



Housing Scrutiny Committee

Thursday 14 September 2017 at 7.00 pm
Board Rooms 3, 4 & 5 - Brent Civic Centre

Membership:

Members

Councillors:

Long (Chair)
Colwill (Vice-Chair)
S Choudhary
Daly
Harrison
Hylton
Kabir
Naheerathan

Substitute Members

Councillors:

Conneely, Hector, Hoda-Benn, Jones, Nerva, Shahzad
and Ketan Sheth

Councillors:

Davidson and Kansagra

For further information contact: Nikoleta Nikolova, Governance Officer, tel: 0208 937 1587, Nikoleta.Nikolova@brent.gov.uk

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The press and public are welcome to attend this meeting

Notes for Members - Declarations of Interest:

If a Member is aware they have a Disclosable Pecuniary Interest* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest** in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also a Prejudicial Interest (i.e. it affects a financial position or relates to determining of any approval, consent, licence, permission, or registration) then (unless an exception at 14(2) of the Members Code applies), after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

***Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
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- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

****Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:
 - To which you are appointed by the council;
 - which exercises functions of a public nature;
 - which is directed is to charitable purposes;
 - whose principal purposes include the influence of public opinion or policy (including a political party or trade union).
 - (b) The interests of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;
- or

A decision in relation to that business might reasonably be regarded as affecting, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the electoral ward affected by the decision, the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who employs or has appointed any of these or in whom they have a beneficial interest in a class of securities exceeding the nominal value of £25,000, or any firm in which they are a partner, or any company of which they are a director
- any body of a type described in (a) above

Agenda

Introductions, if appropriate.

Item	Page
1 Apologies for absence and clarification of alternate members	
2 Declarations of interests	
Members are invited to declare at this stage of the meeting, any relevant disclosable pecuniary, personal or prejudicial interests in the items on this agenda.	
3 Deputations (if any)	
To hear any deputations received from members of the public in accordance with Standing Order 69.	
4 Minutes of the previous meeting	1 - 6
To approve the attached minutes from the previous meeting on 27 July 2017 as a correct record.	
5 Matters arising (if any)	
To consider any matters arising from the minutes of the previous meeting.	
6 BHP Performance data	7 - 24
7 Rent and Management of Travellers site	25 - 56
8 Implementation of actions previously recommended by Local Government Ombudsman	57 - 96
9 Scope - task group on fire safety in social housing	97 - 106
10 Scrutiny Committee's Work Programme 2017-18	107 - 120
11 Any other urgent business	
Notice of items to be raised under this heading must be given in writing to the Head of Executive and Member Services or his representative before the meeting in accordance with Standing Order 64.	

Date of the next meeting: Wednesday 1 November 2017



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- The meeting room is accessible by lift and seats will be provided for members of the public.



MINUTES OF THE HOUSING SCRUTINY COMMITTEE Thursday 27 July 2017 at 7.00 pm

PRESENT: Councillor Long (Chair), Councillor Colwill (Vice-Chair) and Councillors S Choudhary, Daly, Harrison, Hylton, Kabir and Naheerathan

Also Present: Councillors Farah, Perrin and Thomas

1. **Apologies for absence**

None

2. **Declarations of interests**

Councillor Long declared that she had a sister who lives in a tower block

Councillor Harrison declared that she was a member of the BHP Board and BHP Resident and Member Panel

3. **Fire safety measures for tower blocks across Brent**

At the invitation of the Chair, Hakeem Osinaike (Operational Director Housing), provided an update on planned fire safety measures in tower blocks across Brent. As part of the wider programme, Mr Osinaike explained that measures were being taken in relation to assessing potential risks, providing assurances and responding to wider public interest. Members heard that following the Grenfell Tower incident and as part of the fire risk assessment programme all 37 high rise buildings of 6 storeys in Brent were revisited by the Estate Services Team and were having Fire Risk Assessments carried out. The recommendations in those fire risk assessments were currently being implemented and would form the basis of a programme that the Council can take forward. The committee was also informed that following the Grenfell Tower incident the Council had received several Freedom of Information (Fol) requests, all of which had been responded to and information published on the website. Dates for drop in sessions had also been set up at each tower block where residents could get more information on future developments and share any concerns they might have.

In the following discussion, members had an opportunity to ask further questions on the report relating to fire safety assessments, costing, impact on tenants and leaseholders and quality of contractors work.

In relation to fire safety assessments, Mr Osinaike explained that until the end of August 2017 the Council would be carrying out its statutory responsibility for non-intrusive Type 1 visual checks which would cover all communal areas but not individual flats. This would also include electrical testing of all appliances in communal areas as well as advice for residents on avoiding issues in their own homes. In addition he said that the Council had adopted the London Fire Brigade Tool and was using it to check that buildings which had recently undergone major works were fire safe. Mr Osinaike pointed out that depending on

the outcome of the assessments the Council could take a decision to carry out more intrusive Type 4 checks which would involve going into individual homes. Within a wider context, it was stressed the importance of gathering intelligence not just for Council owned buildings but also for any commercial or registered provider buildings in order to get an overview of the fire safety situation in Brent. Members were reassured that the Council seeks collaborative working with other housing associations and as part of this will meet on 16th August to discuss fire safety with more information regarding this meeting to be provided to members at a future date. In terms of registered providers who have ACM cladding, Peter Gadsdon (Director Policy, Performance and Partnerships) explained that a fire management plan had been enhanced in those buildings and the local authority (LA) was in discussion with the Department for Communities and Local Government (DCLG) and the landlords to ensure they were communicating effectively with tenants. In addition he said that a report had recently been published listing all buildings in Brent with such cladding and that this information is available on the Council's website. In addition, the LA had been contacted by the casework team in the DCLG to say that there were a number of secondary failures in those blocks and they were to be written to and informed about that. As a result blocks would have to have their cladding replaced with a non-combustible alternative. He assured the committee that none of the Borough's community schools were above 19m which is the building height at which ACM cladding is being tested.

With regards to costs, members sought reassurance that tenants and leaseholders would not be penalised by any potential fees incurred as part of the fire risk reviews. In response to questions, Mr Osinaike stated that costs would depend on the outcome of the current assessments but specific details could not be confirmed yet. In addition he explained that any potential works identified would both be considered as part of the Council's repairs and maintenance responsibilities and be paid for through the Wates contract or, if major, would be covered as part of the Capital programme. Members heard that the £10m allocated to fire safety measures would need to be split between 2,252 units across 37 tower blocks in Brent. Once all details are confirmed, a detailed programme will be prepared to show works which would need to happen and how much money would be spent and where and presented to Cabinet in October 2017 for approval. Upon the Chair's request it was agreed that the report be presented to the Fire Safety Task Group before Cabinet for further scrutiny and review.

Overall members were reassured that all efforts were made to ensure tenants wellbeing and any potential concerns they might have were discussed. Members heard that although none of the FRAs had identified a potential need to relocate residents, this is still covered by the FRAs and can be implemented if necessary should such risks be identified. The committee were reassured that work was being done to improve communication and raise awareness about fire safety and evacuation. In terms of people with special needs Phil Porter explained that the Council will be using information from BHP and Council and try to relocate the residents if necessary. Phil Porter gave an example with using premises information on estates to help identify people with special needs in case of emergency. Further information on fire safety had already been sent to residents to ensure they do not leave anything in communal areas and information was available on Council's website.

A member asked a question in relation to the number of contractors and sub-contractors and overall quality of contractors' work, as often tenants were charged higher than normal rates for even simple repairs. Members were told that contractors often have to outsource work to sub-contractors due to lack of expertise in a certain area of work overload. However, the committee was reassured that the Council has an overall contract management and spending responsibility scrutiny and that some of the contracts were currently under review. With the transfer of BHP back to the Council the Council will both manage and own those properties, with the direct responsibility for repairs and maintenance sitting within the Housing Operations Team.

A member asked a question on monitoring illegal subletting. Mr Osinaike explained that the Council relies heavily on information supplied by residents as well as on other sources of information such as rent collection data. However, plans were being made to introduce an active programme that seeks to find out whether people are illegally subletting.

A member asked a question on access for emergency vehicles as many places have shortage of parking spaces due to single yellow lines, which makes it difficult for fire engines to access a building. The committee was assured that access is a priority issue for the council but wider changes in legislation may be required to tackle it.

RESOLVED that:

- i. the contents of Fire Safety Measures for Tower Blocks across Brent report, be noted;
- ii. Cabinet should be asked to ensure that tenants and leaseholders are not made to pay for the enhanced fire measures envisaged by the spending of the £10m;
- iii. Task Group on Fire Safety add to its scope working with the Housing Service during development of work programme
- iv. Task Group on Fire Safety to receive new expenditure plans on fire safety for pre-Cabinet scrutiny;
- v. Housing team to share information on unit cost of Fire Risk Assessments;
- vi. Breakdown of the expenditure of £10m received from mobile phone masts on Brent Council housing properties;
- vii. share housing association meeting report (16th August) at scrutiny meeting (14 Sep);
- viii. share report from August meeting of the Borough Resilience Forum.

4. Update on Transition back to the Council and the BHP Transformation programme

Phil Porter (Strategic Director for Community Wellbeing) introduced the report which gave an overview of the transition of the housing management function and the housing operations transformation programme which was required irrespective of the decision to bring BHP back to the Council. In his presentation, Mr Porter focused on two key strands: transition and transformation.

On transition, Mr Porter explained the focus was to bring BHP back within the Council covering the governance arrangements, contracts and staffing. Members also heard that although BHP would remain responsible for the service during the transition period, joint governance arrangements would also be put in place to ensure collaborative working (Housing Operations Transformation Board, Resident and Member panel). As far as transformation was concerned the committee was informed that a broader transformation would also run parallel with the transition, to ensure full optimisation of processes and technologies, resident engagement and tailoring the new service to their needs. The predominant approach would be “lift and shift” (by 2nd October), a restructure was likely to start in January 2018 with full implementation of all changes by June 2018.

Discussion centred around issues related to contracts, staffing, resident engagement, budget, performance and service management. With regard to contracts, a member of the committee enquired about existing issues with multiple contracts across the borough, in particular Veolia, and was told robust contract management and working through individual issues was required and that this approach was led by the Regeneration and Environment Department.

A member also asked a question on land ownership and “un-adopted land” as one of the main source of issues with regard to contracts. Phil Porter explained that such issues had

been avoided for too long and it was only now that they were being brought to attention as part of the current transformation.

In response to members questions on information given to residents and working with housing association to engage as many of them as possible, Phil Porter responded by saying that although the local authority could hold contractors to account and provide support where the necessary, communication with residents was ultimately their responsibility. He acknowledged that the service had to be responsive to resident needs and assured the committee that work with housing associations will continue in order to improve contact opportunities for people. In addition, a member commented on the existing communication gap and how it may affect the welfare of vulnerable groups during the transition period. Phil Porter acknowledged the importance of maintaining strong relationship between BHP and Adult Social Care teams and insisted that the Council is determined to do things differently and focus on joint work and encouraging culture change. He assured that practical changes had been put in place including changes to senior management, improving staff performance and overall department synergy. In addition he explained that a building management database was currently being put together the information from which would go on to the GIS mapping facility and will form a publicly available portfolio of properties.

The committee paid particular attention on the new staffing arrangements as part of the BHP transformation. On the question of how many staff would move from BHP to the Council and how would they be overseen, Phil Porter responded that all staff will transfer across on 2nd October 2017. Although there were high demands and expectations from the BHP transformation, he assured the committee that the project was not driven by the idea of cutting staff and in fact opportunities would be given to staff groups to take up permanent roles.

The committee sought further information on the recent Cabinet's decision to retain BHP in a revised form, as a Registered Provider of housing and in particular who will be responsible for managing Brent Council's funds which would be spent on those properties. In response, Phil Porter explained that BHP would become a company, similar in format to Investing 4 Brent (I4B), where standard governance arrangement and corporation taxes will apply and where BHP will hold all the properties and the Council will provide all the housing management. The model which the Council has created will also support the homelessness reduction plan as many of the properties will be outside of the housing revenue account so intermediate rents could be charged.

Elaborating on the issue of budget and savings, Phil Porter informed the committee that by bringing BHP back in house the Council was expected to be better off as the transition of the service would remove some of the existing governance duplication and will streamline management. Expectation was that transformation would deliver about £1m of reoccurring savings.

Members asked for further clarification on property management, including any empty private housing which had not been seized by the Council and also to purchasing of properties by I4B outside of the borough. Phil Porter explained that on the issue with seizing empty private housing, the Council has target of bringing 100 empty properties back in use each year but currently were slightly behind target. However, this remains a priority as it was another way of securing homes for people and tackling blight and anti-social issues. Cllr Farah (Cabinet Member for Housing) also added that he would be giving a talk on this on Monday 31st August and would be happy to report back to the committee. In terms of property management outside of the borough, Phil Porter informed members that most of the properties were predominantly in the surrounding boroughs or in Home Counties so disruption caused by dislocation was kept to a minimum and long-term interests of families were taken into account.

As far as performance was concerned, members were reassured that resident satisfaction was the main measurement criteria. Particular attention was paid to Veolia's poor performance levels across the borough and significant variance in standards of service between different wards, the committee was informed that officers were closely involved with contract management and the relevant standards would be applied to ensure consistent level of service.

RESOLVED that:

- i. The contents of the report be noted including the current state of transformation plan and impact on shared services for residents.
- ii. Reports on land ownership, performance and resident engagement strategy and information on the total number of BHP properties in each ward be presented at the next meeting.
- iii. A project be set up within the Council to look at the issue of un-adopted land.

5. Co-opted Members

Mark Cairns (Policy and Scrutiny Manager) presented the report which set out a suggested process for appointing co-opted members to the Housing Scrutiny Committee, taking into account evidence from other London Boroughs. He explained that two BHP - resident co-opted members – one tenant and one leaseholder - would be sought to be recruited. The recruitment process would run throughout August with the intention to bring nominated names to the committee in September before final approval at Full Council on 18th September 2017.

Members noted the recommendations in the report and, in the following discussion, further commented on the issue with the large number of registered providers in Brent, and what platforms were available to their residents to voice any concerns they might have. Suggestion was made to set up a forum for registered providers' residents and encourage the formation of more resident associations as a way of empowerment. In response, Cllr Farah (Cabinet Member for Housing) reassured the committee that the Council was committed to having a meaningful dialogue with registered providers in order to ensure that residents have a collective voice. He expressed willingness to collaborate with RPs and Regeneration department to hold further discussions and report back to the Committee on any future developments.

RESOLVED that:

- i. the recommendations in the report be noted and that membership is extended to two non-voting co-opted members following a recruitment process as outlined in the report;
- ii. shortlisted names of applicants be forwarded to the next Full Council meeting on 18th September 2017 for appointments to be formally made;
- iii. a review be conducted of the co-opted member arrangement be brought back to the Committee in February 2018
- iv. a report be presented on engagement with Registered Providers

6. Housing Committee Work Programme


Members noted the contents of the work programme.

7. Any other urgent business

Lynton Close traveller's site visit on 4 August 2017.

The meeting closed at 9.20 pm

J LONG
Chair

 Brent	Housing Scrutiny Committee 14 September 2017 Report from Community and Wellbeing Directorate
Wards Affected: All	
BHP performance data, resident engagement strategy and map of all BHP properties in each ward	

1.0 Summary

1.1 The following paper covers 3 areas of interest to the Housing Scrutiny Committee:

- Quarter 1 (2016/2017) performance report, including the full scorecard, analysis of areas for improvement, progress and actions put in place to remedy underperformance
- An update on resident engagement, which sets out the issues with the current approach, the long term vision and ambition and the work being done through the Transformation programme to deliver long term improvements
- The Committee requested information on council housing stock and its distribution across the Borough, and this report provides an initial overview (Appendix A)

2.0 Recommendations

2.1 To note and comment on:

- the Q1 performance report and the work that is being done in response to improve the customer experience
- the work being done on resident engagement and the direction of travel
- the information on BHP properties across the borough, by ward, and what further information would be useful.

3.0 Quarter 1 Performance

3.1 The BHP performance scorecard is attached at Appendix B. The scorecard highlights under-performance in a number of areas. The BHP Board have seen and commented on the scorecard, and have been clear about the need for improvement. However, while it is important to focus on areas for improvement, it is also important to note that there is some positive progress in other areas, for example, responsive repairs.

3.2 It is also important to note a number of transitional issues have had an impact during this period. Quarter 1 was the first quarter after the decision to bring the service back into the council. This has created some uncertainty with staff, but significant work has been done to tackle this (ranging from staff briefings to contract offers to secondees and agency staff to improve the stability and commitment of the workforce). There have been a number of managerial changes during this period as part of the transition, and Hakeem Osinaike took up his post on 3 July 2017 (Operational Director Housing) and took over operational management of BHP from that date. He is reporting to the BHP Board and the Strategic Director Community Wellbeing until the end of September, and then he will manage the service as part of the council.

Customer Access

3.3 Irrespective of these underlying factors, the Quarter 1 scorecard has raised concerns about Customer Access, which is best illustrated through the average call answering time in the Customer Response Team (CRT), which was over 6 mins in Quarter 1 against a target of 60 seconds, and performance in 2016/17 of about 2 mins. There are a number of reasons for this drop in performance, but there are also good reasons to believe that it will improve in Quarter 2 and 3, both are set out below.

- *IT performance* – significant issues with server and a software upgrade, which mean that CRT staff have to wait while pages upload significantly lengthening call times. New servers are now in place and CRT expect to see a significant improvement in IT by the end of September.
- *Staffing* – the CRT has a high number of vacancies and agency staff. The team has been given permission to recruit permanently through this transition period because the turnover of agency staff is creating work and undermining performance
- *Team practice* – some contact centres use call backs at peak times (answer the call and say they will call back later). This practice masks real performance and has a negative impact on the customer experience. This practice was stopped early this year and it has had an impact on the performance indicators
- *Service Management* – there is now a greater focus on this minute by minute management which is crucial in a service like this, which ensures that shift adherence and lunch rotas are tightly managed alongside more analysis of call patterns to ensure staffing levels match peaks and troughs in the service
- *Cross service practice* – administrative functions traditionally sitting with CRT have been passed to various areas of the service, with training provided to support effective continuation, reduce floor walking and increase staff availability levels
- *Contractor support* – the CRT are often dependent on speaking to contractors customer service staff and these waiting times have increased. There was a failed attempt to solve this in June 2017 which was not fully supported, but it has since been escalated and there are now 2 staff from 4 September, which should have a clear impact

3.4 Through those measures, implemented in Quarter 2, performance is demonstrably improving. Average call response time has increased from 57% in Quarter 1 to 75% in Quarter 2 and average call answering time had decreased to 5 mins. At the beginning of Quarter 3, after just 3 days of on-site contractor support,

average call response time has further increased to 83% and average call answering decreased to just over 3 mins.

3.5 In addition to tackling the practical day to day performance issues, CRT is a critical part of the transformation programme. It has, therefore, been subject to a detailed review to clarify the longer term changes that are required. The key issue that needs to be solved is the records system that underpins their work – at the moment they have nowhere to log all contacts. This makes it difficult to track work on cases (so longer to respond to the customer), and it makes it difficult for management to understand what is driving contact and how long contacts take (so it is difficult to manage demand). The solution to this is a CRM system, which is currently being procured, so that the roll out will commence in late October 2017 (with initial elements), and will continue through to June 2018 (when the full functionality will be operational).

Repairs

3.6 Another key area to focus on in terms of overall customer satisfaction is repairs and the picture here is more positive. For example:

- Repair appointments kept. Quarter 1 performance is 98%, 1% below target, but 2% above 16/17 performance
- Repairs completed on the first visit. Quarter 1 performance is 92% which is on target, but 1% below 16/17 performance, and
- Repairs satisfaction. Quarter 1 performance was 74% against a target of 95%, which is up from 55% in 2016/17, and more importantly the most recent performance is on a strong upward trend toward the target as the result of a joint action plan (between BHP and Wates) completed in June 2017 (June 82% and July 84%). There is no space for complacency, but there is a strong base on which to deliver the target through the rest of the year.

Rent and Service charge collections

3.7 There was a dip in the collection rates for June to 96.17%. However, there was an increased collection performance in July 2017 to 102.6% against a target of 99.5%. This improvement was the result of officers working out of hours working, in the evenings and at weekends, and it is proposed that this practice continues into August and September 2017.

Health and Safety

3.8 The 5 key health and safety targets are reported in detail in the scorecard, but in terms of an overview:

- Gas Safety compliance at the end of June was 99.83% compared with 99.98% at the end of April. There were 14 properties without a landlord's gas safety record (LGSR) issued within the previous 12 months, and action is being taken to gain entry either by agreement with the resident or through a court order where necessary
- In relation to asbestos, the format of the data reported has changed from 1/4/17 due to including in a single total, all locations where BHP has a Duty to Manage. Figures were previously reported separately for high, medium and low rise properties. Current compliance is 77% (471/609). There is a programme in place to assess the remaining 138 street property locations 31/8/17 to achieve 100% compliance for Quarter 2

- FRAs are all compliant, and there is significant additional work being done as reported to the last Housing Scrutiny Committee. It is also important to note the work that is ongoing to carry out the detailed inspections of all high rise to inform further capital works. These additional surveys will be complete and reported to management by the end of 15 September.

4.0 Resident Engagement

4.1 In 2016, in response to identified weaknesses in resident engagement, BHP commenced a review on resident engagement and employed an external consultancy, HQN, to support the review and develop an engagement strategy. In formulating their report, HQN met BHP's Scrutiny Group and held a focus group of involved customers. All BHP residents were invited to share their views and priorities directly with HQN.

4.2 The review recommended a new resident engagement strategy and articulated a draft vision for BHP:

An organisation that understands its customers and is driven by their needs and aspirations to improve services, homes and the wider community.

4.3 It also set out five draft key objectives that were designed to provide a golden thread to support the delivery of BHP's and LBB's strategic objectives such as the Borough Plan.

