



Notice of Meeting:

Scrutiny Panel 1 - 2023/24:Housing and Environment

Meeting Location:

Committee Room 5 - Perceval House

Date and Time:

Thursday, 7 March 2024 at 7.00 pm

Contact for Enquiries:

Email: democraticservices@ealing.gov.uk

Telephone: 020 8825 6253

Chief Executive:

Tony Clements

This meeting will be held in public. If you would like attend in person and have any special requirements in order to attend, please email democraticservices@ealing.gov.uk or telephone on 020 8825 6253 at least three clear working days in advance wherever possible.

Committee Membership: Councillors and Co-optees

V Alexander, J Ball (Vice-Chair), D Crawford, M Iqbal, S Jassal, J Martin, M Rice (Chair), K Sahota, T Sidhu and B Twomey

AGENDA

1 Apologies for Absence and Substitutions

To note any apologies for absence and substitutions.

2 Urgent Matters

To consider any urgent matters that the Chair has agreed should be considered at the meeting.

3 Declarations of Interest

To note any declarations of interest made by members.

4 Matters to be Considered in Private

To consider whether items contain information that is exempt from disclosure by virtue of Part 1 of Schedule 12A of the Local Government Act 1972.

5 Minutes

(Pages 3 - 12)

To approve as a correct record the minutes of the meeting held on 23 November 2023.

6 Private Rented Property Licensing Scheme Update

(Pages 13 - 30)

7 Acton Circular Economy Hub

(Pages 31 - 36)

8 Panel Recommendations

(Pages 37 - 44)

Published: Tuesday, 27 February 2024

Minutes of the meeting of the Scrutiny Panel 1 - 2023/24: Housing and Environment

Date: Thursday, 23 November 2023

Venue: Committee Room 5 - Perceval House

Attendees (in person):

Cllr Miriam Rice (Chair), Cllr Jon Ball (Vice-Chair), Cllr Daniel Crawford, Cllr John Martin, Co-optee Member Ben Twomey

Attendees (virtual):

Cllr Muhammad Iqbal and Cllr Tarept Sidhu

1 Apologies for Absence and Substitutions

No apologies for absence were received.

2 Urgent Matters

There were no urgent matters.

3 Declarations of Interest

There were no declarations of interest.

4 Matters to be Considered in Private

RESOLVED: That all items be considered in public, as proposed.

5 Minutes

RESOLVED: That the minutes of the meeting held on 5 September 2023 are agreed as a correct record of proceedings.

6 Appointment of Co-optee Member

RESOLVED: That the Panel agreed the appointment of Ben Twomey, Chief Executive, Generation Rent as a co-optee member.

7 Homelessness in Ealing

Jack Dempsey, Head of Housing Allocations and Accommodation and Gill Reavey, Head of Housing Solutions presented this report which set out the current housing challenges in the borough.

The following points were made:

- There were a significant amount of rent rises and a reduction in supply in the private rented sector. Less than 3% of properties in London could now be rented at the London Housing Allowance (LHA) rate or below.
- There was an increase across London, specifically West London in the number of families, usually asylum seekers, placed by the Home Office in accommodation. The Home Office was now a substantial competitor in accessing private rented homes in the borough. With the implementation of SAP (Streamlined Asylum Processing) the Home Office's assessment process for asylum seekers, there was often only 7 days' notice given for a person to find alternative accommodation and they were then approaching the council for support.
- There had been a significant reduction in the number of social housing lets, over 10 years ago on average a 1,000 lets were made per year, 662 were made last year.
- The housing challenges were placing exceptional pressures on the frontline services. The number of approaches of households to the council this year was likely to exceed over 4,000.
- Ealing had always had a good level of success with homeless relief and homeless prevention activities, which included negotiating with landlords or finding accommodation in the private rented sector. It was becoming more difficult to negotiate with some landlords as the rent expectations were so high that they were unaffordable, which was leading to an increase in the number of cases of homelessness acceptances.
- There was an increasing number of households placed into Bed and Breakfast type accommodation and commercial hotels due to the lack of supply in the private rented sector. The cost of providing temporary accommodation was an ongoing financial pressure as housing subsidy rates had remained static at 90 percent of January 2011 LHA rates.
- The Renters Reform Bill was now at committee stage. The ending of Section 21 no fault evictions was being delayed indefinitely following the Minister's announcement that reforms would have to be made to the County Court Procedures before this could be implemented. This was a problem for Ealing's Housing Solutions Service as the end of a private sector tenancy was by far the biggest reason for people coming to the council for assistance. The service could no longer achieve high levels in preventing homelessness as the gap between the rent that could be paid and the landlord's expectation was too big and beyond what the council could reasonably pay.
- It was thought that there were 614 people placed by the home office in

four hotels in the borough. Many of these people would receive a quick decision on their asylum application and would be given limited notice to leave the accommodation. With partners in the health sector, officers had written to the Home Secretary to express concern that these people were being put in an extremely vulnerable position as they might not have a priority need for housing and were not being given time to resolve this difficulty or even to claim benefits. Six households from Home Office accommodation had presented themselves to the council for support the previous day.

Panel members asked the following questions:

- A refugee being given only 7 days' notice to find accommodation was absurd. A Section 21 eviction notice had a two months' notice period and people were finding it very difficult to find somewhere alternative to live in the private rented sector within that timescale. Was the spike in cases from July related to the reduced home office notice and was there anything that the council could do to ensure that people were not having to sleep on the streets or be placed in temporary accommodation? Gill Reavey replied that in July most people were being given 28 days' notice, which in the context of Ealing's rental market was not enough time to find accommodation. Since October the communication between the Home Office and the accommodation provider had been slow and the individual was receiving notice of on average between 9 and 7 days. The Home Office said that it should be 28 days, so where the notice period was less housing officers were referring the case to the Home Office contact. Fourteen cases had been referred so far and there had been no response.
- With the number of people approaching as homeless due to the end of a tenancy, if the notice period was longer would they be able to find alternative accommodation? Gill Reavey thought that many people would struggle even with a longer period to look for a new home, because of the impact of the LHA and welfare benefit cap there was nothing that was affordable. There was a belief that people should move to an area where property was available, but it was not as simple for that for most people as they had ties to areas. Jack Dempsey added that there was next to no available affordable accommodation in the borough. The other concern was that the temporary accommodation subsidy regime meant that the council was losing money when placing people in self-contained temporary accommodation.
- What levers does the Council have, for example such as working with the OPDC (Old Oak and Park Royal Development Corporation) to boost housing supply? Jack Dempsey stated that the OPDC sat across 3 boroughs and there were different developments due at different times. The three councils involved were adamant that they would have 100 percent of new social housing lets and relets to centrally drive applicants through the housing register to be able to prioritise those

who were in the highest need. Supply generally though was difficult. The council had seven acquisition officers working with letting agents, door knocking, and looking around the periphery of the borough as well as in borough, but it was pretty tough in terms of the rent levels that were being asked for and the officers were mindful about quality and compliance. Gill Reavy added that the housing department had help from consultants who were working on two areas, firstly the immediate problem of having families in unsuitable and expensive temporary accommodation, how to increase supply quickly and have an exit strategy for them, and secondly to publish a new homelessness and rough sleeping strategy.

- A panel member stated that the OPDC would be building a lot of houses in the North Acton area and it might of interest for the Panel to hear directly from them on their plans and to communicate some of the concerns with respect to supply and tenure. There was also potential for scrutiny to add value to the homelessness and rough sleeping strategy.
- A family made homeless through a no fault eviction in August had been placed in four or five different commercial hotels. There were significant health and social issues and the schools were a 90 minute journey. They would seem to tick a lot of boxes to be considered a priority and moved on to more suitable accommodation, but the council had not formally accepted a duty to house. Was the system so overwhelmed that even if cases were a high priority they were being accommodated in commercial hotels, regardless of their circumstances? Gill Reavy replied that there were a high number of families in commercial hotels that had to be rebooked on a fortnightly basis and sometimes moved between hotels due to the nature of the accommodation. The service did not want to keep them in hotels and it was heartbreaking that families were having to stay there for long periods of time. Most families in commercial hotels for a long time were waiting for larger properties which were most difficult to find and unaffordable. Jack Dempsey added that a lot of London authorities were having to utilise commercial hotels as emergency accommodation. Moving people around was outside of local authority control as commercial hotels had a maximum 28 day stay ruling, otherwise it was classed as settled accommodation.
- Was it first come first served or a prioritisation of need when moving people from a commercial hotel to temporary accommodation? Jack Dempsey said that it was like an allocation scheme in the classic sense but officers were mindful to be fair and adopt a commonsense approach.
- In response to a question on the Local Housing Allowance (LHA) Gill Reavy said it that was unfair that the LHA was pinned to the bottom 30% of rents, it would be fairer if it was at 50% and that would give people a better chance of finding a home. The rate also never

exceeded the rate for 4 bedroomed properties, which had led some landlords to convert larger properties into Houses in Multiple Occupation (HMO) to get more money for single lets.

