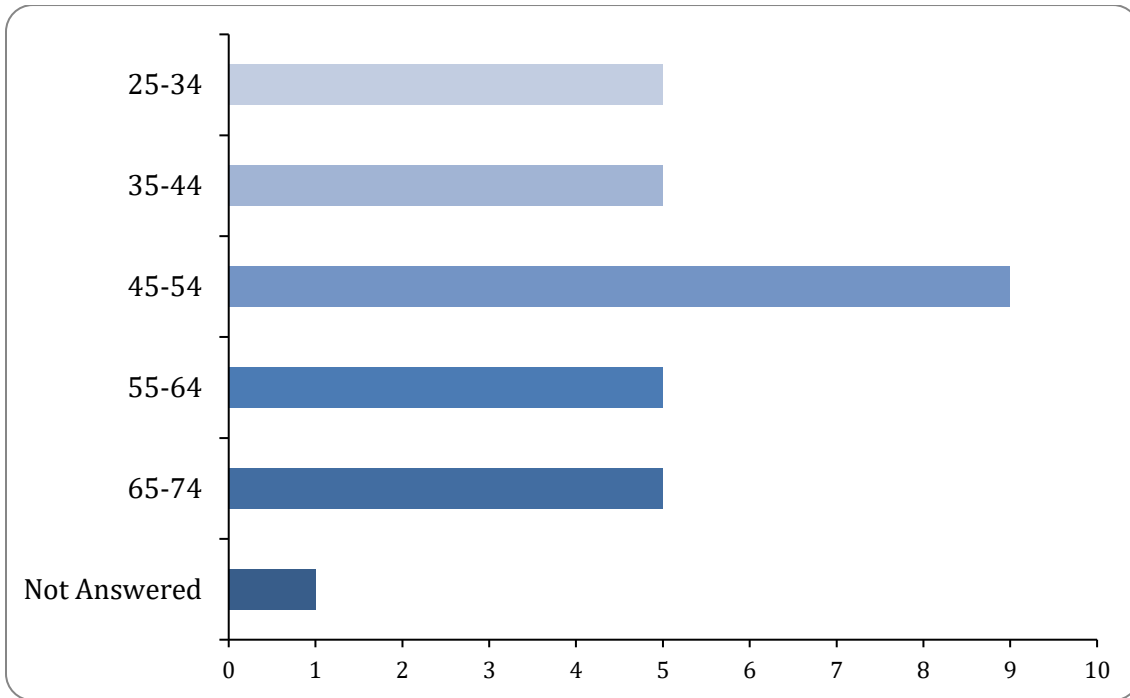


Option	Total	Percent
Yes it's different	1	3.33%
No it's the same	27	90.00%
Not Answered	30	100.00%

11: Age: what is your age group?

Age group

There were 29 responses to this part of the question.



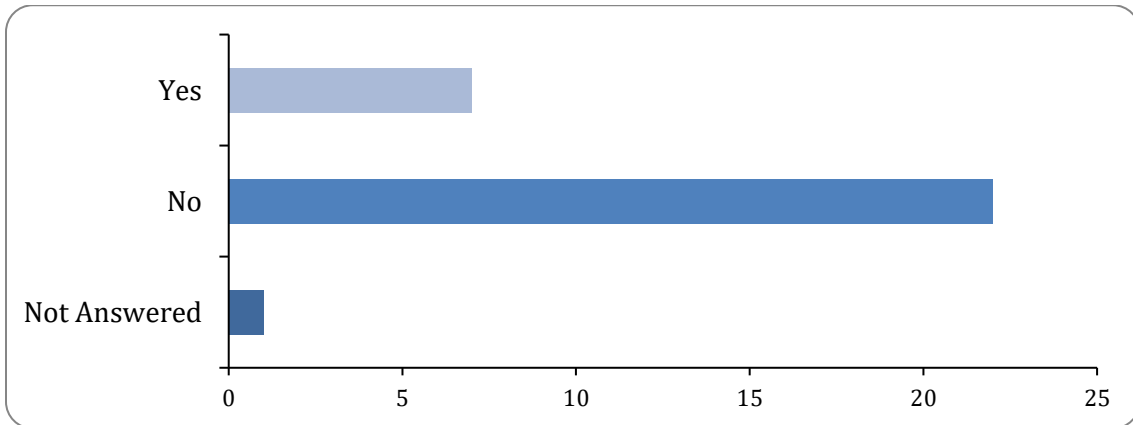
Option	Total	Percent
Under 16	0	0.00%
16-17	0	0.00%
18-24	0	0.00%
25-34	5	16.67%
35-44	5	16.67%
45-54	9	30.00%
55-64	5	16.67%
65-74	5	16.67%
75-84	0	0.00%
85+	0	0.00%
Not Answered	1	3.33%

12: Disability: Under the Equality Act you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

Do you consider yourself to be disabled?

Disability

There were 29 responses to this part of the question.



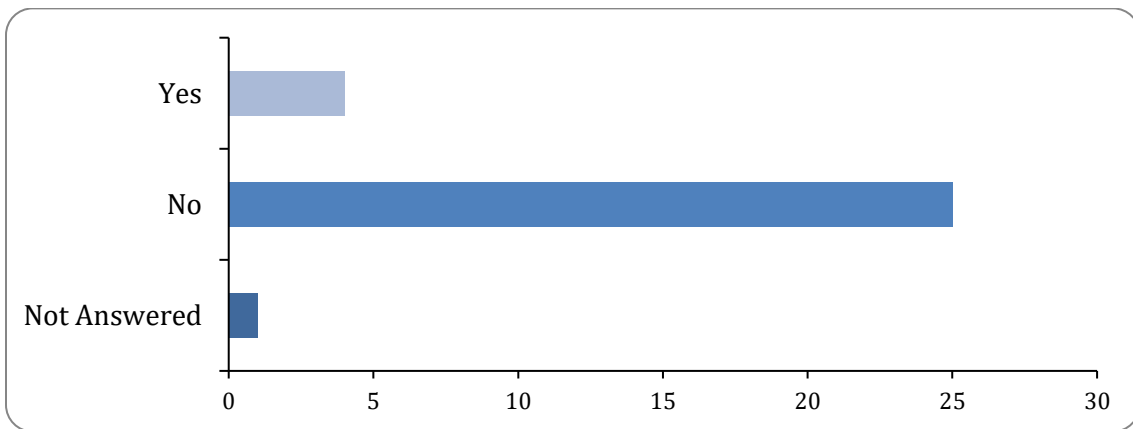
Option	Total	Percent
Yes	7	23.33%
No	22	73.33%
Not Answered	1	3.33%

13: Caring responsibilities: A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Do you regularly provide unpaid support caring for someone?

Caring Responsibilities

There were 29 responses to this part of the question.

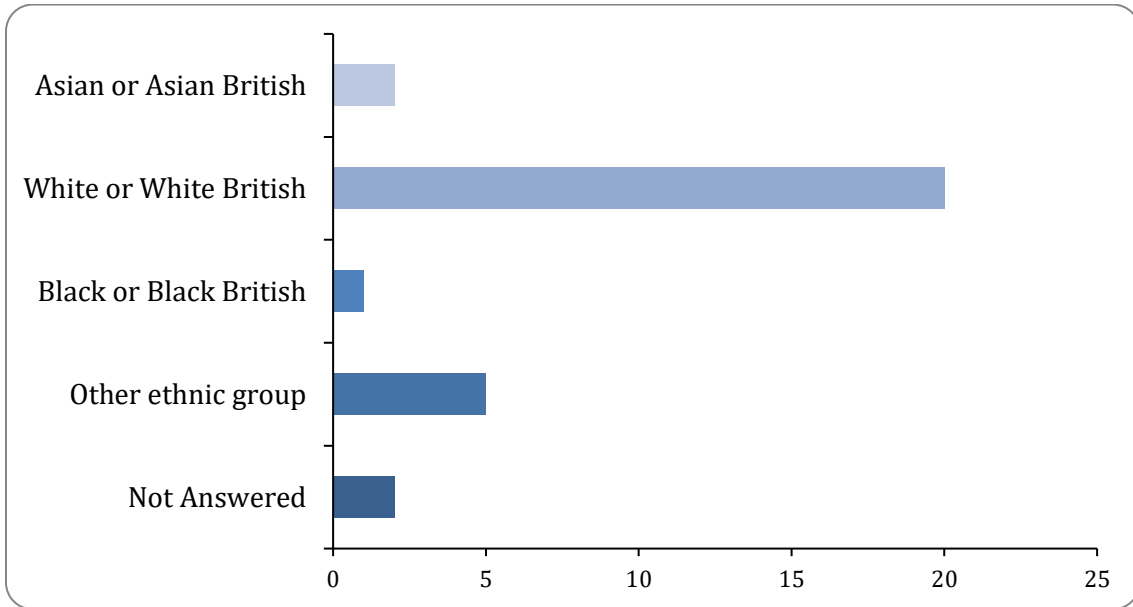


Option	Total	Percent
Yes	4	13.33%
No	25	83.33%
Not Answered	1	3.33%

14: Ethnicity: Are you...

Ethnicity

There were 28 responses to this part of the question.



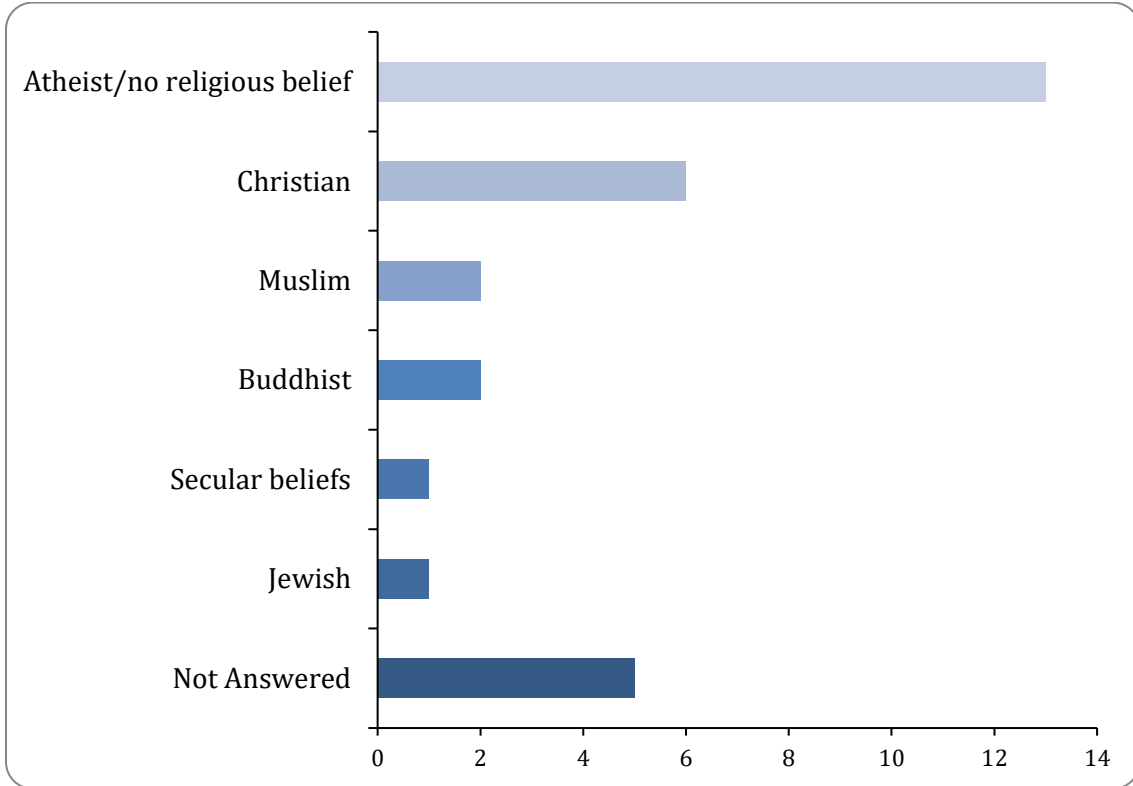
Option	Total	Percent
Asian or Asian British	2	6.67%
White or White British	20	66.67%
Black or Black British	1	3.33%
Mixed background	0	0.00%
Other ethnic group	5	16.67%
Not Answered	2	6.67%

Other (please state if you wish):

There were 4 responses to this part of the question.

**15: Religion or belief: Are you or do you have...
Religion**

There were 25 responses to this part of the question.



Option	Total	Percent
Atheist/no religious belief	13	43.33%
Christian	6	20.00%
Muslim	2	6.67%
Buddhist	2	6.67%
Hindu	0	0.00%
Secular beliefs	1	3.33%
Charedi	0	0.00%
Jewish	1	3.33%
Sikh	0	0.00%
Not Answered	5	16.67%

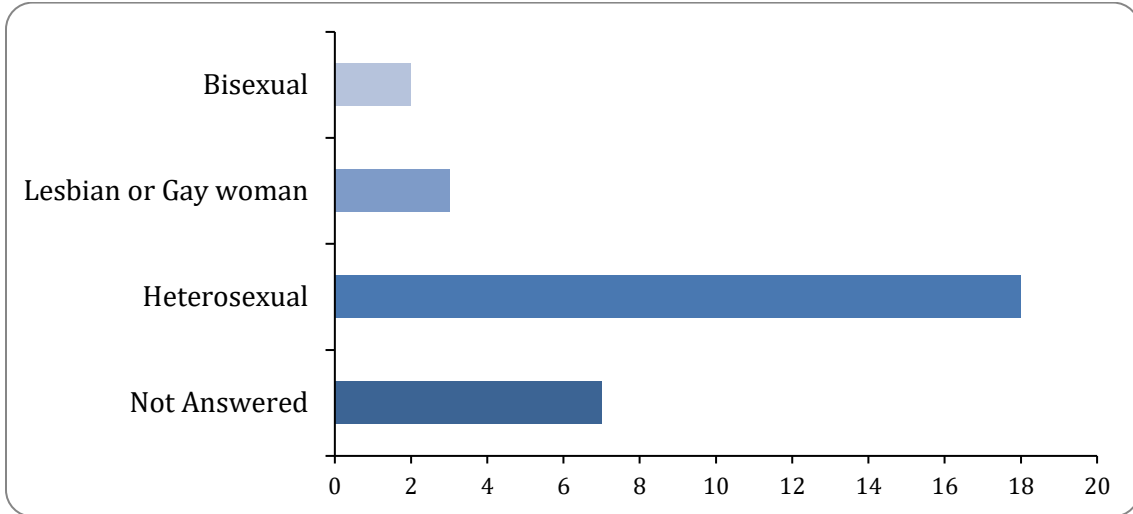
Other (please state if you wish):

There was 1 response to this part of the question.

16: Sexual orientation: Are you...

Sexual Orientation

There were 23 responses to this part of the question.



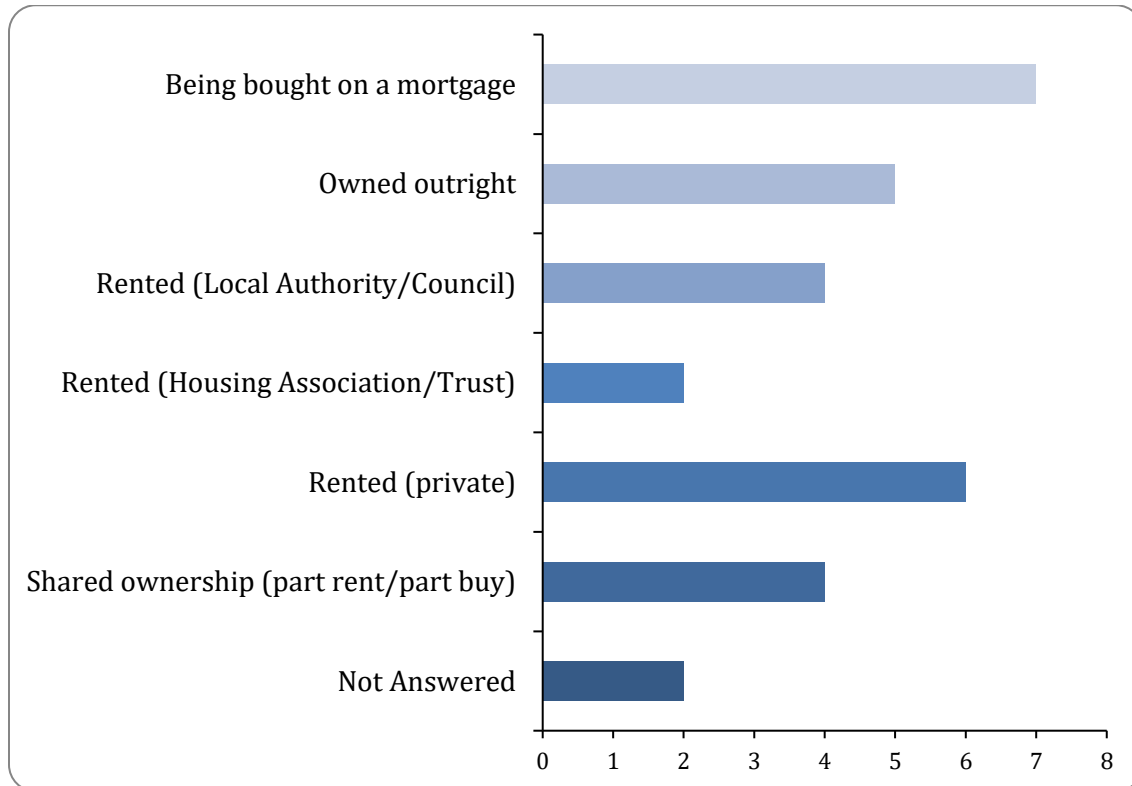
Option	Total	Percent
Bisexual	2	6.67%
Gay man	0	0.00%
Lesbian or Gay woman	3	10.00%
Heterosexual	18	60.00%
Not Answered	7	23.33%

Other (please state if you wish):

There was 1 response to this part of the question.

