



Housing Scrutiny Committee

Thursday 22 February 2018 at 7.00 pm

Boardrooms 3-5 - Brent Civic Centre, Engineers Way,
Wembley, HA9 0FJ

Membership:

Members

Councillors:

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

Substitute Members

Councillors:

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

Councillors:

Maurice and Warren

Co-opted Members:

Michele Lonergan - Leaseholder representative
Karin Jaeger – Tenant representative

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

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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.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (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, the existence and nature of any relevant disclosable pecuniary, personal or prejudicial interests in the items on this agenda and to specify the item/s to which that interest relates.	
3 Minutes of the previous meeting	1 - 8
To approve the attached minutes from the previous meeting on 16 January 2018 as a correct record.	
4 Matters arising (if any)	
To consider any matters arising from the minutes of the previous meeting.	
5 Deputations (if any)	
To hear any deputations received from members of the public in accordance with Standing Order 67.	
6 Petitions (if any)	
To discuss any petitions from members of the public, in accordance with Standing Order 66.	
7 Find your home Programme	9 - 16
This report provides an update on the general performance of the Find Your Home scheme, the extent to which it is meeting its objectives and the impact the scheme is having on residents in general.	
8 Brent Housing Management (BHM) Development Plans	17 - 24
This report seeks to update Housing Scrutiny Committee on the Council Housing Development Plans and Infill Programme.	

Housing demand in Brent follows the London trend and the Council is developing its full response to the service needs via its Housing Strategy. The Housing Strategy will be reported to members separately.

9	Brent based Registered Providers (RP) Delivery of Social Housing	25 - 30
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This is a report on Registered Providers active in the borough and the level and quality of services they deliver to local residents in partnership with the Council.

10 Housing Management - Customer Service

As part of the ongoing Housing Management Customer Service review, the committee will hear a formal deputation received from Mr Neil Roddy.

11 Housing Scrutiny Committee 2017-18 Work Programme 31 - 44

12 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 60.

Date of the next meeting: Wednesday 21 March 2018



Please remember to **SWITCH OFF** your mobile phone during the meeting.

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



MINUTES OF THE HOUSING SCRUTINY COMMITTEE Tuesday 16 January 2018 at 7.00 pm

PRESENT: Councillor Long (Chair), and Councillors S Choudhary, Harrison, Hylton, Kabir and Hector (substituting for Daly)

Apologies were received from: Councillors Daly and Naheerathan

1. **Declarations of interests**

None declared.

2. **Minutes of the previous meeting**

It was **RESOLVED** that the minutes of the previous meeting held on 1 November 2017 be approved as an accurate record.

3. **Matters arising (if any)**

Leaseholder Services

Members heard that work on the Resident Engagement Plan was still ongoing, with final draft planned for end of February and implementation as of April 2018.

It was **RESOLVED** that the Resident Engagement Plan be presented to the Committee upon completion by the Housing Team.

4. **Deputations (if any)**

None.

5. **Petitions (if any)**

None.

6. **Housing Revenue Account (HRA) rent setting**

Troy Francis (Head of Housing Management Customer Services) introduced the reports and summed up the main points. He explained that the aim of the report was to set out the proposals for 2018/19 rent and service charges, provide an overview of the Council's capital investment spend for housing as well as an outline of the proposed mitigation strategy prior to full roll out of the Universal Credit (UC), scheduled for November 2018. With regards to the Capital Investment Programme members heard this was dependent upon the completion of the housing asset management strategy which would be taken to Cabinet for approval by Cabinet by December 2018. Similarly, the fire safety programme was due for approval by Cabinet in order to deliver fire safety enhancements for high rise blocks as well as comprehensive fire risk assessments. With regards to changes to the rent charges,

Mr Francis explained that local authorities were required by the government policy to reduce rent by 1% each year up to 2020. Brent was in line with this policy and a further 1% reduction is planned for 2018/19 (this is equivalent to £1.15 less rent payable per week, per dwelling). Members heard that service charges were not covered by the rent reduction policy and therefore an increase of 4% would be proposed for the next financial year.

The Committee also discussed the upcoming full rollout of Universal Credit and the potential implications it could have for residents in Brent. In particular the potential impact of changes to payments – i.e. rents would be paid directly to households and not the council who is the landlord. Members were reassured that housing management services has in place a strategy, to review and manage potential increase in arrears, the service was putting in place a range of mitigation activities to ensure agility of rent collection system and to support residents.

As part of the discussion on Lynton Close members heard that there was commitment from the Council to review the mobile home pitches' rent as well as modernise the site. Officers acknowledged that current rent charges were too high and a proposal would be made to Cabinet to reduce rents levels and make it more affordable for residents. Members were also informed that transition plans were in place with regard to Lynton Close, to transfer site management from Oxford County Council (OCC) back under the control of Brent Council. The planned transfer date is end of April 2018. With regards to potential impact of Universal Credit on Lynton Close residents, members heard that currently no one living on the site was affected. It was anticipated that the impact of the UC would not necessarily be felt until November 2019, as the changes would only apply to residents whose circumstances had changed.

In relation to Lynton Close site repairs and maintenance works, Troy Francis advised that Council was looking to extend investment across the entire site. Planned maintenance repairs were due to be completed by end of 2018, with two pitches requiring more immediate attention. Toilet facilities would be repaired but residents indicated through consultation that there would be no major impact for them, as most mobile homes have their own facilities or they site is home to the same family residents would share facilities with their neighbours. Members were advised the Council was prioritising repairing of the pitches, outer areas, including communal parts would be part of a wider long-term strategy and subject to investigation and assessment before any upgrading works could be commissioned.

Responding to a query from members, officers acknowledged the existing issues in relation to high levels of debt, due predominantly to unpursued arrears but reassured members that plans were in place to modernise the site and review rent levels in order to alleviate this. Bad debt provision was intentionally high to mitigate this as part of the planning process. Currently, nearly 60% of site expenditure is the administrative cost charged by OCC. By bringing the service back in house the Council would no longer be required to pay OCC, making the overall cost of managing the site cheaper. As a result the Council would be in a position to reduce rent charges and lower the debt provision – this would not address any debt on the rent account at present. In addition, the Committee heard that most residents lease the mobile homes and by law the mobile home company could only charge up to the maximum amount the Council charges for the pitch. Therefore any reduction of

rent by the Council ought to trigger a reciprocal reduction in rent for the mobile homes.

Focusing on the Capital Programme, members discussed issues around the sum allocated for 'aids and adaptations' and questioned whether the £1m budget set aside was adequate or representative of the current number or requirements of residents. Officers advised that the £1m set aside for such adaptations was in line with the average spend compared to that of other boroughs and sufficient. Further investments such as replacing of central heating systems, ventilation and energy efficiency insulations would be picked up as part of the ongoing stock condition survey. The survey would be based on a 20% sample internal inspections and used to build a financial plan that meets the needs of the residents. The stock conditions survey would help determine the Council's property investment profile. Stock condition surveys would include measuring energy efficiency ratings within the sample and depending on the outcome the Council would explore the possibility of directing investment in this direction.

In response to a member query, officers explained that overall the current cost of service charge was considered reasonable. The committee was informed that Brent Council operates a fixed service charge policy which means that the Council could not increase service charges based on the cost of the actual service. The Council had commissioned a soft market exercise to understand how fixed cost aligns with the cost of service and whether any further changes were required in the future. Referencing paragraph 5.2 from the report officers explained that the list of charges was not exhaustive and if any charges such as security were not mentioned, then they should be assumed to be have been included as part of the general rent.

