



Performance Advisory Group (PAG)

3 September Board Room 4th Floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

Aruna Bhatt	(AB)	Vice Chair
Elizabeth Fitzgerald	(EF)	Member
Norah Fallon	(NF)	Member
Maxell Doku	(MD)	Member
Aletah Drake	(AD)	Member
Angela Shine	(AS)	Member
Carol Douet	(CD)	Member
Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Paul Shipway	(PS)	Strategic Housing Lead LBB
Faisal Butt	(FB)	Housing Commissioning Lead
Peter Williams	(PW)	Data & Information Manager

Item	Title	Action
1	Apologies and welcome Apologies received from John, Hazel, Amlan, Adanna and Eleanor. Introductions were made around the table	
2	Minute Approval All agreed the minutes were a true reflection.	Minutes to be published on website
3	Matters Arising No matters arising	

4	Housing & Homelessness Strategy	
4.1	<p>The Council's Housing Strategy dates from 2015, and a number of changes have occurred since then which mean that the Council's approach to housing needs to be reviewed and updated. These changes include:</p> <ul style="list-style-type: none"> • a change in Government, • a new London Mayor with a new London Housing Strategy, • new legislation including the Housing and Planning Act 2016 • the Homelessness Reduction Act 2017 • the updated Homelessness Code of Guidance for Local Authorities. 	Action DB to send out presentation to members
4.2	The Homelessness Reduction Act 2017 (HRA 2017) requires that the Council's Homelessness Strategy is updated. Barnet's Homelessness Strategy is currently a component of the Housing Strategy but it is proposed the two are separated to reflect the increased focus on tackling homelessness.	
4.3	Officers have updated the evidence base that supports the Housing Strategy. A new Strategic Housing Market Assessment has been commissioned, setting out the level of demand for housing in the borough.	
4.4	Since 2015, other significant events have impacted on Housing at a national level, including the EU referendum and the Grenfell Tower fire disaster.	
4.5	Additionally, the Council is in the process of updating the Local Plan, and the Assets, Regeneration and Growth Committee is preparing a Regeneration Strategy.	
4.6	The updated evidence shows a great deal of continuity in the trends which drove the 2015 housing strategy, and thus a degree of continuity in the themes for the new strategies. However, housing costs have risen unexpectedly fast, relative to both local median incomes and Local Housing Allowance (LHA) rates. The resulting affordability gap has created real challenges for households seeking to buy or rent, and for the Council's temporary accommodation budget.	
4.7	Despite the Council's increased focus on homelessness prevention, it is increasingly difficult to secure good quality, sustainable and affordable temporary accommodation of all types in London, and especially at prices within the LHA cap. The cost of procuring temporary accommodation (TA) has increased significantly and the current levels of costs cannot be sustained indefinitely.	
4.8	Tackling and preventing homelessness and rough sleeping continue to be a focus for the Council. It is recommended that the Homelessness Strategy focus on the following themes:	