**17: Housing Tenure: Which of the following best describes the ownership of your home?
housing tenure**

There were 28 responses to this part of the question.



Option	Total	Percent
Being bought on a mortgage	7	23.33%
Owned outright	5	16.67%
Rented (Local Authority/Council)	4	13.33%
Rented (Housing Association/Trust)	2	6.67%
Rented (private)	6	20.00%
Shared ownership (part rent/part buy)	4	13.33%
Don't know	0	0.00%
Not Answered	2	6.67%

Appendix 1

O&S Public Consultation Survey Responses (Q3 and Q4)

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>1</p>	<p>Worried about the loss of Iceland in Hoxton and the lack of affordable supermarkets. At a time when living costs are higher than ever, planning permission causing the community losing it's only fairly priced food shop is a disaster. The nearest Asda, Lidl, Iceland and Aldi are all beyond walking distance for many residents. Please ensure there is an affordable food alternative for the community of Hoxton</p>	<p>SEG</p>	<p>Hoxton is a strong community centred around Hoxton Street, and for a long time Iceland has been the only affordable supermarket. It's loss hurts the poorest hardest, at a time when bills are higher than ever. Lack of affordable food is pushing many below the poverty line.</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>2</p>	<p>The health impact of LTNs on people living on boundary roads.</p>	<p>SEG and HiH</p>	<p>I live on a boundary road (Northwold). Since the LTN was introduced, I'm unable to have my windows open because of the additional traffic that has been rerouted onto my road. Average traffic on this road is up by 42% since the pandemic and has at times been up by 80+% according to council data. A few weeks ago I left my home and started choking so hard I thought I must have covid. I got on a bus (masked), was fine and forgot about it. The next day the same thing happened. It happened separately to my partner as well - pollution levels due to displaced transport onto my road are literally choking (poorer) residents. It is astonishing the council is actually positively contributing to making local people ill.</p>
<p>3</p>	<p>I live in a temporary accommodation, and I feel like my freedom is limited by the visitor policy in place. I am no criminal but when I ask for a visitor I am always told not possible you know what kind of people lives here.... Well, I do live here, why the council put me in a place where I am considered a risk or even worst where I am at risk. Not to mention the incredibly high rents, the fact that we cannot associate in a tenancy association despite paying council rent, an overall abuse of our basic rights with as an excuse our security. Is incredibly invasive, I had 2 surgery and I couldn't have visitors</p>	<p>LiH</p>	<p>Because some of this issue could be addressed whit a bit of good will but nobody is interested in us disabled</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
	<p>because of a 9 to 5 only weekdays policy (people works so no-one could come), I struggled a lot and little help was given. People here do their best but the fact that my benefit money goes since 2 years In private pocket instead going towards new home seems to me extremely wrong, and more then a 1000 pound a month to live in a place where my freedoms and human right are limited is not a good look for hackney council. Also we have pest and after an initial effort nothing seems happening in regard, I am forced to. Move my room for their needs and I do not even have a bidding number to try get out of here which is a further violation of my basic rights as hackney citizen and the council is well aware of what they are doing. There are no services and no trained stuff to deal with mental heath patients which often causes misunderstanding ending in abuses, no one fault, just luck of training. There is no communal living area, no consideration or help for mental health patients. Hackney Council keep telling us they are building affordable houses but they want a minimum income of 35000pound which will never be affordable for a disable like i am. Is a shame.</p>		

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>4</p>	<p>The health service is stretched at the point that homerton has to close wards. Also the administrative staff of GP's and hospital alike is often rude, not properly trained in regard of laws and that goes at the top levels of surgeries. GP's pdo not cure patients just gives I finite numbers of medications and often they do not follow up at exams. Mistakes add and often creati. First place the pressure they experience and simple interactions takes weeks as doctor ar shielded by faulty automated systems and continuous policies changes that does not reflect the government I vestments I health care. Also there is a lot of istitutional racism and minorities get often a second hand care and are passed on in appointment and surgeries by English people.</p>	<p>HiH</p>	<p>Is vital have equality in health care</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>5</p>	<p>What the plans are to engage Hackney residents, businesses, public authorities and voluntary sector with the Council's nature recovery strategy.</p> <p>What the council can do to end the use of glyphosate and other harmful herbicides and pesticides in Hackney.</p> <p>How the Council can best support the Hackney's burgeoning gardening & greening sector.</p>	<p>SP / LiH</p>	<p>We are facing a biodiversity crisis as big as the climate crisis, yet the Council has yet to declare it.</p>
<p>6</p>	<p>Customer services and communication and standards across hackney services related to living and housing and neighbourhoods, repairs and leasehold services in particular related to major works.</p>	<p>LiH</p>	<p>As a leaseholder and resident in hackney it's currently really difficult to get hold of anyone at hackney council housing and neighbourhoods. You need to wait at least an hour on the phone, and often you're not guaranteed to be able to speak to someone who can resolve your issue. No one EVER calls or emails back.</p> <p>As an example, we've had an issue with communal waste pipe in our block that led to human waste water leaking into our kitchen. It was impossible to get anyone to come help with it, and after 6 weeks – 30 hours on the phone, numerous emails, being passed back and forth between hackney council and Axis we ended up having to pay our own plumbers to fix communal work</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
			<p>that should be Hackneys responsibility – as it was a health hazard.</p> <p>We have also had major works on our block, done by Ashford and Engie where project management has been terrible, it's taken double the amount of time estimated, no one could offer basic information related to timeline, surveys etc there was terrible mismanagement of funds, bad communication and examples of poor workmanship and I think 1) Hackney council is being ripped off by these large contracts for major works with little scrutiny and 2) Hackney Council is clearly understaffed in the housing, neighbourhoods, repairs and leasehold services department. It is only if you have the time and ability to consistently follow up and ask for information that you stand a chance of things being prioritised, which seems inequitable as not all residents are able to.</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>7</p>	<p>The policing in Hackney has been shown to be discriminatory towards black people, and black children. What happened with Child Q was an unacceptable breach of her rights and dignity. I often witness stop and search for no reason on black children. I once witnessed a police van purposefully hit a black man riding a bicycle, after which up to six police officers got out and violently arrested him. The Hackney police also recently hosted visiting officers from Israel, presumably to share tactics. This is shocking: Israel is an Apartheid state and Israeli police are known for their violent discrimination of Palestinians. The fact that it took over two years for the police to apologise for Child Q publicly is unacceptable. Hackney council needs to figure out a way to hold the police to account for their egregiously racist and violent actions.</p>	<p>LiH</p>	<p>The safety of black people and black children, in particular, should be absolutely paramount. It should be self-evident also that when the police use their powers in violent and disproportionate ways that community trust is eroded or destroyed. The police are meant to protect, but they don't. How are we meant to tackle our social issues if we can't rely on the police to act appropriately?</p>
<p>8</p>	<p>Increase living costs Council tax rises Rent increases</p>	<p>LiH / SP / SEG</p>	<p>People unable to afford to live</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>9</p>	<p>1. The levels of traffic on Northwold road and Stoke Newington Common (on which I live) has increased substantially. As well, people drive much too fast and aggressively. This route is used as a throughway between Upper Clapton and Rectory road.</p> <p>I would suggest that traffic calming measures are desperately needed on Stoke Newington Common especially. And more speed enforcement.</p> <p>2. The LTN and School street at on Benthal road is not working, as cars routinely pass through the filter -- there does not seem to be any enforcement. I walk down this road very often and see cars brazenly going through the filter all the time, even during school street hours. People use it as a cut through and speed down the road</p> <p>3. Could we please have a return of the rubbish bin at the bus stop in front of 15/16 Stoke Newington Common -- in the absence of a bin people throw their rubbish into my front garden</p>	<p>SEG</p>	<p>1. Traffic = air pollution and safety issues, as well as noise pollution 2. LTNs should be enforced 3. My garden shouldn't be used a a rubbish bin</p>
<p>10</p>	<p>Childrens and families safeguarding</p>	<p>CYP</p>	<p>Families are being failed. Re structure and training is staff required</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>11</p>	<p>1). Housing Services - Long wait times often when trying to contact the Repairs Contact Centre and getting repairs to Council Properties completed in a timely way and on first attempt.</p> <p>2). How to improve the help and support for residents who are either; older, fail and disabled residents living in Council Housing. Particularly resident who have very limited financial resources and don't have any family or friends who can help them. Particularly with trimming back overgrown shrubs and hedges and cutting back overgrown trees. The Good Gym only offers very limited gardening help.</p>	<p>LiH / HiH</p>	<p>For 1 above). As a TRA Chair. These are issue that I regularly receive requests from estate residents for help with.</p> <p>For 2 above). As a TRA Chair. I'm often contacted by estate residents or someone on their behalf. To escalate a request for Housing Services to offer practical assistance with horticultural issues. Particularly those that are out of reach for an individual resident to resolve. In most case the 00Good Gym are flagged up as a voluntary organisation that will offer gardening help to disadvantage residents. In all case that I've referred to the Good Gym they have been turned down on the basis of the amount of work required or that machinery would be required to resolve the gardening issues.</p>
<p>12</p>	<p>Scrutiny of the council's delivery of the Climate Emergency declaration made in 2018. Specifically whether the commitments made in that declaration to holding an "annual Citizens Assembly comprised of a representative group of local residents to allow for effective public scrutiny the Council's progress and to explore solutions to the challenges posed by global warming." and to "Involve, support and enable residents, businesses and community groups to accelerate the shift to a zero carbon world, working closely with them to establish and implement successful policies, approaches and technologies that</p>	<p>All</p>	<p>It is now over 4 years since the council's declaration of a climate emergency. Four years in which every indicator is that climate action is ever more urgent. In that time, while the council has, no doubt, been taking action, it has not done enough to engage and involve residents, and businesses and community groups, has not published it's climate action plans, has not held annual citizen's assemblies and has not established any mechanism for scrutiny of it's</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
	<p>reduce emissions across our economy while also improving the health and wellbeing of our citizens."</p>		<p>progress towards net zero. It is important for the credibility of the council's emergency declaration that the commitments made are seen to be delivered.</p>
<p>13</p>	<p>The council's response to climate change and the environmental emergency needs to be scrutinised. Not only does the council need to put its own house in order and lead by example but it needs to engage the local community (anchor institutions, business sector, community organisations and residents) and to develop a strategy and plan that spells out what each sector needs to do to collectively arrive at net zero carbon and improved biodiversity.</p>	<p>All</p>	<p>Hackney faces many problems (social, economic and environmental) but without tackling the climate and ecological emergency all problems will be exacerbated. The council is well placed with strong support from the local community, as shown by local election results and the success of bold initiatives such as the low traffic neighbourhoods, to forge ahead with the needed radical changes but it needs to greatly increase communication, engagement and collaboration to realise the potential.</p>

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<p>14</p>	<p>Affordable housing Air quality Cycling infrastructure Cost of living Climate emergency</p> <p>A Citizens' Assembly on environmental policies for the current council term</p>	<p>LiH / SEG / HiH Climate All</p>	<p>We're in a climate and cost of living crisis!</p>
<p>15</p>	<p>(1) Hackney Council liaison officers on major works program are grossly indifferent and ineffective at their jobs. As liaison between Leaseholders and Hackney Council's appointed contractor (Engie) their role is to inform Leaseholders of delays, to update us to progress and to listen to our concerns. All Leaseholders in the Brownlow block have been forced to incessantly contact Engie directly for information during the past 12 months, for a project that was only meant to last six, and which remains ongoing. Any contact with the liaison officers (Maria Collins, Claudia Collins) has been met with "we'll investigate and get back to you" with no subsequent follow up. We have dozens of emails to this effect.</p> <p>(2) Hackney Council appointed Engie as contractor to multiple major works programs over the past few years and the strain on their resources is resulting in delays and poor quality. Hackney Council should review how many contracts it is awarding to any one contractor to assess whether this is going to have a negative impact.</p>	<p>LiH</p>	<p>Major works are lengthy, costly and stressful for Leaseholders and Hackney Council has a duty to ensure the process runs as smoothly as possible.</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>16</p>	<p>Language barrier/culture should be taken into account while commissioning/funding services proper funding for mental health services helping more to cultural specific organizations more services for children and young people to tackle racisms/discrimination more funding for welfare advice services to reduce poverty improving quality of schools in Hackney/education distribution of funding fairly and according to needs/size of different communities more funding for provision of activities for physical health more effective advocacy</p>	<p>LiH / SEG / HiH</p>	<p>People come with those issues....effects of pandemi is so severe high cost of living / drop in quality of living all adding up on peoples' issues/problems/difficulties have a negative effect on residences' mental, physical, social, financial and emotional wellbeing</p>
<p>17</p>	<ol style="list-style-type: none"> 1. How to get more social rented housing in Hackney without building at least three times as much unaffordable housing. 2. How to stop social rented homes from being demolished. 3. How to ensure social rented homes are properly maintained. 4. How to protect shops, markets and amenities that serve local working class people. 5. How to protect garages, playgrounds, green spaces and other spaces on housing estates from over-development. 6. How to get activities for young people in our community halls. 7. How to encourage tenants' associations and other bodies where ordinary Hackney citizens can get together and collectively press for the things they want and need. 8. How to keep rents in social and private housing down. 	<p>LiH</p>	<p>Self-evident to me - we have a housing crisis, most housing being built doesn't meet the needs of anyone but developers and investors, people deserve to live in decent housing conditions, people are increasingly impoverished, and young people do not have enough opportunities for fun.</p>
<p>18</p>	<p>Housing and Parking</p>	<p>LiH</p>	<p>Not enough housing and too high a price for parking</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>19</p>	<p>Lack of provisions and consideration for local dog owners and dog related business</p>	<p>LiH</p>	<p>Well as long as it's broad enough not just focusing on day care. So something along the lines of 'dog ownership has increased massively since 2020 but the council has made no changes to policy and provision to allow for this, resulting in irresponsible dog ownership and abandonment. Could a scrutiny commission assess the scale and nature of the issue and make some recommendations to help improve the situation? It should be possible to do this at minimal cost to the council and even has the potential to generate income.</p>
<p>20</p>	<p>Having worked for two Doggy DayCares looking to access affordable/reasonable space in order to grow their business Based on an ever-increasing demand for dog daycare- I struggle to understand why a lack of and an ability to dismiss “usage” of space such as a dog daycare is often met with conflict and proves so difficult!! Yet is so needed!!!</p> <p>Hackney need to listen to reasonable suggestions to “rent” small areas of park/field/inside and outside spaces in order to faciliatate something massively lacking in Hackney, even though there are multiple companies looking to provide such a service, yet priced out or told space isn't available to their usage.</p> <p>We need dog care facilities. There are a multitude of parks where existing, reputable companies would be willing to invest and set up a “corner” of many parks,spaces etc to</p>	<p>LiH</p>	<p>A very simple picture- a “generation” of dogs and dog-owners has been created by the pandemic we experienced. Then need ti train, socialise and care for these dogs, whilst their owners return to the normality of working life we hope for is at a peak. Space to have these centres is at a low.</p> <p>In two, three years time, it is arguable, that the parks and spaces that could be used as suggested today, will be filled with unsocialised, untrained and, frankly, dangerous dogs. Let's fix the problem that has a need now to avoid a very serious problem for the future</p>

