

The Economy, Housing and the Arts Policy and Accountability Committee Agenda

Tuesday 20 July 2021 at 6.30 pm

This is being held as an informal remote meeting

You can watch live on YouTube: youtu.be/PDZmpnN9GTg

MEMBERSHIP

Administration	Opposition
Councillor Rory Vaughan (Chair) Councillor Daryl Brown Councillor Ann Rosenberg Councillor Helen Rowbottom	Councillor Adronie Alford

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Date Issued: 12 July 2021

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20 July 2021

<u>Item</u>		<u>Pages</u>
1.	APOLOGIES FOR ABSENCE	
2.	DECLARATIONS OF INTEREST <p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
3.	MINUTES <p>To approve the minutes of the previous meeting.</p>	4 - 11
4.	PUBLIC PARTICIPATION <p>This meeting is being held remotely on Zoom and will be live streamed to YouTube: youtu.be/PDZmpnN9GTg</p> <p>If you would like to ask a question at the meeting about any of the items on the agenda please send your question to governance@lbhf.gov.uk by 5pm on Friday, 16 July.</p>	

- 5. UPDATE ON THE CURRENT AND FUTURE PROVISION OF SUPPORT FOR LOCAL BUSINESSES DURING AND BEYOND THE COVID-19 PANDEMIC** 12 - 20
- This report provides an update on the range of activity that the council's Business and Enterprise Team has undertaken to assist local businesses through further Covid-19 restrictions since the last update to the Committee in November 2020. It also outlines the scope of planned business support initiatives until the end of March 2022.
- 6. IMPROVING PRIVATE SECTOR HOUSING THROUGH DISCRETIONARY PROPERTY LICENSING** 21 - 39
- This report sets out the steps taken to improve Private Sector Housing through discretionary property licensing.
- 7. DATE OF FUTURE MEETINGS**
- The next meeting will take place on Tuesday 9th November 2021.

Agenda Item 3

**London Borough of Hammersmith & Fulham
The Economy, Housing and the Arts Policy
and Accountability Committee
Minutes**



Tuesday 6 April 2021

PRESENT

Committee members: Councillors Rory Vaughan (Chair), Daryl Brown, Ann Rosenberg, Helen Rowbottom and Adronie Alford

Other Councillors: Councillors Lisa Homan, Andrew Jones and Sue Fennimore

Yvonne Thomson - (Interim Strategic Manager, Economic Development), Thomas Dodd – (Arts Development Officer), Karen Galey – (Assistant Director for the Economy), Kamal Montalib - (Head of Economic Development), Glendine Shepherd – (Assistant Director, Housing Management) and Charles Francis (Committee Services)

Representatives from the Arts Commission, H&F Arts Fest and BEAM.

1. APOLOGIES FOR ABSENCE

Apologies for lateness were received from Councillor Ann Rosenberg

2. ROLL - CALL AND DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF THE PREVIOUS MEETING

The minutes of the meetings held on 10 November 2020 and 25 January 2021 were agreed as an accurate record.

4. PUBLIC QUESTIONS

The Chair confirmed that no public questions had been received.

5. ARTS COMMISSION RECOMMENDATIONS

Yvonne Thomson – (Interim Strategic Manager, Economic Development) provided an overview of the report, which sets out the eight recommendations made by the Arts Commission in its final report, for consideration by the Council for adoption.

The Chair thanked Yvonne Thomson for the overview and invited Councillor Andrew Jones, Cabinet Member for the Economy to address the committee. Councillor Andrew Jones expressed his thanks to Jonathan Church, the Commissioners and all the participants in the Arts Commission review which had taken over two years. He acknowledged the degree of adaption which had been required to overcome the challenges posed by Covid in producing such a comprehensive document.

Turning to the report itself, Councillor Andrew Jones highlighted that it outlined a set of early successes and the process the Commission had followed. He explained that there was a significant amount of work to do to build on the recommendations set out in the report. However, the report was a tremendous achievement which put the Authority in a strong position to develop the Arts in the future.

Chair introduced the Commissioners and invited Jonathan Church, Chair of the Arts Commission, to speak. Mr Church thanked Richard Watts, Consultant and his organisation for providing the research and documentary backbone for the Commission. He explained the reason everyone participated in the Commission was the belief they had in the Authority to take what was already excellent in the borough and develop it further.

Jonathan Church provided details of the report and explained that recommendations 1 and 7 were significant. Recommendation 1, which focused on the new knowledge base and making the new strategy and recommendation 7 which centred on building capacity and developing the economic growth of the Arts sector, alongside the Cultural Strategy. Richard Watts, Consultant, highlighted the importance of the new Cultural Strategy, its ability to address the challenges posed by Covid, the inequities (of opportunity) across the borough and the need for additional investment to amplify and leverage all the (arts) activities in Hammersmith and Fulham. He highlighted that it was important that a representative group of people had contributed to the Arts Commission's report but underlined the importance of Recommendation 1 and developing a Cultural Strategy to further enhance (cultural) representation across the borough.

Victoria Brignell, Arts Commissioner, commented the Commissioners had been drawn from a diverse range of backgrounds. Numerous in-depth evidence-gathering sessions were held, and these informed a number of underlying principles. She explained that the challenge was not only how the Borough nurtured excellence in the arts, but also how to ensure it was as inclusive as possible. She felt that the Arts worked best when the Authority was seen as an enabler rather than as a producer. Highlighting Recommendation 5, it was noted this focused on joining up arts events across the borough.

The Chair invited Melanie Nock, H&F Arts Fest, to explain how arts organisations had been involved and contributed to the Arts Commission's work. Melanie Nock commented that the work had been invaluable in starting conversations about the Arts and underlined that H&F Arts Fest hoped to be heavily involved in the implementation of the recommendations. She commented that a considerable amount of culture occurred in the borough but lots of it was hidden and not seen (and so not supported). Melanie listed the types of activities which had occurred during the pandemic and highlighted the life changing impacts these activities had for residents. She underlined

the importance of children and young people and how arts competitions had energised those schools which had participated. She hoped that H&F Arts Fest could continue to work in partnership with the Authority to enhance and publicise the arts in the borough as widely as possible.

The Chair invited Councillor Andrew Jones to comment on what the next steps were in the overall process. Councillor Andrew Jones acknowledged the impact of the pandemic, the level of challenge in relation to resources and the need to integrate the arts into the Authorities overall recovery programme, linked to the industrial strategy. He reiterated it was important the Authority acted as an enabler, joined activities together and championed the arts. He confirmed the Authority needed to absorb and think about how the Arts Commission recommendations could be taken forward and ensure a continuing dialogue was maintained with arts organisations in the future.

Councillor Helen Rowbottom noted the section in the Arts Commission's report entitled art and extraordinary times and asked if arts organisations required assistance to pitch for funds / business plans to assist with their financial sustainability. And secondly, she asked whether arts / artists felt aligned with objectives of the industrial strategy or whether additional work was required in this area to make arts more explicit within the strategy. In relation to the linkages with the industrial strategy, Jonathan Church confirmed that one of the Recommendations sought to integrate, small local organisations to the strategy and in relation to the first aspect, Richard Watts explained needs included: space, connection with communities, skills sharing and highlighted the role the borough could play in commissioning. He suggested one of the best ways to gauge the effectiveness of assistance provided to arts organisations was through impact assessments. Adding her thoughts, Melanie Nock commented that micro-organisations did not affiliate themselves with the industrial strategy and assistance needed to have an arts tag.

