

Living in Hackney Scrutiny Commission

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

Monday 22 January 2024

7.00 pm

Committee Rooms, Hackney Town Hall, Mare Street, London E8 1EA

This meeting can be viewed (or replayed) via the following link:

https://youtube.com/live/IlgSLU1Fm_I

A back up link is provided in the event of any technical difficulties:

<https://youtube.com/live/93ceGiYX7qI>

Should you wish to attend the meeting please give notice to the contact below and note the guidance included in the frontsheet.

Contact:

Craig Player

☎ 020 8356 4316

✉ craig.player@hackney.gov.uk

Dawn Carter-McDonald

Interim Chief Executive, London Borough of Hackney

Members: Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Soraya Adejare (Chair), Cllr Clare Joseph (Vice-Chair), Cllr Joseph Ogundemuren, Cllr Sam Pallis, Cllr Ali Sadek, Cllr Zoe Garbett, Cllr Caroline Selman and Cllr Yvonne Maxwell

Agenda

ALL MEETINGS ARE OPEN TO THE PUBLIC

- 1 Apologies for Absence**
- 2 Urgent Items / Order of Business**
- 3 Declaration of Interest**
- 4 Anti-Social Behaviour on Council Managed Estates & Blocks** (Pages 9 - 48)
- 5 Minutes of the Meeting** (Pages 49 - 66)

6 Living in Hackney Work Programme 2023/24

(Pages 67 - 80)

7 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')

[Scrutiny Panel](#)



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<p>Living in Hackney Scrutiny Commission</p> <p>22nd January 2024</p> <p>Item 4 – Anti-Social Behaviour on Council Managed Estates & Blocks</p>	<p>Item No</p> <p>4</p>
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Outline

The Living in Hackney Scrutiny Commission is keen to look at how the Council works with partner agencies and communities to ensure multi-agency responses and support in order to prevent, reduce and if necessary enforce against anti-social behaviour on council managed estates and blocks.

Particular focus will be given to the multi-agency approach across key areas including:

- Prevention and early intervention
- Supporting those affected by anti-social behaviour
- Enforcement and diversionary activities
- Engaging with communities

The Commission sees this discussion as timely given the ongoing refresh of the Community Safety Partnership Plan, and the Government’s recently published Anti-Social Behaviour Action Plan which promises new measures to support relevant agencies. Anti-social behaviour on council managed estates and blocks was also identified as a concern for residents in the Overview & Scrutiny annual work programme consultation 2023/24.

As part of the scrutiny process, the Resident Liaison Group carried out a survey to understand the experiences of residents living in council-managed in reporting, being kept-up to-date on and resolving anti-social behaviour issues.

Report(s)

The following documents are included for information:

- Item 4a. Presentation from Housing Services & Community Safety
- Item 4b. Presentation from Met Police Central East BCU (*to follow as late submission*)
- Item 4c. ASB Survey Report from Resident Liaison Group

Invites Attendees

- Cllr Susan Fajana-Thomas, Community Safety and Regulatory Services
- Rickardo Hyatt, Group Director, Climate, Homes & Economy

- Steve Waddington, Strategic Director Housing Services
- Helena Stephenson, Assistant Director Tenancy Services
- Wayne Hylton, Anti-Social Behaviour & Estate Safety Manager
- Gerry McCarthy, Assistant Director Community Safety, Enforcement & Business Regulations
- Maurice Mason, Community Safety Manager
- Steven Davison, Enforcement Manager

Invited External Attendees

- James Conway, Borough Commander, Met Police Central East BCU
- Supt Brigid Beehag-Fisher, Hackney Safer Neighbourhoods, Met Police Central East BCU
- T/Supt Vincent Peters, Hackney Safer Neighbourhoods, Met Police Central East BCU
- Steve Webster, Resident Liaison Group Co-Chair
- Zahra Shoorvazi, Resident Liaison Group Co-Chair

Action

Members are asked to consider the written submission and ask questions of those in attendance.

Living in Hackney Scrutiny Commission

Tackling Anti social Behaviour on council-managed estates and blocks

Tenancy Services update

22nd January 2024

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An introduction to Tenancy Services' ASB function

An introduction to Tenancy Services' ASB function

- ASB plays a major part in whether our residents are happy and feel safe in their homes, as well as how satisfied they are with us as a landlord. This can be true whether the issues they are experiencing are serious, high level crimes or are related to issues such as noise, fly-tipping and other nuisance behaviours.
- We are committed to working with reporters and alleged perpetrators in a holistic way that seeks to listen, understand their experiences, and reduce or resolve the ASB so they can live peacefully.
- This means working towards prevention and behaviour change wherever possible. We will work in partnership with a range of other agencies and teams to tackle the root causes of ASB while providing clear boundaries and expectations around behaviour as required.
- This approach provides a firm basis for robust enforcement action where our efforts to change behaviour do not work. We recognise the misery that ongoing ASB can cause and as part of our victim-centred approach, enforcement is a key tool.

Hackney Tenancy Agreement

- All new tenants are required to sign a [Tenancy Agreement](#) which sets out the behaviours expected of all tenants
- The tenant is responsible for their own behaviour, as well as that of any visitors, children etc
- New tenancies will be [Introductory tenancies](#) unless the person has previously held a secure / assured tenancy for 12 months previously to signing up
- The tenancy will become a 'secure' tenancy if the resident does not break any of the tenancy conditions during the introductory period of 12 months
- The tenancy may be 'demoted' (giving the resident fewer rights) if we have to take them to court because of ASB

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Your Tenancy Conditions

Your Tenancy Agreement and Conditions of Tenancy set out the rights and responsibilities of Hackney Council as a landlord and of you as a tenant.

When you sign this agreement you are agreeing to all the terms of the Tenancy - the terms are known as the Conditions of Tenancy.

An introduction to Tenancy Services' ASB function

Strength based, trauma informed,
anti racist

Prevention, support and
behaviour change

Enforcement

- Social determinants of ASB rooted in deprivation and disadvantage
- Many reporters and alleged perpetrators are vulnerable, with long standing experiences of poor health, trauma, neglect, abuse
- We aim to listen carefully, offer holistic and person-centred help to both reporters and alleged perpetrators

Prevention

- Designing out ASB
- Diversionary programmes & community activities
- CCTV / Concierge in some blocks
- Property-related - e.g. carpets, noise reducing pads

Support

- Addressing root causes of behaviour
- Responsive advice
- Mediation & de-escalation
- Referrals for support

Enforcement actions

- Warning letters
- Request additional patrols
- ASB, Policing & Crime Act [Powers](#) inc:
 - Community Protection Warning & Notices
 - Civil injunctions
 - Full or partial closure orders
 - Notice Seeking Possession & eviction as last resort
 - Criminal charges

Our partnership

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ASB Team

- c45% of casework
- Higher level cases
- Concierge & CCTV
- 2 locality based teams (N&S)

Resident Sustainment Team

- Dedicated help & support for vulnerable residents
- Signposting

Wider partnership

- Police
- Gangs team
- Community Safety & Enforcement
- Legal services
- TRAs
- Social Care and health
- Employment support
- Resident Participation & Communities team
- Other landlords in locality

Hsg Mgt team

- c35% of casework
- Tenancy related and lower level issues
- 7 Area teams

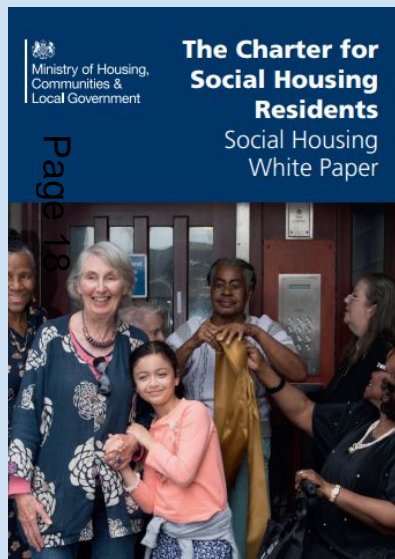
TMOs

- c15% of casework
- Adhere to same policy & procedure

Pressures, Drivers, Opportunities

Social Housing Regulation

- Received Royal Assent in July 23. Draft [Code of Practice](#) and Consumer Standards
- 21 Tenant Satisfaction Measures collected from April '23 published in April '24
- 4 Consumer Standards: Safety & Quality, **Neighbourhood & Community**, Transparency, Influence & Accountability, Tenancy



Neighbourhoods & Communities Standard - 4 outcomes

Landlords must..

1

Maintenance of shared spaces

Work cooperatively with tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes.

2

Local cooperation

Cooperate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing

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3

Safer neighbourhoods

Work with the police and other relevant organisations to deter and tackle ASB

4

Domestic Abuse

Work cooperatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice

Role of the Ombudsman - Spotlight Reports

Noise 'It's time to be heard'

Discerning between ASB and household noise, recognising the impact that 'misclassifying' can have on individuals, communities and on the landlord. Recommends a Neighbourhood Management policy separate from ASB policy, with a triaging system and focus on relationship building.

Knowledge & Information Management 'On the Record'

'The closest thing to a magic bullet' for the sector. Strong focus on identifying 'vulnerability' and needing to 'know who is behind the door' - tailoring services accordingly. Includes a specific recommendation to review Housing Safeguarding policies.

Next Spotlight 'Vulnerabilities'

- What it means to be vulnerable in social housing and what is an appropriate response by landlords?
- What effective communication looks like and how this could help service better outcomes
- Are there areas (service or demographic) where there are repeated patterns of poor service response?



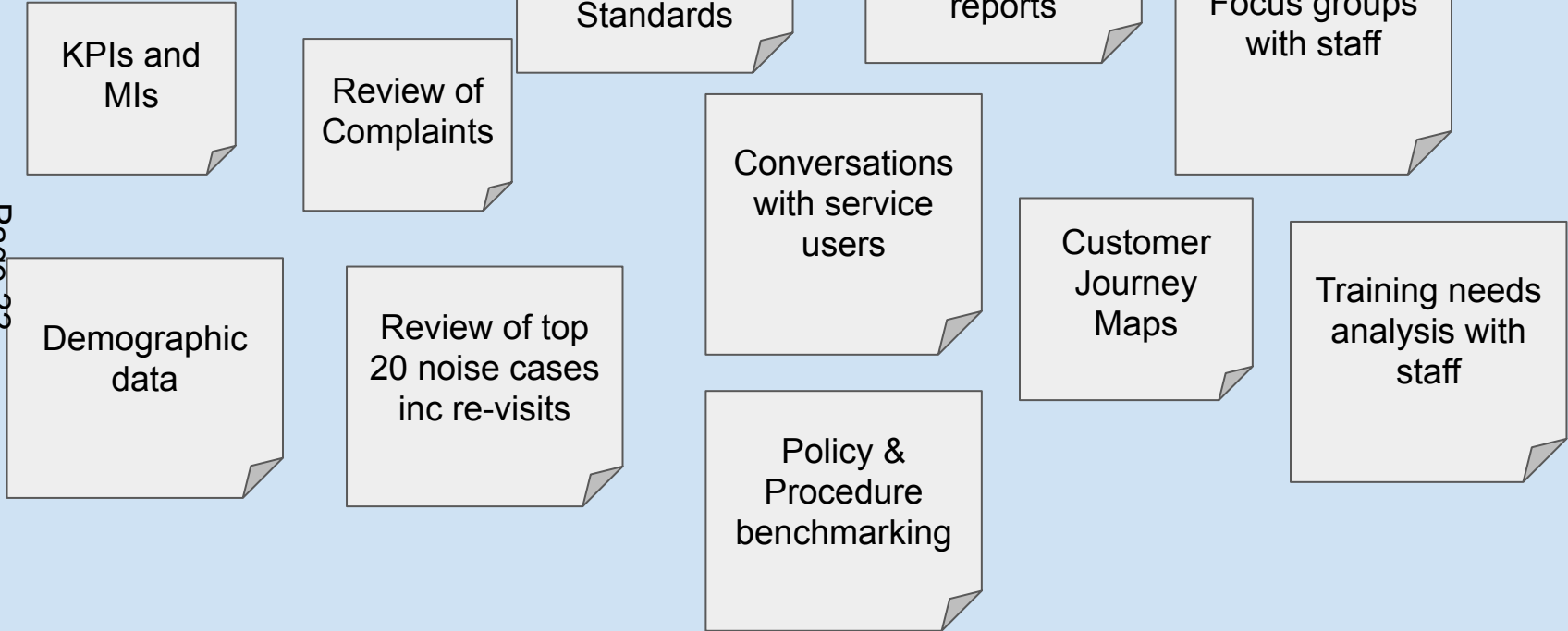
- Richard Blakeway said: '**This housing crisis is stretching the concept of 'general needs' housing to its limit'**