As part of the wider discussion, member also touched upon the Community Investment Fund and whether it would be continued now the housing service had reintegrated with the council. Officers advised that there were no plans to continue the fund because the Housing Revenue Account could not fund such a scheme as money had to be spent only on properties owned and managed by the Council. However, members heard that the Council would continue to support any programme that had started or for which there had been a commitment in the current financial year as part of the Capital Programme. Any unspent funds would be reviewed and allocated based on outcome of stock survey and subject to consultation with residents. Cllr Long queried status of a specific scheme that was approved and due to start and resident were informed. Officers explained that a structural matter regarding a boundary wall that needed to be resolved before proceeding took longer than anticipated but now a structural engineer and surveyor had been appointed internally to manage the process, the scheme could proceed and associated funds would be available into the next financial year.

In response to a member enquiry, Hakeem Osinaike (Operational Director Housing) explained the sinking fund concept as an alternative leaseholder option for saving funds for potential repairs. Where in place it was used to offset the need of unexpectedly high service charge bills but it was not part of the service charge. Sinking funds involved time and administration and were not widely used across the Council although it was an option worth exploring in the long term.

Finally, in response to another member query, the Committee was advised that on the issue of Wettons employees being paid the London Living Wage had been

flagged up by Trade Unions and through the Council. However, officers could not confirm whether or not this was a matter that sits with the Council and there was nothing in the existing contract with Wettons that could be used to hold them into account. However, it was noted that Wettons' contract was up for renewal and this matter could be addressed at the time.

RESOLVED that:

- i. the contents of the report on Housing Revenue Account (HRA) rent setting be noted

7. Fire Safety Task Group Report

Members had before them a report from the task group outlining the findings and recommendations on fire safety in low rise domestic properties. The Committee heard that following the Grenfell Tower fire significant attention had focussed on improving fire safety in domestic properties nationwide. The report emphasised the fact that likelihood of fires was not limited to high rise properties alone. In Brent the vast majority of fires occurred in low rise properties, including privately owned ones, highlighting the importance of adopting a proactive approach and providing advice and support to residents. The report recommended that rather than making additional and potentially costly recommendations to the public enquiry that, a more pragmatic approach be adopted, with the Council seeking to resolve certain issues such as blocked fire exits immediately.

In the discussion which followed, the Committee was informed that other fire safety provisions such as smoke alarms and fire doors were already included as part of the contractors' agreement. Nevertheless, despite the £10m government funding package of fire safety enhancements, the local authority had to exert more pressure for extra funding.

RESOLVED that:

- i. the recommendations in the Fire Safety Task Group report be noted

8. Brent based Registered Providers (RP) delivery of social housing

Jon Maxwell (Director of Local Services) and Morris Durrant (Housing Services Manager) from Metropolitan Housing presented this report, setting out the level and quality of services Metropolitan Housing delivered to local residents. During the discussion members sought further details on a range of issues including repairs services, housing performance, communication with residents and councillors, ground maintenance issues and Universal Credit roll out preparation.

In response to concerns raised about the Chalkhill Estate, Metropolitan Housing explained that they were aware of some of the existing issues of poor contractor service, inefficient communication, and customer service provided to residents living on the Chalkhill Estate as well as response to councillors' requests and were working towards resolving these. Members were advised that as part of the process, the repairs service was being brought back under Metropolitan's control which was expected to result in the provision of a better and more cost effective service to Metropolitan residents. The Committee was reassured that Metropolitan Housing was committed to providing good customer service and welcomes resident feedback to improve it. Whilst information was provided to councillors was available

upon request, Metropolitan Housing acknowledged that councillor communication could be improved and agreed to closer collaboration in the future, including regular meetings with local ward councillors after the elections. Members felt that information on housing performance indicators was either insufficient or not available to residents when viewing Metropolitan Housing's website but felt that this information was essential in measuring overall performance of the different services provided. In the context of performance, members heard that Customer Relationship Management (CRM) system was in progress with plans to use it across the organisation. Metropolitan Housing was in discussion with IT providers but no set live date had been confirmed yet. Metropolitan explained that any performance information would apply to the group as a whole and not focus solely on housing performance in Brent

In respect of the long standing matter of land ownership on Chalkhill and the impact on service provision, Mr Maxwell and Mr Durant informed the Committee that Metropolitan Housing was aware of the issue which was mostly due to split estate grounds. Nevertheless, Metropolitan was liaising with the Council and had already taken measures towards changing the system, whilst ensuring regular officer presence on affected estates to help address any concerns/ queries. In part some issues arise due to difficulty tracking perpetrators, who may have moved to another area. Referencing paragraph 3.8 from the report, the Committee further discussed the terms and conditions on tenants discounts when acquiring properties. Officers explained that the terms were not detailed enough to allow for the current sale of properties to local residents to take place, resulting in the Council requesting that these be revised. Metropolitan Housing representatives advised member of their long standing commitment to allow tenants to buy on estates and as a result were working to ensure clarity in original agreements and deed terms, with progress update expected to be made to the Council by end of February 2018. Finally, responding to queries from members on Metropolitan's mutual transfer policy, officers explained that a policy was in place but void turnover was relatively low, with only 2% of residents using it. However, residents were encouraged to seek mutual transfers.

With regards to recycling and disposal of bulky items on Metropolitan Housing estates, officers informed the Committee that this was promoted on a regular basis through its in-house newsletter. However, members noted that issues with disposal of bulky items persisted, largely due to inconsistent reporting to the Council. In relation to fire safety, members were reassured that regular checks tests and FRAs were carried out on an annual basis as were gas and electricity checks. Furthermore, members were informed that additional signage had been put in each of the blocks with smoke alarms installed in all properties. Metropolitan advised that they had adopted a 'Stay Put' policy in majority of the blocks as the safest approach in the event of a fire and this was communicated to tenants throughout their tenancy.

In light of the forthcoming Universal Credit rollout, the Committee heard that the immediate impact of it was expected to be significant but that Metropolitan had put plans in place to prepare in order to avoid potential negative impact on residents with mitigation strategies including offer of management support to household in arrears and resident surgeries.

Members sought further clarification from the representatives about any future plans for surveying the condition of its housing stock – a common practice used to determine capital works and what was known as the Decent Homes Standard, which included thermal efficiency and noise insulation.

Finally, in the context of resident engagement, members heard that Metropolitan Housing was taking an active role in reviewing performance, contractors and shaping activities and improvements around residents' needs. A number of opportunities were available to residents to raise concerns and hold their landlord to account including a range of boards and Committees, such as customer services and scrutiny, surgeries and tenants associations. Metropolitan also reported a formal training package for residents to allow them participate at the point of joining Metropolitan or at some point in the future.

RESOLVED that:

- i. the contents of the report on Brent based Registered Providers (RP) delivery of social housing be noted
- ii. the contact details of designated contact officer be shared with Committee.
- iii. closer engagement between Metropolitan Housing and councillors be sought following the local elections in May 2018.
- iv. further information on right to buy to be circulated to the Committee
- v. councillors be added to Metropolitan Housing's newsletter distribution list
- vi. detailed performance information be provided by Metropolitan Housing in a year's time

9. Brent's Housing Associations: scrutiny task group report (July 2016)

Phil Porter (Strategic Director of Community Wellbeing) introduced the report which updated members on changes made to the Council's work with Housing Associations in Brent and related these recommendations to the scrutiny task group report of July 2016.