Responding to some of the points made by Richard Watts, Councillor Andrew Jones agreed space was important. The changing face of highstreets and retail space meant there was an opportunity to look again at how to use this, as well as the boroughs' outside space.

Councillor Ann Rosenberg raised concerns about performance space and the need for venues across the borough as this was not explicit in the Arts Commission's report. In response, Jonathan Church explained the Commission had discussed the changing usage of the Bush and Lyric Theatres and how the fringe had tended to disappear. He explained that enabling space that was affordable was a challenge, but performance and space were interlinked factors which had been explored in some detail by the Commission.

Councillor Adronie Alford noted the report stated it was envisaged there would be a Director and several members of staff and she asked how likely this was and when this might happen. And, given the current economic climate, where the Council foresaw receiving the funding from to enact these ideas. And secondly, in relation to the creatives – the painters, potters and jewellers, Councillor Adronie Alford commented that the report had not addressed how these groups would be assisted and helped. In response, Councillor Andrew Jones explained that in relation to funding streams, the Authority had been looking at best practice across the country and was

in conversation with larger venues such as Olympia about how further funding opportunities for the Authority might be generated. While there were financial challenges, Councillor Andrew Jones explained there was scope to look at how the Authority was organised, to ensure the best use of resources, as well as its current communications strategy to improve its outreach.

In relation to creatives, Richard Watts explained the Arts Commission had taken a very broad view of what culture was and these groups needed to be considered against the backdrop of the Cultural Strategy. The Committee noted that the Arts Commission had never attempted to reflect every art form or backdrop within its report. Music, theatre and dance was better reflected in the borough, as historically, they had seen more investment than the visual arts in the past. However, projects such as Slung Low, in which a lamp post gallery was created for residents, was cited as an example of an innovative and creative way of expanding the visual arts.

Councillor Andrew Jones agreed there was an opportunity surrounding the visual arts to look at reimagined retail space, including the use of the high street, post-pandemic.

The Chair thanked all the contributors whom had fed into the Arts Commission's report and for the road map which had been produced to develop the arts in the borough in the future. The Chair drew a parallel with the types of work which had been conducted on the Industrial Strategy, in the way in which businesses had been brought together and saw this approach could be used to further the arts offering.

Councillor Rory Vaughan noted one of the recommendations focused on the creation of an African Cultural Centre and asked how this idea came about and how it would be developed. In addition, he asked about the role of children and young people and how they would be integrated within the report recommendations. In response, Jonathan Church commented that the concept of an African Centre stemmed from a desire to bring diversity to the centre of the recommendations and appreciated that the borough needed to have further conversations about its adoption (or not). In relation to children and young people, Jonathan Church explained that organisations across the borough already appreciated that young people were the future of arts and were already doing lots of good work at grass roots level. Richard Watts added that fostering 'a cradle to the grave' approach to support the arts was important.

Victoria Brignell reiterated that a strong foundation in the arts (for young people) already existed within the borough, but there were always opportunities to enhance this. Arguably, there were other groups which were less well represented in the arts, such as those residents with learning disabilities, young parents, and older residents whom faced greater barriers to access.

Councillor Ann Rosenberg highlighted that a new community centre in (Sands End) Fulham would be opening in the summer of 2021 which had space for performance and visual art, but there was also the intention to establish a pottery, jewellery making and stained-glass mosaic activities.

Closing the item, the Chair confirmed the Committee welcomed the Arts Commission's report and the effort which had gone into producing such a comprehensive body of work. After the recommendations had been fully reviewed,

he hoped the Authority would be in a position to take many of these forward and that H&F Arts Fest and other Arts organisations were heavily involved in doing so. The Chair characterised what had been achieved so far, as ‘the end of the beginning , rather than the beginning of the end’. The Chair commented there was scope for further investment to bring organisations together and the committee wished to monitor the progress of the report in the future.

In relation to the next steps, Councillor Andrew Jones confirmed the Arts Commission’s recommendations needed to be digested and the Authority had to consider how these could be implemented and progressed. It was also important that the Arts Commission’s report was brought to a wider audience and steps were taken, as Covid restrictions lifted, to share this more widely with residents across the borough.

RESOLVED

That the Committee note and comment on the report.

6. TACKLING HOMELESSNESS WITH BEAM

Councillor Lisa Homan, Cabinet Member for Housing, made some opening remarks. Given the significant challenges posed by homelessness and unemployment, she confirmed the borough sought to utilise innovative ideas to support its statutory services and help residents through challenging times. Beam had been extremely successful, and she commended its work to the Committee.

Kamal Montalib - (Head of Economic Development), confirmed Beam was a ground-breaking initiative and the Authority was the first council in the country to work with Beam from April 2019. Kamal provided an overview of the current economic climate in the borough (to provide the context in which Beam was operating), before asking Chloe Moore from Beam to provide her presentation.

Chloe Moore provided a presentation on what Beam did, as well evidencing its success through a series of case studies. The following key points were noted:

- Beam is a service for people who are homeless or at risk of homelessness.
- A summary of the process was provided:
 1. Client referral to Beam by the Council or charity partners.
 2. Caseworker assigned to each client.
 3. Beam crowdfunds all the resources needed to assist the client begin their new career.
 4. Each client is assisted to find stable work with in-work support provided for 6 months after entering employment.
- Beam’s assistance cuts across users with multiple support needs.

- Partnership with Council begins in April 2019, January 2020 - £100K was donated (crowd funded) to fund training and work, July 2020 – Beam add Housing support to its service
- January 2021 – H&F submit external bid for Beam to support another 250+ residents over 3 years.
- Currently: 87 residents funding with Beam, £245,861 donated from public, 37 clients have entered work, 33 clients moved on / prevented from homelessness.
- Jobs provided by a diverse range of organisations including: NHS, Ocado, Football Clubs and Thames Water.
- Money Beam saves the Council: £10,300 costs saved per person who leaves homelessness, £6,500 costs saved per person who is prevented from becoming homeless, £1,600 increase in council tax paid per person starting work.

The Chair thanked Chloe Moore for her presentation and invited Councillor Sue Fennimore to address the Committee. Councillor Sue Fennimore confirmed that Beam worked and was about helping people to help themselves. The Committee learnt that the referral pathway had been an extremely useful mechanism to assist residents in numerous ways, to achieve sustainable employment and housing. Moving forwards, Councillor Sue Fennimore explained the Council would assist Beam where possible.

Councillor Helen Rowbottom asked if the social networking aspect of Beam's work was captured in its operating model. In response, Chloe Moore explained that with Beam's health foundation bid recently submitted, Beam hoped to do more direct tracking of well-being outcomes on the project in the future. Beam's own platform also currently allowed clients to view and interact with persons which had donated to their specific crowdfunding page.

The Chair commented that Beams' approach was very person-centric and clearly assisted clients to weigh up and assess their possible options to increase the likelihood of success. Councillor Rory Vaughan asked about the criteria which needed to be met for a referral to Beam, as well as how this worked, including the tracking element after 6 months had elapsed. In response, Chloe Moore explained that clients were often at very different stages of homelessness before they were referred by Council Housing officers to Beam. The main eligibility criteria was that the client was work ready, based on an honesty policy with the caseworker. In relation to tracking, Chloe Moore confirmed that milestone data was recorded at 13 weeks, and, if a client had sustained work for this duration, most clients (75%) remained employed. If the job was lost within 6 months, the client was able to refer themselves back to Beam for further support. Kamal Montalib confirmed that the relationship was starting to evolve, and the Council was starting to look at the life-long learning journeys of individual clients. Kamal reiterated that good employment and housing outcomes had a beneficial impact on other areas for the council such as public health, adult social care and the cost benefits were evidential with these types of projects.