4.9	<p>□ Preventing homelessness. Prevention remains the most effective way to manage homelessness and the Council will look to help people to stay in their own homes or support them to find new homes. The Homelessness Reduction Act 2017 places a duty on the Council to intervene at earlier stages to prevent homelessness. It also requires the Council to provide homelessness services including advice and assistance to all those affected, not just those who are in 'priority need1'.</p> <p>□ Reducing the use of Temporary Accommodation (TA). Temporary accommodation in Barnet is of good quality. Nonetheless, its temporary nature inhibits families' efforts to move forward with their lives. Furthermore, the cost burden of TA is a significant pressure on the Council's finances. The Homelessness Strategy must therefore set out a broad range of measures which can be taken to secure accommodation whilst reducing the use TA.</p> <p>□ Establishing effective partnerships, working arrangements and support. To prevent homelessness and improve outcomes for people, especially rough sleepers, care leavers and other vulnerable groups.</p> <p>It is recommended that the new Housing Strategy focus on the following themes:</p> <p>1 Section 189(1) and the Homelessness (Priority Need for Accommodation) (England)</p> <p>Raising standards in the private rented sector. Developments in the housing market over many years mean that the private rented sector is home to a high and rising proportion of Barnet's households. Affordability constraints have prompted many families to turn to the private rented sector as a way of life. The new strategy will therefore place more emphasis on supporting responsible tenants and ensuring that landlords provide a good quality offer.</p> <p>□ Delivering more homes that people can afford. The evidence shows that Barnet's population continues to grow sharply. While the Local Plan will set the policy framework and targets for new homes, the Housing Strategy will set out how the Council will deliver new homes, and particularly affordable homes. The updated strategy will therefore focus on exploring innovative approaches to accelerate building, noting the opportunities presented through The Barnet Group and its subsidiary Opendoor Homes.</p> <p>□ Safe and secure homes. The tragic fire at Grenfell Tower in June 2017 drew attention to the fundamental importance of fire safety, particularly in high rise blocks. The Housing Strategy will set out the Council's continuing commitment to the highest standards of fire safety, and wider health and safety, across all tenures.</p> <p>□ Promoting independence. Good housing can help to support other Council objectives, such as helping older and vulnerable people to live</p>	
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	<p>independently. The strategy will promote the delivery of homes that meet the needs of older people and those with disabilities. It will promote measures to support young people leaving care to make a successful transition to living independently.</p>	
5	REASONS FOR RECOMMENDATIONS	
5.1	The updated evidence base and changes set out in section 1 of this report mean that the Housing Strategy which was produced in 2015 needs to be reviewed and updated.	
5.2	The Homelessness Reduction Act 2017 requires that the Council's Homelessness Strategy is updated to reflect the new legislative provisions and updated Homelessness Code of Guidance.	
6	ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED	
6.1	The Council could decide not to review the Housing Strategy or the Homelessness Strategy, but this is not recommended as the document would not then reflect the changes that have occurred since 2015.	
7	POST DECISION IMPLEMENTATIONS	
7.1	Council officers will prepare a draft updated Housing Strategy and draft Homelessness Strategy for consideration by the Housing Committee at its meeting in October 2018.	
7.2	The Council will consult with key partners and stakeholders when developing both draft strategies and subject to the agreement of the Housing Committee, wider consultation on the draft Housing Strategy and draft Homelessness Strategy will take place during the winter, and a further draft that takes account of this will be brought back to Housing Committee early in 2019.	
8	IMPLICATIONS OF DECISION	
8.1	<p>Corporate Priorities and Performance</p> <p>The Housing Strategy contributes to the Councils Corporate plan purpose as follows:</p> <p>Successful Places Meeting the housing needs of the borough is key to ensuring Barnet remains a successful place Great Outcomes Housing is important to helping residents achieve great outcomes Quality Services Housing services provided by Barnet Homes, Re and Housing Associations Resilient Communities Access to housing and reducing homelessness is key to building resilient communities</p> <p>The Housing Strategy contributes to key priorities identified in Councils Corporate plan priorities including Increasing the housing supply, including Colindale and Building compliance and fire safety.</p>	

8.2	<p>Resources</p> <p>Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability) The costs of producing the draft documents will be met within existing resources.</p>	
8.3	<p>Social Value</p> <p>The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.</p>	
8.4	<p>Legal and Constitutional References</p> <p>The Council's Constitution Article 7.5 Responsibility for Functions, states that the Housing Committee is responsible for housing matters including housing strategy, homelessness, social housing and housing grants, commissioning of environmental health functions for private sector housing.</p>	
8.5	<p>Risk Management</p> <p>There is a risk that the housing requirements of the Borough are not met if the Housing Strategy is not updated.</p> <p>There is a risk that the Council's Homelessness Strategy will not reflect recent legislative changes and that homelessness may increase if the Council does not update the strategy and set out the measures it will take to tackle homelessness.</p>	
8.6	<p>Equalities and Diversity</p> <p>Equality and diversity issues are a mandatory consideration in the decision making of the Council. This requires elected Members to satisfy themselves that equality considerations are integrated into day to day business and that all proposals emerging from the finance and business planning process have properly taken into consideration what impact, if any, there is on any protected group and what mitigating factors can be put in place.</p> <p>The Public-Sector Equality duty is set out in s149 of the Equality Act 2010: A public authority must, in the exercise of its functions, have due regard to the need to:</p> <ul style="list-style-type: none"> (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010 (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. 	

