

Housing and Community Safety Scrutiny Commission

Thursday 12 October 2023

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Membership

Councillor Ellie Cumbo (Chair)
Councillor Emily Tester (Vice-Chair)
Councillor Barrie Hargrove
Councillor Jane Salmon
Councillor Esme Hicks
Councillor Sam Foster
Councillor Victoria Mills
Basseyy Basseyy (Co-opted member)
Cris Claridge (Co-opted member)
Ina Negoita (Co-opted member)

Reserves

Councillor Portia Mwangangye
Councillor Hamish McCallum
Councillor Sam Dalton
Councillor Adam Hood
Councillor Joseph Vambe
Councillor Ketzia Harper
Councillor Cleo Soanes

INFORMATION FOR MEMBERS OF THE PUBLIC

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Contact

Amit Alva on email: amit.alva@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Althea Loderick

Chief Executive

Date: 4 October 2023



Housing and Community Safety Scrutiny Commission

Thursday 12 October 2023

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Order of Business

Item No.	Title	Page No.
	PART A OPEN BUSINESS	
1.	APOLOGIES	
	To receive any apologies for absence.	
2.	NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	DISCLOSURE OF INTERESTS AND DISPENSATIONS.	
	Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.	
4.	MINUTES	1 - 4
	To approve the minutes of this meeting held on 13 July 2023 as a correct record.	
5.	SOUTHWARK'S TEMPORARY ACCOMODATION POLICY	
	To receive a report from Karen Shaw Head of Housing Solutions on Overview of Southwark's temporary accommodation policy including the current and future budget impact. <i>(Report to follow)</i>	

Item No.	Title	Page No.
6.	COMPENSATION SCHEME FOR HEATING OUTAGES	5 - 17
	To receive a report from Simon Holmes, Head of Engineering. Housing and Modernisation and Tom Vosper, Strategic Project Manager, Housing and Modernisation on the Compensation Scheme for heating outages.	
7.	CABINET RESPONSE TO THE SOUTHWARK HOUSING AND COMMUNITY SAFETY SCRUTINY COMMISSION (2022-2023 REVIEW) - HOUSING REPAIRS SERVICE, COUNCIL LEASEHOLDERS AND EMPTY HOMES.	18 - 23
	To note the Cabinet Response to the Southwark Housing and Community Safety Scrutiny Commission (2022-2023 review) - Housing Repairs Service, Council Leaseholders and Empty Homes.	
8.	CABINET RESPONSE TO THE SOUTHWARK HOUSING AND COMMUNITY SAFETY SCRUTINY COMMISSION (2022-2023 REVIEW) - VIOLENCE AGAINST WOMEN AND GIRLS, HATE CRIME AND DOMESTIC ABUSE.	24 - 32
	To note the Cabinet response to the Southwark Housing and Community Safety Scrutiny Commission (2022-2023 review) - Violence Against Women and Girls, Hate Crime and Domestic Abuse.	
9.	PROPOSED WORK PROGRAMME 2023-2024	33 - 39
	To consider the proposed work programme for the 2023-2024 year.	
	DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.	

Date: 4 October 2023



Housing and Community Safety Scrutiny Commission

MINUTES of the OPEN section of the Housing and Community Safety Scrutiny Commission held on Thursday 13 July 2023 at 7.00 pm at Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

PRESENT: Councillor Ellie Cumbo (Chair)
Councillor Barrie Hargrove
Councillor Jane Salmon
Cris Claridge (Co-opted member)

**OTHER
MEMBERS
PRESENT:**

Councillor Leo Pollak

**OFFICER
SUPPORT:**

Amit Alva, Scrutiny Officer

1. APOLOGIES

Apologies for absence were received from Councillor Esme Hicks, Councillor Sam Foster, Councillor Emily Tester and Ina Negoita (Co-opted member).

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

There were no items of business which the Chair deemed urgent.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS.

There were no disclosure of interests and dispensations.

4. MINUTES

Minutes of the meeting held on 13 April 2023 were approved as a correct record.

5. HOUSING ALLOCATIONS AND LETTINGS POLICY FOR COUNCIL HOMES AND HOUSING ASSOCIATIONS.

The commission received a presentation from Deputy Cabinet Member Councillor Leo Pollak on housing allocations and lettings policy for council homes and housing associations around the following points.

- Extremities of the Housing Crisis and the evolution of the Housing Allocations Scheme
- Refresh of the Housing Allocation Scheme, maximising the supply of social housing
- Housing support for the elderly with caring needs, increase in the need for private rented housing post Covid.
- Effects of Overcrowding; Adult psychological issues, poor marital relationships and higher stress and anxiety amongst teenagers
- Effects of homelessness and living in Temporary Accommodation
- 57 extra new build care homes on social rent for elderly people built by Council in partnership with United St Saviour's Charity
- Categories of needs on Southwark's Housing waiting lists such as overcrowding and homelessness
- Impact of the change of housing needs post-Covid, on the housing allocation scheme refresh completion
- Feedback on the 2021 consultation of the Housing Allocation policy indicated issues of homelessness, domestic abuse, under-occupiers and overcrowding etc.
- Pressure on the lettings system due to surge in the increase of housing need; decrease in Southwark lettings turnaround from housing stock
- Pilot of chain maximising approach to lettings, based on detailed data of homes needed and vacated; occupancy analysis of a defined area can balance chain continuing (with priority cases addressed) with chain terminating (always with the highest priority chain-terminating need).
- Enhancing the offer for under-occupiers; Housing mobility schemes and right-sizing action plan in the current offer which includes bespoke offers and work with complex cases, mutual exchange platforms, promotional campaigns and £1000/room incentive
- Objectives under the refresh of the housing allocation and letting schemes; reducing under-occupancy and overcrowding, higher volume of lets by

reducing void homes turnaround times, savings in the Temporary Accommodation bill.

The commission then asked questions on the following themes

- Measures and indicators of success for housing allocation and lettings policy
- Measuring the wider effects of the Housing allocation and lettings policy on Southwark residents in social housing

Councillor Pollak explained to the commission that actively tracking the houses by no. of lettings in the local lettings (discounting new builds), rehousing numbers, and households' supported with downsizing would be a way of measuring success of the housing allocation and lettings policy.

The commission heard from Councillor Pollak that annual tenant surveys and tenancy checks would be a way to gauge success and resident satisfaction. The main objective of the scheme is to meet housing need. The implementation of the refresh of the Housing allocation scheme would need a few years to produce results.

The Chair addressed the commission with a possible recommendation to the cabinet to have a clear and comprehensible list of the success criteria for the Housing Allocations scheme and Letting policy including quantitative and satisfaction measures.

The commission then had discussions around the following points

- Lettings selection criteria, prioritising needs and management of chain maximising approach to lettings
- Accounting for changing circumstances of families with housing needs; risk within chain maximising approach to lettings that could lead to unsatisfactory outcomes for families
- Post-move tenant satisfactions surveys, repairs related issues within housing allocations and lettings and wider considerations of factors such as neighbourhoods and community aspects.
- Monitoring of housing allocations and lettings policy and consultation on the draft policies; nine months' to the end of municipal year being the timeline for the completion of the housing allocations scheme refresh.
- Future proof and regular audits of housing allocation over the years to come and accounting for strategic changes in schemes and policies as a result of a possible change in central government
- Policy changes for under-occupancies with regards to second homes, holiday homes and Airbnb's.