The Chair confirmed the Committee were very encouraged by the progress which had been made and asked that the topic be revisited in the future. As a final remark,

Councillor Lisa Homan, Cabinet member for Housing asked the attendees to spread the word about Beam and encouraged committee members to help make Beam bigger and better than it was, so more residents could be helped.

RESOLVED

That the Committee note and comment on the report.

7. OPPORTUNITY TO COMMENT ON THE COUNCIL'S DRAFT EQUALITIES PLAN, SETTING THE INCLUSION AGENDA FOR 2021-2025

Karen Galey – (Assistant Director for the Economy) provided an overview of the report, which alerted members to the recently launched draft Equalities plan 2021-25, which was currently open to public consultation for a 12-week period until the end of April 2021.

Making some opening remarks, Councillor Sue Fennimore, Deputy Leader of the Council, commented that the Draft Equalities Plan was a longstanding piece of work which not only addressed the Council's Duty under the Equalities Act but went further and confirmed equalities and social inclusion mattered on all fronts. Councillor Sue Fennimore encouraged all Committee members to make individual submissions.

Councillor Helen Rowbottom explained that she had already provided feedback, as the Chair of Finance PAC, but commented that one of the pledges to continue to support people after the pandemic had ended, needed to be re-worded to make the pledge clearer.

The Chair, Councillor Rory Vaughan, confirmed the Committee welcomed the statement and supported the objectives which had been set out in the Plan. Especially the aims of objective 4 (employment / training and improving opportunities), which dovetailed with the Beam agenda item the Committee had considered previously. He stressed the importance of supporting employment opportunities as a mechanism to improve equality within the borough.

The Chair asked Officers to provide further details on objective 5, in terms of becoming an employer of choice and fostering greater inclusion. In response, Karen Galey explained that in the past few years, the Authority had strived in its employment and recruitment activities to become a gold standard inclusive employer and to lead by example. And in doing so, to encourage employers throughout the borough to emulate the Authority in providing apprenticeships, work experience opportunities, mentoring and encouraging residents to become an integral part of the Authorities' workforce (which reflected the borough's communities).

Councillor Helen Rowbottom highlighted the importance of the Authority being very data driven in identifying vulnerable groups in relation to the way in which the economy was likely to be affected in the next year. She also commented it was important that actions were taken in 'live time' rather than taking a reflective approach. Karen Galey confirmed officers within The Economy were working closely with the Business

Intelligence Unit to use real time data, so that an effective targeted approach to could be taken to provide support.

Councillor Helen Rowbottom highlighted that some vulnerable groups were invisible in the Authorities' datasets and it was important to cross reference other sources of intelligence to help identify these.

Concluding the item, the Chair thanked Karen Galey and Councillor Sue Fennimore for the opportunity to comment on the Plan.

RESOLVED

That the Committee note and comment on the report.

Meeting started: 6.30 pm
Meeting ended: 8.56 pm

Chair

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Agenda Item 5

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: The Economy, Housing, and the Arts Policy and Accountability Committee

Date: 20 July 2021

Subject: Update on the current and future provision of support for local businesses during and beyond the Covid-19 pandemic

Report of: Karen Galey, Assistant Director for the Economy

Responsible Director: Joanne Woodward, Interim Strategic Director for the Economy

Summary

This report serves to update the Committee on the range of activity that the council's Business and Enterprise Team has undertaken to assist local businesses through further Covid-19 restrictions since the last update to this Committee in November 2020. This report also outlines the scope of planned business support initiatives until the end of March 2022.

Recommendations

That the Committee both note and comment on the report.

Wards Affected: All

H&F Priorities

Please state how the subject of the report relates to our priorities – delete those priorities which are not appropriate.

H&F Priorities	How this report aligns to the H&F Priorities
Building shared prosperity	Business support activity throughout the pandemic has centred around supporting the borough's businesses that have struggled against restrictions. Through a range of support grants, digital initiatives, and supply chain support, the council has sought to ensure that smaller businesses within the borough are as well-equipped as possible to meet the current and future challenges of the pandemic.
Doing things with residents, not to them	The borough's active Business Network has continued to meet biweekly, so as to ensure that

	local businesses have a strong voice in the council's proposals, such as those outlined in this report, to support businesses and promote growth.
Being ruthlessly financially efficient	The council has carried out extensive due diligence in examining all businesses and companies to whom grants and support have been awarded, ensuring that fraudulent applications are discarded, and all successful businesses are viable. The processes in place have ensured that only viable businesses with significant losses have received maximum grant payments.
Taking pride in H&F	A number of current and future initiatives to support businesses are centred around both the improvement of the public realm, and the continued safety of the borough as far as the pandemic is concerned.

Contact Officer:

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Background Papers Used in Preparing This Report

- i. Progress Report on Support for Local Businesses during Covid-19 Pandemic – Presented to this Committee in November 2020
 Available at:
<http://democracy.lbhf.gov.uk/documents/s114922/PAC%20Report%20Business%2010%20Nov%202020%20002.pdf>

1. The local economic context in Hammersmith and Fulham

- 1.1. Since the last update to this Committee, businesses across the borough have had to endure a second, and indeed a third, national lockdown. Though various restrictions have been gradually softening since April 2021, businesses still continue to face certain significant barriers to trade.
- 1.2. Although the high proportion of residents in managerial roles and highly skilled occupations, along with the subsequent prevalence of home-working patterns in the borough, have hardened the local economy to some of the adverse impacts of the pandemic, certain characteristics of the local economy have, however, made it vulnerable to certain Covid-related detriments. These characteristics, outlined below, are ones particularly prone to damage from the pandemic, and therefore ones which

have informed business support activity, and to which initiatives have paid particular attention:

- Around 1 in 5 jobs in the borough are within the retail/wholesale sector, one which has been significantly damaged nationwide. This impact could be lasting; over 40% of UK consumers expect to shop more online in the coming 2 years for items they would have previously bought in-store.
- Over 90% of businesses in the borough are micro-businesses, considerably more vulnerable to the effects of the pandemic than larger counterparts.
- Relative to the borough's size, its Arts, Entertainment, and Hospitality sectors are over-represented. The number of businesses involved in the night-time economy in the borough is 15% above the West London average. Nationally, economic output in this sector is down by 90%, a recent GLA study found the borough to be third overall across London, in terms of the proportion of employees at risk within the sector. The
- Prior to the pandemic, the borough was one of nine across London with a net inflow of workers; the extent to which demand for office space might remain low, and the severity of the subsequent effects on retail and hospitality businesses, remains blurred.

1.3. Whilst due consideration has been given to these sectors and characteristics of the borough which are susceptible to the pandemic and associated restrictions, initiatives undertaken by the Business and Enterprise Team have also been driven by the priorities set out in the Industrial Strategy, ensuring that the borough facilitates innovation, entrepreneurship, inclusive growth, and a thriving arts and cultural scene.