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	<p>build a daycare so needed by this community.</p>		
<p>21</p>	<p>More day care facilities for dogs.</p>	<p>LiH</p>	<p>There are lots of dogs after the pandemic and they need a place to be trained and a safe place to stay while owners are away or at work.</p>
<p>22</p>	<p>Make it easier for those with pets to rent</p>	<p>LiH</p>	<p>Because having a pet can reduce loneliness and depression and people prejudice against pets is infuriating</p>
<p>23</p>	<p>Suggested topics for HiH Scrutiny From Hackney Keep Our NHS Public</p> <p>GP services in Hackney. What is the past, current and projected position of GP numbers in Hackney; how are GP shortages being managed? What can the ICB do to improve GP recruitment and retention. What can the ICB do to ensure Hackney’s GPs remain within the NHS family and to avoid contracts with corporates such as Operose?</p> <p>Hospital and GP pharmacy services In recent years, plans for a new pharmacy laboratory at the Homerton were abandoned in favour of a reduced service through a ‘spoke’ service at the Homerton and a ‘hub’ based at Barts. What has been the experience of this change – both for services at the Homerton and for Hackney GPs who used to get a very efficient service from Homerton pharmacy.</p> <p>Community nursing service How is the service staffed? How does staffing compare with staffing in 2010 given that the current</p>	<p>HiH</p>	<p>obvious reasons</p>

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	<p>policy of discharge to assess will place very significant additional burdens on the service. What do we know about patients' experiences of community nursing? How does the current community nursing service for schools compare with that available in 2010? What do we know about the experience of schools liaising with community nurses?</p> <p>Dentistry. How many dentists are there in Hackney working with NHS adults and (separately) children? What proportion of Hackney dentistry courses of treatment are NHS compared with private healthcare. What steps are the ICS taking to ensure that everyone in Hackney can access an NHS dentist?</p> <p>Hospital services for Hackney residents. Hospital services are now planned across the ICS, with different hospitals throughout the ICS specialising in different areas. Can the HiH Scrutiny board be given comprehensive information covering:</p> <ul style="list-style-type: none"> • What services are provided locally in Hackney at the Homerton Hospital • Which other hospitals within the ICS area will Hackney residents be referred to and what conditions / treatments does each hospital provide? • Are/will Hackney residents be expected to travel to hospitals in the BHRUT? • What transport/ travel arrangements are in place for residents who are not able to make their own way to hospital. <p>Numbers of hospital beds in the ICS area. How many hospital beds (per 10,000 population) are currently in use across the</p>		

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	<p>ICS area. How does this compare with the number of beds in use in 2010? How does bed occupancy now compare with occupancy in 2010. How will projected bed numbers change in relation to projected demographic changes over the next 10 years?</p> <p>Discharge to assess. In recent history, it was common for people undergoing elective care to remain in hospital to receive nursing care until they were able to manage safely without additional assistance. Discharge to assess is now incorporated into the Health and Care Act 2022, and means people are discharged as soon as they are medically fit, regardless of ongoing care needs. What research has been carried out with patients to evaluate their experience of managing at home (with or without a care package in place)? How many patients are readmitted to hospital shortly after discharge?</p> <p>Hospital services for children. What are the referral pathways for Hackney children who need to be admitted to hospital? What provision is made for parents to stay with very young or very ill patients? What CAMHS services are available (commissioned or spot placements) in Hackney and out of Borough?</p> <p>Mental health. What services are commissioned/ what spot placements in LBH, elsewhere in the ICS and otherwise out of area for Hackney residents? Which of these services are run by the NHS and which are privately run? What are the costs of MH services out of borough? What support is available to people in Hackney</p>		

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
	<p>and out of borough to assist with reintegration into their Hackney community?</p> <p>Womens health issues – including ante-natal and birth, fertility, family planning and pregnancy, but also menopause, endometriosis, ovarian cancer, abortion care, DV and rape trauma etc</p> <p>Hostile environment in the NHS – particular focus on the extent and impact of charges on migrants but also what do we know about the position of black and minority ethnic health care staff – evidence of direct or indirect discrimination. Review of charges for NHS hospital care, ethnicity of those charged, review of evidence used to deny free NHS hospital care to those who have been charged and impact on people charged.</p> <p>Democratic accountability of the new ICB How will the ICB ensure that they, Partnership Boards and all sub committees of the ICB are able to reflect the views of people in the community; what access will people have to committee papers and to meetings, including the right to ask questions and receive written answers.</p> <p>Private sector involvement in the NHS What contracts, for what values, for clinical and other NHS services does the ICB have with non-public bodies? To include one-off pieces of work undertaken by consultancies as well as contracts for ongoing work. What efforts have been made to attempt to bring these services under direct management of the ICB?</p>		

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
	<p>Impact of cuts in bus services on travel from Hackney to hospitals in Hackney and elsewhere in the ICB where patients might be referred for treatment.</p> <p>On behalf of Hackney Keep Our NHS Public</p>		
<p>24</p>	<p>Mete Coban, The Mayor manipulating figures regarding pollution to suit their agenda. Allowing cycle lobbies to influence planning & highway management. https://youtu.be/JKyGNf6CKns</p>	<p>LiH</p>	<p>Honesty is important, going into schools & scary children with false information is never acceptable</p>
<p>25</p>	<p>1. The mental health for adult/carer. 2. Housing needs supports for Disabled family whose live in temporary accommodation. 3. Programme to support activity for young/junior's disability/Autism to protecting them from loneliness.</p>	<p>LiH / HiH / CYP</p>	<p>It issues damaged mental health , physical wellbeing and daily living for disabilities. It can cause them in crisis.</p>
<p>26</p>	<p>There are not enough dog care options and the prices of day care have sky-rocketed recently, putting further pressure during this cost of living crisis. We need to make it easier for people to start businesses relating to pet care (dog day cares, dog walking etc) to keep up with demand.</p>	<p>LiH / SEG</p>	<p>There has been a surge in dog ownership and now that people need to go back to the office / work, there needs to be a solution for caring for pets during the day. If not, this is going to result in an increase in dogs being surrendered to shelters and / or people not able to work as many hours a required (exacerbating labour shortages and putting pressure on the costs of living crisis)</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>27</p>	<p>More provision for positive reinforcement dog daycare facilities. Many residents in the borough are now able to work from home part time which means many of us are able to add a dog to our chosen families. .</p>	<p>LiH</p>	<p>Dog day care is in huge demand for the days when we need to work. Having more provision for spaces to be used for this and being regulated by the council would be a huge bonus and draw for families wishing to stay in the borough</p>
<p>28</p>	<p>Air pollution. Stop the Silvertown Tunnel and the Edmonton Incinerator. These huge, vastly overpriced infrastructure projects will subject Hackney residents to toxic air for decades to come. Building more roads makes more traffic not less. The incinerator is overcapacity, doubled in cost to £1.2 billion, since 2014 when the decision was made there have been many improvements in recycling. Spending all this money on the incinerator diverts funds from community education, reduction in plastic use and recycling technologies. The APPG on air pollution has condemned this incinerator. When will the council listen to our residents?? Does Mete Conan get paid as vice chair of the NLWA, and Chapman for being on the board? Is there a financial interest for them to continue with the project which might pollute their judgement?</p>	<p>SEG / HiH</p>	<p>The air in Hackney already greatly exceeds WHO guidance for particulate matter esp PM 2.5. This damages all tissues in the body, can stunt feral growth and children in TH (our neighbouring borough) already have 10% reduction in lung capacity overall. Childrens lung capacity needs to be measured in Hackney</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>29</p>	<p>On behalf of Sustainable Hackney, the umbrella group for the borough of Hackney. We would like to see scrutiny of the delivery of the Climate Emergency declaration made in 2018.</p> <p>Specifically the extent to which key commitments made in that declaration are being delivered:</p> <ol style="list-style-type: none"> 1. Holding an annual Citizens Assembly comprised of a representative group of local residents to allow for effective public scrutiny the Council’s progress and to explore solutions to the challenges posed by global warming. 2. Involve, support and enable residents, businesses and community groups to accelerate the shift to a zero carbon world, working closely with them to establish and implement successful policies, approaches and technologies that reduce emissions across our economy while also improving the health and wellbeing of our citizens. 	<p>SEG / HiH All</p>	<p>It is now over 4 years since the council's declaration of a climate emergency. Four years in which every indicator is that climate action is ever more urgent. In that time, while the council has, no doubt, been taking action, it has not done enough to engage and involve residents, and businesses and community groups, has not published it's climate action plans, has not held annual citizen's assemblies and has not established any mechanism for scrutiny of it's progress towards net zero. It is important for the credibility of the council's emergency declaration that the commitments made are seen to be delivered.</p>

	<p>Q3 What are the issues or concerns which you think scrutiny should consider? (You are welcome to add more than one suggestion.) - your suggestion</p>	<p>Analyst notes - Proposed Scrutiny Commission</p>	<p>Q4 Why do you think these issues are important? – Your view</p>
<p>30</p>	<p>Lack of adequate support and training in identifying and helping Autistic children and young people engage in both mainstream and specialist education within Hackney. In particular- lack of targeted provision for the increasing number of Anxious, late-diagnosis Autistic girls (without LDs) who often have a very different presentation and needs from ASD boys. Many of these girls are now seriously isolated out of school and in need of mental health support</p> <p>In particular many Autistic Girls are diagnosed late and not until after secondary transfer. There are increasing numbers of girls in the borough who have quietly dropped out of school due to high levels of social anxiety & sensory issues associated with Autism. The staff at my daughter's 1st school, including the SENCO, we're inadequately trained and did not recognise or understand her condition.</p> <p>My daughter is academically able but dropped out of school in 2019 at age 12-13. She has had no education for 3 years now. She was diagnosed just before the first lockdown in Feb 2020 & it took until July 2020 to get an EHCP in place- by which time she had become extremely withdrawn under lockdowns. She was offered no mental health support from CAMHS. She had a tiny amount of 'medical needs' tuition which ended when her EHCP came into place- even though she did not start school.</p> <p>She was meant to transfer to a new school in Sept 2020 but they would not allow her to start with the other children as the school said they had to 'bed in pandemic</p>	<p>CYP / HiH</p>	<p>It is well known that eating disorders, self harm and suicide are common in isolated, anxious ASD girls. Two of the girls who were taken off roll by CGaA at the same time as my daughter have these issues and my daughter was referred to an eating disorder service during the pandemic. A mental health crisis amongst Autistic girls is being caused by the lack of understanding of their needs and lack of help available in the borough.</p> <p>There is no specialist provision suitable for anxious autistic girls (who do not have learning disabilities) in Hackney so we are forced to look for private specialist provision out of borough. One of the girls is having to travel as far as Barnett every day. It is a crying shame. My daughter is an extremely bright girl but she has been allowed to go without an education for 3 years due to lack of suitable provision. This issue has been highlighted numerous times with Hackney Education and CAMHS but no help is forthcoming</p>

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	<p>measures'. My daughter's anxiety increased & she was left sitting at home without education for another year.</p> <p>She managed to get into the school in Sept 2021 but, as she had missed so much education, she became very anxious about being behind and dropped out again in February 2022 when exam preparation was underway. Also CAMHS said they could not offer help with her anxiety so this just got worse. The school refused to provide any home tuition to help her catch up. Recently (along with 2 other girls who also had a late diagnosis of Autism under the pandemic) the school said they 'cannot meet her needs' and we are now forced to look for specialist provision outside the borough.</p> <p>My daughter has had no social contact with peers or education for 3 years now and her mental health is seriously suffering. She refuses to leave the house even to go into the garden.</p> <p>I gave up my job in the NHS to try and help my daughter so we are now also financially challenged.</p>		

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Living in Hackney Scrutiny Commission 13th July 2022 Item 8 – Minutes of the Previous Meeting	Item No 8
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Outline

The draft minutes of the meeting on the 13th December 2021 and 24th February 2022 are attached.

Action

The Commission are asked to review and agree the minutes, and to note the responses to actions arising from previous meetings.

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London Borough of Hackney
Living in Hackney Scrutiny Commission
Municipal Year 2020/21
Date of meeting Monday, 13 December 2021

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

Chair	Cllr Sharon Patrick
Councillors in Attendance:	Cllr Anthony McMahon, Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Ajay Chauhan, Cllr Clare Joseph, Cllr Soraya Adejare
Apologies:	Cllr Penny Wrout,
Officers in Attendance	Chris Pritchard (Director, Property Services), Chris Trowell (Interim Director Regeneration), Ken Rorrison (Head of Strategic Design), Tyler Linton (Group Engineer sustainable transport and engagement, Streetscene)
Other People in Attendance	Cllr Richard Lufkin, Cllr Vincent Stops (Chair of Planning Committee), Cllr Mete Coban (Cabinet Member Energy, Waste, Transport and Public Realm)
Members of the Public	None
Officer Contact:	Tracey Anderson ☎ 0208 356 3312 ✉ tracey.anderson@hackney.gov.uk

Councillor Sharon Patrick in the Chair

1 Apologies for Absence

- 1.1 Chair opened the meeting with meeting etiquette information.
- 1.2 Apologies for absence from Cllr Wrout.
- 1.3 The Councillors virtually in attendance were Cllr Adejare, Cllr Chauhan and Cllr McMahon.

2 Urgent Items/ Order of Business

- 2.1 There are no urgent items, and the order of business is as set out in the agenda.

3 Declaration of Interest

3.1 None.

4 Climate Change and Buildings

4.1 The Chair commenced the session by explaining the scrutiny commission did not complete the last item as planned at the previous meeting on climate change and buildings.

4.2 The session covered: New Homes Delivery - how new build home and regeneration developments will achieve / deliver the net zero carbon target. Council Strategic Property - the council's maintenance programme, retro fit and work to deliver net zero carbon for non-residential council properties.

4.3 The Chair welcomed back to the meeting from London Borough of Hackney Chris Trowell, Interim Director, Regeneration and Ken Rorrison, Head of Strategic Design from New Homes. Chris Pritchard, Director Strategic Property from Strategic Property in London Borough of Hackney (LBH).

4.4 The Interim Director, Regeneration commenced the presentation and recapped outlining the content covered at the last meeting: the overall strategic context and net zero ambitions, retrofitting from housing services for the existing housing stock and the work to move towards a net zero across all the housing stock.

4.5 The Director explained the presentation would continue with information about new homes and then finally the Council's corporate estate – covering all non-residential buildings owned by the council.

4.5.1 The Director explained this presentation will look at the new homes being built and how the new homes can contribute to the council's net zero ambitions / targets.

4.5.2 Building new homes will always have a carbon impact. To have no carbon impact would mean not building homes. However, the carbon cost of building new homes was acknowledged.

4.5.3 It was highlighted that news homes are built for the people that need them, new homes for changing needs and to replace the existing housing stock that is beyond economic repair.

4.5.4 The challenge now was to address the council's corporate priorities whilst minimising the carbon impact of building new homes and the environmental impact of the new homes building program.

4.6 The Head of Strategic Design continued the presentation to outline Hackney's sustainable approach to building new homes in the borough.

4.6.1 This information covers the direct delivery of new homes built. This covers in circa of 300 new homes under the estate regeneration programme and the housing supply programme.

- 4.6.2 Net zero is important in the built environment because currently it contributes to approximately 40% of the UK's total carbon footprint. Evidencing this is a priority area to target for emissions reduction.
- 4.6.3 In the context of Hackney new home building, this contributes 4% of the total carbon emissions. This appears to be a small figure but becomes more significant given that Hackney has strong influence/direct control over 29% of carbon emissions including those related to new builds. This increases to a 14% contribution.
- 4.6.4 Carbon is in everything that is built, so one option could be to build less. It's important to do what they can to tackle the supply of good quality council housing. Therefore, they need to find the middle ground between that aspiration and the contributions made towards achieving net zero.
- 4.6.5 Regeneration for building homes is guided by national/ London and local policies which form a hierarchy within which they work.
- 4.6.6 In addition, there is an energy hierarchy which currently is making an improvement on building regulations. Any difference can be made up with a carbon offset payment.
- 4.6.7 These defining policies, standards and guidance are being revised and updated. They are based on the UK net zero targets to be achieved by 2050 whereas Hackney's aspirations are greater (by 2040).
- 4.6.8 The development process for a new home is slow and over a long period. This means it is expensive to delay the process or change course during the process in response to any change in regulation. This can often result in different buildings complying with different regulations and standards.
- 4.6.9 The officer highlighted examples of the improvements in housing for 2 regeneration projects. Kings Crescent Phase 1&2 and De Beauvoir.
- 4.6.10 It was explained that King Crescent phase 1 & 2 had completed, and phase 3&4 were due to commence next year. It was pointed out for phase 1&2 they used a fabric first approach, combined heating power (gas CHP system). This uses a hybrid approach of refurbishing units and new buildings.
- 4.6.11 The refurbishment targets improved thermal efficiency, winter gardens, new roofs, garages converted to residential as well as a PV car free landscape.
- 4.6.12 The hybrid refurbishment new build model considered the future where the carbon advantage of retaining buildings will become increasingly to the fore. The projects illustrated how best practice evolved quickly.
- 4.6.13 The energy strategy used at the time was at the forefront of energy thinking. The changes to the decarbonising grid and subsequent energy strategies favoured this option less. However, the technology used will power the subsequent phases because it is already installed, and it would profligate both financially and in carbon terms not to use it.