6. PROPOSED WORK PROGRAMME 2023-2024

The commission discussed and agreed the items on the work programme 2023/24.

The commission also agreed to discuss the Resident Participation Framework only after receiving the Cabinet's response to the recommendations made by the Environment and Community Engagement Commission in the previous year 2022-2023.

The commission agreed to have temporary accommodation on the agenda for the next meeting on 12 October 2023 with a view to form recommendations on housing allocations and temporary accommodation by 14 December 2023 meeting.

The commission also agreed to consider having heating outages compensation scheme on the agenda at the next meeting.

Meeting ended at 9:05 pm

CHAIR:

DATED:

Item No. 6	Classification: Open	Date: 12 October 2023	Decision Maker: Housing and Community Safety Scrutiny Commission
Report title:		Heating Compensation Review	
Ward(s) or groups affected:		All wards	
From:		Director of Asset Management	

RECOMMENDATIONS

1. The Housing and Community Safety Scrutiny Commission is asked to note the contents of this report.

BACKGROUND INFORMATION

2. The Housing Department's compensation policy was updated in May 2021 and for the first time included an automated compensation payment of £3 per day for each continuous 24 hour period of district heating outage experienced by a property.
3. The purpose of this automated compensation was to provide some compensation to residents who had to use additional electricity for alternative heating and hot water provision.
4. Since April 2021 energy costs have risen sharply which has resulted in an increased cost to residents of running alternative electric heaters in the event of an outage.
5. The Housing and Community Safety Scrutiny Commission has requested a report reviewing the Heating Outages Compensation Scheme including the compensation value and payment process back to residents. In particular the Commission has requested a report on:
 - The compensation criteria and process
 - The number of outages where the compensation threshold has been reached
 - The number of residents paid compensation
 - How much compensation has been paid
 - Whether, in light of the rise in fuel costs, the council needs to increase the compensation amount

KEY ISSUES FOR CONSIDERATION

Process and criteria

6. To tackle the criteria and process question first, the policy document states the following regarding criteria:
“For communal heating or hot water outages lasting longer than 24 hours the council will automatically pay £3 for each whole day for the duration of the outage.”
7. The policy states the following regarding process:
“These payments will automatically be made to either the rent account or service charge account, dependent on tenure, once per quarter.”
8. To expand on this process slightly:
 - The council’s maintenance term contractors compile outage reports at the end of each month and send them to the council
 - These reports include the start time, end time, duration and which blocks were affected by each outage
 - The outage reports are reviewed by the Engineering and Compliance team monthly to ensure accuracy and to calculate the contractor’s ‘availability’ KPIs
 - At the end of each quarter, any outages that lasted 24 hours or more are identified and extracted onto a separate spread sheet. This is then checked with operational colleagues to ensure accuracy before compensation is processed.
 - For tenants, the list of blocks and outage durations are uploaded into iWorld which then automatically credits the rent accounts by the appropriate amount (both compensation and an appropriate proportion of weekly heating charge refund).
 - Addresses and resident details for homeowners within the affected blocks are identified and the compensation amounts recorded against each. The list is then sent to the Homeowner Services team who process credits to the relevant service charge accounts.

Number of outages reaching the threshold

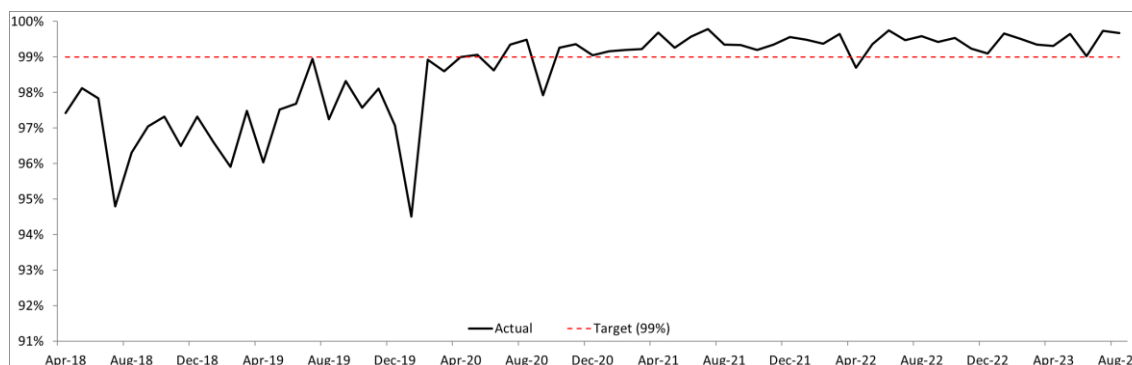
9. Turning to the second, third and fourth bullet points of paragraph 5 the table below provides a summary of available data.

Financial year	No. of qualifying outages	Properties affected		Value of compensation
		Including duplication	Excluding duplication	
2021-22	44	4,281	3,152	£45,000
2022-23	49	5,781	4,088	£38,772
2023-24 (Q1 only)	19	2,334	2,334	£13,701

10. It is important to note that the 'No. of qualifying outages' column represents the total number of separate events affecting at least one block for over 24 hours. The 'Properties affected – including duplication' column represents the sum of each property affected by each outage i.e. one property may have been affected multiple times and counted each time. The 'excluding duplication' column simply removes such instances to provide a number of properties affected at least once in the year by an outage of that length. The 'Value of compensation' column represents only the £3 per day compensation paid to all tenures – both tenants and leaseholders – and excludes the heating service charge refund portion paid back to tenants.

Tackling outages and investing in our systems

11. While the heating compensation provides some level of protection for customers who are left needing to heat their homes and hot water with electricity, the fundamental solution is obviously to tackle the causes of outages so that they are a) less frequent, and b) of shorter duration.
12. In fact, the district heating systems in the borough have become more reliable overall over the last few years, as can be seen in the following "Availability KPI" tracker from April 2018 through to the August 2023.



13. The significant improvement seen has been the result of numerous measures:
- Improving maintenance contractor response times
 - Ensuring maintenance contractors have sufficient spare parts kept in stock to deal with the most common outages, along with an agreement that they will work together and share parts
 - Procurement of a third maintenance contractor to add extra resource in the winter if required
 - Advanced contingency planning to ensure temporary boiler systems can be brought to site and connected more quickly.
 - Investment in the council's Building Management Systems (BMS) to provide increased remote visibility and reporting of critical systems. This allows better analysis of operational problems and faster response times.
 - Investment in the most problematic systems e.g. the Brimington underground mains and the Aylesbury boiler house, which has

resulted in hugely improved reliability in these locations.

14. At the same time as the above, the council has also been working on some longer-term improvements such as decarbonisation through the installation of three large scale Water Source Heat Pumps (at Consort, Newington and Wyndham), a planned extension to the successful SELCHP heat network, some grant funded network efficiency improvements and the implementation of dwelling heat meters where this is viable.
15. With an aging district heating infrastructure, much more remains to be done, with significant constraints in terms of officer resource, strain on the HRA budget, and a constantly evolving regulatory environment.

Is the compensation level still correct?