- Create an approach to service improvement, which enables the customer's voice to drive change in both services and the wider community.
- Develop a strategic approach to resident led scrutiny, which evidences how customers challenge and influence the organisation.
- Develop a clear framework for consultation and communication with customers that builds trust and mutual respect.
- Use community engagement to improve the organisations relations with local communities and to address the link between housing and wider wellbeing
- Regularly evaluate the outcomes of the engagement service to ensure they deliver both social and financial added value.

4.4 The BHP Board and BHP Scrutiny Committee considered the report in August 2016 and decided not to implement the strategy at that time. However, the work is now being included in the Council / BHP transformation programme, which also includes a new Customer Strategy. This programme, building on the review of BHP and decision to bring the service back in house, renews the Council's commitment to resident engagement when the service is brought back in house. It recognises that excellent customer engagement in a range of ways that are convenient to all residents must be at the heart of managing and improving the service.

4.5 As part of the transformation programme analysis has reinforced the work done by HQN, which identified that the current engagement programme is centred heavily around face to face meetings. This results in engagement levels of 0-3% and a silent majority of 97% - although this is not uncommon in the housing sector. Whilst there are many face to face forums available for residents, it has been established that these could be reduced still ensuring that there is added value for the resident and

organisation. This is particularly important because they tend to be delivered in a manually intensive way by a small BHP engagement team, so the small team provides a lot of support to engage with a relatively small number of people.

4.6 The outcome of the transformation programme is not known yet, but the emerging findings suggest there is a need to:

- refocus engagement activity around resident quality assurance and service redesign
- question everything else that we do – both whether we should do it (groups have been identified which are not delivering impact), and how we should do it (how we support resident associations to set up and become self-sustaining)
- look at new ways of mainstreaming resident quality assurance by automating customer satisfaction feedback, making it quick and easy to do on a mobile device.

4.7 A new customer insight function will be designed to listen to the customers' voice (through all channels) and ensure core services are also listening and taking action. We will ask residents to work with us to solve issues such as estate parking, cleaning etc. and they will be able to report issues such as fly tipping using real time digital communication. There will be a new customer relationship management system which will store customers details, their demographic, show they have been involved and it will capture who is engaging and who isn't, who is being served and who isn't. This will free up staff to add specialist value by diverting inbound customer contact (enrolment, payments, bookings) to web and Customer Response Team and case management to ensure nothing falls through the cracks.

4.8 As part of the resident engagement strategy, we will develop a customer strategy. The intention of the customer strategy will be to develop broader and more inclusive approaches to communication with customers across the organisation. This will involve expanding the way we communicate with customers; methods to include social media and digital communication. Communication and consultation will be mainstreamed, so it is available on tap and personalised. Real time digital feedback and contract monitoring will be visible to all. We will also develop a clear approach to making sure communication is consistently provided to all partners including key community organisations, forums and residents associations.

4.9 The following sets out the engagement plan for implementation of the new Customer Strategy which will cover customer service, access and engagement;

Scope	Start	Completion
Develop Initial Draft with BHP Senior Management Team (SLT) and Core Team	01/09/17	30/09/17
Survey residents	29/09/17	15/10/17
Consult stakeholders	15/10/17	31/10/17
Final Draft available	01/11/17	15/12/17

4.10 From 1 October 2017, when the service comes back in house, the Council has committed to maintain all existing engagement activity until the Transformation programmes completes the full review, and working with residents makes recommendations for improvements to engage all residents, not just the 3% who are currently engaged. The one material change is in the BHP Board. Currently the BHP Board leads the organisation and is made up of housing experts and several elected tenants and leaseholders. Once the service comes back in house, the leadership of the services moves to the Council's Cabinet. In order to manage this transition, the Cabinet Member for Housing and Welfare reform will continue to chair an informal advisory panel, which includes all of BHP Board's tenant and leaseholder members.

4.11 All residents will continue to take part in the engagement opportunities at BHP and residents will have the opportunity to be able to feedback quickly and more efficiently using digital means. In the summer edition of the BHP residents Magazine, 'Your Voice' featured an article to recruit more customers to get involved in helping us to share the new housing service.

5.0 BHP Stock

5.1 An interactive map of all BHP properties in Brent, by ward has been developed, and a static copy of it is attached as Appendix 3, along with data tables which show how many properties of each type, per ward. This map facility can be built upon further, for example to contain the properties of other Registered Housing providers with a presence in the borough. However this will be dependent on them providing up to date property lists to our Business Intelligence Team. The Housing Partnership team, who has relationships with all major registered providers, will request their property data.

6.0 Financial Implications

6.1 All costs associated with the performance management update will be delivered through existing revenue budgets, and resident engagement transformation will be either delivered within the existing Transformation budget, or be subject to approval of a separate business case (on a case by case basis) which will go to the Transformation Board for approval and allocation of funds.

Appendices

Appendix A: Map of council properties in Brent, by ward, with associated data

Appendix B: BHP Q1 Performance Scorecard

Contact Officers

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PHIL PORTER

Strategic

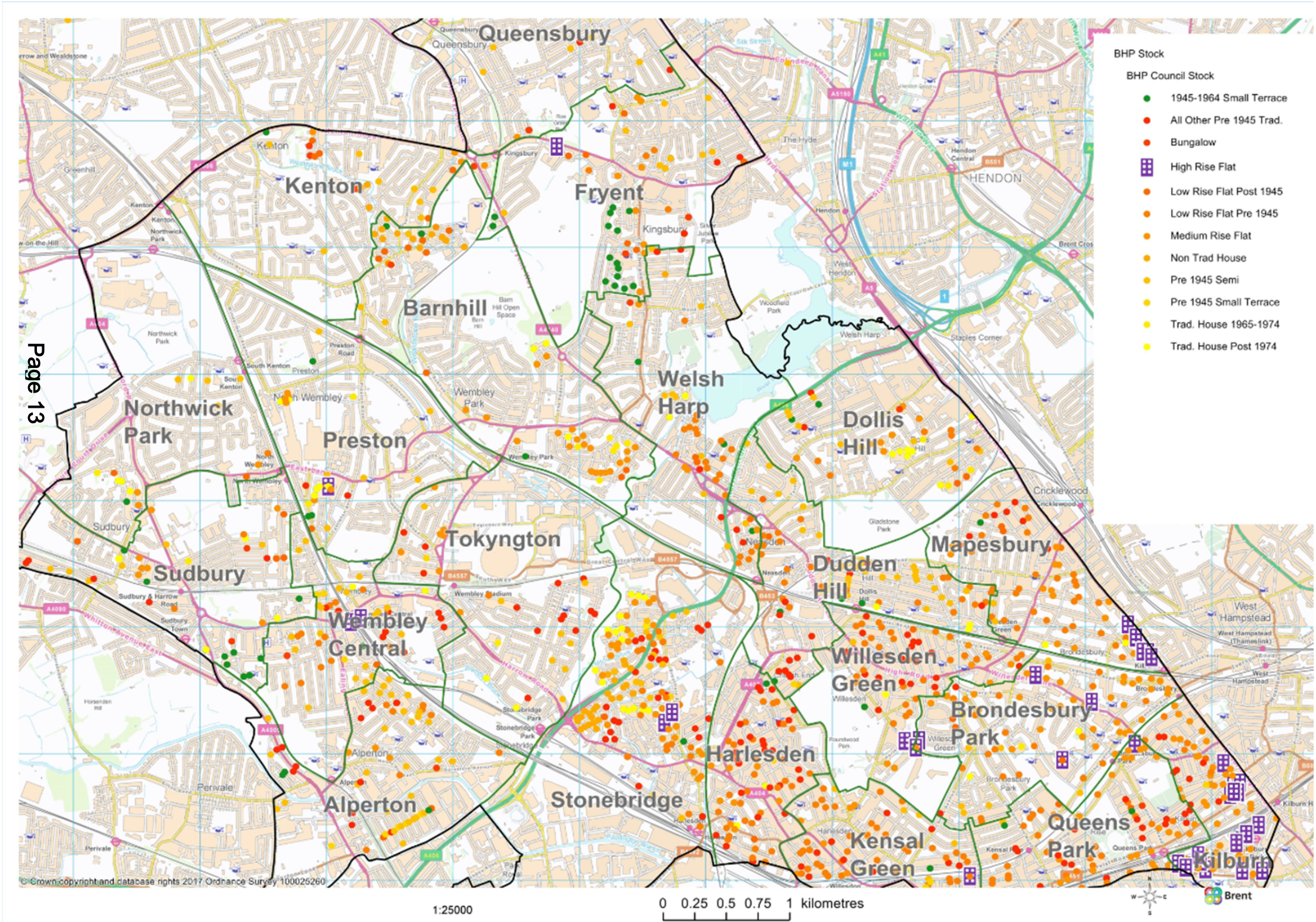
Director

Community

Well

Being

Appendix A (1) Map of council properties, disaggregated by ward



Appendix A (2) – Type of properties by Ward

Ward	1945-1964 Small Terrace	All Other Pre 1945 Trad.	Bungalow	High Rise Flat	Low Rise Flat Post 1945	Low Rise Flat Pre 1945	Medium Rise Flat	Non Trad House	Pre 1945 Semi	Pre 1945 Small Terrace	Trad. House 1965-1974	Trad. House Post 1974	Grand Total
Kilburn		13		1044	2	13	410			2		31	1515
Stonebridge	2	122	4	111	31	182	580	185	62	2	7	215	1503
Brondesbury Park	2	4	1	67	38	38	358		12	1	15	2	538
Queens Park	11	64	1	47	9	143	186		6	1			468
Mapesbury	1	9	11	217	26	74	118		4			6	466
Barnhill	5		14		68	1	182	87	3		15	26	401
Dollis Hill	2	3	1		66	13	154		11		62	36	348
Kensal Green	6	48		1	7	179	53		10	27		2	333
Fryent	42	23	27	3	39	6	115		16				271
Willesden Green	2	23		37	1	107	77		4			5	256
Alperton	4	20	3		34	40	29		91	10			231
Dudden Hill	4	50			4	59	36		43	2		29	227
Welsh Harp	3	18	1		23	83	50	1	15			14	208
Sudbury	40	5	2		43	4	79		8		2	13	196
Harlesden	2	52			9	91	34			3		3	194
Wembley Central	2	29	8	65	8	15			34	8		3	172
Tokyington		13				3	100		11	1	3	3	134
Preston	5	2	1	1	1		68		7		7	40	132
Kenton	1		35		15		36	12	11				110
Northwick Park	2				4	1	63		5		2	28	105
Queensbury		2	11		3		34		8				58
Grand Total	136	500	120	1593	431	1052	2762	285	361	57	113	456	7866

The table below shows the TOTAL number of High Rise units by ward

Row Labels	Brondesbury Park	Fryent	Kilburn	Mapesbury	Queens Park	Stonebridge	Wembley Central	Willesden Green	Grand Total
ALPHA HOUSE			51						51
AMUNDSEN HOUSE						54			54
AUSTEN HOUSE			114						114
BARRETT HOUSE			27						27
BLAKE COURT			59						59
CANTERBURY COURT			40						40
CRAIK COURT			57						57
CRONE COURT			69						69
DICKENS HOUSE			110						110
FRONTENAC	29								29
GLOUCESTER HOUSE			4						4
GOREFIELD HOUSE			94						94
HEREFORD HOUSE			47						47
JOHN RATCLIFFE HOUSE			38						38
LODGE COURT							31		31
MANOR COURT							34		34
MAPES HOUSE					47				47
PEASCROFT HOUSE	18								18
PHARAMOND	19								19
RATHBONE HOUSE			29						29
ROSEDALE	1								1
RYDE HOUSE			32						32
SANDBY HOUSE			13						13
SHACKLETON HOUSE						57			57
SUMMIT COURT				19					19
THE OAKS								37	37
VARLEY HOUSE			13						13
WESTCROFT COURT		3							3
WILLIAM DUNBAR HOUSE			62						62
WILLIAM SAVILLE HOUSE			66						66
WINDMILL COURT				106					106
WINTERLEYS			48						48
WORDSWORTH HOUSE			2						2
Grand Total	67	3	975	125	47	111	65	37	1430

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Area	PI Type	Frequency	Customers	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
						Q1	Q2	Q3	Q4				Q1	July	August
Page 17 Customers	Customer Access	LBB Customer Promise	Monthly	Percentage of correspondence responded to within 10 working days	91%	93%	94%	89%	94%	94%	93%	100%	95%	95%	
		Council Monitoring	Weekly	Percentage of phone calls answered in the Customer Response Team	85%	88%	86%	91%	86%	81%	86%	100%	90%	62%	
		LBB Customer Promise	Weekly	Average answering time for calls to the Customer Response Team	2.03	2.05	2.10	1.17	2.21	3.15	2.17	60 seconds	60 seconds	00:06:15	
		LBB Customer Promise	Weekly	Percentage of email correspondence responded to in the CRT within 10 working days.	84%	88%	102%	99%	100%	100%	100%	100%	100%	66%	
		Local PI	Quarterly	Percentage of Freedom of Information requests responded to within 20 working days		NI	100%	100%	100%	92%	97%	100%	100%		
		For Info	Quarterly	Number of Freedom of Information requests received		NI	15	26	11	13	68	For Information	For information	21	
	Complaints	Local PI	Weekly	Percentage of 48 hour enquiries resolved within 48 hours	76%	91%	100%	96%	100%	100%	99%	95%	95%	58%	
		For info	Weekly	Number of 48 hour resolution enquiries received	146	358	81	45	31	15	172	For Information	For Information	12	
		Council Monitoring	Weekly	Percentage of stage one complaints responded to within 20 days	56%	80%	97%	100%	100%	100%	99.5%	93%	100%	82%	
		For info	Weekly	Number of stage one complaints received	377	446	138	157	159	159	613	For Information	For Information	129	
		For info	Monthly	Number of stage one complaints upheld and partly upheld	191	230	61	121	108	99	388	For Information	For Information	72	
		For info	Monthly	Average number of days to respond to stage one complaints	27.6	26.2	17.2	16.4	17.5	18.4	17.1	For Information	For Information	19	
		For info	Monthly	Percentage of stage one complaints escalated and accepted at stage two	9.8%	11%	19%	11%	17%	17%	13%	For Information	For Information	10%	
		For info	Monthly	Number of stage two complaints received by the council	52	66	21	18	11	25	75	For Information	For Information	15	
		For info	Monthly	Number of stage two complaints upheld and partly upheld by the council	34	35	17	14	7	6	48	For Information	For information	9	
		Council Monitoring	Weekly	Percentage of members' enquiries responded to within 10 days	69%	95%	100%	100%	100%	100%	100%	100%	100%	77%	
		For info	Weekly	Number of members enquiries received	337	324	152	108	115	114	489	For Information	For Information	179	
		For info	Weekly	Percentage of service requests responded to within 10 days							New		For Information	56%	
		For info	Weekly	Number of service requests received							New		For Information	83	
		For info	Quarterly	Number of Housing Ombudsman investigations initiated	8	7	1	2	2	4	11	For Information	For Information	6	

Area		PI Type	Frequency	Home (Repairs)	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Responsive Repairs	Contract PI	Monthly	Percentage of responsive repairs appointments for Wates Living Space that are made and kept	NI	90%	96.6%	93%	95%	97%	96%	99%	99%	98%		
		Contract PI	Monthly	Percentage of repairs issued to Wates Living Space completed on the first visit	NI	89%	88%	90%	96%	97%	93%	92%	92%	97%		
		Contract PI	Monthly	Percentage of all emergency repairs completed by Wates within target time		NI	97%	99.7%	100%	100%	99%	100%	100%	99%		
		Contract PI	Monthly	Percentage of all responsive repairs issued to Wates Living Space completed within target time	93%	91%	91%	91%	88%	93%	91%	95%	95%	94%		
		Council Monitoring	Monthly	Percentage of all responsive repairs issued to all other contractors completed within target time							New		95%	92%		
		Contract PI	Monthly	Percentage of customers satisfied with responsive repairs work for all contracts measured through text message surveys		NI	Not Available	Not Available	Not Available	62%	55%	95%	95%	74%		

Area		PI Type	Frequency	Home (Planned Maintenance)	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Page 19 Services	Planned Maintenance	Contract PI	Quarterly	Average calendar days to complete all major adaptations	56	65	73	56	48	98	73	60 days	60 days	19		
		Local PI	Quarterly	Average calendar days to complete all minor adaptations	2	19	16	14	6	13	18	For Information	For Information	3		
		Contract PI	Quarterly	Time predictability- Internal: The variation between actual completion times against planned times on all programs handed back in the period	NI	Not Available	Not Available	94.3%	96.3%	90%	92%	90%	90%	100%		
		Contract PI	Quarterly	Time predictability- External: The variation between actual completion times against planned times on all programs handed back in the period							New		90%	68%		
		Contract PI	Quarterly	Cost predictability - Internal: The variation between actual completion costs against planned costs on all programs handed back in the period	NI	Not Available	Not Available	-7%	-9%	20%	4%	<5%	<5%	-18%		
		Contract PI	Quarterly	Cost predictability- External: The variation between actual completion costs against planned costs on all programs handed back in the period							New		<5%	72%		
		Contract PI	Quarterly	Resident satisfaction with overall quality of internal works completed (measured through completion surveys by Wates Living Space)	NI	Not Available	Not Available	95%	96%	95%	96%	95%	95%	95%		
		Contract PI	Quarterly	Resident satisfaction with overall quality of external works completed (measured through completion surveys by Wates Living Space)	NI	Not Available	Not Available	n/a	n/a	90%	87%	85%	85%	86%		
		Council Monitoring	Quarterly	Tenant Satisfaction with the way in which we manage Repairs and Maintenance (measured through external telephone surveys by BMG Research)	NI	66%	69%	64%	68%	65%	67%	73%	73%	61%		
		Council Monitoring	Quarterly	Leasehold Satisfaction with the way in which we manage Repairs and Maintenance (measured through external telephone surveys by BMG Research)	NI	34%	35%	33%	42.0%	39%	37%	40%	40%	29%		


Area		PI Type	Frequency	Voids & Lettings	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Voids & Lettings	Council Monitoring	Weekly	Average re-let time of standard voids	55.7	30.7	24.3	28.2	22.8	33.2	27	24 days	24 days	40.4		
		Council Monitoring	Weekly	Average re-let time of major voids	73.9	59.4	48.3	48.6	39.7	56.6	49.2	61 days	61 days	58.9		
		Council Monitoring	Monthly	Number of empty properties at the end of reporting period	NI	28	32	29	28	41	41	For Information	For Information	53		
		Council Monitoring	Monthly	Number of new void properties per month	NI	15.6	18.3	11	57	52	200	For Information	For Information	16		
		Council Monitoring	Monthly	Percentage of void properties let within target	NI	69%	73%	52%	79%	42%	61%	For Information	For Information	40%		
Area		PI Type	Frequency	BHP Health & Safety	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Health & Safety	Council Monitoring	Monthly	Percentage of properties which currently have a valid gas safety certificate	100%	99.98%	99.98%	99.99%	99.98%	99.88%	99.98%	100%	100%	99.93%		
		Local PI	Monthly	Percentage of gas safety certificates renewed before their due date		NI	98.6%	99.89%	99.88%	100%	99.7%	100%	100%	98.7%		
		Local PI	Quarterly	Percentage of duty to manage locations inspected for asbestos in last 24 months	NI	100%	100%	100%	100%	100%	100%	100%	100%	77%		
		Local PI	Quarterly	Percentage of high rise blocks (6 floors or higher) with Fire Risk Assessment in last 12 months	NI	Not available	92%	100%	100%	100%	100%	100%	100%	100%		
		Local PI	Quarterly	Percentage of medium rise blocks (3-5 floors) with Fire Risk Assessment in last 12 months	NI	40%	65%	88%	100%	100%	100%	100%	100%	100%		

Area		PI Type	Frequency	Tenancy	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Tenancy Management	Local PI	Monthly	Percentage of all scheduled introductory tenancy visits undertaken		NI	48%	Not available	Not available	Not available	Not available	For Information		15%		
		Local PI	Quarterly	Percentage of all section 20 notices to leaseholders issued within 14 days	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%		
		Local PI	Quarterly	Percentage of all Right to Buy 2 notices served within the 4 weeks legislation time	95%	75%	100%	89%	93%	95%	95%	100%	100%	100%		
		For info	Quarterly	Number of Right to Buy sales completed	78	58	14	19	15	10	58	For Information	For Information	17		
Area		PI Type	Frequency	Anti-Social Behaviour	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2016/17		
							Q1	Q2	Q3	Q4				Q1	July	August
Page 21 services	Anti Social Behaviour	Local PI	Monthly	Number of Anti Social Behaviour (ASB) cases opened in period		NI	79	44	58	39	234	For Information	For Information	54		
		Local PI	Monthly	Number of ASB cases closed in period		NI	70	55	97	53	281	For Information	For Information	103		
		Local PI	Monthly	Number of ASB cases open relating to domestic violence or hate crime							New		For Information	7		
		Local PI	Monthly	Number of ASB (Anti Social Behaviour) cases referred to mediation services	NI	3	3	2	0	2	7	For Information	For Information	0		
		Local PI	Monthly	Number of individuals that have entered into an acceptable behaviour contract as a result of an ASB case	NI	13	2	5	0	2	9	For Information	For Information	0		
		Local PI	Quarterly	Resident satisfaction with the handling of their ASB case (measured through external telephone surveys by BMG Research)	NI	34%	32%	30.0%	37.0%	35.0%	34%	For Information	For Information	25%		