- Considering the Council's responsibility as a corporate parent, how were people in care being supported with housing? Jack Dempsey said that there was a move on quota of allocations available through the housing register route and some of these were available for young people leaving care. There was a housing support worker in the leaving care team who would work with the young person to make sure that they were ready and able to live independently. They would do a tenancy programme to prepare them and would work with the young person to help prevent a breakdown of the tenancy.
- Did the housing department liaise with planning over the accommodation size needed? Jack Dempsey confirmed that they did when there were social housing elements within developments. However they might need to be a bit more demanding in asking for larger sized properties rather than 1 bedroomed properties, which help to financially support the scheme.
- There were external consultants at the recent local development plan advisory committee who were advising that there was a need for a lot of small units and a relatively small proportion of large units. Was there a difference of view from the housing department and what was being fed into the local plan? Jack Dempsey replied that in pure quantitative figures there were more people on the one and two bedroom list than on the three and four bedroom list, however people needing the larger properties were waiting a lot longer and this was what the local plan was also being asked to consider.

A member of the public asked the following questions:

- Some families could be in temporary accommodation for 10 years and more, what steps was the council taking to help those families who had been placed in Ealing by other boroughs to integrate? Officers said that it was a difficult question to answer as neighbouring boroughs who placed families in temporary accommodation in Ealing retained the housing officer link with that family. Ealing Council would not necessarily know about the household, they would be like any other household moving from one borough to another. Once in Ealing if they needed to apply for social services help or to place their children in Ealing schools, they would be entitled to all the support that any Ealing resident was entitled to. The member of the public replied that this was not everybody's experience because in the Ealing magazine there were promotions about services, such as warm homes and green homes advice, which families placed in Ealing by other boroughs had been denied access to. Gill Reavey agreed to follow this up with the service area that carried out this work and to respond to the member of public.

- Was it appropriate after abolishing the D category on the list for social housing to tell families that they were either stuck where they were or to apply for sheltered housing if all their family members were over 60? This was an equality issue. If there was a family break up, women were more likely to be raising children and could be in their 60s with children under the age of 18. They would not then be eligible for sheltered housing whereas more men would be eligible as they were less likely to have caring responsibilities. Had that been considered? Jack Dempsey replied that Ealing revised its housing allocations policy, which went through scrutiny last year to remove band D. This was not something that Ealing alone had done, many authorities had removed this category and the people were classed as being adequately housed. When the revised policy came in last September all applicants were requested to complete a change of circumstances if their circumstances had changed, which might have meant that they could fall into one of the priority bands. If not, they still had the option to seek housing options advice from the council so they could discuss any problems they were having with their landlord, which meant they could be passed to the private sector housing team. If their circumstances had changed, they could make a fresh application to the housing register. Sheltered accommodation was specifically for older persons, so they would not be allowed to have children living in the household. They were generally one bedroomed properties, with an occasional supply of two bedroom properties, but they would not be allowed to have someone under 60 living there permanently.
- Accommodation was scarce but when people talked about being adequately housed, there had to be some differentiation between people who had social housing that they were unhappy with compared to people who were in temporary accommodation for which they had no tenancy agreement and could be evicted at two weeks' notice. They had monthly intrusions and inspections with very little say over how they lived in the property. Jack Dempsey stated that people in temporary accommodation would not have a full secure tenancy, there would be a licence agreement which would set out the intervals for inspections. Monthly checks were not uncommon in temporary accommodation, it was a way of making sure that the accommodation was still suitable but also gave the landlord the opportunity to inspect the property to see if there were any repairs required. The council would also be informed if the household had changed and the property was considered too small. Jack Dempsey offered to examine the licence that the member of the public was referring to, adding that there should be reasonable notice given of an inspection, sometimes it was between 24-48 hours unless there was an emergency requiring urgent access. The tenant emphasised that this form of tenancy did not give tenants the same security or peace of mind and they should not be considered as being adequately housed. Regarding sheltered housing it was more likely to adversely impact women who had dependent children than men if one looked at how childcare was

divided between the genders.

The Chair thanked the member of the public for her questions.

The Chair provided feedback to the Panel on the meeting that she and Councillor Sidhu had with a formerly homeless person who had recently been housed. The person had been fleeing domestic violence with her children and had been accommodated in a range of temporary housing, in and out of the borough over several years. As her son was now over 18, she told the councillors that she had been informed that he could no longer count as a member of her household and the accommodation she had been provided with did not have a room for him. The tenant said that she regretted fleeing from the violence, as she felt that her situation was now worse due to her son being unable to live with her.

Concluding this item, the Chair thanked the officers for their presentation, and stated that it was important for members to be reminded of the impact that the housing situation was having on people's lives. Local authorities did not have the resources to do all that they would like to do but it was important to communicate the support that could be provided.

RESOLVED: The Panel recommended that

1. The council should review procedures to ensure it communicates with residents and keeps them in the loop as to what it can do to help and what they might expect. Residents must be better informed of the consequences of accepting or refusing accommodation, an example being where a resident accepted a home, but was not aware that her adult son could not move in with her.

8 The Future of the Housing Repairs Service

Dawn Kent-Payne, Assistant Director, Housing Asset Management provided the Panel with a presentation which updated them on the future of the housing repairs service.

The Panel was informed:

- The repairs service was to be delivered by several contractors, 2 day to day responsive repairs contractors and specialist contractors.
- Wates Living Space had been recently mobilized as the first main term contractor that the council was working in partnership with. The contract value was worth £4.5 million per year covering day to day repairs, disrepairs, and voids. The Wates team were co-located with the council repairs team in Perceval House.
- The next phase was to partner with a second day to day contractor for several reasons including splitting risk and capacity and to pick up a

number of small complex works.

- The repairs service was continuing to look for additional specialist contractors to bolster capacity and enable it to be more responsive in a timely manner.
- Robust key performance indicators had been put into the contract management to drive up the quality of the repair and improve customer satisfaction.
- The Housing Repairs Service was working closely with quantity surveyors to improve value for money and ensure that what was being billed for was what had been delivered and that the service was not overpaying.
- The key issues for residents were the ability to report a repair, timeliness of having a repair completed, the quality of repairs, communication throughout the process and repair trends. Some of the main repair issues being dealt with currently were roofing, lift breakdown, door entry issues, damp and mould, and disrepair.
- The repairs service was working to develop a much stronger and more responsive service. There was a backlog of disrepair cases and the additional contractor would focus on dealing with those as well as working on voids to reduce void periods.
- The service intended to establish a residents repairs forum to give additional challenge and support on the best way to deliver services in the future.
- In terms of disrepair the service was about to pilot alternative dispute resolution. This would mean that they would work collaboratively with the resident to acknowledge that they did need to be compensated for the disrepair situation they were in, but that the service was trying to get the repair dealt with quickly. This was to help prevent a long drawn out process and reduce the legal intervention and court cases arising from not dealing with a repair promptly.
- The service was introducing a product called RepairSense which used the latest artificial intelligence and machine learning technology to mine, analyse, and interpret repairs data. This would equip the service with actionable insights to increase repairs quality and sustainability, reduce repairs demand and improve tenant satisfaction.

Panel Members asked the following questions:

- In terms of proactively finding repairs issues there were visits and inspections of the larger estates, did this happen for the smaller ones? Dawn Kent Payne said that Housing Management staff carried out

estate inspections, the Housing Safety team also carried out block inspections and repairs staff were on the estates regularly. She said that she was in favour of residents joining staff on the inspections so that they could point out the things that were not right.

- Should voids with relatively minor repairs be prioritised? Dawn Kent Payne replied that the service was working on voids, however there were a lot of competing priorities across the void demand. The service was trying to balance the work between each of the contractors for those voids which required a lot of work and those that needed a little.
- The pilot alternate dispute resolution would be useful both for the resident and the council in trying to keep things from going to court, but there was always a risk if it was about shutting off legal processes. It might be of benefit for the panel to scrutinise the pilot.
- The average day to complete a repair was 15 days which could feel like a very long time if you were living with mould or damp or had door entry issues. How was the 15 day target arrived at, was the target something to be always under, and what guarantee was there from Wates that they would be able to stay on target? Members were informed that the targets were agreed some time ago in previous contracts. Some of the work that the service intended to do with residents as part of the repairs forum was to establish whether that was a suitable target. There were two classifications of repair, an emergency repair within 4 hours or a routine repair within 28 days. The service was working to empower schedulers to use their initiative to schedule repairs in sooner than later depending on the nature of the repair. It was also important to work with residents to get the repairs completed when it suited them.
- Members pointed out that the graph stating the average time for carrying out a repair and providing a target of 15 days was not very helpful if it combined emergency 4 hour and routine 28 day repairs. The Chair requested that additional commentary should be added to the graph to explain how it had been determined.

