Commissioning Alliance
Achieving More Together

HOUSING DIRECTORS GROUP
LONDON COUNCILS

Setting the Standard

Temporary Accommodation Inspections Service

West London Alliance
IMPROVING OUTCOMES FOR WEST LONDON

What is StS?

- A pan-London inspections service, 31 LAs across London have signed up, to ensure TA (B&B and Studio accommodation) used by participating LAs meets the required property standards.
- A central inspections team, that will inspect all B&B and Studio accommodation, to a single standard, supported by a new purpose-built IT system.
- Properties are inspected annually (re-inspections when required) to ensure properties meet the agreed standards.
- The StS Inspections team will tell landlords where work needs doing, and a timeframe, and will check to see if works have been done. Any **Cat 1 hazards identified by the team will be referred to the host borough**.
- Inspections reports are accessible to LAs and the landlord via the app, outlining any risks, hazards, and setting out remedial action required.
- Up -to-date information will appear on the app, visible to all participating LAs and landlords.

Meet The Team

Rachel Ormerod – Head of Housing & STS Service

Carlene Thomas – STS Senior Inspections Officer

Derrick Williams- STS Market Development Manager

Salma Mangaram - STS Coordinator

Zofia Szatkowska - STS Coordinator

Our Central Team email- SupportSTS@ealing.gov.uk

Carl Brazier- STS Inspections Officer

Ryan Dunne- STS Inspections Officer

Gurjeet Bans- STS Inspections Officer

Carly Seymour- STS Inspections Officer

Key Benefits

- Ensuring that all properties secured for vulnerable people in emergency TA (nightly paid B&B and studio accommodation) meet the pan-London common minimum inspection standard using the agreed STS guidelines.
- Ensuring consistent, high quality inspections, driving down risk and improving standards in the highest risk part of the private rented sector (HMO type properties)
- Creating efficiencies in inspections by avoiding multiple inspections by different boroughs;
- Reduces delays waiting for a Council Officer before a placement can be made.
- Free appraisal of your property

