

# Overview & Scrutiny

## Living in Hackney Scrutiny Commission: Work Plan July 2019 – April 2020

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

Meeting	Item	Directorate / lead	Comment / purpose of item
<p><b>15<sup>th</sup> July 2019</b> Room 102, Hackney Town Hall</p> <p>Agenda dispatch: 5<sup>th</sup> July 2019</p>	<p>Housing Services support of resident engagement</p>	<p>Gilbert Stowe, Head of Tenancy and Leasehold Services, Housing Services</p>	<p>This item will explore current work to support involvement of Council tenants and leaseholders in the management of their housing and in the improvement in quality of life on estates, and any aspects for improvement.</p> <p>It will include exploring any support provided to Tenants and Residents Associations and Tenant Management Organisations, the value, take up and use of the Community Development Fund (a funding stream supporting community development and engagement activities on estates), and the work of Housing Services to communicate this and other funding opportunities to groups on estates.</p> <p>Having it at this point will enable the Commission to hear about the current approach to resident engagement, and to give views on where they see potential improvement. This is prior to a review of these functions which Housing Services is planning for later in the summer.</p> <p>A separate update on the outcomes of this review has been scheduled for the meeting of the 13<sup>th</sup> November</p>

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	Prevent Programme Update	Tracey Thomas, Hackney Prevent Co-ordinator, Community Safety	<p>The Prevent Programme is an initiative to support and divert vulnerable people away from the radicalisation process and is one of four elements of the government's counter-terrorism strategy. Prevent involves encouraging the different local partners to work together to drive action and to learn from each other in promoting integration and challenging extremism.</p> <p>Local Prevent Coordinators for lead on working with communities, police and other local agencies, to deliver preventative measures against violent extremism.</p> <p>This item has been scheduled for Members to receive an update on the programme.</p>
	Discussion about work programme for 2019/20	Tom Thorn, Overview and Scrutiny Team	For the Commission to agree review topic and one off items for this year.
<p><b>30<sup>th</sup> September 2019</b> Room 102, Hackney Town Hall</p> <p>Agenda dispatch: 20<sup>th</sup> September 2019</p>	Item to inform likely review – Context on Registered Providers operating in Hackney	James Goddard, Director, Regeneration	<p>In its July meeting the Commission discussed using its main review for the year to explore a range of areas around housing management. Within this, Members suggested seeking to identify good practice, amongst both Councils and Registered Housing Providers / Housing Associations, possibly shaped around 4 consumer standards set by the Registered Provider of Social Housing which both are required to meet.</p> <p>With the review likely to include consideration of the work of Registered Housing Providers, this item has been scheduled to provide some background context to Members. This is in relation to the numbers and profiles of the Registered Providers / Housing Associations operating in the borough, their stock numbers, the different approaches / models</p>

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			<p>which they may follow, and the ways in which they interact with the Council.</p> <p>James Goddard is the Council's Director for Regeneration, with responsibility for the Council's liaison with Registered Providers. He will be in attendance at the meeting to present and answer questions.</p> <p>The item is intended to help inform a later discussion on how the Commission might approach its review, and the areas it might cover.</p>
	<p>Item to inform likely review – Context setting around Housing Services - stock, budgets, and performance</p>	<p>Ajman Ali, Director of Housing Services</p>	<p>With the Commission considering a review broadly seeking good practice amongst Housing Providers, this item is intended to provide background into Council's Housing Services Division.</p> <p>The Housing Transformation Service is based in the Housing Division. This service leads on satisfaction monitoring, research and improvement, reviewing and reporting the performance framework, benchmarking, statutory returns to Government, and business and strategic plans.</p> <p>It is intended that this item will be based around these aspects in order to provide Members – particularly those new to the Commission – with a grounding in the service.</p>
	<p>Management of asbestos in Council-managed homes</p>	<p>Ajman Ali, Director of Housing Services</p>	<p>Materials containing asbestos were commonly used for a wide range of construction purposes until 1999, when all use of it was banned. Many buildings still contain asbestos. This includes the majority of Council homes.</p> <p>Where asbestos materials are in good condition and are unlikely to be disturbed they generally do not present a risk. However, when they are</p>