2. Overview of business support activity since November 2020

2.1. In line with the majority of the organisation, the Business and Enterprise Team has continued to work remotely over this period. The team has slightly expanded, on a temporary basis, owing to the recruitment of four agency staff members to support the prompt distribution of the Additional Restrictions Grants (ARG). An overview of this grant distribution process, as well as the other business support initiatives delivered by the Business and Enterprise Team, is detailed below:

2.2. **Distribution of the ARG** – Since November 2020, various rounds of the ARG have been opened to applications, ensuring that all eligible businesses have had the chance to apply for financial support. Over 400 businesses have received a grant from an entire fund of £5.3m. A series of priority sectors and business were identified in light of the borough's Industrial Strategy, and also some of the borough's vulnerabilities, including:

- Retail, hospitality, events, and arts businesses, along with their suppliers which were not required to close but nevertheless severely impacted by restrictions. Just under a quarter of all payments were received by these businesses.
- Home-based microbusinesses with significant fixed costs
- Businesses outside of the business rates system, which were effectively unable to trade, such as market traders
- Growth sector businesses within the tech, life-science, and wider STEAM sectors
- Self-employed individuals in receipt of the self-employment income support scheme (SEISS), who had received no other significant financial support

2.3. **Our Space is Your Space** – The Our Space is Your Space initiative was re-introduced following the easing of the third national lockdown in order to increase the outdoor space available to businesses for trading. A total of 150 businesses have now benefitted from new or increased outdoor trading space. For businesses who had not been able to increase their floor space on the public highways, parking bays have been adapted to provide temporary outdoor seating areas. The extensive marketing of this initiative recognises both the high risk to hospitality employees and businesses in the borough, as well as the growing importance of vibrant high streets.

2.4. **High Street Ambassadors** – Over the Christmas period, 10 High Street Ambassadors were recruited. The ambassadors worked within the borough's town centres, encouraging social distancing, mask-wearing, and engaging with businesses to ensure rules were both clear and followed, ensuring that consumers were able to shop both confidently and safely.

2.5. **Shop Local, Shop Safe** – The Shop Local, Shop Safe campaign was refreshed in December 2020 with a focus on the Christmas period. The campaign, with seasonal branding, principally focused on encouraging consumers to shop in smaller, local shops across the borough's various town centres. The campaign also promoted safer habits such as shopping in advance of Christmas to avoid busier periods.

In the spring, a welcome back campaign was launched which included localised branding for every high street. This initiative was marketed heavily ahead of the easing of restrictions.

2.6. **Broadband improvement initiatives** – In light of the borough's relatively significant number of home-workers and the likelihood of said patterns of working being sustained, the council has continued its partnership with G-Net to identify and upgrade weak spots across the borough in terms of broadband. An £100m investment, with further investment in 1250 staff, mostly local, will ensure that all spots of poor coverage in the borough are addressed and improved by the end of 2024. This investment will both facilitate better home-working for residents, as well as serving to

continually improve the borough's infrastructure for investment by tech and creative businesses.

- 2.7. **Arts Council England's Cultural Recovery Fund** – Various of the borough's arts and cultural institutions have been supported in obtaining funding from the Art Council England's Cultural Recovery Fund. The Lyric Theatre, the Bush Theatre, the Irish Cultural Centre, and Bush Hall have benefitted from over £750k worth of funding, which has been vital in re-establishing the cultural industries as a key growth sector of the borough, and ensuring that sectors key to the delivery of the council's Industrial Strategy have benefitted from recovery support.
- 2.8. **Start-up business senior school** – 8.7% of 50+ residents in the borough are on work-related benefits, higher than the London average. This figure roughly doubled between February 2020 and February 2021. The start-up senior school ran between January 2021 and March 2021, inviting recently unemployed residents over the age of 50 to gain valuable insights into the process of starting a business, using peer support and facilitated discussions to build confidence. 81 residents were engaged in this programme, and a further 22 coaching sessions were provided to residents who had actually started their own business. These businesses range from walking tours of the local area, to an IT systems change agency. In light of the success of the initial programme, another course will run in September 2021. This initiative complements the ongoing work within Employment & Skills; within a recent DWP scheme launched in February 2021, 35% of all residents supported were above the age of 50.
- 2.9. **Digital skills** – Around 150 businesses recently took part in two digital crash courses. These sessions are a precursor to a more extensive package of digital skills support for businesses, in light of the accelerating importance of digital presence driven by the pandemic.
- 2.10. **H&F Enterprise Club** – The Enterprise Club has continued in a virtual capacity. Here, residents and businesses in the borough can receive advice on issues spanning marketing to accountancy from a series of experienced business advisors. The Enterprise Club continues to reflect the council's commitment to help businesses not only start-up, but also to continually improve and grow.
- 2.11. **1-2-1 business advice clinics** – The council has continued to deliver free 1-2-1 business advice clinics since November, led by experienced business advisors. These sessions cover everything from the first steps in starting a business to marketing strategies. Sessions are bookable via Eventbrite and are generally sold out within a couple of hours of having been made public.
- 2.12. **Affordable Workspace** – The Business and Enterprise Team continues to seek opportunities to deliver affordable workspace for local businesses. Existing partner Romulus has agreed to offer six local businesses per year the opportunity to access desk space and wider facilities at a rate of £5 per

day. It is hoped this scheme will be expanded in coming months according to the loosening of government restrictions around working from home, allowing the borough's home-workers, businesses, and town centres to be a prime example of innovative new working and living styles. The council is also seeking to build partnerships with other flexible workspace providers over the coming months.

- 2.13. **Local Supplier Project** – The Local Supplier initiative seeks to engage with local SMEs, both within the council and beyond. The project's overarching aim is to support businesses in becoming tender-ready to win commercial contracts in the construction sector from the many development opportunities in the borough, reflecting the council's commitment to supporting local firms
- 2.14. **Business Network** – The Business Network is a borough wide stakeholder engagement group consisting of representatives from the borough's Business Improvement Districts, business associations, shopping centres, higher education, FSB, The Chamber and other interested business representatives and professionals. The group of more than 50 representatives is chaired by the Borough Business Champion, Cllr Guy Vincent and meets via Zoom every two weeks. The group has worked collaboratively throughout the pandemic to deliver outcomes that will support and facilitate economic recovery, business retention and town centre/high street resilience. Proposed business recovery projects are now discussed and reviewed by the group as part of the decision-making process.
- 2.15. **Business Desk** – The business support desk and helpline are important tools for businesses. Across both emails and calls, the Business and Enterprise Team currently handles over a hundred enquiries per week from businesses through these channels.
- 2.16. **Osome** – In partnership with Osome, an accounting firm, the council has begun to hold free webinars for local businesses, on topics ranging from E-commerce and online marketplaces, to growth forecasting. These webinars have been delivered by Osome at no cost to the council.
- 2.17. **Communications** – As has been the case throughout the pandemic, the council website, along with business-specific social media pages and a targeted business connects newsletter have allowed the Business and Enterprise Team to disseminate a range of information to businesses, ranging from advice and clarity on local restrictions to support available at a local, regional, and national level.
- 2.18. **Further Grants and Business Rates Relief** – In addition to the ARG scheme, the business rates team have issued over £46m to over 3000 businesses since October 2020. This financial support was in the form of grants such as the Restart Grant and the Local Restrictions Support Grant. These further payments bring the total amount issued by the business rates team since the onset of the pandemic to £93m. Furthermore, full

100% Business Rates Retail Relief was also awarded to nearly 2800 businesses in 2020/21 for a total of £134m and this full relief has carried forwarded for the first 3 months of 2021/22. However, from the 1st July 2021, this relief reduces to 66% and the relevant businesses will be required to pay 34% of the charge for the remainder of the year. Re-billing for these Business Rates is currently ongoing.