A member of the panel said that he had recently attended a tenants' repair forum. It was a valuable tool for the authority and the officers involved as well as the residents. It was a brilliant example of how residents and officers could work together. Finding trades people could be quite difficult, the timing of repairs would always be a little up and down depending on where trades people were coming from. There was a vast improvement in the repairs service since he had been elected, which was due to the hard work of the officers.

The Chair thanked the officer for her presentation.

RESOLVED: The Panel recommended that:

1. The council was taking actions and putting measures in place to ensure improvements to the housing repairs service, including the alternate dispute resolution pilot. If it proved not to be possible to scrutinise the success of these actions and measures in this municipal year and in the lifetime of this panel, then the matter should be revisited by a future panel, preferably where this directorate is considered in 2024/5.

9 Panel Work Programme

The Panel reviewed the proposed agenda items for its March meeting. The Chair stated she would be requesting an update on the progress of delivering the transport strategy for that meeting.

RESOLVED: That the Panel's work programme be noted.

10 Date of Next Meeting

The date of the next meeting of the Panel was noted as 7 March 2024.

Meeting commenced: 7.03 pm

Meeting finished: 9.08 pm

Signed:

Dated: Thursday, 7 March 2024

M Rice (Chair)



Report to Scrutiny

Item Number:

Contains Confidential Or
Exempt Information

No

Subject of Report:	Private Rented Property Licensing Scheme - Update
Meeting:	Scrutiny Panel 1 Housing and Environment 7 March 2024
Service report author:	Joe Blanchard Head of Environmental Health and Trading Standards
Scrutiny officer:	Anna-Marie Rattray, Overview and Scrutiny Officer rattraya@ealing.gov.uk
Cabinet Responsibility:	Councillor Bassam Mahfouz, Cabinet Member for Safe & Genuinely Affordable Homes
Director Responsibility:	Nicky Fiedler, Strategic Director Housing and Environment
Brief:	This report is to provide an update on the progress of the Private Rented Property Licensing Scheme.
Recommendations:	That the Panel considers the presentation update and makes recommendations as appropriate.

1. Private Rented Property Licensing Scheme - Update

The Panel previously considered the private rented property licensing schemes in the borough at its first meeting on 29 June 2023.

Attached as Appendix1 to this report is a presentation, which will be shown at the meeting, highlighting the progress of the licensing schemes in improving the private rented sector.

Panel members who accompanied Property Licensing Officers on inspection visits will have an opportunity to feedback on their experience during the meeting.

2. Legal Implications

No additional legal implications identified.

3. Financial Implications

No additional financial implications identified.

4. Other Implications

No other implications identified.

Consultation

Pre-publication sign-off

Name	Department	Date sent	Date response received	Comments appear in report paragraph:
Internal				
Jess Murray	Assistant Director Safer Communities	12/02/24	12/02/24	

Report History

Decision type: Non-key decision	a. Urgency item? No
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Authorised by Cabinet member:	Date report drafted:	Report deadline:	Date report sent:
Not applicable			
Report no.:			
Joe Blanchard, Head of Environmental Health and Trading Standards			

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Private Rented Property Licensing Schemes

Housing and Environment Scrutiny Panel 07 March 2024

Page 17

≈ 150,000 dwellings in the Borough

≈ 40% Owner occupied

≈ 40% Privately Rented

≈ 20% Registered Provider Housing (inc Council)

≈ 55,000 properties in the private rented sector.

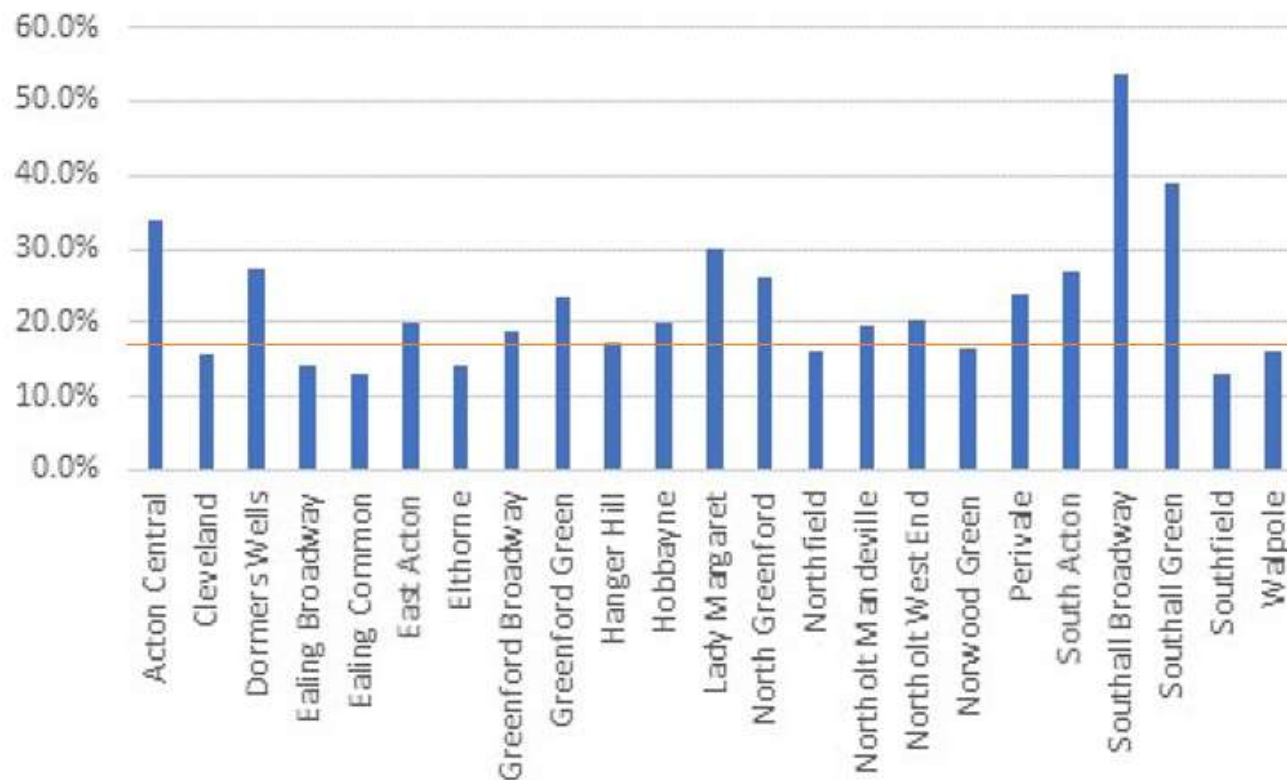
Incidence of Category 1 hazards in private rented properties:

England = 13%

LB Ealing = 22%*

*Significant variance between wards


% private rented properties with one or more Category 1 hazards by ward (pre-May 2022)



SOURCE: Private Rented Sector Stock Condition Modelling 2021

Property Licensing as a Mechanism to Improve the Private Rented Sector

- Requires landlords to approach the Council, identify themselves and obtain a licence
- Enables the Council to set clear standards for management and physical conditions via licence conditions
- Section 21 “Eviction Notices” are not valid when issued in respect of an unlicensed property
- Rent Repayment Orders – tenants’ may apply for repayment of up to 12 months’ rent if their home is not licensed
- Civil penalties for non-compliance such as failure to licence or contravening licence conditions



Housing Act 2004
Part 3 – Selective licensing of other residential accommodation
(Section 90 and schedule 4)

SELECTIVE LICENCE CONDITIONS
Schedule 1
Standard Licence Conditions

1. Permitted Occupation

A new resident must not be permitted to occupy the property or any part of the property if that occupation:

- Exceeds the maximum permitted number of persons:
- Exceeds the maximum permitted number of households for the property

A new resident means a person who was not an occupier of the property at the date the licence was granted.

No account shall be taken of a child under the age of one (they would count as 0 in the total permitted number below)

Maximum Permitted Number of Persons for the property	
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Comments - Occupation is determined at the point of application by room sizes.