Area		PI Type	Frequency	Public Realm	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Services	Estate Management	For info	Quarterly	Resident satisfaction with the standard of grass cutting and shrub maintenance (measured through external telephone surveys by BMG Research)	NI	76%	74%	68%	70%	71%	71%	For Information		62%		
		For info	Quarterly	Resident satisfaction with the standard of internal & external cleaning (measured through external telephone surveys by BMG Research)	NI	63%	63%	53%	62%	60%	58%	For Information		55%		
		Local PI	Monthly	Percentage of inspections completed in high rise blocks (27 per month)		NI	100%	100%	86%	100%	97%	100%	100%	100%		
		Local PI	Monthly	Percentage of inspections completed in low rise blocks bi-monthly (580 over two months)		NI	100%	100%	81%	100%	96%	100%	100%	100%		
		Local PI	Monthly	Percentage of playgrounds inspected (18 per week)		NI	100%	100%	100%	100.0%	100%	100%	100%	100%		
		Local PI	Monthly	Percentage of areas assessed as gold or silver in LEQ (Local Environment Quality) grading surveys	NI	Not Available	99.4%	99.2%	100%	Not Available	98.4%	80%	80%	Unable to populate		
		Local PI	Monthly	Percent of LEQ inspections indicating that communal areas in buildings inspected are clear of obstructions	Not Available	Not Available	Not Available	Not Available	98.0%	Not Available	98.0%	96%	96%	Unable to populate		
Area		PI Type	Frequency	Finance	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Financial	Income Collection	Council Monitoring	Monthly	Percentage of current gross rent collected from tenants	98.5%	98.5%	99.1%	98.3%	99.5%	100.1%	99.3%	99.5%	99.5%	97.6%		
		For info	Quarterly	Number of residents who attended South Kilburn financial inclusion surgery	NI	311	77	49	70	71	218	For Information	For Information	83		
		For info	Quarterly	Amount of additional income generated for residents households during the period	NI	£155,483	£49,828	£56,263.53	£43,260.99	£159,707	£252,796	For Information	For Information	£123,679		
		For info	Quarterly	Percentage of current tenants who pay their rent or service charges by Direct Debit	NI	17%	17%	17%	17%	17%	17%	For Information	For Information	18%		
		For info	Quarterly	Former tenant arrears collection rate	4.0%	5.4%	0.6%	0.8%	0.3%	0.5%	0.5%	For Information	For information	0.6%		
		For info	Quarterly	Rent written off as a % of the annual rent roll	1.1%	0.1%	0.01%	0.10%	0.0%	0.02%	0.07%	For Information	For information	0.00%		
		Council Monitoring	Monthly	Percentage of rent lost through residential void properties	0.85%	0.59%	0.55%	0.79%	0.80%	0.73%	0.64%	0.70%	0.70%	1.21%		
		Council Monitoring	Monthly	Percentage of leasehold service charge collected	105.5%	107.0%	22.0%	69.6%	91.1%	119%	119%	107%	107%	17.0%		

Area		PI Type	Frequency	Kilburn Square Housing Co-op	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Tenancy Management	Kilburn Square Housing Co-op	Local PI	Quarterly	Overall rent collection rate for Kilburn Square	98.2%	98.1%	100.2%	100.8%	100.6%	100.7	100.7%	99.5%	99.5%	96.0%		
		Local PI	Quarterly	Average re-let time of a Standard voids		NI	–	–	–	–	–	24 days	24 days	–		
		Local PI	Quarterly	Average re-let time of a Major voids		NI	–	91	–	70	80.5	61 days	61 days	–		
		Local PI	Quarterly	Percentage of all responsive repairs issued and completed within target time		NI	88%	88%	86%	80%	85%	For Information	95%	90.8%		
Area		PI Type	Frequency	Watling Gardens Tenancy Management Organisation	14/15 actual	15/16 actual	2016/17				2016/17 actual	2016/17 Target	17/18 target	2017/18		
							Q1	Q2	Q3	Q4				Q1	July	August
Tenancy Management	Watling Gardens	Local PI	Quarterly	Overall rent collection rate for Watling Gardens	99.8%	100.2%	99.5%	98.9%	100.4%	100.7%	100.7%	99.5%	99.7%	96.4%		
		Local PI	Quarterly	Average re-let time of a Standard voids		NI	–	28	112	–	91	24 days	24 days	45		
		Local PI	Quarterly	Average re-let time of a Major voids		NI	–	–	105	–	105	61 days	61 days	–		
		Local PI	Quarterly	Percentage of all responsive repairs issued and completed within target time		NI	100%	100%	100%	100%	100%	For Information	95%	97%		

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 Brent	Housing Scrutiny Committee 14 September 2017 Report from Operational Director Housing
Wards Affected: Stonebridge	
Management of Lynton Close Travellers site	

1.0 Background

- 1.1 Lynton Close houses a community of settled families from the Irish Traveller community, who rent pitches from Brent Council, on which they live in permanent mobile homes. The site has 31 pitches, and is managed through a contract between Brent Housing Partnership (BHP) and Oxfordshire County Council (OCC) on behalf of Brent Council. A satellite photo and map showing land ownership is included within Appendix A.
- 1.2 Historically there has not been always been a positive relationship between the community and the Council / BHP. In early 2017, discussions began with key strategic partners, such as the Police and Fire Brigade, about what could be done to improve this relationship in order to both manage the site more proactively, and improve outcomes for residents. The key concerns at this time were;
 - Financial inclusion,
 - Overcrowding,
 - Fire Safety, and
 - Anti-social behaviour.
- 1.4 This report sets out the progress that has been made against the four key areas of concern, and the next steps where these have already been set out. However, all of these concerns are interlinked, and it is important to note that the Council has worked with BHP and OCC to make additional efforts to engage with residents to address all of these concerns by mutual agreement.
- 1.5 In addition, the answers to the questions raised by the Scrutiny Committee, who visited the site on 4 August 2017, are itemised in Appendix B.

2.0 Financial Inclusion

- 2.1 Rent levels at Lynton Close have been reduced by 1% per year in line with legislative requirements, but from a very high baseline. The pitch rent for 2017/18 is currently £240.20. In addition to the pitch rent, set by Brent Council, residents rent their mobile homes from a private provider - Jenkins. The mobile home provider is permitted under legislation to charge up to the value as the rental charge. In practice, they levy the maximum amount allowable, effectively doubling the cost to the resident to £480.40 per week.
- 2.2 Implementation of the benefit cap has meant some residents do not receive full Housing Benefit to cover this cost, and are not in a position to pay the shortfall. In addition to this, many households are comprised of more than one generation, meaning that adult children within the household cause a non-dependent deduction to be made to HB, further affecting affordability. Compounding this, where a benefit claim is suspended, residents face a range of barriers to getting benefits back into payment, including the historic mistrust of the Council, and often a lack of understanding of benefit entitlement.
- 2.3 Rent arrears have gradually built up over a number of years, with a small handful of pitches in arrears of over £10,000. The total arrears figure for the site is £238,000. The Council could consider taking enforcement action, but the preference is to try to work with families to maximise their income by making appropriate benefit claims; as such, significant efforts have been made to engage positively with residents in order to maximise their income. Financial Inclusion Officers and OCC staff have worked with residents to resolve problems with their benefits, make backdated claims for HB, and ensure that adults who are also part of the household make appropriate applications for their own benefits to prevent non-dependent deductions being applied. This has thus far resulted in a reduction in resident debt of over £20,000.
- 2.4 Pitch rents also need to be reviewed in order to make them more affordable, and more comparable with other social housing rental charges. As a comparison, the Local Housing Allowance rate for a three bedroom property in this area of the borough is £303 per week, significant lower than the pitch and mobile home rental costs incurred by residents of Lynton Close.
- 2.5 A report commissioned by the Joseph Rowntree Foundation in 2016 found that pitch charges ranged from £119.22 to £205.84 per week. This was based on data obtained from 71 councils. The Council has tried to do a benchmarking exercise to establish pitch rents charged in other London Boroughs, but only three submissions were received, and the charges are extremely varied:

Borough	Pitch rent 2017/18
Brent	£240.20
Southwark	£206.23
Lambeth	£45.87

Barking & Dagenham	£133.90 (average)
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2.6 The Council is currently looking at proposals to reduce the weekly rent, which would in turn oblige the Mobile Home provider to reduce their rental charges. For example, if the Council reduced the weekly rent to £143.95, then the maximum charge per pitch would be £287.90. This figure is below the Local Housing Allowance (LHA) cap, which would mean that where a resident is eligible for full HB, this would generally be sufficient to cover the full cost of the pitch and mobile home rental.

2.7 Further work is required to ensure the financial implications of any proposal are fully understood. The current rental income generated by the site each year is £391,120, and expenditure is £383,957 and can be broken down as follows:

Expenditure	Annual cost (£)
Oxfordshire County Council (OCC) Management Fee	231,228
BHP Management fee	42,458
Bad Debt Provision	88,294
Repairs	21,977
Total Cost	383,957

2.8 As is clear from the table, the greatest single cost is the OCC management fee which includes all activity to manage the site and engage with residents, providing particular expertise required. This contract was subject to a competitive tendering exercise in 2016, but this procurement process did not generate any savings. What is not immediately obvious from the table is the underinvestment in the accommodation on the site.

2.9 As soon as this work is completed, the proposals will need to go to Cabinet as they will require its approval. It is anticipated that these changes will be implemented by April 2018 at the latest.

3.0 Overcrowding

3.1 Over the years since the site was first occupied, families have grown, and many have installed additional trailers to provide additional space for the next generation. Recently, three families left the site and their pitches have been allocated to overcrowded families already living on the site, which has eased the situation, but there is agreement that the site is overcrowded and this is causing problems. However, there is still more work to do to fully understand the extent of the overcrowding and the solutions to it, which could include supporting people to move elsewhere as well as identifying additional site space.

3.2 There is work ongoing between the families, OCC, BHP and Housing Needs to get a detailed and agreed version of who is living there at the moment and the level of overcrowding this creates. This will give the Council a better understanding of how it relates to statutory definitions of overcrowding, and

therefore, the support that is already on offer, and whether or not our current allocations policy needs revision to support move on.

- 3.3 As part of this work, a dedicated Housing Officer has been assigned to work with the families at Lynton Close. This responds to an issue raised by Lynton close residents (when they have approached Housing Needs in the past, they have had to speak to different officers, who they do not feel they have fully understood their situation) and it ensures the Council has a dedicated officer who can work with individual families who have already expressed an interest in moving from the site into settled accommodation, and that this officer can work with senior managers to unpick the potential issues about the current offer and how this may need to improve.
- 3.4 As it currently stands, working with this dedicated officer there are two routes to moving from Lynton Close through:
- the Housing Needs preventative service (Find Your Home). However, we know that some families at Lynton Close have expressed concern about PRS landlords and a belief that they will evict traveller families. This needs to be tested working with OCC and the dedicated Housing Officer. If the issue is prejudice (rather than the desire for a secure tenancy), it should be possible to solve, as Housing Needs have experience of working with other groups where there is perceived prejudice, and this can be managed with the right support, or
 - the statutory housing service as a result of meeting statutory overcrowding thresholds. In these cases, the council would have to provide accommodation although it would not make Social Housing any more likely as in most cases our statutory duty is discharged through PRS properties at the moment.
- 3.5 As a result of this work, we will be clear whether the allocation policy needs revising or not - whether the issues that we need to deal with are about practice, expertise and resourcing, or whether we need to make changes as part of a wider revision of the allocations policy. The deadline for being able to make this decision is December 2017. And as a result of this we will be clear about the overall demand for the site and whether we need to look for additional site space.
- 3.6 In addition to this work on overcrowding, work has already begun on ensuring the current pitches are at an appropriate standard. A site visit was carried out by the Operational Director Housing (and other BHP officers) on 23 August 2017 ahead of some minor remedial works that were planned. What became apparent in that visit was that the planned remedial works were insufficient, and therefore work is in progress to specify a wider set of works to bring the pitches up to the appropriate standard.

4. Fire Safety

- 4.1 In line with BHP's wider fire safety policy, Fire Risk Assessments (FRAs) are carried out annually for high risk properties, which includes high rise tower

blocks and sites like Lynton Close. All FRAs are carried out by our specialist fire safety contractor, Bailey Garner. A copy of the most recent FRA is attached at Appendix C.

- 4.2 Two recommendations relate to keeping the access road free from obstruction, 1 relates to abandoned vehicles and 1 relates storage of cylinders on site. These issues have all been raised with residents by the site manager and are monitored regularly. The recommendation about maintaining a 6m spatial gap between mobile homes relate to the overcrowding issue described in 3 above.
- 4.3 The concern raised by the FRA about potentially difficult access within the site for emergency vehicles relates to the fact that Lynton Close itself, within the site boundary, is considered to be the escape route. However, vehicles regularly park on both sides of the road, which could restrict emergency access. We have already carried out a number of enforcement “blitzes” to try to deal with abandoned or inappropriately parked vehicles, and continue to have discussions with colleagues in Highways to address this.
- 4.4 In addition to this, as noted above, a lack of adequate socket provision in the kitchen facilities promotes overloading of sockets which also poses a fire risk. This will be a key focus of the proposed improvement works highlighted in section 3.
- 4.5 Carbon Monoxide, smoke alarms and heat detectors are installed in all mobile homes as well as utility blocks (kitchen and bathroom areas), and the Council, and BHP maintain a close relationship with the Fire Brigade who make regular visits to the site. The last visit was on 25 July 2017 when the London Fire Brigade held a fire safety meeting with residents of Lynton Close to advise on the issues created by overcrowding.

5. Anti-Social Behaviour

- 5.1 A range of issues have been reported to the Harlesden Local Joint Action Group and Lynton Close Focus Group in the last 12 months, including:
 - Concerns had been raised in relation to an open back tipper which been left on the public highway, the vehicle in question has a considerable amount of waste / rubbish in it. The Council's Environmental enforcement team are dealing with this
 - Issues had arisen about youths from Lynton Close throwing stones at passing vehicles – in response BHP sent out a letter to all households reminding them of their tenancy agreement. Craig (OCC Site Manager) also spoke with a number of youths directly about this issue
 - There had been a Police response from Territorial Support Group (Non Brent Police) in relation to a prison escapee who was on site
 - Reports of youths from Lynton Close gaining access to a communal block on Yeats Close which is managed by Metropolitan Housing Trust (MHT).

Residents felt intimidated by this. MHT wrote to their residents reminding them to not allow access to people who do not live there

- Ongoing issues relating to the parking at Lynton Close opposite Selco including illegal waste carriers parked on the pavement outside Lynton Close, and reported thefts. The police have been involved in all of these incidents, but in order to effect long-term change, there remains a need to demonstrate a zero-tolerance approach by taking enforcement action to its conclusion. One barrier to doing this consistently in the locality is private land ownership, and we will work with Metropolitan Housing Trust to seek a resolution to this.

5.2 Common to all of the issues raised through this paper, the key to making progress is re-building the trust between the public services and the Irish Traveller Community on Lynton Close as the foundation for further work which may need to include use of wider enforcement powers.

Background Papers

Appendix A – Site Maps

Appendix B - Answers to questions raised by Scrutiny Committee.

Appendix C – Fire Risk Assessment for Lynton Close

Contact Officer

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PHIL PORTER

Strategic Director Community Well Being

Appendix A – Site Maps



Appendix B – Responses to questions raised by scrutiny in relation to management of Lynton Close

1. Facilities and welfare changes–

a. appropriate rent levels;

A benchmarking exercise outlining rent charged at other sites in London, and Nationwide, is included within the cover report.

b. details of historical expenditure of monies collected as income from the rent;

The current rental income generated by the site each year is £391,120. Expenditure can be broken down as follows:

Expenditure	Annual cost (£)
Oxfordshire County Council (OCC) Management Fee	231,228
BHP Management fee	42,458
Bad Debt Provision	88,294
Repairs	21,977
Total Cost	383,957

The greatest single cost is the OCC management fee. A competitive tendering exercise was undertaken in 2016, but this did not generate any savings.

c. details of the usage for land adjacent to the current site, previously owned by LB Brent and planned for second site;

This site was not a Brent Council site, it was privately owned and sold.

d. plans for a second site; size of the land required for a new site;

There are currently no plans for a second site. Housing Needs are working with tenants to identify people who want to move from the site, and once this has been completed there will be a better understanding of demand, and therefore, the need for a further site.

e. provision and uptake of utilities by residents (water, electricity, drainage);

Utilities are provided in the normal way by Thames Water, and the resident's chosen electricity provider.

f. details of waste management and recycling facilities;

Veolia manage waste and recycling facilities for this site.

g. comparison with other London LAs on rent and site management cost;

A benchmarking exercise outlining rent charged elsewhere is included within the cover report. Data on site management costs for other boroughs is not currently available.

h. details of vendor delivering facilities maintenance of the site;

OCC contract Harlequin and Capital Heating to provide day to day maintenance for the site.

i. planned capital works esp. focus on amenities for kitchen, bathroom and children's play area;

A site visit was carried out on 23 August, and the specification for the works is being completed.

j. details of energy efficiency assessment for the abode;

No energy efficiency assessments have been carried out at this site, and there is no obligation on the Council to do this, since the mobile homes are rented from a third party provider.

2. Fire safety policy
 - a. incidences of fires over last 10 years on the site;
There have been two reported incidents of fire over the last 10 years.
 - b. availability of carbon monoxide/smoke alarms and heat detectors for each unit;
Smoke alarms and carbon monoxide alarms are present in each unit
 - c. Details of Fire Risk Assessment;
Attached to the cover report as Appendix C
 - d. Site access for emergency vehicles
Site access for emergency vehicles is via Yeats Close onto Lynton Close

3. Contract management –
 - a. performance measures for service provider (Oxfordshire County Council);
 - Voids – Management ensure timely reporting of any properties that become vacant through abandonment, death etc.
 - Arrears - Initial management of arrears and face to face contact
 - Repairs (excluding improvement works)
 - b. duration of the contract for the service provider;
There is a 5 year contract with an annual break clause.
 - c. Value of the contract with service provider.
£231,228 per annum

4. Social housing:
 - a. Details of LB Brent's plan to offer social housing to new generation of residents at the traveller's site;
This is addressed in the cover report. There is no universal plan to offer social housing to a new generation of residents at the traveller's site. Any applications for housing will be assessed on a case by case basis in line with the Council's Allocations Scheme.
 - b. Details of current allocations policy for travellers site;
There is no separate allocations policy for residents of Lynton Close. As residents of the borough, they are eligible to apply to join the register and be assessed according to their priority under the Council's allocations scheme. However, if the case by case work reveals the need for a revision, this will be considered.
 - c. Plans to address overcrowding;
This is addressed in the cover report, but essentially it will be done in three stages:
 - Gaining a clear understanding of who is living permanently on the site
 - Working with individual families who want to move off the site
 - When both of the above are clear, then the need for additional space will be clear and alternatives can be investigated.

5. Land ownership details for the travellers site and access road to the site.
Brent Council owns a freehold interest in the land, but the access road (Yeats Close and Lynton Close) are owned by Metropolitan Housing Trust, who own the properties on Yeats Close. A map showing land ownership boundaries, and an aerial photo of the site is below.

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REGULATORY REFORM (FIRE SAFETY) ORDER 2005

FIRE RISK ASSESSMENT

	Brent Housing Partnership
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General Information	
UPRN	
Address 1	Travellers Site
Address 2	
Address 3 (street)	Lynton Close
Address 4 (area)	Brent
Postcode	NW10 0JE
Fire Risk Assessor	Enda McGinley
Date of inspection	04/05/2017
QA carried out by:	
Suggested review date	05/05/2018

Executive Summary	
Responsible Person:	Brent Housing Partnership
Property Designation	Permanent travellers site
Management Extent	Partially Managed Site - There is a Site Manager and Assistant although
No of Floors	= 1
No of Flats (if applicable)	= 31
Ground floor Area (m2)	= 10200
Total Area of all Floors (m2)	= n/a
Recommendation count:	= 10
Priority counts:	
H - High	= 5
M - Medium	= 1
L - Low	= 1
R - Recommended	= 3
Recommended evacuation strategy:	Simultaneous Evacuation.
Premises Risk Rating:	Moderate
On satisfactory completion of all remedial works the risk rating of this building may be reduced to: Tolerable	

Limitation of Report

It should be noted that The Regulatory Reform (Fire Safety) Order 2005 provides for a minimum fire safety standard and this assessment seeks to advice on compliance with this statutory requirement. The observations and recommendations are only pertinent to the conditions at the time of the Assessment. Regular inspections and review risk assessments are required to ensure standards are maintained. BB7 was instructed to undertake a fire safety risk assessment of the premises stated in this report and relates only to those areas visited at the time of the site visit. Legal Notice: This report was prepared by BB7 Fire Safety Limited under instructions from Baily Garner LLP. This report is only for the use of Baily Garner LLP and neither BB7 Fire Safety Limited nor any of their directors, officers, employees, agents or other person acting on their behalf:

- a) makes any warranty, express or implied;
- b) assumes any liability;

With respect to the use of the information or methods contained in this report to any other person or party. The report and the information or methods contained therein may only be used for purposes in connection with this project. This assessment has been carried out to satisfy the requirements of the Regulatory Reform (Fire Safety) Order 2005 in respect of the common areas only of the above mentioned premises. In order to carry out this fire risk assessment the Assessors have used their professional expertise and judgement and guidance contained in publicly available specification (PAS 79: 2012) and fire safety risk assessment guides issued by H.M Government. The recommendations made represent our assessment of the minimum fire safety standards considered necessary for the common areas to ensure the safety of both the residents and visitors to the premises. It should be borne in mind however that an assessment is open to individual interpretation and as such an officer of the local fire authority may express a different view on certain aspects. Residential properties: Information for the completion of this assessment was obtained by a physical non-intrusive inspection of the common parts of the premises, which included only the visual inspection of flat entrance doors from the common area. No inspection within individual flats was carried out and as such the degree of fire resistance between flats and flats and the common areas has not been included within this assessment. Changes generally introduced in the workplace may have an effect on potential fire risk and associated precautions e.g. changes to the premises layout, work processes, furniture, plant, machinery, or the number of people likely to be present in the workplace, including those persons with a temporary or permanent disability. Any of these could lead to a new hazard or increased risk and as such will require this assessment to also be reviewed and/or a new assessment to be undertaken.

Fire Risk Assessment

Responsible Person:

Brent Housing Partnership

General Information
UPRN
Address 1
Address 2
Address 3 (street)
Address 4 (area)
Postcode
Fire Risk Assessor
Date of inspection
QA carried out by:
Suggested review date

Travellers Site
Lynton Close
Brent
NW10 0JE
Enda McGinley
04 May 2017
May 2018

The Premises
Property Designation
No of Floors
No of Flats (if applicable)
Ground floor area (m2) (if applicable)
Total area of all floors (m2) (if applicable)
Building Description
I. no of staircases, storeys
ii. no of entrances/exits
iii. lifts
Building Construction
Extent of common areas (please describe common areas assessed)
Areas of the building to which access was not available

Permanent travellers site
1
31
10,200
n/a
The site consists of thirty one individual plots each housing two or more caravans with a brick built kitchen at the rear of each plot. There is a portacabin site office and one training/teaching portacabin. The roads within the site are to be considered as the escape route. There is a single entrance /exit to the site.
Construction varies, generally prefabricated sandwich panel construction.
Roadways on the site.
Individual caravans.