16. When the heating compensation amount was set at £3/day in May 2021 the average cost of a unit of electricity was 19 p/kWh and had been relatively stable for several years. By the winter of 2022/23, both gas and electricity prices had risen so much that the government's Energy Price Guarantee had replaced Ofgem's Energy Price Cap and there was a £400 per household Energy Bill Support Scheme in place. The chart below shows how the unit rate of electricity available to domestic customers in London has changed over the last 5 years (the latter light blue bars represent quarters rather than years).

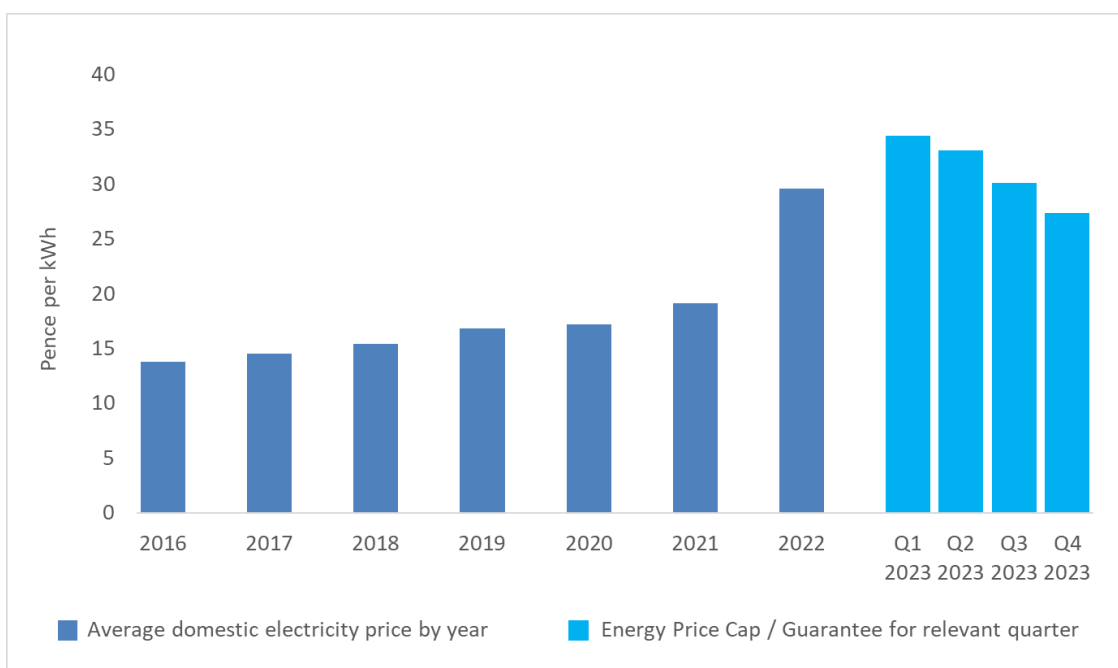


Figure 1 - Domestic electricity prices in London

17. At 19 p/kWh £3 could purchase 15.7 kWh of electricity for heating and hot water generation. At 30 p/kWh this reduced to only 10 kWh – a reduction of around one third. A 50% increase in the daily compensation paid to £4.50 would fund around the same quantity of electricity as when the

policy was brought in.

18. Certainly a case could be made for increasing the daily compensation amount on this basis.
19. Counter-arguments include the impact on the council's budgets (a 50% increase could mean £60k p.a. compensation rather £40k p.a.) and the fact that energy prices are now starting to come down again.

CONCLUSION

20. Two years on from the introduction of an automated District Heating Compensation payment, the scheme appears to be working well with both tenants and leaseholder receiving automated payments every quarter.
21. There is a case for increasing the daily compensation amount, but also counter-arguments. Councillors will need to weigh the arguments.
22. Compensation payments are not a true solution. Fundamentally, the answer is to improve the reliability of the district heating systems so that outages reduce in frequency and duration. Much progress has been made in this area already but much more remains to be done.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Compensation Policy https://www.southwark.gov.uk/assets/attach/40162/Compensation-Policy-May-2021.pdf	Online	N/A
Review of compensation policy – heating and hot water outages	Housing Department, 160 Tooley Street, SE1 2QH	Clare Johnson Clare.Johnson@southwark.gov.uk

APPENDICES

No.	Title
Appendix 1	N/A
Appendix 2	N/A

AUDIT TRAIL

This section must be included in all reports.

Lead Officer	Dave Hodgson, Director of Asset Management	
Report Author	Tom Vosper, Strategic Project Manager – Heat Networks	
Version	Final	
Dated	4 October 2023	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
List other officers here		
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team / Scrutiny Team	4 October 2023	

Compensation Policy

Customer experience division

1st May 2021

Contents

1. How much compensation
2. Compensation tariffs
 - a. Delay and distress
 - b. Time and trouble
 - c. Incurred costs
 - d. Loss of heating and hot water
 - e. Loss of a non-monetary benefit
 - f. Loss of value
 - g. Loss of opportunity
 - h. Professional fees
 - i. Interest
 - j. Ex-gratia or goodwill payments
3. Awarding and offsetting compensation
4. Review

1. How much compensation?

We determine the levels of compensation by the particular facts of the case, for example the amount of time the complainant has had to wait for a decision and the nature of the injustice.

2. Compensation tariffs

a. Delay and distress

Low Impact: The complainant has just cause but has not suffered significant inconvenience or distress as a result of the events. Low impact means the manager accepts the service has not achieved the expected standards. However, the impact is not greater than a reasonably tolerant person could be expected to accept and therefore the compensation constitutes a token in acknowledgement of the failure to perform.

Medium Impact: The events are clearly an injustice to the complainant and the service has failed to meet the required standards. A repeated failure by us to address the shortcoming, even of a low impact event, could give rise to consideration of medium impact level of compensation.

Major Impact: A serious failure in service standards. It could either be the severity of the event or a persistent failure over a protracted time or an unacceptable number of attempts to resolve and address the complaint. Major impact could also apply to expenses incurred by the complainant. We will only consider expenses appropriate to the event.

i. Delay: In delivering a service.

Low Impact of the delay	£250 per annum	Or £5 per week
Medium Impact of the delay	£500 per annum	Or £10 per week
Major Impact of the delay with injury to health	£1000 per annum	Or £20 per week

- ii. **Distress:** In some circumstances we will make a payment for distress. Distress can include stress, anxiety, frustration, uncertainty, inconvenience, worry or outrage. This should take into account the severity, length of time suffered, number of people affected (e.g. one person or a whole family) and vulnerability.

Low Impact of the distress	£250 per annum	Or £5 per week
Medium Impact of the distress	£500 per annum	Or £10 per week
Major Impact of the distress with injury to health	£1000 per annum	Or £20 per week

b. Time and trouble

We consider the extent of inconvenience a complainant has experienced to get a resolution to their problem.

Time and trouble is not the same as delay or distress. In assessing whether time and trouble compensation is payable relevant factors could include:

- The length of time, including response times by the council, taken to deal with the problem and the complaint itself
- The time and effort required from the complainant
- Any specific difficulty experienced by the complainant in dealing with the council
- The degree of inadequacy of the council's response to letters, phone calls or visits.
- Whether there has been an element of wilful action on the part of the council that has resulted in poor management of the complaint
- The level of minor unquantifiable expenditure incurred by the complainant such as significant post, telephone or travel costs, whether the complainant was acting on behalf of others in pursuing the complaint, as a representative of a tenants' group for example

Time and trouble	Minimum £50	Maximum £250
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c. Incurred costs

If the complainant has incurred costs, which would not have been necessary, but for the fault, it will usually be appropriate to reimburse the complainant. For example, costs of contractors' use of the complainant's gas and electricity.

d. Loss of heating and hot water

We acknowledge that heating and hot water outages should be dealt with separately to the normal compensation

procedure. These can affect many households linked to a district heating system and requires a consistent and fair approach to compensation.