Deep Dive service review

- To consider how we modernise and improve our ASB and Estate Safety service to make it the best in the country
 - To identify opportunities for residents to be involved in this process
 - To prepare for Social Housing Regulation inspection and ensure compliance with Ombudsman directions and guidance
 - To ensure we are offering our residents equality of access and equality of outcome when accessing our service
 - To embed Systemic, Trauma-informed, Anti-Racist practice in the ASB service
 - To support and empower staff and managers

Deep Dive analysis

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Service Improvement Plan

Service Improvement Plan (DRAFT)

1	Refresh vision, mission, values for service	<ul style="list-style-type: none">• Team building away day to map 'service of the future'• Staff behaviours & competencies• Service structure
2	Redesign ASB triage and service map	<ul style="list-style-type: none">• Clarify service thresholds• 'Menu' of actions for each type of behaviour / severity• Streamline triage process to reduce delays
Page 24 3	Review suite of ASB-related policies and procedures	<ul style="list-style-type: none">• Establish 'Expert by Experience' resident groups• New 'Good Neighbourhood Management' & 'Vulnerable resident' Policy & Procedure
	4	Review externally facing documents (letters, action plan etc)
5	Review web pages	<ul style="list-style-type: none">• Enable resident 'self service' access to help and advice• Consider use of videos, FAQs as well as written advice• Publishing of of ASB-related performance information

Service Improvement Plan (DRAFT)

1	Deliver Ombudsman Spotlight recommendations	<ul style="list-style-type: none">• Knowledge & Information Management• Spotlight on Noise• Vulnerabilities (pending)
2	Create staff Training & Development programme	<ul style="list-style-type: none">• Create prospectus of courses inc home created, external• Work-plans, appraisals for staff• Staff wellbeing and support offer
3	Refresh approach to quality & monitoring	<ul style="list-style-type: none">• QA manual to be created• KPI refresh - qualitative and quantitative• Scope how residents can be involved in QA processes
4	Refresh approach to working with vulnerable residents	<ul style="list-style-type: none">• Improve data collection• Reasonable adjustments inc refresh of approach to specific areas such as cuckooing• Supported housing pathways
5	Refresh approach to partnership working	<ul style="list-style-type: none">• Review all existing Service Level Agreements & partnership arrangements - strengthen where needed• Focus on working more closely with TMOs

In detail... Ombudsman's Spotlight on Noise 'It's Time to be Heard'

32 recommendations which can be broadly grouped as follows

<p>Property related</p> <ul style="list-style-type: none">• Void standard• Flooring• Noise insulation	<p>Policy</p> <ul style="list-style-type: none">• Neighbourhood Mgt Policy distinct from ASB policy• Redesigned triage	<p>Casework practice</p> <ul style="list-style-type: none">• Realistic and timely• Clear options and thresholds for action• Accountability & staff training
<p>Lettings</p> <ul style="list-style-type: none">• Amendments to tenancy agreement• Allocations to 'noise-prone' homes and households	<p>Data & record keeping</p> <ul style="list-style-type: none">• Information sharing• Retaining info about noise reports against person and property	<p>Resident transparency, influence & empowerment</p> <ul style="list-style-type: none">• Involvement in policy review• Review of comms / letters etc• Review of information and advice provided

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Introduction to Community Safety Partnership

Anti-Social Behaviour (ASB) on Estate-Strategic Definition and Context

- Community Safety Strategic Assessment and Community Safety Plan 2023/2026
- National ASB Action Plan ,2023 covering- Hotspot Enforcement
- Strategic and Tactical ASB Information and Analysis. Including Community Complaints and Feedback

ASB Community Safety Delivery Structure

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- Partnership Tasking- A monthly meeting attended by key internal stakeholder to allocate resources to intractable community and ASB problems. The style of Partnership Interventions Range from Prevention, Diversion and Enforcement.
- Partnership Weekly Tasking Meeting.This meeting focuses on Estate Based ASB and is attended by the Police, ASB Housing, Turning Point , Operation ADDER (Drugs Reduction) and SWIM- outreach teams.An audit trail is retained of all interventions undertaken by the partnership including hours patrolled and other ASB related interventions.
- ASB Action Panels.

Reporting ASB-Process

- Directly or Online- this service is available over the telephone or online through our “Report a Problem” Website and our Noise Works Process.
 - Between 20/01/2022 and 12/12/2023 there were 11093 noise calls linked to LBH Housing Estates. This means that almost a third (31.3%) of all noise calls into LBH concern LBH estates.
 - There were 2213 victimised households on estates. The percentage of Repeat victims on estates is 80%, so the majority are repeat callers.
- Noise Process- This covers our out of office noise process together with gaps in our service provision.
- ASB Case Review to support victims of ASB (formerly the Community Trigger). The ASB Case Review is published on our Community Safety External Website. For last year we had 34 reports of which 4 met the threshold.

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Online One Stop Shop Arcus- To be implemented on 22/1/2024

- Provides anonymous reporting and Risk Management of ASB cases
- Single Point of Contact for Victims
- Better Management Information. This will include information to ensure that victims of ASB are provided with regular updates and are part of the problem-solving process

ASB Action Panel

Date	Total ASBAP	HH Cases	Date	Total ASBAP	HH Cases	Date	Total ASBAP	HH Cases	Date	Total ASBAP	HH Cases
January 2020	35	22	January 2021	30	24	January 2022	31	25	January 2023	32	22
February 2020	34	22	February 2021	28	23	February 2022	30	24	February 2023	33	21
March 2020	31	19	March 2021	28	21	March 2022	29	22	March 2023	30	17
April 2020	30	18	April 2021	33	23	April 2022	29	22	April 2023	32	18
May 2020	32	23	May 2021	37	27	May 2022	26	20	May 2023	33	15
June 2020	35	22	June 2021	36	24	June 2022	30	21	June 2023	37	18
July 2020	42	27	July 2021	39	25	July 2022	33	23	July 2023	40	20
August 2020	37	26	August 2021	37	23	August 2022	29	18	August 2023	43	22
September 2020	29	20	September 2021	30	20	September 2022	32	21	September 2023	39	21
October 2020	28	22	October 2021	28	21	October 2022	33	22	October 2023	38	20
November 2020	27	23	November 2021	31	20	November 2022	34	24	November 2023	38	22
December 2020	30	24	December 2021	31	25	December 2022	28	19	December 2023	37	25

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ASB Case Review

	20 Oct 2014 to 19 Oct 2015	21 Oct 2015 to 19 Oct 2016	20 Oct 2016 to 19 Oct 2017	20 Oct 2017 to 18 Oct 2018	19 Oct 2018 to 17 Oct 2019	18 Oct 2019 to 19 Oct 2020	20 Oct 2020 to 21 Oct 2021	20 Oct 2021 to 21 Oct 2022	20 Oct 2022 to 21 Oct 2023
Applications received	7	9	5	4	9	Unable to provide data due to October 2020 cyberattack	9	14	34
Cases where the criteria were not met	5	1	3	3	6		7	11	29
Case reviews carried out	2	0	2	1	3		2	2	4
Case reviews that resulted in recommendations being made	2	0	2	1	3		2	2	4

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ASB Community Engagement

- Ward Panels and Community Surveys
- Service Stands
- Greater use of Social Media

ASB Partnership Delivery

- Full Use of ASB Powers. This includes Fixed Penalty Notices, ASB Warnings, Community Protection Notices and Warnings, Closure Orders.

	2019 -2020	2020- 2021	2021- 2022	2022 - 2023	2023-2024
Fixed Penalty Notices	1907	1279	2780	3447	2024
Anti-Social Behaviour Warnings	292	446	521	311	373
Community Protection Warnings	73	41	48	65	39
Community Protection Notices	20	21	10	8	8
Noise Abatement Notices	26	19	13	18	17
Injunctions	1	2	0	3	8
Prosecutions & Formal Cautions	53	3	7	12	19
Closure Orders	5	5	12	10	13

Case Studies

- ASB Case Study E5- May 2003 drugs Supply and Closure Order
- ASB Case Study N1- Partnership response to 33 reports of Rowdy and Inconsiderate behaviour and drug taking
- ASB and Violence Case Study in E9

Continuous Improvement

- Closer Integration with Safer Neighbourhood Teams- Colocation, data sharing, HotSpot Joint Patrols and Visibility on Estates
- Modernisation of CCTV- this work is ongoing.
- Greater use of Social Media and Introduction of Arcus
- ASB Action Plan update.

“Big Tent Approach“ and Early Intervention.

- This involves ensuring that a number of partners are integrated to provide early intervention and support.
- Extra Familial Risk Panel- Supporting young people at risk of exploitation. Case Study E9
- Street Users Outreach Meeting and Process.
- Contextual Safeguarding. Community, Family, Peers. Schools, Third Sector in E9.

Case Study, E5

On 26th May 2023, The Metropolitan Police executed a drugs search warrant and on entry, they found Class A drugs with an estimated street value of £5600, consistent with drug supply and the tenant and another two individuals were arrested for possession with intent to supply of a class A drug.

Residents reported to the council that they felt intimidated by the number of unknown 'unkempt' people frequenting the building at all times of day and night, knocking and ringing the block intercom. The tenant shouted back at his visitors and was threatening and violent toward them, creating an atmosphere of threat and intimidation. Visitors to the block were frequently found taking drugs inside the building, urinating or loitering outside waiting for the tenant. In addition, the tenant played loud music, hosted loud parties, and disturbed the peace constantly. Women were often heard screaming in pain from the tenant's property. The effect on young families was huge, with children too scared to go out alone and play with their friends.

The tenant was invited to an interview with the ASB Officer in June. Allegations of ASB, disorderly behaviour, drug dealing, and drug-related activities were presented to him. He denied all allegations. A referral was made to the Resident Sustainment Team. The Defendant was informed his tenancy was at risk and a Notice Of Seeking Possession would be issued.

As the activities did not stop, The Community Safety & Enforcement Team applied for a Closure Order under Section 80 (5) Anti-Social Behaviour Crime and Policing Act 2014 as the most effective way to provide respite to the residents by temporarily closing the address as a way to stop the above mentioned anti-social behaviour and criminal activities associated with the address.

Impact statements from residents (anonymous for fear of reprisal) were compiled by the ASB Officer. The Police also provided statements of the many visits and illegal activities associated with the address and its tenant, and the Principal Enforcement Officer visited the address, spoke to residents and compiled a legal file with all the above and police disclosure and all the relevant information.