2. Tenancy management

2.1 The licence holder shall supply the occupiers of the property with a written statement of the terms on which they occupy the property and details of the arrangements in place to deal with repair issues and emergency issues. Copies of the written statement of terms must be provided to the Council for inspection within 7 days upon demand.

2.2 The licence holder shall obtain references from persons who wish to occupy a letting in the property before entering into any tenancy, licence or other

Property Licensing Schemes

“Mandatory” HMO Licensing

Five or more people in two or more households that share amenity.

Statutory nationwide licensing requirement.



“Additional” HMO Licensing

Three or four people in two or more households that share amenity and certain converted blocks of flats.

Optional implementation.



“Selective” Licensing

Properties occupied by single families or two unrelated people.

Optional implementation

Large schemes require government approval.



Landlord engagement & publicity for Selective #2

Wide ranging media campaign including digital billboards, vehicle billboards, inside and outside the borough, radio adverts and direct and targeted mailing.

Raf: of licence fee discounts for early adopters, accredited landlords and energy efficient properties

Free licence application training for landlords, Youtube video talking through the application process and answers to over a hundred frequently asked property licence questions

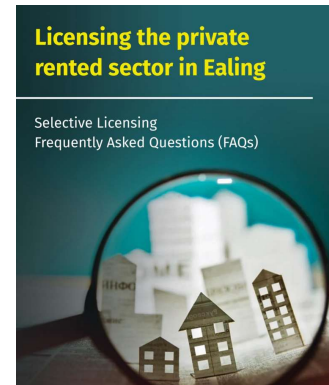
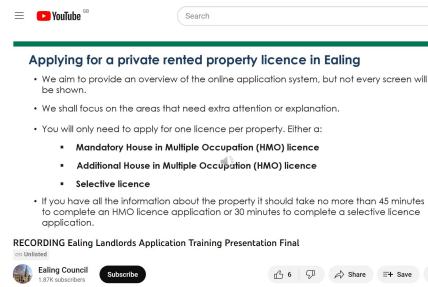
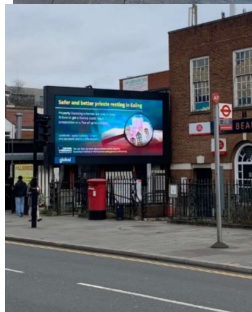
£750 selective licence (up to five years) = £12.50 per month

Discounts for compliant landlords:

25% off - Early applications

£75 off - Energy efficient properties (EPC A-C)

£50 off - Membership of recognised landlord accreditation scheme



West London's largest private rented property licensing scheme rolls out in Ealing

Maximum Estimates of Numbers of Potentially Licensable Properties

Mandatory HMO

- 3,247

Additional HMO boroughwide commenced 1 April 2022

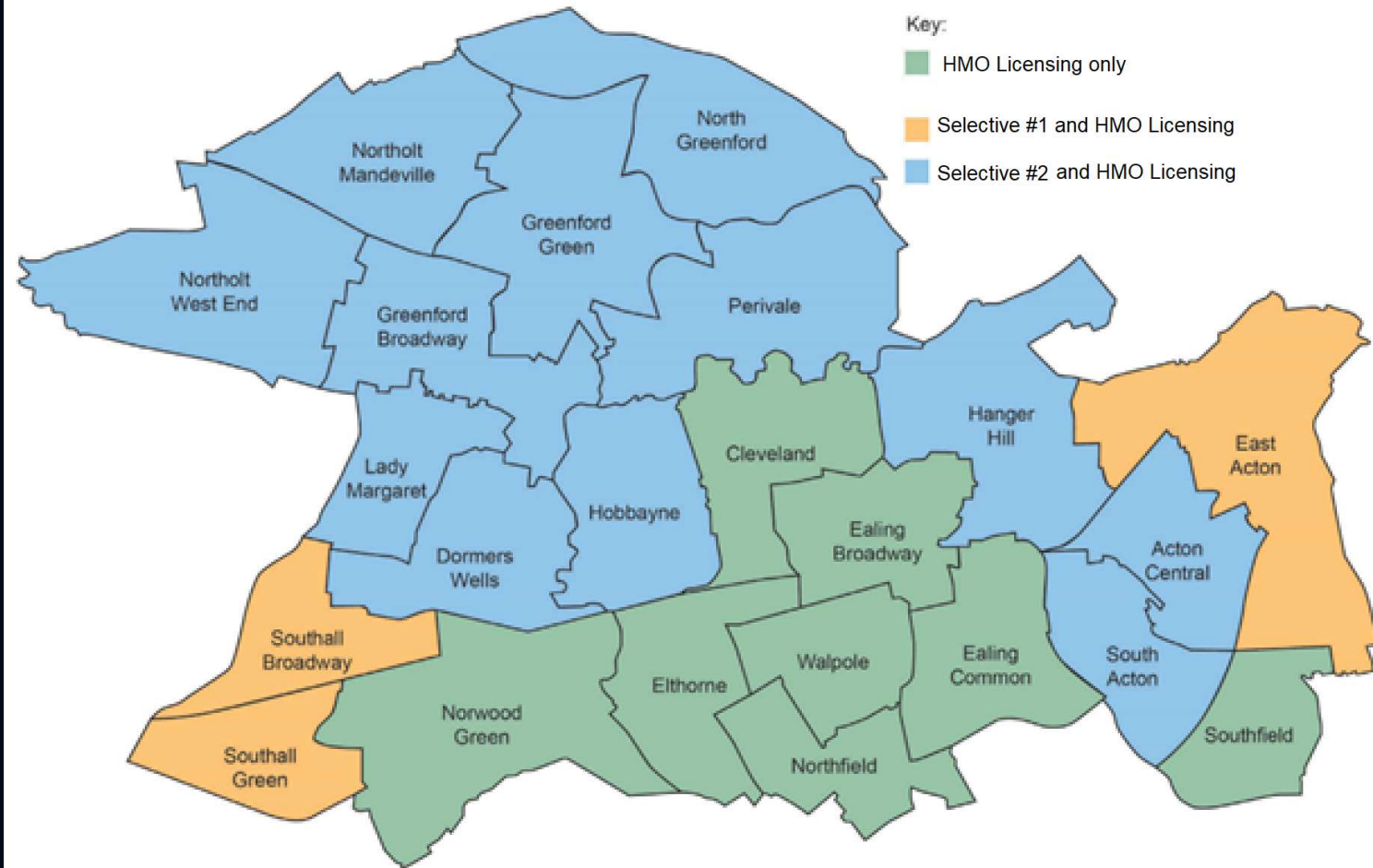
- 5,113

Selective Designation "1" commenced 1 April 2022 (Orange)

- 10,065

Selective Designation "2" commenced on 3 January 2023 (Blue) - 12 additional wards

- 22,648



41,073 potentially licensable properties forecast in total (top estimate) = two thirds of the private rented sector

PROPERTY LICENSING

Licensing Schemes Life Cycles

Each scheme is “live” for five years and each licence can last for five years so in total the scheme will exist for up to 10 years.

	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
2017 Additional HMO Licensing	Licences will exist under this scheme until 31 December 2026											
2017 Selective Licensing	Licences will exist under this scheme until 31 December 2026											
2022 Additional HMO Licensing	Live 01 April 2022 – 31 March 2027						Licences will exist under this scheme until 31 March 2032					
2022 Selective Licensing Designation 1	Live 01 April 2022 – 31 March 2027						Licences will exist under this scheme until 31 March 2032					
2023 Selective Licensing Designation 2		Live 03 January 2023 – 02 January 2028						Licences will exist under this scheme until 02 January 2033				
Mandatory HMO Licensing	Continual requirement											

PROPERTY LICENSING

Phases of enforcement & intervention

	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
2017 Additional HMO Licensing	Licences will exist under this scheme until 31 December 2026											
2017 Selective Licensing	Licences will exist under this scheme until 31 December 2026											
2022 Additional HMO Licensing	Live 01 April 2022 – 31 March 2027					Licences will exist under this scheme until 31 March 2032						
2022 Selective Licensing Designation 1	Live 01 April 2022 – 31 March 2027					Licences will exist under this scheme until 31 March 2032						
2023 Selective Licensing Designation 2		Live 03 January 2023 – 02 January 2028					Licences will exist under this scheme until 02 January 2033					
Mandatory HMO Licensing	Continual requirement											
Enforcement & Compliance	Encourage to licence											
	Enforcement to secure licensing											
	Proactive Inspection of licensed properties											
	Reactive Interventions – response to complaints and allegations including breaches of conditions and unlicensed properties											
	Secure Improvement in Conditions –via enforcement where appropriate											
	Enforcement – prosecutions and civil penalties for criminal landlords											

Year 1 data

Applications

Investigation

Inspection

Hazard spotting

Enforcement

2022-23 – first year of Selective #1 and Additional HMO licensing and first quarter of Selective #2:

Application and licences

- 15,268 applications made and licences granted - **37%** of maximum estimate of potentially licensable properties - by 01 April 2023
- 17,052 by first anniversary (January 2023) of the large Selective scheme commencement – **42%**

Enforcement & Compliance

Inspections

- 433 properties inspected.

