

## Appendix A

### Resources and Public Realm Scrutiny Committee (RPRSC) Recommendations Tracker 2024/25

The Recommendations Tracker is a standing item on committee agendas, and documents the progress of scrutiny recommendations, suggestions for improvement, and information requests made by the Resources and Public Realm Scrutiny Committee at its public meetings and as part of task and finish group reviews. Scrutiny recommendations, suggestions for improvement, and information requests will not be removed from the tracker until full responses have been provided to the Committee by either the Cabinet, council departments, and/or external partners.

#### Recommendations to Cabinet from RPRSC

| Subject   | Scrutiny Recommendation  | Cabinet Member, Lead Officer/s, and Department  | Executive Response  | Review date       |
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| <p>24 Jan 2024 –<br/><b>Budget Scrutiny Task Group Findings (2024/25 and 2025/26)</b></p> | <p><b>Improve budget communications:</b><br/>Include a concise, summary page in the Budget (and in future budgets), adopting more accessible language which makes it clear what its vision, aims, and priority protection areas are.</p> | <p>Cllr Muhammed Butt –<br/>Leader of the Council</p> <p>Cllr Mili Patel - Deputy<br/>Leader, Cabinet Member<br/>for Finance, Resources &amp;<br/>Reform.</p> <p>Minesh Patel – Corporate<br/>Director, Finance &amp;<br/>Resources</p> <p>Rob Mansfield – Head of<br/>Communications,<br/>Conference, &amp; Events,<br/>Partnerships, Housing, &amp;<br/>Resident Services</p> | <p><b>Response received on 09/07/24:</b></p> <p>This recommendation is agreed. The Chair of the Resources and Public Realm Scrutiny Committee will be invited to meet with the Head of Communications and the Leader of the Council, to provide feedback on the previous communications campaign to support the budget consultation.</p> <p>It will also provide an opportunity for members of the Scrutiny Committee to present any suggestions for improvements on future campaigns.</p> <p>The Cabinet Member foreword will summarise the budget proposals for 2025/2026 in a one-page format and additional materials such as an infographic will be produced to support Members.</p> | <p>05/11/2024</p> |

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|  | <p><b>Develop clearer and concise proposals:</b></p> <p>Review the proposals ahead of publication of the final Budget to ensure that the final proposals and their possible impact(s) can be clearly understood and are accessible to all Brent residents. This review could be actioned collaboratively with a lay-panel (e.g. resident focus group) and in future years by including additional questions in the consultation.</p> | <p>Cllr Muhammed Butt –<br/>Leader of the Council</p> <p>Cllr Mili Patel - Deputy<br/>Leader, Cabinet Member<br/>for Finance, Resources &amp;<br/>Reform.</p> <p>Minesh Patel – Corporate<br/>Director, Finance &amp;<br/>Resources</p>   | <p><b>Response received on 09/07/24:</b></p> <p>This recommendation is agreed. An additional step in the budget process will be added to further review accessibility ahead of publication.</p> <p>In addition, the categorisation of proposals will be made clearer for members and residents to understand proposals that are either difficult to deliver and/or have the highest impact on the community.</p> | <p>05/11/2024</p> |
|  | <p><b>Alignment with climate action commitments in Borough Plan 2023-27:</b></p> <p>Adopt a ‘green budget’ which clearly outlines the climate and environment implications of each proposal.</p>   | <p>Cllr Muhammed Butt –<br/>Leader of the Council</p> <p>Cllr Mili Patel - Deputy<br/>Leader, Cabinet Member<br/>for Finance, Resources &amp;<br/>Reform.</p> <p>Minesh Patel – Corporate<br/>Director, Finance &amp;<br/>Resources</p> <p>Peter Gadsdon –<br/>Corporate Director,<br/>Partnerships, Housing, &amp;<br/>Resident Services</p> | <p><b>Response received on 09/07/24:</b></p> <p>As part of a future budget setting process, when new proposals are developed additional screening will be put in place to outline the climate and environmental considerations of each proposal.</p> <p>These proposals will then be published for public consultation and scrutiny purposes.</p>  | <p>05/11/2024</p> |
|  | <p><b>Shared Outcomes Framework:</b></p> <p>Explore a shared-outcomes framework with the voluntary sector for the benefit of residents/service users. As part of this work, the Council should urgently discuss and collaborate with the Voluntary and Community Sector (VCS) in relation to budget proposals that involve them and/or may have an impact on their service provision.</p>  | <p>Cllr Muhammed Butt –<br/>Leader of the Council</p> <p>Cllr Mili Patel - Deputy<br/>Leader, Cabinet Member<br/>for Finance, Resources &amp;<br/>Reform.</p> <p>Cllr Fleur Donnelly-<br/>Jackson – Cabinet</p>   | <p><b>Response received on 09/07/24:</b></p> <p>We are in the early stages of reviewing the (independently) proposed Community Engagement Framework and related recommendations on how we can work more closely with the community, including the voluntary sector in co design, collaboration, and consultation.</p>  | <p>05/11/2024</p> |

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|  | <p>This discussion could build on the Task Group's recommendation from the Budget Scrutiny Task Group Review 2023/24 which suggested a collaborative strategy with the VCS to enable these organisations to identify and secure new income streams.</p>   | <p>Member for Customer, Culture &amp; Communities</p> <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p> <p>Peter Gadsdon – Corporate Director, Partnerships, Housing, &amp; Resident Services</p> | <p>We will utilise existing quarterly VCS forums to ensure the Council has an opportunity to communicate current and near future initiatives to ensure engagement and feedback from the sector.</p> <p>To address the urgent request – it is proposed that an event, with the support of CVS is arranged, to deliver an outline of budget 2024/25 recommendations to support the sector better understand the impact the budget savings will have on them.</p> <p>It is suggested that a mandatory sharing of all planned consultations with the voluntary sector is introduced as part of the wider best practice Consultation at Brent to create a consistent model of engagement cross council with the VCS.</p> |                   |
|  | <p><b>Establish a strategic approach to income generation:</b></p> <p>Develop a longer-term, strategic approach to income generation (accompanied with yearly action plans) rather than focusing on piecemeal proposals year to year.</p> <p>The strategy should include a robust monitoring process that enables holistic working across all departments to create synergies for income generation.</p> <p>Specifically, allocating a dedicated, cross-departmental resource to work across the Council to investigate and identify additional opportunities for income generation e.g. compliance with mandatory HMO licensing, compliance with</p> | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Cllr Mili Patel - Deputy Leader, Cabinet Member for Finance, Resources &amp; Reform.</p> <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p>   | <p><b>Response received on 09/07/24:</b></p> <p>The Council has an Income and Debt board that reviews all income and debt across the Council.</p> <p>It is proposed to amend the terms of reference of this board to ensure there is a consistent approach to income generation across the Council, consider opportunities for new income generation and benchmarking.</p> <p>As always, if members have any areas where they wish Cabinet Members to explore alternative areas that could lead to additional income generation, please let us know.</p>  | <p>05/11/2024</p> |