Case Study, E5

On 15th August 2023, the Closure was granted for three months.

The property was secured and Sitex was installed the following day with the three services present on site (ASB Housing, Police and Enforcement) showing the ongoing good partnership working as well as showing support and respect to residents who had been victims of the tenant's ASB and illegal activities.

The case was monitored and in October, the Principal Enforcement Officer, in conjunction with colleagues in Hackney Housing and the Police SNT, agreed to apply for an extension application of the above order for the maximum period of a further three months providing residents extended respite from ASB and criminal activity.

On 15th November 2023, the extension was granted for a maximum period of three months.

The ASB officer has served him a NOSP on Absolute Grounds, to terminate the tenancy. The work and coordination between ASB Housing, Enforcement, and the Police were key in ensuring the peaceful enjoyment of their homes by the residents. The Closure Order is being monitored in the ASBAP.

Case Study, N1

In 2022 the Community Safety & Enforcement Team were approached by Housing who appraised them of a property that had multiple reports of ongoing antisocial behaviour, shouting, swearing, fighting outside and inside, dog constantly barking and being let outside without supervision urinating and defecating in the communal garden; drug paraphernalia being left on the stairwell, and late night visits, banging on the property front door.

According to the Police, since October 2021, there have been approximately 33 reports made in relation to drug dealing from the premises, late night screaming, swearing, arguments and threats to kill, people fighting inside and outside the address, people gathering outside the address, on the stairwells, blocking the way and intimidating other residents who are scared to live their flats or walk up and down the communal stairwell as well as litter and drug paraphernalia left behind in the communal areas.

On 1st November 2022, the Police, Hackney Housing and the Community Safety and Enforcement Team organised a partnership meeting when it was decided that relevant agencies would start collecting evidence to support a partial Closure Order Application in order to stop further nuisance and disorder.

On 10th of February 2023 the court issued a Partial Closure of her premises for the period of 3 months. The Order was served on the same day, and approximately ninety minutes later, the Police were advised that there were other people seen entering the flat in breach of the order. The Police attended the location and found a male inside the flat who was subsequently arrested for a breach of the Closure Order.

Case Study, N1

In March 2023 The Police, Hackney Housing and Hackney Community Safety Team organised a number of partnership meetings to discuss issues with this address and the fact that the current Order is not being complied with.

As a result, it was decided that the Police and Council Officers would continue frequent patrols to the area in order to make sure that there are fewer breaches of the Order as well as to give residents some reassurance that this matter is being actively dealt with.

It was also decided that the Housing will serve another Notice of Seeking Possession, this time on mandatory grounds as all the previous actions taken as well as steps to attempt to engage with the tenant were unsuccessful and have not resolved the issues associated with this address.

In addition, on 29th March 2023 the Council arranged for the copy of the Partial Closure Order to be permanently attached next to the flat's front door as all the paper copies of the Order were being removed on a regular basis.

On the 2nd of May 2023, Notice of Absolute Grounds for Possession was issued to the tenant.

On 18th May 2023 the Police, Hackney Housing and Hackney Community Safety and Enforcement Team secured a full Closure Order due to the previous Order being not complied with and the likelihood of antisocial behaviour and disorder escalating once the previous Order expired.

The Order was extended in August 2023 to allow tenancy enforcement action to take place. The closure order expired in November 2023, prior to this date Housing successfully obtained an injunction to prevent the tenant returning to the property whilst the possession proceedings for absolute grounds were underway.

In December 2023, Housing obtained the possession order of the property on absolute grounds. The property remains vacant and ASB has reduced.

Background and supporting information

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Definition of ASB

Antisocial behaviour (ASB) is defined in the Antisocial Behaviour, Policing and Crime Act 2014 as:

- conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- conduct capable of causing housing-related nuisance or annoyance to any person.

Within this, Hackney includes:

- noise
- littering (including drug paraphernalia)
- kerb crawling
- nuisance neighbours
- street drinking
- vandalism
- rowdy behaviour

Noise

For an issue to be considered a statutory nuisance under the Environmental Protection Act 1990, it must either:

- unreasonably and substantially interfere with the use or enjoyment of a home or other premises or;
- injure health or be likely to injure health
- Councils can also issue warning notices in response to reports of noise above permitted levels from 11pm to 7am, even if that noise does not meet the threshold to be considered a statutory nuisance.

How residents report ASB

The [website](#) contains useful information for residents on how and what to report, and what they can expect when they do so.

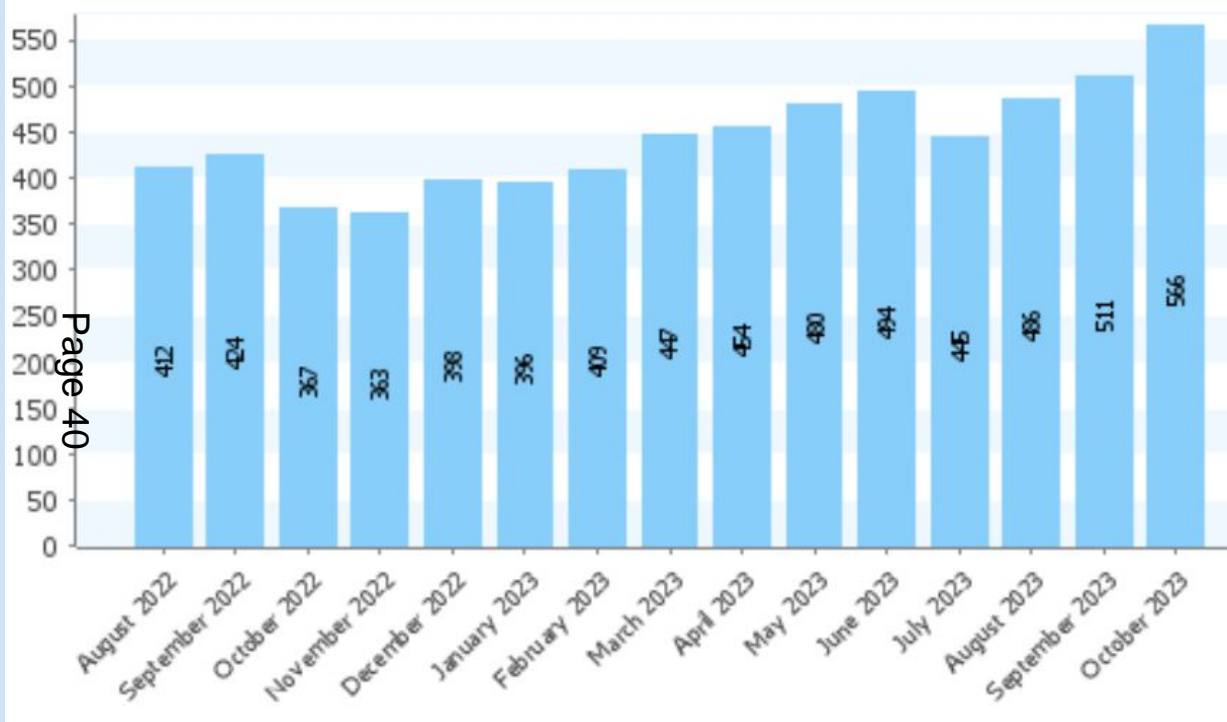
Who to report antisocial behaviour to depends on where it is happening:

- streets, public spaces, parks – email asbteam@hackney.gov.uk or call 020 8356 3310
- council estates or blocks – [report antisocial behaviour to our housing service](#)
- Report noise [here](#)

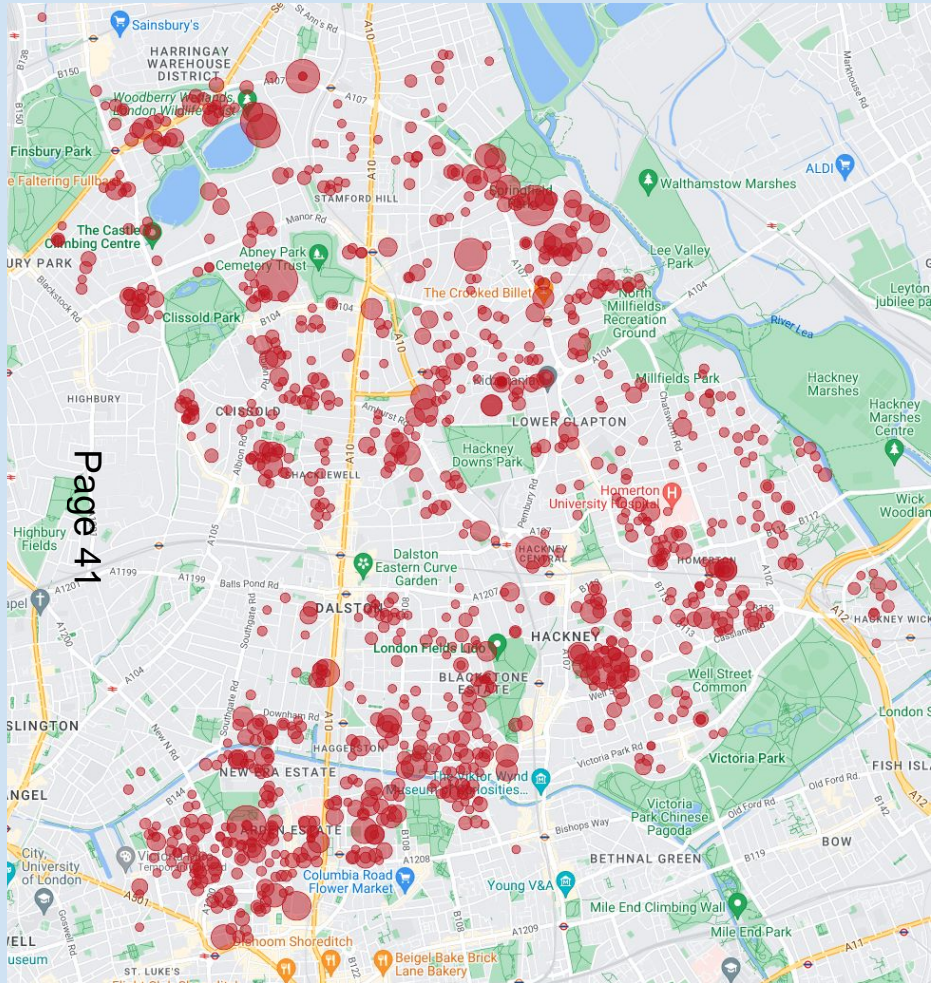
ASB Case Reviews (formally known as Community Trigger) is a process which allows residents to ask the Community Safety Partnership to review the responses to their complaints of antisocial behaviour. The ASB Case Review may be used if a resident believes we have not responded to their complaints. It cannot be used to report general crime or ASB.

From Oct 22 - Oct 23, 34 requests for case reviews were received. Of these, 29 did not meet the criteria. The remaining 4 all resulted in fresh recommendations being made.