3. Future recovery-focussed support for local businesses

- 3.1. As a result of having been able to distribute the whole ARG fund of £5.3m to businesses in the form of support grants between November 2020 and July 2021, the council has been able to access an additional £2.2m of business support funding, to be used by the end of March 2022. Further to this, the council has also received £167,000 from the ERDF Welcome Back Fund (WBF), to finance activity which promotes a both safe and prosperous reopening of the economy. The form this support will take over the coming months is detailed below:
- 3.2. **A £1.2m Recovery Fund** – 40% of applications to the initial ARG fund were from Arts, Entertainment, and Hospitality businesses. As a result of certain eligibility criteria, however, these businesses accounted for just under 25% of businesses paid. There is, therefore, strong evidence to suggest that many businesses in the borough from this over-represented sector still require support. This recovery fund will target businesses who have received support other than the ARG, or indeed no support, and offer them a lifeline. Priority will be given to businesses from struggling sectors such as hospitality and in the tourism industry. At least 200k will be ringfenced for arts businesses, as an area that forms part of the borough's bustling creative sector and is a key strand of the council's Industrial Strategy.
- 3.3. **High street and town centre strategy development** – To an albeit unknown future extent, high streets and town centres have transformed drastically due to the effects of the pandemic. Through a combination of footfall data, empty shops data, commissioned town centre plans and place-based marketing initiatives and training, the council intends for each high street and town centre in the borough to have its own tailored plan. This plan would set out short and long-term projects to contribute towards a wider strategy, reimagining said high street to prove resilient and prosper in the post-pandemic world. The council will soon embark on a partnership with the Wandsworth Bridge Road Association to carry out a similar piece of work via a successful bid to the GLA's High Street Challenge.
- 3.4. **GLA High Streets Data Service** – The council has subscribed to the GLA's new High Streets Data Service. The service will enrich the data collected around high streets, allowing access to information such as spending patterns, footfall, and visitor numbers. This partnership and data will inform wider high street strategy development as referred to in paragraph 3.3, as well as supporting high street recovery and facilitating better knowledge-sharing across London boroughs.

- 3.5. **E-Commerce platform** – The continuing rise of online shopping, particularly large e-commerce platforms such as Amazon coupled with the changing nature of the high street brought about by the pandemic are going to require intervention. Therefore, it is vital that we invest in services that allow our independent retailers to compete with these online giants. In H&F we are proposing to invest in an online e-commerce and local delivery platform that will create a “virtual high street” allowing residents to keep spend in the local economy even when online. This platform will enable residents to purchase multiple commodities from multiple businesses via one transaction which will be delivered on the same day. Orders will then be collected and taken to a distribution hub in the borough to be consolidated prior to delivery. All deliveries will be carried out by green transport, supporting the council’s wider climate change ambitions.
- 3.6. **Digital training package** – This initiative will seek to procure specialist digital marketing training, along with website development services for small businesses within the borough, to either develop or build on an existing online presence.
- 3.7. **Public realm improvements** – A high street arts project aimed at installing artwork and vinyl dressing on the facades of empty units as well as pavement widening in Brackenbury Village are proposed as possible improvement projects. Adding to the vibrancy, attractiveness, and space of the borough’s high streets is an important element of future-proofing town centres which will need to be visitor friendly destinations, should the borough’s town centres fail to maintain its net inflow of workers. Commissioned artwork from local artists would also allow the council to support a sector that is vitally important to its wider aims.
- 3.8. **Free membership to the Federation of Small Businesses** – The pandemic has only served to reinforce the importance of continued focus on business resilience. The council is seeking to bulk-buy subsidised subscriptions to the FSB for its businesses which would give them access to a wealth of tools, knowledge, and advice, ranging from business banking to legal advice, that would ultimately serve to bolster the resilience of the local economy and allow local businesses to remain up to date on the latest events, opportunities, and innovations.
- 3.9. **Fit-to-bid supply chain support** – Allowing local businesses to access the fit-to-bid programme resources and workshops will better prepare local businesses for the submission of successful bids to council contracts by facilitating bid-writing workshops and access to live tenders.
- 3.10. **Support for Arts and Cultural Institutions** – Building on some of the existing support that has been provided to these institutions, officers have also ensured that grant funding possibilities are widely circulated through its arts networks, and that support has been offered in the development of applications to these funds, such as Civic Futures, Community-Led Recovery Programme, and Make London.

- 3.11. **Business Portal** – The Business and Enterprise Team is in the process of commissioning and building a Business Portal for local businesses. Through a Customer relationship management (CRM) system, businesses will be able to book events, access information, and contact the council in a swifter and easier fashion than previously. This portal will also serve to promote the borough as an ideal location to do business within London.

London Borough of Hammersmith & Fulham

Report to: Community Safety and Environment / Economy, Housing and the Arts Policy & Accountability Committees

Date: 19 and 20 July 2021

Subject: **Improving private sector housing through discretionary property licensing**

Report of: Ed Shaylor, Private Sector Housing Manager

Responsible Director: Sharon Lea, Strategic Director of Environment

Summary

The private rented sector in Hammersmith & Fulham is the sixth highest in London and eighth highest in the country and accounts for 30% of all households in the borough according to the 2011 census, a 10% increase since 2001. It is expected that the 2021 census will show a further increase in the proportion of residential addresses in the borough which are privately rented.

To help improve the private rented sector, the Council has two discretionary property licensing schemes which expire in June 2022. These schemes require landlords of privately rented houses and flats which meet the following criteria to apply to the Council for a licence for each property.

- Additional Licensing for Houses and Flats in Multiple Occupation (“HMOs”) for all HMOs which are outside the scope of Mandatory HMO Licensing
- Selective Licensing for all rented dwellings in 128 specified streets

The proposal is from June 2022 to June 2027 to

- continue Additional HMO Licensing for all HMOs not covered by Mandatory HMO Licensing, and
- substantially reduce the number of streets in the Selective Licensing scheme from 128 to 23, in order to focus on busy roads, flats above shops, and roads with a significant private rented sector. The proposed 23 streets are in a range of the borough’s districts so will provide wide coverage of the rental sector – 4 streets are in W6; 4 in W14; 9 in W12; 5 in SW6; and 1 in NW10 (**see Appendix 2 on page 10**).

HMO licensing being Borough wide will also ensure that all areas of the Borough are properly supported by the private sector housing team.

There is also a proposal to prohibit multiple occupation use of leasehold flats where the council is the freeholder, due to pressure on block infrastructure and nuisance to neighbours (**see page 9 paras 5 and 6**).

Recommendations

For the Committee to note and comment on the report.

Wards Affected: All

H&F Values

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	The Council aims to encourage private landlords to provide accommodation for renters to live and work in the area
Creating a compassionate council	The Council supports tenants in private rented accommodation to live in safe and healthy conditions
Doing things with local residents, not to them	The Council enables tenants and landlords to provide information about living conditions in the borough, and provides advice for tenants and guidance to landlords as well as enforcement
Being ruthlessly financially efficient	Income from licensing schemes is used to improve conditions in the private rented sector through education and (where necessary) enforcement
Taking pride in H&F	The Council's aims for satisfaction with living conditions in H&F to be above the national average
Rising to the challenge of the climate and ecological emergency	Licensed properties will be required to have a minimum energy efficiency rating, and landlords can be required to make improvements where they do not.