- 4.6.14 The second example De Beauvoir phase 1. This was recently submitted to planning. This demonstrated Hackney's ability to react and pre-empt change through the new build programme. A key change is the move from gas CHP (early assumption) to air source heat pumps (current assumption) by electric technology. Through a combination of the B lean and B clean measures the proposals is expected to reduce on site regulated carbon emissions by 49%. This illustrated the improvement to the new build programme compared to Kings Crescent. This is using the SAT 10 emissions.
- 4.6.15 The 2 projects show a significant improvement and the trajectory of change to achieving the net zero ambitions.
- 4.6.16 The public realm also contributes to the net zero commitments at the De Beauvoir with extensive tree planting. The programme augments Hackney's Street tree programme. Bringing carbon improvements through sequestered carbon.
- 4.6.17 The examples of operational and sequestered carbon need to continue to improve. However, it's the area of embodied carbon that they are likely to see the greatest improvement. But also, where they anticipate encountering their biggest challenges.
- 4.6.18 The challenges were outlined to be:
- Construction Industry and the speed of change. This sector is responding slower to the climate emergency. At COP 26 (Nov 2021) this was explained to be related to the current system being efficient and efficiency being the biggest challenge to system change. There is difficulty with changing a huge multi headed complex system when all the elements are being optimized within an inch of their lives. The slow take up of alternative low carbon construction techniques often manifest itself in a reticence or over pricing at the tender stage. Due to Hackney's housing programme being a cross subsidy housing delivery model it has a reliance on the market so leading from the front will prove more difficult. Therefore, the council will be more reliant on regulatory change.
 - Building Safety Legislation - limitation on structure and materials (current limitation on non-combustible materials and facades). For example, this prevents the use of cross laminated timber or other timber technologies on buildings over 18 meters or over 6 stories. Taking into consideration Hackney's urban conditions and the desire to maximise their assets they are often building at these heights. If they use this technology, it is invariably a hybrid including steel or concrete which are both higher carbon options. With this challenge they are relying on emerging legislation to be more forward looking and a bit more nuanced.
 - Viability - number of homes vs ultimate performance. This is a challenge area. This already suffers from rising tender prices and static sales prices. Therefore, improvements with fabric performance or new technology further challenges the viability. For example, improving fabric performance through passive house is a good aspiration but potentially quoted to be around 7-10% more expensive. Without additional funding or subsidy, they may need to make a choice between the number of homes build and the level of carbon saving they can achieve.

- New Technology - potential conflicts and risks. Using new technologies for example moving to heat pump technology for the new builds, can bring big carbon efficiency savings. The caveat is this is an untried technology on a massive scale of housing. Therefore, there are risks associated with this move such as the cost of electricity and potentially higher fuel bills, increases to capital cost and specialised maintenance. In addition to educating resident to understand and accept lower temperature heating. In addition, the level of renewables they can achieve with new builds e.g. roof tops are being increasingly contested like east plant for air sources heat pumps and a desire for roof top gardens to improve sequestered carbon. This highlights the potential conflicts and tensions.
- 4.6.19 The De Beauvoir example illustrated how they are starting to respond to these challenges. Although they need to be realistic, they are making in roads and evolving the new homes build program without jeopardizing the delivery of new homes.
- 4.6.20 The next home building programme needs to be within their viability parameters but result in further improvements in housing and a real benefit to residents.
- 4.6.21 These were outlined to be
- Increased understanding of the way our buildings are used. Starting with a greater whole Life Carbon Analysis/POE throughout design and construction. Having defined metrics to monitor the impact and help mitigate further carbon emissions. Technical post occupancy evaluation. The current post occupancy evaluation tends to be based on resident satisfaction. This process needs to include more technical POE to supplement their findings. Understanding how the buildings matches their theoretical performance. Having this data will help support their work and provide an evidence base for ongoing refinement, improvement and to support decision making and the design and construction.
 - Embodied carbon - investigation and instigation of Lower Carbon Construction. Notwithstanding the challenges outlined earlier there needs to be greater change through brought to the fore for lower carbon construction. These challenges are more reliant on regulatory change to support this. However, lessons learnt from the early adoption of timber systems (laminated timber at great eastern buildings and Daubeny Road) also provides a good evidence base.
 - Operational carbon - Low Carbon Energy Systems/Passivhaus design illustrated how the program is responding to the emerging energy strategies nationally, in London and locally. Fabric performance is already at a fairly high level, meaning improvements will be relatively limited. Improvements will benefit residents but will need to be balanced with increased capital expenditure. Moving towards Passivhaus standards, either by performance or certification, will be one of the next goals to be investigated. An adoption should result in greater acceptance and help to normalise it in the construction industry. Reducing the market difficulties highlighted above. The Goldsmith Street Passivhaus development in Norwich (by a Hackney architect) is an example of what is achievable with the right conditions and determination.

- The council starting to look at efficiency through alternative building systems. Offsite construction and repeatable/modular systems. If the numbers can be achieved to produce economies of scale, then offsite construction could help achieve the carbon targets as well as other benefits. A review of council estates is hoping to identify sites which will meet the criteria for a modular method of delivery. In addition to not losing the character and place making qualities of their current emerging projects.
- In tandem there is an increase in industry expertise from various sources like London Energy Transformation Limited, RIBA or architects declare. More and more guidance is being produced which helps them to be more ambitious than to just simply respond to regulatory changes. The council will take the lead of industry experts where there is this increasing body of knowledge and guidance. Using this information to make informed decisions when building low carbon homes and as the targets evolve establish sustainable metrics.

- 4.7 The Director Strategic Property Services commenced the presentation about Hackney's corporate estate (assets).
- 4.7.1 The corporate estate is different to the council's housing stock. There are less units and it performs a different function.
- 4.7.2 It was highlighted the main different with maintaining the corporate estate is the skill sets of the maintenance contractors (qualified in air conditioning, automatic lighting systems etc.) Covering all the fixtures and fitting in office buildings.
- 4.7.3 The corporate portfolio is mainly offices, depots, libraries, and the Town Hall (excluding schools and highways). The corporate assets are the buildings the council occupies to deliver the services by the council.
- 4.7.4 Characteristics of the corporate estate is very varied and range in design, age, use, size, location e.g., Hackney Town Hall building (older building) and the Hackney Service Centre – a more modern age building. These are very different in design, construction, and the way they use the building. In addition, the council also has buildings like Stoke Newington Town Hall which is in a different geography of the borough. The Director pointed out the planning status of a building can be an added complication such as being a listed building.
- 4.7.5 The council has no plans to grow the corporate estate and will not be doing any new capital build programmes.
- 4.7.6 Also in the council's portfolios are other commercial and small properties used by the voluntary and community sector and some temporary accommodation / emergency housing - this has grown recently in response to the housing crisis. These building are leased to businesses in the borough. This is an important revenue stream for the council which helps to cover maintenance costs.

- 4.7.7 The key challenge for the council is the age of the estate. They have a large number of Victorian properties that are over 100 years old. The form of construction can be complex, and all the buildings can be different. There is no single blueprint when it comes to solutions for health and safety compliance or maintenance routines.
- 4.7.8 The assets vary in running costs and in the returns (staff accommodations etc) for the cost of ownership. In relation to capacity this relate to the council's approach in how they treat the building, maintain it or any make big changes made to the building.
- 4.7.9 The property services team has remained lean since austerity commenced.
- 4.7.10 It was highlighted not all the council assets fall under the control of the central council property services function.
- 4.7.11 In regard to data the council has 10 years' worth of condition data, and they do condition surveys of the whole estate over a period of 5 years. That is 20% of the estate each year. This gives a condition report on the current state of the assets.
- 4.7.12 In response to net zero the council's corporate property services have been sharpening up their provision of data to understand the buildings. The data includes condition surveys, energy usage and understanding the total cost of ownership. The ownership costs involve maintenance, energy, soft facilities management, cleaning etc. Corporate Property Services are working towards being able to identify which buildings cost the most year on year to operate.
- 4.7.13 Corporate Property Services are making investments in staff and technology. A new database software has been acquired to enable them to be more effective with the data they hold. The Council holds a large volume of condition data, but this is not easy to manipulate without high quality software.
- 4.7.14 The investment in staff has been to seek out and employ staff with specific skills to sharpen the effectiveness of the data the council holds. Enabling the council to make better, more focused, and informed decisions. Thus, being able to focus their efforts on where they can have the biggest impact.
- 4.7.15 Corporate Property Services is also aligning the council's corporate assets with the council's policy priorities. This is covered in the council's strategic asset management plan. Traditionally this asset plan has focused on general fund properties and included the housing revenue account asset management plan. But going forward they anticipate this will span both the Housing Revenue Account (HRA) and General Fund. Allowing the council to look seamlessly across all its assets. This will give more options and enable more efficient decision making.
- 4.7.16 Acknowledging there is not an abundance of capital so therefore a need to build knowledge, expertise and data to understand the retrofitting benefits and its impact on the council's carbon footprint.
- 4.7.17 Corporate Property Services decided to focus on the actions they can take swiftly. The biggest change has been the reduction in space the council

occupies. This is the biggest impact they can achieve currently. In recent years this has involved removing occupation from Keltan House, refurbishment the town hall to increase accommodation capacity and improvements to the efficiency of the heating system.

- 4.7.18 The Director highlighted as an example the benefits gained from exiting occupation of Keltan House. It was pointed out Keltan House cost approximately £900,000 a year. With the occupation of commercial tenants, the council was able to invest against the future revenue stream and make investment in the fixture and fittings of the building and heating system to make it more modern and efficient. This was of mutual benefit. The council has more recently carried out the same action with the Annex building, Maurice Bishop House and 280 Mare Street. Any further changes to occupancy by the council will depend on working habits as they evolve. As a result, in the last few years the council has moved out of 100,000 square feet of office space. This is the biggest impact on their carbon footprint they have as an organisation.
- 4.7.19 In relation to maintenance the council is currently negotiating their next corporate maintenance contract. This will be in line with the council's sustainable procurement strategy which places obligations on contractors. The council will now expect there to be consideration given to the lifelong carbon impact of the parts they are replacing. This is a new addition to previous contract expectations. This may be a small impact, but on a day-to-day basis this consideration will shift the culture.
- 4.7.20 It was highlighted that listed buildings can have many constraints that require planning applications, consent, and require specific technically skilled people to achieve improvements and preserve the characteristics of the building.
- 4.7.21 Corporate Property Services also feeds in data to other corporate programmes like Hackney Light and Power to help identify the building suitable for PVs on the roof.
- 4.7.22 The Council works closely with neighbouring boroughs and has a working relationship with SITFA. This allows the council to understand the national picture and keep up to date with changes.
- 4.7.23 The next step is to secure capacity in Corporate Property Services to ensure the correct use and focus of the data that allows and enables them to convert it into business cases to identify where their efforts are best targeted. This will identify which asset can deliver savings sooner. Then linking this back to the corporate asset management plan to identify the buildings the council will need to deliver its future policy objectives. From the asset management plan, they can build a long-term strategy which has sustainability at its core.
- 4.8 **Questions, answers, and discussion points – Housing Regeneration**
- (i) **Members commented there is a lot of good work showcased. Members asked if there was learning from other countries who were ahead with their progress to achieve net zero carbon or other parts of the UK to apply to their buildings. Members also made reference to the officer's**

statement about learning from the Kings Crescent phase 1 development and asked if there was more, they could do?

- (ii) **Members referred to retrofitting and the carbon for retrofitting being different to the carbon for a new build. Members asked about the difference in carbon levels for each and the most carbon efficient way of producing new properties.**

In response the Head of Strategic Design from LBH advised in terms of learning from other countries they will take this on board. The officer pointed out there is such an increase in knowledge now and a lot of the guidance available refers to other European examples. The officer highlighted sometimes they have been ahead of the UK. Although in reference to some of the technologies they are on par. For example, when they were implanting air source heat pumps it was difficult to find examples of use for mass housing or examples that had been constructed and were in operation to learn from.

In reference to the difference in carbon for retrofitting and new builds, it is quite difficult to compare the two. The officer highlighted research sources and programmes were being developed to look at the carbon impact of demolition for a new build versus starting from scratch. The aim is to identify if retrofitting existing buildings is carbon beneficial compared to doing a new build. But for this option there are several variables to consider like age of the building, type of construction of the existing building. Pointing out at the last meeting there was a lot of discussion about retrofitting existing buildings. It was also highlighted that starting from scratch brings several advantages too. It is difficult to make a direct comparison of the two because of the nuances depending on the type of building and the new build being completed.

The Interim Director Regeneration from LBH added they have a comparability of carbon costs for retrofit and new builds. The Director highlighted that an estate that has reached the end of its economic life in replacement they may build half or double the number of homes. This is not simple, but they do anticipate a greater place for retrofitting of existing stock as an option going forward.

- (iii) **Members highlighted that in 2019 the council achieved a net increase of 1 social home despite many regeneration projects. The Member expressed a strong view in support of refurbishment as opposed to demolishing to rebuild. The Member also commented that once the emissions are released we cannot do anything to undo them no matter how much they try to do to compensate. Members pointed out the last report advised they would need to see a reduction of almost two thirds of embodied carbon if they are to achieve net zero by 2040. Adding there are several estates in the borough that have not reached the end of their life span.**

In response the Head of Strategic Design from LBH explained that as mentioned previously they are now looking further into retrofitting existing buildings. Kings Crescent is seen as a model for the future despite being an early project. The objective is that the best homes are refurbished and retained and the new home built fit around them. In the officer's view this is a model that may work better as councils look at regeneration in the future.

The Interim Director Regeneration from LBH added it is anticipated there will be more of a hybrid approach in the future.

- (iv) **Cllr Stops Chair of Planning Committee at LBH referred to embodies carbon and timber construction. Pointing out Hackney was the world leader in timber construction of buildings. But acknowledged there has been a setback following the regulation changes made by Government. The Chair of Planning encouraged officers to pursue the use of timber for low carbon construction.**

In response the Head of Strategic Design from LBH explained they do not disagree and was a desire to consider this. Highlighting as more research comes to the fore and regulations become less reactive and more nuanced. The guidance may become based more on technical evidence; then the possibility of CLT may return. But currently as they deliver housing it is difficult and the schemes where they do bring forward timber are generally lower level where the regulations do not apply. The officer explained the council is trying to maximise their assets by building higher. The council is limited but, in the meantime, places like Norway have built the highest timber building to date approximately 12-20 storeys. The lack of timber buildings is not through desire but driven by regulation.

- (v) **Members referred to best practice in relation to communication and engagement with residents. Members asked how they will help to engage and involve residents to develop their understanding about this approach and its contribution to the council's work on net zero. Members commented the high-profile nature of LTNs had taken centre stage when there was a large body of other work related to net zero. Members wanted residents to be engaged and informed about all the work.**

In response the Interim Director Regeneration from LBH agreed this does require lifestyle change. The new homes being built are of good quality and there is a move towards more environmentally friendly heating (heat source pumps) and under floor heating. Making properties more aesthetically pleasing and easier to arrange furniture in a room. The Director explained an education program will need to go with this on how to use the heating system to have a slower warm up and cool down. The move to new energy systems will cut carbon and pollution but electricity is still an expensive fuel. Therefore, this may result in a heavier burden on residents. The Director acknowledged getting the education right would be important. The council is aware they need to improve their communication and education to inform people how to use the equipment more efficiently.

It was reiterated that what will be important is collating and measuring the actual saving from talking to residents as well as having the design savings (predications).

The Director pointed out these homes are also more complicated, and Hackney Council's Housing Services will need to maintain them. The proposal is to have DLO staff involved in the construction of the new homes so they can see how the systems work. The council recognised they need to

embrace the changes and bring their residents and customers on the journey of change.

- (vi) **Members asked if Hackney is considering fostering a collaboration with peer authorities in the house building sector that have similar ambitions and are taking steps to rationalising structural systems.**

In response the Interim Director Regeneration from LBH explained they would like to do more builds like this not just because of the environmental benefits but the quality too. The Director confirmed Hackney works closely with other London boroughs. The Director acknowledged they might need to give some consideration to look beyond their natural partners to other local authorities outside London.

The Head of Strategic Design from LBH explained nationally there is a lot of lobbying to support bringing forward low carbon construction technologies. There is research and they are hoping this research will bring further developments to the regulations. Highlighting in relation to timber build there are tests that show it performs well in a fire as solid timbers chars rather than burns.