Fire Risk Assessment

The Occupants
Management Extent
Details of any onsite management (hours onsite etc. if known)
Person managing fire safety in the premises (and position in Company)
Person consulted during the fire risk assessment
Number of occupants (maximum estimated)
Number of employees
Number of members of the public (maximum estimated)
Identify any people who are especially at risk

Partially Managed Site - There is a Site Manager and Assistant although they are not on site all the time.
Unknown
Mr Craig Skelton - Site Manager
Mr Craig Skelton
200+ - Based on an average of three people per caravan, two caravans per pitch. Manager stated that persons come and go regularly so an exact figure is difficult.
2 (Site Manager & Assistant). Occasionally attendance by BHP staff, maintenance/cleaning staff and contractors
0 - Visitors to the site would be by invitation only, and the site has no public right of way.
Vulnerabilities of the occupants are not known.

Other Information
Fire loss experience (since last FRA)
Any other relevant information

There have previously been fires on the site
None at the time of inspection

Fire Safety Legislation
The following fire safety legislation applies to these premises:
Other key fire safety legislation (other than Building Regs 2000):

Regulatory Reform (Fire Safety) Order 2005
Housing Act 2004

Elimination or Reduction of Fire Hazards				
Electrical Ignition Sources				
		Response	Quantity	Photo Ref:
A1	Is fixed installation periodically inspected and tested (annually if building is open to the public)?	Y		
	Comment: <i>Date of last fixed electrical installation inspection</i>	Last inspection was January 2016.		
	Recommendation:			Priority
A2	Is PAT testing in common areas carried out (annually)?	N/A		
	Comment:	No portable appliances noted in the common area		
	Recommendation:			Priority
A3	Is there a policy for personal electrical appliances?	N/A		
	Comment:	No portable appliances noted in the common area		
	Recommendation:			Priority
A4	Is the use of adapters and leads limited?	N/A		
	Comment:	None noted in the common area		
	Recommendation:			Priority

Smoking Policies				
		Response	Quantity	Photo Ref:
B1	Are there suitable arrangements for those who wish to smoke? (state what the arrangements are)	N		
	Comment:	No evidence of smoking but premises does benefit from a cleaning regime.		
	Recommendation:			Priority

Fire Risk Assessment

B2	Does the policy in relation to smoking appear to be observed?	N/K				
	Comment:		There is no specific policy regarding smoking on the site.			
	Recommendation:		It is recommended that if BHP wish to promote a no-smoking site then "No Smoking" signs should be erected in the common areas particular near areas used regularly for the storage of combustibles.		1	

Arson			Response	Quantity	Photo Ref:
C1	Are premises secure against arson by outsiders? (Please state how)	Y			
	Comment:		Arson reduction measures are restricted to the individual dwellings, the site is difficult to protect without restricting access.		
	Recommendation:				Priority
C2	Are bins secured / stored in a suitable location? (Please state bin type, location, if and how it is secured)	N			
	Comment:		Unsecured plastic wheelie bins are stored in the site pitches and moved into the roadway on collection day.		
	Recommendation:		The refuse containers were unsecured. This is a common scenario for refuse collection/disposal facilities in Brent Housing Partnership buildings. The risk from arson has to be considered and Brent Housing Partnership has to be acceptant of the risk and acknowledge that if the building is identified as being at significant risk from arson then additional control measures will need to be considered.	1	R
C3	Is fire load close to the premises minimised?	N	Where risk critical issues are identified by the assessor, BB7 will recommend additional, proportional, control measure as part of the general fire precautions for the building		
	Comment:		There are locations on the site where there is a build-up of combustible and non-combustible waste. Due to the nature of the travellers business (Scrap removal) the quantities of waste material varies as areas on the site are used for storage of waste until a full vehicle load can be made, then the waste is removed from site. See G1.		
	Recommendation:				Priority

Fire Risk Assessment

Portable Heaters and Heating Installations			Response	Quantity	Photo Ref:	
D1	If used, is the use of portable heaters regarded as safe?	N/A				
	Comment:		None noted at the time of inspection			
	Recommendation:					Priority
D2	Are fixed heating systems maintained (annually)?	N/A				
	Comment: <i>Date of last fixed heating system inspection</i>		No common heating system provided			
	Recommendation:					Priority

Cooking			Response	Quantity	Photo Ref:	
E1	Are reasonable measures in place to prevent fires as a result of cooking?	N/A				
	Comment:		There are no cooking facilities provided in the common areas of the site.			
	Recommendation:					Priority
E2	Are filters changed and ductwork cleaned?	N/A				
	Comment:		There are no cooking facilities provided in the common areas of the site.			
	Recommendation:					Priority
E3	Are suitable extinguishing appliances available?	N/A				
	Comment:		There are no cooking facilities provided in the common areas of the site.			
	Recommendation:					Priority

Lightning			Response	Quantity	Photo Ref:	
F1	Does the building have a lightning protection system? (if 'No', is one recommended?)	N				
	Comment:		The provision of a lightning protection system would need to be assessed through the risk assessment process detailed in BS EN 62305:2006. If the client considers the premises to be at undue risk from lightning strike, then an assessment will need to be carried out by a competent person in accordance with the standard given above. In light of the lack of competency, in this area the assessor is not in a position to evaluate or proffer an estimation of the associated risk level.			
	Recommendation:					Priority

House-Keeping			Response	Quantity	Photo Ref:	
G1	Is the property regularly cleaned to prevent the build up of combustibles?	Y				
	Comment:		There are locations on the site where there is a build-up of combustible and non-combustible waste. Due to the nature of the travellers business (Scrap dealing) the quantities of waste material varies as areas on the site are used for storage of scrap metal etc until a full vehicle load can be made, then the waste is removed from site. It was noted at the time of inspection that there were a large amount of discarded timber decking dumped between the site and the railway tracks.		11, 12, 13 & 16	
	Recommendation:		It is recommended that all waste and abandoned vehicles are removed from the site as soon as reasonably practicable.	1		H
G2	Combustible materials not kept near sources of ignition?	Y				
	Comment:		As far as can be seen.			
	Recommendation:					Priority

Fire Risk Assessment

G3	Escape routes kept clear of items combustible materials or waste?	N						
	Comment:		The roadway on the site is considered to be the escape route however vehicles regularly park along both sides which could potentially restrict the access for the emergency services.					
	Recommendation:		It is recommended that the Site Staff ensure that the road is clear of obstructions and the access for the emergency services is available at all times.			1	7	H
G4	Escape routes kept clear of any trip hazards?	Y						
	Comment:		No trip hazards noted at the time of inspection					
	Recommendation:							Priority
G5	Any hazardous materials are stored correctly?	N						
			Gas cylinders are being stored with other waste in various locations in the site. These severely increase the risk to persons in the event of fire.					
	Recommendation:		It is recommended that no storage of cylinders is permitted on site. Only cylinders in use should be permissable.			1		H
G6	Are all other house-keeping issues satisfactory?	Y						
	Comment:		No issues to note					
	Recommendation:							Priority

Fire Risk Assessment

Hazards introduced by Outside Contractors and Building Works			Response	Quantity	Photo Ref:	
H1	Are fire safety conditions imposed on outside contractors?	N/K				
	Comment:		We are informed that fire safety conditions are imposed on outside contractors by Brent Housing Partnership.			
	Recommendation:					Priority
H2	Is there satisfactory control over works carried out in the building by outside contractors (e.g. hot work permits)?	N/K				
	Comment:		We are informed that fire safety conditions are imposed on outside contractors by Brent Housing Partnership.			
	Recommendation:					Priority
H3	Is there satisfactory control over works carried out in the building by in-house contractors (e.g. hot work permits)?	N/A				
	Comment:		The external areas under the control of BHP do not represent undue risk from fire to staff or residents, even if external contractors are carrying out hot works.			
	Recommendation:					Priority

Dangerous Substances			Response	Quantity	Photo Ref:	
I1	If dangerous substances are used, has a risk assessment been carried out as required by the Dangerous Substances and Explosives Atmospheres Regulations 2002?	N/A				
	Comment:		There are no dangerous substances used or stored in the common parts.			
	Recommendation:					Priority

Other Significant Hazards that might impact on General Fire Precautions			Response	Quantity	Photo Ref:	
J1	Are all issues deemed satisfactory? [1]	Y				
	Comment:		The complete site is electrically powered with the exception of Plot 31 which also has LPG for cooking purposes. It was not possible to access the area where the gas bottle is stored at the time of inspection. The gas bottle is not located in the common areas of the site and the Manager stated that no spares were being stored.			
	Recommendation:		It is recommended that the residents of Plot 31 are encouraged to cook via electricity as it is safer for them and the other residents because of the historical dangers involving gas in caravan sites.	1		R
J2	Are all issues deemed satisfactory? [2]	N/A				
	Comment:		Nothing to note.			
	Recommendation:					Priority
J3	Are all issues deemed satisfactory? [3]	N/A				
	Comment:		Nothing to note.			
	Recommendation:					Priority

Fire Risk Assessment

General Fire Protection Measures						
Means of Escape				Response	Quantity	Photo Ref:
K1	Is escape route design deemed satisfactory? (Consider current design codes)	Y				
	Comment:		The means of escape from the site is considered to be satisfactory. The main access road represents the escape route. Residents and visitors will be able to use this route with very little risk from fire in any of the individual plots. The distance between the road and dwellings is considerable and unlikely to hinder those wishing to escape to main access road to the site at which point they will be in a place of ultimate safety. Indeed, in most circumstances the access road serving the dwellings would be construed as a place of ultimate safety.			
	Recommendation:		It is recommended that the Site Staff keep the road clear of obstructions at all times, and advises the residents on the importance of keeping the roadway clear and accessible.			
K2	Are the escape routes adequately protected? (Consider lobby protection to staircase, if needed)	Y				
	Comment:		The means of escape from the site is considered to be satisfactory.			
	Recommendation:					Priority
K3	Is there adequate provision of exits, for the numbers who may be present?	Y				
	Comment:		The roadway is considered to be the escape route, there are no barriers or doors to navigate before reaching the muster point and area considered as ultimate safety.			
	Recommendation:					Priority
K4	Is there adequate exit width, for the numbers who may be present?	Y				
	Comment:		The width of the final exit is the complete width of the road and adjacent pavements. The overall road width is 4.7m.			
	Recommendation:					Priority
K5	Are doors on escape routes easily opened? (and are sliding or revolving doors avoided?)	N/A				
	Comment:		No doors present.			
	Recommendation:					Priority
K6	Do final exits open in the direction of escape where necessary?	N/A				
	Comment:		None present.			
	Recommendation:					Priority
K7	Are travels distances satisfactory? (consider single direction and more than one direction)	N/A				
	Comment:		Not relevant.			
	Recommendation:					Priority
K8	Are there suitable precautions for all inner rooms?	N/A				
	Comment:		None present.			
	Recommendation:					Priority
K9	Are escape routes separated where appropriate?	N/A				
	Comment:		The roadway on the site is considered to be the escape route.			
	Recommendation:					Priority
K10	Are corridors sub-divided where appropriate?	N/A				
	Comment:		None present.			
	Recommendation:					Priority

Fire Risk Assessment

K11	Do escape routes lead to a place of safety?	Y			
	Comment:		The muster point for the site is located just outside the entrance into Lynton Close.		
	Recommendation:				Priority
K12	Are the stairs and/or lobbies provided with adequate ventilation? (If considered satisfactory, please state provision)	N/A			
	Comment:		None on site.		
	Recommendation:				Priority
K13	Are there suitable arrangements in the building for means of escape for disabled persons?	N/A			
	Comment:		The escape of disabled person from individual dwellings will be the responsibility of residents. The access/egress facilities to the site are on level ground and should not impede escape for disabled.		
	Recommendation:				Priority
K14	Are all other means of escape issues satisfactory?	Y			
	Comment:		Nothing to note.		
	Recommendation:				Priority
K15	Are all other means of escape issues satisfactory?	Y			
	Comment:		Nothing to note.		
	Recommendation:				Priority
K16	Recommended evacuation strategy for this building is:		Simultaneous Evacuation.		

Flat Entrance Doors			Response	Quantity	Photo Ref:
L1	Are flat entrance doors or doors / frames appropriately fire rated?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L2	Are fire rated flat entrance doors in good condition - not in need of repair?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L3	Is all glazing to flat entrance doors appropriately fire rated?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L4	Are fan lights above flat entrance doors appropriately fire rated?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L5	Are side panels to flat entrance doors appropriately fire rated?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L6	Are flat entrance doors fitted with adequate self-closing devices? (From sample inspection)	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L7	Are flat entrance doors fitted with intumescent strips and cold smoke seals? (From sample inspection)	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L8	Are letterboxes satisfactory? (State only if missing, damaged or uPVC)	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L9	Are all other flat entrance door issues satisfactory?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority
L10	Are all other flat entrance door issues satisfactory?	N/A			
	Comment:		No flat doors in common areas.		
	Recommendation:				Priority

Common Area Fire Doors			Response	Quantity	Photo Ref:
M1	Are all common area fire doors and/or frames appropriately fire rated?	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority

M2	Are all common area fire rated fire doors in good condition - and not in need of repair?	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
M3	Is all glazing to common area fire doors appropriately fire rated?	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
M4	Are fan lights/side panels to common area fire doors appropriately fire rated?	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
M5	Are self-closing devices on common area fire doors adequate? (Where appropriate)	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
M6	Are intumescent strips and smoke seals provided to common area fire doors?	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
M7	Are common area fire doors adequate otherwise? (Ironmongery, hold open hooks etc.)	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
M8	Are all other fire door issues satisfactory?	N/A			
	Comment:		No common area fire doors evident.		
	Recommendation:				Priority
Emergency Lighting			Response	Quantity	Photo Ref:
N1	If emergency lighting is provided, is it in good working order?	N/A			
	Comment:		It is not considered necessary to provide emergency escape lighting to the common areas of the site. Street lighting is provided to the access road and this should be sufficient to allow residents to make their way off of the site, if required to so.		
	Recommendation:				Priority
N2	If emergency lighting is provided, is coverage sufficient? (Internal and external)	N/A			
	Comment:		It is not considered necessary to provide emergency escape lighting to the common areas of the site. Street lighting is provided to the access road and this should be sufficient to allow residents to make their way off of the site, if required to so.		
	Recommendation:				Priority

N3	If EL not provided, is borrowed/artificial lighting sufficient for escape? (Internal and external)	Y			
	Comment:	The portacabins do not have any Emergency Escape Lighting and due their size and the potential for borrowed light from street lighting it is considered not necessary.			
	Recommendation:				
					Priority

Fire Safety Signs and Notices			Response	Quantity	Photo Ref:
O1	Is there adequate provision of fire safety signs and notices? (Consider directional, exits, stairs, fire action notices, fire equipment and 'do not use lift' signage)	N			
	Comment:		It is not considered necessary to provide emergency escape signage, residents will be familiar with their own plots and the common parts of the site. It is recommended that basic fire action notices are posted to each resident, detailing what residents should do on hearing the general fire alarm warning. There were no Fire Action Notices adjacent to the rotary alarm bells.		
	Recommendation:		It is recommended that Fire Action notices are erected adjacent to the newly installed rotary fire alarm bells giving details of the emergency plan.	1	M
O2	Is fire door signage adequate? (Consider 'Fire door keep shut' and 'Fire door keep locked shut' signage)	N/A			
	Comment:		It is not considered necessary to provide emergency escape signage, residents will be familiar with their own plots and the common parts of the site.		
	Recommendation:				Priority
O3	Are signs clearly visible?	N/A			
	Comment:		It is not considered necessary to provide emergency escape signage, residents will be familiar with their own plots and the common parts of the site.		
	Recommendation:				Priority

Means of Giving Warning in Case of Fire			Response	Quantity	Photo Ref:
P1	Has the building got a manually operated electrical fire alarm system?	N			
	Comment:		A system of rotary alarm bells has been erected throughout the site and these are considered to be an acceptable means of giving warning in case of fire.		5 & 10
	Recommendation:				
P2	If common area AFD and/or alarm system is installed, is it in good working order?	N/A			
	Comment:		The site has no means for giving general warning of fire within the confines of the site.		
	Recommendation:				
P3	If installed, is the common area AFD adequate for the occupancy and fire risk?	N/A			
	Comment:		The site has no means for giving general warning of fire within the confines of the site.		
	Recommendation:				
P4	If not installed, are the premises deemed safe without a common area AFD system?	Y			

Comment:	Provided the recommendations in this report are carried out.					
Recommendation:						Priority

P5	If applicable, is separate domestic hard-wired smoke/heat alarm within the flats installed to a suitable standard?	Y				
	Comment:		The Site Manager advised that the fire and rescue service visit the site and install new detectors for any new resident. It was also confirmed that each of the caravans have them fitted although the condition and effectiveness was not possible to confirm at the time of the inspection.			
	Recommendation:				Priority	
P6	Are all other AFD and alarm system issues satisfactory?	N/A				
	Comment:		Nothing to Note.			
	Recommendation:				Priority	
Limiting Fire Spread			Response		Quantity	Photo Ref:
Q1	Is the level of compartmentation adequate? (Special consideration should be given to converted or non 'purpose built' premises)	N				
	Comment:		Some of the dwellings within the individual pitches are less than 1m apart in most cases. Space separation between individual residencies within pitches and neighbouring pitches is practically non-existent and the site does not allow for an adequate separation between dwellings. It is recommended that to reduce the risk from fire spread between individual residencies then a spatial gap is maintained between each individual residence of a minimum of 6m as per The Caravan Sites and Control of Development Act 1960 - Section 5, Sub Section 2(i).			
	Recommendation:		1	1 & 10	H	
Q2	Are hidden voids appropriately enclosed and/or fire-stopped? (consider above suspended ceilings)	N/A				
	Comment:		Not applicable to this site.			
	Recommendation:				Priority	
Q3	Are risers (shafts, ducts and cupboards) in the common area appropriately enclosed and/or fire-stopped?	N/A				
	Comment:		Not applicable to this site.			
	Recommendation:				Priority	

Q4	Is compartmentation maintained in the roof space?	N/A			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q5	Are electrics enclosed in fire rated construction? (Where necessary)	Y			
	Comment:	The common electrical intake for the portacabin and street lighting are located within a brick build enclosure with a padlocked shut steel door.			
	Recommendation:				Priority
Q6	Is compartmentation maintained at electrical meter cupboards in flat walls?	N/A			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q7	If required, are dampers provided? (Base of refuse chute, ductwork etc.)	N/A			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q8	Are wall and ceiling linings appropriate to limit fire spread?	N/A			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q9	Are soft furnishings in common areas appropriate to limit fire spread/growth?	N/A			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q10	Are all other fire spread/compartmentation issues satisfactory?	Y			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q11	Are all other fire spread/compartmentation issues satisfactory?	Y			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q12	Are all other fire spread/compartmentation issues satisfactory?	Y			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority
Q13	Are all other fire spread/compartmentation issues satisfactory?	Y			
	Comment:	Not applicable to this site.			
	Recommendation:				Priority

Fire Risk Assessment

16

Fire Extinguishing Appliances			Response	Quantity	Photo Ref:
R1	If required, is there reasonable provision of portable fire extinguishers?	Y			
	Comment:		Water fire extinguishers are provided to each pitch. The equipment is suitably sited and proportional to the risk. There are signs adjacent to the extinguishers detailing what it can be used on. It is recognised that residents will have to operate the equipment without any formal training; consideration should be given to supplying general advice with regard to the use of extinguisher adjacent to the fire-fighting equipment. The Fire Extinguishers are maintained and inspected by MCFP Limited where units are tested on an annual basis. The next inspection is due November 2017. The residents have also been given fire blankets.		
	Recommendation:				
R2	Are all fire extinguishing appliances readily accessible?	Y			
	Comment:		All extinguishers are accessible by residents within their pitch.		
	Recommendation:				Priority

Other relevant systems and equipment			Response	Quantity	Photo Ref:
S1	If any other relevant systems / equipment is installed, state type of system and comment as necessary.	Y			
	Comment:		The site has previously had multiple locations where a charged fire hose was available, the hoses were removed as they were being used for cleaning purposes and left unrolled on the floor and across the road way. It is not considered necessary to reinstate the fire hose reels on the site. Residents are not trained in their use and should not be encouraged to remain on site in the event of a serious outbreak of fire. The equipment is also prone to misuse and vandalism.	8	
	Recommendation:				Priority

Fire Safety Management					
Procedures and Arrangements			Response	Quantity	Photo Ref:
T1	Has a competent person(s) been appointed to assist in undertaking the preventative and protective measures?	Y			
	Comment:		BHP have ultimate responsibility. The site has a Site Manager Mr Craig Skelton.		
	Recommendation:				Priority
T2	Is there a suitable record of the fire safety arrangements?	Y			
	Comment:		Fire Action Plan in Portacabin used as office.		
	Recommendation:				Priority
T3	Are there appropriate procedures in place in the event of fire and are these documented?	Y			
			See O1 for actions. Documents held centrally but residents have been made aware of simultaneous evacuation policy etc.		
	Recommendation:				Priority

T4	Are there suitable arrangements for calling the Fire Service, meeting them on arrival and providing relevant information?	N				
	Comment:		Residents contact the emergency services as necessary. The Fire and Rescue Service visit the site roughly every 4-6 weeks for familiarisation and to test access.			
	Recommendation:					
T5	Are there suitable fire assembly points away from any risk?	Y				
	Comment:		The muster point for the site is located just outside the entrance into Lynton Close.			
	Recommendation:					Priority