	<p>Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard to the need to:</p> <ul style="list-style-type: none"> a) Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic. b) Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it. c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low. <p>The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include steps to take account of disabled persons' disabilities.</p> <p>Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard of the need to tackle prejudice and promote understanding.</p> <p>Compliance with the duties in this section may involve treating some persons more favourably than others but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act. The relevant protected characteristics are:</p> <ul style="list-style-type: none"> a) Age b) Disability c) Gender reassignment d) Pregnancy and maternity e) Race f) Religion or belief g) Sex h) Sexual orientation <p>An Equalities Impact Assessment will be undertaken to assess the impacts of both the Housing Strategy and the Homelessness Strategy.</p>	
8.7	<p>Corporate Parenting</p> <p>Promoting independence is proposed to be a central theme of the Housing Strategy. This includes ensuring that care leavers make a successful transition to independent living.</p>	
8.8	<p>Consultation and Engagement</p> <p>Consultation with key stakeholders will be undertaken to support and inform the development of the draft Housing and Homelessness strategies. There will also be public consultation on the draft strategy, once developed. Feedback from this will inform the final version of the</p>	

	documents.	
8.9	<p>Insight</p> <p>The Housing Strategy and Homelessness Strategies will be informed by evidence bases. A summary of the Housing Strategy evidence base is appended to the report.</p>	
9	PS informed the group about the date of the committee meeting on the 11 October where this will be discussed and said that members could attend in the public meeting gallery to observe it being debated	
10	PS has requested that he attend the PAG meeting in the new year to update members on the strategy	
11	Data Protection and GDPR update	
11.1	<p>What is GDPR</p> <ul style="list-style-type: none"> • Data Protection Act 2018 and GDPR • General Data Protection Regulations • Safeguarding individual's personal data when 'processed' by a person or company. • Controlling and regulating what organisations can do with personal data and giving individuals certain rights 	
11.2	<p>Personal data must be processed fairly and lawfully</p> <ol style="list-style-type: none"> 1. Personal data can only be obtained for one or more specified and lawful purposes 2. Personal data shall be adequate, relevant and not excessive 3. Personal data shall be accurate and kept up to date 4. Personal data shall not be kept longer than is necessary 5. Personal data must be processed in accordance with the rights of the data subjects 6. Appropriate measures must be taken to keep the data secure 7. Personal data shall not be transferred outside of the European Economic Area 	
11.3	<p>What is 'data protection' about</p> <ul style="list-style-type: none"> • Protecting individuals from being victims of crime • Reducing and preventing person data being shared / sold onto third parties 	
11.4	<p>Fines and Penalties</p> <ul style="list-style-type: none"> • Under GDPR an organisation or individual can be fined 	

11.5	<p>€20,000,000 or 4% global turnover</p> <ul style="list-style-type: none"> • Analysis was carried out on the fines that were collected by the ICO during 2016 to see what they would have been under the new GDPR rules; the total figure rose from £850,500 to £69m. • Pharmacy2U were fined £130,000 for selling customer data to a third party, which under GDPR would have grown to £4.4m. • TalkTalk's £400,000 fine for security breaches that were exploited by hackers would have been £59m. <p>Where you might find issues</p> <ul style="list-style-type: none"> • Paperwork left in property • Loss of paperwork • Loss of / stolen IPADs • Discussing personal data / private information with other caretakers / staff / tenants / leaseholders 	
11.6	<p>GDPR Principles</p> <ol style="list-style-type: none"> 1. Lawfulness, Fairness and Transparency <ul style="list-style-type: none"> • Need a good legal reason to collect personal data • Must ensure the data is collected properly • Must inform people about what you're processing and why 2. Collected for specified and lawful purposes <ul style="list-style-type: none"> • Need to be upfront about why you are collecting the data • Need to be clear about how and why you will use the data 3. Personal data shall be adequate, relevant and not excessive <ul style="list-style-type: none"> • Only collect what we need and don't collect it for the sake of collecting it or in case we might need it. 4. Personal data shall be accurate and kept up to date <ul style="list-style-type: none"> • Need to ensure the data we hold is correct and up to date especially when informed it is wrong 5. Personal data shall not be kept longer than is necessary <ul style="list-style-type: none"> • Can't keep data just in case it might be useful • Once it has served its purpose it should be securely destroyed 6. Data must be processed and stored securely <ul style="list-style-type: none"> • Subject access requests • We must fix inaccurate data • We may have to stop 'processing' data if requested to 	