Investigations

- 286 Unlicensed property investigations.
- 154 Licensed property compliance investigations.

Housing hazards

- 464 Hazards identified (can be multiples in a single property).
- 132 Category 1 Hazards identified (enforcement obligatory).

Enforcement Actions

- 150 enforcement notices served including Improvement Notices. (requiring specific works to achieve compliance) and Prohibition Orders (restricting use of the property as a dwelling until certain criteria met).

PROPERTY LICENSING

Property Licence Applications Processing Overview

16,696 applications made and licences granted

- 6,966 licensed properties
- 9,730 applications yet to be determined

1,672 Mandatory HMO

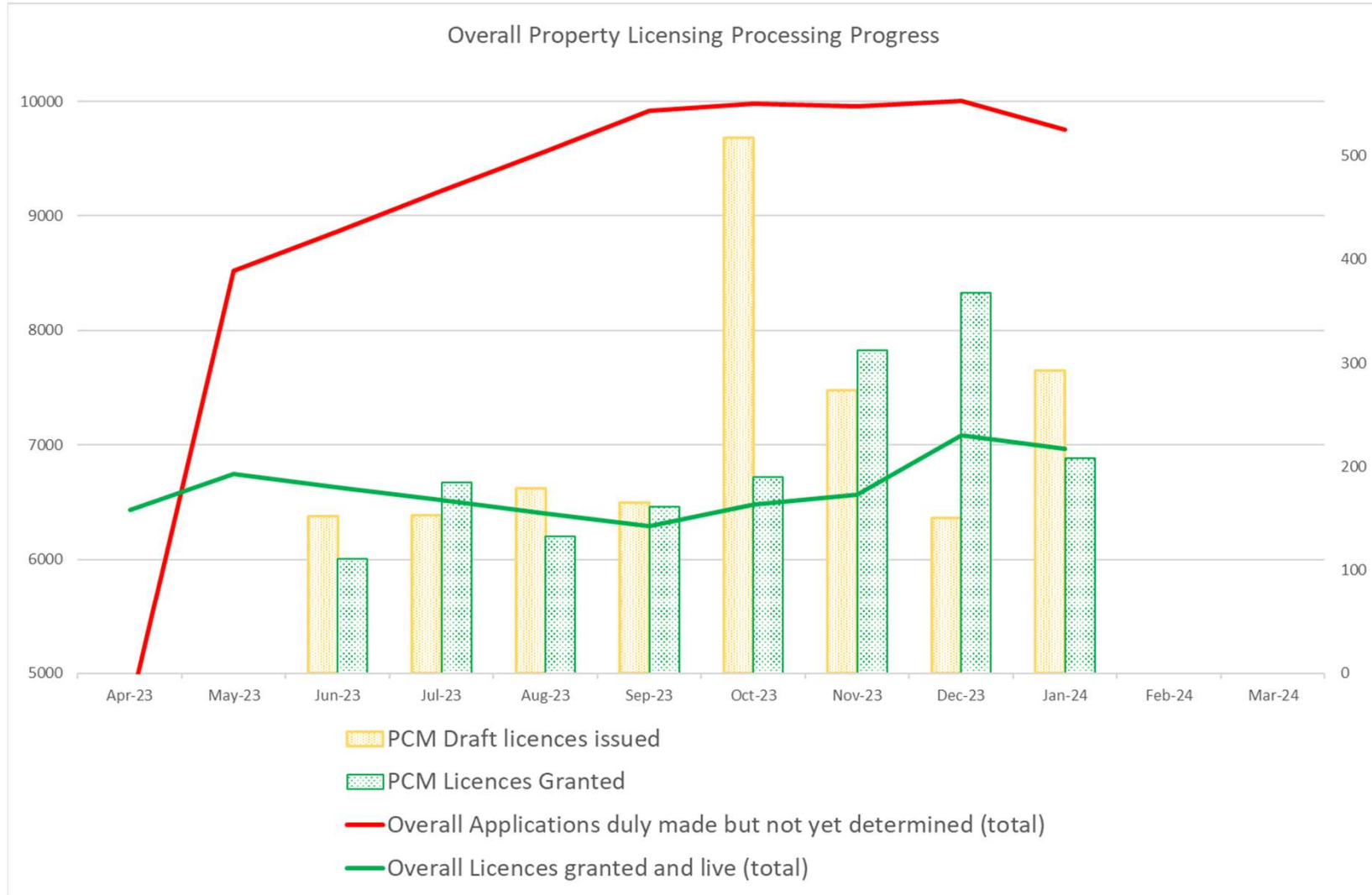
- 1,248 licensed
- 424 processing

1,017 Additional HMO

- 444 licensed
- 573 processing

14,007 Selective

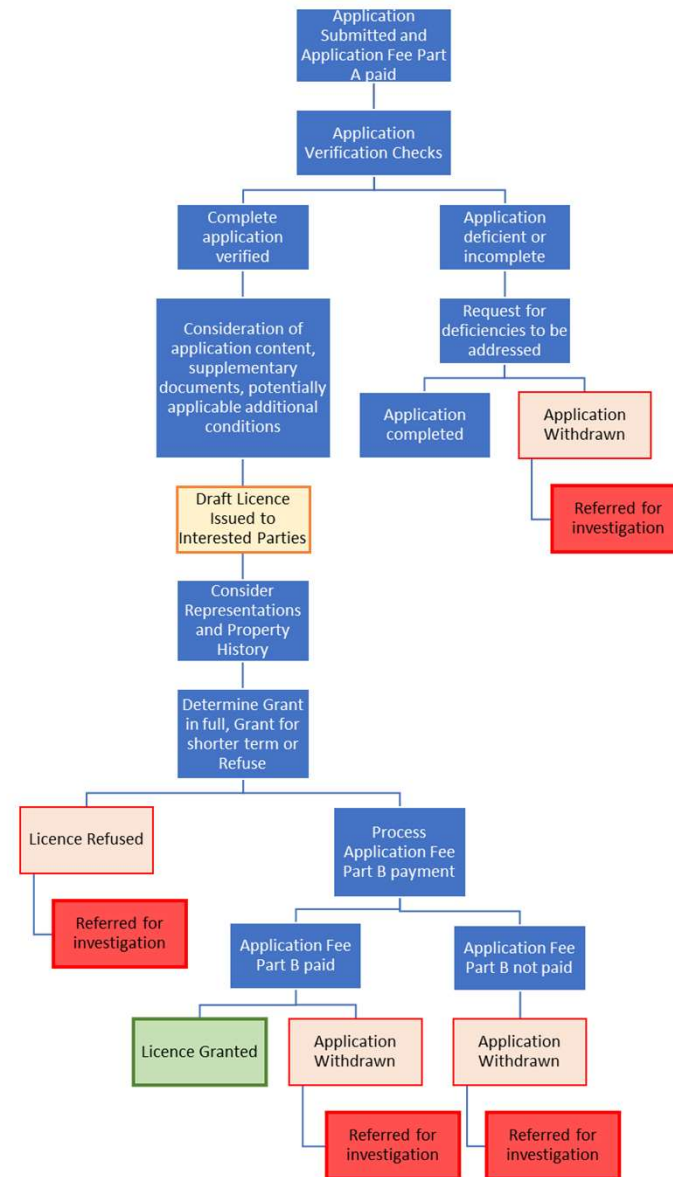
- 5,274 licensed
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PROPERTY LICENSING

