

Recommendation	Predicted Outcome	Action Needed	Outcomes/Actions
ADVOCACY AND AWARENESS			
<ul style="list-style-type: none"> Develop and distribute communication about the positive effects of HMO licensing to tenants through direct (e.g. private tenant forums) and indirect (e.g. community and voluntary groups) channels. 	<i>Tenants more aware of rights and builds positive relations with tenants.</i>	Develop and deliver a communication plan	Comms. plan developed and implemented
		Arrange a forum type event with community and voluntary groups in Brent. The 1 st of these is to happen before the end of June (Probably 21 st June) and then it is to be decided if these should continue on a regular basis or if we can get involved with other community engagement events already undertaken in Brent.	Work is in progress to develop this. VS groups have been engaged and a training/seminar type event is being developed and organised
<ul style="list-style-type: none"> Combat language barriers by identifying languages spoken prior to visit; for example, tick box on online form for reporting landlords. Produce information in appropriate languages and take on visit and post-visit. 	<i>Tenants understand why visit is taking place and what actions are being taken; more aware of rights. Tenants more likely to give officers information on rogue landlords and work collaboratively - opening up communicating with other tenants.</i>	Get current on-line report it form changed to include language spoken/read but also check to see if this is in line with a corporate policy re the translation of documents.	The form cannot be adapted to be published in different languages but there are various search engines that will translate the new online form.
		Review current letters being handed out on the visits.	Letters and leaflets have been developed, published and are being handed out by visiting officers.
<ul style="list-style-type: none"> Share knowledge with (all) tenants post visit, signposting them to further support and contact details. 	<i>Information captured can be used by tenants in potential future dialogue with council/voluntary sector orgs; tenants have greater awareness of what is happening.</i>	Develop a system to capture the number of tenants living in a property that can then be entered into acolaid so that the right number of letters can be sent out post visit. Or develop a system of delivering a letter to every room within a property even if empty at the time of the visit.	Still to be actioned

GOVERNANCE			
<ul style="list-style-type: none"> Improve data capture/content management systems for private tenants. Consider using national insurance numbers to track tenants. 	<i>Private Housing and Housing Needs departments have tools to collaborate and share information; intelligence shared.</i>	Look at what technology we can use to capture personal info like passport number or NI number. Can this be done on an Ipad. Also how do we then record this on Acolaid. And finally what can we do to encourage other services like Housing Needs, SSP law A4R to do the same so that info can be compared	Still to be actioned
<ul style="list-style-type: none"> Discuss strengthening contract-monitoring process with SSP Law contract-holder (in Housing Needs department); ensure that performance indicators are addressed in each report. Are any tenants not being supported due to ineligibility for Legal Aid? What happens to these tenants next? 		Housing Needs manage this contract so there's need to liaise with Fidelis however much of this contract management could be automated if the above online form is developed	Spencer now has meetings with SSP law in order to identify any pertinent issues. Spencer also gave a presentation at an SSP Law Team Meeting to promote the service and inform their staff of our work and powers in order to take a more collaborative approach.
<ul style="list-style-type: none"> Introduce formal process to cross check if tenants in a suspected HMO are on housing or other benefit database with Housing Needs. Invite Housing Needs/Adult social care to join visit if there is a particular concern for a tenant. Work with Housing Needs to capture these tenants within the single person pathway. 	<i>Potential tenant vulnerability identified prior to visit. Single vulnerable people in HMOs better protected, Homeless Reduction legislation impact mitigated.</i>	Create a process and identify systems that can be accessed in order to be able to easily retrieve this data but also develop a process so that if a vulnerable person is identified the appropriate course of action is taken. This will need other services to agree to attend some inspections.	
COLLABORATIVE WORKING			
<ul style="list-style-type: none"> Use existing cross-departmental and local cross-sector working groups to support most vulnerable tenants who would not be eligible for other council services. Discuss issues with Brent Community and Voluntary Organisation working group. 	<i>More collaborative working/information-sharing between council and private/voluntary-sector service providers.</i>		

<ul style="list-style-type: none"> Use London-wide licensing working group to discuss ways of simple information-recording and sharing around private tenant displacement, and share Brent's findings. 	<i>Communication between boroughs improved; pan-London practices identified and implemented.</i>	<p>Already actioned at time of the report</p>	
<ul style="list-style-type: none"> Discuss sub-regional and pan-London system for tracking movements at North London/new GLA licensing working groups. 	Pan-London collaboration improved.	<p>Already actioned at time of the report</p>	
<ul style="list-style-type: none"> Share civil/criminal proceedings information between Brent PH and SSP Law to strengthen each other's cases and raise awareness of problem landlords/agencies. 	Knowledge shared, cases strengthened.	Whilst this happens it is rather adhoc. There is a possibility that this could be incorporated in to the online form so or otherwise a sharing of monthly reports. Also a possibility to link this in to supporting tenants in claiming for RRO'	SSP Law now have access to the GLAs rogue landlords database.
TRAINING AND EDUCATION			
<ul style="list-style-type: none"> Basic vulnerability id training for HMO/licensing officers on inspections e.g. training and quiz on vulnerability classifications, signs, trigger and what to do. 	<i>Awareness raised of council powers to improve non-decent HMOs/prosecute landlords; more unlicensed HMOs identified.</i>	Identify a training package for all Enforcement and HMO licensing officers. Also need to consider if this should be extended to Licensing Processing Officers so that they are able to identify vulnerability when taking enquires.	A training programme along the lines of Making every contact count (MECC) has been developed and rolled out to staff in PHS who are visiting properties. Further training module are to be developed.
<ul style="list-style-type: none"> Continue to offer training around recognising HMO to Housing Needs and other departments that are likely to visit HMOs 		Develop an internal Comms plan and also a timetable of attending team meetings. This has already started with Spencer attending the North West Health Care team meeting and SSP Laws	Various workshops and officers attending both internal and external organisations has been undertaken.