- (vii) **Members referred to Kings Crescent estate and asked about the lessons learnt post phases 1 and 2 in respect of the procurement model for the final stages for low carbon construction and the use of timber in the building because the builds will be lower levels.**

In response the Head of Strategic Design from LBH informed the build will be taller than 3-4 storeys. Some 12 storeys so over the 18-meter limit. Therefore, the construction technology in the final phase will be like phase 1 and 2 due to the restrictions and regulation. The officer highlighted there have been lessons learned in small, detailed ways that have been built into the next phase. For example, a different type of public realm. In phase 1 and 2 the court yards were very enclosed and only accessible for the people living around it but not for other people nearby. For the next phases they will be more open and a new public space.

The Interim Director Regeneration from LBH added one area of regulation that had moved on rapidly is building safety. There is a lot of hidden changes in phase 3 and 4 that will be different to phase 1 and 2. The building will look similar but underneath they will be constructed differently and perform differently. The building industry tries to keep up with the changes, but it is like a oil tanker with a lag between regulation to what happens on the ground.

4.9 **Questions, answers, and discussion points – Corporate Property Services**

- (i) **Members commented the upskilling of the internal team will be essential in delivery of this agenda. Members suggested the cost could be shared or resources pooled with their neighbouring boroughs and asked if this was being considered or practical to explore? Members agreed that currently the recruitment environment was challenging.**

In response the Director Strategic Property Services from LBH explained in relation to pooling resources the key resource is knowledge. They currently share knowledge and SITFA is a good in expensive resources for this and has a national profile. Also giving access to information about a full mix of corporate buildings.

In relation to measuring the value from retrofitting and carbon impact this is currently difficult due to the limited evidence base. The Director pointed out Central Government's focus has been on housing not on corporate property. Therefore, they are building their own data which is shared with other colleagues. It is difficult to make direct comparisons because of the mix of assets they all have but there will be themes they can learn from.

- (ii) **Members referred to rental properties like Keltan house and asked if the council insists the occupants have net zero targets. If they do, how is this being monitored to ensure the targets are achieved.**
- (iii) **Members highlighted the Council is undertaking audits but there is no government funding to support this work. This brings some element of risk in relation to the investment required to ensure the building are energy efficient and achieve net zero carbon. Members pointed out in the past councils have had to sell assets due to insufficient funds. Members asked in terms of funding and finances for this work what is the current position? Members recognised the council could lease out properties but queried if this sufficiently helped with the expenditure.**

In response the Director Strategic Property Services from LBH highlighted the restoration of the Town Hall had given the Town Hall a profile as a key community asset. This refurbishment was fundamental to enabling the council to rationalize their occupancy estate.

In relation to controlling their tenant, when a building is leased the building is largely under the control of the tenant. As a landlord the council does retain certain responsibilities e.g., the fabric of the building – heating, walls, roofs etc.

The council has many commercial and VCS properties (300-400 buildings) that range in variety. They have buildings like Principal Place which is a state-of-the-art headquarters for Amazon to laundrettes in the HRA. The Director explained it is not the tenant's responsibility to replace and modernize the heating in buildings this would be the council's responsibility. The asset management planning is a key resource to understanding and identifying what they have and what the council needs to carry out as a minimum. With this information the council can start to cost analyse and establish where they need to make spend commitments at the earliest point. All work is carried out based on urgency and relative urgency. Health and safety are about risk. In terms of climate and compliance toward their objectives for net zero carbon. The considerations will be about where they can make the most achievements fast with the funding they have.

The Director advised currently it was difficult to give a definitive answer in terms of the finances. The Director explained they are doing the analysis on data and doing this systematically and thoroughly. For example, a building

like Stoke Newington Town Hall has 56 separate roofs which all need replacing and are likely to contain asbestos. This is in addition to the damp in the basement, the quality and conditions of the walls, brick work outside, masonry and the windows. All these needs updating. Requiring approximately £10-20 million spent on one building. This will require careful consideration. The Council would not want to sell Stoke Newington Town Hall due to its community significance. Therefore, this needs a sustainable plan, and the council will need to work with other parties who can help to shoulder some of the burden like they did with Keltan House. Securing a decent rental income could help to support the ongoing maintenance costs of the building and justify upfront capital expenditure to pay back over time. Although this is a good approach for big buildings it may not necessarily work for smaller building assets.

(iv) **Members referred to Stoke Newington Library and asked if any of the roof repair works being carried out will work towards this building being net zero carbon and more sustainable considering the works undertaken are emergency works?**

(v) In response the Director Strategic Property Services from LBH explained the Stoke Newington Library just as sensitive in planning terms as the rest of the Stoke Newington complex. It is all subject to the same listed building status. Any works carried out on the library required a listed building application. The Director confirmed the roof repair work is urgent and the council is currently drawing up a programme of works. This links to the manifesto commitment to draft a programme of works and this is progressing. The changes and upgrades to Stoke Newington Town Hall will follow a similar route to the refurbishment of the Town Hall (this was a listed building too). The Director informed the aim will be to make it as sustainable as possible. The council will do as much as it can taking into consideration the planning constraints of a listed building.

The Director highlighted the library will not be let out for commercial use but retained for the people of Hackney and will be looked after and refurbished in a sensitive way.

(vi) **Members referred to the presentation and highlighted it mentions a reduction in occupation. Members asked how this is likely to affect employees and employers having a permanent base for their work. Is it anticipated that more employees would work from home in the future years? Is there any consideration on the impact of this because this will mean a very different way of working? Members pointed out there are a lot of benefits that come from working in a team, face to face with colleagues and having that support.**

(vii) In response the Director Strategic Property Services from LBH explained when the council exited Keltan House and 280 Mare Street the council had more space than was required. A ratio of 1 desk per person. They never filled all the buildings at any one time. In discussions and looking at the most aggressive hot desking strategies of 6 desks for every 10 people. The Council decided to apply 85% capacity. That is 8.5 desks per 10 people. After implementing this strategy, they still have excess desk space. This has been incrementally reduced. Following the pandemic, a strategic group has

been set up to regularly review the council's working pattern. Staff attitudes have changed dramatically now. Over the last 2 years the council has been running regular working groups and monitoring sessions with a range of different staff to gauge and understand workforce needs. The council has found that staff have been so brave and open to talk about their working requirements from disabled staff to physically able staff. This is enabling the council to build a big picture of how everyone uses the buildings and want to use the buildings. The council's aim is not just to reduce the number of buildings. There will be a lot of work to move towards net zero, but the council needs to remain competitive, that means having a quality offer of office space for staff and have attractive workplaces.

5 Electric Charging Infrastructure

- 5.1 The Chair referred to page 52 in the agenda welcomed to the meeting Lucja Paulinska Head of Hackney Light and Power, Tyler Linton, Group Engineer - Sustainable Transport and Engagement and Cllr Mete Coban, Cabinet Member for Energy, Waste, Transport and Public Realm from London Borough of Hackney.
- 5.2 The Chair explained the purpose of the meeting was to review the electrical charging infrastructure available and consider the council's plans to extend the network of charging points in the borough
- 5.3 The Cabinet Member for Energy, Waste, Transport and Public Realm commenced the presentation for this item and made the following main points:
 - 5.3.1 The electric charging infrastructure is important piece of work towards the council achieving their net zero carbon ambitions.
 - 5.3.2 The Cabinet member acknowledged the price of electric vehicles was currently too expensive for most Hackney residents. However, the Council wants to have the correct infrastructure in place for when residents are able to make that switch to an electric vehicle.
 - 5.3.3 There is collaborative work taking place between the Energy Team, Hackney Light and Power and the Streetscene Team. The collaboration between the teams makes this possible.
 - 5.3.4 The council is here to talk about their ambitious plans around electric vehicle charging infrastructure and highlighted the big ambition to have 3000 charging points by 2030. Pointing out this will be the largest infrastructure roll out of any local authority. Therefore it will important for the council to ensure they place the charging points in locations that creates demands across the borough. Particularly for residents living on council estates.
 - 5.3.5 As part of Hackney's sustainable and emergency transport plan their ambition is to encourage people to walk, cycle and take public transport where necessary. The Council is not encouraging a complete transition from petrol/diesel cars to electric vehicles. But where people do need to drive the preference would be for electric vehicles.

- 5.3.6 It was highlighted the electric vehicles pollute in different ways such as bioware and the production of batteries. Therefore, it remains Council policy remains to encourage more walking, cycling to tackle air pollution in the borough.
- 5.4 The Group Engineer Sustainable Transport and Engagement continued the presentation and made the following main points:
- 5.4.1 Referred to page 53 in the agenda and highlighted the council is interested in EV charge points because it forms part of the Council's response to climate emergency and has the potential for major carbon savings as long as the electricity supply to the charge points is from clean and renewable sources.
- 5.4.2 This also links to the areas of focus by Government and Cop 26. It has potential in terms of mitigating carbon emissions by encouraging the switch to EV vehicles.
- 5.4.3 The officer reiterated it is not about switching all vehicles to electric but creating the environment that supports people to switch to when they want to switch vehicles. But the Council's existing objective to achieve an overall reduction of vehicles remains the top priority.
- 5.4.4 By the council getting involved in the electric vehicle charging point marketplace is to have some influence and to make sure the priority remains at the top of the agenda.
- 5.4.5 The Council also wants residents to access the best prices at EV charging points. Good prices have been available for people charging their vehicles at home, but it is recognised that not all inner London residents will have access to off street charging using their home tariff. Therefore, the aim is to provide equity and access to cheaper tariff.
- 5.4.6 The Government has announced the end of combustion engine vehicles (petrol and diesel) by 2030.
- 5.4.7 The council has a duty to ensure that residents who rely on a vehicle for work (economically) whether that is an internal market after 2030 for combustion engines or EV have access to charge points as a service too.
- 5.4.8 The council wants to influence the locations and speed of deployment to achieve these objectives and ensure residents have good services and access to good prices.
- 5.4.9 The officer highlighted that it may appear that electric vehicles are becoming mainstream but wanted to point out this is still a very new market that is rapidly changing and there are new suppliers entering the market regularly.
- 5.4.10 It was highlighted that Hackney's first charge point was installed in 2010 by 2015 Hackney had 15 publicly available charge points. The council executive aims to make EV point available within 500 meters for 80% of Hackney residents by 2022. The council has exceeded this target. This target has shifted to 100% of residents by 2025. The officer confirmed the current roll out program is on track to achieve this.

- 5.4.11 The installation of EV charging points has resulted in a huge transformation change to Hackney streets.
- 5.4.12 A key challenge faced is that residents and consumers will want stability and predictability. One of the barriers for people switching to electric is the anxiety about the charging infrastructure. This anxiety is linked to availability and understanding about the infrastructure. There is also diversity in the market space as well as different technologies. This will require getting the balance right between being agile, promoting and being respectful of the desire for stability and predictability over the medium term.
- 5.4.13 It is acknowledged that just building EV points will not (on its own) encourage people to switch. It can be a barrier and cause second thought, but it doesn't mean that the visibility of EV points will encourage people to switch. There will need to be suite of mechanisms and measures. This is under consideration.
- 5.4.14 The council understands consumers have a desire for stability and predictability, whilst also a different set of needs. The council's goal through procurement is to achieve a good mix of offers and charging options ideally under the Hackney Light and Power brand. Thus, having a trusted source and a single point to obtain information. Therefore, the council has implemented mix of chargers.
- 5.4.15 The current number of commissioned and live charge points were outlined on page 54 of the agenda. The officer highlighted there are 3 different types.
- 5.4.16 The difference with electric charging compared to traditional vehicle energy source (petrol / diesel) is that that you pay a different price based on how fast your vehicle fills up. For electric you pay more for a rapid charge. There are currently 11 rapid chargers in the borough. These tend to be on TfL Road networks and other main roads. These provide a charge in approximately 30 minutes. These can be found in petrol stations. Currently this volume of charge points would not be enough to charge a large proportion of electric vehicles on the road per day.
- 5.4.17 If the council does nothing it is likely that people would choose this option in the future and ultra-rapid charge.
- 5.4.18 In the future mix of chargers, the rapid charger would still be useful for larger battery vehicles, vehicles for work, taxis, commercial vans etc. will want the convenience of a fast charge.
- 5.4.19 Electric vehicles are more expensive to purchase but mainly (depending on battery type and weight of vehicle) cheaper to run and fuel.
- 5.4.20 The most expensive rapid charger in London charges £0.50 per kilowatt per hour. The chargers in Hackney cost £0.30-£0.35 per kilowatt per hour. This roughly equates to £8+ per hundred miles. Roughly 8p per mile. Petrol / diesel is estimated to cost approximately £10-£11 per 100 miles.
- 5.4.21 If you are paying £0.50 per kilowatt hour this can get slightly more expensive than a petrol or diesel car. From £0.40 per kilowatt hour is when electric vehicles become more expensive than a petrol / diesel vehicle.

- 5.4.22 The second type of charger is a fast speed. There are 22 of these types in the borough. The Council is planning to commission 20 more. The speed of charge for these is around 2-4 hours. They are slightly cheaper per pence per kilowatt hour.
- 5.4.23 The 20 new chargers are not being built on pavements but on carriageway buildouts. The current generation of technology requires a feeder pillar like a utility pillar that goes on the pavement. The Council is hoping future technology will address this. The council's procurement expresses a desire to have minimum street furniture on the pavement.
- 5.4.24 The users of fast chargers would be car clubs, visitors such as trades people. It was explained that fast charge points were the initial types of charge points stalled in London.
- 5.4.25 The council has recently taken part in a small trial related to fast chargers under the smart option called agile streets. 30 smart chargers were installed to give the option of setting the time and day you want your vehicle to charge. This can give you an overnight rate which would be a better rate. The trial was due to end in March 2022. It was pointed out this could even the load on the electricity network and make use of off-peak times.
- 5.4.26 The slowest chargers are slow chargers on residential streets. These are called lamp column chargers. This technology has plugs installed in lamp columns. This is good because this means there will be no additional street furniture on the pavements. The charger time is 8-10 hours. In other words, an overnight charge. This is the best tariff. This will provide an option to residents that is like a home charger.
- 5.4.27 These chargers will result in less turnover than the other options because users will stay longer in the bays. This would mean they need more of these chargers.
- 5.4.28 In Hackney there are approximately 250 sites currently. The council estimates they will need more to encourage the mass adoption or to meet demand.
- 5.4.29 The Council commissioned a study that completed in 2020. This estimates to keep up with demand they would need 3000 charge points by 2040. This also assumes a reduction in car ownership.
- 5.4.30 The projections for EV car ownership is outlined on page 53 in the agenda.
- 5.4.31 The council is conscious that if they follow demand and anxieties around charge points. It would be a better idea to lead the demand and make sure there is a better level of service to encourage and give confidence to consumers and residents to make the switch.
- 5.4.32 In relation to publicly available charger points and to meet the target of 3000 charge points they want to front load installation. This is the most ambitious plan for a local authority. The council hopes to get good quality tenders, good prices, terms and conditions for residents from the market.

- 5.4.33 The Council issued a tender and they are currently evaluating the submissions. They are scheduled to make a recommendation in the new year to Cabinet Procurement Committee for decision.
- 5.4.34 The contract will not be covered by council funds. The council sees this as an opportunity for operators to invest their own capita. The model would be an operator capital investment with upfront investment and then to run the sites on the concession contract. Allowing them to recoup their investments. The Council would be leasing them the space on the highway. The contracts are expected to be long contracts in the region of 15 years. There will be 4 different contracts covering each charger type and the council's own fleet of vehicles.
- 5.4.35 Assuming a successful procurement the first step would be to work with the contractor in partnership to devise and approve a detailed network plan for specific locations. The criteria for locations is outlined in the agenda on page 64.
- 5.4.36 Currently council estates are under served. It is also planned to have a consultation and engagement plan with the operator as part of developing the network plan.
- 5.4.37 It is anticipated that the procurement process will secure the best rates, latest technology and will make provision for upgrades during the life of the contract.
- 5.4.38 In the procurement specification they are asking for the energy to be from a renewable source so that they can meet the council's climate and net zero targets.