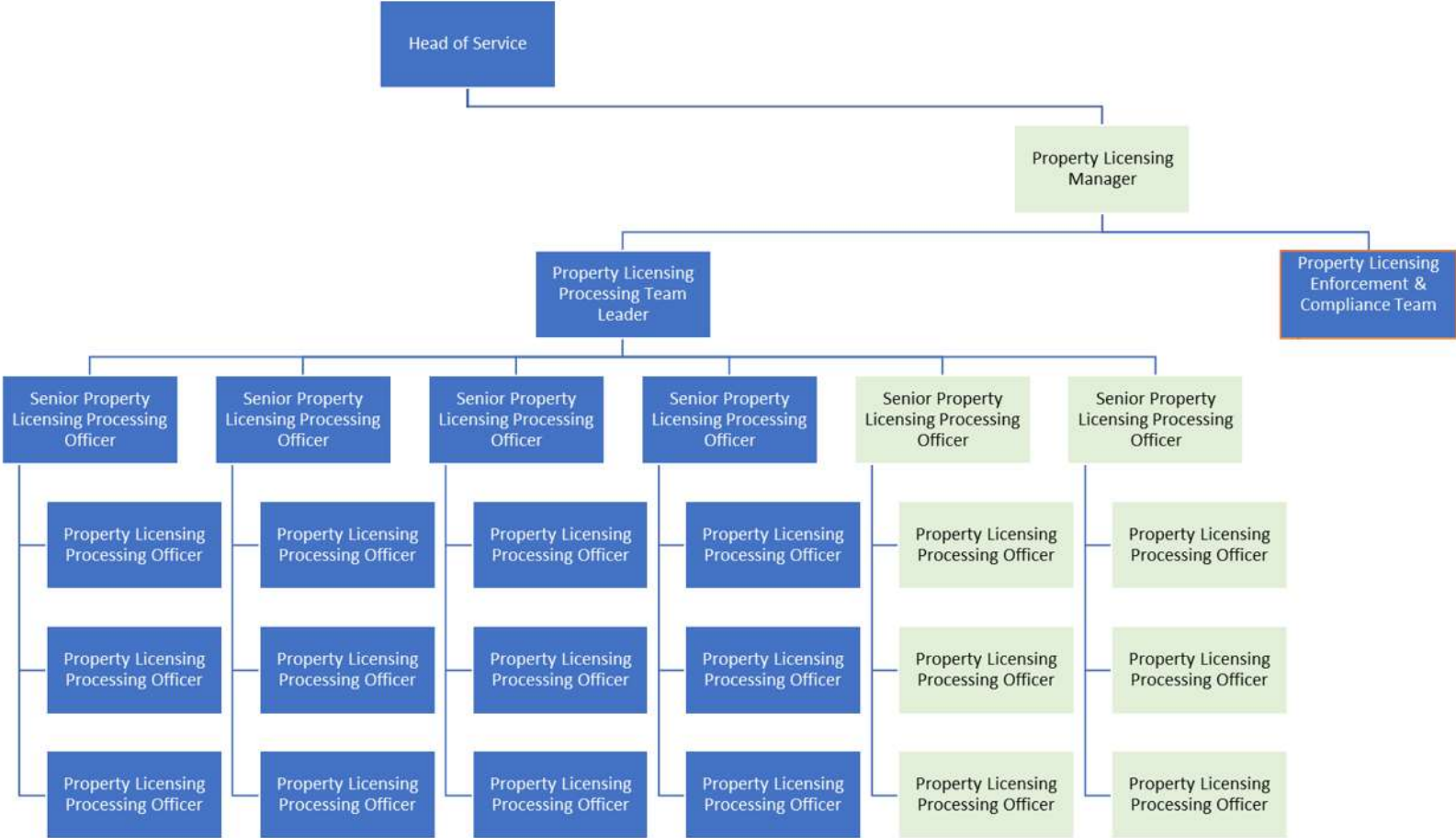
Processing Flow Chart

- **Application Made**
 - Applicable documents submitted including floor plans, Gas Safety certificates etc
- **Application Considered**
 - Verification of documentation and that application complete and applicable
- **Draft Licence Issued**
 - 14 day consultation
- **Representations Considered**
 - Prescribed Interested Parties only
- **Determination**
 - **Grant** up to five years, may be shorter term if issues e.g. planning breaches or
 - **Refuse**



PROPERTY LICENSING – RECRUITMENT

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Looking ahead - Operational Objectives 2024-25

- Reduce the number of applications yet to be determined
- Implement a comprehensive enforcement and compliance action plan:
 - Search & Licence
 - Inspect & Enforce
- Explore the concept of dual authorised property licensing / anti-social behaviour officer(s) to fully utilise the licensing framework to reduce ASB in HMO's

	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	
2017 Additional HMO Licensing	Licences will exist under this scheme until 31 December 2026												
2017 Selective Licensing	Licences will exist under this scheme until 31 December 2026												
2022 Additional HMO Licensing	Live 01 April 2022 – 31 March 2027						Licences will exist under this scheme until 31 March 2032						
2022 Selective Licensing Designation 1	Live 01 April 2022 – 31 March 2027						Licences will exist under this scheme until 31 March 2032						
2023 Selective Licensing Designation 2		Live 03 January 2023 – 02 January 2028						Licences will exist under this scheme until 02 January 2033					
Mandatory HMO Licensing	Continual requirement												
Enforcement & Compliance	Encourage to licence												
					Enforcement to secure licensing								
							Proactive Inspection of licensed properties						
	Reactive Interventions – response to complaints and allegations including breaches of conditions and unlicensed properties												
	Secure Improvement in Conditions –via enforcement where appropriate												
Enforcement – prosecutions and civil penalties for criminal landlords													

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Report to Scrutiny

Item Number:

Contains Confidential Or Exempt Information

No

- Subject of Report:** Acton Circular Economy Hub Progress Update
- Meeting:** Scrutiny Panel 1 Housing and Environment
7 March 2024
- Service report author:** Catherina Pack, Head of Street Care and Waste Management
- Scrutiny officer:** Anna-Marie Rattray, Overview and Scrutiny Officer
rattraya@ealing.gov.uk
- Cabinet Responsibility:** Councillor Deirdre Costigan, Climate Action
- Director Responsibility:** Nicky Fiedler, Strategic Director Housing and Environment
- Brief:** This report provides an update on the development and delivery of a circular economy hub at the Stirling Road site in Acton W3.
- Recommendations:** That the Panel considers the report and makes recommendations as appropriate. Note the progress and steps being taken to reduce waste and increase reuse and recycling in the borough and moving towards a more circular economy.

Acton Circular Economy Hub Progress Update

- 1.1 Ealing's Reduction and Recycling Plan (RRP) details that the Authority is already meeting the Mayor's minimum service level for the collection of the six main dry recyclable materials (glass, paper, card, plastics, tins and cans). Ealing has a separate weekly food waste service for all kerbside properties, and is rolling this service out to blocks of flats. A trial will be carried out to collect food waste from flats above shops.
- 1.2 Ealing is consistently in the top three in London when it comes to rates of recycling. However, we need to avoid waste in the first place and increase opportunities for residents to reuse, repair and recycle.
- 1.3 There is ongoing work to engage with communities in waste reduction and reuse activities, moving towards a circular economy approach – including identification of potential sites and engaging stakeholders to support the community in waste reduction and reuse, social value and decarbonisation, trialling a low-waste/circular neighbourhood, and opening a 'library of things' to help residents reduce waste and save money by renting items such as tools and electronics, rather than buying new.
- 1.4 The circular economy offers an alternative to a linear or recycling economy approach and is based on the principles of designing out waste and pollution, keeping products and materials in use. A circular system keeps the materials in use again and again through sharing, leasing, reusing, repairing, refurbishing and recycling – reducing waste to a minimum.
- 1.5 Ealing and West London Waste Authority (WLWA) have been working collaboratively to design, develop and deliver a Circular Economy Hub on the site of the previous Household Reuse and Recycling Centre in Stirling Road W3, for a period of at least 3 years. The Acton Hub is designed to focus on waste reduction and consumption reduction through reuse and repair of items.
- 1.6 The Acton Hub will help to deliver on the objectives of the following:
 - Ambition to become a net zero borough by 2030
 - Climate and Ecological Emergency Strategy targets (carbon emissions, waste)
 - Reduction and Recycling Plan targets (waste reduction, recycling rate, target resource streams)
 - One World Living consumption emissions
 - Climate Emergency Officers Group – Circular Economy
- 1.7 The targeting of specific material streams such as textiles, e-waste, plastics and food are a critical mitigation in the management of risk arising from upcoming legislative changes such as the Environment Bill, Emissions Trading Scheme (ETS) and compositional changes. Enabling a circular economy for high fossil carbon materials such as textiles, e-waste and plastics will help to reduce the fossil content in our residual waste for treatment and avoid the associated ETS carbon costs.