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Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

Background

1. The Council's Housing Strategy 2015 set out a number of measures to improve the private rented sector, one of which was investigating the advantages and disadvantages of discretionary property licensing schemes within the Borough.
2. A [key decision](#) was made by Cabinet on 5 December 2016 to introduce discretionary property licensing schemes. The key objectives of the schemes (which started on 5 June 2017 and expire on 4 June 2022) were to introduce:
 - **Additional HMO Licensing** - improve standards of property management and living conditions in HMOs, and
 - **Selective Licensing** - reduce antisocial behaviour (ASB) in 128 selected streets in the borough where the ASB, rubbish and noise problems were above average
3. A summary of the performance of the licensing schemes is at **Appendix 1**.
4. Cabinet approved in March 2021 that officers should conduct public consultation (ending 10 August 2021) about new licensing schemes. A key decision will be made in December 2021 whether to re-designate the schemes from June 2022 for a further 5 years, with appropriate adjustments in order to focus on the streets and types of properties which cause the most significant problems.
5. The [public consultation](#) documents are on the council's website.

Experience of licensing schemes from 2017 to date

Additional HMO Licensing

6. Although officers have found many HMOs to be of a good standard, inspections have uncovered significant problems which can be improved through licensing conditions, such as:
 - Lack of fire doors or inadequate fire detection systems
 - Undersized kitchen for the number of occupiers
 - Overcrowding
 - HMOs offering a bedroom which is too small
 - HMOs where the only reception room is used as a bedroom, so that there is no shared living space apart from the kitchen
 - Flats formerly owned by the Council but now in leasehold ownership, altered internally and in some cases unsuitable for multiple occupancy in terms of space, amenities and pressure on services and utilities.

Selective Licensing

7. Issues relating to antisocial behaviour, noise nuisance, poor waste management and public health nuisance, are easier to address if specific streets are designated, so that dedicated resource can be focussed on targeted enforcement interventions in those areas.
8. Of the streets in the currently designated area, half have produced less than 10% of the total number of Selective Licences. Conversely, there are other streets and neighbourhoods with significant issues arising from the private rented sector, which could be included in a new designation. The proposed re-designated scheme revises the selection of streets in the scheme to make sure that they are the streets which require most intervention to improve conditions. The proposed Selective Licensing streets are in **Appendix 2**.
9. The new selection of streets has been calculated by multiplying
 - the number of private rented sector (PRS) properties on the street
 - the % of properties on the street which are PRS
 - the ratio of ASB reports per household in the street and
 - the % of the boroughs total ASB recorded on the street.

This provides a score to rank the borough's streets. The decision uses this score combined with intelligence derived from street level surveys and interviews with residents. The [underpinning data sheet](#) is available on the council's website.

10. With this selection, 1.95% of the borough's streets account for 19.2% of the boroughs ASB reports.

Equality Implications

11. Data held by the Council from the landlord's survey in September 2020, shows that the majority (64%) of landlords are White British or other White background, which is similar to the borough population profile. There is strong representation among landlords of Asian ethnicity (8%) and Irish (3%) ethnicity, which are also similar to the borough profiles. Compared to the borough profile, there are very few landlords of Black British, Caribbean or African ethnicity.
12. Nearly half (45%) of landlords are in the 46-65 age group, with 16% aged 31-45 and very few under 30. 20% of landlords are aged over 65, so there are a significant number of landlords above normal retirement age.
13. Data held by the Council from the tenant's survey in November 2020, shows that 80% of tenants who completed the survey are White British or other White background, which is above the borough population profile. There is strong representation among tenants of Asian ethnicity (10%), but very few private sector tenants of Black British, Caribbean or African ethnicity (who completed the survey).

14. The housing stock of the borough is characterised by a large proportion of flats and maisonettes. They account for 73% of all dwellings compared to a London average of 52% and England average of 21%. The highest concentration of private rented sector households is in Avonmore & Brook Green and North End wards (43% of all households).
15. Some of the proposed streets fall into the 20% most deprived areas in England and most are in the top half. **Appendix 2** has more details.
16. The proposed Selective Licensing streets mainly cover these wards:
 - Addison and Shepherd's Bush Green (5 streets)
 - Askew, Avonmore & Brook Green (4)
 - North End (3)
 - Ravenscourt Park, College Park & Old Oak, Fulham Reach, Parson's Green & Walham and Wormholt & White City (2)
 - Fulham Broadway, Munster and Sands End and Town (1)

Only Hammersmith Broadway and Palace Riverside have no proposed streets in the new scheme.

Other Implications

17. The proposal to re-designate the schemes is consistent with the council's strategic aims, namely the Local Development Plan, Community Safety Strategic Assessment, the Housing Strategy and HMO Policy (in relation to leasehold houses and flats where the council is the freeholder).
18. There are a number of financial considerations relating to these schemes. It is expected that the council's proposals will continue to maintain standards in the private rented sector and the income generated will be in line with current financial plans and budgets. It is not intended that this will result in additional income to the council in the short term.

Consultation

19. Before making a designation for Selective Licensing or Additional HMO Licensing, the authority must take reasonable steps to consult persons who are likely to be affected by the designation; and consider any representations made in accordance with the consultation and not withdrawn.
20. An online survey is being conducted between 10 May 2021 and 10 August 2021 ("the current consultation") to fulfil the statutory public consultation requirement. Preliminary findings up to 28 June 2021 are at **Appendix 3**.
21. The consultation was publicised by:
 - Emails sent to 2,900 landlords and agents who had applied for a property licence between 2017 and 2021

- Emails to the following organisations representing private tenants: Flat Justice; Justice 4 Tenants; Advice for Renters; The Tenants Voice; Renters Rights London; London Tenants Federation; Generation Rent; London Renters Union
- Emails to CAB; Hammersmith Law Centre; East European Resource Centre; Glass Door Homeless Charity; Hammersmith & Fulham Advice; Hammersmith & Fulham Foodbank; Hammersmith & Fulham MIND; Maggie's Cancer Caring Centres; Shelter; Shepherd's Bush Families Project & Children's Centre
- West London Chambers of Commerce (Ealing, Hounslow and Hammersmith & Fulham)
- Leaflets distributed to 13,000 addresses in the 23 roads proposed to be part of the Selective Licensing scheme, combined with a press release the same weekend (22/23 May 2021)
- Leaflet emailed to all H&F councillors for them to forward to constituents
- Commissioned advertising on the London Property Licensing website and newsletter; notification to neighbouring boroughs

22. A survey of licence holder landlords was conducted in September / October 2020 and received 250 responses. A summary of the findings is in **Appendix 4**. The survey found that nearly two thirds of the landlords and agents who responded believe licensing schemes make little difference in improving standards and are regarded by them as unnecessary and an unwelcome financial burden on landlords. Preliminary findings from the current consultation are that a similar number of landlords do not agree with the proposal to renew Additional HMO Licensing and three quarters do not agree with renewed Selective Licensing.

23. However, one third of landlords believe licensing schemes help to raise standards and enable Councils to deal with rogue landlords who fail to apply for licences.