T6	Are there adequate procedures in place for the evacuation of disabled people who are likely to be present?	N/A			
	Comment:	The escape of disabled person from individual dwellings will be the responsibility of residents. The access/egress facilities to the site are on level ground and should not impede escape for disabled.			
	Recommendation:				Priority
T7	Are staff nominated and trained on the use of fire extinguishing appliances?	Y			
	Comment:	The site manager and assistant have received training on the use of fire Extinguishers.			
	Recommendation:				Priority
T8	Are staff nominated and trained to assist in evacuation?	Y			
	Comment:	The site manager and assistant have received training on evacuation procedures.			
	Recommendation:				Priority
T9	Is there appropriate liaison with the local Fire and Rescue Service?	Y			
	Comment:	Very good liaison between with the local London Fire Brigade Station Commander and regular familiarisation visits as well as Home Fire Safety Visits and smoke detection installation.			
	Recommendation:				Priority
T10	Are routine in-house checks carried out? (control and indicating equipment normal, extinguishers in place and visible, lighting working, fire doors (frames/seals/closing), fastenings, final exits and escape routes clear)	Y			
	Comment:	The site has an experienced site manager who carries out regular weekly site inspections on behalf of BHP.			
	Recommendation:				Priority
T11	Are all other fire safety management issues satisfactory?	Y			
	Comment:	Nothing to note.			
	Recommendation:				Priority

Training and Drills		Response	Quantity	Photo Ref:
U1	Do staff receive adequate induction and annual refresher fire safety training? To include fire risks in the premises, fire safety measures in the building, action in the event of fire and on hearing alarm, location and use of fire extinguishers, calling the fire service.	Y		
	Comment:	The site manager and assistant receive regular annual training as needed.		
	Recommendation:			Priority

U2	Are employees nominated to assist in the event of fire given additional training?	Y			
	Comment:		All BHP staff undergo fire safety training. Contractors are subject to a general permit to work scheme which should cover this site.		
	Recommendation:				Priority
U3	Are staff nominated and trained to use fire extinguishing appliances?	Y			
	Comment:		The site manager has undertaken fire safety and evacuation training and undertakes annual refresher training. The site manager for the site has had training in the use of fire extinguishers; however documentation confirming this was not available at the time of inspection as the records are kept off site.		
	Recommendation:		All training given is to be documented. The training regime should be at the time of induction to the site and then refreshed periodically.		
U4	Are fire drills carried out at appropriate intervals?	N/A			
	Comment:		There are no drills carried out on this site.		
	Recommendation:				Priority

Testing and Maintenance			Response	Quantity	Photo Ref:
V1	Is the fire alarm system tested weekly and periodically serviced?	N/A			
	Comment:		None on site.		
	Recommendation:				Priority
V2	Is the emergency lighting system tested monthly and annually?	N/A			
	Comment:		None on site.		
	Recommendation:				Priority
V3	Are fire extinguishers serviced annually?	Y			
	Comment:		The Fire Extinguishers are maintained and inspected by MCFP Limited where units are tested on an annual basis. The next inspection is due by the end of March 2016.		
	Recommendation:				Priority
V4	Are rising mains inspected six-monthly and tested annually?	N/A			
	Comment:		None on site.		
	Recommendation:				Priority
V5	Is the lightning protection system annually inspected and tested?	N/A			
	Comment:		None on site.		
	Recommendation:				Priority
V6	Are all other systems serviced? (Consider fire-fighting lifts, sprinkler systems)	N/A			
	Comment:		None on site.		
	Recommendation:				Priority

Records			Response	Quantity	Photo Ref:
W1	Is there a log book on the premises?	N/A			
	Comment:		Not needed on a site of this type.		
	Recommendation:				Priority

W2	Are fire drills recorded?	N/A				
	Comment:	Not needed on a site of this type.				
	Recommendation:					
						Priority

Fire Risk Assessment

W3	Is fire training recorded?	N/A			
	Comment:		Not needed on a site of this type.		
	Recommendation:				
W4	Are fire alarm tests recorded?	N/A			Priority
	Comment:		None on site.		
	Recommendation:				Priority
W5	Are emergency lighting tests recorded?	N/A			
	Comment:		None on site.		
	Recommendation:				Priority
W6	Is testing/maintenance of any other fire protection systems recorded?	N/A			
	Comment:		None present.		
	Recommendation:				Priority

Any Other Information			Response	Quantity	Photo Ref:
X1	Are all issues deemed satisfactory? [1]	Y			
	Comment:		Nothing to note.		
	Recommendation:				Priority
X2	Are all issues deemed satisfactory? [2]	Y			
	Comment:		Nothing to note.		
	Recommendation:				Priority
X3	Are all issues deemed satisfactory? [3]	Y			
	Comment:		Nothing to note.		
	Recommendation:				Priority

Risk Ratings	
Y1	Likelihood of Fire:
Y2	Potential Consequences of Fire:
Y3	Premises Risk Rating
Y4	On satisfactory completion of all remedial works the risk rating of this building may be reduced to:

Medium
Moderate Harm
Moderate
Tolerable

FIRE RISK ASSESSMENT

The following simple risk level estimator is based on a more general health and safety risk level estimator of the type contained in BS 8800:

Likelihood of fire	Potential consequences of fire		
	Slight harm	Moderate harm	Extreme harm
Low	Trivial	Tolerable	Moderate
Medium	Tolerable	Moderate	Substantial
High	Moderate	Substantial	Intolerable

Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (likelihood of fire) at these premises is:	Medium
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In this context, a definition of the above terms is as follows:
Low: Unusually low likelihood of fire as a result of negligible potential sources of ignition.
Medium: Normal fire hazards (e.g. potential ignition sources) for this type of occupancy, with fire hazards generally subject to appropriate controls (other than minor shortcomings).
High: Lack of adequate controls applied to one or more significant fire hazards, such as to result in significant increase in likelihood of fire.

Taking into account the nature of the building and occupants, as well as the fire protection and procedural arrangements observed at the time of this fire risk assessment, it is considered that the consequences for life safety in the event of fire would be:	Moderate Harm
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In this context, a definition of the above terms is as follows:
Slight harm: Outbreak of fire unlikely to result in serious injury or death of any occupant.
Moderate harmful: Outbreak of fire could foreseeably result in injury (including serious injury) of one or more occupants, but it is unlikely to involve multiple fatalities.
Extreme harm: Significant potential for serious injury or death of one or more occupants likely to involve multiple fatalities.

Accordingly, it is considered that the risk to life from fire at these premises is:	Moderate
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A suitable risk-based control plan should involve effort and urgency that is proportional to risk. The following risk-based control plan is based on one advocated by BS 8800 for general health and safety risks:

Risk level	Action and time table
Trivial	No action is required and no detailed records need be kept.
Tolerable	No major additional controls required. However, there might be a need for improvements that involve minor or limited cost
Moderate	It is essential that efforts are made to reduce the risk. Risk reduction measures should be implemented within a defined time period. Where moderate risk is associated with consequences that constitute extreme harm, further assessment might be required to establish more precisely the likelihood of harm as a basis for determining the priority for improved control measures
Substantial	Considerable resources might have to be allocated to reduce the risk. If the building is unoccupied, it should not be occupied until the risk has been reduced. If the building is occupied, urgent action should be taken.
Intolerable	Building (or relevant area) should not be occupied until the risk is reduced.

(Note that, although the purpose of this section is to place the risk in context, the above approach to fire risk assessment is subjective and for guidance only. All hazards and deficiencies identified in this report should be addressed by implementing all recommendations contained in the following action plan. The fire risk assessment should be reviewed regularly.)

 Brent	Housing Scrutiny Committee 14 September 2017 Report from the Strategic Director Community Wellbeing
Wards Affected: All	
Implementation of actions previously recommended by Local Government Ombudsman	

1.0 Summary

- 1.1 The Local Government Ombudsman (LGO) issued a joint report against the London Boroughs of Brent and Ealing on 8 August 2016. This report relates to the Housing Needs service's and Brent Housing Partnership's handling of a BHP tenant's (Ms X) request for urgent rehousing due to domestic violence.
- 1.2 Although the LGO acknowledged that there was no evidence of a systemic failure to provide housing advice and services to victims of domestic violence, the report found fault in the way that the case had been handled, which caused injustice, and recommendations were made.
- 1.3 This report provides evidence of actions taken, within 3 months of the issuance of the LGO report, to deliver the following recommendations of the LGO:
 - Pay Ms X £750 for the distress and anxiety caused by our delays and insensitive handling of her housing needs;
 - Pay £250 to Ms Y who has supported Ms X since June 2014 and helped her pursue her complaint with the Council; and
 - Arrange for a senior manager to write to Ms X to apologise for the way the Council has treated her.
- 1.4 As per the further recommendations of the LGO, and requests made at the Community and Wellbeing Scrutiny Committee, 23 November 2016, this report also provides details of the actions taken to deliver:
 - Refresher training for front-line staff in the Housing Options service about the domestic violence procedure and joint working with BHP when the victim is a Council tenant.

- Evidence that the council has reviewed the liaison and joint working arrangements between BHP and Housing Options and addressed any shortcomings;
- Evidence the shift in the culture and/or ways of working of the relevant department to mitigate such events reoccurring; and
- Details of contingency plans of an early-warning system for any weaknesses in service delivery for vulnerable residents

1.5 The LGO wrote on the 15 November 2016, confirming that they are satisfied with the Council's response and the action taken following the report on Ms X

2.0 Recommendation(s)

2.1 That the committee note the actions taken to implement the recommendations of the LGO report, as well as the ongoing work to the shift in the culture and/or ways of working to mitigate such events reoccurring.

3.0 Actions taken to deliver the recommendations of the LGO and shift in culture

Within 3 months of the issuance of the LGO report

- 3.1 A payment of £750 was paid by cheque to Ms X in September 2016. Confirmation was received from the Council's Finance Service Centre on 28 September 2016 that the cheque has been cashed.
- 3.2 A BACS payment of £250 was issued to Ms Y on 26 September 2016. Confirmation was received on 28 September 2016 that the payment had cleared.
- 3.3 Laurence Coaker, Head of Housing Needs wrote to Ms X on 31 October 2016, (Appendix 1) to apologise for the way the Council has treated her.

Further actions taken

- 3.4 A review of the West London Domestic Violence reciprocal agreement took place in December 2016. Some minor amendments to the agreement were agreed; however, the West London Housing Directors Group agreed on 17 January 2017, that the West London agreement should be suspended, and that all West London Councils should join the Pan London Housing reciprocal agreement.
- 3.5 The Pan-London Housing Reciprocal agreement is a voluntary collaboration between local authorities and registered providers which allows social housing tenants at risk of harm from domestic/sexual violence and other Violence Against Women and Girls (VAWG) strands, gang related violence or other community safety risk, to move to another local authority area and keep the same security of tenure previously held.

- 3.6 A working group of officers from BHP and Housing Needs was created to review the Housing Options and BHP Domestic Violence procedures, as well as joint working with BHP when the victim is a Council tenant. The first meeting of this group took place on 3 February 2017.
- 3.7 An outcome of this working group is a revised BHP Domestic Abuse Procedure, (Appendix 2) which covers Domestic Abuse incidents for BHP tenants, to ensure that all cases are fully investigated and any action taken is in line with the BHP Domestic Abuse Policy and current Legislation. This procedure was presented to officers in May 2017.
- 3.8 A revised Housing Options Domestic Violence Procedure (Appendix 3) was also developed, which outlines the relevant Housing law and Brent's process, including referrals to the Pan-London Housing Reciprocal agreement. This procedure was presented to officers in May 2017.
- 3.9 Training on the internal process was supplemented with external training on Domestic Violence and Housing, provided by Shelter, which also took place in May 2017.
- 3.10 The working group meetings are ongoing, to ensure that the joint working between relevant teams in BHP and Housing Needs are embedded. Where appropriate, BHP tenants will be referred to the Housing Management Panel, for a decision on either a management transfer or a referral to the Pan London Reciprocal arrangement. The Panel will also act as an early-warning system for BHP cases of Domestic Abuse, to identify any weaknesses in service delivery.

Mystery Shopping Exercise

- 3.11 Brent has taken the lead on arranging a Mystery Shopping exercise, across 6 London councils, to assess how we deal with customers suffering from Domestic Abuse. This exercise was initially arranged with Hounslow, and Hillingdon, however since work began on developing the exercise, Harrow, Newham, and Southwark have also joined.
- 3.12 The exercise will be taking place in mid-October and will focus on the following:
 - **Options:** Variety, appropriateness, clarity, staying in the home or leaving the property
 - **Legislation:** Correct application, gatekeeping
 - **Assessment:** Forms, resources given, picking up on signs, risk assessment
 - **Referrals:** Refuge, MARAC, IDVA, Floating Support, Sanctuary Scheme, injunctions, Pan-London Reciprocal Agreement
 - **Customer Services:** Tone, language (clarity and appropriateness), empathy, helpfulness, eye contact
 - **Setting:** Privacy of conversation, comfort of setting
 - **Outcome:** Resolution, actions

These will be tested through the three scenarios listed below:

1. **Face-to-face:** High-risk single person [Physical, emotional, psychological, and financial]
2. **Face-to-face:** Medium-risk family [Emotional, physical, financial abuse]
3. **Phone:** Medium/Low-risk Management Transfer

- 3.13 The findings from the exercise will be used as a benchmark of how cases of Domestic Abuse are dealt with and will be repeated in 2018 to measure progress made.

4.0 Domestic Abuse Outcome Based Review (OBR)

- 4.1 The Council commenced a Domestic Abuse Outcome Based Review in April 2017. Following interviews and focus groups held with both professional and community groups, housing has been identified as a major theme.

- 4.2 These issues include:

- Uncertainty about housing is a major cause of concern for victims and can result in them returning to perpetrators
- Some victims would prefer stay their own home with suitable support rather than being re-housed – especially families with children
- Housing officers are not always providing a sensitive service when dealing with victims of abuse and do not always understand different types of abuse e.g. emotional and financial
- Housing services are not always sufficiently joined up with other Council departments when dealing with domestic abuse victims.

- 4.3 Housing Service colleagues have been actively involved in the OBR process and the Head of the Housing Needs Service has met with the OBR lead to discuss issues identified from these interviews and focus groups. The next step in the OBR process is a visioning event on 4 October 2017, which will bring together stakeholders to develop ideas in response to the OBR findings and the Head of Housing Needs will be taking part. The OBR findings are also feeding into development of the mystery shopping exercise described above.

5.0 Financial Implications

- 5.1 There are no immediate financial implications arising from this report.
- 5.2 There may be increased costs resulting from the Domestic Abuse Outcome Based Review

6.0 Legal Implications

- 6.1 There are no immediate legal implications arising from this report.
- 6.2 The legal tests for dealing with Homelessness applications due to Domestic Violence are set out in the Housing Act 1996, Part 7.

7.0 Equality Implications

- 7.1 Although the majority of the victim of Domestic Violence are women and girls, there is a requirement to address the needs of men and boys who may be affected by Domestic Violence crimes as we know there is an annual male victim rate of 700,000 nationally. It is important to ensure appropriate service responses are in place to support male victims, as gender may be an additional barrier to seeking help. A further barrier for accessing support can also be inherent for those people in a same sex relationship. Support responses therefore need to accommodate such victim needs. The local authority commissioned support service now accommodates such needs outlined above as the local authority identified a gap in male support services. Services therefore supports all victims of domestic abuse, including men.
- 7.2 Brent is the second most ethnically diverse borough in London, with around 130 languages spoken amongst a population of over 311,000. Brent therefore has a large proportion of residents who may experience additional barriers to seeking help including those from black, Asian, minority, ethnic and refugee (BAMER) communities, disabled victims, elderly victims, the lesbian, gay, bisexual and transgender (LGBT) community, those with no recourse to public funds, those with complex needs and/or substance users and young people. The Housing Needs Service take its responsibilities to provide services which are appropriate to all Brent's diverse communities extremely seriously and seeks to due regard to the need to promote equality of opportunity, eliminate discrimination and foster good relations when developing and reviewing policies, strategies and services. We will seek to ensure that services are able to meet individuals' needs in a sensitive and consistent manner. This will be carried out in line with relevant legislation

8.0 Staffing/Accommodation Implications

- 8.1 There are no immediate staffing/accommodation implications arising from this report

Background Papers

- Letter of apology from Head of Housing Needs (Appendix 1)
- BHP Domestic Abuse Procedure, (Appendix 2)
- Housing Options Domestic Violence Procedure (Appendix 3)

Contact Officers

Laurence Coaker
Head of Housing Needs
Tel: 020 8937 2788,
Laurence.coaker@brent.gov.uk

PHIL PORTER
Strategic Director of Community Wellbeing

Ms X

Our Ref: IC2770999

31 October 2016

Dear Ms X

Re: Your complaint about the Housing Needs Service's and Brent Housing Partnership's (BHP's) handling of your concerns about violence from your ex-partner

I am writing to you following the outcome of the investigation conducted by the The Local Government Ombudsman (LGO), resulting in the report issued against the Council on 8 August 2016. As Head of the Housing Needs Service, I would like to apologise to you for the way the Council and BHP has treated you, and for any additional distress and anxiety that we may have caused.

To ensure that other households who approach us in fear of violence do not experience the same oversights and delays, which you experienced, there has been a review of the liaison and joint working arrangements between BHP and the Housing Options service. Following this review all front line officers have been instructed on how to deal with BHP tenants fleeing domestic violence and/or in fear of violence. This issue will also be added as an agenda item for discussion at relevant upcoming team meetings, as a form of training to embed the joint working arrangements.

A review of the West London Domestic Violence reciprocal scheme has also been arranged, and once completed, full refresher training on the revised scheme will be provided for front-line staff in the Housing Options service and BHP.

Whilst I appreciate that these reviews are too late to have improved your experience of seeking assistance from the council, I am determined that we learn the lessons from errors made in your case, and improve our services to all of our customers.

Yours sincerely



Laurence Coaker
Head of Housing Needs Service

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BHP Domestic Abuse Procedure

1. Purpose

- 1.1 This procedure defines the responsibilities required to ensure prompt, effective, consistent and sensitive actions are taken when dealing with Domestic Abuse incidents. It will ensure that all cases are fully investigated and any action taken is in line with the BHP Domestic Abuse Policy and current Legislation.

2. Scope

- 2.1 This procedure is to be used in conjunction with the BHP Anti-Social Behaviour Policy and the BHP Domestic Abuse Policy to safeguard residents who experience Domestic Abuse.

2.2 Abbreviations:

ASB - Anti-Social Behaviour
ABC - Acceptable Behaviour Contract
BHP - Brent Housing Partnership
DA - Domestic Abuse
LJAG - Local Joint Action Group
MARAC - Multi Agency Risk Assessment Conference
NOSP - Notice of Seeking Possession
PCA - Person Complained About
UBN - Unacceptable Behaviour Notice

- 2.3 There are four key themes to BHP approach to preventing and managing ASB:

Preventative activity e.g. setting clear tenancy conditions, use of introductory tenancies, swift response to environmental problems, diversionary activities.

Early intervention e.g. mediation, Acceptable Behaviour Contracts.

Support e.g. supporting the individual and family, supporting PCA's to change behaviour, safeguarding vulnerable adults and children.

Enforcement e.g. Civil Injunctions, repossessing the property.

3. Responsibilities

- 3.1 The Head of Neighbourhood Services (HNS) is responsible for this procedure.
- 3.2 The Property Manager - Lead ASB (PMA) has management responsibility for ensuring the procedure is followed and for monitoring to ensure that appropriate action is taken.
- 3.3 The Anti-Social Behaviour Officer (AO) is responsible for carrying out the procedure and, where appropriate, working with the Tenancy Officer (TO) and/or the Leasehold Officer (LeO) to resolve the case. These officers are responsible (as agreed on the case action plan) to keep all parties associated with the case updated in a pro-active manner until the case is closed.
- 3.4 All BHP staff are able to receive an initial report. They are responsible to record as much information as possible. Non-ASB staff should speak to the ASB officer as soon as they receive a Domestic Abuse report.

4. Day One: Opening a Domestic Abuse Case

- 4.1. Any staff member is able to take an initial report from the victim by phone, email, face to face, letter, online, a witness or a person acting on behalf of the victim. **All reports should be taken seriously.**
- 4.2. Complete the **Appendix 1: ASB Basic Info** as fully as possible.
- 4.3. The victim should be advised to report the Domestic Abuse to the Police immediately. **This is a CRIME.**
- 4.4. If the victim does not wish to report the incident to the Police, this should be recorded on the Info sheet.
- 4.5. Pass the Info sheet to the Duty AO **immediately.**
- 4.6. AO to contact the victim immediately to take a Statement, do a DV Risk assessment and agree an action plan. **Appendix 2: BHP ASB Interview Form & Appendix 3 IDVA Referral Form & Appendix 4: DV MARAC Risk Assessment.**
- 4.7. AO to confirm with resident if they are happy to proceed. Record information on the Action Plan even if no action required and on the ASB Case Management system.
- 4.8. AO to complete **Appendix 5a: Police Disclosure Form &/or Appendix 5b: Warden Referral Form** if agreed (as appropriate).
- 4.9. After victim interview - AO to discuss case with PMA re approval to proceed.
- 4.10. AO opens a Domestic Abuse category case on the ASB Case Management system, attaching all associated documents.

5. Day Two- Day Five: Interviewing the PCA (Person complained About)

- 5.1. AO to complete a referral to Domestic Abuse MARAC, as appropriate.
- 5.2. AO to complete the relevant forms based on agreement re housing. **Appendix 6a: PAN London Reciprocal or Appendix 6b: Management Panel Referral or Appendix 6c: Sanctuary Form**
- 5.3. AO to ensure copy documents are given to the victim only if safe to do so using preferred communication method. **Appendix 7: DA Letter1** to be issued.
- 5.4. AO to maintain contact with the victim as agreed & recorded on Action plan e.g. Daily/Weekly.