The report provided a detailed update against a range of recommendations, demonstrating continuing commitment to a more productive and proactive approach and transforming the relationship with Housing Associations in order to achieve the aims as set out in the Housing Strategy - such as increasing supply of affordable housing, improving the standard of social housing and developing resident engagement. Members heard that most actions from the report had been completed or had expired.

In the discussion which followed, members made enquiries about a range of issues in the report. With regards to information given to residents about future service charges in respect of right to buy (RTB) and service charge payment options, Hakeem Osinaike (Operational Director Housing) explained that the process was statutory and information on potential charges must be provided to tenants in advance of the purchase. He drew members' attention to the fact that some suspicious RTB cases were referred to the Audit team for further checks and investigation. However, in general if an individual met the requirements under the government's RTB scheme, the Council had no choice but to sell the property.

Referencing recommendation 12 from paragraph 3.3 in the report, a member sought further clarification on how much Council owned land was available that

could be offered up to housing associations or partners for development. Mr Porter explained that a range of objectives had to be considered and that the total amount of land available would depend upon the specific site or other possible uses for the site. Officers assured members that an asset management strategy was being planned that would look into this and other property related matters in more detail.

In the context of Housing Associations, a member also sought more information on Housing Association forums (HAF) as a platform for developing discussion amongst residents but also expressing collective concerns. Officers advised that the aim was to empower residents to take a more pro-active approach with the Council working alongside them and supporting them. Due to the pioneering nature of these forums as well as their increasingly geographical focus it was proving a challenging task. Nevertheless, officers welcomed anyone willing to join the HAFs and expressed commitment to develop a wider forum and build stronger bilateral relations with residents.

Finally, with reference to paragraph 4.3 from the report about right to stay, a member questioned the idea about criteria for fixed term tenancy and requested more information to be shared with the Committee. Members asked if any of the fixed term tenancies had come up for review and if there was a policy in place to handle these requests. Hakeem Osinaike replied that there was no policy as yet but this was being addressed and once available would be brought back to the Committee and would undergo extensive resident consultation.

Responding to members enquiries on whether Brent had adopted the Pay to Stay Policy under the Housing and Planning Act, Mr Osinaike explained that although this policy was expected to be introduced, it was not currently seen as a priority and had no set timescales at this stage.

RESOLVED that:

- i. The contents of the Brent's Housing Associations: scrutiny task group report (July 2016) report be noted
- ii. Information on pay to stay be shared with the Committee
- iii. Contact details of designated housing officers be shared with the Committee

10. Review short-listed candidates as co-opted members for the Committee

The Chair introduced the report and welcomed the two proposed co-opted members, who were present in the public gallery. Setting out the appointments, the Chair explained that these had followed a selection process as previously agreed by the Committee on 27 July 2017, resulting in a tenant and leaseholder successfully being selected in December 2017 to join the committee as a non-voting co-opted members. The Committee was informed that, subject to formal approval by Full Council on 22 January 2018, official duties of the new members would commence from the next scheduled meeting of the Committee on 22 February 2018.

RESOLVED that:

- i) the contents of the report be noted

- ii) the proposed appointment of Michele Lonergan and Karin Jaeger as co-opted members to the Housing Scrutiny Committee be approved by the Committee, subject to ratification by Full Council

11. Scaffolding protocol (verbal item)

The Committee heard a verbal update on a new scaffolding protocol applicable borough wide presented by Sean Gallagher (Head of Housing Management Property Services).

Members were informed that changes to scaffolding protocol had been made with the Council now taking a leading role and being accountable for the work, duration and location of scaffolding. Officers stressed the importance of the need to provide a value for money service to residents and therefore ensure that no scaffolding goes up unless clear the consultation process had been duly completed, but most importantly that a fixed sum was payable by the council and so no additional payments would be made for scaffolding kept longer than instructed by the Council. Officers also assured Councillors that scaffolding would not be erected without first communicating with residents and that the housing management service was taking over ownership of this function moving forward.

The main contractor Wates would be expected to provide residents with detailed letter explaining what works would need to be done before scaffolding went up. As part of the new measures the Committee heard that a scaffolding register would also be kept on each estate and monitored weekly by a housing management service designated officer – a measure that had already been implemented as of 8th January 2018. Additionally, new key performance indicators had been set for contractors per block. Finally, plans were in place for the Council to start carrying out pre-inspection works and in order to scope and devise a better understanding of the repairs and potential duration necessary for scaffolding to remain in place. This could then be communicated to residents and expectations better managed. Housing management also mooted the idea of using drones to carry out surveys and plan repairs as a way of help limiting the amount of time to set and keep up scaffolding especially where there was a need to carry out explorative works. Members welcomed the new measures but also noted that health and safety measures were at times over played and often costly to the Council.


It was noted that parking remained an on-going issue, with some vehicles often blocking areas where scaffolding was due to be erected and creating undue delay. Responding to concerns, officers explained that safe working practices remain a priority and inevitably come with a cost. Plans were in place to resolve the ongoing parking issues, with the intention being to use the TMOs (Traffic Management Orders) to help improve the situation in general.

12. Any other urgent business

None.

The meeting closed at 9.20 pm

COUNCILLOR JANICE LONG
Chair

	Housing Scrutiny Committee 22 February 2018
	Report from the Strategic Director of Community Wellbeing
Find Your Home Scheme – Progress Report	

Wards Affected:	ALL
Key or Non-Key Decision:	
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
No. of Appendices:	None
Background Papers:	None
Contact Officer:	Laurence Coaker Head of Housing Needs 020 8937 2788

1.0 Purpose of the Report

- 1.1 This report provides an update on the general performance of the Find Your Home scheme, the extent to which it is meeting its objectives and the impact the scheme is having on residents in general.

2.0 Recommendations

- 2.1 That the committee note the analysis of how the Find Your Home Scheme is making a significant contribution to meeting the demand for affordable housing for households who are threatened with homelessness, and preventing them from becoming homeless, which are the objectives of the scheme.

3.0 Background

- 3.1 The Housing Needs Service consists of three operational teams

- The Housing Options Team
- The Single Homelessness Team
- The Accommodations Services Team

- 3.2 The primary function of the Housing Options team and the Single Homelessness team is to prevent households from becoming homeless, either

by helping the household to retain their current accommodation (when this is appropriate) or by assisting the household to secure alternative suitable accommodation in the Private Rented Sector (PRS).

- 3.3 The Find Your Home scheme, is a service provided by the Housing Options Team, who proactively work with households who are threatened with homelessness, to help them to secure accommodation in the PRS, before they become homeless.
- 3.4 The prevention of homelessness is a core function of the Housing Needs service and makes a significant contribution to Demand Management, one of the strategic priorities of the Council as defined in the Brent 2020 vision, to manage down the pressure on needs led budgets
- 3.3 The implementation of the Homelessness Reduction Act 2017, which commences in April 2018, places additional statutory duties on local authorities to intervene at an earlier stage to prevent homelessness and extends the period during which an authority should treat someone as threatened with homelessness from 28 to 56 days.
- 3.4 Where it is not possible to prevent homelessness, the Housing Options Team will assess what duties the Council may have, under the Housing Act 1996, Part VII, to secure suitable accommodation for the homeless household. If the main rehousing duty is triggered, the Council has a statutory duty to secure suitable accommodation for the household.
- 3.5 Due to the lack of availability of social housing in Brent, homeless households are placed in “Temporary Accommodation” (TA), leased in the private sector, until they are able to move into social housing. The average waiting time to secure social housing depends on the household’s priority band, their waiting time and the size of accommodation required. The table below illustrates the average waiting time for households who are accepted as homeless and living in TA, who are in priority band C

Table 1 average waiting time for households who are accepted as homeless and living in TA, who are in priority band C

Property Size	Average Waiting Time - Band C
2 Bed	9 Years
3 Bed	16 Years
4 Bed	18 Years

- 3.6 As there is insufficient supply of social housing to meet the demand from homeless households, and the use of TA for such long periods is not sustainable, the Council is making use of the power provided by The Localism Act 2011 to end the main rehousing duty by making an offer of suitable accommodation in the PRS to end the homelessness duty, thus breaking the link between homelessness and direct access to social housing.

