

Housing, Community Safety and Community Engagement Scrutiny Commission

Monday 25 November 2024

7.00 pm

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

Membership

Councillor Sam Foster (Chair)
Councillor Emily Tester (Vice-Chair)
Councillor Barrie Hargrove
Councillor Ketzia Harper
Councillor Esme Hicks
Councillor Sunny Lambe
Councillor Jane Salmon
Basseyy Basseyy (Co-opted Member)
Cris Claridge (Co-opted Member)
Ina Negoita (Co-opted Member)

Reserves

Councillor Cassandra Brown
Councillor Ellie Cumbo
Councillor Laura Johnson
Councillor Bethan Roberts
Councillor Kath Whittam
Councillor Adam Hood
Councillor Hamish McCallum

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

Babysitting/Carers allowances

If you are a resident of the borough and have paid someone to look after your children, an elderly dependant or a dependant with disabilities so that you could attend this meeting, you may claim an allowance from the council. Please collect a claim form at the meeting.

Access

The council is committed to making its meetings accessible. For details on building access, translation, provision of signers or any other requirements for this meeting, please contact the person below.

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: 15 November 2024



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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	
	To approve as a correct record the minutes of the meeting held on 18 September 2024. <i>(To follow)</i>	
5.	DRAFT RESIDENT INVOLVEMENT STRATEGY	
	To receive a report on the Draft Resident Involvement Strategy from Hakeem Osinaike, Strategic Director of Housing and Nat Stevens, Resident Involvement Manager.	

6. INTERVIEW WITH REPRESENTATIVES OF TENANTS AND RESIDENT ASSOCIATION (TRA'S) AND TENANTS COUNCIL

To hear from Sandra Salmon, Aylesbury TRA and Harry Matthews, Chair of Thurlow Lodge TRA on their TRA experiences, TRA structures and Council support for TRAs.

To also hear from a representative of the Tenants' Council.

7. PROPOSED WORK PROGRAMME 2024-2025 1 - 8

To consider the work programme for the 2024-2025 year.

8. FAIR COMMUNITY HOUSING SERVICES FORENSIC REVIEW

To receive a report from Nat Stevens, Resident Involvement Manager on Fair Community Housing Services Forensic Review.

DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.

Date: 15 November 2024

Meeting Name:	Housing, Community Safety and Community Engagement Scrutiny Commission
Date:	25 November 2024
Report title:	Work Programme 2024-25
Ward(s) or groups affected:	N/A
Classification:	Open
Reason for lateness (if applicable):	N/A
From:	Scrutiny Officer

RECOMMENDATIONS

1. That the housing, community safety and community engagement scrutiny commission note the work programme as at 25 November 2024 attached as Appendix 1.
2. That the housing, community safety and community engagement 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 , Community Safety and Community Engagement 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 27 November 2023 the commission also now has within in its remit the cabinet portfolio elements listed below:

Council Homes (Councillor Sarah King)

- **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
- **Housing allocations** – lettings policy and allocation policy. Allocation of council, social rent and key worker homes to Southwark residents, supporting them to find a home the right size for their needs
- **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, including Getting Involved Grants
- **Housing maintenance** - including repairs and major works; heat networks; communal repairs; gas and electrical safety and refurbishment of empty council homes
- **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
- **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

Cabinet Member for Community Safety & Neighbourhoods (Councillor Natasha Ennin)

- **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.
- **Neighbourhoods** - working with residents in each neighbourhood to develop strategic plans to improve each neighbourhood, current ward forum arrangements and empowering communities programme, including the Neighbourhoods Fund and Cleaner Greener Safe Fund

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.
 - **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 Council Homes)
7. As of 5 October 2023 the commission also now has within in its remit the **Community Engagement** cabinet portfolio elements listed below:

Cabinet Member for Communities, Democracy and Finance (Councillor Stephanie Cryan)

Voluntary, community and faith sector - including community hubs, volunteering, community involvement and consultations

8. Set out in Appendix 1 (Work Programme) are the issues the housing scrutiny commission is due to consider in the 2024-25 municipal year.
9. 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 2024/25

AUDIT TRAIL

Lead Officer	Amit Alva, Scrutiny Officer	
Report Author	Amit Alva	
Version	Final	
Dated	15 November 2024	
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	15 November 2024	

Housing, Community Safety and Community Engagement Scrutiny Commission Work Programme – 2024/25

Meeting	Agenda items	Comment
23 July 2024	Formal Consultation Plan for the Homelessness Strategy <ul style="list-style-type: none"> • Formal Consultation Plan • Draft Online Survey • Communications Plan 	To receive a report from Cabinet Member for New Homes & Sustainable Development Councillor Helen Dennis on the formal consultation plan for the homelessness strategy. Officer support Cheryl Russell, Director of Residents Services, Jerome Duffy, Programme, Policy and Change Manager and Karen Shaw Head of Housing Solutions
	Southwark Independent Policing Oversight Board Terms of Reference	To receive the Terms of Reference from Cabinet Member for Community Safety & Neighbourhoods Councillor Natasha Enin, for the Southwark Independent Policing Oversight Board. Officer support Stephen Douglass Director, Stronger Neighbourhoods.
	Southwark Trust & Confidence Plan	To receive a paper and also hear from Chief Superintendent Sebastian Adjei-Addoh and Superintendent Jim Brockway on the Southwark Trust & Confidence Plan.

Meeting	Agenda Items	Comment
18 September 2024	The role of TRAs' and TMOs' in wards	To receive a report from Nat Stevens, Resident Involvement Manager on the role of TRAs' and TMOs' in wards. Supported by Hakeem Osinaike, Strategic Director of Housing.
	Excessive gas consumption in district heating networks and prohibitive costs for leaseholders - Investigation and Outcome.	To receive a report on gas consumption in district heating networks from Tom Vosper, Strategic Project Manager and Simon Holmes, Head of Engineering. Supported by Hakeem Osinaike, Strategic Director of Housing and Simon Holmes, Head of Engineering.
25 November 2024	Draft Resident Involvement Strategy	To receive a report on the Draft Resident Involvement Strategy from Hakeem Osinaike, Strategic Director of Housing and Nat Stevens, Resident Involvement Manager
	Interview with representatives of Tenants and Resident Association (TRA's) and Tenants Council	Sandra Salmon- Aylesbury TRA Harry Matthews - Chair of Thurlow Lodge TRA

Upcoming Meetings	Agenda Items yet to be scheduled	Comment
24 February 2025 22 April 2025	<ul style="list-style-type: none">• Council's approach to upcoming market regulations of district heating networks by Ofgem• Electrical Safety Testing Audit outcome• Procurement and contract management - district heating systems, contractors, repairs and major works.• Housing Associations and their partnership with the council• Cabinet Member Interviews for Community Safety• Interview with Borough Police Commander• Interview with the Borough Fire Commander	