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			<p>in poor condition, or when they are disturbed or damaged, they can cause serious harm.</p> <p>This item has been scheduled for Members to explore the Council's approach to managing asbestos in its housing stock. This includes the measures in place to ensure safe and effective removal where this is required due to maintenance and improvement works in our residents homes and in communal areas.</p>
<p><b>16<sup>th</sup> December 2019</b></p> <p>Room 102, Hackney Town Hall</p> <p>Agenda dispatch: 5<sup>th</sup> November 2019</p>	<p>Evidence gathering for review around Housing Associations - Focus on repairs and maintenance</p>	<p>Tom Thorn</p>	<p>In September the Commission received background information around Housing Associations / Registered Housing Providers. This included insight into the number of providers operating in the borough, their stock numbers, the different approaches / models which they may follow, and the extent and nature of their engagement with the Council.</p> <p>Further to this the Commission decided that its main review of the year should seek to compare and contrast approaches of different providers within a range of themes, and their relationships with the Council. It would be intended that this would be delivered alongside hearing from Housing Association tenants and leaseholders around their experiences.</p> <p>This item will help inform the review. A number of providers have been invited to join a discussion on one broad element – repairs and maintenance</p>
	<p>Housing Services support of resident engagement – update on review</p>	<p>Gilbert Stowe, Head of Tenancy and Leasehold Services, Housing</p>	<p>In the July meeting the Commission explored the work of Housing Services' Resident Participation Team. This included the history of the function, the activities delivered, the resources in place, recent successes, and areas for potential improvement moving forward.</p> <p>It was timed so that Members could hear about current approaches and</p>

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		Services	<p>give views around possible change, prior to a review of the function taking place over the summer.</p> <p>Following that item the Commission wrote to the Cabinet Member for Housing Services. This set out the findings of the Commission, along with 11 recommendations.</p> <p>This item has been scheduled for Members to be updated on the final outcomes from the review, and the consideration given the recommendations made by the Commission.</p>
	Outcomes of Housing Services' review of Community Halls		<p>During the July discussion on Housing Services' support of resident engagement, Members made a number points around the use and management of the Council's Community Halls.</p> <p>Members noted that a review of the function was underway, amid recognition that that they are currently an underused asset.</p> <p>In a letter sent to the Cabinet Member for Housing Services following the meeting, the Commission recognised the challenges around improving the accessibility of our halls - both in relation to financial pressures and around half of our halls being managed by organisations separate from the Council. However, the letter also asked that the review gave consideration to the specific points below.</p> <ul style="list-style-type: none"> <li>• How Community Halls will play a role in the delivery of Council and partnership priorities</li> <li>• How the visibility and accessibility of Community Halls (both those run by the Council and TRAs/TMOs) to community groups and organisations delivering activities will be improved</li> </ul>

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			<ul style="list-style-type: none"> <li>• How the split between Council-run and TRA and TMO-managed Community Halls will be managed to ensure effective use in all cases, including:               <ul style="list-style-type: none"> <li>○ Any role for the Council in supporting wider use of all Council-owned Community Halls</li> <li>○ Any measures to ensure equality of access to all Council Community Halls for all residents</li> <li>○ How the use of all Halls will be evaluated on an ongoing basis</li> </ul> </li> </ul> <p>This item has been scheduled for the Commission to be updated around the outcomes of the Community Halls Review, including the considerations given to the points above.</p>
	Council and partnership response to escalation in serious violence review - draft report	Tom Thorn	For Member review and agreement.
<b>14<sup>th</sup> January 2020</b> Parkwood Primary School,	Thames Water Main Burst in the N4 area - summary of response by the Council	Aled Richards, Director, Public Realm	<p>Homes in the N4 area of the borough were flooded on 8th October 2019, following a mains burst on the Thames Water network. The burst also affected water supply for a wider area.</p> <p>This item will provide a short summary of the response of the Council and its partners to the incident.</p>