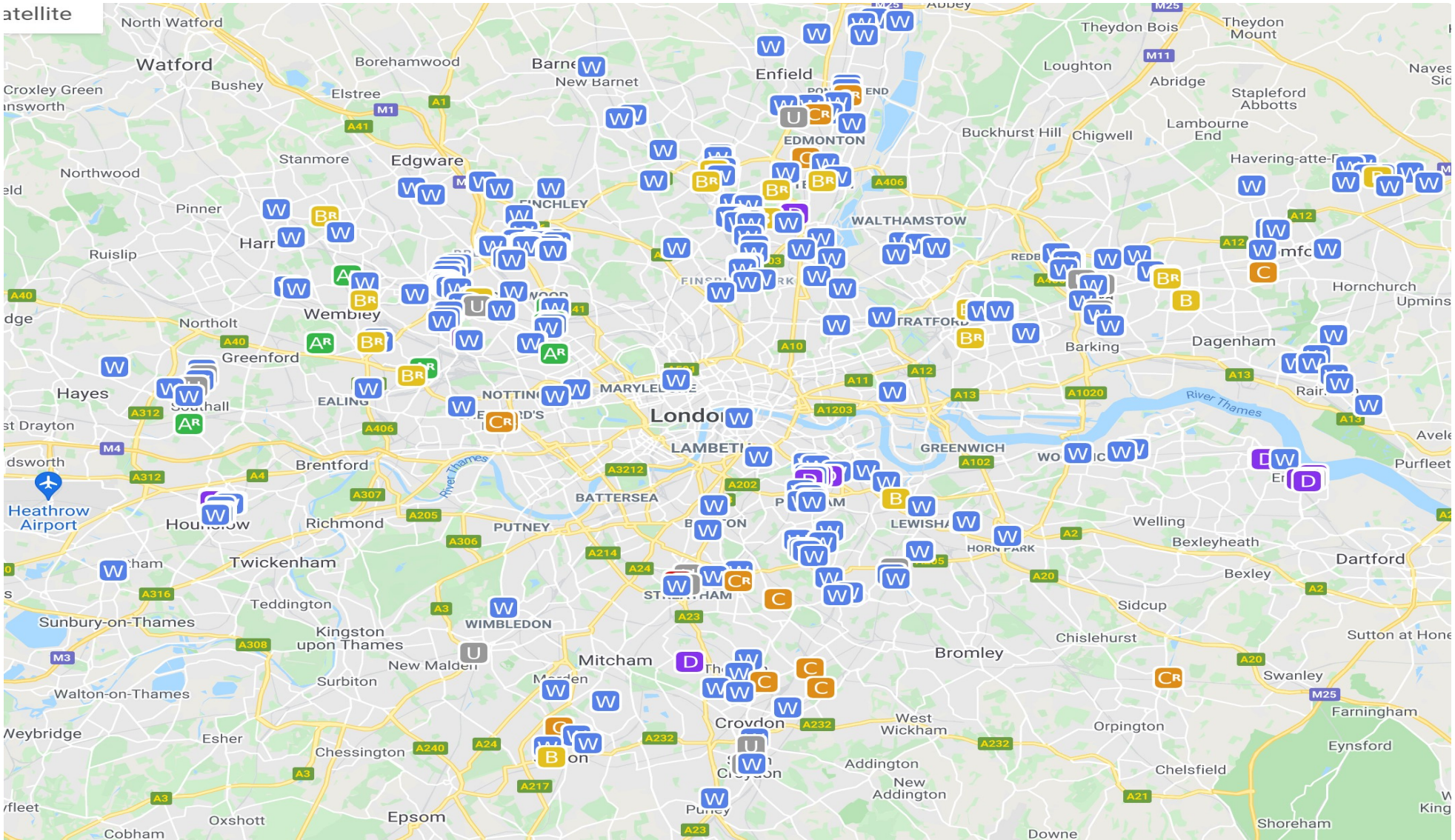
Eligibility

- Provide Nightly Paid Accommodation to a London Council
- Shared accommodation or Self-contained studio
- Fit & Proper Person Test.

Registration Process

- Three Stages
- Register Interest
- Stage 1 – Compliancy Check
- Stage 2 – Uploading properties

Properties on-boarded by providers – geographical spread



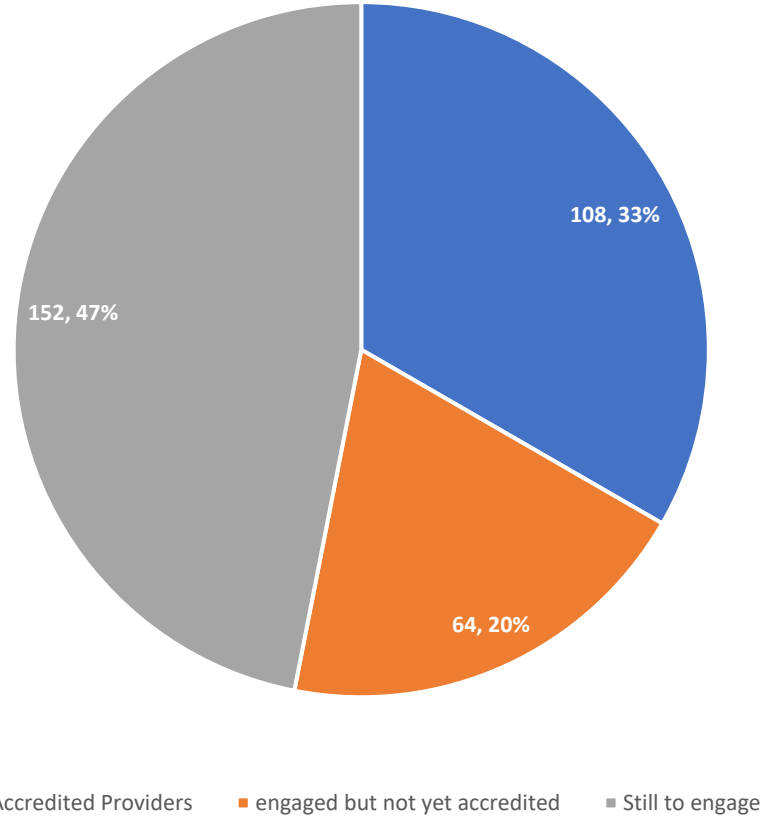
Local Authority Engagement

- 31 Local Authorities are live on the Setting The Standard Local Authority app.
- Over 200 local authority practitioners actively using the app (both General and Super users across, Temporary Accommodation, Housing and Environmental Health teams).
- All Local authorities are signed up to receive Category 1 Notifications