Prevalence - Housing casework



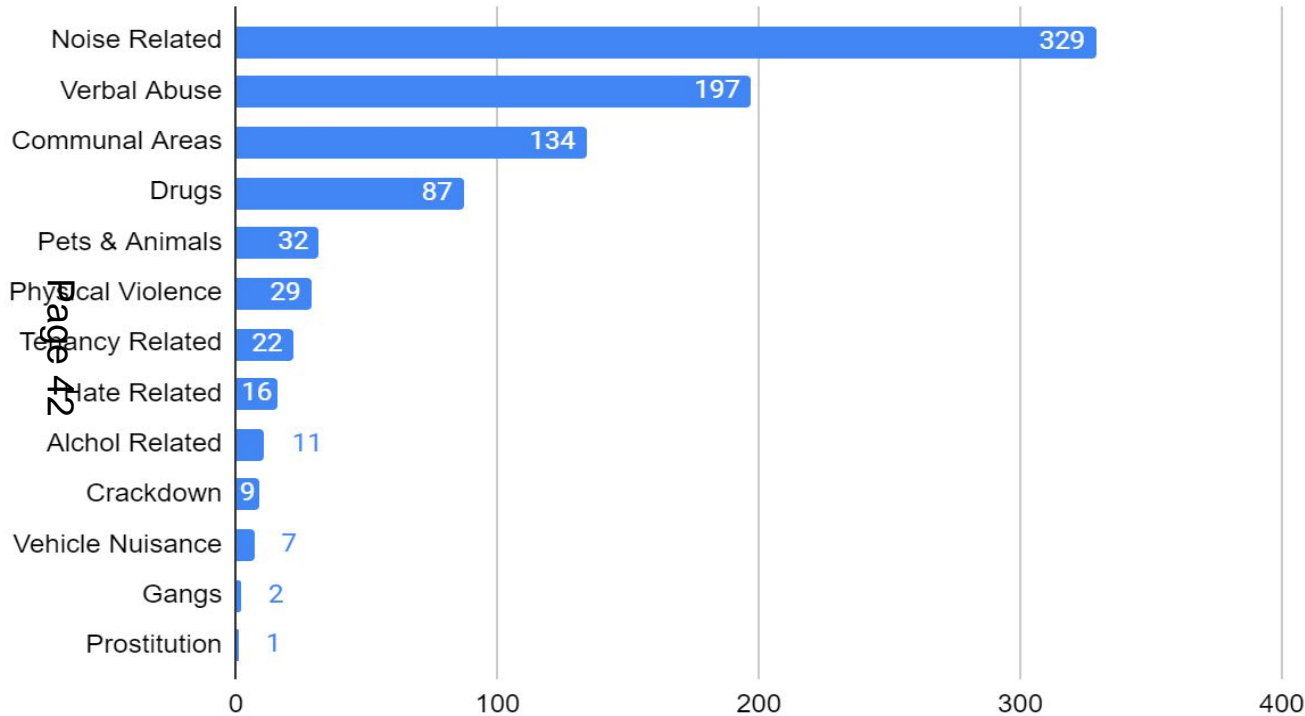
- Currently 535 'live' cases
- Equivalent to c6 ASB cases per 1000 homes
- 0.09% per 1000 homes include a hate element - around 3 new cases a month
- Just under 100 new cases per month
- Opening more than closing - in Oct only 44 closed
- Average case duration (6 month average) 147 days



Prevalence by locality

- This shows the location of reporter addresses, by postcode
- Larger bubbles indicate more cases

Current live cases by type



This chart shows the type of ASB reported for the current live cases. Some fall into multiple categories - hence a total of 876 types against 535 live cases.

57.4% of casework is noise-related

The way we respond to noise-related concerns is currently being reviewed to address recommendations made by the Ombudsman

Service Standards

- We will acknowledge your report within 48 hours of receiving it
- We will respond to neighbour disputes, reports of nuisance and incidents of ASB and hate crime within 3 days
- We will respond to serious incidents of ASB, hate crime, nuisance and domestic abuse by offering an interview or personal visit within 24 hours
- We will arrange an interview with the complainant/victim within 5 working days of receiving the initial report and an action plan will be discussed and agreed
- We will interview the alleged perpetrator with the complainants consent (unless there are safeguarding issues) within 5 days of the complainant interview where possible
- We will make contact with the complainant at least every 2 weeks
- We will ensure that every case is reviewed by a manager at least every 28 days
- Before closing a case, We will discuss this with the complainant and any witnesses to seek their agreement where possible
- All data will be kept confidentially and securely

Pressures

- Resident satisfaction and experience below target
- High level of complaints upheld
- Lack of IT & ongoing impact of cyber-attack
- Lack of demographic data - who is 'behind the door' and what are their needs
- Poor record keeping a key driver of customer experience
- High levels of resident vulnerability
- Pressures in other parts of the partnership - e.g. around mental health
- Cost of living crisis
- Cost pressures in HRA and General Fund - need for savings
- Workforce under pressure - high caseloads
- Severe shortage of social housing & supply blocked by poor practices
- Skills and capacity gaps in key areas

Drivers

- Regulator of Social Housing Consumer Standards
- Ombudsman Spotlight reports on Noise & Knowledge & Information Management
- New Housing Strategy
- Domestic Abuse Housing Alliance & other accreditations
- Equalities agenda
- Empowered Engaged Resident Structure inc RLG - high resident expectations
- Defining collaboration, consultation & co-production for Hackney

Opportunities

- STAR survey showed upturn in resident satisfaction
- Workforce development plan
- Digital transformation can drive systems change - refocus on customer journeys
- Resident Engagement Strategy & toolkit - widening engaged structure to be more inclusive
- Place-based working & partnerships - local hubs
- Organisational interest in more 'relational' working - Trauma Informed, anti racist

Anti-Social Behaviour: Resident Liaison Group Survey - November 2023

In November 2023 the Resident Liaison Group Co-Chairs circulated a survey to understand the experiences of residents in reporting, being kept-up to-date on and resolving ASB issues. The survey was based on the following five key areas:

- 1) Residents' experiences of initially reporting an ASB issue to the Council.
- 2) Residents' satisfaction with the advice and information provided upon the first contact.
- 3) Residents' experience of being kept up-to-date on the progress of their case.
- 4) Whether residents feel their issue was resolved following the report of ASB (and if not why).
- 5) If there are any further comments which may assist the Council in improving the service.

The following provides a summary overview of the responses received.

1. Residents' experiences of initially reporting an ASB issue to the Council.

A	<p>“Not easy to report. If you have the time to wait on the phone then that feels more effective, but emails to asb.housing@ tend to go unanswered. I now copy in the Met Police Safer Neighbourhood Team and they respond to me.”</p>
B	<p>“As an individual I've reported ASB via email, phone and on-line. I had no problems with reporting. As a Chair of a TRA, I often report ASB directly to an ASB Manager or Officer. I cc in the ASB reporting email as well.”</p>
C	<p>“We have raised issues of ASB in TRA meetings to previous Resident Participation and Inclusion Officers, Housing Officers and Events Officers. This has included persistent use of weed and cigarettes in the block stairwell, drug dealing, spitting and urination in the block stairwell and littering (dog poo from non-residents left in community spaces).</p> <p>In all instances, unfortunately we have received no support from Officers and have been told there is not much to be done about it. They have mentioned that we should contact police for drug issues but had no further support to offer except leafleting to promote non-smoking in communal areas.”</p>
D	<p>“It is hit and miss whether reporting ASB via email will receive a response. Yes, it is likely you will receive an automated email but 9/10 times you will not receive a follow up from a member of Hackney's ASB team. I have never received a phone call to clarify what was reported. Only when I copy an ASB manager would I receive a response.”</p>
E	<p>“Generally I find the Council's response to be poor.”</p>

2. Residents' satisfaction with the advice and information provided upon the first contact.

A	"When incidents have been reported on the phone, this has been fine."
B	"The advice and information that I receive back is good and helpful."
C	"Poor/low."
D	"Very poor/non-existent."
E	"Poor."

3. Residents' experience of being kept up-to-date on the progress of their case.

A	"On the phone it was fine and follow-up from the ASB officer was very good. Lack of response to emails undermines overall satisfaction."
B	"My experiences as an individual who has made a report and as an involved resident who has reported ASB on behalf of other residents and ASB in communal areas, are very positive. I'm kept up to date on all the reports that I make."
C	"Poor/low."
D	"Average to poor."
E	"Very poor."

4. Whether residents feel their issue was resolved following the report of ASB (and if not why).

A	"Phone - yes. Emails - nothing done."
B	<p>"Most issues that I report are resolved. Areas for service improvement are consistency and continuity in dealing with noise nuisance.</p> <p>For example, where a resident causes ASB via noise nuisance and I report this and the Housing Officer or ASB Team addresses this with the resident concerned. The noise stops for a while and then starts up again. The problem is when the noise resumes from these residents. The ASB Team has already closed the case and the process starts again from the start.</p> <p>As Chair of the TRA and a Neighbourhood Watch Coordinator. I'm regularly making reports to the Police and the ASB Team. An area for service improvement; when multiple reports of criminality by drug dealers/suppliers and gang members are being reported to the Police and ASB Team. All these reports are interrelated and should not be viewed in isolation as individual cases.</p>

	<p>Regularly individual reports that are made are treated as an individual case and assigned to an Officer. If it's me who has made the report, then I'm often contacted by the investigation Officer for further information.</p> <p>Often the Officers have no or limited knowledge of the bigger picture and the interrelated problems associated with widespread and organised drug dealing on this estate. They just have a micro view of events.</p> <p>ASB managers need to brief their team members of the bigger picture of interrelated ASB and criminality on Estates. All staff should be focussed on producing an overarching action plan, to work with partners to address the ASB and criminality.”</p>
C	<p>“I would say issues may not have been fully supported and indeed resolved. Incidents that have been reported still occur.”</p>
D	<p>“We have tried to tackle three prolonged ASB issues across the estate throughout the past year. We have so far been successful in resolving one case (young men smoking and dealing weed on a staircase).</p> <p>The other two cases (Resident constantly urinating across the estate & near constant fly tipping outside blocks) have seen varied levels of improvement. Although we understand the importance of confidentiality and GDPR, the ASB and housing teams have offered little reassurance that these cases are front of mind.</p> <p>My biggest feedback is that without the TRA constantly chasing these issues they would have been lost amongst all other ASB cases and no progress made. A resident urinating in the communal stairwell should be deemed serious enough an issue to take action and fast as this impacts 10s and 10s of residents on a daily basis.”</p>
E	<p>“No, because of not being kept up-to-date on the progress of each case.”</p>

5. If there are any further comments which may assist the Council in improving the service.

A	<p>“Have an online reporting tool so issues can be easily reported. We have many ASB issues in our estate, but there is no easy way to report incidents.”</p>
B	<p>Some examples of good practice from the ASB Team:</p> <ul style="list-style-type: none"> • About 8 years ago. There was much ASB and Crime on the estate that I live on. This was gang and drug related. The TRA reported this to the Police and the ASB Team. A manager met representatives from the TRA and worked with us to produce an ASB Action Plan to address the ASB on the estate. We all met on a regular basis to review and update the action plan. The action plan clearly outlined the actions the Council would take to address the ASB and how the ASB Team would work with the Police and other partners to develop a multi-agency approach to address the ASB. Hackney Youth were involved in this partnership. • A resident with mental health issues living on the estate. This resident has a regular mental health crisis and in an unprovoked attack on another resident; caused concern and fear for many residents in this part of the estate. The Police and the ASB Team worked together to put in place a plan to ensure

	<p>that this resident with mental health issues received support from the Mental Health Team. He was also arrested. Now residents who have concerns can either report their concerns about this resident's behaviour directly to the ASB Team and the ASB will report this to the Mental Health Team and request emergency action. Some residents will contact me regarding their concerns on the aforementioned resident and I'll report to the ASB Team and the Police.</p>
C	<p>"Communication focus would be great. I believe tenants and residents at present do not know who their point of contact is or indeed what to do if facing ASB in their flat / block. We would greatly appreciate any information that could be sent out to inform tenants and residents of points of contact and what to do if concerned with ASB."</p>
D	<p>"Reporting ASB via email is not fit for purpose. Over the past year it has become apparent the data ASB quotes is vastly at odds with the number of reports the TRA have made/were made aware of from residents. Reporting ASB should be via an online form with specified drop downs that triage the issues.</p> <p>There is little to no collaboration between ASB, Housing and Repairs - there is a clear correlation between the standard of Hackney housing and the likelihood of crime/ASB. For example, at our estate the lighting in communal areas is terrible which undoubtedly encourages crime / poor behaviour. A combined, targeted approach at known hotspots from all services would see improvements for all residents. We have failed to get the necessary work prioritised after many many months of escalations.</p> <p>The team is clearly under-resourced and stretched. However, having set monthly progress meetings with our TRA they have failed to attend on multiple occasions. This is unprofessional and would not be accepted in other professional work environments. If a Hackney Service department sets a monthly meeting it would be courteous to attend, reschedule or cancel."</p>
E	<p>"Develop a better way of understanding residents' experiences of reporting an ASB issue."</p>



Living in Hackney Scrutiny Commission 22nd January 2024 Item 5 – Minutes of the Previous Meeting	Item No 5
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Outline

The draft minutes of the Living in Hackney Scrutiny Commission meeting held on 22nd November 2023 are provided.