	7. The Data Controller must be able to demonstrate compliance with the regulations.	
11.6	<p>Subject Access Requests</p> <ul style="list-style-type: none"> • When an individual asks the organisation for information we hold on them <ul style="list-style-type: none"> – Can be all or specific data – We have 21 days to respond to the request – We can no longer charge for this, unless there are extenuating circumstances – We must provide everything we have on them including emails etc. – • About recognising when someone requests this and flagging to ESM / Complaints team 	
11.7	<p>TBG Policies</p> <ul style="list-style-type: none"> • Also ‘quick guides’ and templates and guidance are available • You should make sure you read the main Data Protection Policy if you haven’t recently • Data Protection Policy • Acceptable use policy • Incident reporting policy • Information sharing policy • Paper handling policy • Password protection policy • Records retention & disposal policy • Redaction policy • Remote working policy • Secure email policy 	
11.8	<p>Social Media</p> <ul style="list-style-type: none"> • Be careful with what you share on social media – people have lost their jobs for expressing negative or libellous opinions about individuals and organisations 	
11.9	<p>Common Online Scams</p> <ul style="list-style-type: none"> • Phishing emails <ul style="list-style-type: none"> – often look like they are from reputable sources (sometimes even friends) but are trying to trick you into giving them your personal / bank details – Increasingly sophisticated – Look out for poor spelling 	

11.10	<ul style="list-style-type: none"> – If you aren't sure, ring your bank / the person – Don't click links / download attachments – Be especially wary about giving out bank details over email / online <ul style="list-style-type: none"> • Money laundering scams <ul style="list-style-type: none"> – Emails suggesting you have won a competition / help retrieve an inheritance • Romance scams <ul style="list-style-type: none"> – From social networks / dating sites – Take place over a long period of time, after a 'relationship' has been developed – Want money due to an unpredictable event or person has been kidnapped • Computer viruses <ul style="list-style-type: none"> – Software can infect your computer from websites / downloads – Someone from 'Microsoft' may ring you telling you're your computer is infected – Run anti-virus software – Microsoft have free software called: Microsoft Security Essentials • Fake websites <ul style="list-style-type: none"> – E.g. selling sold out tickets <p>Consequences</p> <ul style="list-style-type: none"> • Identity Theft <ul style="list-style-type: none"> – Take your personal information to e.g. obtain a credit card in your name, steal your money, obtain a passport in your name 	
11.11	<p>Protecting Yourself Online</p> <ul style="list-style-type: none"> • Use long complicated passwords • <i>Ideally</i> use different passwords for different websites, so if one is hacked all your other accounts are not compromised • Use anti-virus software • Don't open suspicious emails or download unknown attachments 	
12	<p>Members Update</p> <p>AS, EF and AB updated the members about the mystery shopping training and exercise they have been working on. They will be attending the follow up work shop on the 12 September to discuss the experience, identify the gaps and work on an action plan to make improvements. DB explained to the members that this piece of work tied in nicely to the bigger piece of work being undertaken by all front facing service area's on 'Mapping the Customer Journey' the first area to be looked at is the</p>	

13	<p>repairs. DB explained that there would be an opportunity for PAG members and the Resident Support Group to be involved in this exercise.</p> <p>AOB</p> <p>Members that attended the summer social event expressed how pleased they were with the evening and the choice of restaurant.</p> <p>DB reminded members about the annual Customer Awards that is coming up</p> <p>AS brought to the attention of the members a letter that has been sent out to residents who were due to have a replacement fire door fitted. She said she thought the letter was inadequate and gave the impression that all the doors were going to be black. DB asked her to send in a copy of the letter and she would pass on the concerns to the Fire safety team.</p> <p>DB thanked AB for chairing the meeting so well in JD absence and all the members agreed.</p> <p>Date of next meeting</p> <p>Monday 15 October 6.30-8.30pm Board room 4th floor Barnet House</p>	
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