

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		<p>January 2024:</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> *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	

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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.	

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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	

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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.	