- 5.5. AO to interview Person Complained About (PCA), as agreed with the victim and after Police approval (as appropriate). **Note:** There may be an ongoing criminal investigation. **AO to confirm with PMA.**
- 5.6. **If the PCA interview has been approved:** AO to issue **Appendix 8:** DA PCA Interview Letter1.
- 5.7. Interviews to take place in BHP offices and **not** in PCA home. This ensures Health & Safety is maintained.
- 5.8. AO to discuss alleged Domestic Abuse and the Brent Housing Partnership process for dealing with such incidents.
- 5.9. AO to take a full statement which includes the PCA response to the Domestic Abuse allegations.
- 5.10. AO to advise actions which may be taken now and any actions if further incidents should take place. **Appendix 9:** PCA – DA Formal Warning Letter
- 5.11. AO to update the ASB Case Management system adding notes & attach documents.
- 6. Day Five - Day Ten: Investigation results**
 - 6.1. AO to complete **Appendix 10:** DA checklist – Part a. Add notes & attach documents to ASB Case Management system.
 - 6.2. AO to take actions against the PCA based on evidence and as agreed with the victim. **Appendix 11:** ABC; **Appendix 12:** Legal referral (Injunctions); **Appendix 13:** NOSP; **Appendix 14:** LJAG. Add notes & attach documents to ASB Case Management System.
 - 6.3. AO to update victim confirming actions completed as stated on **Appendix 4:** Action plan. **Appendix 16:** DA Update Letter
 - 6.4. AO to monitor case including action plan and tracking referrals for results and resolution. **Appendix 10:** DA Checklist – Part b & **Appendix 16:** DA Update Letter
- 7. Day Ten onwards: Reviewing the Case**
 - 7.1. AO to review case at least every week.
 - 7.2. AO to contact victim as agreed within the **Appendix 4:** Action plan.
 - 7.3. **If further incidents:** AO complete **Appendix 2:** BHP ASB Interview Form (as an update). AO to take further legal actions as agreed with the victim and PMA.
 - 7.4. **Victim moved away:** AO to request written confirmation from TO which will to be added to case.
 - 7.5. **If case resolved:** AO to confirm no further incidents with victim. AO to complete a Risk Assessment to identify any outstanding support needs. Record Score and forward copy to TO (if needs identified).
- 8. Closing a Domestic Abuse Case**
 - 8.1. AO to add all documents to ASB Case Management system.
 - 8.2. AO to complete all notes to the ASB Case Management system.
 - 8.3. AO to request approval to close case at next available ASB panel or directly to PMA.
 - 8.4. Once approved and if appropriate: AO to send **Appendix 17:** DA Case Closure Letter &/or **Appendix 18:** DA PCA Case Closure Letter.

Appendices

1. DA Basic Info checklist
2. BHP Anti-Social Behaviour Interview Form
3. IDVA Referral Form
4. DV MARAC Risk Assessment
5. 5a: Police Disclosure Form/5b: Warden Referral Form
6. 6a: PAN London Reciprocal/ 6b: Management Panel Referral/ 6c: Sanctuary Form
7. DA Confirmation Letter1
8. DA PCA Interview Letter1
9. DA PCA Formal Warning Letter
10. DA Checklist
11. ABC Template
12. Legal referral (Injunctions)
13. NOSP Template;
14. LJAG Referral Form
15. DA Update Letter
16. DA Case Closure Letter
17. DA PCA Case Closure Letter

Housing Needs

Domestic Violence Procedure

April 2017

Contents

Housing Legislation and Guidance	2
Housing Options Domestic Violence Process.....	4
Housing Options Frontline Interview.....	5
Domestic Violence Referrals	8
Other Domestic Violence Options	10
Domestic Violence Services.....	13
Defining Domestic Violence	14
Appendix A	15
Appendix B	19
Appendix C	28

Housing Legislation and Guidance

The frontline Domestic Violence Procedure is designed to assist staff in handling homelessness clients that approach with domestic violence or fear of violence issues.

It is vital that Officers are sympathetic and offer comprehensive and accurate advice to all victims. As a Council, we adopt a '*victim-centred*' approach to dealing with survivors of domestic violence. Domestic violence can affect anyone, regardless of gender, race, religion, economic background or sexual orientation.

In cases involving violence, the safety of the client and ensuring confidentiality must be of paramount concern.

Duty under the Housing Act 1996

Section 175 (3) states that a person shall not be treated as having accommodation unless it is accommodation which would be reasonable for him or her to continue to occupy.

Section 177 (1) provides that it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to domestic violence or other violence against the client, a person who normally resides as a member of client's family or any other person that reasonably expected to reside with the client.

Section 178 provides that, for the purposes of defining domestic violence, a person is associated with another if:

- (a) they are, or have been, married to each other;
- (b) they are or have been civil partners of each other;
- (c) they are, or have been, cohabitants (including same sex partners);
- (d) they live, or have lived, in the same household;
- (e) they are relatives, i.e. father, mother, stepfather, stepmother, son, daughter, stepson, stepdaughter, grandmother, grandfather, grandson, granddaughter, brother, sister, uncle, aunt, niece or nephew (whether of full blood, half blood or by affinity) of that person or of that person's spouse or former spouse. A person is also included if he or she would fall into any of these categories in relation to cohabitants or former cohabitants if they were married to each other;
- (f) they have agreed to marry each other whether or not that agreement has been terminated;
- (g) they have entered into a civil partnership agreement between them whether or not that agreement has been terminated;
- (h) in relation to a child, each of them is a parent of the child or has, or has had, parental responsibility for the child (within the meaning of the Children Act 1989). A child is a person under 18 years of age;

(i) if a child has been adopted or freed for adoption (s.16 (1) Adoption Act 1976), two persons are also associated if one is the natural parent or grandparent of the child and the other is the child of a person who has become the parent by virtue of an adoption order (s.72 (1) Adoption Act 1976) or has applied for an adoption order or someone with whom the child has been placed for adoption.

The Homelessness Code of Guidance for Local Authorities states that violence includes threats of violence from another person which are likely to be carried out. Inquiries into cases where violence is alleged will need careful handling. Domestic violence is not confined to instances within the home but extends to violence outside the home. Please see 8.19 – 8.25 of The Homelessness Code of Guidance for Local Authorities for further information.

Priority Need

Domestic violence does not mean that a client will automatically be in priority need. To be in priority need, the Officer will need to be satisfied that the client is vulnerable as a result of ceasing to occupy accommodation because of violence from another person or threats of violence from another person which are likely to be carried out. To consider whether clients are vulnerable as a result of violence or threats of violence, Officers need to check the following:

- The nature of the violence or threats of violence (there may have been a single but significant incident or a number of incidents over an extended period of time which have had a cumulative effect);
- The impact and likely effects of the violence or threats of violence on the client's current and future wellbeing;
- Whether the client has any existing support networks, particularly by way of family or friends.

Please see 10.28-10.29 of The Homelessness Code of Guidance for Local Authorities for information.

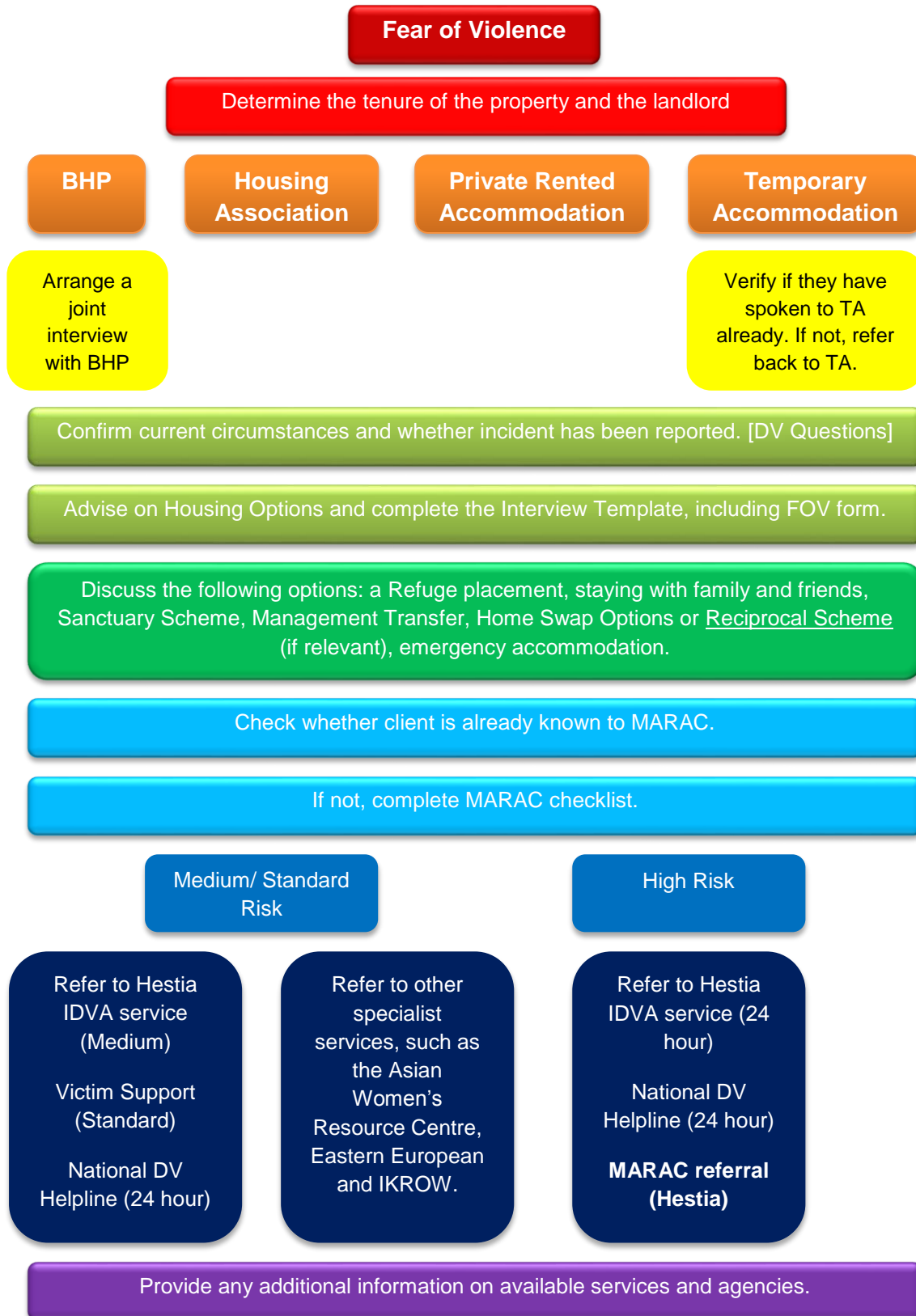
Intentionality

If a client is forced to leave their home due to domestic violence then they will be considered to be unintentionally homeless. If a client chose not to take legal action against the perpetrator of the violence, this should not be used as a reason for concluding that the client is intentionally homeless. You may wish to inform the client of their options in relation to taking legal action (e.g. obtaining an injunction), however you should make it clear that there is no obligation on them to take any such action.

Local Connection

If a client is fleeing domestic violence they are entitled to apply to any local authority and that local authority will not be entitled to refer them back to their local authority if there is a risk of violence to them if they return. Officers must work closely and effectively with relevant landlords and other agencies and organisation to provide comprehensive housing options service to victim of domestic violence.

Housing Options Domestic Violence Process



Housing Options Frontline Interview

All clients experiencing domestic violence will be taken seriously and dealt with in a sympathetic manner.

An interview will be offered on the same day that the client approaches the service.

Officers must work closely and effectively with relevant landlords and other agencies and organisation to provide comprehensive housing options service to survivors of domestic violence.

Before the interview

- If you are a different gender to the client, ask the client if they would prefer to speak to an Officer of the same gender as them.
- If the client does not speak English, an interpreter must be booked. If an interpreter cannot be found on the same day, a preliminary phone interview must be carried out.

During the interview

- The client must be given a Domestic Violence Form to complete and this must be placed on file.
- The Officer must thoroughly explain all available housing options to the client.
- Ask if the client has reported any incidents to the Police or any other external agencies. Remember, the client does not have to report any incident to the Police or anyone.
- Client could be advised to approach any local authority if they think that they may be at risk living in Brent Council.

BHP Tenant

- Ask if the client has discussed this with their Housing Officer. Ask for their Housing Officer's details and contact them.
- Arrange a joint meeting with BHP. Contact asb@bhphousing.co.uk and copy in Deborah Noel and Barbara Rowe.
- Discuss a Management Transfer if applicable to the client.
- Discuss the Pan London Reciprocal Agreement, if the client lives in London.

Housing Association Tenant

- Ask if the client has discussed this with their Housing Officer. Ask for their Housing Officer's details and contact them.
- Discuss a Management Transfer if applicable to the client.
- Discuss the Pan London Reciprocal Agreement.

Private Rented Tenant

- Ask the client if they have spoken to their Landlord about any incidents. If they have told their Landlord, contact the Landlord. If the client is willing to remain in the borough, ask if the Landlord can offer a suitable alternative accommodation. If not, carry on with Housing Options advice

After the interview

- The Officer must keep the client informed of the progress, actions or decisions made whilst their case is being dealt with.
- A Section 184 decision must be completed within 33 working days.
- In making a Section 184 decision, staff must take into consideration the information on the Domestic Violence Form and all relevant information on file. The decision will be based on facts and evidence, not assumptions.

Safety and Security

In cases involving violence, the safety of the client and ensuring confidentiality must be of paramount concern. Please adhere to the following:

- Staff must **never** contact alleged perpetrators.
- A Consent Form must be signed before contacting any internal or external agency.
- If after the investigation you find that the client is either not eligible or not in priority need, a Section 184 Decision Letter must be given to the client as soon as possible. The client should not be sent home if the decision is negative. If the client is eligible but they do not meet the priority need threshold, discuss with the Singles Pathway manager whether a referral to their service you be appropriate.
- If the client has somewhere to stay and it is safe for them and their children, they may be advised to stay at the safe address, but they must be advised not to return to the property they fled from. Please make sure you write detailed notes on the day to reflect advice.
- If the client does not have any other accommodation to stay in except the accommodation where the perpetrator can find them, discuss with the Duty Manager to consider interim accommodation.
- Provide the client with information on refuges as well in case they would prefer this option.

All multi agencies referrals and high profile domestic violence should be flagged up in red on Farsight Vision.

Phone Duty

Under **no circumstances** should you disclose any information about the survivor until you verify who the caller is.

- Ask the caller who they are, and their reasons for calling.
- Ask for their email address or to request information via e-mail.

Interview Questions

In order to obtain more information from the client, it is essential that you respect what the client is saying. Please remember that the Council adopts a '*victim-centred*' approach to dealing with survivors of domestic violence. Therefore you must remain non-judgemental and professional throughout the interview.

Ask questions to determine the level of violence that the client is experiencing rather than making assumptions, in order to determine whether they are vulnerable. Questions might include:

- Have you ever taken legal action against the person(s) you are in fear of violence from?
- Do you currently have any injunctions on this person, such as a non-molestation order or occupation order?
- Have you reported any incidents or behaviours of violence to the Police?
- Have you informed your GP or any other professional agencies, for example schools, about your situation?
- Have you ever called a helpline, such as the National Domestic Violence Helpline?
- Have you ever told any friends, family or community members about your situation?
- Have you ever taken pictures of the abuse or saved any abusive messages from the perpetrator?

A CAADA-DASH Risk Identification Checklist (RIC) should help to determine the risk of violence that the client is facing. It should not be used as a way of determining whether a client is in Priority Need or not. However, it can be a useful tool to substantiate your decision.

Domestic Violence Referrals

CAADA-DASH Risk Identification Checklist

A CAADA-DASH Risk Identification Checklist (RIC) should be filled in order to determine the risk of the client and whether a referral should be made to the MARAC Panel or Hestia.

Please click on the icon below for the form:



CAADA-DASH RIC
Form.doc

Domestic Violence MARAC

A MARAC is a Multi-Agency Risk Assessment Conference, where information is shared on the highest risk cases of domestic violence and abuse between different statutory and voluntary sector agencies.

In Brent, the MARAC Panel is managed by Hestia Housing Support and they will offer specialist support to finding alternative accommodation or support to make the victim's house secure in the community.

If you have ticked 14 or more 'yes' boxes on the CAADA-DASH Risk Identification Checklist, the case would normally meet MARAC referral criteria. However, if a professional has serious concerns about a victim's situation, they should refer the case to MARAC.

Please send High Risk referrals to brent.marac@hestia.org.cjsm.net and copy in the Care and Support Manager.

Office hours are Monday to Friday 10am – 6pm. MARAC referral must be assessed as high risk.

IDVA Service

An Independent Domestic Violence Advocate (IDVA) is there to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children. An IDVA can help with the following:

- Creating safety plans and undertaking risk assessments
- Accompanying clients to court or arranging pre-trial visits
- Supporting clients to give evidence and write victim impact statements
- Requesting special measures e.g. screens to conceal clients in court so they don't have to face their abuser



- Helping clients to access refuge accommodation
- Helping clients to increase security in their property so that they can continue to live safely at home
- Providing emotional support and referring victims to counselling or mental health services
- Liaise with social workers on child protection issues

Please refer to brent.idva@hestia.org or IDVA@hestia.org.cjsm.net or call 020 8733 3751. Office hours are Monday to Friday 10am – 6pm. For out of hours urgent safety planning, please call 07787 240 374.

Children's Social Services

If there are children involved, please contact Children's Social Services, via the Family Front Door on 020 8937 4300. The Emergency Duty Team is available out of hours on 020 8863 5250.

Pan-London Reciprocal Agreement

The Pan-London Housing Reciprocal agreement is a voluntary collaboration between local authorities and registered providers which allows social housing tenants at risk of harm from domestic/sexual violence and other Violence Against Women and Girls (VAWG) strands, gang related violence or other community safety risk, to move to another local authority area and keep the same security of tenure previously held. The referring Local Authority or registered provider then owes an equal size property to another household at risk in London through a centralised system. Those utilising it to move away from gang related harm should first be referred to the London Gang Exit Programme (LGE).

The Pan-London Housing reciprocal sits outside statutory referral pathways, including local authority allocations policy and nomination rights. It should be utilised where local authorities or registered providers are unable to manage the risk of harm to a person fleeing violence or abuse within their own borough or stock.

The referral process for the Pan-London Reciprocal Agreement can be found in **Appendix A**.

Other Domestic Violence Options

Refuges

A refuge is a safe house for women and children escaping domestic violence. The address is confidential and no men are allowed in the building. A refuge is a place where women can be sure they are safe, and where they can access emotional and practical support from staff who understand what they have been through.

If the victim has a male child above the age of 13, please be advised that they will not be allowed in a refuge.

If the victim has more than three children, has specialist needs, has no recourse to public funds or is male, there are limited refuge spaces available.

Phone numbers for specific women's refuges can be found online. For updated information on available refuge spaces, please advise the client to call the 24hr National Domestic Violence helpline 0808 2000 247. Here you will find contact information for local domestic violence services and refuges.

For men's refuge spaces, contact M.A.L.E. The advice line is available from Monday to Friday, 10am -1pm and 2pm-5pm. Call 0808 801 0327 or visit www.mensadviceline.org.uk

Specialist Refuges

No Recourse to Public Funds: The Ascent London Specialist Refuge Network

The Ascent London Specialist Refuge Network is providing additional refuge and accommodation based services for sexually exploited women, and women with no recourse to public funds. Funded by London Councils, this service will be operating until March 2017.

To refer, please contact the Ashiana Network. Call 0208 539 0427 or email info@ashiana.org.uk

Women with Support Needs: Eaves Housing For Women

- Eaves Supported Housing provides temporary housing and support to single vulnerable women aged 16-60 who have support needs. They offer support and housing for up to two years to make the transition to living independently. Eaves Housing for Women accepts self-referrals or referrals from any agency.
- All referrals must be made via an initial phone call to 020 7735 2062 between 9.30am-4.30pm, Monday to Friday. If you meet the criteria then an application form will be sent to you or the person referring you.

Women with Learning Disabilities: Beverley Lewis House

- Beverley Lewis House is a 'safe house' for single women with learning disabilities escaping domestic violence or other forms of abuse. Women aged 16-65 can apply for help but there are no facilities for children. We can also make referrals on your behalf.
- To find out more call 020 7473 2813 or visit www.east-living.co.uk/blh

Sanctuary Scheme

The Sanctuary Scheme provides extra security to properties and advocacy support for households in fear of violence. The decision to leave an abusive relationship is not an easy one to make and the scheme is not suitable for everyone living in fear of violence. A risk assessment will be carried out by a police officer to see if extra security is the best option. If the assessment shows that extra security will work for you, a crime prevention officer will inspect your property and make recommendations for increasing your security. If the property is rented then permission from your landlord is needed to carry out the work. The work is then carried out by a trained local lock-smith at a time suitable for you - usually within 48 hours.

The Sanctuary Scheme is open to any person living in Brent who is threatened with homelessness due to domestic violence.

Please refer to Karen Flanagan (Safe Brent Project Coordinator) at karen@safepartnership.org or on 01929 551100.

Injunctions

A non-molestation order

A non-molestation order is a kind of injunction which can protect a victim of domestic violence and any relevant child from violence or harassment. You can obtain a non-molestation order against someone who has been physically violent or against someone who is harassing, intimidating or pestering you. You can apply for a non-molestation order even if you still want to (or have to) live with your abuser.

An occupation order

An occupation order is a type of injunction which deals with who lives at the family home. An occupation order can:

- Order your abuser to move out of the home or to stay away from the home
- Order your abuser to keep a certain distance away from the home
- Order your abuser to stay in certain parts of the home at certain times (for example it can order him to sleep in a different bedroom)
- Order your abuser to allow you back into the home if he has locked you out
- Order him to continue to pay the mortgage, rent or bills



For more information please advise the client to visit Rights of Women at www.rightsofwomen.org.uk or call the National Centre for Domestic Violence, which provides a free, fast emergency injunction service to survivors of domestic violence. Advise the client to call 0800 970 2070.

Destitution Domestic Violence Concession

This is a form for people on a UK partner visa to claim public funds (benefits) while applying to settle in the UK because of domestic violence. If you are in the UK on a temporary visa as a partner, your relationship has broken down because of domestic violence and you have no money to support yourself. You can apply to claim public funds (benefits) for up to 3 months while UK Visas and Immigration considers your application to settle in the UK.

To access the form, please visit: <https://www.gov.uk/government/publications/application-for-benefits-for-visa-holder-domestic-violence>

Domestic Violence Services

For all Domestic Violence agencies, please refer to the contact list in *Appendix B*.