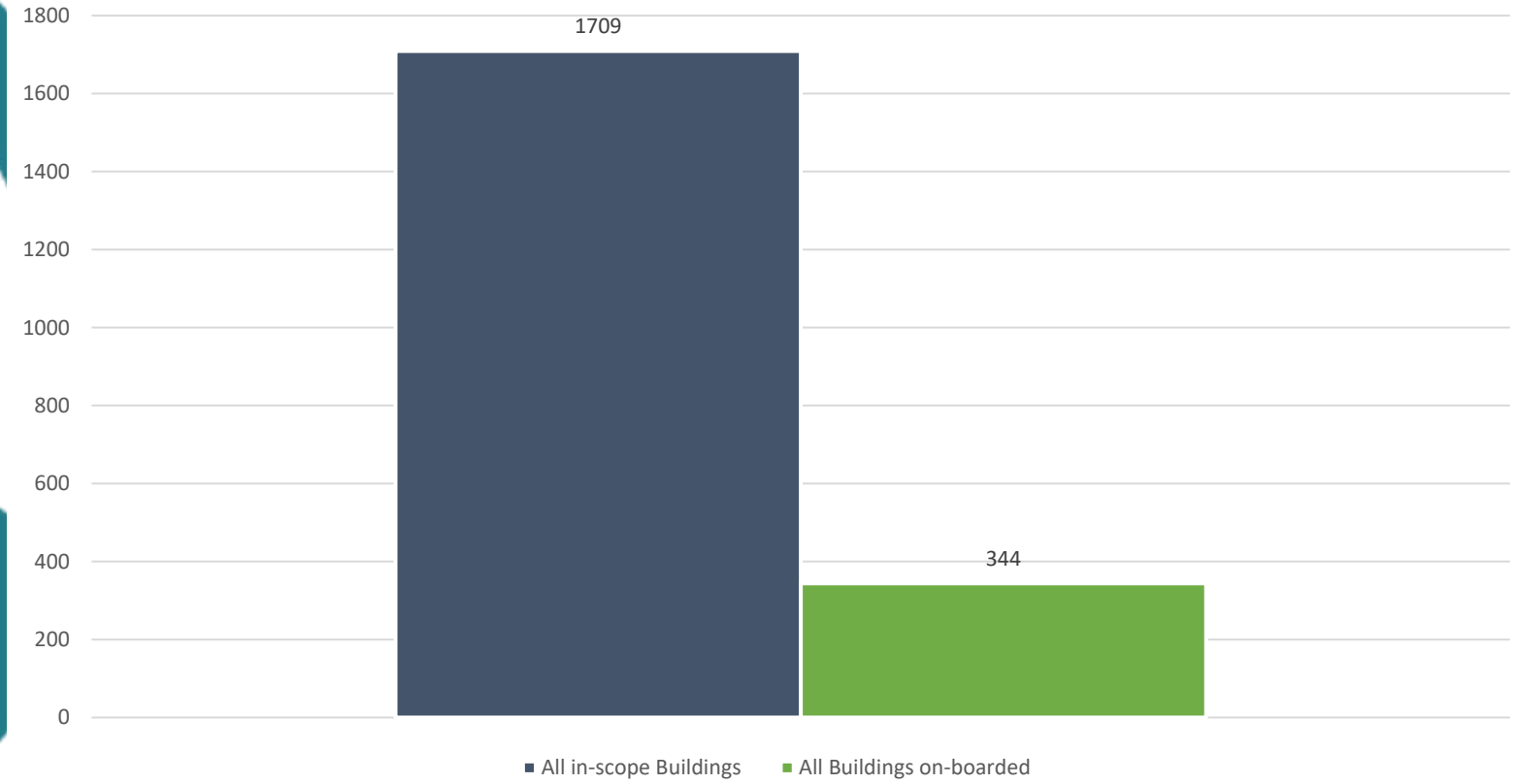
Landlord Engagement

- Onboarding Support to help landlords to register on the Setting the Standards.
- Online Tutorials for landlords to use for reference.
- Regular Group Session for those who prefer visual learning.
- 1-2-1 guidance