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|  | council tax on empty properties, and business rates evasion.   |   |  |            |
|  | <p><b>Rent out Civic Centre meeting rooms:</b></p> <p>Make available additional space, specifically meeting rooms, in the Civic Centre for external hire given that staff no longer work 5 days per week in the office. To complement this suggestion, some council meetings could be moved outside of the Civic Centre to be held in other community assets in the borough.</p> | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Cllr Mili Patel - Deputy Leader, Cabinet Member for Finance, Resources &amp; Reform.</p> <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p> <p>Amira Nassr – Deputy Director, Democratic Services, Law &amp; Governance</p> <p>Rob Mansfield – Head of Communications, Conference, &amp; Events, Partnerships, Housing, &amp; Resident Services</p> | <p><b>Response received on 09/07/24:</b></p> <p>Currently there is limited evidence from the Events Team to suggest that bookings for committee meetings have impacted on the Council's ability to generate additional income through event bookings.</p> <p>The Democratic Services team have also explored the use of community venues for council meetings. Given the requirement to live-stream/record a number of the meetings and the additional security measures required, hosting council meetings externally is disproportionately more expensive than utilising our existing facilities in the Civic Centre and Willesden Green Library.</p> <p>Whilst the default venue for council meetings will remain the Conference Hall, meetings will be relocated to the Boardrooms, as required by the Events Team to prioritise external bookings. This will mean that income from the Conference Hall could still be maximised whilst retaining use of the facilities and support available at the Civic Centre.</p> | 05/11/2024 |
|  | <p><b>Implement additional shared service arrangements:</b></p> <p>Explore further opportunities for shared service arrangements, learning lessons from current arrangements and from good practice of the shared service models that already exist across the country.</p>  | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Cllr Mili Patel - Deputy Leader, Cabinet Member for Finance, Resources &amp; Reform.</p>   | <p><b>Response received on 09/07/24:</b></p> <p>A good example of a successful shared service arrangement in Brent is the Shared Technology Service.</p> <p>A report that sets out lessons learned from current arrangements and good practice will be organised so that it can be shared with senior management.</p>  | 05/11/2024 |

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|  |   | Minesh Patel – Corporate Director, Finance & Resources  | Where appropriate, any opportunities for considering such arrangements can be considered as part of future budget challenge meeting.  |            |
|  | <p><b>Housing Subsidy Loss:</b></p> <p>Work with neighbouring local authorities, London Councils, and the Local Government Association (LGA) to lobby for positive change to the Housing Benefit subsidy rules which currently caps the amount the Council can claim back from the Department of Work &amp; Pensions (DWP) to 90% of the 2011 LHA rates per household for TA provided, and which places financially onerous restrictions on the types of TA the Council can provide to be eligible for housing benefit subsidy.</p> | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p>   | <p><b>Response received on 09/07/24:</b></p> <p>This will continue to be a key part of the council’s public affairs approach, lobbying for changes at the highest level which address the historic disconnect between what the council is obliged to spend to house residents in Temporary Accommodation, versus what it can claim back in subsidy.</p> <p>Public Affairs work is underway at London Councils and the Local Government Association to continue to press this case forward to the new government over the coming months ahead, as this continues to be a key contributor to financial pressures across a number of councils.</p> | 05/11/2024 |
|  | <p><b>Retain use of New Millennium Day Centre:</b></p> <p>Explore options to retain the building for community use.</p>   | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Cllr Mili Patel - Deputy Leader, Cabinet Member for Finance, Resources &amp; Reform.</p> <p>Cllr Fleur Donnelly-Jackson – Cabinet Member for Customer, Communities &amp; Culture</p> <p>Cllr Neil Nerva – Cabinet Member for Public Health &amp; Adult Social Care</p> | <p><b>Response received on 09/07/24:</b></p> <p>This recommendation is agreed.</p> <p>Brent Council is working on a new, more flexible social care offer partly in response to a fall in usage of traditional day services such as New Millennium.</p> <p>The move of the Community Shop and Cafe to the New Millennium Centre, while keeping the Robson Avenue centre open with a new purpose based on residents' feedback, shows a commitment to adapt and improve services.</p> <p>As well as moving existing services from Bridge Park into the New Millenium Centre, local people will also be able to benefit from</p>                    | 05/11/2024 |

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|  |   | <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p> <p>Peter Gadsdon – Corporate Director, Partnerships, Housing, &amp; Resident Services</p> <p>Rachel Crossley – Corporate Director, Community Health &amp; Wellbeing</p>           | <p>additional facilities such as an arts space, garden and advice and support services. Existing users of the day centre can still also make use of the facilities.</p> <p>The move – which is set to happen later this year – allows the council and its partners to provide short and long-term support to residents, which is crucial while pressures on low-income families are at an all-time high.</p>  |                   |
|  | <p><b>Wembley Stadium: 'Community Impact' Ticket Levy:</b></p> <p>Explore options with the Stadium for a ticket levy, whereby the Council receives a proportion of each ticket sale in order to fully recover costs incurred or to provide for further enhancement of the Council's event day operations.</p> | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Cllr Mili Patel - Deputy Leader, Cabinet Member for Finance, Resources &amp; Reform.</p> <p>Kim Wright – Chief Executive</p> <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p> | <p><b>Response received on 09/07/24:</b></p> <p>As part of our partnership working with Wembley Stadium, the council does receive funding to ensure that our highways, enforcement, and clean-up costs are reimbursed. A proportion of the income derived from ticket sales is also awarded to Wembley National Stadium Trust, who in turn invest in and around Brent.</p> <p>The Leader of the Council and the Chief Executive, Kim Wright will also raise this recommendation with the senior Leadership team at the Wembley Stadium/Football Association and Ovo Arena.</p> <p>We are reviewing the announcements of Cambridge City Council and Manchester City Council relating to a Tourism Levy to understand whether the initiative could be replicated, with our existing legal powers in Brent and more widely across London, as this might be better suited to a regional rather than local approach.</p> | <p>05/11/2024</p> |