- 3.7 The majority of homeless households to whom the Council owes the main rehousing duty, will therefore receive one offer of suitable accommodation in the PRS to end the homeless duty. If they refuse this offer of accommodation, the Council will end the duty, and the household will need to make their own rehousing arrangements. If the family consists of dependent children, under the age of 18, they may obtain assistance through the Children and Young People service. However, if following a Child and Family Assessment (CFA) the family are deemed to be eligible for support, the likely outcome would be an offer of PRS accommodation outside of London.
- 3.8 As the majority of homeless households will be offered PRS housing as a resolution to their homelessness, a better outcome is for the household to find privately rented housing themselves, and secure the accommodation with the assistance of the Council. This prevents the need for the Council to provide Temporary Accommodation while we seek PRS accommodation to end their homelessness. In addition, introducing personal choice (albeit limited by affordability) in the decision of where to live stops the risk of the household refusing accommodation offered by the Council, where we are unable to offer any choice.
- 4.0 A brief overview of the scheme – including its purpose, key objectives, desired outcomes, resources and costs**
- 4.1 The Find Your Home Scheme was initially launched as a pilot in September 2015, before becoming a mainstream service in August 2016, as part of the Housing Options team restructure. Specialist homelessness prevention teams were created to concentrate resources on prevention work, including the Find Your Home service, as opposed to the statutory homelessness assessment.
- 4.2 The main purpose of the Find Your Home service, is to prevent homelessness and is designed to achieve a better outcome for households who are threatened with homelessness, by avoiding the need for them to have to access emergency bed and breakfast accommodation, and rely on the council to secure accommodation for them. Households are able to access support and resources to secure a property in the PRS, which they are able to choose for themselves, before they actually become homeless. It is also in line with the new statutory duty to prevent homelessness, being implemented under the Homelessness Reduction Act 2017.
- 4.3 Households are encouraged to access services as soon as they are aware that there is a threat that they may become homeless. This enables the Housing Options team to have as much time as possible to work with the household to prevent them from becoming homeless. The need to approach the Council as early as possible and the promotion of the Find Your Home scheme is constantly promoted through communication plans, forums, the Council's website and member engagement.
- 4.4 Since the implementation of the Government's Welfare Reforms, and specifically the Local Housing Allowance (LHA) cap, introduced in October 2011, the main driver of homelessness in Brent (and London generally) is the

eviction of households from the PRS. This is due to the growing unaffordability of the private rented sector in Brent, for families on low income and who are dependent on benefits to help meet their rental liability.

- 4.5 The other main reasons for homelessness in Brent are family exclusions, domestic abuse and a combination of properties being unreasonable to continue to occupy, and non-violent breakdown in relationship.
- 4.6 When a household first approaches the Council in housing need, an assessment of their circumstances, including their reason for homelessness and eligibility (as defined by homelessness legislation) is conducted to determine the appropriate action. If the household are already homeless, they are assessed to determine what rehousing duties may be owed. However if the household are only threatened with homelessness, then the Housing Options team will work with household to prevent their homelessness.
- 4.7 An initial assessment of the household's circumstances is undertaken. Having completed this initial assessment, if it is identified that the best option to prevent homelessness is to secure accommodation in the PRS, the household will be given a follow up appointment where they will be provided with practical support, advice and assistance through the Find Your Home scheme. An online affordability map has been developed, which is used to illustrate where the household can afford to live according to their individual circumstances. The officer will use this tool to manage the expectations of the household as to where they are likely to be successful in securing accommodation and therefore where they should concentrate their search. A Personal Housing Plan, tailored to the individual household's circumstances is then agreed to confirm what action they take to find accommodation. The creation of a Personal Housing Plan for every household will become a statutory requirement under the Homelessness Reduction Act 2017. The Plan is then reviewed every three weeks with the household to check on progress made and provide ongoing advice and support.
- 4.8 In Brent, the main barrier to households successfully securing a property before they become homeless is the affordability of accommodation. Understandably, most households wish to remain in the borough, however this is often not a realistic option. For example a single mother + 2 x dependent children, who is not working, and requires a 2 bedroom property will have a shortfall between her benefit income and the LHA rent of £83 p/w in South Brent and £23 p/w in North Brent. If the household do not secure accommodation under the Find Your Home scheme, and they subsequently become homeless, the Council will accept the main rehousing duty, and secure suitable accommodation to end the homelessness.
- 4.9 If however the household do identify a suitable property, the Find Your Home service will ensure that the property is suitable, (including affordability) and that gas/electrical and Energy Performance Certificates are obtained. An incentive payment equivalent to 8 weeks LHA rent for the property is then paid to the owner to secure the accommodation for the household. The Find Your Own service will then remain in contact with the household until their Housing Benefit

claim is in payment and there are no tenancy relation issues with the landlord, to ensure tenancy sustainment.

4.0 Performance

- 4.1 The prevention of homelessness achieved through the Find Your Home Scheme makes a significant contribution to the overall number of preventions achieved, which became a Key Performance Indicator for the Housing Needs Service in 2016/17 and will be required as part of the new homelessness statistical report 'H-CLIC', required by Government.
- 4.2 The overall Prevention of Homelessness Performance Indicator is monitored monthly by the Housing Needs Senior Management Team and the Housing Departmental Management Team, and reported on a quarterly basis to the Council's Corporate Management Team and Central Government.
- 4.3 There is no specific target set for prevention of homelessness through Find Your Home, only an overall target and a Prevention of Homelessness Performance Indicator, which the Find Your Home scheme contributes to. The quarterly outturn for 2016/17 and the YTD performance of the Find Your Home scheme is listed in brackets in table 2 below.

Table 2 Prevention of Homelessness including Find Your Home Preventions recorded in brackets