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<p>N4 2HQ Agenda dispatch: 6<sup>th</sup> January 2020</p>	<p>Thames Water Main Burst in the N4 area – evidence from Thames Water</p>	<p>Thames Water staff</p>	<p>Thames Water are responsible for managing and maintaining the water main network across London and the Thames Valley.</p> <p>The Commission previously heard from Thames in January 2017 and November 2018, following major main bursts flooding in the Stoke Newington and Leabridge Wards respectively.</p> <p>Following the most recent major burst and damage caused in the N4 area, Thames Water have been asked to attend and answer questions on the causes of this, its response, and its general management of the network in Hackney.</p>
	<p>Thames Water Main Burst in the N4 area – input from Ofwat (economic regulator of the water sector in England and Wales)</p>	<p>John Russell, Senior Director, Strategy and Planning</p>	<p>Ofwat is the economic regulator of the water sector in England and Wales.</p> <p>In June 2018 Thames Water agreed to pay £65 million to customers as part of a package of payments and penalties worth £120 million. This followed an Ofwat’s investigation finding that Thames Water’s Board did not have sufficient oversight and control of its leakage performance.</p> <p>The £65 million payment to customers was on top of £55 million in automatic penalties incurred by the company for missing commitments it had made to cut leaks.</p> <p>The settlement also saw Thames Water commit to getting its leakage performance back in line with what it had promised it would deliver in 2019-20. It would also publish its performance each month in tackling leaks, appoint an independent monitor to certify the information in its monthly leakage reports, make additional leakage reductions of 15% by 2025 and do more to engage with customers on leakage issues –</p>

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			<p>including at its Board.</p> <p>Thames Water also pledged to provide Ofwat with more detailed evidence to assure that it is meeting its statutory obligations in relation to leakage and improving its management control over the delivery of core operational functions.</p> <p>Members have requested that Ofwat provide an overview of the role and work of the regulator in regards to Thames Water, and of the extent of any improvement following the penalties applied in 2018.</p>
<p><b>20<sup>th</sup> January 2020</b> Room 102, Hackney Town Hall</p> <p>Agenda dispatch: 10<sup>th</sup> January 2020</p>	<p>Learning from the 2019 Hackney Carnival, and benefits for residents</p>	<p>Polly Cziok, Director, Communications, Culture and Engagement</p>	<p>Due to the large numbers expected to attend, the Hackney Carnival for 2019 followed a different route and arrangement in 2019. A review was planned for after carnival on the location and best format for the event.</p> <p>This item is for the Commission to explore learning from the 2019 event, the costs, the benefits of the Carnival and events like it for Hackney residents, and any advantages and disadvantages of delivering the event directly. Members also want to explore the work of the Council and partners to secure a wide range of involvement including by schools and alternative education providers, and residents living on estates.</p>
<p><b>19<sup>th</sup> February 2020</b> Room 102, Hackney Town Hall</p>	<p>Evidence gathering for review around Housing Associations</p>	<ul style="list-style-type: none"> <li>• A number of Housing Associations</li> <li>• James Goddard, Housing Policy</li> </ul>	<p><b>Item exploring:</b> <b>How are Housing Associations supporting the Council to best meet housing need and to fulfil homelessness duties:</b></p> <ul style="list-style-type: none"> <li>• What arrangements are in place between the Council and Housing Associations around the allocation of Housing Association units?</li> <li>• How are the arrangements working to best enable the meeting of</li> </ul>



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Agenda dispatch: 11 <sup>th</sup> February 2020		and Strategy Service  • Jennifer Wynter, Head of Benefits and Housing Needs	housing need and homelessness duties in Hackney?  • What approaches are in place to enable tenancy take up and sustainment in Housing Association units?
	Evidence gathering for review around Housing Associations	• A number of Housing Associations  • James Goddard, Housing Policy and Strategy Service	<b>Item exploring:</b> <b>What is the scale and nature of development by Housing Associations in Hackney</b> • What approaches are Housing Associations taking to building new homes in the borough, what types of affordable homes are being delivered?
	Evidence gathering for review around Housing Associations	• A number of Housing Associations  • James Goddard, Housing Policy and Strategy Service	<b>Item exploring:</b> <b>What approaches are Housing Associations taking to existing stock?</b> • What approaches are Housing Associations taking to new tenancies?  • What is the scale of any disposal of affordable housing stock in the borough by Housing Associations, and how effective is the Council's 'Sales Protocol' in preventing the loss of affordable units?