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|                          | <p><b>Delegation of budgets and decision making to Brent Integrated Care Partnership (ICP):</b></p> <p>Continue to advocate and make the case to North West London Integrated Care Board (NWL ICB) for both a better alignment of NHS resources to population need and for an increased delegation of budgets and decision making to Brent Integrated Care Partnership (ICP).</p> | <p>Cllr Muhammed Butt – Leader of the Council</p> <p>Cllr Mili Patel - Deputy Leader, Cabinet Member for Finance, Resources &amp; Reform.</p> <p>Cllr Neil Nerva – Cabinet Member for Public Health &amp; Adult Social Care</p> <p>Minesh Patel – Corporate Director, Finance &amp; Resources</p> <p>Rachel Crossley – Corporate Director, Community Health &amp; Wellbeing</p> | <p><b>Response received on 09/07/24:</b></p> <p>NWL ICB are continuing to develop common-core specifications for all health services across NWL. Brent ICP are involved through various routes in developing these specifications. Whilst Brent is anticipated to be a net beneficiary in terms of investment resulting from this work, it is expected that only new funding will flow disproportionately to Brent, which is likely to mean that any significant improvement will be slow.</p> <p>Brent ICP has developed detailed business cases for investment into key gaps in provision. In particular for special school nursing, mental health access in NW2 and NW10 and childhood continence where there are significant immediate gaps in provision. NWL MH Exec have agreed to fund £850,000 new investment in MH (pending ICB Exec approval), and Brent ICP have agreed to use non-recurrent S256 funding to meet the gaps in provision pending decisions from NWL.</p> <p>Our focus for 2024/25 will be for additional investment into community health services, where there are significant gaps in provision, including district and community nursing, as well as securing existing additional investment through the Better Care Fund. We will also continue to work locally through ICP Executive around the additional NWL investment into health inequalities, and use of locally held S256 funding.</p> | <p>05/11/2024</p> |
| <p>23 Apr<br/>2024 –</p> | <p>Work alongside the Greater London Authority (GLA) and London Councils to develop a unified London building standard with stricter quality</p>  | <p>Cllr Muhammed Butt – Leader of the Council</p>   | <p><b>Response received on 05/07/2024:</b></p> <p>London Councils is a cross-party membership organisation for advancing the position of</p>   | <p>17/07/24</p>   |

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| <p><b>Regeneration in Brent</b></p> | <p>measures than required by current legislation and regulations.</p>   | <p>Cllr Shama Tatler-<br/>Cabinet Member for<br/>Regeneration, Planning &amp;<br/>Growth</p> <p>Alice Lester – Corporate<br/>Director, Neighbourhoods<br/>&amp; Regeneration</p>   | <p>London's local government on a national stage. While it may deliver some operational services, it does not take on responsibility for London's spatial planning framework; this power is with the Mayor of London and the Greater London Authority. The Mayor of London has adopted the London Plan, setting out statutory guidance in relation to Housing Design Standards in the London Planning Guidance document found here: <a href="https://www.london.gov.uk/sites/default/files/2023-06/Housing%20design%20standards%20LPG.pdf">https://www.london.gov.uk/sites/default/files/2023-06/Housing%20design%20standards%20LPG.pdf</a></p> <p>We will continue to work with the GLA particularly when they come to review this document, and welcome any feedback from members on areas where the current London Planning Guidance could go beyond the current legislation.</p> |                 |
|                                     | <p>Call on London Councils to establish a unified agreement across London boroughs seeking a consistent methodology for assessing affordable housing.</p> | <p>Cllr Muhammed Butt –<br/>Leader of the Council</p> <p>Cllr Shama Tatler-<br/>Cabinet Member for<br/>Regeneration, Planning &amp;<br/>Growth</p> <p>Alice Lester – Corporate<br/>Director, Neighbourhoods<br/>&amp; Regeneration</p> | <p><b>Response received on 05/07/2024:</b></p> <p>London Councils is a cross-party membership organisation for advancing the position of London's local government on a national stage. While it may deliver some operational services, it does not take on responsibility for London's spatial planning framework; this power is with the Mayor of London and the Greater London Authority. The Mayor of London has adopted the London Plan, setting out statutory guidance in relation to Affordable Housing, which all applicants must consider when submitting a planning application in London. The Council works within this framework when assessing planning applications and take decisions accordingly. The Council also works in accordance with</p>  | <p>17/07/24</p> |



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|  |   |  | <p>National Planning Policy Guidance, and the industry accepted RICS guidance when doing financial viability assessments on the amount of affordable housing provided in developments.</p> <p>The outgoing Housing Secretary, Michael Gove has ordered a review of the London Plan, suggesting that it could hold back delivery of new homes in London. As a result, the Mayor of London must review all housing policies set out in the plan and report back to the Secretary of State by the end of September. The government's last review of the London Plan, published at the beginning of the year found no fundamental issues.</p> <p>If any amendments to the London Plan are brought forward for consultation, Brent Council will submit a response outlining the need to bring forward more affordable housing.</p> <p>The current London Planning Guidance setting out the London standard for assessing affordable housing and viability can be found here:<br/> <a href="https://www.london.gov.uk/sites/default/files/ah_viability_spg_20170816.pdf">https://www.london.gov.uk/sites/default/files/ah_viability_spg_20170816.pdf</a></p> |                 |
|  | <p>Lobby the next government to increase the obligation on the private sector to deliver more affordable homes.</p> | <p>Cllr Muhammed Butt –<br/>Leader of the Council</p> <p>Cllr Shama Tatler-<br/>Cabinet Member for<br/>Regeneration, Planning &amp;<br/>Growth</p> | <p><b>Response received on 05/07/2024:</b></p> <p>The United Kingdom is in the midst of a housing crisis, with demand for housing outstripping supply. The knock-on effect of this is plain to see: rents are rising faster than inflation and any real growth in workers' wages. Construction costs continue to also outpace inflation, and more affordable housing schemes than ever simply do not</p>   | <p>17/07/24</p> |