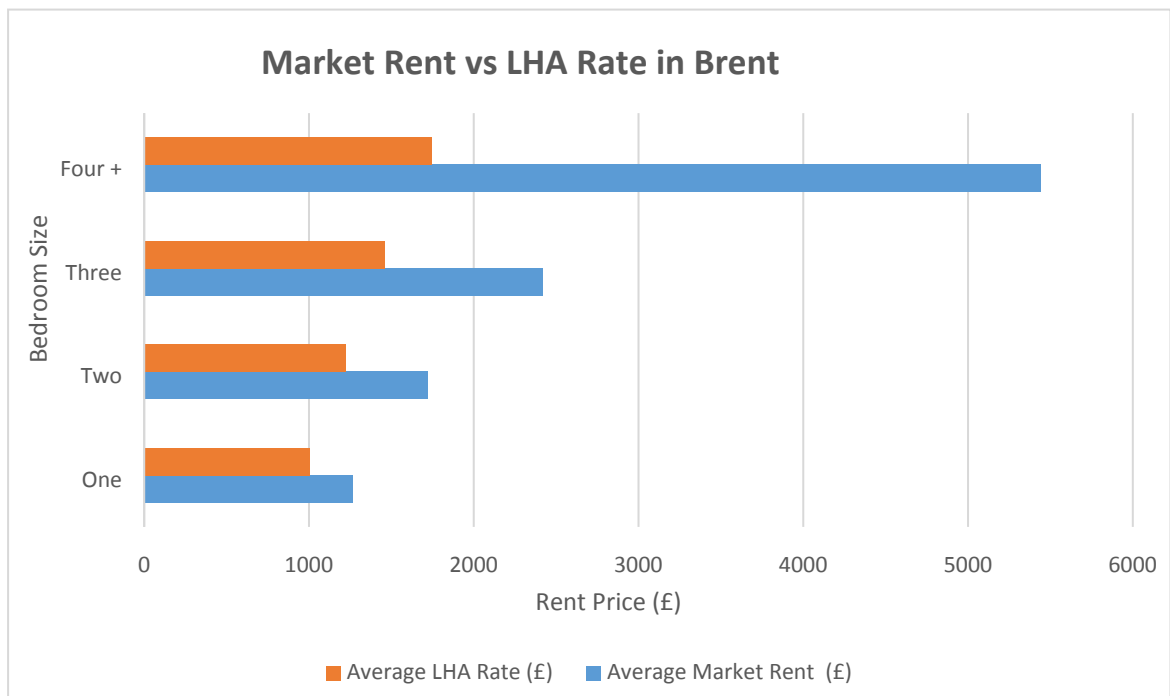
Performance Indicator - Homeless Prevention						
	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Outturn	Target
2016/17	158 (96)	97 (59)	93 (81)	67 (60)	415	510
2017/18	137 (69)	145 (73)	246 (79)	tba		600

- 4.3 The outturn for 2016/17 fell short of the target set, primarily due to issues with embedding the new prevention service as part of the Housing Options team restructure in August 2016. A higher target was set for 2017/18, due to predicted improvement in performance once these issues had been resolved. The spike in performance in 2017/18 in Q3 is due to more accurate recording of prevention of homelessness for single households, following the implementation of the Single Homelessness Team, and Single Homeless Prevention Service (SHPS)

5.0 Barriers

- 5.1 As stated above the major barrier to the success of the Find Your Home scheme is the affordability of accommodation, due to the average market rent in Brent being significantly higher than the Local Housing Allowance rate, resulting in the majority of PRS accommodation in Brent being unaffordable, as illustrated in Table 3 below.

Table 3 – Gap between LHA Rate and Average Market Rent in Brent



- 5.2 If a household is successful in finding a property at the LHA level, it will not be affordable if they are not working, due to the Government's Welfare Reform. The total amount of benefits that a single or two parent family can receive has been capped at £442 p/w. When all other benefits are calculated, the housing benefit entitlement is reduced so the total benefits do not exceed the benefit cap limit. The example in table 4 below shows a lone parent who is not working will have a shortfall of £83/£23 per week, depending on the area of Brent where the property is found.

Table 4 – Example of the weekly shortfall between income and the LHA rent for a non-working, lone parent with 2 children

	Lone Parent 2x Children under 10 yrs	2 Bed LHA Rate South	2 Bed LHA Rate North
Wages/Salary	0		
Income Support	-£73		
Child Tax Credit 2 children	-£115		
Working Tax Credit	0		
Child Benefit 2 children	-£34		
= Total Income from benefits	-£223		
Overall Benefit Cap	£442		
= Total Max HB Contribution	£219		
Minus LHA rate- 2 Bed South / North Brent		£302	£242

- 5.3 The Find Your Home service provides detailed financial analysis of an individual's circumstances and uses benefit calculators to show that a household is always better off in work, as they will be exempt from the Overall Benefit Cap, as long as they are in receipt of Working Tax Credits. Support and advice on how to secure employment is provided in partnership with Brent Employment Services.

6.0 Financial Implications

- 6.1 Temporary accommodation including the Find Your Home scheme is funded through the Housing needs General Fund.
- 6.2 The average cost of securing accommodation through the Find Your Home Scheme is £3,300 (equivalent to 8 weeks Local Housing Allowance rent) This is a one off payment made to the owner of the property to prevent the household from being made homeless. The early intervention means there is no further costs for would-be acceptances, this is because we do not have to go through the costly process of completing an investigation in further duties that apply under stages 1 and 2.
- 6.3 It is forecasted that the use of the Find Your Home service will increase in 2018/19, as the demand for homelessness services will increase with the ongoing issues around welfare reform and affordability, as well as the implementation of the Homelessness Reduction Act in April 2018.
- 6.4 Although the Find Your Own Scheme may lead to increased cost initially, it is anticipated that the improved focus on prevention of homelessness will result in a reduction of households owed the main housing duty.

7.0 Legal Implications

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

8.0 Diversity Implications


- 8.1 Some protected groups are over-represented among homeless households. This is partly due to the criteria through which priority need is established under the relevant legislation: for example, a household may be regarded as being in priority need owing to age, to a physical disability or mental health condition or to pregnancy. It is also an effect of poverty and disadvantage: some ethnic groups, for example Black Africans, are over-represented among homeless households compared to their presence in the general population.
- 8.2 Since the primary focus of the Find Your Home Scheme is to prevent homelessness, and is presented as an option for households to agree to, the impact is positive for households who are threatened with homelessness.

Report sign off:

Phil Porter

Strategic Director of. Community
Wellbeing

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	Housing Scrutiny Committee 22 February 2018
	Report from the Strategic Director of Community and Wellbeing
Housing Development Plans - Update	

Wards Affected:	All
Key or Non-Key Decision:	Non-Key
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
No. of Appendices:	Two
Background Papers:	None
Contact Officer(s): <small>(Name, Title, Contact Details)</small>	Geeta Le Tissier External Contracts Manager geeta.letissier@brent.gov.uk Tel. 0208 937 1261

1.0 Purpose of the Report

- 1.1. This report seeks to update Housing Scrutiny Committee on the Council Housing Development Plans and Infill Programme.
- 1.2. Housing demand in Brent follows the London trend and the Council is developing its full response to the service needs via its Housing Strategy. The Housing Strategy will be reported to members separately.

2.0 Recommendation(s)

- 2.1. That the Scrutiny Committee notes the contents of this report.
- 2.2. That the Scrutiny Committee consider making recommendations to Cabinet members and Council officers, on action(s) they consider necessary.

3.0. Detail

- 3.1. Brent is in the process of procuring services for a stock condition survey of its HRA property portfolio. The tender is on track to be issued this month (February) on the preferred framework, and the survey work will be

undertaken over the coming summer. The delivery is timetabled for the end of August 2018 and will cover 100% of external surveys and 20% of internal surveys for all Brent owned properties. This will provide us with a better understanding of our stock, enabling us to plan more efficiently for the future.