For communal heating or hot water outages lasting longer than 24 hours the council will automatically pay £3 for each whole day for the duration of the outage. Many residents will resort to using electric fan heaters during outages (the council supplies many such heaters to households). This payment of compensation includes reasonable costs incurred by residents in relation to additional electricity usage. These payments will automatically be made to either the rent account or service charge account, dependent on tenure, once per quarter. The payments are additional compensation onto the accounts and not a reduction in charges. Payments will be made to service charge accounts, if private tenants of leaseholders wish to claim compensation they must do so from their landlord.

The council will also reimburse the heating and hot water element of rent paid for its tenants for the same period in the same manner. The payment will be made automatically paid into the rent or service charge account the quarter month after the outage.

For properties with individual boilers the same tariff will be applied when a complaint is submitted.

e. Loss of a non-monetary benefit

If we miss an appointment for a repair or an inspection, you may be entitled to compensation up to the value of £50. The same applies if you miss an appointment - we may charge you for compensation to our contractor.

You're entitled to compensation if all of these conditions are met:

- The repair had an appointment (not an emergency repair)
- The repair was for your home and not a communal repair
- You were home for the entire appointment slot and the contractor didn't attend during that time
- There was no good reason for us missing the appointment
- We didn't notify you in advance that the appointment was cancelled or rearranged

f. Loss of a non-monetary benefit

Where the access to a service or facility has been restricted or denied. For example, loss of the use of a room because of a major leak that has not been rectified in line with our own performance standards.

g. Loss of value

We do not normally pay for valuable items if they have been (or could have been) insured.

We only pay in exceptional circumstances and any award is paid without accepting liability that may compromise an insurance claim. We seek advice from our insurance section before making any awards for loss of value of over £200.

h. Loss of opportunity

If we are unable to remedy any loss of opportunity and an apology under the circumstances does not seem to be enough, we may pay compensation. For example, if we failed to consider a complaint for alternative accommodation due to an administrative error or the loss of appeal rights due to official delay.

Loss of opportunity	Minimum £50	Maximum £100
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i. Professional fees

In normal circumstances a solicitor is not required to lodge a complaint. Therefore if a complainant chooses to engage one the fees will not be reimbursed.

In some case, where the complexity of the issue or the vulnerability of the complainant lead to a professional person being required then consideration should be given to the reimbursement of professional fees.

This would only be considered in exceptional cases.

j. Interest

If we have held on to a complainant's money inappropriately we would pay the interest commonly applied by the county court.

k. Inappropriate legal action or the threat thereof

This applies to things such as benefits cases, possession orders or bailiff action.

Notice for seeking possession	£100
Court summons	£50 - £100
Suspended possession order	£300
Liability order	£100
Bailiff's letter (not threatening)	£50
Bailiff's letter (threatening)	£100
Eviction/removal of goods	No set amount but should be
Proportionate to the event	

l. Ex-gratia or good will payments

If we feel the complainant deserves something but cannot find an award to fit (i.e. within the criteria of a. to i. above), we will make a good will payment. This is not the same as a time and trouble payment and it will only be made in rare cases where we don't accept fault or liability but recognise unintended injustice.

3. Awarding and offsetting compensation

We will write to our customers and inform them of the total award amount. The letter will contain a detailed list of all the factors considered and the costs awarded for each factor. It will also explain that compensation will usually be offset against any arrears the customer owes to the council.

Awards of compensation are not subject to negotiation. It should be calculated in line with the above tariffs and payment should be made within four weeks of the date of the award being made.

The complainant will have the right not to accept the payment. They can choose to escalate to the next phase of the complaint procedure even if they accept the payment.

4. Review

This policy will be reviewed, including feedback from residents, stakeholders and the relevant bodies in 1 year.

Item No. 14.	Classification: Open	Date: 12 September 2023	Meeting Name: Cabinet
Report title:		Response to Housing and Community Safety Scrutiny Review: Housing Repairs Service, Council Leaseholders and Empty Homes	
Ward(s) or groups affected:		All	
Cabinet Member:		Councillor Stephanie Cryan, Homes, Communities and Finance	

FOREWORD – COUNCILLOR STEPHANIE CRYAN, CABINET MEMBER FOR HOMES, COMMUNITIES AND FINANCE

The review of the Housing Scrutiny Commission into the Housing Repairs Service, Council Leaseholders and Empty Homes is very timely and I want to thank the Commission for their recommendations and the time they spent looking at these issues. At the time of our response to the recommendations we will be agreeing the council’s Repairs Improvement Plan which clearly responds to the recommendations made by the Commission. We will also be taking forward the recommendations for action on empty homes and we have already put in place measures that meet the recommendations in respect of leaseholder service charges.

RECOMMENDATION

1. That cabinet note the responses to 8 recommendations included in the report of the housing and community safety: housing repairs service, council leaseholders and empty homes.

BACKGROUND INFORMATION

2. On 13 June 2023 the Commission presented its report to cabinet setting out 8 recommendations and requested that the cabinet member for council homes and homelessness report back to cabinet. This report provides a response to these 8 recommendations.

Recommendation 1

That the Cabinet set a clear target for the housing repairs contact centre to reduce multiple failures which lead to repeat calls by the end of the year 2023-2024 and collect data on causes and recurring themes.