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|  |  | Alice Lester – Corporate Director, Neighbourhoods & Regeneration | <p>financially stack up; even over the multiplier of decades of rent to the council. Building in London faces unique barriers, with higher priced land, stiff competition for usage, ageing infrastructure and the complexity of developing on brownfield sites.</p> <p>The delivery of affordable housing via private sector planning applications is dealt with by national, regional and local planning policies and is closely linked to an assessment of the viability of individual schemes. The Council will lobby regional and national government to ensure that the affordable housing targets are adhered to, on the basis that land owners are aware of these targets when purchasing land and designing schemes, and should plan accordingly.</p> |  |
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**Suggestions for improvement from RPRSC to Council departments/partners**

| Meeting date and agenda item                 | Suggestion for improvement   | Council Department/External Partner   | Response / Status  |
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| 6 Sept 2023 – <b>Planning Enforcement</b>    | Undertake an audit to determine the wards with the highest amount of planning breach complaints, and the wards with the highest amount of enforcement activity. This intelligence should be used to develop a targeted strategy to prevent planning breaches e.g. targeted planning education and/or communications campaigns etc. The Audit should also categorise the types of breaches receiving enforcement notices. | Gerry Ansell – Director, Inclusive Regeneration & Employment, Neighbourhoods & Regeneration | <p><b>Response received on 24/10/23:</b></p> <p><del>We will look to do this but are currently waiting for our new software to be introduced. Currently scheduled for April 2024.</del></p> <p><b>Updated response received on 11/04/24:</b></p> <p>There has been a delay on the implementation of the new software. Testing is now not going to take place until June 2024 and go live is unlikely to take place until Autum 2024. Therefore we will not be in a position to produce this information until February 2025.</p>   |
| 27 Feb 2024 – <b>Draft Property Strategy</b> | Upon completion, sight the Committee on the draft Corporate Social Benefits Assessment Methodology for feedback.   | Tanveer Ghani – Director, Property & Assets, Finance & Resources                            | <p><b>Response received on 12/04/2024:</b></p> <p>The Council is currently reviewing its social value approach at an organisational level and the property strategy will fit into the wider organisational approach to community wealth building and social value. This ensures consistency and enables the property strategy to align with broader council objectives. The development of the assessment methodology itself falls outside of the Property and Assets Team's direct remit, consequently, at this stage we do not have immediate access to the specific details of the methodology. However, once the approach becomes clearer, we will get back in contact with further information about who can consider the recommendation.</p> |
|  | Upon completion, publish the final Corporate Social Benefits Assessment Methodology for the benefit of residents, businesses, and community organisations.   | <i>To be confirmed.</i>   | <p><b>Response received on 12/04/2024:</b></p> <p>Please see above response.</p>   |

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| <p>27 Feb 2024–<br/><b>Climate &amp; Ecological Emergency Strategy Update (Winter 2024)</b></p> | <p>Explore whether the current controlled parking zones (CPZs) are assisting the Council to achieve its climate commitments, and if not, explore whether an expansion to the zones could in fact help achieve these goals.</p> | <p>Chris Whyte – Director, Public Realm, Neighbourhoods &amp; Regeneration</p> | <p><b>Response received on 05/04/24:</b></p> <p>Parking management is an important tool that contributes towards achieving the Council's wider transport, economic and planning policy objectives, including the Brent Long Term Transport Strategy (LTTS), Air Quality Action Plan, and Climate and Ecological Emergency Strategy. Parking policies and effective enforcement can influence travel patterns, sustain the local economy, balance competing demands for road space, relieve congestion and contribute to sustainable outcomes.</p> <p>The purpose of CPZs is to protect parking for residents, businesses and their visitors through providing permit holder parking in the area. They also provide an opportunity to improve safety through regulating parking through introducing yellow lines in the area. CPZs were first introduced in the 1990's initially focusing on areas near stations to prevent commuter parking and encourage sustainable travel.</p> <p>New CPZ's are introduced where there is evidence of on-street parking pressure and of support from the local community, usually from a petition. This approach is to ensure the efficient use of resources in developing schemes for public consultation, the results of which are considered in the decision whether or not to implement a scheme.</p> <p><b>Additional response (providing further detail) received on 29/04/24:</b></p> <p>The Brent LTTS provides information on the importance of parking controls in encouraging modal shift to greener travel and recognises the need to balance needs to support the local economy, for example, for local retail. Parking controls, particularly at destinations, can play a significant role in influencing travel choice and therefore in encouraging trips to be carried out by sustainable modes. CPZs help to prevent commuter parking and there is also a limit on the number of permits. Less on-street parking enables highway space to potentially be re-allocated to other user groups for example, cycle lanes, cycle parking, or wider pavements and green infrastructure.</p> <p>The Climate and Ecological Emergency Strategy 2021-2030 identifies that road transport is the third biggest contributor to carbon emissions in Brent,</p> |
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|   |   |  | <p>representing 22% of the total. Moving away from private car usage and towards public transport, electric vehicles, walking and cycling will have huge implications not only for the climate but also for improving air quality and public health. It also recognises the promoting the use of zero emission vehicles will have significant benefits.</p> <p>The Air Quality Action Plan 2023-2027 further recognises the need to tackle pollution in the borough and the need to improve transport and encourage sustainable travel. A key theme is cleaner transport and the delivery of the LTTS to reduce emissions including; more electric vehicle charging point (EVCP) infrastructure, options for at home charging for residents with no off street parking, more greener car clubs bays and the use of Parking Policy and pricing to encourage motorists to consider alternative transport and switch to less polluting vehicles.</p> <p>The Parking Policy 2020 has been developed to provide a strategic foundation for the council's parking policies and operational practice. Priorities and objectives have been developed by the Council over time to reflect the priorities and objectives set out in the Long Term Transport Strategy, the Council's Local Plan, the Borough Plan and the Mayor of London's Transport Strategy. This will be reviewed in 2024 and a new Policy developed for 2025.</p> <p>Parking schemes are subject to public and statutory consultation, and may not be supported by the majority of respondents. We would only usually consider new CPZ's or making changes to CPZ's schemes where there is evidence of demand, this is as we have limited resources and budgets available and avoids unnecessary costs. In areas where there is development, schemes are usually progressed when there is occupancy and increased parking pressure. A programme to contact residents to review the operation of existing schemes or offer new schemes would require a significant budget and may be limited in terms of schemes supported following consultation and progressed.</p> |
| <p>23 Apr 2024 –<br/><b>Regeneration in Brent</b></p> | <p>Incorporate plans for additional community spaces into current and future Council regeneration projects.</p> | <p>Gerry Ansell – Director of Inclusive Regeneration &amp; Employment, Neighbourhoods &amp; Regeneration</p> | <p><b>Response received on 19/06/24:</b></p> <p>This is possible and for example has been included in the Cecil Avenue scheme in Wembley Housing Zone. It will not be appropriate in every circumstance as is dependent on the size and financial position of the site. For example a small garage site scheme would not generally be able to support community space</p>  |