The draft minutes of the meeting held on 11th December 2023 will be presented in the next meeting agenda.



Action

Members are asked to review and agree the draft minutes as an accurate record of the meeting, and note any responses to actions arising.

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London Borough of Hackney
Living in Hackney Scrutiny Commission
Municipal Year 2023/24
Wednesday 22 November 2023

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

Chair:	Councillor Soraya Adejare
Councillors in Attendance:	Cllr Joseph Ogundemuren, Cllr Sam Pallis, Cllr Zoe Garbett, Cllr Yvonne Maxwell and Cllr Sade Etti
Apologies:	Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Clare Joseph, Cllr Ali Sadek and Cllr Caroline Selman
Officers In Attendance:	Rob Miller (Strategic Director Customer & Workplace), Jennifer Wynter (Assistant Director of Benefits & Housing Needs), James Goddard (Assistant Director of Strategy, Assurance and Private Rented Sector) and Beverley Gachette (Strategic Commissioning Lead, Rough Sleeping and Homelessness)
Other People in Attendance:	Dr Adi Cooper OBE (Independent Chair of City & Hackney Adult Safeguarding Board), Sally Caldwell (Strategy & Transformation Consultant) and Becky Rice (Research & Evaluation Consultant)
Other People in Virtual Attendance:	Cllr Sade Etti (Deputy Cabinet Member for Homelessness & Housing Needs), Anthony Simmons, (Service Manager at St Mungo's), Andrew Horobin (Deputy Borough Director for City & Hackney at East London NHS Foundation Trust) and Catherine McElroy (Mental Health Community Service Manager & Social Work Lead for City & Hackney at East London NHS Foundation Trust)
Officer Contact:	Craig Player  020 8356 4316  craig.player@hackney.gov.uk

Councillor Soraya Adejare in the Chair

1 Apologies for Absence

1.1 The Chair updated those in attendance on the meeting etiquette and that the meeting was being recorded and livestreamed.

1.2 Apologies for absence were received from Cllrs Sadek, Ozsen and Joseph.

2 Urgent Items / Order of Business

2.1 There were no urgent items, and the order of business was as set out in the agenda.

3 Declaration of Interest

3.1 There were no declarations of interest.

4 Supported Accommodation for Rough Sleepers & Single Homeless People with Complex Needs

4.1 The Chair opened the item by explaining that the Commission was keen to hear about the current provision and future need in Hackney for supported accommodation for rough sleepers and single homeless people with complex needs.

4.2 The Commission saw this discussion as timely given the increasing levels of homelessness in Hackney and increased levels of support required for those faced with homelessness since the Council changed its model of housing related support for adults with complex needs in 2016.

4.3 As part of the scrutiny process, Commission Members undertook site visits to supported accommodation schemes in Camden and also planned to visit schemes in Hackney in the new year. The findings of these visits would inform any scrutiny findings and/or recommendations.

4.4 Representing London Borough of Hackney

- Cllr Sade Etti, Deputy Cabinet Member for Homelessness & Housing Needs
- Rob Miller, Strategic Director Customer & Workplace
- Jennifer Wynter, Assistant Director of Benefits & Housing Needs
- Beverley Gachette, Strategic Commissioning Lead, Rough Sleeping and Homelessness

4.5 External Guests

- Dr Adi Cooper OBE, Independent Chair of City & Hackney Adult Safeguarding Board
- Anthony Simmons, Service Manager at St Mungos
- Andrew Horobin, Deputy Borough Director for City & Hackney at East London NHS Foundation Trust
- Catherine McElroy, Mental Health Community Service Manager & Social Work Lead for City & Hackney at East London NHS Foundation Trust
- Sally Caldwell, Strategy & Transformation Consultant
- Becky Rice, Research & Evaluation Consultant

4.6 The Chair then invited the Deputy Cabinet Member for Homelessness & Housing Needs, Council officers and external guests to give a verbal presentation. The main points are highlighted below.

4.7 Levels of homelessness in Hackney were increasing rapidly, and the levels of support required beyond that provided for people in general needs temporary accommodation was increasing. Many of the households approaching the Council had multiple and complex support needs.

4.8 The support needs of households approaching the Council varied, but were often characterised by mental health issues, drug and alcohol use, physical disability and mobility issues and experiences of trauma and neglect.

4.9 In order to help these people to recover, thrive and not deteriorate further, they needed specialist accommodation provided alongside support and supervision to help them live as independently as possible in the community.

4.10 The case study of a resident named 'Gabriel' was referenced. From 2012 to 2019 Gabriel was in supported accommodation where he was coping well and recovering. The accommodation was closed in 2019 and from that point onwards Gabriel had a number of hospital admissions and police arrests, and various temporary accommodation placements had broken down due to anti-social behaviour.

4.11 Not having Gabriel in supported accommodation led to increased costs to the public service system as a whole. There were increased costs to the Council, health and social care partners and the criminal justice system. Gabriel's needs would also likely have become more acute, eventually reaching the threshold for costly adult social care interventions.

4.12 As of June 2023 there were 443 single adults placed with one or more support needs in temporary accommodation, and this was expected to grow rapidly over the next few years. Hackney had only 179 supported accommodation bed spaces - this was low when compared with other London Boroughs such as Camden, which had 743 bed spaces.

4.13 Camden's approach was an example of good practice in this area. They had prioritised identifying and ring-fencing funding in supported accommodation units, as well as cohesive support pathways involving a number of different providers. They had also increased investment in this area to meet increasing demand where needed.

4.14 Modelling suggested that current supported accommodation capacity needed to increase by an additional 325 bed spaces to meet demand. Current provision directly funded by the Council comprised 125 with an additional 52 bed spaces funded through short term grants. Increased capacity would therefore need to deliver a total of around 250 bed spaces.

4.15 More capacity was needed to properly facilitate the recovery cycle of change. The current pathway was phased, built on personalised outcomes, trauma informed and focused on recovery. However, it was missing a stage with specialised interventions for people with high level, complex needs.

4.16 The National Housing Federation had recently commissioned research into how supported accommodation impacted homelessness, health and wellbeing. Applying this research to assessments of need in Hackney, an additional £7.6m per year of total costs to the local public service system were estimated were it not for the supported housing sector.

4.17 There were a number of risks associated with not increasing provision. These included needs becoming more acute with more people reaching the threshold for costly adult social care interventions, increased costs to the wider public service system, increased safeguarding incidents, anti-social behaviour incidents and health

deterioration in temporary accommodation, early death, more rough sleeping and street-based anti-social behaviour, increased likelihood of recidivism and, ultimately, the current pathway becoming overwhelmed.

4.18 A small-scale rapid research project had recently been commissioned by the Council to understand the challenges in accessing the right support for single homeless people from the service user and staff perspective. It involved desk and data review, one-to-one interviews with 15 service users and 15 members of staff, and a service design workshop with 14 stakeholders from across the Council.

4.19 Participants described a pathway under real pressure, too few supported hostel places, low move on rates and a high number of people with support needs in unsupported temporary accommodation placements for long periods.

4.20 They also spoke to the challenges of providing a space for recovery, with some hostel buildings limiting opportunistic and quick interactions, ineffective use of communal spaces and temporary accommodation being a suitable environment. Smaller projects were seen to provide more contact and feel less institutional.

4.21 Service users felt that the people most poorly served by the current pathway were those with severe and enduring mental health problems, those reducing drug and alcohol use, those wanting to work and those that were frail and/or vulnerable to exploitation.

4.22 In terms of providing the right support, it was felt that homelessness services were acting as mental health, health, offending and substance use services with increasing complexity being seen across the board. Some clients were experiencing barriers to accessing social care and mental health support.

4.23 Participants spoke about the role of positive activities in aiding recovery, with feedback around boredom and a lack of positive ways to spend time leading to some cases of depression and drug use. Staff felt that they would like to be able to do more activities but were restricted by staffing, space and budget. It was generally not considered feasible to work within hostels or temporary accommodation.

4.24 It was felt that there was an overall lack of move-on with all routes limited. Silting up impacted on the ability to rapidly house people in appropriate accommodation with support, and long stays resulted in higher support needs for some. Clients often felt there was no plan for them, and even those with potential move on options felt unsure, and poorly informed about their situation.

4.25 Speaking more generally, the national and local picture was changing with more recognition of 'multiple exclusion homelessness'. This term refers to people who had been homeless and had also experienced one or more domains of deep social exclusion, such as institutional care, substance misuse or street culture activities.

4.26 Historically homelessness had been seen as a housing issue, however increasingly opportunities for interdisciplinary social care interventions are being explored particularly for those who may be on a 'cliff-edge' and not qualify for statutory support despite multiple and complex vulnerabilities and needs.

4.27 One of the issues faced in this regard was encouraging vulnerable people to engage with services, which in many cases was logical when considering their life

experiences. Solutions therefore need to be built on personalised outcomes, trauma informed and focused on recovery.

4.28 Recent research in relation to Safeguarding Adult Reviews where homelessness was a factor had recognised that agencies may have missed opportunities to protect adults at risk. Locally, this had led to a positive shift in culture and practice in terms of the interface between the various needs of vulnerable adults and the risks they faced.

4.29 It was therefore important the local system worked collaboratively to prevent the needs of vulnerable adults and the risks they faced from escalating. Ultimately, this approach needed significant funding commitments but the impact on system-wide costs further down the line, as well as on mortality needed to be recognised.

4.30 On mental health, Hackney had the highest number of people with severe mental illnesses in North East London but the lowest proportion of commissioned support in the region. This gave mental health services very little flexibility to offer supported accommodation to anyone other than those with the highest levels of needs, and with demand rapidly increasing, even this cohort had to be put in costly out of borough placements.

4.31 Currently mental health staff were reporting that the biggest challenge in delivering care was people presenting to services with complex needs and the lack of appropriate accommodation available to meet those needs. Generally, there was a positive interaction between housing, mental health services and adult social care but this was being limited by a lack of suitable accommodation.

4.32 Hackney had the highest number of people presenting to A&E in mental health crisis across North East London, and these presentations were often complicated by health and social care issues. There was a significant bed crisis locally and a lack of suitable accommodation was impacting on safe discharge.