- 3.2. In 2015 the Council was successful in its bid for funding to the GLA under the London Mayor's Housing Programme 2015-18 in respect of infill development sites. These sites have all progressed and handover of 4 units took place last year.
- 3.3. A number of handovers are due this financial year as the GLA grant funding programme comes to an end. The units are part-funded (approximately 15% of the costs) by GLA grant while 14 units are being funded through the use of Right To Buy Receipts accumulated by the Council and which must be used according to strict guidelines.
- 3.4. The Phase 1 Infill Programme consists of 12 sites delivering a total of 62 new affordable homes and 23 homes for supported housing accommodation, totalling 85 additional homes. A Phase 2 programme of 6 x sites Infill Sites is currently in development and should deliver 42 additional new homes in 2019.
- 3.5. A further 5x infill sites are currently being considered - these are not in receipt of grant and due to the lack of borrowing headroom in the HRA cannot be funded through Right To Buy Receipts.
- 3.6. The new homes provided include a mix of one bed units which are being delivered for the provision of specialist supported housing for vulnerable clients with specific needs identified through medical assessments and include a care package. A number of mixed 2 and 3 bed units are also being built to provide housing for young families. The rents for 3 bed family units are set at 50% below market rent while the one bed units are between 30% and 20% below market rent.
- 3.7. In addition to these small infill sites, the Council is considering the development of new homes on non-housing land which it owns and which require the provision of other services; such is the case of the community library at Preston Park Annex. The level of housing provided is agreed as part of the planning process. These mixed sites have the added consideration that they often require a number of housing units for sale and shared ownership in order to cross subsidise the main project costs as well as the provision of affordable housing units. The proportion of affordable housing is dependent in those instances on the land available and the funding available for the whole scheme.
- 3.8. Resident Involvement is a key factor in the successful delivery of infill development schemes. It is important that consultation takes place at the earliest opportunity and that the development also brings about an improvement of the local environment for existing residents. This dual approach is more likely to foster sustainable communities. The opportunity of the infill developments has also provided estates with the modernisation and regeneration of local pockets of poorly used land parcels.

- 3.9. The capital programme in past years concentrated heavily on achieving the Decent Homes programme, and a large part of the works were to the internals, concentrating on kitchen and bathroom renewals, rewiring, windows and roofs and increasing insulation to properties where possible.
- 3.10. As a lot of our properties now meet Decent Homes standards, we have commenced concentrating on the external fabric, planned maintenance programme (something which was not prominent due to lack of funding). In 2017/18, we have started looking at each building holistically, i.e. carrying out works to all the elements which require work as necessary, so we do not have to visit the property again for a number of years.
- 3.11. We have also been sweeping up on properties where tenants refused to have kitchen and bathroom renewals carried out, either carrying out the works whilst the properties are void, or working closely with Housing Officers to persuade tenants to have the works carried out. We are now almost at the end of the programme with under 300 properties requiring a new kitchen or bathroom.
- 3.12. Please see Appendix 2 for details of the Capital Programme 2016/17 and 2017/18.
- 3.13. The draft London Plan currently out for consultation and the recent London Housing Strategy will have an impact on the Council's housing strategy and development plans. The housing development ambition of Brent Council is being addressed through its own Housing Strategy and the Council's future direction will be agreed as part of that strategy.

4.0 Financial Implications

- 4.1. Capital allocations for the Development Programme is proposed to be £24m in 2018/19 and £10.5m in 2019/20.
- 4.2. The majority of Development programme will be funded via borrowing within the HRA and the utilisation of retained Right to buy Receipts. Retained Right to Buy receipts can be used to fund up to 30% of the development costs.
- 4.3. In order to ensure that borrowing is affordable nationally, each local authority was set an HRA borrowing limit under self-financing, and it will not be possible for that limit to be exceeded. Where a local authority's Housing Capital Financing Requirement (HCFR) is less than the limit set for self-financing valuation, a "headroom" to increase borrowing under self-financing will be created. The government determinations for self-financing set out that Brent's borrowing limit is £199.2m.
- 4.4. In the short term the HRA capital programme is forecast to reach its headroom so future council developments will need to be funded via other sources.

5.0 Legal Implications

- 5.1 There are no legal implications arising from this report.
- 5.2 There are legal implications pertaining to individual projects at the point of delivery in that they include the procurement of services and construction works.

6.0 Equality Implications

- 6.1 The aim of the housing development programme is to meet the demand for affordable housing , alleviate homelessness and overcrowding in the borough, therefore focusing on low income families and on vulnerable members of the community who qualify for the housing waiting list.

7.0 Consultation with Ward Members and Stakeholders

- 7.1 For each development site, a consultation strategy was designed, which ensured meaningful engagement and involvement of all relevant stakeholders was achieved. This included residents on the estate, ward members, private residents whose properties are within the vicinity of the development and Housing Management and Planning colleagues.

8.0 Human Resources/Property Implications (if appropriate)

- 8.1 None

Report sign off:

Phil Porter

Strategic Director of Community Wellbeing

APPENDIX ONE
LB Brent Infill Phase 1 Sites

Programme of Phase 1 - HRA and NAIL schemes

Project Name	Type of Units	Forecast - completion	Cost
HRA A. CAM ESTATE - Ainsworth Close	1 dwelling 2 Bedrooms and 2 dwellings x 3 Bedrooms	20-Feb-18	£550k
Clement Close NAIL	12 flats x 1 bed - supported housing units and associated communal lounge	26-Feb-18	£3.8m
HRA J. Weston House	14 Flats: (3x1bed; 9x2bed and 2x 3beds) and community centre	07-Mar-18	£4.0m
HRA H. William Dromey Court	3 dwellings/ 4 Bedrooms	13-Mar-18	£1.6m
HRA I. James Stuart House	4 dwellings x 3 Bedrooms	23-Mar-18	£750k
HRA Slough Lane Phase 2	2 dwellings x 1 Bedrooms	09-Apr-18	£445k
Peel Road NAIL	11 flats x 1 bed - supported housing units	02-May-18	£3.9m
HRA G. Summit Court	11 Flats (4x1bed; 3x2bed and 4x 3bed) and community room	18-Nov-18	£2.3m
HRA E. Mead Court	4 dwellings x 3 Bedrooms	07-May-18	£1.2m
Runbury	3 dwellings x 3beds and	12 July 2016	£650k
Slough Phase 1	2 dwellings x 2beds	12 July 2016	£410k
Eskdale	2 dwellings x 3beds	22 June 2016	£430k

APPENDIX ONE

LB Brent Infill Phase 2 Sites

INFILL PROGRAMME – PHASE 2

Scheme Name	No. of Units and Tenure	Estimated Handover date	Estimated Cost
Gladstone Park	8 x Affordable Rent	Feb 2019	£1,697,539.81
Kingston House	2 x Affordable Rent	July 2019	£869,047.38
Oman Avenue	7 x Affordable Rent	July 2019	£2,025,574.76
Ellerslie Gardens	8 x Affordable Rent	July 2019	£2,405,628.48
John Perrin Place	3 x Affordable Rent	July 2019	£1,046,573.26
Kilburn Square	14 x Affordable Rent incl 3 x Wheelchair Units and 10 x Shared Ownership	April/May 2019	£4.8m

INFILL PROGRAMME PHASE 2 – FUNDING NOT APPROVED

Address	Number of units	Funding	Anticipated construction cost
Mason Court	3	TBC	£825,000.00
Hindhurst Court	3	TBC	£825,000.00
Gloucester Close	5	TBC	£1,375,000.00
Kings Drive	4	TBC	£1,950,000.00
Frontenac	4	TBC	£1,050,000.00

HOUSING SCRUTINY COMMITTEE


FEBRUARY 2018

APPENDIX TWO

CAPITAL PROGRAMME

Programme	Capital 2016-17 (Mar-17)	Capital 2017-18 (Jan -18)
	£'000	£'000
Fire Safety Works	1397	500
Door Entry	221	200
Electrical	3864	1393
Lifts	15	1800
Water	10	15
Heating	978	900
Planned Cyclical Works	14882	15366
St Raphaels Estate	2792	-
Over-Cladding ECO project - Lakehouse	1817	-
Environmental Improvements	213	400
Watling Gardens ECO project - HRA	2055	-
Decent Homes Scheme - Kitchens & Bathrooms renewals	-	1876

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 Brent	Housing Scrutiny Committee 22 February 2018
	Report from the Strategic Director of Community Wellbeing
Oversight of Registered Providers Operating in Brent – Genesis Housing Association	

Wards Affected:	All
Key or Non-Key Decision:	Non-Key
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
No. of Appendices:	None
Background Papers:	None
Contact Officer(s): <small>(Name, Title, Contact Details)</small>	Geeta Le Tissier External Contracts Manager geeta.letissier@brent.gov.uk Tel. 0208 937 1261

1.0 Purpose of the Report

- 1.1 Housing Scrutiny Committee seeks to have an oversight of service delivery in the borough as housing is increasingly delivered by a number of landlords, including the Council, Registered Providers (RP), private landlords and partowned part –rent schemes such as Shared Ownership. The Committee has requested that Registered Providers active in the borough report on the level and quality of services they deliver to local residents in partnership with the Council.
- 1.2 In view of the long standing role of Genesis Housing Association in Brent and the number of residents receiving services from Genesis HA, the February 2018 Scrutiny Committee meeting is dedicated to a scrutiny of its housing services and resident engagement.