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|  | Where appropriate, and consistent with the adopted Local Plan, negotiate for additional community space within private developments in the borough.   | Gerry Ansell – Director of Inclusive Regeneration & Employment, Neighbourhoods & Regeneration | <b>Response received on 19/06/24:</b><br><br>This will be sought in line with the adopted local plan and where appropriate schemes can support this.   |
|  | Identify opportunities for implementing additional mechanisms that ensure private developers that meet high quality standards (as set out in the adopted Local Plan and associated SPD Design Guidance) and are more accountable to both residents and the Council.   | Gerry Ansell – Director of Inclusive Regeneration & Employment, Neighbourhoods & Regeneration | <b>Response received on 19/06/24:</b><br><br>Pre application and application processes will offer opportunities for Council officers to seek better quality developments. This is supplemented by the Council's Quality Review Panel and Community Review Panel provide challenge to emerging scheme towards better outcomes.  |
|  | Provide a member briefing session on viability assessments, covering key topics such as affordable housing and social value.  | Gerry Ansell – Director of Inclusive Regeneration & Employment, Neighbourhoods & Regeneration | <b>Response received on 19/06/24:</b><br><br>This is currently offered to members of the planning committee as part of their training and can be extended to all members. David Glover Head of Planning and Victoria McDonagh Development Management Manager have been tasked with bringing this action into effect and this is targeted for Sept 2024.  |
|  | Review the viability assessment criteria for council-owned housing schemes to include consideration of the Council's reduced housing benefit costs (e.g. by not accruing Housing Subsidy Loss) as a result of residents being moved from temporary accommodation into permanent social housing accommodation. | Amanda Healy – Deputy Director of Finance - Infrastructure & Investment, Finance & Resources  | <b>Response received on 17/06/24:</b><br><br>The viability assessment is a cash flow based assessment of affordability for a particular project and confirms the council has the necessary cash flows to cover the development/capital costs. The saving for the public sector isn't a direct cash flow for the project so it is not possible for this to be incorporated into the viability assessment however the cost avoidance achieved from moving the household from temporary accommodation to social rent is acknowledged within the wider benefits of any projects. |
| 23 Apr 2024 – <b>Redefining Local Services (RLS)</b> | Explore utilising data from the Landlord Licensing Scheme in order to provide the correct amount/types of bins needed per household.  | Chris Whyte – Director, Public Realm Neighbourhoods & Regeneration                            | <b>Response received on 13/06/24:</b><br><br>Since the Scrutiny meeting, the team have gained access to the system, Acolaid to view key housing data including- license details, managing agent details, dwelling type, number of bedrooms etc., which will enhance the Waste and Recycling Officers visits and bin audits carried out across the borough. The Recycling Team is working with the Private Housing Service to explore options   |

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| <p><b>Contracts - Year 1</b></p> | <p>Investigate incentive programmes for parking enforcement officers in comparison with other local authorities to establish whether this has led to more effective parking enforcement.</p> | <p>Chris Whyte – Director, Public Realm Neighbourhoods &amp; Regeneration</p> | <p>on better utilisation of data held on private landlords and how we can use the Landlord Licensing scheme conditions to put more emphasis on waste and recycling and take enforcement actions where required.</p> <p><b>Response received on 13/06/24:</b></p> <p>The Council enforces parking and traffic contraventions in accordance with legislation and statutory guidance. Civil parking enforcement should contribute to the Councils wider transport objectives and based on quality-based standards, clear and legally enforceable controls, with the aim of improving compliance. Enforcement authorities need to forecast revenue in advance, but raising revenue should not be an objective of civil parking enforcement, nor should authorities set targets for revenue or the number of Penalty Charge Notices (PCNs) they issue.</p> <p>Working in partnership with the Councils enforcement contractor, effective contract management, monitoring of KPIs, compliance audits, and enforcement plans enable the efficient and effective use of resources. NSL are a leading company in the UK for the provision of parking and traffic enforcement services, with contracts in London including, Barnet, Camden, Westminster, Kensington and Chelsea, Hammersmith and Fulham.</p> <p>Recruitment and retention of staff is an important factor, and NSL have a number of incentives in place;</p> <ul style="list-style-type: none"> <li>• Staff are paid fairly, currently x% above the London Living Wage a contractual requirement) subject to the LLW % increase annually.</li> <li>• Full time and part time employment opportunities and opportunities for additional hours, for example, Wembley Stadium event enforcement plans.</li> <li>• Two bases in the borough accessible by public transport, new uniforms, body worn video and handheld devices.</li> <li>• There are opportunities in the structure with enhanced rates for seniors and the use of e-scooters etc.</li> <li>• The structure supports operations, with on street supervisors, including virtual briefings, live messaging and a performance management framework.</li> </ul> |
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|  |   | <ul style="list-style-type: none"> <li>• Success in role reviews (Appraisals) and one to ones providing regular feedback, along with a recognition and reward scheme for overall performance (attendance, punctuality, customer service, quality of PCNs).</li> <li>• Social events and refreshments for staff working on Wembley Event days.</li> <li>• A focus on staff training, NSL are an Investors in People (IIP) accredited company.</li> <li>• A dedicated on-contract Performance Manager and Performance Analyst.</li> </ul> <p>A KPI framework and monthly contract management meetings to address any performance related issues.</p>   |
| Optimise resource allocation on the 'Fix My Street' application to facilitate timely responses to complaints and case closure. | Chris Whyte –<br>Director, Public Realm<br>Neighbourhoods &<br>Regeneration | <p><b>Response received on 13/06/24:</b></p> <p>The majority of the Fix My Street platform is automated as when residents raise issues, the system automatically directs the report to the relevant contractor. The contractor then actions / updates the report which in turn provide a corresponding update on Fix My Street. Therefore, the resource required for Fix My Street is at its optimum allocation and enables the service to be run efficiently.</p> <p>Depending on what the report is, it will go to the respective contract and will be dealt within the agreed service level agreement. Not every report will have the same timescale, however each report is monitored against its respective service level agreement to ensure it has been actioned accordingly.</p> |
| List instructions on the 'Fix My Street' application for users to escalate/challenge responses that they are unsatisfied with. | Chris Whyte –<br>Director, Public Realm<br>Neighbourhoods &<br>Regeneration | <p><b>Response received on 13/06/24:</b></p> <p>There is a function to provide updates on the reports made. But the system currently does not allow to escalate/ challenge response. Officers will explore the option with Fix My Street developers to review potential solutions, if any.</p>   |



