

Action Tracker 2025/26 Living in Hackney Scrutiny Commission

This tracker brings together the agreed actions from previous meetings of the Living in Hackney Scrutiny Commission and any subsequent action, outcome and result. It is used to monitor responses, actions and outcomes against requests for information or further action. The tracker is updated after every meeting. Once an action has been completed and reported to the next meeting, it will be removed from the tracker.

9th February 2026

Agenda item	Action / information request	Responsible person(s)	Status
Item 4. Services for Leaseholders, Freeholders & Shared Owners	To provide a full breakdown and analysis of the 16 disputes received in December 2025, including root causes and dispute outcomes.	Head of Homeownership (Service Improvement & Customer Services)	<u>Awaiting response</u>
	To receive a full Right to Buy applications / notices performance report for the 2025/26 financial year to date, outlining the number of completions, performance against RTB2 and S125 notice statutory timelines and funds generated.	Head of Homeownership (Service Improvement & Customer Services)	<u>Awaiting response</u>

8th December 2025

Agenda item	Action / information request	Responsible person(s)	Status
Item 4. Housing Improvement Plan	To outline the Council's personalised emergency evacuation plans (PEEPS) process and provide data on how many have been issued since 2017.	Assistant Director Building Safety	<p>Following the agreement and establishment of the fire safety policy (draft review by end of January), the process for PEEP's will be worked on with Tenancy Services to ensure we are ready for the new legislation 6th April 2026.</p> <p>In 2020 LBH launched the Resident Insight Project which aimed to reach out to all residents within high rise and mid rise buildings in a phased programme to identify if any residents had any vulnerabilities that may require assistance in the event of an emergency.</p> <p>LBH then adopted PCFRAs as part of the recommended EEIS process (Emergency Evacuation Information Sharing). This essentially consists of assessing any residents who identified as having vulnerabilities, taking any lifestyle elements into consideration, assigning a risk rating and making this information available to emergency services by placing key information within the Secure Information Boxes. All residents with an active PCFRA are reviewed every 6 months for any potential changes to their health or situation and the PCFRA is subsequently updated where relevant.</p> <p>LBH currently has 246 active PCFRAs and 53 archived PCFRAs (these are where a PCFRA is no longer required). PCFRAs are carried out on a voluntary basis with the resident's consent and so there are residents within the borough who may be vulnerable but have either opted to not be part of this service or have not been able to make contact with.</p>

			<p>Ad Hoc PCFRAs are carried out for residents where they may have been identified as vulnerable through other teams or through incidents/investigations. Officers are able to refer residents to the team for assessment.</p> <p><u>Future Improvements</u></p> <p>The Resident Insight Project was limited to residents above the age of 18 and this is no longer in line with up-to-date guidance which would also include children. This will need to be considered as part of the restructure.</p> <p>There is no dedicated team or officer to carry out PEEPs/PCFRAs and so this will also need to be considered as part of the restructure as there will be a requirement to delve deeper into a safety plan for residents and possibly budgets required to provide necessary aid.</p>
	<p>To provide an update on the review into the use of an underspend in the Tenant Levy to balance the HRA budget and future plans for how the levy will operate going forward.</p>	<p>Acting Director Tenancy & Homeownership Services</p>	<p><u>Awaiting response</u></p>