Female Victims: *The National Domestic Violence Helpline*

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

Call 0808 2000 247 or email helpline@womensaid.org.uk

Male Victims: *M.A.L.E. (Men's Advice Line and Enquiries)*

If you are a male victim of domestic violence or abuse, in a heterosexual, gay, bi-sexual or transgender relationship and need confidential help, contact M.A.L.E. for emotional support and practical advice and information on services that can provide further support. The advice line is available from Monday to Friday, 10am -1pm and 2pm-5pm.

Call 0808 801 0327 or visit www.mensadviceline.org.uk

LGBT Victims: *Galop*

Galop supports lesbian, gay, bisexual and transgender people who are experiencing domestic violence. The national helpline offers a confidential service giving information, support and advice on legal and housing options, safety and home security, and will make referrals to other services as appropriate.

The helpline is available:

- 10am – 5pm Monday
- 10am – 5pm Tuesday
- 10am – 5pm Wednesday
- 10am – 8pm Thursday
- 1pm – 5pm Friday
- 12pm – 4pm Sunday
- 1pm – 5pm Tuesday is trans-specific service.

Call 0300 999 5428, email help@galop.org.uk or visit www.galop.org.uk

Defining Domestic Violence

Domestic violence can be defined as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. It is very common. In the vast majority of cases it is experienced by women and is perpetrated by men.

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical abuse
- Sexual abuse
- Financial abuse
- Harassment
- Stalking
- Online or digital abuse

For more information on Domestic violence, please refer to the following resources:

The Power and Control Wheel

The Power & Control diagram is a particularly helpful tool in understanding the overall pattern of abusive and violent behaviours, which are used by a batterer to establish and maintain control over his partner. Very often, one or more violent incidents are accompanied by an array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship.

To access the Power and Control Wheel, please click here: <http://www.ncdsv.org/images/powercontrolwheelnoshading.pdf>

Liz Kelly's Six Stages

A tool developed by Liz Kelly called the "Six Stages"¹ can help us realise that experiencing abuse is complex and interventions may need to be different depending on where somebody 'is' within that experience.

The stages can be found in **Appendix C**.

The Women's Aid website: <https://www.womensaid.org.uk/>

The Refuge website: <http://www.refuge.org.uk/>

¹ Kelly et al, Domestic Violence Matters (1999), Home Office

Appendix A

Pan-London Housing Reciprocal Agreement for all high-risk groups fleeing violence

Fleeing DV and other VAWG strands	Other high risk community safety moves	At risk from youth/gang related violence (<u>London Gang Exit, LGE move</u>)	
Task			Responsibility
Stage 1: Review potential DV/VAWG; high risk community safety or London Gang Exit (LGE) referrals that may require relocation through the appropriate established local partnership forum.			Local authority (LA) / Registered Provider (RP)
The local authority or registered provider attempts first to meet the need of the tenant from within their own stock or through existing housing referral pathways. Where this is unsuccessful the partner provides the tenant with information about the Reciprocal Agreement including the extent and limitations of the option.			LA or RP
Where there is an identified need for a high risk relocation: Areas that are safe/unsafe for the client to reside are to be determined.			LA or RP
Where there is an identified need for a DV/VAWG, high risk community or LGE relocation: Temporary accommodation (TA) is to be provided in a safe area whilst the referral goes through the referral process. Registered providers to try accommodate in own stock first before referring to LA TA.			LA or RP
Pay any costs of temporary accommodation above that which is covered by the client's Housing Benefit (HB) (may involve dual HB claim).			LA or RP
For DV and other VAWG moves, complete relevant risk assessment e.g. DASH risk assessment for DV (if has not already been completed); Complete MARAC referral if appropriate; refer to specialist support if not already accessed, and follow process below directly. LAs/RPs are responsible for action relating to the perpetrator who may still be residing in the	For other high risk community safety moves, follow local authority risk assessment and follow process outlined below directly	For LGE moves, follow local authority risk assessment procedure and complete LGE Referral Form to forward to the LGE Referral Centre. Follow <u>LGE Relocation process outlined in table 2 below</u>. If the Pan-London Housing Reciprocal is agreed as the settled option by all partners, continue with the process below.	LA or RP

property, including, where necessary and safe to do so, initiating eviction proceedings.			
Stage 2: Completion of Pan-London Housing Reciprocal Urgent property Request Form and forward to Safer London via information on Safer London webpage (with links from GLA and sub-regional websites). Named leads in the LA or RP need to have sign off and be copied in to any referral made.			LA or RP
Once a referral is made where an applicant has successfully moved in to the property owned by the offering borough, the referring LA or RP owes a property to the Pan-London Housing Reciprocal of equal size (bedroom number). A local authority cannot make further requests to the pan-London Housing Reciprocal if they owe more than <u>three</u> properties. Reciprocal moves do not have to be direct swaps between boroughs or between households with the same needs. If the vacated property cannot be utilised an alternative property of equivalent size will be owed to the scheme for future use.			Safer London
Referral form logged in database and given URN. Request sent out to Housing SPOCs and RP leads in identified safe areas (where cap has not been met).			Safer London
Offering LA or RP to contact referrer directly copying in Safer London if able to provide a property. All contacted Boroughs/LAs to reply to Safer London if unable to provide a property.			LA or RP
Support move as required including risk assessment, MPS SPOC risk assessment for LGE cases; viewing of potential accommodation, transport and accessing housing benefit.			LA or RP For LGE: Additional LGE Team support
Feedback to Safer London if relocation successfully made.			LA or RP
If feedback is not received, Safer London staff to follow up to confirm outcome and record.			Safer London
Produce quarterly reports on Pan-London Reciprocal moves (including through LGE route) to all partners.			Safer London
Awareness raising activities on the Pan-London Housing Reciprocal			Safer London
Produce annual reports including feedback from partners on process, cost savings and recommendations for next steps.			Safer London

London Gang Exit Relocation Process (Prior to Pan-London Housing Reciprocal Move)

Task	Responsibility
Completion of LGE Referral Form and forward to Referral Centre	LA or RP
Manage client expectations about the housing element of LGE. Only a small proportion of the young people accessing LGE support across London will need full relocation, and the housing pathways for LGE are	All parties

not limited to the Pan-London Housing Reciprocal and include extension in interim accommodation where possible and suitable private rented accommodation. Pan-London Reciprocal moves are most commonly used by LGE for moving a young person with their family who have a social tenancy. Decision to utilise the Pan-London Housing Reciprocal will be made after a young person has been accepted on to LGE and received the LGE wrap-around support package (which may include maintaining an interim tenancy, see below).	
Review of referral and decision made	LGE Referral Centre
Notify referrer of the decision to accept or reject the LGE referral	LGE Referral Centre/ Team
Referral not accepted: provision of advice and guidance regarding alternative options	LGE Referral Centre
Referral accepted: referral passed to LGE Team for allocation	LGE Referral Centre
Comprehensive Needs Assessment completed with client and areas that are safe/unsafe to reside in to be reviewed	LGE Team
Intensive support and engagement provided to client and their family	LGE Team
Regular updates to designated contacts on a monthly basis	LGE Team
Where necessary and agreed by the LA/RP request sent to G15 SPOC to identify suitable interim accommodation	LGE Team
Send request for suitable accommodation to all G15 members	G15 SPOC
Inform LGE of suitable accommodation	G15 SPOC
Notify partners when potential interim accommodation has been identified, initiating the risk assessment of potential interim accommodation	LGE Team, LA and SC&08
If the risk assessment shows the property is suitable, arrange a viewing of accommodation with relevant G15 housing officer. If the risk assessment shows the property is unsuitable, advise the G15 housing officer, and where appropriate initiate new risk assessment for alternative placement.	LGE Team
Accommodation is suitable: license is signed	Client/LGE Team
Notify the local authority of Interim Accommodation placement	LGE Team
Cover costs of and arrange the removal to and from the interim accommodation	LA to lead with LGE Team
Oversee removal to and from the interim property	LGE Team
Support client's application for Housing Benefit (HB), Discretionary Housing Payment (DHP) and register council tax liability within 3 working days of the license being signed. Notify all parties once HB and DHP claim has been made.	LGE Team
Underwrite any rent arrears for interim accommodation	LA
Cover costs for damage to property up to £1000.00	LA
Cover costs of legal action to regain property in excess of £1000.00 if client does not leave when required to	LA and G15 jointly
Connection/registration of client for utilities at interim accommodation	LGE Team
Sourcing white goods and furniture for clients where required	LGE Team

Request monthly rent updates for LGE clients in interim accommodation	LGE Team
Share monthly rent updates for LGE clients in interim accommodation	G15 provider
Share with partners any issues identified through monthly rent update for client	LGE Team
Mid-point interim accommodation review meeting. Consider client motivation, progress and formulate a plan for settled housing option.	LGE Team and LA SPOC
In the case of serious non-compliance /non-engagement, the decision as to the action to be taken is made and conveyed to client	LGE Team and LA
Support to access settled options including extension in interim accommodation where possible, suitable private rented accommodation or the Pan-London Housing Reciprocal.	LGE Team, G15 and LA
Follow the Pan-London Housing Reciprocal process (From Stage 2 in Table 1 above) where this is identified as the most appropriate option.	LA and LGE Team

Appendix B

Brent Domestic Abuse Agency List

Agency	Remit	Referral route	Area covered
Hestia Brent IDVA service	Support to both female and male victims of domestic abuse. Comprehensive risk assessing/short term crisis. Referrals to all other relevant agencies. An individualised safety and support plan intervention and safety planning. Practical support and emotional support in court. Support to access a refuge/a safe house, or local authority emergency accommodation (B&B). Support with navigating through the criminal justice system. Advice and support in accessing legal services/ initial basic legal advice on criminal and civil options. Advice on welfare benefits and education. Referrals for psychological support and counselling (Health & Wellbeing). Sign posting to services that work with children. Support with accessing long-term housing and security (sanctuary services)	Office hours Monday to Friday 10am – 6pm Email brent.IDVA@hestia.org.cjsm.net Tel 020 8733 3751 Out of hours Urgent safety planning 07787 240 374	Brent
Hestia Brent MARAC	The main aim of the MARAC is to reduce the risk of serious harm or homicide for a victim and to increase the safety, health and wellbeing of victims - adults and any children. At Brent's MARAC, local agencies meet to discuss the highest risk victims of domestic abuse in the area.	Email brent.marac@hestia.org.cjsm.net MARAC referral must be assessed as High risk. The MARAC provides a coordinated multi-agency framework for supporting the needs of high risk victims. In a single monthly meeting, the MARAC combines up to date risk information with a timely assessment of a victim's needs and links those directly to the provision of appropriate services for all those involved in a domestic abuse case as; victim, children and perpetrator.	Brent
Refuge Eastern European Advocacy Service	Independent Domestic Violence Advocacy Service for Eastern European victims. Languages: Polish, Romanian, English Refuge for women and children (boys up to 13, girls up to 18 years)	Office hours referrals 07725245777 9am – 5pm Email ee.idva@refuge.cjsm.net EasternEuropeanIDVA@refuge.org.uk	Brent
Asian Women's Resource Centre	The AWRC tackles issues relating to abuse which includes domestic & sexual violence, forced marriages, honour based violence, and trafficking. The AWRC also addresses the many interrelated issues associated with	Asian Women's Resource Centre 108 Craven Park Harlesden Brent NW10 8QE Tel: 020 8961 6549/ 5701	Brent

	<p>violence such as homelessness, welfare benefits, child contact and immigration which includes support to women who have no recourse to public funds, students and over stayers.</p> <p>Services are provided in the following community languages: Gujarati, Punjabi, Hindi, Urdu, Tamil and English.</p>		
Look ahead Brent Women and Families	<p>Manage 3 refuges in Brent – 1 Asian Women's Refuge providing for 6 women and their children and 2 generic refuges with space for 13 women and their children. All referrals need to come from out of Brent.</p> <p>We provide advice and support for women living within the borough around all needs – emotional support, injunctions, sanctuary safe locks, child contact and housing, welfare benefits and immigration etc. We facilitate a weekly Drop In / advice session.</p> <p>We have two supported housing properties for young mothers accommodating 13 young women – referral via Brent Council Start Plus. This service also provides floating support for teenage pregnancy and mother and baby in the community – for which direct referral can be made from any agency or self.</p> <p>We are linked to other support services to women in Brent (Riffle Rd) accommodation and floating support – but those will not be relevant to IDVA / Social Services referrals – so please don't include them in your information for contact / referrals.</p>	<p>To referrer to our service for DA Medium Support contact should be made directly by email to Janet Connor (MARAC rep) copied into Suman Sund (MARAC deputy)</p> <p>janetconnor@lookahead.org.uk sumansund@lookahead.org.uk</p>	Brent
Iran and Kurdish Women's rights Organisatio n (IKWRO)	<p>Culturally specific support, advocacy and counselling for women from the Middle East and Afghanistan, our services have been extended to several vulnerable communities in the United Kingdom.</p> <p>IKWRO's mission is to protect Middle Eastern and Afghan women and girls who are at risk of 'honour' based violence, forced marriage, child marriage, female genital mutilation and domestic violence and to promote their rights.</p>	<p>Postal contact PO Box 65840 London EC2P 2FS Email Contact us Phone 0207 920 6460 Mon to Fri 9.30-5.30 For out-of-hours emergencies call Kurdish / Arabic: 07846 275246 Farsi / Dari / Turkish: 07846 310157</p>	London
Forced Marriage Unit	Forced Marriage	<p>http://www.forcedmarriage.net/ineedhelp.html 020 7008 0151 Open from 9am-5pm, Monday to Friday. If you are low on Credit, they can call you back. If they</p>	National

		are closed call the Foreign Office Response Centre: 020 7708 1500. (It might take a while to get through, but keep trying).	
African women's Care	A registered charity working to create access to the use of available Health and Social Care resources to African refugee women and children with preference to those from Ugandan origin.	Contact Jane Lanyero Telephone 020 8969 8389 Email africanwomencare@hotmail.com	Brent
LGBT Domestic Abuse Partnership	The London LGBT Domestic Abuse Partnership (DAP) is a way for LGBT people who have experienced domestic abuse to get the maximum amount of help with a minimum amount of hassle. The DAP is open to any LGBT person experiencing domestic violence who is living or working in London.	http://lgbtdap.org.uk/ self-referrals http://lgbtdap.org.uk/self-referrals/	London
Stone Wall Housing	Specialist lesbian, gay, bisexual and trans (LGBT) housing advice and support provider, and works across all London boroughs. If you are experiencing domestic abuse and need help and advice around housing,	weekly drop-in held on Fridays between 2pm – 3:30pm at London Friend , 86 Caledonian Road, London N1 9DN The drop-in is a safe, confidential space to get face to face advice from a special DV caseworker. If you are unable to attend the drop-in you can contact Stonewall Housing's advice line on: 020 7359 5767 or visit www.stonewallhousing.org for more information, including other drop-in sessions.	London
GALOP	(Lesbian, Gay, Bisexual, Anti-violence and policing group) London's LGBT anti-violence & abuse charity. We give advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse and hate crime. We also support lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system. We are a completely independent community-led group and we are not connected to the police. You can contact us anonymously if you choose.	Services Support and advice for people who have experienced hate crime, domestic abuse or sexual violence Specialist advocacy and support Help in reporting or getting what you need from police and other agencies Advice on the law and how the police work Applying for financial compensation for victims of crime Police complaints	London

		How To Get In Touch Advice line 24 hours: 020 7704 2040 Office: 0207 7046767 An answerphone is available when the advice line is closed.	
SafeLives (formerly known as CAADA)	Train domestic violence professionals, and run the flagship IDVA qualification improve what happens on the ground, helping MARAC and local services be more effective help commissioners make better decisions that cut domestic abuse locally use our on-the-ground expertise and our data to get national policymakers to make better policy We're always on the look-out for great new ideas that stop domestic abuse. When we find them, we refine them and promote them widely, so that every family benefits.	Email info@safelives.org.uk Office: 0117 403 3220.	National
Victim Support	National Charity giving free and confidential help to victims of all crimes, whether directly or indirectly affected across England and Wales. We offer emotional and practical support, practical support, practical involving advocacy or information provision. Our Support also applies to victims of Domestic Abuse. In regards to Domestic Abuse, we support if victim scores 9 or below on CAADA DASH Risk Assessment, otherwise onward referrals are made to an IDVA service and/MARAC	Address 1 Morland Gardens, Harlesden, London, NW10 8DY Telephone 020 8965 1141 Confidential Email: vs.brent@victimsupport.cjsm.net Website: www.victimsupport.org Point of contact: Soma.salah@victimsupport.org.uk	National
Social isolation in Brent initiative Project	The Social Isolation in Brent Initiative (SIBI) project seeks to build on a model designed with the input of key stakeholders and implement a scheme aimed at tackling social isolation within the community. The potential SIBI client	Contact Michael Stuart m.stuart1@cvsbrent.org.uk sibi@CVSBrent.org.uk	

	group is all individuals over the age of 18 who are at risk of social isolation; this wide client group aims to tackle social isolation in all of its forms.		
Al-Zahra Women Centre	We provide services to women from all ages that include social gatherings, educational activities and trips to places of interest.	Contact Mrs Al-Mousawi Address Unit 1C, First Floor Crusader House 289 Cricklewood Broadway London, NW2 6NX Email zainabhamza@hotmail.com	Brent Ward Mapesbury
Rape Crisis	<p>Rape and Sexual Abuse Helpline Rape Crisis South London run the Rape Crisis National Helpline for female survivors of sexual violence. The Helpline is accessible 365 days a year to women who have survived any form of sexual violence, no matter how long ago. We offer specialised, confidential support, information and referral details completely free of charge. The helpline is also available to provide an immediate source of support to friends and family of survivors, as well as other professionals, to help them understand how best to support female survivors of sexual violence.</p> <p>As a first step many women find it easier to talk anonymously and in confidence. The Helpline aims to provide a supportive, non-judgemental, safe space for survivors to begin talking about their experiences. We explore the options available to our callers, believing in their power to choose for themselves what they want to do next.</p>	Free helpline 0808 802 9999 12:00 – 14:30 daily 19:00 – 21:30 daily	National
Papillon Sexual Abuse Service	Papillon is an organisation that supports adult survivors of childhood sexual abuse with particular emphasis on men and women of the African and Caribbean diaspora. Papillon challenges myths and empowers survivors of sexual abuse via one to one and group	Address: Chalkhill Community Centre, 113 Chalkhill Road, Wembley, HA9 9FX Mobile 07594 795 266 Email papillon8@rocketmail.com Website http://papillonsurvivors.netai.net/	Brent Ward Barnhill
Women's Aid National Helpline	<p>National Domestic Violence helpline Women's Aid is the national charity for women and children working to end domestic abuse.</p> <p>Advice & Refuge</p>	0808 2000 247 24 hour Freephone	National

Refuge	The Freephone 24-hour National Domestic Violence Helpline, run in partnership with Women's Aid, is open 24 hours a day, every single day. Our helpline workers are there to give emotional support and practical information. They help women explore their options and escape abuse.	0808 2000 247 24 hour Freephone – advice and refuge space. info@refuge.org.uk	National
National Centre for Domestic Abuse	<p>The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc.) to help survivors obtain speedy protection.</p>	<p>Phone: 0800 970 2070</p> <p>Option 1: Information about getting an injunction</p> <p>Police and Agency Workers: Make a referral Deaf and hard of hearing. NCDV offers a minicom service. Dial: 0800 970 2070</p> <p>All Other Enquiries The following contact details are for administrative purposes only. Urgent matters should instead be directed to the NCDV Operational Team via the above contact details.</p> <p>Text: NCDV to 60777 and we will call back</p> <p>Fax: 020 7160 9383</p> <p>Freephone: 0800 970 2070</p> <p>Telephone: 0800 970 2070 (Option 2)</p> <p>Email: office@ncdv.org.uk Post: PO Box 999, Guildford, Surrey, GU1 9BH</p> <p>Training: jonathan.lytle@ncdv.org.uk</p>	National
Advance Advocacy Project	We provide crisis intervention in high risk cases, offering extensive and ongoing support. We also ensure women involved in low and medium risk cases get the right help from other organisations.	<p>For more information on our DV services, please contact: Telephone: 020 8237 5590 Email us on: admin_aap@advancecharity.org.uk</p> <p>Brent Tel: 0208 733 3751 E-mail: Admin_WKC@advancecharity.org.uk</p>	London
Men's Advice Line	A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).	The Men's Advice Line is available on Freephone number 0808 801 0327	National

	The service is run and managed by Respect.	(free from landlines and most mobile phones) Monday - Friday 10am-1pm and 2pm-5pm info@mensadviceline.org.uk	
DVIP (Domestic Violence Intervention Project)	Services to men who have been violent	info@dvip.org MAIN OFFICE Devonshire House, 164-168 Westminster Bridge Road, London, SE1 7RW Violence Prevention Programme tel: (44) (0) 20 7633 9181 email: vpp@dvip.org Women's Support Services tel: (44) (0) 20 7928 4813 email: wss@dvip.org Risk Assessment Team tel: (44) (0) 20 7593 0027 email: riskassessment@dvip.org Yuva Young Peoples Service tel: (44) (0) 20 8222 8281 email: yuva@dvip.org Training tel: (44) (0) 20 7928 4620 email: gjori@dvip.org Al-Aman (Arabic speakers service) PO Box 2838, London, W6 9ZE fax: (44) (0) 20 8741 4383 email: info@dvip.org Al-Aman Violence Prevention Programme tel: (44) (0) 20 8748 2577 Al-Aman Women's Support Services tel: (44) (0) 20 8563 2250 If you would like to refer a client, please contact us and we can advise you which assessment or intervention is most appropriate for your work with a particular family.	London
Respect	Work with Domestic Violence Perpetrators, Male Victims and Young people. Respect runs the UK helpline for anyone who is concerned about their own or someone else's behaviour towards their	Call Freephone 0808 802 4040 Monday-Friday 9am-5pm. http://respectphoneline.org.uk/ info@respect.uk.net	National

	partner (male, female, in heterosexual or same-sex relationships).		
Safe Partnership	The Sanctuary Scheme Provides extra security to properties and advocacy support for households in fear of violence.	Referrals to be made to Karen Flanagan – Safe Brent Project Coordinator karen@safepartnership.org 01929 551100	Brent
Paladin – National Stalking advocacy Service	Provide advice to survivors of stalking and advocacy to high risk survivors of stalking Raise awareness of dangers and risks of stalking Provide training to professionals Scrutinise the new stalking laws Campaign on behalf of victims Develop a victim's network of support	helpline on 0207 840 8960 info@paladinservice.co.uk Referral forms available online	National
National Stalking Helpline	If you use the telephone service, you will get through to a Helpline operator who will ask you for details about what has been happening to you so that they can provide guidance and information.	Help Line - 0808 802 0300 09:30 – 16:00 Weekdays (except Wed 13:00 – 16:00) advice@stalkinghelpline.org	National

Brent Statutory Services: Out of Hours

Agency	Remit	Referral route	Area covered
Emergency Services	In immediate danger	Call 999	National
Police	Non-emergency	Call 101	National
Brent Housing Needs	Emergency Homelessness	Call: 020 8937 2000 Mon to Fri 9am to 5pm If you become homeless outside of those hours call: 020 8937 1234	Brent
Children services	Child protection	Brent Family Front Door: 020 8937 4300 Emergency duty team out of hours: 020 8863 5250	Brent
Local Authority Designated Officer (LADO)	Provide advice and guidance to employers and voluntary organisations that have concerns about a person working or	Brent Family Front Door: 020 8937 4300 Emergency duty team out of hours: 020 8863 5250	Brent

	volunteering with children or young people.	Including concerns relating to perpetrators of domestic abuse	
NHS	Non-emergency number. It's fast, easy and free. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.	Call: 111 24 hour Free call	National
Adult Social Services	Safeguarding adults	Call: 020 8937 4300 Email: safeguardingadults@brent.gov.uk	Brent

Appendix C

Liz Kelly's Six Stages of Domestic Abuse

1. Managing the Situation

The point at which violence is first experienced is a crisis for the relationship between the woman and the perpetrator, and although some women end relationships at this point, the majority do not. They find, or accept, an explanation for the incident which allows for a future. They develop strategies to manage the situation and incidents of abuse.