**Information requests from RPRSC to Council departments/partners**

| Meeting date and agenda item  | Information requests   | Council Department/External Partner   | Responses / Status   |
|---|--|---|--|
| 6 Sept 2023–<br><b>Planning Enforcement</b>                           | Provide a breakdown of:<br>1. Planning breach complaints by ward and;<br>2. Types of breaches that have received enforcement notices by ward | Gerry Ansell – Director, Inclusive Regeneration & Employment, Neighbourhoods & Regeneration       | <p><b>Response received on 24/10/23:</b></p> <p><del>Need to await for new software to be installed. This is scheduled for April 2024.</del></p> <p><b>Updated response received on 11/04/24:</b></p> <p>There has been a delay on the implementation of the new software. Testing is now not going to take place until June 2024 and go live is unlikely to take place until Autumn 2024. Therefore we will not be in a position to produce this information until February 2025.</p>   |
| 24 Jan 2024 –<br><b>Safer Brent Partnership Annual report 2022/23</b> | The timeframe for implementing the response at Wembley Stadium and Wembley Arena to support the victims of sexual violence.                  | Kibibi Octave – Director, Communities & Partnerships, Partnerships, Housing, & Residents Services | <p><b>Response received on 15/02/24:</b></p> <p>A meeting was held with the Football Association (FA), the Police and the Community Safety Team in November 23 to discuss better supporting victims of sexual violence. One of the key initiatives was to train Wembley Stadium stewards to better understand the behaviours associated with sexual violence.</p> <p>The department is awaiting a follow up meeting from the FA to develop the initiatives and timeline for completion (likely to be June 2024).</p> <p><b>Updated response received on 08/07/24:</b></p> <p>The project completion date has been revised due to staffing changes within the FA. Brent Council and the Police have requested a meeting with FA, to be held in July 2024 to agree a timeline for all Wembley Stadium Stewards, to be trained by October 2024.</p> |
| 23 Apr 2024 –<br><b>Regeneration in Brent</b>                         | Provide a breakdown of the amount of affordable housing units (by housing product type) delivered since 2020/21.                             | Gerry Ansell – Director of Inclusive Regeneration & Employment, Neighbourhoods & Regeneration     | <p><b>Response received on 07/07/24:</b></p> <p>Data and details have been requested and are presently being verified. These will be available in time for September’s committee meeting.</p>  |

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|  | Provide further detail on the Council's affordable housing targets (broken down by affordable housing product type).   | Gerry Ansell – Director of Inclusive Regeneration & Employment, Neighbourhoods & Regeneration | <p><b>Response received on 07/07/24:</b></p> <p>Please see above.</p>   |
|  | Provide further detail (including examples) of where site assembly has presented challenges for the Council, and if possible, how much costs have been incurred over the last 10 years, as a result of these challenges. | Gerry Ansell – Director of Inclusive Regeneration & Employment, Neighbourhoods & Regeneration | <p><b>Response received on 19/06/24:</b></p> <p>Data does not go back as far as 10 years. Recent examples of where site assembly has taken place are:</p> <ul style="list-style-type: none"> <li>a) <b>Chippenham Gardens</b> in South Kilburn, where the compulsory purchase of some neighbouring land was required; this was heard at a public inquiry and the Council was successful (2017) but the costs of following this legal process are not available.</li> <li>b) <b>Acquisition of Ujima House</b> on Wembley High Road (2017) as part of the Wembley Housing Zone project; using GLA grant allocation, the cost of this was £4.759m.</li> <li>c) <b>Bridge Park leisure centre</b>. This involves part disposal of Council-land (leisure centre) to an adjacent private landowner through the Conditional Land Sale Agreement (CLSA) and acquisition of the car breaker's yard from a third-party landowner to enable the delivery of the new Bridge Park Centre.</li> </ul> <p>Some of the key challenges experienced were:</p> <ul style="list-style-type: none"> <li>- Legal challenges from previous users regarding ownership status</li> <li>- Changes in market conditions re: interest rates, inflation, affecting viability</li> <li>- Changes in legislation re: fire, building safety regulations, that require enhanced provisions/mitigations</li> <li>- Project delays e.g. from squatters/illegal occupiers</li> <li>- Land contaminants e.g. Japanese Knotweed that stem from Network Rail's land are not treatable outside of the Network Rail regime</li> </ul> <p>Cost impact will not be known until we have secured planning and appointed a contractor.</p> |