2.0 Recommendation(s)

- 2.1 That the Scrutiny Committee welcomes the representatives from Genesis, note and consider the contents of this report and any report and/or information to be presented by Genesis representatives.
- 2.2 That the Scrutiny Committee asks Genesis representatives questions they consider relevant, bearing in mind the information presented.
- 2.3. That the Scrutiny Committee consider making recommendations to both Genesis and Cabinet on action(s) they consider necessary.

3.0. Detail

- 3.1 One of the UK's leading housing associations, Genesis owns or manages around 33,000 homes across London and the east of England - its stock portfolio includes a range of properties - from temporary housing to rented homes, homes for sale, and supported housing.

GENESIS	Total number in Brent as at 31/03/17
flats	4673
houses	1066
maisonettes	66
Shared acc/bedsits	212
	6017

Figure 1. Brent Stock

In Brent Genesis Housing Association counts 6017 homes in Brent as at 31st March 2017. It demonstrates the strong presence of the organisation in Brent, namely in Harlesden, Kilburn, Kingsbury, Wembley and Willesden. It follows that Genesis is a key partner in maintaining and improving the quality of life of Brent Residents.

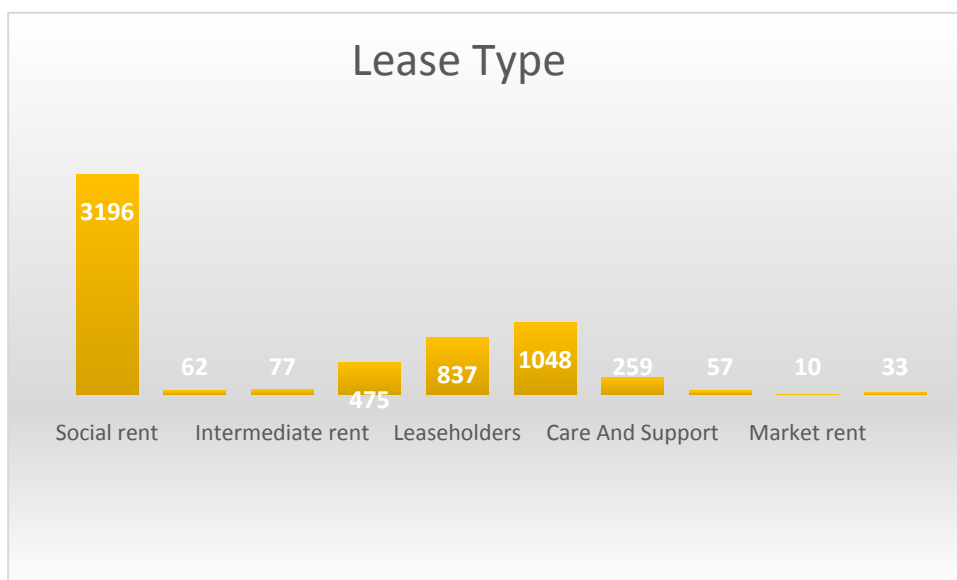


Figure 2. Lease Type

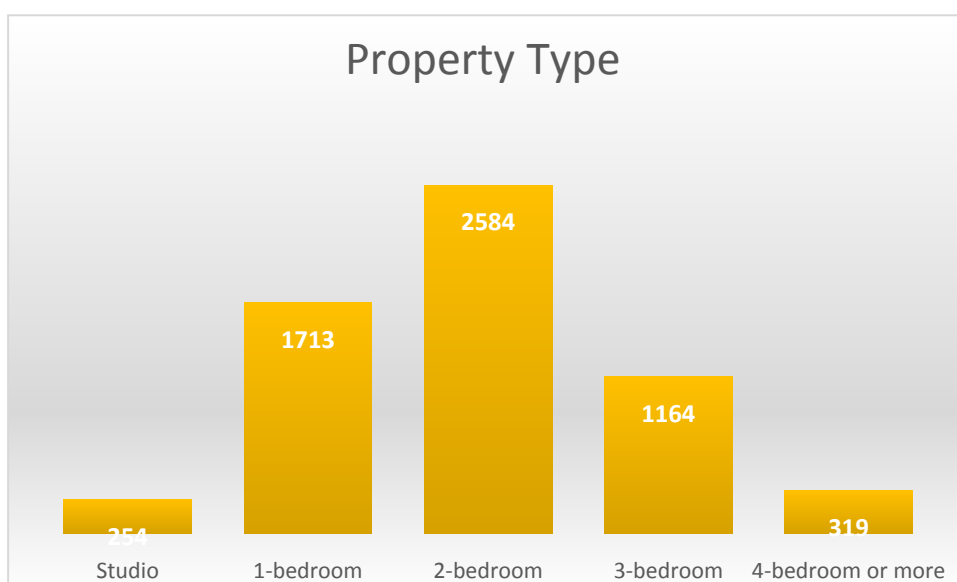


Figure 3. Property Type

- 3.2 2016/7 Financial Results. Genesis Housing Association owns or manages around 33,000 properties in London and the South East. It announced the surplus and a turnover of £264.3m for 2016/17. Its operating margin also improved from 17.31 per cent to 19.98 per cent year on year, as a result of work to improve void losses, control direct costs and make the temporary housing arm of the business more profitable. Debt was reduced by £70m.
- 3.3 The figures highlight expenditure of £50m on repairs and maintenance of existing assets, up from £47.2m in the previous financial year, as part of Genesis' sustained focus on investing in bringing its homes above the 'decent

homes' standard and driving improvements to the customer experience. Partly as a result of this investment, customer satisfaction with the repairs service reached a three-year high of **79.9 per cent**, up from 73.6 per cent in 2016.

- 3.4 On 1st February 2018 shareholders of Genesis Housing Association passed the confirmatory vote with a clear majority in favour of a merger with Notting Hill Housing. Notting Hill's shareholders also voted in favour. The vote, passed on 1 February 2018, followed the Special General Meetings held by both housing associations on 16 January, where both sets of shareholders overwhelmingly voted in favour of the merger proceeding.

Commenting on the vote, a Genesis spokesperson said:

As Notting Hill Genesis, we will have greater capacity and influence to play our part in addressing the housing crisis in London and South East. We will be able to build 400 more homes than we would separately, as well as delivering better quality, enhanced services to our customers.