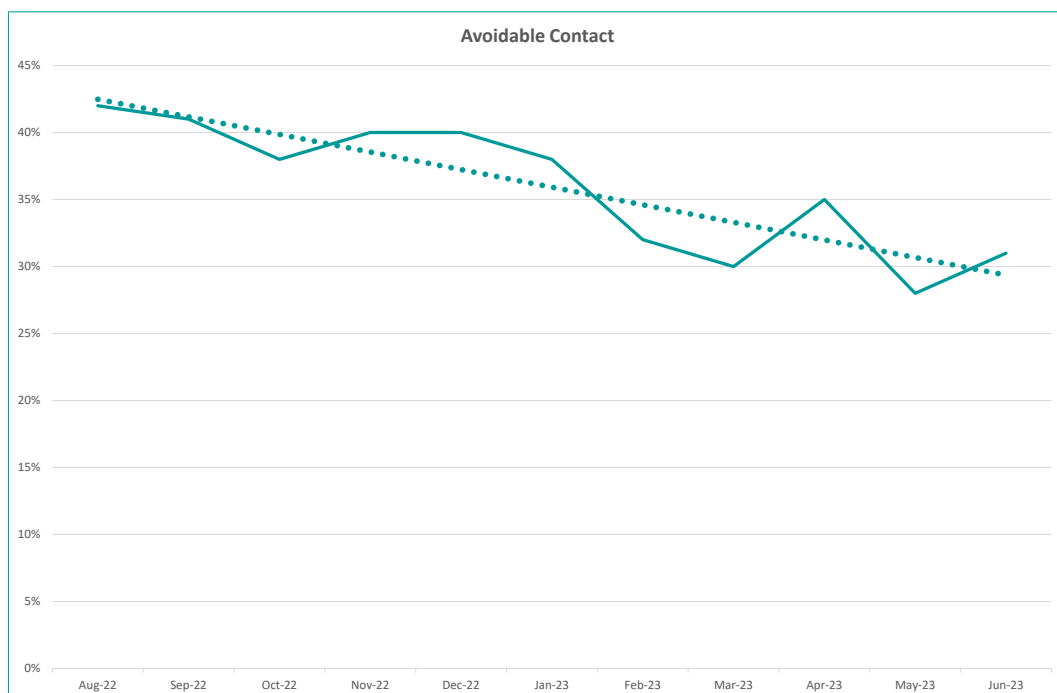
Response to Recommendation 1

3. The commission is right to be concerned about the high levels of calls to the contact centre that relate to existing repairs. This occurs when residents call repeatedly to chase or find out the status of their ongoing repair. Calls range from residents just wanting a simple update on a reported repair to missed appointments and repairs not completed. These calls are avoidable, and to date,

significant steps have been taken not only to identify the root causes but also to implement effective solutions to address these issues. It is anticipated the wider improvement plans the housing repairs service are implementing will help to reduce unnecessary contact.

4. However to prevent long waits or abandoned calls the contact centre has proactively worked to manage demand. Since March 2023, residents that call to chase their existing repairs no longer have to wait on the phone whilst the contact centre officers chase contractors for simple updates and information on the status of these repairs. A newly created team of officers (Tenants Liaison Service) now contact relevant contractors directly for updates. Tenant liaison officers contact the contractors directly to find out the status of the existing repair and call the residents back with real time updates. This means that residents do not now have to wait on the phones while contact centre officers try to find out the status of their repair.
5. In addition contact centre officers now leave digital messages about each call for contractors to directly follow up on existing repairs with the resident. Again, this eliminates the need for residents to wait on the phones. To date, approximately 98% of tenants with existing repairs have been contacted and provided with real time updates.
6. Whilst this joined up approach is already delivering noticeable improvements (see *fig 1.0 – Avoidable Contact; % of all calls which are avoidable*), it is recognised that long term and sustainable solutions are still required. We are continuing to work collaboratively with colleagues in the Repairs service to do this and help deliver an effective, efficient and consistent overall service to our residents and tenants.

Fig 1.0 – Avoidable Contact



Recommendation 2

That the cabinet update the Repairs Improvement Plan to include a commitment to pro-active maintenance as a part of its new Asset Management Strategy and also that repairs improvement targets are reviewed quarterly.

Response to Recommendation 2

7. As part of our broader Asset Management Strategy, when we carry out routine repairs or planned works, our operatives will report unrelated repairs to be remedied. Monthly inspections will be undertaken at all estates to proactively identify any required works. We have continued to expand our Repair Action Days across all housing areas, with dates communicated widely in advance.
8. Performance against our repair improvement targets will be reviewed monthly to ensure that improvement actions implemented are delivering the expected improvements.

Recommendation 3

That the cabinet review the funding for resources in the repairs service to ensure the right levels of staffing and also endeavour to provide fit for purpose IT systems such as the integrated Customer Relationship Management (CRM) platform to fulfil the aspirations in the new Asset Management Strategy and the Repairs Improvement Plan.

Response to Recommendation 3

9. We, are in the process of reviewing resources across all service areas, and the approach to use of technology as part of the repairs improvement programme. The service will work closely with customer services to determine the most effective use of technology to provide real time information, ease of access for scheduling works and longer term online access for tenants.

Recommendation 4

That the cabinet ensure there is clear and transparent communication with council leaseholders on decisions to undertake repair works, including value for money, and a clear process for council leaseholders to challenge estimations and requirements of major works through complaint and escalation procedures; and also ensure that this process is widely understood and publicised through all resident communication channels.

Response to Recommendation 4

10. The process of communication is set out by The Putting Residents First commitment regarding consultation and communication. The formal legal process of consultation is by the Section 20 process where justification and challenge of scope and costs takes place Leaseholders are invited to make observations as part of the Section 20 process.

11. Residents can also lodge complaints directly or via their ward Cllrs or MP and finally with the First Tier Tribunal, which can also be through a mediation framework.

Recommendation 5

That the cabinet commit to ensuring that all service charges statements and specifications of works will be written in plain English by the end of the year 2023-24, and that appropriate training of officers is in place to support this.

Response to Recommendation 5

12. Home Ownership Services is committed to ensuring that all documents produced by the service continue to comply with Plain English standards. Officers that are employed in Home Ownership Services are assessed on their ability to communicate effectively.. Each officer is comprehensively trained before they begin carrying out consultation with homeowners and all communication, both statutory and not, will be reviewed before release until we are confident that the standards are met by each officer.
13. We have engaged with homeowner groups and working parties and reviewed our invoices, notices, notifications, statements and accompanying literature to improve our communications with homeowners and ensure that information sent out is clear and understandable.
14. There are certain unavoidable legal and contractual requirements where information is required to be included in a specific format and where this is the case we would look to explain further in accompanying literature. An example of this would be instances such as First Tier Tribunals setting directions directing the Council to release information in a prescribed manner.

Recommendation 6

That the cabinet ensure that quarterly reviews and assessments of major repair works are carried out, especially with regards to competency, quality, value for money, timely completion and resident feedback, and make this information available to ward councillors and residents' associations.

Response to Recommendation 6

15. The major works scrutiny board looks at the needs across Asset Management to ensure that not only asset renewal information is captured but that day to day repairs form part of the presented scope.
16. Also the client Quantity Surveyor as part of a new addition to the Major Works Delivery reviews costs for best value which takes place monthly on project reviews. Each quarter there is a Partnering Board where costs are reviewed across the borough with Partnering Contractors, Client and the Partnering Advisor. Competency, Quality, Value for Money, timely completion will be part of Resident Project Group agenda as a monthly review. These are available on request, as part of the Partnering Advisor role for the Term Contracts Quarterly

Reviews are undertaken and these documents can also be made available as part of any FOI request.

Recommendation 7

That the cabinet ensure that appropriate residents' organisations have the access to audit major repair works and that this is a key component of the repairs review processes.

Response to Recommendation 7

17. Resident Project Groups have access to view the scope, costs and Leaseholders upon request have access to view all documentation related to their bills. As part of Putting Residents First (PRF) Policy this information is readily available and can be readily available on request to any TRA or ward Cllrs.

Recommendation 8

That the cabinet include empty homes on the agendas for meetings held with housing associations with more than 1000 units from the start of the year 2023-24.