5.5 Question, Answers and Discussions

- (i) The Chair of Planning Committee in attendance at the meeting referred to the scale of the infrastructure needed and highlighted there were 40,000 vehicles and only 3000 charging points. Why 3000?**
- (ii) Hackney has very low car ownership and high bus use. The Chair of Planning Committee raised concern about public realm and the cluttering of street furniture sharing the pavements with current public realm street furniture. The Chair of Planning Committee was concerned about the space the new electric charging infrastructure would be taking up on the current pathways. The Chair of Planning Committee urged for this to be done well.**
- (iii) Members referred to the use of induction pads in the road. The Member explained that the car drives over the pad and this requires no cabling. The Member urged officers to explore this option too.**
- (iv) Members pointed out there are 4 charging points in Clapton but not all of them work. Some require smart cables which cost £250 to buy to use the EV chargers. This cost / outlay may mean the charge points are not accessible to all.**
- (v) Members asked for more information about the council's work to create designated parking bays by lamp column chargers.**

- (vi) Members suggested officers set clear guidelines and aims not to clutter the pavements. Members asked for existing street furniture to be used for electric charging infrastructure where possible. Members also suggested the council should insist on having buildouts if they are building charging points. Members pointed out Hackney borough is very dense. Therefore, the new electric charging infrastructure should be built on the carriage ways.**
- (vii) Members commented that the officer referred to having electric charging points on estates. But currently charging points are on the streets. Members asked about the council's plans to put them on estates. Members asked if there would be a mix of chargers on estates. Members reiterated the point about not positioning the charging street furniture on the pavements.**
- (viii) Members referred to parking and the ambitions of the council to be a leader in this sphere. Members raised concern about residents from other boroughs coming into Hackney to use the charging points because electric cars do not need a permit to park. Therefore, this might encourage electric car owners from other boroughs to park and charge their car in Hackney.**
- (ix) Members wanted reassurance the council would continue to promote their no car policy and encourage use of public transport in addition to lobbying the Mayor of London not to cut bus routes and central government to adequately fund TfL. Members asked for public transport use to be prioritized over all the other forms of transportation.**

In response the Cabinet Member for Energy, Waste, Transport and Public Realm advised that he and the Mayor of Hackney were in discussions with the Deputy Mayor for Transport in the GLA about transport in Hackney borough and the difficulties being experiencing by residents following the cuts to bus services. It was highlighted that last year Hackney experienced frequency cuts on 25 different routes. It was acknowledged although Hackney does have the overground service many residents depend on the buses in Hackney and that this is the main form of transport to get to work. Particularly for the residents on low income or who may work early shift patterns. The Cabinet Member advised these concerns continue to be raised with TfL.

It was confirmed public transport use and increasing cycling will remain the priority for Hackney Council.

Regarding the question about council estates the tender process is currently underway and once the supplier has been selected there is an engagement plan that talks about the roll out of electric charging points. The desire is to see all council estates with the same access to electric charging points like street properties.

In response to the concerns raised about residents from outside the borough using Hackney parking bays. The Cabinet Member advised the council is not promoting free parking to non-Hackney residents. There was a consultation,

and this has now closed. Streetscene are working with parking services to review the comments.

The Cabinet Member for Energy, Waste, Transport and Public Realm acknowledged receipt of comments about concerns related to permits. The points raised are being considered.

In response to having electric charging parking bays. This is part of the council's parking enforcement plan. They will be looking to convert some of the parking bay to designated electric charging spaces.

Overall, in relation to the many points raised about public realm and the footways the Council agrees. They do not want the public realm cluttered and scrutiny of the council's proposals is welcomed alongside any recommendations. The Cabinet Member confirmed the council is explaining how they can create space within the carriageways to make the infrastructure available.

In response to the query about 3000 charging points and why this figure was selected. The Cabinet Member explained there are several local authorities across the country that have been struggling to meet the demands for electric charging point infrastructure. This is because they are not providing the market with certainty in terms of the number of electric charging points to be installed. With Hackney stating a figure it has curated interest that will enable the council to meet the demand that they need to deliver. Secondly the figure selected is based on the projections of the number of vehicles they expect to see in the borough by 2041.

The Cabinet Member reiterated it is not their aim to see electric vehicles replace the current number of vehicles in Hackney. The Cabinet Member pointed out the council's wider transport policy - from low traffic neighbourhood schemes (LTNs) to schools' streets programme and the cycling infrastructure programme - works with this policy objective and will grow into a more ambitious programme of priorities in the new administration.

The Group Engineer - Sustainable Transport and Engagement from LBH added in relation to the theme around pavement obstructions the Council does have a pavement hierarchy embedded in the Council's transport strategy. Pedestrians are at the top of the movement hierarchy. This means that anything the council does needs to consider putting pedestrians first.

Most electric charging points proposed would be of the slow residential type. In the procurement they have made it clear they are looking for very little impact or zero impact on the pedestrian environment e.g., existing lamp columns. The 3000 figure was derived from a study base on the number of projected vehicles using different scenarios to meet the needs of 30,000 electric vehicles. The scenarios considered all types of chargers. The council has chosen the option that give more chargers overall but because they are the slower types, this will charge 1 or 2 vehicles maximum a day. This should have less impact on the urban environment because they are slow and small.

In response to future proofing the options in relation to technology advancement i.e., induction pads. The officer explained there is nothing in their

procurement that excludes any type of future technology or prohibits a bidder from suggesting the induction pad technology. In the tender they are asking for an indication of their approach to future upgrades to enable new technology to be adopted as it becomes available. Currently it is anticipated that induction pads are not economically viable in the market. The Council is aiming to have a flexible model that allows them to bring in new technology during the life of the contract or negotiate a contract length that allows them to upgrade to future technology.

The officer explained the council started to see a lot of cables being trailed across the pavement. Although the council can enforce against trailing cables across the pavement the most pragmatic way would be to provide a solution to prevent that type of behaviour.

This aims to balance the impact of the future infrastructure which the council has tried to minimise through the contract specifications and providing a solution to potentially 30,000 vehicles in the borough.

- (x) Members commented the biggest cost for Hackney residents is the cost of electric vehicles. The average cost is approximately £44,000 from new. Members asked is there anything that can be done to make them more accessible for people. Members supported the previous comments about looking at transport holistically and considering what can be done to increase bus services in the borough. Members urged the council to press TfL more in terms of diverting funds from bigger vanity projects like the sliver town tunnel, old street roundabout etc. to focus on maintaining bus services because they do not have tube services in the borough.**
- (xi) Members referred to the statement that electricity will be from renewable sources. Members acknowledged that electric vehicles will be far less polluting than petrol or diesel vehicles but pointed out electricity comes from fossil fuels and the batteries have lithium and this is mined in a concerning way by children in Africa. Members asked how the council will aim to ensure that their fleet vehicle battery components come from ethical sources and the electricity comes from renewable sources?**

In response the Group Engineer - Sustainable Transport and Engagement from LBH agreed the upfront cost for an electric vehicle is a barrier. The officer pointed out there are some city sized cars on the market that come in at a lower cost to the figure quoted by Members. But acknowledge that commercial vehicles are still quite expensive and out of reach for many people who rely on commercial vehicles.

The projections show that in 2030 and as petrol and diesel car sales draws to a close. There should be a greater choice and variety of electric vehicles on the market. The Council is trying to be ready for this rather than being behind the curve to create the environment where people can make that choice.

In relation to the life cycle of any procurement. With renewable energy in the procurement process they will be able to assess whether the charge point operators are guaranteeing renewable energy. In relation to guaranteeing the provenance of batteries all procurement processes are subject to the Council's

sustainable procurement policy. If the council is buying electric vehicles this should feature in that procurement process.

In relation to influencing the private car manufacturing market that is something to take away and consider.

The Cabinet Member for Energy, Waste, Transport and Public Realm from LBH added he was talking to the fleet manger about electric refuse vehicles. The Cabinet Member Informed Members of the electric fleet vehicle cost of £450,000 compared to a non-electric vehicle cost of £190,000. Pointing out the cost difference is significant.

The Cabinet Member pointed out as the technology is new and the supply is very limited the cost is high and out of reach for many people in Hackney.

Therefore, electric vehicles are not exempt from the low traffic neighbourhood schemes because this could be perceived as disadvantaging people who need to drive that are on lower incomes.

The Cabinet Member reiterated the Council is trying to control and curate in the areas they are in control of; so that when people make the switch the infrastructure is there to make the transition.

In relation to the points about the bus routes in the borough, the Cabinet Member urged for all Councillors to work collectively to lobby about this issue. The Council recognises the connectivity issues particularly in the east of the borough. The Cabinet Member pointed out venue owners like HereEast have their own electric bus that runs from Westfield to the campus due to the limited transport options in that part of the borough.

The Council has presented an option of diverting some Section 106 funding to subsidise the bus services in locations that need better transport links. They are awaiting guidance. It is estimated that 87% of people either take the bus, cycle or walk in the borough. The Cabinet Member acknowledged they need to keep raising these points at every platform possible.

- (xii) Members asked what level of consultation was carried out for the initial spaces implemented in 2021. Members commented it was important to carry members of the public with them when making changes. Members commented they are aware there has been some push back from residents. Members wanted to know how resident views were being incorporated.**
- (xiii) Members asked if there were any statistics on the residents' requests for both on and off estates?**
- (xiv) Members asked if there have been steps taken to analyse the council's revenue share? Members suggested an analysis of revenue was carried out to ensure they have sufficient levels of staff. Members pointed out this could increase the workload of staff and they wanted assurance this would not result in a detrimental impact on staff in the long term.**

- (xv) **Members referred to the 1500 spaces in the next phase and asked if there would be dual use for community groups e.g., disabled residents. Members were concerned there may be a lag in uptake and demand initially and that there could be empty spaces.**

In response the Cabinet Member for Energy, Waste, Transport, and Public Realm from LBH explained in relation to the location of charging points. This was in response to demand and, they needed to create demand. Therefore, they need to install charging points in places to encourage the switch.

The Council is aiming to have a very strong engagement plan with the supplier. They will try to make sure its consultative. This desire has been feedback to the supplier. Engagement will allow a lot of the questions and concerns related to the public realm to be answered. The council recognises it's important to understand the impact that this is having on the streets and the communities when they are rolling out the infrastructure.

The Chair made the following points at the end of the discussion. At the meeting there were strong views expressed about not cluttering the pavements, continuing funding for buses and that electric car charging points will become more significant as petrol and diesel cars stop production and people switch to electric vehicles.

6 Minutes of the Previous Meeting

- 6.1 The minutes of the previous meeting held on 26th October 2021 in the agenda for approval.
- 6.2 The minutes of the previous meetings were agreed.

RESOLVED:	Minutes were approved
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7 Living in Hackney Scrutiny Commission- 2021/2022 Work Programme

- 7.1 The Chair referred to the work programme and commented it was as set out for the remaining meetings of the municipal year.
- 7.2 The next meeting (January 2022) will cover fire safety related to housing stock and the private sector housing licensing scheme.
- 7.3 The February 2022 meeting will be a joint meeting with CYP scrutiny commission covering care leavers and housing.

8 Any Other Business

- 8.1 None.

Duration of the meeting: 7.00 - 9.45 pm

**London Borough of Hackney
Living in Hackney Scrutiny Commission
Municipal Year 2020/21
Thursday 24 February 2022**

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 M Can Ozsen, Cllr Ian Rathbone, Cllr Penny Wrout, Cllr Sophie Conway and Cllr Lynne Troughton
Connecting virtually:	Cllr Clare Joseph, Cllr Soraya Adejare and Cllr Sarah Young
Apologies:	Cllr Ajay Chauhan
Officers In Attendance:	Jacquie Burke (Group Director for Children & Education), Diane Benjamin (Director of Children's Social Care), James Goddard (Interim Director of Regeneration), Jennifer Wynter (Head of Benefits & Housing Needs), Laura Bleaney (Head of Corporate Parenting), Claudia Hillaire (Head of Care Leavers), Ross Hatful (Legislation, Strategy & Projects Officer), Arto Maatrtta (Team Manager Housing Needs), Marcia Facey (Operations Manager, Housing Needs) and Benjamin Norton (Hackney Tomorrow)
Other People in Attendance:	Cllr Anntionette Bramble (Cabinet member for Children, Education & Children's Social Care), Cllr Sade Etti (Cabinet Member for Housing Needs), Sophie Konradsen (LB Lambeth) and Brenda Amisi-Hutchinson (LB Islington). Five young care leavers
Members of the Public:	None
Officer Contact:	Tracey Anderson ☎ 020 8356 3312 ✉ tracey.anderson@hackney.gov.uk

Councillor Sharon Patrick in the Chair

Welcome and Introductions

The Chair welcomed everyone to the meeting and outlined the etiquette for the meeting. It was noted that this was a joint meeting of the Living in Hackney Scrutiny Commission and the Children & Young People Scrutiny Commission and would be jointly chaired by Cllr Sharon Patrick and Cllr Sophie Conway.

1 Apologies for Absence

1.1 Apologies for absence from Cllr Ajay Chauhan.

2 Urgent Items / Order of Business

2.1 There were no urgent items, and the agenda was as agreed and published.

3 Declaration of Interest

2.1 There were no urgent items, and the agenda was as agreed and published.

4 Housing Support for Care Leavers

4.1 The aim of this scrutiny session was to review the housing support and accommodation options available to care leavers in Hackney. This was a joint session of both Living in Hackney and Children & Young People Scrutiny Commissions, reflecting that this issue encompasses children's social care, the council's corporate parenting responsibility, housing needs, housing strategy and housing supply.

4.2 The Commissions were assisted by the contributions of local officers and external guests from Lambeth and Islington, and local care leavers. It was noted that a number of reports had been submitted to the Commissions which would also be used as evidence (enclosed within the report pack). After this session, Commission members would reflect on all the evidence received and make recommendations to improve housing support to care leavers for relevant Cabinet members to consider.

Cabinet member introduction

4.3 The Cabinet Member for Children, Education and Children's Social Care thanked young people for contributing to the development of the new housing pathway for care leavers which it was hoped would provide better accommodation and housing support. Despite these improvements, the Cabinet member noted that care leavers still had significant anxieties about their accommodation options not only in the short-term, but also for the medium and longer-term as they reached the ages of 21 and 25. Whilst 18 social let properties were made available for care leavers each year, there were far more care leavers who would benefit from this opportunity. The Cabinet member welcomed this review as it underlined the importance of joined-up support from across the Council and hoped it would

develop challenging and innovative recommendations to improve housing support for care leavers.

Care Leavers in Hackney

- 4.4 Prior to this meeting, it was noted that the Chair and Vice Chairs of both Commission's had conducted a focus group with 10 young care leavers to understand the nature and level of housing support that they received. An analysis of the key themes to emerge from the focus group is contained in the agenda pack. The Chair thanked young people for attending the focus group and this session, as it was critically important that members understood the lived experience of care leavers in relation to the housing support they received.
- 4.5 In addition, ahead of the meeting the Chair and Vice Chairs of both commissions undertook a site visit to semi-independent accommodation used to support young people leaving care. This also allowed the opportunity for members to speak to support staff, care leavers and other young people about how housing needs were being met locally.
- 4.6 Care leavers present were asked to briefly introduce themselves and describe their current housing situation and any key issues they had faced or were likely to face in the future about their accommodation. Key issues raised included the following:
- (CL1) lived and attended University outside of London and was aware that they would unlikely to be able to access social housing on their return to Hackney given the limited supply available. The care leaver also had concerns around the affordability of housing within the private rented sector in Hackney, and whether they could actually afford to return.
 - (CL2) lived in a housing association property. The main issue for this care leaver was that they were given no choice of social rent, and therefore had to take a property on an estate where she grew up and had associated trauma. The care leaver had to remain in situ as there were no other options to move within Hackney.
 - (CL3) was 18 and lived in supported accommodation. The care leaver was concerned that there would be no social let properties available through the quota and that they may be left homeless when they reach the age of 21.
 - (CL4) was aged 20 with a baby son and was currently living in Tower Hamlets in the private rented sector. The house was not suitable as it was too small for a young mother with a baby.

Questions from the Commission

- 4.7 How involved have care leavers felt in decisions made about their housing situation?
- (CL1) Care leavers do not get much say in their housing. Care leavers were required to take what was offered, and what was available was felt to be expensive. Even if care leavers were able to get an offer of social housing through the quota, one direct offer was made and therefore could not be refused. If you care leavers didn't accept that, then it was the homelessness route. So either way, care leavers felt that there was limited choice in where they could live.
 - (CL2) There was very little choice of supported accommodation, it was either this accommodation offered, someone's couch or the streets.

- (CL3) Care leaver wasn't given a choice about supported accommodation offered, but they still made me come and see it before they moved in.

4.8 What happens to young care leavers' social network of friends and family when they are required to leave care or move?

- (CL1) When young people are in care, they can be moved often and sometimes be placed far away from Hackney, both of which can be problematic for maintaining contact with friends and family.
- (CL2) Care leaver's initial placement was outside of the borough which was hard, but it was better now they were back in the borough as they were closer to the people that they knew and cared about them;
- (CL3) Was initially in a placement near Islington which was not too far and friends and an ex-foster carer could visit relatively easily. But after being moved to Tower Hamlets, it was too far for such contacts to visit. Even the family nurse (to support her baby) now does on-line check-ups as it's too far for her to travel and to find somewhere to park is difficult.

4.9 What one thing could be changed to improve your transition to independence as a care leaver?

- (CL1) Foster carers need more support to help children transition from care to independence.
- (CL2) Care leavers need greater certainty as many live with a lot of anxiety about their future, particularly their housing situation. Being homeless is at the back of young peoples' minds as they know there will be greater uncertainty when they leave care or when they turn 18 or 21.
- (CL3) For now, what would really help is more housing options both in and out of Hackney.