- 1.8 A significant benefit of the Hub is the generation of social value. This will be created from community engagement, repair, training, jobs and donations of items. All of these services ensure a significant multiplier effect on the investment within the community.
- 1.9 The team are developing the branding and communications plan for the site, engaging with partners to operate on the site, and beginning engaging with the community in the locality, whilst the site becomes ready.
- 1.10 Enabling works on the site are being commissioned. The tender for the site buildings infrastructure is due to be issued imminently, with contract award scheduled in April and mobilisation during May/June.
- 1.11 From 1 April 2024, we plan to:
- Have storage onsite at the Hub for reuse materials
 - Run pop-up market stalls at Acton Market once a month
 - Work with local organisations for redistribution of usable items such as textiles
 - Promote Repair Week including highlighting for example Ealing Repair Café events
 - Work with ACT for Ealing on a 'waste' exhibition
- 1.12 Provisionally, we plan for the Acton Hub space to be open to residents to repair, reuse and recycle electronics, bicycles, furniture, and clothes from Summer 2024. Note there are dependencies that may impact the timeline such as the finalisation of the lease arrangements, successful procurement of the site infrastructure solution and associated planning permission.

2. Legal Implications

- 2.1 The Mayor is required to prepare and publish a London Environment Strategy by the Greater London Authority Act 1999 ('GLA Act' as amended), under changes made by the Localism Act 2011.
- 2.2 Arising out of the London Environment Strategy is an expectation from the Mayor that Local Authorities develop Reduction and Recycling Plans, which should include local reduction and recycling targets that contribute to the Mayor's London-wide targets.
- 2.3 The Environment Act, which became law in 2021, acts as the UK's new framework of environmental protection. The Bill makes provision about targets, plans and policies for improving the natural environment; for statements and reports about environmental protection; for the Office for Environmental Protection; about waste and resource efficiency; about air quality; for the recall of products that fail to meet environmental standards; about water; about nature and biodiversity; for conservation covenants; about the regulation of chemicals; and for connected purposes.

3. Financial Implications

- 3.1 Existing approved budget will be utilised to deliver the objectives, targets and policies for the effective management of Ealing's waste. Officers will be monitoring the targets during the regular budget monitoring cycle and bid for available external funding where required, e.g. from Resource London and West London Waste Authority.
- 3.2 Alternate weekly collections of dry mixed recycling and residual waste, supported by weekly collections of food waste (including the roll out to flats) has successfully driven up the recycling performance and driven down waste disposal costs. A circular system keeps materials in use again and again through sharing, leasing, reusing, repairing, refurbishing and recycling – reducing waste and associated disposal costs.

4. Other Implications

- 4.1 Work around waste reduction, reuse and recycling is proven to reduce the amount of greenhouse gasses produced. The benefits are largely contingent on changing resident behaviour. The actual changes to tonnages and the recycling rate will be closely monitored to track progress.
- 4.2 Reduction of waste, reuse and recycling positively supports the priorities of tackling the climate crisis. The council's administration has three key priorities for Ealing. They are:
 - fighting inequality
 - tackling the climate crisis
 - creating good jobs

Consultation

Pre-publication sign-off

Name	Department	Date sent	Date response received	Comments appear in report paragraph:
Internal				
Earl McKenzie	Assistant Director Street Services	27.02.24	27.02.24	

Report History

Decision type: Non-key decision	a. Urgency item? No
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Authorised by Cabinet member:	Date report drafted:	Report deadline:	Date report sent:
Not applicable			
Report no.:			

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Report to Scrutiny

Item Number:

Contains Confidential or Exempt Information	No
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Subject of Report:	Panel Recommendations
Meeting:	Scrutiny Review Panel 1 – Housing and Environment 7 March 2024
Service report author:	Anna-Marie Rattray Scrutiny Review Officer rattraya@ealing.gov.uk 0208 825 8227
Scrutiny officer:	As above
Cabinet Responsibility:	Cllr Bassam Mahfouz – Safe and genuinely affordable homes Cllr Deirdre Costigan – Climate action
Director Responsibility:	Helen Harris Director of Legal and Democratic Services harrish.gov.uk 020 8825 6159
Brief:	This report sets out the recommendations made by the panel across its previous three meetings and the responses received.
Recommendations:	That the responses to the Panel’s recommendations are noted.

1. Panel Recommendations

The recommendations made at the previous three meetings of the Scrutiny Panel and the responses received from officers are attached as **Appendix 1**. In future, responses to Scrutiny Panel recommendations will be sought in a timelier manner and reported on regularly.

The progress of accepted recommendations will be followed up at 6 monthly intervals.

2. Legal Implications

There are none arising directly from this report. The powers and duties of the Panel are set out in the Council Constitution.

3. Financial Implications

Support to the scrutiny panels is contained within allocated budgets. Value for money will be achieved through early and effective planning of the Panel's work programme.

4. Other Implications

There are none.

5. Background papers

Ealing Council's Constitution is available at https://www.ealing.gov.uk/info/201046/decision_making/597/council_constitution

Pre-publication sign-off

Name	Department	Date sent	Date response received	Comments appear in report paragraph:
Internal				
Sam Bailey	Head of Democratic Services	27/02/24	27/02/24	

Report History

Decision type:	l. Urgency item?
Non-key decision	No

Authorised by Cabinet member:	Date report drafted:	Report deadline:	Date report sent:
Not applicable			

Report no.:	Report author and contact for queries:
	Anna-Marie Rattray, Scrutiny Review Officer. Ext 8227

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Appendix 1

Scrutiny Panel	Date of meeting	Agenda Item	Recommendation	Recommendation to	Accepted/Rejected	Reason for acceptance/ rejection	6 month update
1. Housing and Environment	29/06/23	Availability, Affordability and Supply of Housing in the PRS	Greater cooperation must be encouraged and facilitated between the council, private landlords and other agencies, and this should include getting back to landlords in a timely fashion as regards their licence applications, looking at the impact of licencing on improving private housing stock which had to be supported in the absence of an adequate volume of social housing, and working with tenancy advocacy groups on issues such as rent repayment orders.	Joe Blanchard, Head of Environmental Health and Trading Standards	Accepted		January 2024: - Increasing capacity of the property licence application processing team so that landlord enquiries can be answered more quickly and effectively. - Forging closer relationships with third sector organisations including: *Cambridge House – Safer Renting Scheme procured to assist private tenants experiencing eviction to stay in their homes longer. We have also assisted with their academic research. *Justice4Tenants – ongoing liaison around Rent Repayment Orders and initiating procurement of services to assist tenants and officers. *Ealing Citizens – ongoing liaison around the hard to reach private tenant engagement. Imminent procurement of services to deliver renter rights workshops and engagement exercise to scope establishment of a Private Renters Association.
1. Housing and Environment	29/06/23	Availability, Affordability and Supply of Housing in the PRS	The council should consider whether the intermediate housing allocation policy was as effective as it could be in identifying potential tenants who were most in need and ensuring that those potential tenants were aware of intermediate tenures they might be eligible for and not know about.	Lisa Watson, Housing Strategy and Policy Manager/ Jack Dempsey, Head of Allocations and Accommodation / Mark Awbery AD Housing Demand	Accepted	The council does not currently have an intermediate allocations policy/eligibility scheme in operation. However, we are in the process of introducing a scheme and a draft Intermediate Housing (Eligibility and Prioritisation) Policy is in the process of being agreed and will be consulted on later this year. This new Intermediate Housing Policy will set out our approach to eligibility and how we will prioritise applicant's for low cost home ownership (shared ownership and London Living rent/Buy to Rent) and also the affordable element secured in new Build to Rent developments (discounted market rent) and S106 agreements. This will operate separately from the council's statutory Allocations Scheme and general waiting list, which will continue to let Social Rented and Affordable Rented homes. There will be a degree of overlap and some applicants will be able to apply for both social housing and intermediate housing. When the policy has been approved and the scheme is in operation, the Housing Allocations team will be looking raise awareness and target the intermediate scheme to applicants on the social housing register as this will release some pressure on social housing and potentially temporary accommodation.	
1. Housing and Environment	29/06/23	Availability, Affordability and Supply of Housing in the PRS	The council should work together with Generation Rent to produce a "How to Rent" booklet for private tenants in order that tenants were sure of their rights and were empowered to report problems and get involved with the enforcement process. The council could reach out to colleagues working in areas such as health and social services to recognise the challenges faced by tenants whilst compiling the booklet's content.	Gill Reavey, Head of Housing Solutions / Joe Blanchard Head of Environmental Health and Trading Standards / Mark Awbery Housing Demand	Accepted	By 31 March 2024 the Council will have sent a letter to every household living in a licensed property in Ealing raising the awareness of their rights as a tenant in a licensed property. We anticipate that one of the first tasks of the PRA when established will be to develop "How to Rent in Ealing" materials	