Other highlights from the publication of the Annual Review and Financial Statements include:

- *Social and economic initiatives realised a Housing Associations' Charitable Trust (HACT) social value of £4.1m (£3.7m in 2015/16), making a significant contribution to improving wellbeing in the communities Genesis serves.*
- *A customer satisfaction rate of **80.8 per cent** among care and support service users.*
- *Over 9,000 downloads since its launch of the Genesis app, a key cornerstone of Genesis' ambition to be a new style provider for the digital age. The app now has added functionality for residents to make direct payments.*
- *809 volunteering placements created for residents, up from 476 in 2016.*
- *44 apprenticeship roles in place (up from 41 in 2016).*

- 3.5 The following shows the breakdown of properties owned/managed by Genesis in LB Brent – differences are accounted for by the characteristic and type of unit and by the date the stock take was reported to the GLA.

General Needs Accommodation	Self Contained - Managed	4438	Includes 3348 owned and managed
General Needs Accommodation	Self-Contained - Owned	3348	
General Needs Accommodation	Non Self-Contained	59	
Supported Housing	Owned & Managed	186	
Supported Housing	Managed	41	
Housing for Older People	Owned and Managed	69	
General Needs Accommodation	Part-Ownership	849	

Figure 4. Breakdown of stock

3.6 Genesis also contributes to the provision of approximately 1,000 units to the borough under the Housing Association Leasing Scheme (HALS) for Temporary Accommodation.

3.7 Development – Current schemes include:

4, Oxford Road -

This is at planning stage and completion is forecast for June 2019.

Brent House –

Work began in December 2016 and completion is forecast for March 2019. It will deliver 45 affordable homes for rent and 149 shared ownership homes.

3.8 Resident Involvement is strong. Genesis undertakes customer forums which focus on specific Housing related services such as Anti-Social Behaviour, Gas Services and Care & Support. Their main Board counts 2 residents and the Customer Services Committee has 3 residents.

4.0 Financial Implications

4.1. There are no financial implications arising from this report.

5.0 Legal Implications

5.1 The review falls within the General Terms of Reference for Scrutiny Committees as set out in the Constitution.

6.0 Equality Implications

6.1 Registered providers shall:

- treat all tenants with fairness and respect
- demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.

6.2 There are no equality implications directly arising from this report.

7.0 Consultation with Ward Members and Stakeholders

7.1 No ward members nor stakeholders have been consulted.

8.0 Human Resources/Property Implications (if appropriate)


8.1 None

Report sign off:

Phil Porter

Strategic Director of Community Wellbeing

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	Housing Scrutiny Committee 22 February 2018
	Report from the Director of Performance, Policy & Partnerships
Update on Housing Scrutiny Committee 2017-18 Work Programme	

Wards Affected:	All
Key or Non-Key Decision:	N/A
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
No. of Appendices:	1
Background Papers:	N/A
Contact Officer(s): <small>(Name, Title, Contact Details)</small>	Barbara Grant Senior Policy & Scrutiny Manager 020 8937 3271

1.0 Purpose of the Report

- 1.1 This report sets out revisions to the 2017-18 Housing Scrutiny Committee's work programme since it was agreed at the 16th January 2018 meeting.

2.0 Recommendation(s)

- 2.1 Members are asked to discuss and agree the revised work programme for the remainder of the municipal year as set out in Appendix A.

3.0 Detail

- 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 These 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.

2017-18 work programme

- 3.3 Appendix A includes the revised work programme. One item has brought forward to February from March 2018 – i.e. Find your Home Programme. One item has also been added to March – i.e. Impact of Landlord Licensing
- 3.3 The table below highlights the changes from the agreed to the revised work programme. The item on the Outcome Based Review of Domestic Abuse, has been deferred until the next financial year, to allow for a more detailed discussion on the Homelessness Reduction Act, which comes into effect at the start of the next financial year.

Agenda item	Agreed work programme for March 2018 meeting	Revised work programme for March 2018 meeting
1.	Homelessness Reduction Act	Homelessness Reduction Act
2.	Brent Based Registered Provider (RP) Delivery of Social Housing	Brent Based Registered Provider (RP) Delivery of social housing (Catalyst)
3.	Outcome Based Review – Domestic Abuse	Impact of Landlord Licensing
4.	Scrutiny Committee's Work Programme 2017-18	Scrutiny Committee's Work Programme 2017-18

4.0 Financial Implications

- 4.1 There are no implications.

5.0 Legal Implications

- 5.1 There are no implications.

6.0 Equality Implications

- 6.1 There are no implications.

7.0 Consultation with Ward Members and Stakeholders

- 7.1 There are no implications.

8.0 Human Resources/Property Implications (if appropriate)

- 8.1 There are no implications.

Report sign off:

PETER GADSDON

Director of Performance Policy & Partnerships.

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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.	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.	Brent's Housing Associations: scrutiny task group report (July 2016)	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	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	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	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	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	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform; Task Group chair (Cllr Janice Long);	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing
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. One registered provider (TBC).
4.	Brent's Housing Associations: scrutiny task group report (July 2016)	5. Evaluate progress on recommendations from original report to CWB Scrutiny Committee in July 2016.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 4. John Magness, Head of Housing Partnerships

5	Review short-listed candidates as co-opted members for the committee	1. Evaluate short-listed candidates as co-opted members for the Housing Scrutiny committee.	Cllr Janice Long	1. Mark Cairns, Policy & Scrutiny Manager
6.	Scaffolding protocol			Hakeem Osinaike Sean Gallagher

Thursday, 22 Feb 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	'Find your home' programme	<ol style="list-style-type: none"> Performance of the scheme in Brent; Understand whether programme is fit for purpose based on social needs; Understand the relationship with welfare reform; 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"> Phil Porter, Strategic Director Community Wellbeing; Hakeem Osinaike, Operational Director Housing; Minesh Patel, Head of Finance
2.	Brent Housing Management (BHM) Development plans	<ol style="list-style-type: none"> Size of portfolio; Value of portfolio; Management and usage plans beyond integration of BHP within LB Brent Housing; Financial forecast. 	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> Phil Porter, Strategic Director Community Wellbeing; Hakeem Osinaike, Operational Director Housing; Minesh Patel, Head of Finance
3.	Brent based Registered Providers (RP) delivery of social housing	<ol style="list-style-type: none"> Use of existing assets Future strategy for Brent Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB) 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"> Phil Porter, Strategic Director Community Wellbeing; Hakeem Osinaike, Operational Director Housing; Minesh Patel, Head of Finance; One registered provider (TBC).
4.	Housing Management – Customer Service	<ol style="list-style-type: none"> To hear a deputation from resident 	n/a	<ol style="list-style-type: none"> Mr Neil Roddy - resident
5.	Scrutiny Committee's Work Programme 2017-18	<ol style="list-style-type: none"> The report updates Members on the Committee's Work Programme for 2017-18 	Cllr Janice Long	<ol style="list-style-type: none"> Barbara Grant, Senior Policy Advisor

Wednesday, 21 Mar 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	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.
2.	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 (Catalyst).
3.	Impact of landlord licensing	<ol style="list-style-type: none"> 1. What impact has the Licensing Scheme had on tenants 2. What has been the impact on surrounding areas 3. What support has been available to affected tenants following a 'council raid' as a result of breach of license 	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. Spencer Randoplh, Head of Private Housing Services
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. Barbara Grant, Senior Policy Advisor

Suggested for 18/19:

- Work to find larger travellers site/more pitches
- Impact of changes to traffic enforcement in estates with Traffic Mgt Orders
- Tackling voids
- Aids and adaptations
- Outcome Based Review – Domestic OBR/pan London domestic abuse progress report