4.10 What has been the most significant challenge you've faced in your transition from care? How well have you been supported by the Council (as your corporate parent) in this process?

- (CL1) The most difficult part of leaving care transition was moving from supported accommodation at age 18. I really liked the accommodation and it was difficult to move on from that, because at pre-18, I did not have to pay any bills and everything was covered, but now in post 18 accommodation I now have to pay bills, not just rent, but gas and electric, wifi and other household bills. Social services did try and help me and supported me in doing an income and expenditure analysis, which was helpful, but practically, just not enough.
- (CL2) My biggest challenge will be when I leave university as I will be over 21 and I will not be entitled to any social housing in the borough. This has not even been tackled by my social worker, but when I get to the point, I am not sure who I will need to go to to help figure out my options. If I return to Hackney, I am not sure if I will be able to afford to live there as I will probably be in private rented accommodation and that's so expensive.
- (CL3) I was told I would not be here for more than 6 months as the place is small for me and my baby, but I am past that time now and I don't know what is coming next. I know that they are going to refer me to The Greenhouse, but I don't know when. I really don't know what my situation is at the moment.

4.11 What advice was provided to young care leavers who were considering going to university or taking up employment in respect of their housing options and the affordability of available options?

- (CL1) I had an offer to go university but my social worker let me know that housing options would be limited when I returned (most likely none) which deterred me from going. There was also the confusion as to where I would live during university recess during the summer and at Easter. I still want to go to university but I need to find another route which does not lead to homelessness.
- (CL2) I was going to apply to work, but was advised that I could not work more than 16 hours as this would impact on my housing.
- (CL3) I did explore housing options with my social worker before I came to university, but as it was unlikely I would get social housing in Hackney, I decided to go to university. The cost of accommodation here (south west) is also expensive and I am struggling to cover costs here. I am lucky that I have a Staying Put agreement which means that I can come back during the holidays. I feel a little cheated by the system in that I will not get social housing if I return to London and the cost of housing here is also prohibitive. So there are limited options for me.
- (CL4) It was something that I thought about and it was a deterrent to go to university because I knew when I got back things would not be better. I already had supported accommodation when I first considered going to university and I didn't want to lose this. I ended up going to university in London which helped. Before I went to university, I was worried about taking up work as the rent for the supported accommodation was very high and I was concerned about being stuck in the benefit trap of not being able to afford that on the wage I would be earning. Where the prices are so high it is a deterrent, especially when you have such limited choice.

4.12 The focus group highlighted the contrasting levels of housing support that care leavers received from their social workers. How timely and effective has housing support been for care leavers and is there anything that they have not been able to help you with?

- (CL1) There are so many complex and interrelated issues that it's unreasonable to expect the social worker to advise on everything for care leavers, but perhaps it might be useful to recruit someone else to the team who can provide more specialist advice, such as around housing and Universal Credit and benefit entitlement, which is pretty complex for care leavers post 18. Although there are leaflets available, every care leaver's situation is different and they may have different needs and circumstances which may require more specific or expert information and advice.
- (CL2) There was a need for improved access to mental health and counselling services for care leavers, in particular that services were confidential and were not linked to their social services record.

4.13 What housing advice has been provided by social workers to support care leavers as they approach the age of 21?

- (CL1) I just got told to prepare for housing in the private sector as the social housing quota changes each year.
- (CL2) Very similar to the previous contributor, there's very few opportunities for a social let.
- (CL3) I can stay here in social housing so this is not an issue.

4.14 What mental health support do care leavers have in respect of transition at 18 and 21 years old? Do young people feel comfortable asking for help and what is the support like when you get it?

- (CL1) Accessing support can be problematic as you have to go through various panels to get help for mental health. I have not had any issues asking for help, but I know others might not be so lucky.
- (CL2) It is nerve racking as 21 approaches because it's always on your mind. I am getting closer and closer to that time. I think you need to be allocated to social housing quota much earlier, because there is no time to prepare for other things if you don't. The private sector requires large deposits before you even move in of up to £3000 and I don't know a 21 year old has access to that money.
- I know that the care leavers housing quota is low in relation to the need, but we should not have to wait until we are 21 to get this, we should be offered when you're 18 and assessed to be ready. The odds are against you as you get older, so if you are put forward from 18, at least you get multiple chances.

4.15 The Chair summed up some of the issues raised by young people at the session:

- The circumstances and needs of care leavers were different and which required very specific and bespoke support;
- With the exception of those young people already in a social housing tenancy, care leavers were uncertain and anxious about their future housing situation;
- Care leavers were also reticent about going to university as this may impact on their future entitlement to social housing (where it was noted that this is extended to age 25 in other local authorities);
- Care leavers may not always be given adequate housing advice or in a timely manner, and there may be a case for more specialist housing advice and guidance to be provided through the leaving care team;
- Whilst some care leavers were very happy with their supported housing, there were past and present concerns around affordability, dependency and employment.

4.16 The Chair thanked all the care leavers that contributed to this session, both those that attended the meeting in person and those who contributed to the earlier focus group.

Comparative Provision - London Borough of Lambeth

4.17 The Lead Commissioner for all housing support for young people presented to the Commission including homeless young people, young people aged 16-24 and care leavers.

- Supported Housing Pathway - supports approximately 225 young people who were formerly homeless including 25 teenage parents. Accommodation is mainly provided through two large hostels within the borough.
- Semi-independent living - spot purchase arrangements to support around 160 looked after young people and care leavers.

4.18 Lambeth undertook a wide-ranging needs assessment of young people's housing needs in 2019/20 which included young homeless people up to age of 24 and local care leavers. There were four main elements to this assessment:

- Prevention of homelessness/ the increased use of foster care and staying put arrangements . The best option is for young people to be at home or in a 'home environment' for as long as possible.
- Assessment of needs - are young people being assessed in the right way, by the right people?
- Is commissioned housing support of sufficiently high quality, in the right place. Is there sufficient specialised housing-related support provision to meet the complex and diverse needs of young people?
- Are there structures in place to support successful moves into long term independent accommodation with appropriate transitional support? Are young people getting enough help to sustain accommodation?

4.19 The needs assessment was focused around three different forms of data collection:

- Consultations with stakeholders e.g. Care leavers, Semi-independent living providers, Housing Needs, Young People's Pathway Team • Children's Social Care.
- Data analysis - Housing, Children's Social Care, Adult's Social Care, Mosaic , a snapshot needs analysis of care leavers and local databases (e.g. health – provider reporting, MARAC, Crime and Community Safety);
- Comparative Assessment - to identify best practice of other Local Authority provision.

4.20 The needs assessment uncovered the following issues around care leavers in semi-independent housing:

- 126 of the 153 placements assessed were outside the borough of Lambeth - and many were not even in south London. Young people were frustrated at being placed outside of the borough but then required to uproot and relocate back to Lambeth for social housing.
- Higher than expected numbers of 22+ year old care leavers in semi-independent housing - with the concern that this is creating dependency and problems for moving on;
- High numbers of non-British nationals - unaccompanied minors seeking refuge in the UK;
- High numbers of NEETs - those not in education, training or employment - are in supported accommodation, which questions what additional support is being provided;
- There was a relatively high incidence of safeguarding concerns and serious incidents (11% mental health-related, 11% physical health and 11% threatening behaviour).

4.21 An evaluation of care leavers' needs was undertaken to provide a snapshot of the nature of support they required. This revealed:

- 29 young people were in prison, with 8 for murder/ manslaughter offences;
- 99 of 502 care leavers had a support need around mental health - and many of these mental health needs were not being met;
- 85 of 502 identified as being involved in gangs and/ or criminal exploitation

4.22 The snapshot also indicated that young people experienced a number of problems with their tenancies:

- High numbers of over stayers, unplanned moves and evictions;
- Significant gap in transition and ongoing floating support;
- 2019/20 spend on semi-independent living £9.3m
- Challenge to get care leavers into social housing (& out of Lambeth where needed).

4.23 Care leavers are given 'Priority A' status for social housing on the local housing register and are eligible to bid for properties up to the age of 25. There were, however, challenges for young people being able to access this offer and to sustain tenancies when these had been granted. A significant number of young people cannot be safely housed within the borough and the service struggles to find long-term secure accommodation outside of Lambeth.

4.24 From the needs assessment, a transformation programme had been developed to improve Joint Housing & CSC housing-related support pathways for young people. There are 4 new elements in this improvement plan (to 2023):

- Prevention: Early intervention, mediation, family floating support, and emergency timeout provision;
- Assessment: – Integrated youth hub (one stop shop for young people located under one roof) and setting up an assessment centre for housing;
- High quality accommodation: De-commission all current provision, commission 200 units of small & specialist services (special needs, additional needs, young parents, LGBT, female only, high risk, unaccompanied minors), employ a social worker, commission a clinical psychology team;
- Successful moves into independent accommodation: Floating support, housing first services in their own homes, Bidding Officer a housing officer located in leaving care team to support them to bid for houses, Joint Housing & CSC Care Leavers Protocol (as this clarified the roles of the two separate services in supporting care leavers).
- Working with Centrepoin to build 40-50 modular homes in Lambeth for employed young people.

Comparative Provision - London Borough of Islington

4.25 The leaving care service in Islington is known as Independent Futures, and the service manager provided a practice-based perspective on provision. The service supports care leavers from age 16 through to 25. The authority has a large care population including large numbers of unaccompanied asylum seeking minors and young people entering care at age 16/17 under the Southwark judgement. In relation to housing support for care leavers the authority provides:

- Staying Put with foster carers - this is particularly helpful for young people going to university as they may stay back at the foster home during the holidays and at the end of their study;
- Semi-independent accommodation - over 100 units are commissioned across Islington, Camden and Hackney;
- The House Project supports cohorts of young people to move onto social housing and sustain their tenancies (using peer support processes);

- Social housing - when young people are ready to sustain an individual tenancy they are entitled to permanent social housing let up to the age of 25. Every care experienced young person is entitled to social tenancy.
- 4.26 The authority supports a housing pathway which aims to maximise the choice of local care leavers. There are two assessment units where care leavers stay for between 4 and 6 weeks (longer if they are under the age of 18 or have additional needs). With a large number of young people entering care direct from their family, they often do not have the skills to live independently so need additional support through the assessment unit. 24-hour support is available for these young people. As care leavers' skills and experience develop, they are stepped down to floating support (no on-site provision, but bookable sessions during office hours).
- 4.27 Children's social care and support has become increasingly commodified, and it was challenging to commission the same level and quality of housing accommodation and support for care leavers aged 18+ compared to young people aged under 18. There were many new and emerging providers in this field - and the service needed to ensure that these organisations were child focused and committed to providing the best possible care, particularly in relation to emotional health as many care leavers have complex mental health problems.
- 4.28 If care leavers are not ready for independent tenancy, they may be placed in temporary accommodation and provided with additional support to help them build the skills and confidence to do so (which can be provided weekly or more frequently if needed).
- 4.29 The House Project (a national care leaver support programme) was Commissioned to provide intensive support for care leavers to develop skills and experience to manage independent tenancy. The programme has been operating for 3 years and provides care leavers with a 6 month intensive programme of support from practitioners and care leaver peers. In Islington the project is used to bridge care leavers into social housing, but in other areas it is used to support young people into the private rented sector. It has supported 22 young people into social housing to date (10 per cohort). Although this did require additional investment, it was delivering real cost savings as it helped to transfer young people from more expensive semi-independent housing into social care.
- 4.30 When care leavers are assessed to be ready to take on a social tenancy independently and ready for nomination, they are allocated 800 points which give them priority status and allows them to bid for properties. The service believes that it is important that young people are able to exercise choice and can bid independently for properties.
- 4.31 For some young care leavers it is not safe or appropriate for them to return to Islington to seek permanent accommodation (serious youth violence, trauma, exploitation) and the service works with other authorities to develop reciprocal arrangements to support this cohort of young people. In most circumstances, the authority requires the care leaver to be resident for 2 years for them to be eligible, which can be challenging.
- 4.32 Other benefits that care leavers are entitled to in Islington include a full reimbursement of council tax up to the age of 25. In addition, care leavers are also

reimbursed for digital (wifi) connections in their new property for the first 12 months of their tenancy.

- 4.33 Transition was noted to be a significant concern for care leavers, as they often struggled to adapt to leaving care alongside also moving from child to adult services (e.g. mental health). Transition was also an issue at age 25, where the service noted that care-experienced young people were still in need, even though statutory responsibility for care leavers ceased at this age. Islington was therefore considering ways it could continue to support care-experienced young people beyond the age of 25.

Questions from the Commission

- 4.34 In Hackney, just 400 social lets became available in 2021 which the council could re-let (voids) of which 18 units (16 one bedroom and 2 two bedroom) were allocated to care leavers via a quota system. How do social nominations work in other boroughs? How long do care leavers have to wait to get a social housing tenancy once on the register?

- (Lambeth) There is no quota in Lambeth as care leavers are allocated to Band A priority and can bid equally with others in this priority band. So long as care leavers are actively bidding, it is likely they will get a property within 6 months. The service was working on a joint protocol between housing and leaving care services as care experienced young people sometimes struggled to maintain the tenancy in the first instance, so procedures were being adapted to give this cohort a second chance in the bidding process.
- (Islington) care leavers also have a priority in the borough and can bid alongside other priority groups. Pre-covid, care leavers were usually placed in social housing within 3-6 months, but now this was more difficult and was taking up to a year.

- 4.35 Can further details be provided on the work in Lambeth to provide 40-50 modular units for young employed people with Centrepont?

- (Lambeth) Centrepont has a robust fund raising arm and has the funding to support this development. Centrepont has funding to build 300 modular units across London and Manchester and approached Lambeth to partner in this project. Lambeth has identified vacant land where the development can take place and appropriate permissions are currently being sought to progress this. Centrepont will be required to pay a peppercorn rent and Lambeth will have 100% nomination rights to the units when built.

- 4.36 Could further information be provided on what is meant by floating support? To what extent do authorities utilise the voluntary sector to support care experienced young people?

- (Lambeth) Family floating support is provided to families as a preventative service to prevent family relationship breakdown or to help maintain foster care placements. Families experience a wide range of issues, which with additional support, can help to maintain the child in the home or foster care placement.
- (Islington) Floating support this is structured support provided to young people to help them develop skills and confidence to maintain their tenancy. Islington uses the support of the local charity Grandmentors, which links local adults (aged 50+) to local care leavers to provide additional advice, guidance and mentor support.

4.37 To what extent will the recommissioning approach in Lambeth deliver savings on the current £9.3m expenditure on semi-independent housing?

- (Lambeth) The team has had to be significantly expanded to decommission and recommission all housing provision. The financial modelling predicts that the minimum saving will be £2m per annum, and it will deliver better higher quality services that better meet the needs of care leavers. It was expected that the new approach will deliver better outcomes, with more support to enable young people to stay at home or in foster care. In addition, the new commissioning approach will replace the large commissioned hostels with more discrete and housing support to better meet the needs of care leavers and young people. Instead, small 7 bedroom properties will be commissioned with a variety of support (24hr through to floating) which will help them progress and thrive with their lives. It should also be noted that Lambeth rejected a number of housing offers as the proposed rents were far too high to enable young people to progress and live on and don't have to live a life on benefits.

4.38 Is there any further data on the number of young people returning from university and who can claim social housing tenancy rights?

- (Lambeth) This has not been an issue in the borough as care leavers are entitled to a social tenancy up to the age of 25. Also, many young people had a social tenancy and were attending university as they were studying in London.

4.39 Can further information be provided about The House Project in Islington and how this supports young people into permanent individual tenancies?

- The initial premise of the National House Project was that there would be a physical home for young people to stay, receive support for them to enable them to move on. This wasn't possible in Islington, but a shared space was made available where a cohort of young people could provide a support network for each other. The project found that this network of support continued when they moved into their own social tenancy.

4.40 (To Hackney Officers) Is it possible that the social housing allocation system developed in Lambeth and Islington could be developed in Hackney?

- It was apparent that many authorities face the same pressures with densely populated areas with extreme pressures within local housing markets. To support comparative approaches it would be useful to know how many social lets are made each year by respective authorities and how many of these are made to care leavers. It was noted that Hackney made just over 400 social lets, of which 215 were one-bedroom units, of which a significant proportion were for older people. The main reason for voids in Hackney is the death of a tenant which means that it is difficult to plan for relets.
- The service has a quota of 18 social lets per annum to care leavers. Officers had been discussing this and had considered a number of other options;
- The possibility of removing / reducing some other social housing quotas and giving these to care leavers to bring the quota up to 30;
- Allowing care leavers aged 18 to bid for social housing (though it was not clear if this would lead to more care leavers in tenancies).

Local Policy and Practice

4.41 Officers from Corporate Parenting, Housing Needs and Housing Strategy presented to the Commission. The presentation can be viewed here in full. The key points raised in the presentation are summarised below.