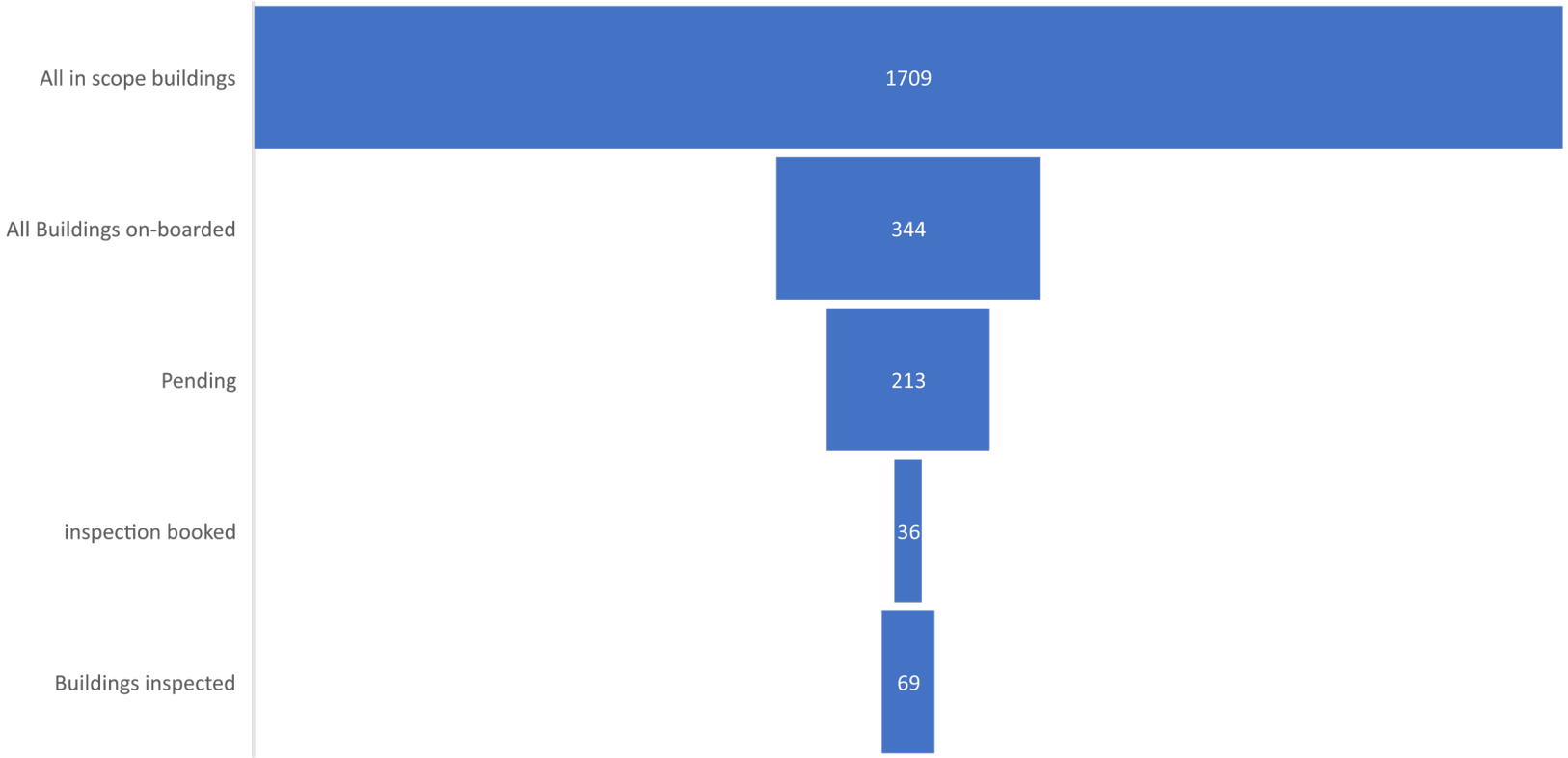
Provider Accreditation



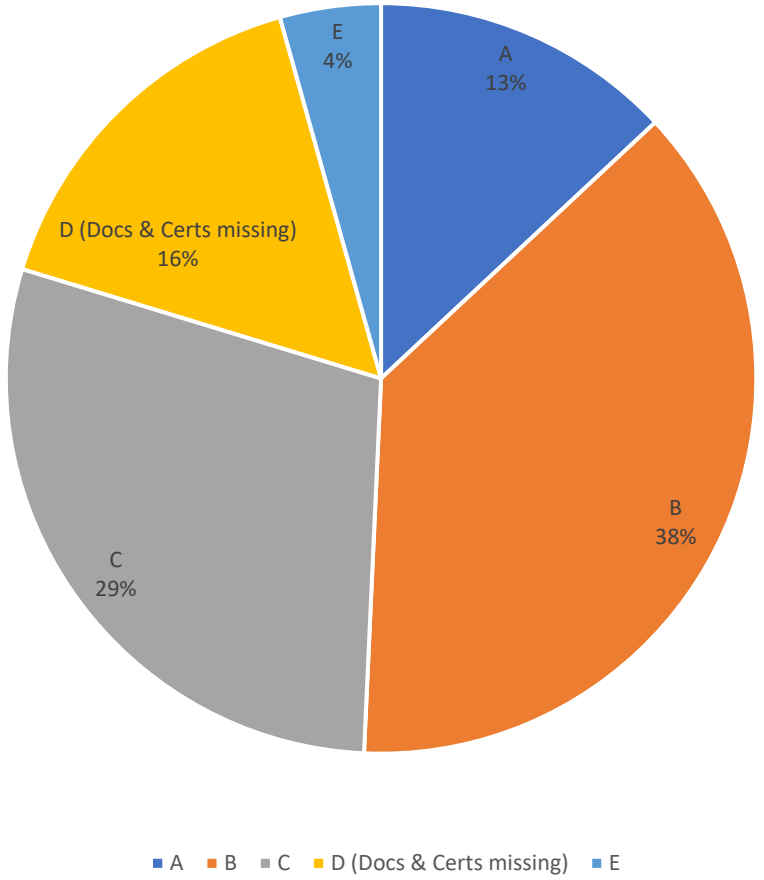
Buildings Onboarded



Inspection Status



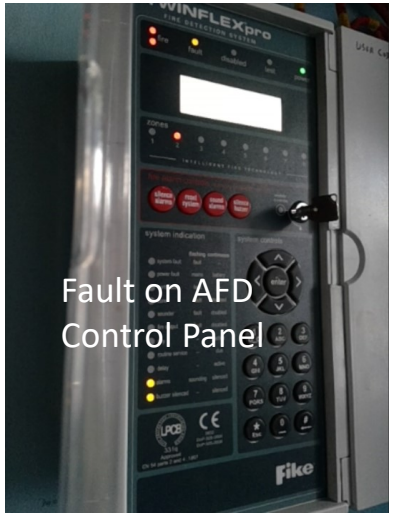
Inspection by Grade



Property Conditions

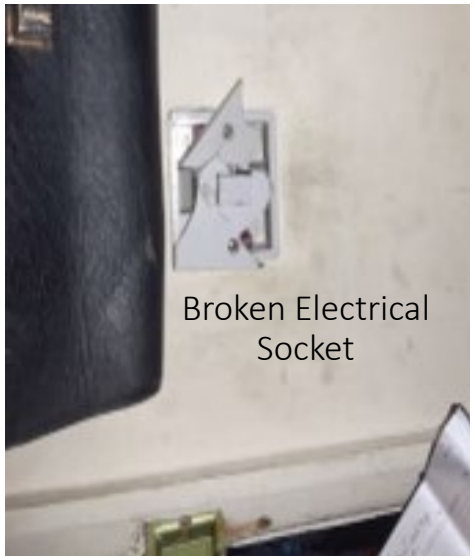
- Vast majority of properties graded A -C, providing reassurance that standards being maintained. [particularly during lockdown].
- Some Fire Safety Hazards identified and rectified
- Minor Deficiencies
- significant number of poorly converted ‘studios’ in sub divided houses.