Response to Recommendation 8

18. We will ensure that empty homes are added to agendas for formal meetings with Housing Associations.

Equalities (including socio-economic) impact statement

19. This report is not considered to contain any proposals that would have a significant equalities impact.

Health impact statement

20. This report is not considered to contain any proposals that would have a significant health impact.

Climate change implications

21. This report is not considered to contain any proposals that would have a significant impact on climate change.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Cabinet scrutiny commission report 13 June 2023	Online	Paula.thornton@southwark.gov.uk
Link (please copy and paste into browser): Report Scrutiny Commission Review of Housing Repairs Services Council Leasholders and Empty homes.pdf (southwark.gov.uk)		

APPENDICES

No.	Title
None	

AUDIT TRAIL

Cabinet Member	Councillor Stephanie Cryan Homes, Communities and Finance		
Lead Officer	Dave Hodgson, Director of Asset Management		
Report Author	Chris Wood, Interim Assistant Director of Repairs		
Version	Final		
Dated	1 September 2023		
Key Decision?	No		
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER			
Officer Title	Comments Sought	Comments included	
Assistant Chief Executive, Governance & Assurance	Yes	No	
Strategic Director of Finance	Yes	No	
Cabinet Member	Yes	Yes	
Date report sent to Constitutional Team	1 September 2023		

Item No. 15.	Classification: Open	Date: 12 September 2023	Meeting Name: Cabinet
Report title:		Response to Housing and Community Safety Scrutiny Review: Violence Against Women and Girls, Hate Crime and Domestic Abuse	
Ward(s) or groups affected:		All	
Cabinet Member:		Councilor Dora Dixon-Fyle, Community Safety	

FOREWORD - COUNCILLOR DORA DIXON-FYLE, CABINET MEMBER FOR COMMUNITY SAFETY

I welcome the recommendations made in the Housing and Community Safety Scrutiny commission report: Violence Against Women and Girls (VAWG), Hate Crime, and Domestic Abuse.

Domestic abuse and violence against women and girls has been a council priority for a number of years. During this period the sector has experienced a number of challenges including the Covid pandemic; and enforced lockdowns making it more difficult for victims of domestic abuse to access help. Women’s safety has very much come into the forefront highlighted by a number of high profile tragic incidents whereby women have lost their lives, this includes the murder of Sarah Everard, for which the ramifications were felt locally. We are now living in a cost of living crisis, which is not only impacting our residents; for financial reasons making it more difficult for domestic abuse survivors to leave their abuser and gain financial independence, but also impacting our service providers; with increased utility costs in supported refuge accommodation. For these reasons domestic abuse and VAWG remain a priority for the council with a commitment to deliver improvements as seen in our Council Delivery Plan.

We are currently in the process of reviewing our current domestic abuse and violence against women and girls service offer in line with changing service need, with a view to developing a new transformational service to be in place for August 2024. This work will include a strategic needs assessment and widespread consultation with stakeholders, local VAWG delivery agencies, the local community and service users to ensure that the new service is fit for purpose; accessible to all members of our community. This work will also support our statutory responsibilities in relation to the new Serious Violence duty which requires specified authorities to work together to prevent and reduce serious violence including domestic abuse, and develop a local strategy.

I am confident with the priority focus given to VAWG by the council and other statutory partners that we have the tools to really make a change in this area and improve the lives of individuals and the community blighted by this issue. Building

on the strong community foundations that we already have in place. I am confident that together we can make Southwark a safer place for all.

RECOMMENDATION

1. That the cabinet notes the response to the VAWG, hate crime, and domestic abuse scrutiny recommendations as set out in Table 1.

BACKGROUND INFORMATION

2. The housing and community safety scrutiny commission report - Violence Against Women and Girls (VAWG), Hate Crime and Domestic Abuse, was discussed at the cabinet meeting in June 2023 (agenda item 21).
3. Three recommendations were made. This report sets out a response to each recommendation and details whether, when and how the recommendations will be taken forward.

KEY ISSUES FOR CONSIDERATION

4. The review put forward 3 recommendations. These are detailed in Table 1. below with the considered response.
5. Table 1. Response to Violence Against Women and Girls (VAWG), Hate Crime and Domestic Abuse Scrutiny Recommendations

<i>Recommendation</i>	<i>Response</i>
<i>Recommendation 1</i> - That the Cabinet prioritise the delivery of the Women's Safety Centre, aiming to launch a consultation with relevant voluntary sector organisations in the borough within the year 2023-24.	<p>The council is committed to delivering a ground-breaking women safety provision by 2026. This recommendation is supported.</p> <p>The women's safety centre is an option identified as part of our VAWG transformation work currently taking place. This includes a review of our current services and local needs A key part of this process includes the development of an engagement plan including consulting with stakeholders (including the community and voluntary sector).</p> <p><u>Stakeholders</u> Some initial stakeholder engagement work took place during 2022, on the concept of a Women's Safety Centre. This included speaking with local senior Police colleagues and key VAWG providers from the CVS in the</p>

<i>Recommendation</i>	<i>Response</i>
	<p>borough. This stakeholder engagement work will be extended during 2023.</p> <p>Longer term we will be developing with the CVS an Expert By Experience Panel which will continue to inform and shape the direction of our VAWG work in Southwark.</p> <p><u>Young People</u> As part of the engagement plan we are working with young people and young adults to ensure their voices and views are heard.</p> <p>The responses from our engagement and consultation will feed into the Strategic Needs Assessment, which will help form the strategic transformation governance board procurement decisions and development of new integrated services.</p>
<p><i>Recommendation 2</i> - That the cabinet member for community safety work with the Metropolitan Police, Mayor's Office for Policing and Crime and the voluntary sector to establish enhanced collection of data on misogynistic hate crime and non-hate crime incidents, including how this intersects with the other protected characteristics in the borough of Southwark, and that the data from these reports is reviewed annually.</p>	<p><i>Tackling misogyny and violence against women and girls</i> is a priority for the council, included as an objective in the Council Delivery Plan.</p> <p>Misogyny is not currently recognised as a criminal offence, the Metropolitan Police do not respond to misogyny incidents (unless in relation to another offence). Data is not collected and therefore not available to the council to analyse and review.</p> <p>The Law Commission undertook a review of Hate Crime Laws in 2021. This included consideration of whether misogyny should be criminalised and made a hate crime. The Law Commission concluded in its 'Hate Crime Laws: Final Report (PDF, 3.2MB)' (published 7 December 2021) "that making misogyny a hate crime would not be an effective solution to the very real problem of violence,</p>

<i>Recommendation</i>	<i>Response</i>
	<p>abuse and harassment of women and girls in England and Wales, and may in fact be counterproductive in some respects.”</p> <p>Without the legal recognition of misogyny as a hate crime there is no requirement on organisations including the Metropolitan Police Service to respond or collect data in relation to misogyny.</p> <p>The Mayor’s Office for Policing and Crime in July 2023 recently (July 2023) launched their ‘Say Maaate to a mate’ campaign empowering men to challenge misogyny by saying ‘maaate’ to their mates when they cross the line. This campaign builds on the Mayor’s ‘Have A Word’ campaign, which launched last year, calling on men to “have a word” with themselves and then their friends in order to tackle violence against women and girls.</p> <p>The council has taken steps locally to raise awareness of misogyny; In November 2022 we launched an anti-misogyny campaign ‘Through Her Eyes’ aimed at young males. During 2023 working with the Southwark Young Advisors we will be delivering sessions to youth groups and schools as part of behavioral change programme.</p> <p>In relation to data collections the Council’s Community Safety Team are taking steps to collect local data on misogyny. In 2021 a Women’s Safety Survey was undertaken, to improve our understanding of how safe women feel in the borough; living, working, going to school and travelling in Southwark. The survey will be repeated during late 2023 and then annually, extended to include questions relating to misogyny. This</p>