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| <p>23 Apr 2024<br/>–<br/><b>Redefining Local Services (RLS) Contracts - Year 1</b></p> | <p>Provide detail on whether there are any plans to make performance data for all RLS contracts more accessible to the public in an open data format, and if so, by when.</p> | <p>Chris Whyte –<br/>Director, Public Realm Neighbourhoods &amp; Regeneration</p> | <p><b>Response received on 13/06/24:</b></p> <p>There are several Contract Performance indicators within the Integrated Street Cleansing, Waste Collection and Winter Maintenance Service. Due to commercial sensitivity, it is not possible to disclose all the key performance data. However, we are currently working on a public facing dashboard which will contain data relevant to the performance of the waste and recycling service. We aim to have the information up on Brent Open data by the end of the calendar year.</p> <p>There are also a number of KPIs that are monitored for the Parking Services contracts and reviewed at Contract management Meetings. The Council publishes Parking Service Annual Report each year in accordance with legislative requirements:<br/><a href="https://www.brent.gov.uk/parking-roads-and-travel/parking/parking-service-annual-report">https://www.brent.gov.uk/parking-roads-and-travel/parking/parking-service-annual-report</a></p> <p>This report provides an overview and there are currently no plans to publish KPIs.</p> |
|  | <p>Provide more detailed information on the action the Council is taking to address O Hara Bros' poor performance in repairing category 2 defects.</p>                        | <p>Chris Whyte –<br/>Director, Public Realm Neighbourhoods &amp; Regeneration</p> | <p><b>Response received on 13/06/24:</b></p> <p>Interrogation of the data highlighted the following:</p> <ul style="list-style-type: none"> <li>• many of the late or incomplete repairs were for road markings</li> <li>• failure to update the database on time for completed repairs</li> <li>• Volume of high priority repairs requiring completion in 7 days could not be met due to need for permitting/traffic management or delay/shortage in materials.</li> <li>• Fluctuations in different types of work i.e. road, footway, street furniture provided difficulties to resourcing correct specialist gangs.</li> </ul> <p>Agreed Action Plan</p> <ul style="list-style-type: none"> <li>• Contractor has increased resources to cover fluctuations.</li> <li>• Dedicated road marking contractor in borough to deliver refresh programme and reactive road marking repairs.</li> <li>• Complete jobs updated on database from site by operatives using handhelds</li> </ul>  |

|                    |   |   | <ul style="list-style-type: none"> <li>• Early notice from contractor for 7-day repairs requiring permitting / or traffic management or delay with obtaining materials.</li> </ul> <p>The Action Plan has provided immediate improvement with performance in April at 81% rising in May to 92%. Current performance for June (10days) is at 96%</p> <p><b>Response received on 13/06/24:</b></p> <p>Penalty charge notices can be issued by post, for example, when vehicles drive away (VDA) or Civil Enforcement Officers are prevented from issuing (PFI).</p> <p>NSL record these instances and have provided the information in the table below;</p> <table border="1" data-bbox="1111 592 1852 1230"> <thead> <tr> <th rowspan="2">Month</th> <th colspan="2">Service Method</th> <th rowspan="2">Grand Total</th> </tr> <tr> <th>Prevented From Issuing (PFI)</th> <th>Vehicle Drove Away (VDA)</th> </tr> </thead> <tbody> <tr> <td>Jul '23</td> <td></td> <td>34</td> <td>34</td> </tr> <tr> <td>Aug '23</td> <td>1</td> <td>31</td> <td>32</td> </tr> <tr> <td>Sep '23</td> <td></td> <td>31</td> <td>31</td> </tr> <tr> <td>Oct '23</td> <td></td> <td>30</td> <td>30</td> </tr> <tr> <td>Nov '23</td> <td>1</td> <td>39</td> <td>40</td> </tr> <tr> <td>Dec '23</td> <td>2</td> <td>28</td> <td>30</td> </tr> <tr> <td>Jan '24</td> <td>1</td> <td>33</td> <td>34</td> </tr> <tr> <td>Feb '24</td> <td>2</td> <td>51</td> <td>53</td> </tr> <tr> <td>Mar '24</td> <td>3</td> <td>38</td> <td>41</td> </tr> <tr> <td>Apr '24</td> <td>1</td> <td>49</td> <td>50</td> </tr> <tr> <td>May '24</td> <td>1</td> <td>8</td> <td>9</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>12</b></td> <td><b>372</b></td> <td><b>384</b></td> </tr> </tbody> </table> <p>This represents a very small proportion of PCNs issued on-street, currently around 13,000 PCNs are issued for on street parking contraventions per month.</p> | Month | Service Method |  | Grand Total | Prevented From Issuing (PFI) | Vehicle Drove Away (VDA) | Jul '23 |  | 34 | 34 | Aug '23 | 1 | 31 | 32 | Sep '23 |  | 31 | 31 | Oct '23 |  | 30 | 30 | Nov '23 | 1 | 39 | 40 | Dec '23 | 2 | 28 | 30 | Jan '24 | 1 | 33 | 34 | Feb '24 | 2 | 51 | 53 | Mar '24 | 3 | 38 | 41 | Apr '24 | 1 | 49 | 50 | May '24 | 1 | 8 | 9 | <b>Grand Total</b> | <b>12</b> | <b>372</b> | <b>384</b> |
|--------------------|---|---|---|-------|----------------|--|-------------|------------------------------|--------------------------|---------|--|----|----|---------|---|----|----|---------|--|----|----|---------|--|----|----|---------|---|----|----|---------|---|----|----|---------|---|----|----|---------|---|----|----|---------|---|----|----|---------|---|----|----|---------|---|---|---|--------------------|-----------|------------|------------|
| Month              | Service Method  |   | Grand Total   |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
|                    | Prevented From Issuing (PFI)  | Vehicle Drove Away (VDA)  |   |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Jul '23            |   | 34  | 34  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Aug '23            | 1   | 31  | 32  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Sep '23            |   | 31  | 31  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Oct '23            |   | 30  | 30  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Nov '23            | 1   | 39  | 40  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Dec '23            | 2   | 28  | 30  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Jan '24            | 1   | 33  | 34  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Feb '24            | 2   | 51  | 53  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Mar '24            | 3   | 38  | 41  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| Apr '24            | 1   | 49  | 50  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| May '24            | 1   | 8   | 9   |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
| <b>Grand Total</b> | <b>12</b>   | <b>372</b>  | <b>384</b>  |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |
|                    | <p>Provide data comparison of postal penalty charge notice (PCN) issuance volumes with other London boroughs.</p> | <p>Chris Whyte – Director, Public Realm Neighbourhoods &amp; Regeneration</p> |   |       |                |  |             |                              |                          |         |  |    |    |         |   |    |    |         |  |    |    |         |  |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |    |    |         |   |   |   |                    |           |            |            |

