

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
3 May 2023
Our ref: 9622609

Thank you for your request received on 19 April 2023, for the following information:

Please see the following freedom of information request.

Information requested:

- 1. Can you provide data on the number of residents living in the private rented sector in your borough who have requested an inspection by council environmental health officers because of complaints relating to the state of their home for each of the last four years (2019/20, 2020/21, 2021/22, 2022/23)?**
- 2. Of these complaints, how many were inspected in person by council officers?**
- 3. How many of these complaints were upheld by the council?**
- 4. In how many cases did the council serve the landlord with a notice to resolve the issues (e.g. improvement notice or hazard awareness notice)?**
- 5. How many cases resulted in the council taking emergency remedial action?**
- 6. In how many cases did the council issue a prohibition order?**
- 7. How many cases resulted in the council issuing a banning order under the 2016 Housing and Planning Act?**

If you have any questions relating to this request, please contact me by way of reply.

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

1. Can you provide data on the number of residents living in the private rented sector in your borough who have requested an inspection by council environmental health officers because of complaints relating to the state of their home for each of the last four years (2019/20, 2020/21, 2021/22, 2022/23)?

2019/20	651
2020/21	576
2021/22	819
2022/23	776

** These figures are likely to be under-reported as they do not include some complaints which have been coded along with certain proactive work, but which cannot be separated from it.

2. Of these complaints, how many were inspected in person by council officers?

2019/20	1532
2020/21	249
2021/22	886
2022/23	1210

**The Council do not keep a record of HHSRS inspections as an inspection type . However, our records indicate that the number of visits as a result of a complaint or referral made which are likely in the majority of cases to have involved an inspection employing the methodology required by the Housing Health and Safety Rating System in each of the years specified are as given in the table. This also includes the number of applications received in each of the years in question as an indicator of the number of Houses in Multiple Occupation (HMOs) that have been inspected to determine that the appropriate standards have been met in line with licensing requirements. Each property is inspected post application and before the licence is granted in order to ensure that the appropriate conditions are attached. As well as for licensing purposes, the inspection is made in accord with the HHSRS and action taken under Part 1 of the Housing Act 2004 where appropriate. The figure may include some applications to vary licences and in some cases, the property may not have been re-inspected where for example, the variation arises which is administrative in character such as the case where the manager has changed. The figure given may not include some inspections which have been coded along with certain proactive work but which cannot be separated from it.

This would include long term empty properties that have been renovated and brought back into residential use

3. How many of these complaints were upheld by the council?

Data Not Held.

4. In how many cases did the council serve the landlord with a notice to resolve the issues (e.g. improvement notice or hazard awareness notice)?

The number of formal enforcement notices served: Hazard Awareness Notices.

2019/20	2
2020/21	3
2021/22	0
2022/23	0

The number of formal enforcement notices served: Improvement Notices and Suspended Improvement and Variations of Improvement (Category 1 and 2 Hazards).

2019/20	1
2020/21	5
2021/22	4
2022/23	8

5. How many cases resulted in the council taking emergency remedial action?

Zero

6. In how many cases did the council issue a prohibition order?

The number of formal enforcement notices served: Prohibition Orders

2019/20	8
2020/21	1
2021/22	6
2022/23	6

*** This includes Suspended Prohibition Orders, Prohibition Orders and Emergency Prohibition Orders

7. How many cases resulted in the council issuing a banning order under the 2016 Housing and Planning Act?

Zero

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.