4.33 There were also a range of challenges facing supported housing providers locally. One of the biggest challenges facing providers was the reduction in funding over time, in the context of wider cuts across the public sector resulting in social care resources being concentrated on the highest need individuals.

4.34 The complexity of need of those living in supported housing had also continued to increase locally, within a wider context of reduced availability of statutory services. Meeting these needs was challenging because of the complexity of people's circumstances and histories, and it had become difficult to appropriately manage or support clients.

4.35 Clients were spending increasing amounts of time with supported accommodation providers because there was a lack of suitable move-on options, limited by a lack of affordable housing, barriers faced in securing private housing and complexity of need and access to external services.

4.36 Providers were also facing staff recruitment and retention challenges, finding it difficult to pay staff adequately despite asking them to manage increasing levels of risk and complexity.

4.37 In terms of next steps, there was a need locally to enhance the preventative approach by introducing diversity in terms of support and support providers, and

develop a whole system approach working in partnership with health and other anchor institutions.

4.38 There was also a need to prioritise and identify funding for much needed provision with partners in health and across the wider public service system, and for a programme of accommodation to be included in the Housing Strategy with delivery plans for minimum number of units per annum.

Questions, Answers and Discussion

4.39 *A Commission Member asked what some of the barriers had been in developing effective local partnerships to develop supported accommodation provision in Hackney.*

4.40 The Assistant Director of Benefits and Housing Needs explained that, historically, health partners had often been less involved in homelessness prevention work. Since the pandemic, the link between health outcomes and homelessness had become more apparent and was now more universally understood across the local partnership.

4.41 There were now quarterly Homelessness and Health Forum meetings which brought together a number of health agencies across City & Hackney. The Council also met with North East London Integrated Care Partnership on a monthly basis through the Housing Directors Forum.

4.42 The strategic focus across the partnership had moved on from those who were currently rough sleeping, as it was felt that the response in this area was now robust. More focus now needed to be given to those that move between services, such as health, offending and substance use services, and supporting their needs.

4.43 *A Commission Member asked what some of the challenges in commissioning supported accommodation and housing-related support were, and for more information on the supported accommodation pathway model in Camden.*

4.44 The Assistant Director of Benefits and Housing Needs explained that there were a few key reasons why the Camden pathway had been successful. The first was that there were a number of providers in Camden, one of the largest being the Council itself. This gave rise to improved quality and partnership working, and the Council itself setting a high standard for providers to follow.

4.45 Another was that the pathway was consistent across all providers. This meant that the journey was the same for all people that go through the pathway, and monitoring and reporting across the pathways were the same allowing for joined-up partnership working. Ultimately this led to consistency in outcomes for service users.

4.46 The Supported Housing (Regulatory Oversight) Act had now been introduced which affected supported housing providers by introducing changes to how the supported housing sector was regulated. This had been introduced to improve the quality of the accommodation, care and support, but there were also concerns that this may drive up costs for providers and some may exit the market as a result.

4.47 The Strategic Commissioning Lead, Rough Sleeping and Homelessness added that the supported accommodation pathway in Camden was well funded, and that much of the funding had been ring fenced to support its continued delivery.

4.48 The supported accommodation market generally was facing financial pressures, especially in light of funding cuts and more recently the cost of living crisis, which made the variety of providers across the pathway and the Council itself providing its own accommodation even more important.

4.49 A Commission Member asked how immediate progress could be made in this area, and what it may realistically look like.

4.50 The Assistant Director of Benefits and Housing Needs explained that the Council had a role to play in influencing partner agencies to recognise the challenges that exist in the supported accommodation market, and the risks associated with not increasing provision.

4.51 It was important that health partners began to more widely understand the health costs associated with not increasing provision, and ultimately the increased likelihood of early death for homeless people if these interventions were not available. Other partner agencies, such as those across the criminal justice system, needed to understand the increased costs associated with not taking action too.

4.52 One of the key takeaways from the research project recently commissioned by the Council with providers and service users was the need for increased collaboration between agencies. One suggestion was that the Council had a convening role in this regard, and that thought should be given to increasing or diverting resources to allow for this to happen.

4.53 The Council had meetings arranged with North East London Integrated Care Board on this issue, and would be exploring some of the associated challenges and funding opportunities at the City & Hackney Neighbourhood Health and Care Board in 2024. It would also be taken to the Adult Safeguarding Board in the near future.

4.44 The Deputy Borough Director for City & Hackney at East London NHS Foundation Trust added that there was a significant bed crisis locally and a lack of suitable accommodation was impacting not only on safe discharge, but also on preventing people from needing psychiatric beds.

4.45 The Assistant Director of Benefits and Housing Needs went on to explain that further exploratory work was needed to look at delivery options as part of the new Housing Strategy, and engagement with providers of social housing to understand any opportunities for developing provision within their existing stock.

4.46 A Commission Member asked what role community safety partners might play in unlocking funding opportunities to develop supported accommodation provision locally.

4.47 The Assistant Director of Benefits and Housing Needs explained that conversations were ongoing with the Community Safety Partnership to explore funding opportunities, but at present this had been limited to interventions for those experiencing domestic abuse and sex workers.

4.48 It was noted that not increasing provision would likely lead to increased costs across the Community Safety Partnership in terms of anti-social behaviour and crime, as well as the criminal justice system.

4.49 *A Commission Member asked how the Council could engage directly with the borough's registered social housing providers to explore the opportunities for developing supported accommodation provision within their existing stock.*

4.50 The Assistant Director of Benefits and Housing Needs explained that conversations were being had with specific registered social housing providers where development opportunities had been identified. This was specifically around bringing empty sites back into use, and involved adult social colleagues and health partners.

4.51 The Assistant Director Strategy, Assurance and Private Sector Housing explained that the Better Housing Partnership was the forum through which the Council and registered social housing providers met to discuss key issues and was split into two sub groups, namely development and management. This would be reviewed in 2024 to ensure it was focused and well attended.

4.52 The Hackney Registered Provider Compact was recently introduced and outlined shared priorities and commitments, however it was not enforceable and relied on good working relationships.

4.53 *A Commission Member asked about the particular needs of the Orthodox Jewish community in regard to supported accommodation, and what discussions had taken place with community leaders to address them.*

4.54 The Assistant Director of Benefits and Housing Needs explained that the level of need within the Orthodox Jewish community was low, and that it was rare for a member of that community to present as homeless with complex needs.

4.55 Having said this, there was a need to explore demographically and culturally informed interventions more widely going forward. For example, there was a clear need for gender specific accommodation for women who were unsuitably housed, and for Black and Global Majority residents who were more likely to be affected by homelessness and health issues.

Summing Up

4.56 The Chair thanked Commission Members for their questions and all witnesses for their responses and engagement with the scrutiny process.

4.57 It was explained that, after the meeting, the Commission would reflect on the evidence heard and may invite colleagues from across Housing Delivery & Regeneration and health and social care partners to an additional meeting to explore the issues raised further.

5 Draft Housing Strategy & Private Sector Housing Strategy: Evidence Base

5.1 The Chair opened the item by explaining that the Commission was keen to hear about the evidence base for the draft Hackney Housing Strategy & Private Sector Housing Strategy.

5.2 The Commission saw this discussion as timely, giving members an opportunity to challenge assumptions and the robustness of evidence-gathering at an early stage.

The Commission planned to come back to these strategies later in the municipal year to look in detail at their emerging priorities and how they might be delivered.

5.3 Representing London Borough of Hackney

- James Goddard, Assistant Director Strategy, Assurance and Private Sector Housing

5.4 The Chair then invited the Assistant Director Strategy, Assurance and Private Sector Housing to give a verbal presentation. The main points are highlighted below.

5.5 The Council had recently commissioned a Strategic Housing Market Assessment (SHMA) to provide an analysis of the full housing needs within Hackney and the future scale and mix of housing requirements. This would inform the evidence base for Selective and Additional Licensing, the Private Sector Housing Strategy, the Housing Strategy and the Local Plan.

5.6 Development of the new strategies must respond to a number of strategic priorities and issues, such as the Social Housing Regulation Act & Housing Ombudsman, Renter Reform Bill provisions, higher interest rates, mortgage affordability and private landlords exiting the market, rising homelessness and rough sleeping, inflationary pressure and impact on development and viability, the pathway to net zero and the refugee and migrant crisis.

5.7 The Council managed a wide range of building types and different tenures, and there were specific challenges for the local authority as a landlord. This included fire safety and compliance, decarbonisation, major works, damp and mould, repairs performance, pressures on the Housing Revenue Account, the introduction of the new housing management system and resident engagement.

5.8 The introduction of new consumer regulation such as the Social Housing Regulation Act (passed in July 2023) and the new social housing regulatory regime (to be introduced in April 2024) posed challenges for the Council as a landlord too. Increased oversight may potentially lead to fines, short-notice inspections and orders to carry out repairs. Local authority landlords were also increasingly being subject to regulatory judgements and/or Housing Ombudsman maladministration findings.

5.9 A number of evidence gathering exercises were undertaken to produce the SHMA. This included secondary source evidence data review, a household survey, strategic documents review, agent review, stakeholder review, officer discussions, community consultation and focus groups.

5.10 In respect of the community consultation, seven young residents were trained to carry out face-to-face research across key areas in Hackney and linking in with existing projects and activities. Five focus groups were also scheduled, co-facilitated by young researchers trained in community consultation and attended by residents who were reflective of the borough's demographics.

5.11 The quantitative evidence gathered suggested that Hackney would see a pronounced rise in its older population and slight fall in the child population over the next 20 years. In terms of household types, there was also projected to be significant growth in single and cohabiting adults compared to families.

5.12 As of 2022, Hackney had 119,090 dwellings, of which 83.8% were flats. 15.9% were houses and 0.2% were bungalows. There were 106,087 households across the borough, of which 24.6% were owner occupiers, 32.4% private renters and 43% lived in affordable housing.

5.13 Hackney had one of the lowest percentages of private sector stock in London. Having said this, the absolute number was very high with around 32,000 privately rented homes across the borough. Outside of Glasgow, Hackney has had the highest increase in private rented stock across the UK over the past 20 years.

5.14 Having said this, Hackney did have the highest proportion of social affordable housing in London and the highest target for new affordable homes delivery across all London Boroughs.

5.15 The size of the private rented sector was higher than the England average in all wards but King's Park, and higher than the London average in many wards. The minimum threshold for property licensing was the England average - meaning a licensing scheme King's Park ward would not be able to operate in the ward.

5.16 Build to Rent units were properties that had been built to provide rental accommodation to tenants. Build to Rent tenures are more secure, and are typically more professionalised than standard private rented sector properties. In total there were 1,413 Build to Rent units advertised across London of which 2.3% (32) were in Hackney.

5.17 House prices in Hackney had outgrown the London average and were more than double the national average. As of 2022, average house prices were around £600k in Hackney, £510k in London and £260k across England.

5.18 There were various challenges in regards to housing affordability in the borough. If a resident was on a lower or median quartile income in Hackney, there were no private rented properties which could be considered affordable to them in 2022.

5.19 The only tenures which could be described as genuinely affordable in Hackney were social rent (of which only the most in need qualify) or London Living Rent (of which few were available). Home ownership remained unaffordable to almost all households on low to median incomes, except Share Ownership for some.

5.20 There was a huge gap between affordable housing demand and supply, with a net need for 1,780 affordable dwellings in Hackney per year. There were over 8,500 households on the Council's social housing waiting list - with a rising number in priority need (increased from 18% in 2014 to 34% in 2021). The average wait time for 1 bed was three years, while 2-4 bed units were 13 years and 5 bed units were 39 years.