Corporate Parenting

4.42 Hackney's Leaving Care Service provides an offer of support to all young people with leaving care rights between the age of 18 and 25. This includes a statutory duty to support care leavers to access suitable accommodation between the ages of 18 and 21. There are increasing levels of demand for services:

- As of January 2022, the Service was supporting a total of 399 care leavers aged 18 to 25, including 296 young people aged 18 to 21;
- The number of care leavers is going up over time: there were 316 at the end of March 2019, 335 at the end of March 2020, which had risen to 376 at the end of March 2021;
- As of January 2022, there were 413 children in social care, 129 of which were aged 16 or 17.
- The forecasted spend within the Children and Families Service for care leavers accommodation for 2021/2 is £4.9 million.

4.43 As with other boroughs, Hackney offers a wide range of accommodation to support young people leaving care. Types of accommodation, the number of young people in such settings and the cost are given below.

4.44 Where possible, the corporate parenting service supports young people to stay in foster care through a Staying Put arrangement, which is what most 18 year olds would experience. In February 2022 there were 54 young people in Staying Put, up from 33 in March 2021. The issue that this presents is that if all foster carers kept all their children Staying Put until 21, there would be few fostering places available for younger children.

4.45 Supported Lodgings were also a preferred option, especially for young people with no previous experience of foster care. Since 2020 the service has recruited 12 Supported Lodgings hosts. It remains a challenge to fully explain the benefits of this type of accommodation to care leavers.

4.46 Semi Independent Accommodation covers a huge range of accommodation from 24 hour on-site provision to shared accommodation with just 5 hours of floating support per week. A small number of young people have very complex needs who cannot live alongside others, and thus very bespoke accommodation is needed to be commissioned. There are many challenges to this type of accommodation as this is predominantly supplied by private providers. In particular, the quality can be variable, costs are high and it is difficult to secure provision where it is needed (locally and in areas where looked after children have lived before turning 18).

4.47 Similar to Lambeth, the Commissioning process for this has recently been reviewed and where it has been agreed a new Young People's Pathway:

- To work with a smaller number (n=3) of commissioned providers;

- That young people would be accommodated in smaller homes for a maximum of 7-8 young people
- That there would be improved flexibility in the support arrangements for young people (minimising requirement for young people to move to obtain higher levels of support);
- More affordable for young people;
- All homes commissioned will be in or the surrounding boroughs to Hackney to help them maintain local connections
- 7 year contracts at competitive rates which will deliver cost savings over time.

4.48 Re-procurement of semi-independent contracts informed by a scoping exercise led by Hackney of Tomorrow around what care leavers want from supported accommodation. 30 young people living across 7 semi-independent homes were consulted.

- 80% felt adequately supported when they moved into their current homes;
- Only 63% felt they received the support they needed in their homes;
- On average, young people said they were accessing 2.5 hours of key worker support per week;
- 70% said they felt harassed rather than supported by staff at their homes if they fall into rent areas;
- 90% felt the home was adequately preparing them for independent living;
- Only 57% described their homes as safe and secure;
- Only 37% felt that anti-social behaviour in their homes were dealt with effectively;
- 77% said they felt financially trapped in their accommodation;
- Only 57% said their homes were in a good state of repair.

4.49 As part of the scoping process the service consulted care leavers about what they felt that they needed to better support their move into independent living. From this work it was apparent that care leavers;

- Required more specialist and consistent housing advice and support, earlier - so they knew what was going to happen before the age of 21;
- Wanted realistic options for housing which were stable and affordable;
- To have greater choice about where they wanted to live.

4.50 As of January 2022, 148 care leavers were living in Hackney, 66 in neighbouring boroughs and 185 further afield and each authority has different rules and eligibility criteria for supporting care leavers which is difficult for social workers to navigate and support young people. Care leavers benefit from expert advice in this context, and this model has worked for welfare and benefits where specialist input has been recently been commissioned for care leavers.

4.51 Understandably, many of the young people placed outside of the borough develop social connections (friends, foster carers) and education, training or work opportunities which they want to maintain rather than return to Hackney when they leave care. It can be difficult to secure the same level of support in these areas, as eligibility and entitlements for care leavers vary by borough. Therefore they are not entitled to social housing and it can be difficult to procure semi-independent housing also in some areas.

4.52 Whether careleavers can join the Housing Register in the borough they live depends on that local Councils allocation policy (which varies widely):

- Hackney care leavers only have an automatic local connection to the area outside the borough due to being a care leaver if they have been resident in that area for a continuous period of 2 years or more, of which some of the 2 year period falls before the person attained the age of 16. In London, levels of residency can be much higher 3 years + or even 10 years in one authority.
- If they move to an area outside Hackney after they are 16 they would have to meet any residency requirements that area impose. In most areas they would have to show a level of housing need to access the register.
- In the context of the above, it can be very difficult for care leavers outside the borough to get on a local housing register outside of Hackney.

4.53 There is a quota of 18 housing units (16 one bedroom and 2 two bedroom) which are available to care leavers each year. Care leavers need to be in the letting before the age of 21, therefore nominations are generally made before care leavers reach the age of 20. There are a number of criteria which enable young people to be put forward:

- Is the care leaver approaching or recently turned 20?
- Do they want to live in Hackney?
- Do they have leave to remain in the UK?
- Are they likely to be able to maintain a tenancy?
- Do they have rent arrears?
- Are they most 'in need' ?

4.54 There are a number of challenges in the operation of the quota system for care leavers in particular in making sure that the system is open, fair and transparent when demand far exceeds the number of social housing lets available. There were also discussions as to whether the nomination process should reflect highest priority needs or offer a positive incentive for those doing well. It was also difficult to determine those who were most in need and how to manage the expectations of care leavers. As has been noted earlier, there was little parity between those seeking social housing in Hackney compared to outside the borough as entitlements varied.

4.55 Local services were of the view that a number of improvements in the following areas would assist:

- A dedicated leaving care housing officer, who can offer advice and support to our care leavers;
- Access to specific private rental schemes;
- A rethink of the quota system;
- New, diversified housing opportunities for care leavers with a range of strengths, needs and ambitions in and around Hackney;
- Clear pathways that are easily communicated.

Housing Needs

4.56 The Housing Needs and Benefits Team highlighted the following demand and affordability pressures in the local housing market in supporting care leavers and other young people to find accommodation:

- In the last 10 years Hackney has seen the second highest jump in property prices increasing by an average of 105 % to an average of £604,000, and therefore increasingly unaffordable
- There were 8500 households on the Housing Register - even after the recent review which reduced the register from 13,500, all of these 8,500 households are those in real need;
- More and more households were assessed to be a priority need; over 4,700 applicants were considered to be in acute need and where households had multiple and complex needs (which included previous care leavers);
- Homelessness levels are also increasing - 2020/21 up nearly 9% and up over 52% since 2017-18;
- Number of social housing lets reduced from 1638 in 2010 to 409 in 2019/20 (215 were one bedroom properties including over 55's and sheltered housing)
- Demand for one bedroom properties is the highest with over 2500+ in acute housing need on the register;
- Renting is a challenge for single individuals with rents for an average one-bedroom dwelling in the borough standing at 61.2% of median pre-tax pay in London, one of the highest ratios in London
- The only affordable option in PRS in Hackney and most of London is shared accommodation, for care leavers who are not in employment this is most likely the only option due to restrictions imposed by the benefit cap.

4.57 Hackney is one of a few boroughs that operate a social housing quota for care leavers. It was noted however that even with 18 properties per year reserved for care leavers, given the number of care leavers in Hackney, the overwhelming majority would not get a property. This system therefore inflated expectations of care leavers that they would get social let property. It was apparent that many young people who should be seeking accommodation in the private rented sector are not, because they hope that they can obtain a social housing let.

4.58 Waiting times for properties available through the Housing Register are long and growing as fewer properties become available for re-let. The waiting times were currently c.3 years for 1 bedroom, c.12 years for 2 bedrooms. The main reason a social let becomes available now is when a tenant dies. Given the pressure for affordable housing, people do not give up their tenancies. Despite a reducing pool of available properties, the council has maintained the quota at 18 properties per annum.

4.59 There are other ways in which housing support for care leavers is provided. A Setting Up Home Allowance of up to £2000 is available to care leavers assessed as ready for a tenancy to support them in furnishing their first property. If care leavers are seeking help to prevent them becoming homeless, Greenhouse can provide the rental deposit and 1 month's rent in advance for affordable privately rented accommodation.

4.60 The borough also provides a Peer Landlord Scheme through Thamesreach which provides shared accommodation with support. In Hackney, the borough has let a property to Thamesmead at a peppercorn rent to support homeless young people who need additional support, and care leavers are one of the targeted groups.

4.61 The provision of personalised housing advice. The Benefits and Housing Needs Service are committed to providing advice and assistance to all households in housing need in the borough.

- Personal Housing Plans - developed by residents with Housing Advice staff - a realistic plan agreed and developed with the resident that documents the needs and aspirations allowing residents to set their goals. Outlines key actions required by residents with the council's support. Documents all options and assists with decision making. Residents can then use it to chart their progress.
- Income maximisation and affordability - Officers will assist residents to maximise their income through welfare benefit advice, access to employment and training advice through JCP and Hackney Works. Utilising LHA rates, rental market data and household circumstances, residents will be able to identify affordable areas to concentrate their efforts.
- Securing Properties - Utilising contacts already in place the B&HN Service can assist residents to negotiate the Private Rented Sector, ensure that landlords and agents fulfil their legal requirements and that properties meet required standards. Residents have access to HomeswapperUK that advertises Social Tenancies throughout the UK

Housing Strategy

4.62 A new Hackney Housing Strategy 2022- 2027 which will cover the long -range housing options and priorities was under development. The strategy will commence in the summer and will specifically recognise the needs of care leavers and they will be a priority group within the new housing strategy and there will be a new housing pathway to support them.

4.63 The key problem for Hackney was the limited availability of good quality, affordable housing. In response, the new housing strategy would be looking to increase the range of housing supply options for young people including modular builds. There was also an asset review which was underway to help identify properties and sites which can be used to support housing supply. Short term options would also continue including the rent deposit scheme and the social housing quota for care leavers.

4.64 The Hackney Housing Company was still being legally set up, but once established it could be used to develop homes for care leavers. In addition, the borough would be looking to see how it can extend the Hackney Living Rent scheme, which provides affordable long term tenancies at $\frac{1}{3}$ of market rents. It was also essential that there was a single unified approach to support for care leavers which incorporates both Corporate Parenting and Housing Needs and Benefits and it was expected that the new strategy would set out a single pathway of support.

4.65 The Housing Strategy team was also beginning to engage with local housing partners such as Housing Associations to see how they may contribute. Housing Associations have local housing stock and other support resources which the council may be able to link in with.

4.66 The Council as Corporate Parent would be central in shaping the approach to care leavers in the emerging housing strategy, and like other parents would aim to secure the best quality, affordable housing for young people in its care. Young

people all have differing housing and other support related needs so it was also important to ensure that the strategy allows the development of personal housing plans to best meet the needs of young people.

Next Steps

- 4.67 All services present had been working together to identify what additional support can be provided to care leavers in Hackney. To this end:
- A dedicated workstream with managers from Benefits and Housing Needs and Leaving Care has been developed which meets monthly to work on solutions to identified problems;
 - New process to utilise homeless preventions monies earlier in the process whilst able to show DLUCH return on investment via HCLIC
 - Continued housing advice on affordability and realistic options directly with CL and in relevant professional settings
 - Explore setting up a LBH Youth & Careleaver Homeless Prevention forum Design & implement a finding and keeping my new home toolkit - partners borough wide (in and outside the council);
 - Amend Lettings Policy to accept care leavers housing application at age 18 whilst still in care placement - implemented share plans

Questions from the Commission

- 4.68 Although 400 properties come available each year, mainly through the death of existing tenants, a further number of tenancies are assigned or succeeded each year. Could any of these be reassigned to support care leavers?
- The law changed in 2012 which limited successions of social housing tenancies to one. Whilst the council may offer discretionary succession rights, in practice this is done infrequently.
- 4.69 What additional help can be provided for young people wanting to go to university but anxious that in doing so, they may lose their rights to social housing in Hackney?
- With 40 care leavers attending university, the council has one of the highest number of care leavers attending higher education. Where care leavers do wish to attend, advice is focused towards those universities outside of London as this may be more affordable to care leavers. For those care leavers considering going to university, advice is generally to focus on the potential employability and aspirations after they have completed their studies.
- 4.70 The Commission noted the following:
- Given the demands for social housing it is clear that the quota system was not working effectively for care leavers, this was further complicated by conflicting ambitions for the quota which centred around it operating as an incentive but also there to support the most vulnerable and in need young people. In order to be able to offer clear and consistent advice to care leavers, it was suggested that the quota system may require further examination. The service needs to ensure that those most in need and likely to benefit from social housing are prioritised, but also ensure that a

comparable offer is made available to those not prioritised. There needs to be greater consistency about the housing offer to care leavers.

4.71 From the presentation, it was apparent that 140 placements in semi-independent housing was costing in excess of £3m per annum, at a unit cost of £26,000 per care leaver. As rents can be reclaimed from Housing Benefit, why is it costing the council so much? Is there anything that can be done on an invest to save basis, given that this appears to be propping up the council's inability to provide longer term tenancies?

4.72 Can further details be provided on how the Housing Company may be able to assist with extending care leavers housing options? What are the likely costs of such interventions through the Housing Company, the tenures that it might be able to deliver and the timescale for delivery?

- There are multiple ways in which the Housing Company might respond which might include buying existing properties as well as funding new development, these would of course have different timeframes. The Housing Company may buy properties to let a market rent which is then used to subsidise rental provision for care leavers. The Housing Company would issue shorthold tenancies rather than longer term leases - but all leases would be let under the principles of the Hackney Better Rent Campaign. The Housing Company can also access funds in different ways to the Council itself. The HC would also be able to explore modular builds as well.

4.73 If priority Band A was extended to care leavers from the age of 18 through to 25, how many additional young people may be likely to get a social housing let?

- Hackney was one of a few boroughs which operated a quota system. There is an argument that only the most vulnerable care leavers should be provided with a social housing tenancy with the remainder being supported into the PRS. Whilst opening up the list to 18-25 year old care leavers may help a small number into a social tenancy, there were no guarantees, especially if they needed a larger 2 bedroom property.
- It would be difficult to model given that voids were riding through the death of existing tenants. It was noted that there were a number of 1 bedroom community flats which could be brought back into use to offer long term lets to care leavers.

4.74 Are there any plans to extend Council tax exemption up to the age of 25 as is the case in other boroughs?

- Care leavers that live in Hackney are exempt from Council Tax until the age of 25. There is a London-wide campaign to standardise the benefits across all London boroughs which Hackney does support.

4.75 The Commission made a number of observations from officers' presentations:

- Care leavers had to be eligible for support from the Greenroom and in danger of becoming homeless to access the deposit for a property in the private rented sector. It was felt that it was unacceptable that care leavers should be exposed to such uncertainty in order for them to gain help.

- The council has a special duty of care to care leavers and this must be reflected in the language which officers and the council use (they are not just 'residents');
- Care leavers face a number of 'drop-off' points at various stages of their transition from care (18, 21 and 25) and the council evidently needs to work harder to ensure that there is more effective support for them during this process;
- The Council as a corporate parent should undertake further work to establish a truly corporate offer of support for care leavers.

4.76 The Cabinet member for Education and Children's Social Care concluded by making the following points:

- Whilst the number of void properties coming up for re-let cannot be predicted, the turnaround time for voids can be improved.
- As a corporate parent, it was important that the council communicated its high expectations and aspirations for all care leavers, and whilst this was a difficult situation it was important that young people themselves did not feel that they were part of that challenge.
- It was planned that young care leavers would be supported to make a number of videos for other care leavers to help explain further the options that were available;
- There was also a lack of regulatory oversight and statutory guidance for the provision of social housing for care leavers and young people in general. Additional regulation would help improve the effectiveness of local authorities commissioning processes.
- There was a need for the Council to reflect further on what young people have said, on what support was working for them, what wasn't and what else might be needed.

4.77 The Chair thanked everyone attending, officers from Hackney, Lambeth and Islington and care leavers. There was not enough time for further discussion, but the Commission would consider the evidence presented and make a number of recommendations to the relevant Cabinet members to consider. The Commission may then decide to reconvene at a later date to assess what improvements had been made.

5 Minutes of the Meeting

5.1 The draft minutes of the previous meeting on 13th December 2021 and 17th January 2022 had been delayed and would be provided at the next meeting.

6 Living in Hackney Work Programme 2021/22

6.1 The Chair referred to the work programme and outlined the discussion items for the next meetings.

7 Any Other Business

7.1 None.

Duration of the meeting: 7pm – 9.45pm