Case Study: Cat 1 Hazards Indentified

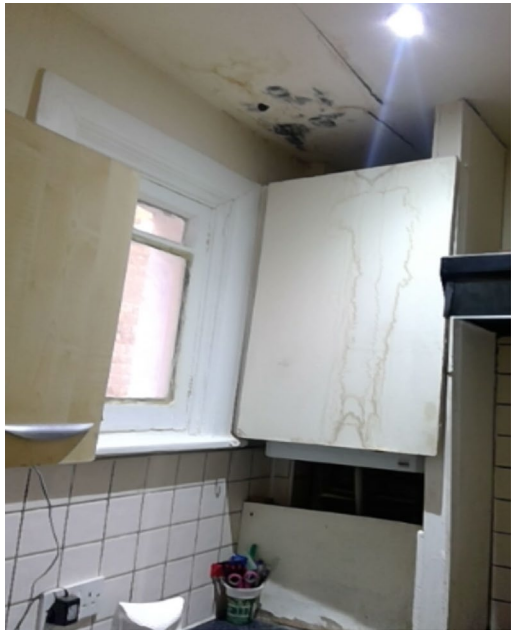


Fault on AFD Control Panel

Missing Strips and Seals to Fire Doors



Broken Electrical Socket



Property contains 16 Studios and 2 Self-Contained Flats [kitchen/laundry room].

Inspection revealed several Hazards, including Cat 1 Fire Hazards.

Faults on AFD Control Panel,

Damaged light fittings,

Missing Strips and Seals to Fire Doors,

Fire doors not closing.

Other Hazards: Pest infestation, Absence of worktops, poorly sited Elec. sockets, leaks

Tenants reported defects, however these were not actioned.

Recent fire in property went unreported

Frequent false Alarms meant that tenants ignore fire alarms and one covered up smoke detector with tissue and carrier bags so he could sleep.

Case Study: Remedial Actions

Actions:

Second Inspection (accompanied by Council EHO) -works in progress, AFD panel faults addressed-Cat 1 Hazard removed.

Working with provider to evidence that other hazards removed/remedied.

Works are in progress including those to fire doors and a hole to the ceiling between the first and second floors.

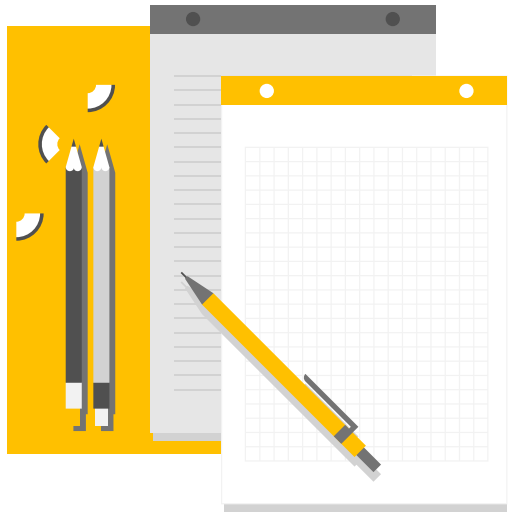
Advice to residents:

Advice given re reacting to fire alarms and smoke alarms uncovered.

Grading:

StS Initial Grade E, awarded due to nature and number of hazards identified.

Target Grade is C - if works completed and evidenced satisfactorily, and Docs & Certs verified



Landlord Feedback

I've now completed this year's Setting the Standard (StS) actions and highly commend the service.

As well as me submitting more documentation than previously required, a detailed inspection was conducted at all of my flats (since restrictions were relaxed) where relevant hazards were identified (now rectified) and therefore I believe you are quite right in having StS for your Temporary Accommodation providers.

S&G Properties

STS Development Update

- Landlord Information Session
- Vacancy tracker
- Asylum seekers accommodation
- Out of London placements
- Semi Independent Living (Children's Services) Quality Assurance

Further information

Derrick Williams

Market Development Manager

Setting the Standard

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Thank you