5.21 Lettings turnover between 2018 and 2022 was particularly high in wards such as Hoxton East & Shoreditch (over 70%) and Hoxton West (over 65%). Many others were around the 40% mark, which was still relatively high when compared to other London Boroughs.

5.22 Lower, upper and median quartile rents all increased significantly since 2021. Since 2018 there had been a significant shift towards higher value rents, particularly over 2021/22. There were also significant geographical differences between the cheaper north of the borough and more expensive south.

5.23 In Q4 of 2022 there were 15,827 properties listed as short term lets in Hackney, of which 1,532 were active - only Kensington & Chelsea and Camden had more, and Tower Hamlets and Westminster were around the same level. The Council had little power to regulate this market in order to alleviate the pressure they put on the availability of local housing.

5.24 Hackney was the 22nd most deprived borough across all English Districts and the 2nd most deprived area in London behind Barking & Dagenham. It was below the national average for fuel poverty but one the most affected boroughs, likely owing to property age and household income.

5.25 The qualitative evidence gathered through the household survey suggested that 21% of households across all tenures had an average income of £101,400 or more annually. The second highest percentage of household income across all tenures was £26k to £39k at around 12%.

5.26 In terms of support needs for residents under 65, the survey suggested that 36.9% of respondents felt that company/friendship was their biggest need. This raised important questions around the suitability of housing for older people and community cohesion.

5.27 Newly forming households were asked what their housing plans were over the next five years. 27.7% of respondents believed they would own an affordable home, 39.9% believed they would be in social housing and 54.6% felt they would be in the private rented sector. This was clearly not in line with the housing options available.

5.28 The number of people aged 65+ was expected to increase by 24% by 2037. The survey suggested that more specialist accommodation and co-housing was desired over the next five years. Similarly, the survey suggested that there was at least one person with an illness/disability in 32% of households, and stakeholders had reported difficulty in obtaining the capital investment to deliver new supported housing schemes. Further work to explore housing options in these areas would be undertaken in the coming months.

5.29 47% of respondents identified financial security as one of the top issues that impact on their health and wellbeing and reducing the cost of living was identified as the top priority that would have the biggest impact on health and wellbeing.

5.30 In terms of stakeholder feedback, 88% of residents considered improving repair services as important or very important. Stakeholders identified a need for all forms of affordable housing, but particularly for social rented homes which are in very short supply. 55% of residents considered building new council and housing association homes for social rent to be "important" or "very important".

5.31 77% of residents are satisfied or very satisfied with their neighbourhood as a place to live. 32% consider their neighbourhood has got better in the past two years and 21% think it has got worse. 17% said they do not feel safe because of the high volume of crime, and especially serious crimes happening in their area with no visible police presence, no lighting and not enough CCTV.

Questions, Answers and Discussion

5.32 *A Commission Member asked for further information on the number of empty homes in the borough, and any plans to bring them back into use.*

5.33 The Assistant Director Strategy, Assurance and Private Sector Housing explained that the Council was aware of just below 1k long-term empty properties (properties left vacant for six months or more) across Hackney. This excluded all council-owned properties but included all private housing and registered social housing provider stock. Having said this, the vacancy rate in Hackney was 2%, which was on the lower side when compared to other London Boroughs.

5.34 Bringing empty homes back into use was a complicated process and it was estimated that around 200 of these properties would not be able to be brought back into use for various reasons, such as being subject to court cases or being included within wills. The Council was looking to support owners to bring properties back into use where viable, and planned to hire a dedicated Empty Homes Officer to support this work.

5.35 Where necessary, the Council would look to serve Empty Dwelling Management Orders, which allowed the Council to take over the management of the property, or Compulsory Purchase Orders, which allowed it to acquire the property. Both were time consuming and costly so were often used as a last resort.

5.36 Bringing empty homes back into use would be a key priority to be addressed within the new Private Sector Housing Strategy. Empty home cases were often complex and the service would likely require additional resources to keep numbers to a minimum.

5.37 *A Commission Member asked whether the Council had engaged with sustainable short term letting platforms such as Fairbnb in light of concerns around the growth of short-term lettings.*

5.38 The Assistant Director Strategy, Assurance and Private Sector Housing explained that the Council did engage with sustainable short-term letting platforms such as Fairbnb, but these platforms represented a small section of the market.

5.39 More generally, it was difficult to build a picture of the short term letting market locally as platforms such as Airbnb did not release their data easily for various reasons. Ultimately the Council needed greater powers to regulate this market locally in recognition of the impact that the market had on local housing supply and rental prices.

5.40 *A Commission Member asked whether the Council had an understanding of the amount of former council homes purchased through Right to Buy were now being in the private rental market.*

5.41 The Assistant Director Strategy, Assurance and Private Sector Housing explained that 9,118 properties had been sold through Right to Buy, of which 42% were now in the private rented sector. While the policy had clearly had an impact on the availability of social housing locally, it was a popular policy which may not be changed anytime soon.

5.52 *A Commission Member asked about the plans in place to hold private landlords accountable and protect private renters, considering the number of private rented properties in Hackney.*

5.53 The Assistant Director Strategy, Assurance and Private Sector Housing explained that the Council was looking to extend the requirement for the additional HMO licence and selective licence across the whole borough. This would need Secretary of State approval, and the Council was currently in the process of collating the evidence base for a decision.

5.54 *A Commission Member asked how much weight would be given to different elements of the evidence collected so far, for example around the need for family housing and supported housing.*

5.55 The Assistant Director Strategy, Assurance and Private Sector Housing explained that there were various ways in which the evidence collected could be viewed. For example, on the one hand there was clear demand for single and cohabiting adult households compared to families. However, there was clear demand for family housing from those in priority need on the Council's waiting list which did not match up with current supply.

5.56 Important policy conversations would need to be had around the type of housing market the Council wanted in Hackney, and the impact this might have on other areas such as the local economy and education. It was within the Council's gift to shape the local housing market if it wished to do so, rather than be reactive to it.

5.57 *A Commission Member asked what was meant by "affordable housing".*

5.58 The Assistant Director Strategy, Assurance and Private Sector Housing explained that central government defined what was meant by affordable housing. Affordable housing for rent included homes let at least 20% below local market rents (affordable rental properties) or let at rates set between market rents and social rents (intermediate rental properties).

5.59 Most of the affordable housing stock in Hackney was social rent (set at around 50% of market rents). The Council also offered rental properties at Hackney Living Rent - set at a third of the average of local incomes.

5.60 Affordable housing for sale included Shared Ownership, whereby homes are sold at a discounted rate (at least 20% below market value) and homes referred to as being 'Rent to Buy'.

5.61 *A Commission Member asked whether any housing for sale in Hackney was truly "affordable" for key workers living in the borough.*

5.62 The Assistant Director Strategy, Assurance and Private Sector Housing explained that the Council defined anyone residing in Hackney with an income of between £25k to £60k as a key worker. Shared ownership was available to anyone with an income of between £25k to £90k, and the SHMA suggested that this product was a realistic option for a considerable percentage of local residents.

5.63 However, the data did not account for the potential for associated costs. For example, some shared owners found that service charges can rise quite rapidly, that

they needed to pay estate charges and ground rents, and that they needed to pay all repairs and maintenance costs.

5.64 It was noted that the Council was in the process of commissioning an independent panel alongside Camden and Islington to look into the delivery of intermediate homes (affordable home ownership and intermediate rent). The interim findings of this piece of work would be reported to the Commission once ready.

5.65 *A Commission Member asked whether there was any demand locally for community land trusts and co-operative housing arrangements, and whether the Council had any plans to explore housing options in these areas.*

5.66 The Assistant Director Strategy, Assurance and Private Sector Housing explained that there was demand for these types of housing arrangements in Hackney, and it was an area that the Council had been exploring alongside local stakeholders.

5.67 For example, the Council had been working closely with the London Older Lesbians Collective to explore potential sites for community land trusts and co-operative housing arrangements, however they had proved too costly.

5.68 It was noted these types of housing arrangements would be looked at as part of the scope of the independent panel reviewing the delivery of intermediate homes in the borough.

Summing Up

5.69 The Chair thanked Commission Members for their questions and all witnesses for their responses and engagement with the scrutiny process.

5.70 It was explained that the Commission would follow up by looking at any emerging priorities, how the strategies will be delivered, how the Council has considered key risks and key measures of success in the new year before the strategies are adopted.

6 Draft Homelessness & Rough Sleeping Strategy 2023-25: Recommendations & Findings

6.1 The Chair explained that the Living in Hackney Scrutiny Commission held a discussion on the draft Homelessness & Rough Sleeping Strategy 2023-25 on 18th September 2023. Prior to this, the Commission held a discussion on the provision of temporary accommodation in Hackney on 22nd March 2023.

6.2 The Commission had now brought together its findings and recommendations from these pieces of work and sent a letter to the Executive for response.

6.3 Members noted the letter to the Executive Response outlining the recommendations and findings of the scrutiny sessions held on 22nd March and 18th September 2023.

7 Resident Engagement for Estate Regeneration: Findings & Executive Response

7.1 The Chair explained that the Living in Hackney Scrutiny Commission held a discussion on the Council's approach to resident engagement for estate regeneration in Hackney on 20th April 2023.

7.2 Following the meeting, the Commission brought together its findings and sent a letter to the Executive outlining its findings and recommendations. The response from the Executive to the letter was received on 3rd October 2023.

7.3 In terms of following up this piece of work, the Vice-Chair suggested that the Commission may want to further understand why bespoke resident charters are not adopted for individual regeneration schemes and whether there is scope for this going forward.

7.4 Members noted the letter and Executive Response to the findings of the scrutiny session held on 20th April and the next steps for following up the recommendations and findings.

8 Overarching Scrutiny Panel Review into Net Zero: Executive Response

8.1 The Chair explained that the Net Zero Review was an amalgamation of work undertaken by the overarching Scrutiny Panel and three Scrutiny Commissions: Health in Hackney, Living in Hackney and Skills, Economy and Growth.

8.2 Following the review, a report was sent to the Executive outlining its findings and recommendations. The response from the Executive to the review was considered at the Cabinet meeting held on 23 October 2023.

8.3 In terms of following up this piece of work, the Scrutiny Panel would be responsible for tracking the progress of the recommendations themselves, and the Commission will retain a role in scrutinising any areas of concern relating to its remit where appropriate.

8.4 Members noted the Executive Response to the findings of the Net Zero Review and the next steps for following up the recommendations and findings.

9 Minutes of the Meeting

9.1 The draft minutes of the previous meeting on 18th September 2023 were presented.

9.2 Members agreed the draft minutes as an accurate record.

10 Living in Hackney Work Programme 2023/24

10.1 The Chair referred to the Commission's work programme and highlighted the discussion items planned for the remainder of the municipal year.

10.2 A Commission Member asked whether there was scope to include the voice of young people in the discussion on anti-social behaviour on council-managed estates and blocks in January 2024.

10.3 It was advised that the Chair was currently looking at the ways in which this could be incorporated and would update members accordingly.

10.4 A Commission Member asked whether there was scope to hold a follow up discussion on supported accommodation for homeless people with complex needs later in the year. This would be with the aim of discussing the opportunities and challenges in the sector with health and housing partners.

10.5 It was noted that this possibility would be explored following the meeting.

11 Any Other Business

11.1 Cllr Ogundemuren made a declaration of interest in relation to Item 4: Supported Accommodation for Rough Sleepers & Single Homeless People with Complex Needs.