<i>Recommendation</i>	<i>Response</i>
	will be collected alongside demographic data, including protected characteristics, to understand how this intersects with experiences of misogyny. The survey will run alongside a number of focus groups with voluntary sector providers enhancing the overall picture for misogyny in the borough.
<p><i>Recommendation 3</i> - That the cabinet member for community safety liaise with the Metropolitan Police, Mayor's Office for Policing and Crime and the voluntary sector to ensure that feedback is routinely collected from victims of domestic and sexual violence about their experiences of the police, in line with the findings of the Baroness Casey Review.</p>	<p><i>Work with the Metropolitan Police to tackle male violence against women, and challenge them to work with women to rebuild their trust and confidence</i> is a council delivery plan commitment. The Leader of the Council and the Cabinet Member have formally written to the Commissioner, Sir Mark Rowley outlining our endorsement of all of the Baroness Casey Review recommendations. This commitment also offers support from the local authority to the MET to deliver action which includes enhanced support for victims of domestic and sexual violence.</p> <p>As part of restoring trust and confidence locally we will be working closely with the local Police Command Unit to ensure that victims feedback is used to shape and drive local standards and improvement. An example of this is through jointly funding a role with police to oversee this work. This recommendation is supported.</p>

Policy framework implications

6. The new Domestic Abuse Act came in to force in 2021. Key measures include:
- A new statutory definition of domestic abuse which includes economic abuse and coercive control and defines children as victims
 - Strengthened responses to perpetrators through the introduction of new civil orders
 - Establishment of a Domestic Abuse Commissioner in Law
 - A duty on Tier 1 Local Authorities (the GLA in London) to provide

support to domestic abuse survivors in safe accommodation.

7. In July 2021, the government published The Tackling Violence against Women and Girls Strategy. The strategy reiterated the framework of prevention, provision of services, partnership working and perpetrators as the model to tackle VAWG.
8. In 2018, The Mayor's Office for Policing and Crime (MOPAC) published its strategic vision in "A Safer City for Woman and Girls". The London Tackling Violence against Woman and Girls Strategy, 2018 – 2021 which detailed a framework for London to be at the global forefront of tackling VAWG. The consultation process for the new Strategy from 2022 onwards is currently underway.
9. Southwark's five year VAWG strategy was approved by cabinet in July 2019. An associated five year delivery plan is being implemented which includes a commitment to review and redesign our local VAWG service offer.
10. The Police, Crime, Sentencing and Courts Act 2022 contains a Serious Violence Duty on public bodies. It requires specified authorities to work together to prevent and reduce serious violence and domestic abuse, including identifying the kinds of serious violence that occur in the area, the causes of that violence (so far as it is possible to do so), and to prepare and implement a strategy for preventing and reducing serious violence in the area. The Duty also requires the specified authorities to consult educational, prison and youth custody authorities for the area in the preparation of their strategy.

Community, equalities (including socio-economic) and health impacts

Community impact statement

11. An equalities analysis was undertaken in January 2022 as part of the developmental work for the recommissioning of VAWG services. The equality analysis demonstrates that the policy shows no potential for discrimination.

Equalities (including socio-economic) impact statement

12. Pursuant to section 149 of the Equality Act 2010, due regard has been given to the Council's decision making processes to the need to:
 - a) Eliminate discrimination, harassment, victimisation or other prohibited conduct.
 - b) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not.
 - c) Foster good relations between those who share a relevant characteristic and those that do not share it

13. The relevant protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. The Public Sector Equality Duty also applies to marriage and civil partnership, but only in relation to (a) above.
14. Officers have taken steps to ensure compliance with the Public Sector Equality Duty imposed by the Equality Act 2010 as set out in the Community Impact Statement section above in particular:
 - In 2016/17, a Joint Service Needs Assessment (JSNA) was undertaken by Public Health of the wider health needs of victims/survivors of domestic violence and abuse. Needs analysis was also conducted to inform the development of the VAWG Strategy 2019-2024.
 - In the development of a new VAWG service an Equality Impact Assessment (EQIA) was undertaken in January 2022. The recommendations within this report have been judged to have no or a very small impact on local people and communities.

Health impact statement

15. Domestic abuse and other VAWG related crimes have an enormous impact on the physical and mental health and wellbeing of survivors and their children. Both current service provision and future proposals are focused on providing trauma-informed support with the aim of reducing short, medium and long-term harm and aiding long-term recovery.
16. Health impact has been considered and included in the revised EQIA of January 2022.

Climate change implications

17. None applicable

Resource implications

18. There will be additional short-term resource implications in the implementation of some of the recommendations, and these will be costed by the lead organisation/department.
19. Longer term there are plans to develop and procure a new transformational VAWG service to be in place from August 2024 are underway. This will take into consideration the recommendations contained within this report. The new service will be subject to a separate report for consideration by cabinet and any relevant implications will be set out in this report.

Legal implications

20. There are no legal implications arising from this report. Plans to develop and procure a new transformational VAWG service to be in place from August 2024 are underway. This will take into consideration the recommendations

contained within this report. The new service will be subject to a separate report for consideration by cabinet and any relevant implications will be set out in this report.

Financial implications

21. There will be additional short-term financial implications in the implementation of some of the recommendations, and these will be costed by the lead organisation/department.
22. Longer term there are plans to develop and procure a new transformational VAWG service to be in place from 1 July 2024 are underway. This will take into consideration the recommendations contained within this report. The new service will be subject to a separate report for consideration by cabinet and any relevant implications will be set out in this report.

Consultation

23. The Housing and Community Safety Scrutiny Commission in undertaking their review under took widespread consultation and evidence gathering from council services, other statutory services, and community groups.
24. A comprehensive consultation is already underway in relation to developing a new VAWG service.

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Head of Procurement

25. Not applicable

Assistant Chief Executive, Governance and Assurance

26. Not applicable

Strategic Director of Finance

27. Not applicable

Other officers

28. Not applicable

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Cabinet agenda 13 June 2023	160 Tooley Street, London, SE1 2QH	Paula.thornton@southwark.gov.uk
https://moderngov.southwark.gov.uk/documents/g7676/Public%20reports%20pack%20Tuesday%2013-Jun-2023%2011.00%20Cabinet.pdf?T=10		

APPENDICES

No.	Title
None	

AUDIT TRAIL

Cabinet Member	Councillor Dora Dixon-Fyle, Community Safety	
Lead Officer	Caroline Bruce, Strategic Director of Environment, Neighbourhoods, and Growth	
Report Author	Sharon Ogden, Safer Communities Team Manager	
Version	Final	
Dated	17 August 2023	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Assistant Chief Executive, Governance and Assurance	No	No
Strategic Director of Finance	No	No
List other officers here		
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team	17 August 2023	

Item No. 9	Classification: Open	Date: 12 October 2023	Meeting Name: Housing and Community Safety Scrutiny Commission
Report title:		Work Programme 2023-24	
Ward(s) or groups affected:		N/a	
From:		Scrutiny Officer	

RECOMMENDATIONS

1. That the housing and community safety scrutiny commission note the work programme as at 12 October 2023 attached as Appendix 1.
2. That the housing and community safety scrutiny commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions,

initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
 - f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
 - g) consider any matter affecting the area or its inhabitants
 - h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
 - i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
 - j) conduct research and consultation on the analysis of policy issues and possible options
 - k) question and gather evidence from any other person (with their consent)
 - l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
 - m) conclude inquiries promptly and normally within six months
4. The work programme document lists those items which have been or are to be considered in line with the committee's terms of reference.