2. Distortion of Perspective/Reality

Gradually more and more of a woman's daily life and thought processes are affected by violence. Managing anxiety, trying to make sense of 'why?' takes up her energy and attention. Answering 'why?' often involves her taking responsibility. Coping is increasingly focused on trying to do and not do certain things, or defiantly acting certain ways knowing the consequences. Either approach means repeated abuse can be understood - by herself and others – as yet again, her responsibility.

3. Defining Abuse

It is often only after a number of assaults that women define the abuse as violence. This is not just about using the word violence, but locating herself as someone being victimised and the man as someone who is an abuser and events understood as a recurring feature.

4. Re-evaluating the Relationship

Once the relationship is understood as one in which abuse/violence occurs a re-evaluation process begins. Decisions take place in a changed context of meaning. The possibility of leaving temporarily or permanently, of engaging formal process to contain violence, becomes easier to contemplate.

5. Ending the Relationship

Most women make many attempts to end violent relationships and the reasons for returning include believing promises to change; the absence of acceptable, practical alternatives; pressure from others; the absence of effective protection.

6. Ending the Violence

Contrary to popular myth, ending a relationship does not always ensure the violence ends, it may in fact place women at greater risk of serious, and even fatal assault.

The movement of any particular woman through these phases can be anything from astonishingly swift to agonisingly slow.

 Brent	Housing Scrutiny Committee 14 September 2017 Report from Chief Executive's Department
Wards Affected: All	
Scope – task group on the State of Fire Safety in Domestic properties in Brent	

1.0 Summary

- 1.1 This report sets out the proposed scope for the Scrutiny task group on the state of fire safety for domestic properties in Brent and Terms of Reference for the task group members.

2.0 Recommendation

- 2.1 Members of the Housing Scrutiny Committee are asked to agree the scope, terms of reference and time scale for the task group attached as Appendices A and B.

3.0 Detail

- 3.1 There is a member consensus on gaining a better understanding of fire safety, ensuring that the council has clear policy and is informed. Members of the Housing Scrutiny Committee have requested a time-limited task group to undertake a focused piece on the state of fire safety for domestic properties in Brent.

4.0 Financial Implications

- 4.1 Not applicable.

5.0 Legal Implications

- 5.1 Not applicable.

6.0 Equality Implications

- 6.1 Not applicable.

7.0 Staffing/Accommodation Implications (if appropriate)

7.1 Not applicable.

Contact Officers

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Work Address: Brent Civic Centre
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PETER GADSDON
Strategic Director of Performance Policy & Partnership

Appendix A: Scope for Scrutiny Task Group

State of Fire Safety in Domestic properties in Brent

Task Group Chair: TBC

Task Group Members: TBC

Time frame: 18 Sep – 17 Nov 2017

1. Background

This section provides the broader policy and operational context on fire safety undertaken by national and local government bodies. It also provides evidence of fire incidences by property type over a period of three years, focusing on all domestic properties in Brent.

National Context

Following the fatal fire at Grenfell Tower in June 2017 there has been significant focus by local and central government on fire safety of domestic properties across the country. The Department for Communities and Local Government (DCLG) established the Building Safety Programme in July to identify buildings which are of concern through a thorough checking and testing process.

The Prime Minister announced a public inquiry¹ into the fire on 14th June 2017 at Grenfell Tower. The Inquiry is focused on the fire at Grenfell Tower, however, its recommendations will have wider ramifications for fire safety policies for domestic properties across the country, which will require a specific response from Brent Council at a later date. Based on the Terms of Reference issued for the Inquiry we can already identify 'the scope and adequacy of building regulations, fire regulations and other legislation, guidance and industry practice relating to the design, construction, equipping and management of high-rise residential buildings', as a possible area of reform.²

Brent Context

The annual programme of Fire Risk Assessments (FRA) was completed between March-May 2017 with recommendations on responsive repair items, compliance checks on installations and staff training issues.

Brent Council has updated the 2017-18 Housing works programme to include fire safety measures for tower blocks following the fatal Grenfell Tower fire in June. On 10th July 2017 the Council, further, agreed for £10 million to be spent on a package of enhanced fire safety measures for high rise blocks such as sprinklers, smoke detectors and fire alarms. The Council and Brent Housing Partnership (BHP) officers are currently developing a fully itemised and costed programme of fire safety work for Council consideration and approval by October 2017. The specification being developed will outline the enhanced fire detection equipment that could be installed, over and above the required standard.

¹ [Grenfell Tower Inquiry](#);

² Ibid.

Along with increased funding, Brent Council has undertaken a number of measures to inspect smoke detectors for Council properties; improved awareness of the mitigation measures in place for civil emergencies; improving awareness of the risk of fire in a tower block within the Borough Resilience Forum; responding to wider public interest; and hosting local meetings between Jul - Oct 2017.

Evidence of fire incidences and Domestic properties in Brent

The evidence of fire incidences by property type in Table 1 shows that the majority of the fire events occur in low rise properties. This is a combination of houses, converted and purpose built maisonettes where 61-74 percent of fires occurred each year between 2014/15-2016/17 compared to 1-5 percent for the same period in Purpose Built Flats/Maisonettes with 10 or more storeys.

Brent experienced a dramatic shift in the tenure of households between 2001 and 2011 with a near doubling in the number of private rented households (which includes those living rent free) and a 12 percent decrease in owner-occupation. Owner-occupation now makes up 44% of the borough's households, down from 56% in 2001; private rented makes up 32% of the households, up from 18% in 2001; the proportion of social rented households held steady at 24 percent.³

³ 'The 2011 Census: A Profile of Brent', Brent Council, 2013;

Table 1: Evidence of fire incidences by property type			2014/15		2015/16		2016/17	
Property Class	Property Type	Detailed Property Type	Fires	Fire Deaths	Fires	Fire Deaths	Fires	Fire Deaths
Dwelling	Converted Flats/Maisonettes	Converted Flat/Maisonette - Up to 2 storeys	43		40		26	1
		Converted Flat/Maisonettes - 3 or more storeys	6		11		16	
	Dwelling	House - single occupancy	85		85	1	77	
		Self-contained Sheltered Housing	9		7		11	
		Other Dwelling	1					
		Caravan/Mobile home (permanent dwelling)	1					
	House in Multiple Occupation	Licensed House in Multiple Occupation - Up to 2 storeys	2		3		3	
		House in Multiple Occupation - Up to 2 storeys (not known if licensed)	4		2		2	
		Licensed House in Multiple Occupation - 3 or more storeys	1		5		1	
		Unlicensed House in Multiple Occupation - Up to 2 storeys	3				4	
		House in Multiple Occupation - 3 or more storeys (not known if licensed)	2		3			
		Unlicensed House in Multiple Occupation - 3 or more storeys	1				1	
	Purpose Built Flats/Maisonettes	Purpose Built Flats/Maisonettes - Up to 3 storeys	44		55		49	
		Purpose Built Flats/Maisonettes - 4 to 9 storeys	19		18		32	

		Purpose Built Flats/Maisonettes - 10 or more storeys	6		3		12	
Other Residential	Other Residential	Other Residential Home	2		3		3	
		Hostel (e.g. for homeless people)	3				3	
		Student Hall of Residence	2				1	
		Hotel/motel	1				1	
		Nurses'/Doctors' accommodation	1		1			
		Youth hostel	1					
		Boarding House/B&B for homeless/asylum seekers			1			
		Boarding House/B&B other	1					
		Sheltered Housing : not self-contained	1					
	Residential Home	Retirement/Old Persons Home	2		4		3	
		Nursing/Care Home/Hospice	3		2	1	3	
		Children's Home						
Grand Total			244	0	243	2	248	1

Source: GM Mark Davidson - Brent Borough Commander, London Fire Brigade (shared via email, 25 Jul 2017)

2. Rationale

The majority of Brent residents stay in PRS and owner-occupied properties, and based on the 2011 census this makes up 76 percent of households. There has also been a 14 percent increase in private rented households between 2001 and 2011. The fire incidences for low rise properties, as the evidence suggests, appears to be significantly higher than tower blocks. There is a compelling case to justify further investigation on fire safety measures for low-rise domestic properties.

A number of initiatives at the policy and operational levels are underway to understand the fire safety requirements of domestic properties across the country and Brent. At the operational level Brent Council and Brent RPs are undertaking extensive work to identify whether existing fire safety measures are fit-for-purpose. At the policy level the Grenfell Inquiry will provide a spotlight on policy level changes for fire safety focused on high-rise tower blocks.

In light of the extensive work by Brent Council on improving fire safety for HRA properties along with a comprehensive review of Registered Providers in four housing scrutiny meetings starting from November, this task group should examine all domestic properties in Brent with a special focus upon PRS and owner occupied low-rise properties (up to nine storeys).

3. Purpose

The task group will undertake a review of fire safety measures for all domestic properties in Brent with a specific focus on properties that are owner-occupied,⁴ PRS,⁵ street-based, permitted developments,⁶ or private mansion blocks.

4. Scope of work

The task group will produce a report and a set of recommendations for cabinet which examines the following areas:

- i. Fire safety measures by Brent Council for all domestic properties (HRA); details of the communications strategy;
- ii. Fire safety measures by Registered Providers for all Domestic properties; details of the communications strategy;
- iii. Emergency vehicle access for different types of domestic properties across Brent;
- iv. Housing allocations policy for tenants and leaseholders based on the ability of the household to respond to emergency incidences (social housing properties only);
- v. Measures to monitor and clear items in common areas; Storage capacity for large items (e.g. bicycles and buggy's).

⁴ Focused on detached, semi-detached, terraced properties.

⁵ Private Rented Sector

⁶ This allows certain types of work without needing to apply for planning permission. Derived from a general planning permission granted not by the local authority but by Parliament. Bear in mind that the permitted development rights which apply to many common projects for houses do not apply to flats, maisonettes or other buildings. Similarly, commercial properties have different permitted development rights to dwellings.

Appendix B

Terms of reference

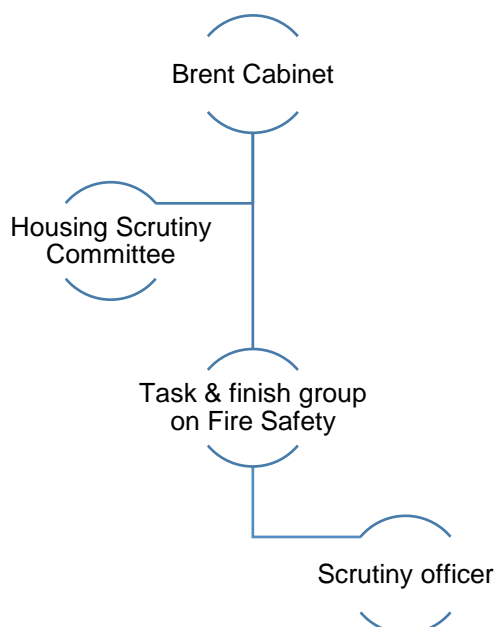
1. Purpose of group

- a. Develop a broad understanding and evidence base of the State of Fire Safety for Domestic properties in Brent;
- b. Engage with stakeholders from different types of properties in Brent;
- c. Submit recommendations to Brent Cabinet on areas for improvement and highlight good practices for learning.

2. Objectives

- a) Liaise with stakeholders to gather evidence;
- b) Use reviewed evidence to inform findings and recommendations for improving fire safety for all Domestic properties in Brent.

3. Governance & Accountability



4. Task group membership

- a. Chair: TBD
- b. Member: TBD
- c. Member: TBD
- d. Scrutiny officer: Sanjan Haque


5. Quorum & Frequency Of Meetings

There should be at least 2 members present at each meeting. A minimum would be the Chair, and another member of the task group. The task group will hold up to four meetings with sub meetings held between the chair and the Scrutiny Officer as required.

6. Date Of Review

Start: 18 Sep 2017
End: 17 Nov 2017

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 Brent	Housing Scrutiny Committee 14 September 2017 Report from the Director of Performance, Policy and Partnerships
Wards Affected: ALL	
Revision to the Housing Scrutiny Committee 2017-18 Work Programme	

1.0 Summary

1.1 This report sets out revisions to the 2017-18 Housing Scrutiny Committee's work programme agreed on 27 Jul 2017. Selected agenda items have been changed from the schedule of programme.

1.2 The start time of the 1 Nov 2017 housing scrutiny meeting has been changed due to the meeting falling on an 'event day' at Wembley Stadium.

2.0 Recommendations

2.1 Members are asked to discuss and agree the report and the work programme set out in Appendix A.

3.0 Background

3.1 Scrutiny is a member-led process which looks at the performance of Brent Council and other organisations in the borough to ensure that they deliver good quality services to local residents. The role is to challenge effectively and the committee endorses the principles of effective scrutiny which have been developed by the Centre for Public Scrutiny.

3.2 They are to provide a 'critical friend' challenge to Cabinet, be independent-minded, drive improvement in public services, and finally to provide a voice for concerns of the public and Brent's communities. The committee sets out to do this in a constructive way.

4.0 Remit

4.1 The Housing Scrutiny Committee's remit is to scrutinise housing functions within the Community Wellbeing department, including the

transfer of Brent Housing Partnership Ltd; housing supply; housing growth numbers; temporary accommodation; landlord licensing; the private rented sector; housing policy; homelessness; registered providers; supported housing; floating support, and home adaptations. Its remit covers the portfolio areas of the Leader, Deputy Leader, and Cabinet Member for Housing & Welfare Reform.

4.2 Under Section 21 of the Local Government Act 2000 local authorities are required to appoint at least one committee to provide overview and scrutiny. The committee is also responsible for scrutinising the partnership work of the Safer Brent Partnership and receives their annual reports each year.

4.3 The committee has its own chair and vice-chair and is made up of six other elected members. In accordance with the council's Standing Orders, there may be two co-opted members for Housing.

5.0 2017-18 work programme

5.1 The committee agreed the work programme for 2017/18 during the 27-Jul 2017 scrutiny meeting. In light of the need to provide an extended period to collect data from Registered Providers in Brent, the related agenda item from the 14th September 2017 housing scrutiny meeting has been moved to the 1-Nov 2017 meeting.

5.2 Appendix A includes the revised work programme with one new item and one item exchanged between the 14-Sep and 1-Nov 2017 housing scrutiny meetings. The table below highlights the changes from the agreed to the revised work programme.

Agenda item	Agreed work programme for 14 Sep 2017 meeting	Revised work programme for 14 Sep 2017 meeting
1.	Rent and management of Travellers site	BHP performance data, resident engagement strategy and map of all BHP properties in each ward
2.	Scope – task group on fire safety in social housing	Rent and management of Travellers site
3.	Developing oversight for Brent based Housing Associations (HA)	Implementation of actions previously recommended by Local Government Ombudsman
4.	Scrutiny Committee's Work Programme 2017-18	Scope – task group on Fire Safety of low-rise domestic properties (up to nine storeys)
5.		Scrutiny Committee's Work Programme 2017-18

5.3 The new item is highlighted in red, the item highlighted in blue has been transferred to the 1 Nov 2017 and the item highlighted in green brought forward to the 14-Sep 2017 housing scrutiny meeting.

5.4 The start time for the housing scrutiny meeting on 1 Nov 2017 has been brought forward to 18.30 due to the meeting falling on an 'event day' at Wembley Stadium. The pre-meeting will begin at the usual time of 18.00.

6.0 Financial Implications

6.1 There are no immediate financial implications arising from this report.

7.0 Legal Implications

7.1 There are no immediate legal implications arising from this report.

8.0 Diversity Implications

8.1 There are no diversity implications immediately arising from this report.

Contact Officers

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PETER GADSDON
Strategic Director of Performance Policy & Partnership

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Housing Scrutiny Committee Work Programme 2017-18

Thursday 27 July 2017

Agenda Rank	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Fire safety measures for tower blocks across Brent	1.To assess the risk of any event similar to that of Grenfell Tower occurring particularly in social housing in Brent, and provide assurance if appropriate 2.Improved awareness of the mitigation measures in place for civil emergencies; 3. Responding to wider public interest.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	Phil Porter, Strategic Director Community Wellbeing Peter Gadsdon, Director of Performance, Policy & Partnerships
2.	Timeline of integration of Brent Housing Partnership (BHP) & Transformation programme	1.Taking stock of the current state the transformation plan; 2. Understand the impact on shared services for residents.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	Phil Porter, Strategic Director Community Wellbeing
3.	Initial arrangements for co-opted members	Agree method and criteria for recruiting one BHP tenant and one BHP resident as co-optees.	Cllr Janice Long	N/A

4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	N/A
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Thursday 14 September 2017

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	BHP performance data, resident engagement strategy and map of all BHP properties in each ward	<ol style="list-style-type: none"> 1. Use of performance indicators to understand delivery of housing services; 2. Use the current data as a baseline for future points of comparison after BHP's transition. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance.
2.	Rent and management of Travellers site	<ol style="list-style-type: none"> 1. Scrutinise rent levels and rent collection; 2. Management and delivery of services for residents. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. Oxfordshire County Council.
3.	Implementation of actions previously recommended by Local Government Ombudsman	<ol style="list-style-type: none"> 1. Evidence of action taken based on the recommendations from the Local Government Ombudsman. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance.
4.	Scope – task group on Fire Safety of low-rise domestic properties (up to nine storeys)	<ol style="list-style-type: none"> 1. Agree scope (to have regard to work already done and previous reports to committee and full Council). 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance;

				4. Sanjan Haque, Senior Policy Officer
5.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer

Wednesday 1 November 2017

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Brent based Registered Providers (RP) delivery of social housing	<ol style="list-style-type: none"> 1. Use of existing assets 2. Future strategy for Brent 3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB) 4. Commitment and action between RP and their section 106 commitments 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. One registered provider (TBC).
2.	Brent's Housing Associations: scrutiny task group report (July 2016)	<ol style="list-style-type: none"> 1. Evaluate progress on recommendations from original report to CWB Scrutiny Committee in July 2016. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. John Magness, Head of Housing Partnerships
3.	Housing complaints	<ol style="list-style-type: none"> 1. Scrutinise housing complaints from annual complaints report and determine key messages; 2. Scrutinise handling of vexatious complaints; 3. Review new complaints handling mechanism after BHP dissolved 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	<ol style="list-style-type: none"> 1. Sanjan Haque, Senior Policy Officer

Tuesday 16 January 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Housing Revenue Account (HRA) rent setting	1. Pre-scrutiny of decision;	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
2.	Fire Safety task group report	1. Review final report before submitting to Cabinet	Task Group chair (TBD); Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
3.	Brent based Registered Providers (RP) delivery of social housing	1. Use of existing assets 2. Future strategy for Brent 3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB) 4. Commitment and action between RP and their section 106 commitments	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. One registered provider (TBC).

4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer
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Thursday 22 Feb 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Leaseholder services	Section 20 consultation process: 1. notice of intention; 2. notification of estimates; 3. notification of award of contract;	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance;
2.	BHP Development plans	1. Size of portfolio; Value of portfolio; 2. Management and usage plans beyond integration of BHP within LB Brent Housing; 3. Financial forecast.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
3.	Brent based Registered Providers (RP) delivery of social housing	1. Use of existing assets 2. Future strategy for Brent 3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB) 4. Commitment and action between RP and their section 106 commitments	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. One registered provider (TBC).
4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer

Wednesday 21 Mar 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	'Find your home' programme	<ol style="list-style-type: none"> 1. Performance of the scheme in Brent; 2. Understand whether programme is fit for purpose based on social needs; 3. Understand the relationship with welfare reform; 4. Impact on homelessness with special focus on Children & Young People. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance.
2.	Homelessness Reduction Act	<ol style="list-style-type: none"> 1. Role of the Trailblazer programme in delivering reduction in homelessness; 2. Council's preparation for the delivery of the new legislation. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance.
3.	Brent based Registered Providers (RP) delivery of social housing	<ol style="list-style-type: none"> 1. Use of existing assets 2. Future strategy for Brent 3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB) 4. Commitment and action between RP and their section 106 commitments 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> 1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. One registered provider (TBC).

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