|                |  |   | <p>NSL have provided information on other London contracts and advised that the following boroughs issue postal PCNs and provided the information below for the last 12 months.</p> <table border="1" data-bbox="1108 316 1572 571"> <thead> <tr> <th></th> <th colspan="2" style="text-align: center;"><b>VDA</b></th> </tr> <tr> <th></th> <th></th> <th style="text-align: right;">PFI</th> </tr> </thead> <tbody> <tr> <td>Waltham Forest</td> <td style="text-align: center;">994</td> <td style="text-align: center;">10</td> </tr> <tr> <td>*Hounslow</td> <td style="text-align: center;">354</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Enfield</td> <td style="text-align: center;">581</td> <td style="text-align: center;">32</td> </tr> <tr> <td>Barnet</td> <td style="text-align: center;">1213</td> <td style="text-align: center;">36</td> </tr> </tbody> </table> <p><i>*Hounslow figures from contract commencement in December 2023</i></p> <p>This indicates that other boroughs are issuing postal PCNs, however, we do not have information on successful challenges or appeals.</p> |  | <b>VDA</b> |  |  |  | PFI | Waltham Forest | 994 | 10 | *Hounslow | 354 | 3 | Enfield | 581 | 32 | Barnet | 1213 | 36 |
|----------------|--|---|---|--|------------|--|--|--|-----|----------------|-----|----|-----------|-----|---|---------|-----|----|--------|------|----|
|                | <b>VDA</b>   |   |   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |
|                |  | PFI   |   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |
| Waltham Forest | 994  | 10  |   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |
| *Hounslow      | 354  | 3   |   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |
| Enfield        | 581  | 32  |   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |
| Barnet         | 1213   | 36  |   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |
|                | <p>Provide information on the approach taken by Brent for posting PCNs when enforcement officers cannot issue (e.g. the vehicle drives away), data on the number of PCNs initiated but not issued and the most common reasons for not issuing them, and opportunities for improvement.</p> | <p>Chris Whyte – Director, Public Realm Neighbourhoods &amp; Regeneration</p> | <p><b>Response received on 13/06/24:</b></p> <p>Brent do not currently issue postal PCNs as a decision was made some years ago not to do so due to allegations of misuse and a high level of appeals and cancellations at the time. Civil Enforcement Officers may not be able to issue PCNs to vehicles, commonly because a vehicle drives away before they can do so, or they are prevented from issuing, usually where there are threats.</p> <p>However, there are areas of the borough that are difficult to enforce, and officers recognise that postal PCNs may be useful in improving levels of compliance.</p> <p>Therefore, arrangements are being made to reintroduce postal PCNs in areas such as town centres.</p> <p>A new process will also be introduced within the next few months to reduce the risk of allegations of misuse and potential challenges and cancellations. This is to include; authorisation from supervisors, body worn video being used to record events, and monitoring arrangements.</p>   |  |            |  |  |  |     |                |     |    |           |     |   |         |     |    |        |      |    |

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|  | <p>Explain how resident and user feedback is incorporated into monitoring the performance of the Grounds Maintenance Contract, particularly regarding the upkeep of football, rugby, cricket, Gaelic football pitches, and bowling greens within Brent Parks.</p> | <p>Chris Whyte –<br/>Director, Public Realm<br/>Neighbourhoods &amp;<br/>Regeneration</p> | <p><b>Response received on 13/06/24:</b></p> <p>Fix My Street Reports can be made by residents for any park or highways verge. These reports are fed directly into the Contractors IT system, allowing for direct monitoring of response times and identifying any areas for repeat reports which may require further investigation by the Parks Team as well as the team monitoring contract performance. Any concerns are raised at a monthly Contract review meeting, which is attended by Council Officers from Housing and the Performance Team, the Head of Parks and the Contracts Manager for Continental. There are improvements to be made to this data to allow for heat maps to be produced to clearly and visually identify areas of multiple reports. All feedback from service users regarding sports pitches is received directly by the Parks Service and any issues relating to quality of pitches over the previous weekend are raised and passed to the contractor for investigation and remedy if required.</p> |
|  | <p>Provide data on the reports initiated but not submitted on the 'Fix My Street' application.</p>  | <p>Chris Whyte –<br/>Director, Public Realm<br/>Neighbourhoods &amp;<br/>Regeneration</p> | <p><b>Response received on 13/06/24:</b></p> <p>We raised this with Fix My Street developers. We have been informed that the system only collects data when a report is submitted because the submission function is the trigger to capture the information. Therefore, any reports that are initiated but not submitted cannot be captured by the Fix My Street portal.</p>   |
|  | <p>Provide a 'Fix My Street' heatmap visualising report locations with breakdowns by issue type, user type (e.g. resident, councillor, neighbourhood manager etc), and ward.</p>  | <p>Chris Whyte –<br/>Director, Public Realm<br/>Neighbourhoods &amp;<br/>Regeneration</p> | <p><b>Response received on 13/06/24:</b></p> <p>We will provide a summary report to the Committee on Fix My Street for the period April 2023 - March 2024 with a breakdown as requested by the end of July 2024.</p> <p>Fix My Street also have a heatmap functionality available for members &amp; relevant council officers to use. At present ward members and neighbourhood managers can access raw data reports broken down by issue / user type to gather insight on their own wards. Residents do not have access to this level of functionality. They only have access to Aerial and Road map views. They can, however, view reports by wards, category and status. The attached link <a href="#">Brent Council - Summary reports :: FixMyStreet</a> provides access to reports by wards which could be further broken down by status and categories.</p>  |