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		Service	
<p><b>23<sup>rd</sup> March 2020</b> Room 102, Hackney Town Hall</p> <p>Agenda dispatch: 13<sup>th</sup> March 2020</p>	Trust and confidence, and police's community engagement	<p>Marcus Barnett Commander, Central East Basic Command Unit (BCU), Metropolitan Police Service</p>	<p>As part of its substantive review last year, the Commission held an item on the work of the police and partners in response to levels of trust and confidence in the police – on some measures - to be relatively low in Hackney.</p> <p>The item – in January 2019 – heard about a range of activities (including a dedicated board being set up on Trust and Confidence, question and answer sessions in venues around the borough, funding for and engagement with a Youth Independent Advisory Group (IAG) to help develop the relationship and understandings between the police and the community, participation in the Trading Places initiative, and the piloting of a programme where psychologist-supported training was being provided around body language, and in preventing escalations of situations.</p> <p>A number of Community Groups – including the Youth IAG were involved with the discussion, the record of which is available <a href="#">here</a>. The March item would be for the police to provide an update on this general engagement work, and for community partners to feed in also.</p>
	Stop and Search Stop & Search and Use of Force Monitoring (including tasers) item	<p>Detective Chief Superintendent Marcus Barnett Commander, Central East</p>	<p>This item will provide an update on Stop and Search and Section 60 activity further to the last update received in January 2019. That item included exploring trend activity data, and work by the Police, Stop and Search Monitoring Groups and others, to better achieve good quality interactions on the deployment of stop and search. The record of the January 2019 item is available <a href="#">here</a>. It is intended that this item follows</p>

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		Basic Command Unit (BCU), Met Police and Co-Chair, Hackney Community Safety Partnership	a similar format.
	Partnership response to street based drug dealing and associated ASB	Detective Chief Superintendent Marcus Barnett  Commander, Central East Basic Command Unit (BCU), Met Police and Co-Chair, Hackney Community Safety Partnership	<p>The Community Safety Partnership Plan sets 'On Street Drug Markets and Substance Misuse' as one of its priority areas.</p> <p>This is a wide ranging area covering preventative and diversionary work and input from a number of areas of the Council and partner services including Public Health, Health Services, Children and Families, and Probation.</p> <p>In order to achieve focus in what will be a single discussion, this item will focus on the immediate response of the Police, Council and other partners to street based drug dealing and drug taking, and anti-social behaviour related to this. The police themselves suggested that this be an area of focus for the Commission.</p> <p>The Police have been asked to lead this item. In addition, Members hope to hear from Council services including Community Safety Enforcement, Business Regulation and Housing Services, and from Registered Providers.</p> <p>The Commission also hopes to hear from residents on their views and experiences of street based drug activity, and the response of partners to this one year onto the life of the Plan.</p>

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<p><b>30<sup>th</sup> April 2020</b> Council Chamber, Hackney Town Hall</p>	<p>Progress on implementation of recommendations of Fire Risk Assessments</p>	<p>Ajman Ali, Director of Housing Services</p>	<p>This is further to the previous update of April 2019.</p>
<p>Agenda dispatch: 22<sup>nd</sup> April 2020</p>	<p>Evidence gathering for review around Housing Associations</p>	<p>A number of Housing Associations</p> <p>James Goddard, Housing Policy and Strategy Service</p> <p>National Housing Federation on challenges and opportunities</p> <p>Aled Richards / Sam Kirk - on how Housing Associations are working with the</p>	<p><b>Item exploring:</b></p> <p><b>How are Housing Associations fulfilling their social purpose roles in Hackney</b></p> <ul style="list-style-type: none"> <li>○ What approaches do Housing Associations have towards wider community investment</li> <li>○ How are housing associations supporting their residents fulfil their potential, and to benefit from opportunity and growth in the borough?</li> <li>○ In what ways are Housing Associations working in partnership with the Council and other bodies to help promote social, environmental and economic wellbeing in the borough? Including exploring a current issue.</li> </ul>

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		Council to improve recycling rates on estates	
	Evidence gathering for review around Housing Associations	<p>A number of Housing Associations</p> <p>James Goddard, Housing Policy and Strategy Service</p> <p>Other boroughs with different partnership arrangements</p> <p>National Housing Federation on best practice partnership models, as they see them</p>	<p><b>Item exploring:</b>  <b>What are the strengths of the mechanisms for partnership working between the Council and Housing Associations, and can they be improved?</b></p> <ul style="list-style-type: none"> <li>○ What are the current arrangements in Hackney and what are the benefits to the Council and Housing Associations?</li> <li>○ What are the arrangements in some other boroughs, and what can Hackney learn from these?</li> </ul>