24. A survey of private renting tenants in the borough from December to February 2021 received 99 responses, which are summarised in **Appendix 5**. Although the satisfaction levels among tenants were more positive than negative, it is a cause for concern that there were significant minorities of tenants who were dissatisfied with their landlords and / or stated deficiencies in safety or amenity standards in their rented property.

25. In contrast to landlords, preliminary finding from the current consultation are that privately renting tenants have a high level of support for licensing schemes (around 80%).

List of Appendices:

Appendix 1

Summary of improvements to the private rented sector achieved under the licensing schemes

Appendix 2

Streets proposed to include in the new designated scheme

Appendix 3

Preliminary responses to public consultation

Appendix 4

Survey of landlords and agents about the licensing schemes

Appendix 5

Survey of privately renting tenants December 2020 to February 2021

Summary of improvements to the private rented sector achieved under the licensing schemes

1. There has been broad compliance by most landlords with the designated licensing schemes with 71% of the number of licence applications expected by June 2022 having been received by May 2021. Officers are working proactively to identify properties which should have been licensed but are not. Enforcement notices will be served where there is failure to licence without reasonable excuse.

Type of licence	Licence applications by May 2021	Number of licences issued	Applications expected by June 2022
Selective Licences	2,940	2,910	4,110
Additional HMO Licences	2,930	2,860	4,110

2. With regard to Additional HMO Licensing, it was not intended that all licensed HMOs would be inspected under the scheme (unless there is a specific complaint), as landlords are expected to take note of detailed minimum standards, fire precaution advice and conditions attached to licences which were revised and re-issued in 2020. The [new minimum standards and licence conditions](#) are clearer and easier to enforce. They can be found on the council's website.
3. A sample of 170 inspections of Additional Licensed HMOs have taken place. Officers have them to be mostly of a good standard, but key deficiencies were found as follows:
 - About 10% have a deficiency of a basic amenity, such as an under sized kitchen for the number of occupiers living in the HMO
 - About 10% are traditional 3 or 4 bedroom houses or flats where the smallest bedroom is less than 6.5 square metres - these have been required to cease to be used as a bedroom as it is too small, which in some cases results in the maximum occupancy number being reduced by one
 - More than 75% have smoke alarms on each floor, which complies with the minimum standard in the Smoke Alarm Regulations 2015 but not the LACORS Guidance "Housing Fire Safety" or the Housing Health and Safety Rating System, which calls for a higher standard of fire

detection in HMOs. Similarly, many do not have a fire door on the kitchen or a heat alarm in the kitchen

4. These inspections have resulted in action to improve fire safety in smaller HMOs, to prohibit the use of bedrooms less than 6.5 square metres by adult occupiers and to reduce overcrowding.
5. Where there is a leasehold covenant prohibiting use of a flat for multiple occupation, a policy has been implemented to limit the duration of the licence to two years (instead of the usual five) during which time the licence holder is expected to either cease using the flat as an HMO when tenants move out, or obtain a waiver from the freeholder. The same approach has been adopted where the council is the freeholder, as the council has a policy not to allow its leasehold flats to be used as HMOs.
6. A significant number of leasehold flats where the council is freeholder, have been found to have been altered internally before an HMO licence was applied for. In some cases, the alterations are unsuitable in terms of space, amenities and basic fire protection (for example bedrooms opening directly off kitchens). The licensing scheme therefore assists with challenging unauthorised alterations.
7. Approximately half of licence holders have signed up to the H&F [Landlords' Charter](#) or are a member of a recognised landlords' professional association.
8. With regard to Selective Licensing, 64 streets in the Selective Licensing scheme accounted for 8.9% of ASB reports in the whole borough in 2016, despite having only 5.3% of the total households in the borough. These 64 streets have seen a decrease in ASB reports from 8.9% in 2016 to 4.9% in 2020.
9. The other 64 streets in the Selective Licensing scheme accounted for 17% of ASB reports in the whole borough in 2016, but have a larger proportion (11.1%) of the total households in the borough. These 64 streets have seen an increase in the borough's ASB reports from 17% in 2016 to 21.8% 2020, which suggests that attention needs to re-focus on larger streets with high percentages of households in the private rented sector. A re-designated scheme would assist with this process.
10. The licensing scheme means that officers have a wealth of information about licensed properties and can isolate those properties which are not licensed and are therefore more likely to be badly managed.
11. Street level surveys have been undertaken in all the streets proposed for inclusion in the new Selective Licensing scheme. These surveys have provided valuable information about unlicensed properties and the current levels of problems with housing conditions in the private rented sector and associated antisocial behaviour, by speaking to residents and workers and assessing the general condition of properties.

12. Since 2017, the council has taken two successful prosecutions for housing offences under the licensing schemes, with fines totalling £83,000, and has issued three financial penalties totalling £25,000. There are two further prosecutions pending, where court dates have unfortunately been delayed due to Covid 19, but are due to be heard in August 2021. Further financial penalties are expected to be imposed this year as the pace increases of identifying unlicensed properties.

Streets proposed to include in the new designated scheme

The selection of streets has been decided by street level surveys and interviews with residents, together with a score calculated by multiplying:

- the number of PRS properties on the street
- the % of properties on the street which are PRS
- the ratio of ASB per household on the street, and
- the % of the borough's total ASB recorded on the street.

With this selection, 1.95% of the borough's streets account for 19.2% of the boroughs ASB reports.

Street	Post code	Private Rented Sector Number Estimate	% of PRS on Street	Wards affected	IMD range around the street ¹
Greyhound Road	W6	161	40.36	Fulham Reach	60-70
Shepherd's Bush Road	W6	338	37.59	Addison; Avonmore & Brook Green	10-20 to 50-60
Dalling Road	W6	68	32.82	Ravenscourt Park	40-50 to 60-70
King Street	W6	208	33.83	Ravenscourt Park	30-40
Talgarth Road	W14	126	44.48	Avonmore & Brook Green; Fulham Reach; North End	10-20 to 60-70
Baron's Court Road	W14	174	46.44	North End	40-50
Sinclair Road	W14	332	42.84	Addison	40-50 to 70-80

¹ Index of Multiple Deprivation for Lower Super Output Areas – expressed in comparison to other areas in England. For example, an IMD 10-20 means the area is one of the 20% most deprived areas in England; an IMD of 70-80 means the area is one of the 80% most deprived areas (in other words one of the 30% least deprived).