KEY ISSUES FOR CONSIDERATION

5. The Housing service areas that fall within the scope of the Housing and Community Safety Scrutiny Commission are:
- Resident Services (which includes area management, strategy and business support, strategic business and support housing services).
 - Customer Experience Division (which includes the Contact Centre; Customer Resolution and Specialist Services, My Southwark Home Owners and the Housing Solutions Services).
 - Asset Management Division (which includes New Homes; Investment, Repairs & Maintenance and Engineering).

6. As of 20 May 2023 the commission also now has within in its remit the cabinet portfolio elements listed below:

Council Homes (Councillor Darren Merrill)

- **Management of the council's homes** – including council homes, sheltered and extra care homes, council owned temporary accommodation, high needs hostels and homes and sites for Gypsy, Roma and traveller communities
- **Residents involvement and services** – including services and advice for council tenants, leaseholders and freeholders and support for Tenants and Resident Associations and Tenant Management Organisations
- **Housing maintenance** – including repairs and major works; heat networks; communal repairs; gas and electrical safety and refurbishment of voids
- **Fire safety** – ensuring council homes meet fire safety standards and leading the council's work on fire safety, cladding and remediation for private sector and housing association residential buildings
- **Housing allocations** – oversight of the council's Housing Solutions Service and the allocation of council homes, housing association, social rent and key worker homes to Southwark residents
- **Renewal of the Aylesbury, Tustin, Ledbury and Abbeyfield estates** – working with residents to deliver new and improved homes and estates (working with the Cabinet Member for New Homes and Sustainable Development)
- **Tenants and residents' halls** – including their maintenance, ongoing improvement and ensuring they are the best possible facilities for residents of our estates and broader community.

Community Safety (Councillor Dora Dixon-Fyle)

- **Reducing crime and anti-social behaviour** – including community wardens, antisocial behaviour team, noise service, CCTV, public spaces protection orders, preventing hate crime, tackling modern day slavery
- **Violence reduction** – working to end misogyny and violence against women and girls; and youth violence and the criminal exploitation of young people
- **Domestic abuse** – support for people who have experienced domestic abuse, Women's Safety Centre and safe spaces
- **Improving policing** – promoting equitable policing and strengthening community relations with the police
- **Licencing** – of premises serving alcohol or late night refreshment and of gambling
- **Environmental health** – including trading standards, food safety and environmental protection

- **Private rented housing** – increasing protections for private renters licencing and advice services for private sector renters.

New Homes & Sustainable Development (Councillor Helen Dennis)

- **New council homes** – the council’s work to build thousands of new council homes; including new council homes for older people; net-zero homes; and working with the Cabinet Member for Council Homes to deliver new council homes on the Aylesbury, Tustin, Ledbury and Abbeyfield estates
- **New affordable homes** – including housing association social rent homes; keyworker homes; community land trusts and housing cooperatives; homes for refugees; and temporary accommodation.
- **Homelessness** – Including support for people who are at risk of being or who become homeless; working to end rough sleeping; securing good quality temporary accommodation; and establishing the council’s Good Lettings Agency
- **Empty homes and short-term lets** – including the council’s Empty Homes Action Plan; and the Good Lettings Agency.

Deputy Cabinet Member for Housing Allocations (Councillor Leo Pollak)

- **New council homes** – the council’s work to build thousands of new council homes; including new council homes for older people; net-zero homes; and working with the Cabinet Member for Council Homes to deliver new council homes on the Aylesbury, Tustin, Ledbury and Abbeyfield estates
 - **New affordable homes** – including housing association social rent homes; keyworker homes; community land trusts and housing cooperatives; homes for refugees; and temporary accommodation.
 - **Homelessness** – Including support for people who are at risk of being or who become homeless; working to end rough sleeping; securing good quality temporary accommodation; and establishing the council’s Good Lettings Agency
 - **Empty homes and short-term lets** – including the council’s Empty Homes Action Plan; and the Good Lettings Agency.
7. Set out in Appendix 1 (Work Programme) are the issues the housing scrutiny commission is due to consider in the 2023-24 municipal year.
 8. The work programme is a standing item on the housing scrutiny commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Housing and Community Safety Scrutiny Commission	Southwark Council Website	Amit Alva 020 7525 0496
Link: https://moderngov.southwark.gov.uk/ieListMeetings.aspx?CIId=605&Year=2023		

APPENDICES

No.	Title
Appendix 1	Work Programme 2023/24

AUDIT TRAIL

Lead Officer	Amit Alva, Scrutiny Officer	
Report Author	Amit Alva	
Version	Final	
Dated	4 October 2023	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Scrutiny Team	4 October 2023	

Housing and Community Safety Scrutiny Commission Work Programme – 2023/24

Meeting	Agenda items	Comment
13 July 2023	Housing Allocations and Lettings policy for council homes and housing associations.	To receive a report/briefing from Deputy Cabinet Member Councillor Leo Pollak on the council's housing allocations and letting policy for council homes and housing associations.
12 October 2023	Overview of Southwark's Temporary Accommodation Policy including the current and future budget impact.	To receive a report from Karen Shaw Head of Housing Solutions on temporary accommodation.
	Compensation scheme for heating outages	To receive a report from Simon Holmes, Head of Engineering and Tom Vosper Strategic Project Manager on the Compensation Scheme for heating outages.
Upcoming Meetings	Agenda Items yet to be scheduled	Comment
14 December 2023 6 February 2024 17 April 2024	<ul style="list-style-type: none"> • Housing Associations - housing stock, repairs and engagement with Council. • Oversight of the London Metropolitan Police (Baroness Casey Review). • Interview with Borough Police Commander. • Interview with Borough Fire Commander. • Housing Resident Participation Framework 	All Items agenda items to be confirmed

	<ul style="list-style-type: none">• Interview with Cabinet Member for Council Homes• Interview with Cabinet Member for Community Safety	
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Housing and Community Safety Scrutiny Commission

MUNICIPAL YEAR 2023-24

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Amit Alva Tel: 020 7525 0496

Name	No of copies	Name	No of copies
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Councillor Emily Tester (Vice-Chair)		Group Office	
Councillor Jane Salmon		External	
Councillor Barrie Hargrove		Caroline Vincent	
Councillor Esme Hicks		Reserves Members	
Councillor Sam Foster		Councillor Portia Mwangangye	
Councillor Victoria Mills		Councillor Sam Dalton	
Reserves Members		Councillor Joseph Vambe	
Councillor Portia Mwangangye		Councillor Ketzia Harper	
Councillor Sam Dalton		Councillor Cleo Soanes	
Councillor Joseph Vambe		Councillor Hamish McCallum	
Councillor Ketzia Harper		Councillor Adam Hood	
Councillor Cleo Soanes		Co-Opted Members	
Councillor Hamish McCallum		Bassey Bassey (Southwark TMO)	
Councillor Adam Hood		Cris Claridge (Tenants Forum)	
Co-Opted Members		Ina Negoita (Homeowners Forum)	
Bassey Bassey (Southwark TMO)		Dated: 3 October 2023	
Cris Claridge (Tenants Forum)			
Ina Negoita (Homeowners Forum)			