Scrutiny Panel	Date of meeting	Agenda Item	Recommendation	Recommendation to	Accepted/Rejec ted	Reason for acceptance/ rejection	6 month update
1. Housing and Environment	05/09/23	Housing Safety Compliance Update	Councillors should be better enabled to reassure residents of compliance and improvements within the repairs service by receiving invitations to attend meetings of the Building Safety Forum and also be in receipt of Housing News.	Dawn Kent-Payne, Assistant Director, Housing Asset Management	Accepted	Good practice and adds a further level of challenge to the teams delivering the service. In terms of receipt of Housing News this again would be viewed as Good practice and demonstrates openness and transparency with stakeholders.	
1. Housing and Environment	05/09/23	Annual Parking Report	The council should assess how well arrangements for motorcycle parking are working in order to accommodate for the growing popularity of takeaway deliveries and bikes parking on pavements.	Gina Cole, Assistant Director, Parking Services / Earl McKenzie AD Street Services	Accepted	In main town centres, there are sufficient parking spaces for motorbikes, within a close proximity to where orders are being picked up from. We have worked with delivery platforms (Deliveroo) to hold roadshow events and have handed out maps to various riders, detailing the areas they can park for free when picking up orders. This along with enforcement is changing driver behaviour.	
1. Housing and Environment	05/09/23	Annual Parking Report	The High Streets Taskforce should be updated on developments as we move towards universal cashless parking charges.	Gina Cole, Assistant Director, Parking Services / Earl McKenzie AD Street Services	Accepted	A third tranche of pay and display machines has now been switched off. The service will gather data in the Spring 2024 that will be analysed and used to determine whether to fully decommission these machines or reinstate them – and the viability of creating a fourth tranche of machine removals. The total number of operating pay and display machines in Ealing has dropped from a high of 206 in 2016 to 67 today. The rate of removal is likely to slow, as the remaining machines are our most heavily used and their removal may consequently still result in a negative financial outcome for the Council.	
1. Housing and Environment	05/09/23	Annual Parking Report	There should be dedicated CEOs for each of our seven towns who understand what is happening in their assigned streets and they should be patrolling, preferably in pairs, and on hand to advise on available parking.	Gina Cole, Assistant Director, Parking Services / Earl McKenzie AD Street Services	Rejected	Having dedicated CEOs in each town works in the short term however, officers become too accustomed with local residents and businesses and compliance levels start to decrease. When the enforcement contract is transferred over to GEL from April 2024, they will ensure regular beat reviews are undertaken to maximise resource being deployed to the required areas. This will be in the form of foot and moped CEOs along with ANPR vehicles being used.	
1. Housing and Environment	05/09/23	Annual Parking Report	Resident engagement teams should be created to promote awareness of blue badge permits to combat blue badge theft, and teams can also educate drivers on responsible usage of blue badges including where to park without delaying buses, for example.	Gina Cole, Assistant Director, Parking Services / Earl McKenzie AD Street Services	Rejected	The creation of a dedicated engagement team would require additional funding. However we are working closely with partners such as the Police in tackling blue badge theft in the borough and have carried out a number of joint patrols. We have dedicated blue badge fraud investigators ensuring blue badges are being used correctly and are not being misused. We also work very closely with the blue badge team to ensure all residents who apply for new and replacement badges are aware of the blue badge permits that we have to offer. We have also issued comms on blue badge theft and details of permits available.	
1. Housing and Environment	05/09/23	Annual Parking Report	Greener Ealing should seek advice from the Transport and Environment Committee at London Councils and also the West London Alliance as to how we might better engage with stakeholders and facilitate discussion on parking issues.	Earl McKenzie AD Street Services/ Gina Cole AD Parking Services	Rejected	The Council's Parking Services are already committed to meet regularly and engage with London Councils and TEC as well as other stakeholders. Any issues relevant to the Greener Ealing contract will be cascaded, as necessary.	

Scrutiny Panel	Date of meeting	Agenda Item	Recommendation	Recommendation to	Accepted/Rejected	Reason for acceptance/ rejection	6 month update
1. Housing and Environment	05/09/23	Annual Parking Report	The Council should benchmark the cost of parking suspensions for filming against those in other London boroughs and consider increasing this charge in next year's fees and charges.	Gina Cole, Assistant Director, Parking Services / Earl McKenzie AD Street Services	Accepted	We regularly consult with the film crew on charges before increasing and will ensure any increase works for both Parking Services and the film crew in ensuring the borough continues to be an attractive place for filming. As part of this, benchmarking with other boroughs will be considered.	
1. Housing and Environment	05/09/23	Annual Parking Report	The issue of how expensive electric vehicle charging can be for residents has been highlighted. The council should ensure that value for money and the lowest possible cost to the consumer are prioritised in the procurement of providers.	Tony Singh, Head of Highways / Gina Cole AD Parking Services / Earl McKenzie AD Street Services	Accepted	The Council is aware of the varying costs of electric vehicle charging, and the need to ensure that residents can access charging at a speed and price point that works for them. EVCPs installed to date offer a range of choices to residents, including lamp column charge points which are more affordable, and other operators offering reduced costs along with a membership subscription. To date EVCPs have been delivered through a combination of London-level grant funding, and relying on private sector investment. However, the Council will shortly be partnering with other London boroughs to receive a share of new national government funding ('LEVI') aimed at improving charge point accessibility, by significantly increasing the numbers of lower-power and more affordable charge points, including in less commercially viable areas. In the short term we continue to evaluate the operator market to ensure value for money and affordability are considered when procuring or partnering with charge point operators.	
1. Housing and Environment	23/11/23	Homelessness in Ealing	The council should review procedure to ensure we communicate with residents and keep them in the loop as to what we can do to help and what they may expect. Residents must be better informed of the consequences of accepting or refusing particular accommodation, an example being where a resident accepted a home, but was not told her adult son could not move in with her.	Jack Dempsey, Head of Allocations and Accommodation / Mark Awbery AD Housing Demand	Accepted	Under the HRA, all residents have a Personalised Housing Plan, so this is very much what the resident owns themselves and works with the Council on. We are establishing a Resettlement Move on Team that will work with accepted homeless in TA to assist them about their wider housing options to increase throughput for residents to longer terms settled accommodation solutions and not having to wait long periods in TA. The Team is in recruitment stages presently and it would be more beneficial to give the service time to bed in and develop, so possibly something for 2025 to consider. When residents are made an offer, the letter sets out the process and the consequences. Also Officers contact residents when offer being made to discuss and ensure suitability details are correct as if there have been changes, the Officer may withdraw, e.g. worsened medical condition or increase in household in size. The resident at the point of refusal provides the reasons and this is considered by a Refusal Officer who will consider the reasons and inform the resident whether the offer will be withdrawn or enforced. This is dealt within business as usual	

Scrutiny Panel	Date of meeting	Agenda Item	Recommendation	Recommendation to	Accepted/Rejected	Reason for acceptance/ rejection	6 month update
1. Housing and Environment	23/11/23	Homelessness in Ealing	It might of interest for the panel to hear directly from the OPDC on their plans for North Acton, and also for mutual discussion with respect to supply and tenure. Admittedly there is little time available to invite representatives in the lifetime of this panel. Therefore the matter should be revisited by a future panel, preferably where this directorate is considered in 2024/5.	Overview and Scrutiny Officer	Accepted	Item to be considered when planning the work programme for 2024/25. The Panel would need to invite representatives from GLA who oversee the ODPC scheme. Members and Senior Management sit on the ODPC project boards.	
1. Housing and Environment	23/11/23	Homelessness in Ealing	Scrutiny has much to add to the homelessness and rough sleeping strategy. Time and opportunity should be allocated in order to facilitate this discussion beyond the work achieved already by this panel.	Overview and Scrutiny Officer	Accepted	Item to be considered at work programme planning meeting for 2024/2025.	
1. Housing and Environment	23/11/23	The Future of the Housing Repairs Service	The council is taking various actions and is putting various measures in place to ensure improvements to our repairs service, including the alternate dispute resolution pilot. If it proves not to be possible to scrutinise the success of these actions and measures in this municipal year and in the lifetime of this panel, then the matter should be revisited by a future panel, preferably where this directorate is considered in 2024/5.	Dawn Kent-Payne, Assistant Director, Housing Asset Management / Overview and Scrutiny	Accepted	Agreed – the team welcomes the opportunity to be supported by scrutiny panel as improvement work progresses and any input from stakeholders is a useful addition. The improvement work is longer term and outcomes are likely to be realised beyond 24/25.	