11.2 He declared that his employer, Clarion Housing Group, was a corporate fundraiser for St Mungo's (in attendance for the item) and he had therefore raised money for them in the past.

Duration of the meeting: 7.00 - 9.25 pm



Living in Hackney Scrutiny Commission 22nd January 2024 Item 6 – Living in Hackney Scrutiny Commission Work Programme 2023/24	Item No 6
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Outline

Attached is the work programme for the Living in Hackney Scrutiny Commission for the 2023/24 municipal year.

Please note that this is a working document.

Action

Members are asked to note the work programme for the Living in Hackney Scrutiny Commission for the 2023/24 municipal year.

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Overview & Scrutiny

Living in Hackney Scrutiny Commission: Work Programme for June 2023 – March 2024

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
12th June 2023 Papers deadline: Tues 30th May 2023	Cabinet Question Time: Accountability of Private Rented Sector & Housing Associations	Cllr Sem Moema, Deputy Cabinet Member for Private Rented Sector and Housing Affordability	To question the Deputy Cabinet Member on the Council's relationship with its housing association partners and the private rented sector and how it works with both tenants and landlords to ensure effective accountability and protection. Particular focus will be given to how the Council works with housing associations and the private rented sector to: <ul style="list-style-type: none"> ● Maximise supply, nominations and lettings ● Support tenancy sustainment ● Maintain properties in good repair
	LiH Scrutiny Commission Work Programme Planning 2023-2024	Craig Player, Overview & Scrutiny Officer	To consider and make suggestions for the LiH Scrutiny Commission work programme for the new municipal year.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>10th July 2023</p> <p>Papers deadline: Mon 4th July 2023</p>	<p>Meeting the Council's Net Zero Target: Retrofitting</p>	<p>Steve Waddington, Strategic Director Housing Services</p> <p>James Goddard, Strategic Head of Strategy, Assurance and Private Sector Housing</p>	<p>To look at the Council's work to meet its net zero carbon target in relation to the retrofit of housing stock in the borough since the Commission last looked at retrofit in 2021 as part of the overarching Net Zero Review.</p> <p>Particular focus will be given to progress against retrofitting and promoting better energy use across two key areas:</p> <ul style="list-style-type: none"> ● Council housing stock ● Housing association, private rented sector and owner-occupied housing stock
	<p>Housing Support for Care Leavers: Executive Response</p>	<p>Craig Player, Overview & Scrutiny Officer</p>	<p>To note the Executive response to the Housing Support for Care Leavers Review undertaken with the Children & Young People Scrutiny Commission in 2021/22 and agree the follow up process.</p>
	<p>Accountability of Registered Social Landlords: Recommendations and Findings</p>	<p>Craig Player, Overview & Scrutiny Officer</p>	<p>To note the agreed letter to the Executive and Housing Associations in response to the scrutiny sessions on the accountability and performance of registered social landlords held throughout the 2022/23 municipal year.</p>
	<p>LiH Scrutiny Commission Work Programme Planning 2023-2024</p>	<p>Craig Player, Overview & Scrutiny Officer</p>	<p>To note the shortlist for the Living in Hackney Scrutiny Commission work programme for the new municipal year and make any comments and/or further suggestions as appropriate.</p>

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
18th September 2023 Papers deadline: Tues 5 th September 2023	Homelessness & Rough Sleeping Strategy 2023-25	Rob Miller, Strategic Director Customer & Workplace Jennifer Wynter, Head of Benefits & Housing Needs	To look at the Council's Homelessness & Rough Sleeping Strategy 2023-25 and provide any feedback or comments before it is adopted by Cabinet.
	Letter to Independent Office for Police Conduct: Child Q Investigation	Craig Player, Overview & Scrutiny Officer	To note the agreed letter to the Independent Office for Police Conduct regarding its investigation into the police officers involved in the Child Q incident following the joint scrutiny session held with the Children & Young People's Scrutiny Commission held on 25th April 2023.
	Policing of Drug Use: Findings & Response	Craig Player, Overview & Scrutiny Officer	To note the agreed letter to the Community Safety Partnership and Mayor's Office for Police & Crime and their responses following the scrutiny session on the policing of drug use in Hackney held on 23rd January 2023.
	Overview & Scrutiny Public Engagement Protocol	Craig Player, Overview & Scrutiny Officer	To note the Overview & Scrutiny Public Engagement Protocol, which was agreed at Scrutiny Panel on 13th July 2023.
	LiH Scrutiny Commission Work Programme 2023-2024	Craig Player, Overview & Scrutiny Officer	To agree the LiH Scrutiny Commission work programme for the new municipal year.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>22nd November 2023</p> <p>Papers deadline: Mon 13th November 2023</p> <p>This meeting was rescheduled from 16th October 2023 due to the Mayoral elections.</p>	<p>Supported Accommodation for Rough Sleepers & Single Homeless People with Complex Needs</p>	<p>Rob Miller, Strategic Director Customer & Workplace</p> <p>Jennifer Wynter, Head of Benefits & Housing Needs</p> <p>Dr Adi Cooper OBE, Chair of City & Hackney Adults Safeguarding Board</p>	<p>To look at the current provision and future need for supported accommodation for rough sleepers and single homeless people with multiple and complex needs.</p>
	<p>Draft Housing Strategy & Private Sector Housing Strategy: Evidence Base</p>	<p>James Goddard, Strategic Head of Strategy, Assurance and Private Sector Housing</p>	<p>To look at the evidence base for the Council's draft Housing Strategy and Private Sector Housing Strategy.</p>

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	Resident Engagement for Estate Regeneration: Findings & Executive Response	Craig Player, Overview & Scrutiny Officer	To note the agreed letter to the Executive and its response following the scrutiny session and related work on resident engagement for estate regeneration schemes in Hackney held on 20th April 2023.
	Draft Homelessness & Rough Sleeping Strategy 2023-25: Recommendations & Findings	Craig Player, Overview & Scrutiny Officer	To note the agreed letter to the Executive following the scrutiny sessions on temporary accommodation and the draft Homelessness & Rough Sleeping Strategy held on 22nd March and 18th September 2023.
	Overarching Scrutiny Panel Review into Net Zero: Executive Response	Craig Player, Overview & Scrutiny Officer	To note the Executive response to the Overarching Scrutiny Panel Review into Net Zero undertaken in 2021/22 and the follow up process.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>11th December 2023</p> <p>Papers deadline: Tues 28th Nov 2023</p>	<p>Housing Services Resident Engagement Strategy 2022-25</p>	<p>Steve Waddington, Strategic Director Housing Services</p> <p>Resident Liaison Group and/or Tenants & Resident Associations</p>	<p>To look at progress made against the strategic priorities identified in the Housing Services Resident Engagement Strategy since it was adopted by Cabinet in December 2022, which are as follows:</p> <ol style="list-style-type: none"> 1. Embed a 'Resident First' culture across the service 2. Support our involved residents' groups to thrive 3. Widen the ways residents can engage with us 4. Ensure that residents influence our decision-making and drive service improvement 5. To promote engagement activity that strengthens our communities

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	Housing Repairs	<p>Steve Waddington, Strategic Director Housing</p> <p>Rob Miller, Strategic Director Customer & Workplace</p> <p>Resident Liaison Group and/or Tenants & Resident Associations</p>	<p>To look at the progress made against the improvement actions put in place by the Council to improve housing repairs performance and customer care.</p> <p>Particular focus will be given to those improvement actions discussed at the previous meeting in December 2022 including:</p> <ul style="list-style-type: none"> ● Damp & mould and the Leaks Hub ● Property MOTs ● DLO growth ● Roll out of Repairs Hub ● Contract management ● Disrepair case management ● Alternative Dispute Resolution

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>22nd January 2024</p> <p>Papers deadline: Tues 9th January 2024</p>	<p>Anti-Social Behaviour on Council Managed Estates & Blocks</p>	<p>Gerry McCarthy, Head of Community Safety, Enforcement and Business Regulations</p> <p>Steve Waddington, Strategic Director Housing Services</p> <p>Central East Borough Command Unit, Metropolitan Police Service</p> <p>Resident Liaison Group and/or Tenants & Resident Associations</p>	<p>To look at how the Council works with partner agencies and communities to ensure multi-agency responses and support in order to prevent, reduce and if necessary enforce against anti-social behaviour on council managed estates and blocks.</p> <p>Particular focus will be given to the multi-agency approach across key areas including:</p> <ul style="list-style-type: none"> ● Prevention and early intervention ● Supporting those affected by anti-social behaviour ● Enforcement and diversionary activities ● Engaging with communities

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>27th February 2024</p> <p>Papers deadline: Thurs 16th February 2024</p>	<p>Supported Accommodation for Rough Sleepers & Single Homeless People with Complex Needs</p>	<p>Rob Miller, Strategic Director Customer & Workplace</p> <p>Jennifer Wynter, Head of Benefits & Housing Needs</p> <p>Stephen Haynes, Strategic Director Inclusive Economy, Regeneration & New Homes</p> <p>NHS North East London</p> <p>City & Hackney Public Health</p>	<p>To further understand the challenges and opportunities in developing supported accommodation and in commissioning housing-related support.</p> <p>Particular focus will be given to:</p> <ul style="list-style-type: none"> ● Challenges and opportunities in developing and delivering supported accommodation units ● Challenges and opportunities in commissioning housing-related support ● Enablers and barriers to effective collaboration between key agencies and organisations <p>This session follows on from the previous discussion held at the meeting on 22nd November 2023.</p>

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	Viability & Future Use of Community Halls	Steve Waddington, Strategic Director Housing Services	To look at the Council's approach to the long-term viability and future use of community halls, and explore opportunities to address the challenges faced by local agencies, organisations and groups in securing adequate spaces from which deliver local community projects and activities and/or services.
12 th March 2024 Papers deadline: Thurs 29 th January 2024	Draft Housing Strategy 2023-28	James Goddard, Strategic Head of Strategy, Assurance and Private Sector Housing	To look at the Council's draft Housing Strategy 2023-28 and provide any feedback or comments before it is adopted by Cabinet in early 2024.
	Draft Private Sector Strategy 2023-28	James Goddard, Strategic Head of Strategy, Assurance and Private Sector Housing	To look at the Council's draft Private Sector Strategy 2023-28 and provide any feedback or comments before it is adopted by Cabinet in early 2024.
	Intermediate Housing Panel: Interim Findings	James Goddard, Strategic Head of Strategy, Assurance and Private Sector Housing	To look at the interim findings of the Intermediate Housing Panel, which has been commissioned by the Council to look into the delivery of intermediate homes (affordable home ownership and intermediate rent).

Items to be considered outside of formal meetings: June 2023 – March 2024

Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item	Type
Arts & Culture Funding	Petra Roberts, Strategic Service Head Culture, Libraries and Heritage	To look at how arts and cultural provision is funded in Hackney, and how individuals, groups and organisations are supported to make use of local, regional and national funding opportunities.	Written briefing
Levelling Up Fund: Hackney Central	Stephen Haynes, Strategic Director Inclusive Economy, Regeneration & New Homes	To look at the options being considered for town centre improvements for Hackney Central following £19 million funding from the Levelling Up Fund (relates to public realm, environment, planning, arts & culture, community safety as well as topics within SEG remit).	Possible joint work with SEG
Hackney Prevent	Gerry McCarthy, Head of Community Safety, Enforcement and Business Regulations	To look at Hackney Prevent's progress against its key priorities and objectives (with key consideration given to the Channel process), and explore potential ramifications of Home Office funding ending in 2025/25 (though responsibility to implement duty locally remains) on future work.	Written briefing

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