Blythe Road	W14	195	35.52	Avonmore & Brook Green; Addison	30-40 to 60-70
Askew Road	W12	167	41.33	Askew	20-30
Coningham Road	W12	172	36.59	Askew	20-30
Richmond Way	W12	73	45.12	Addison	10-20 to 50-60
Goldhawk Road	W12	491	40.95	Shepherd's Bush Green; Askew; Ravenscourt Park	20-30
Woodstock Grove	W12	79	44.12	Addison	50-60
Lime Grove	W12	68	36.04	Shepherd's Bush Green	20-30
Bloemfontein Road	W12	95	26.09	Wormholt & White City; Shepherd's Bush Green	10-20 to 30-40
Wood Lane	W12	332	33.74	Shepherd's Bush Green; College Park & Old Oak	20-30 to 30-40
Uxbridge Road	W12	348	40.27	Shepherd's Bush Green; Wormholt & White City; Askew	20-30 to 30-40
Dawes Road	SW6	189	39.67	Munster; Fulham Broadway	30-40 to 60-70
New King's Road	SW6	238	38.94	Parsons Green & Walham	50-60 to 70-80
Wandsworth Bridge Road	SW6	266	36.35	Sand's End; Parson's Green & Walham	20-30 to 70-80

Fulham Road	SW6	583	36.35	Town; Parsons Green & Walham	20-30 to 70-80
North End Road	SW6	268	31.52	Avonmore & Brook Green; North End	10-20 to 60-70
Scrubs Lane	NW10	35	38.76	College Park & Old Oak	10-20 to 30-40

Appendix 3

Preliminary responses to public consultation from 10 May up to 28 June 2021 (consultation closes 10 August 2021)

	All respondents (395)		Landlords' and agents' responses (262)		Private tenants' responses (78)	
	Yes	No	Yes	No	Yes	No
1 Do you agree that the council should renew its selective licensing scheme for five more years, from June 2022?	41%	58%	26%	74%	85%	14%
	All	Just those with problems	All	Just those with problems	All	Just those with problems
2 Should selective licensing apply to <u>all</u> rented properties in the borough, or just those where problems are greatest?	25%	17%	10%	17%	71%	15%
	Yes	No	Yes	No	Yes	No
3 Do you agree that changes should be made to the existing selective licensing scheme to focus on streets and properties in most need?	34%	8%	19%	8%	73%	13%

	All respondents (395)		Landlords' and agents' responses (262)		Private tenants' responses (78)	
	Yes	No	Yes	No	Yes	No
4 Do you agree that the streets in Appendix 3 should be removed from the selective licensing scheme?	24%	10%	16%	3%	41%	32%
5 Do you agree that streets in Appendix 4 should be included in the selective licensing scheme?	31%	3%	16%	3%	71%	3%
6 Should council flats be used as homes in multiple occupation?	17%	16%	12%	6%	31%	41%
7 Should the council extend the additional HMO licensing scheme for five years from June 2022?	47%	50%	34%	63%	79%	19%
8 Is extra licensing necessary in addition to regular licensing for larger HMOs with five or more occupants?	35%	13%	20%	15%	74%	6%
	All	Just some	All	Just some	All	Just some
9 Should all flats and houses with three or four people sharing be included, or just some?	25%	24%	14%	22%	55%	26%

Summary

So far we have received more than three times as many responses from landlords compared to tenants, so the data has been divided into all responses; just landlords; and just tenants.

There is consensus that:

- **changes should be made to the existing selective licensing scheme (question 3)**
- **some streets should be removed from selective licensing (q 4)**
- **extra licensing is necessary in addition to regular licensing for larger HMOs (q 8)**

However, views differ markedly between landlords and tenants. Landlords tended to disagree and tenants agree with the following questions:

- should the council renew its selective licensing scheme (q 1)
(74% of landlords disagree; 85% of tenants agree)
- should selective licensing apply to all rented properties (q 2)
(10% of landlords agree; 71% of tenants agree)
- should a new set of streets be included in the selective licensing scheme (q 5)
(16% of landlords agree; 71% of tenants agree)
- should council flats be used as homes in multiple occupation? (q 6)
(twice as many landlords said yes rather than no; more tenants said no than yes)
- should the council extend the additional HMO licensing scheme for five years? (q 7)
(63% of landlords disagreed; 79% of tenants agreed)
- is Additional HMO licensing necessary in addition to Mandatory HMO licensing? (q 8)
(20% of landlords agreed; 74% of tenants agreed)
- should all flats and houses with three or four people sharing be included, or just some? (q 9)
(More landlords said just some rather than all; twice as many tenants said all rather than just some)

Survey of landlords and agents about the licensing schemes

In September 2020, the Council sought feedback on its schemes to licence rented residential properties in the borough from 2,600 landlords and property managers who have at least one flat or house in a Property Licensing Scheme in Hammersmith & Fulham. About 10% (250) replied to the survey.

13. There were several positive responses received such as:

- One third of responses said licensing has made improvements to the private rented sector
- Most landlords (75%) have made improvements to rented properties
- Most responses were not concerned about antisocial behaviour by tenants or visitors (89%), or in the neighbourhood (72%)
- Most responses (74%) were not concerned about noisy neighbours
- Small majority (55%) had little concern about rubbish or litter in the neighbourhood
- Strong positives around provision of waste bins (85%), knowledge of waste collection arrangements (76%) and encouragement of tenants to keep property clear of litter and refuse (87%)

14. There were, however, some less positive responses, such as:

- Two thirds of responses said licensing has not made improvements to the private rented sector
- Three quarters (77%) said fees charged for licensing are unreasonable
- Over a quarter of responses expressed concern about antisocial behaviour in the neighbourhood and noisy neighbours
- Nearly half expressed concern about rubbish or litter in the neighbourhood
- A significant minority (15%) of responses indicated lack of awareness of the need to provide enough refuse bins and 24% expressed lack of awareness of the refuse collection arrangements including dates and times of collections

Survey of privately renting tenants December 2020 to February 2021

General		Yes	No
Are you satisfied with your landlord?		68%	32%
At the start of tenancy, were you supplied with:		Yes	No
A Tenancy Agreement		96%	2%
An inventory of furnishings		69%	29%
A statement of the terms of the tenancy deposit scheme used (only if you paid a deposit)		84%	16%
Repairs	Sometimes	Yes	No
Are the following kept in good repair and proper working order :	42%	49%	8%
Drain pipes and gutters; Supplies for water, gas and electricity; Sinks, baths, showers, basins and WCs; Heating and hot water			
Safety		Yes	No
Has your landlord given you a current gas safety certificate (if there is gas)?		73%	27%
Is there a carbon monoxide detector (if there is gas or open fireplace)		82%	18%
Are any smoke alarms provided in your property?		95%	4%
	Don't know	Yes	No
Are smoke alarms in working order?	23%	75%	2%
Space		Yes	No
Do you think there is enough space in the property for the number of people residing there?		79%	20%
Do you think the size and standard of kitchen is adequate?		71%	27%
Do you think the size and number of bathrooms, showers and toilets are adequate?		84%	16%

Anti-social behaviour	Yes	No
Are you concerned about antisocial behaviour in your street?	20%	79%
Are you concerned about noisy neighbours in your street?	22%	77%
Are you concerned about rubbish or litter in your street?	37%	62%
Rubbish and refuse	Yes	No
Do you have enough waste bins ?	63%	37%
Are you aware of the refuse collection arrangements including dates and times of collections?	82%	17%

Summary

It is reassuring that for all questions the majority of responses were more positive than negative. However, it is a cause for concern that there were significant minorities of tenants who:

- Were dissatisfied with their landlord (1 in 3)
- Were not given an inventory (3 in 10)
- Were not given information about deposit protection (1 in 7)
- Were not given a gas safety certificate (1 in 4)
- Had no carbon monoxide detector (1 in 5.5)
- Had no smoke alarms (1 in 25)
- Thought the property was too small (1 in 5)
- Thought the kitchen was too small (1 in 4)
- Thought the bathrooms were insufficient (1 in 6)
- Were concerned about antisocial behaviour in the street (1 in 5)
- Were concerned about noisy neighbours (1 in 5)
- Were concerned about rubbish or litter in the street (1 in 3)
- Said they did not have enough waste bins (1 in 3)
- Said they were not aware of refuse collection arrangements (1 in 6)