

Housing and Community Safety Scrutiny Commission Work Programme – 2022/23

Meeting	Agenda items	Comment
12 July 2022	Housing Repairs Call Centre report on: <ul style="list-style-type: none"> • Waiting times • Staff capacity • Impact of the pandemic • Main Issues faced over longer term 	Commission received report from Ade Aderemi, Head of Customer Services.
	Safer Neighbourhood Teams <ul style="list-style-type: none"> • Co-ordination and support provided to the Safer Neighbourhood police teams • Structures and number of people in such teams, turnover levels of police officers • Ward specific differences amongst the police teams • Community cohesion role of the police teams in the wards and key competencies required • Impact of pandemic 	Commission interviewed Chief Inspector, Steve Boswell in charge of all Safer Neighbourhood Teams from the London MET Police.
	Work Programme	Considered at each meeting.

3 October 2022	<ul style="list-style-type: none"> • To hear from David Eyles of the Leaseholders Association of Southwark on leasehold matters • To hear from leaseholder representatives on leaseholder experiences of legacy and current repair issues • Issues with Leaseholder charges and the impact of the cost-of-living crisis on leaseholders especially but not limited to rising energy bills and repair issues 	<p>Officer attending Louise Turff, Head of Homeownership Services, Finance and Governance to present a report on how expenditures are accounted for in service charges and also any repair issues</p>
	<ul style="list-style-type: none"> • Progress on Empty homes 	<p>Progress made on the utilisation of empty homes.</p> <p>Officers attending Perry Singh, Strategy and Business Support Manager, Housing and Modernisation.</p>

<p>21 November 2022</p>	<ul style="list-style-type: none"> • Interview with Cabinet Member for Council homes and homelessness • Housing Allocation Statistics & Overcrowding • The projected impact of the cost of living crisis on Southwark council housing tenants, report covering but not limited to: <ul style="list-style-type: none"> ○ Increase in Domestic Abuse and the impact of the change of providers from Solace to Refuge. ○ Increase in Anti-Social Behaviour 	<p>Interview with Councillor Darren Merrill including a holistic overview of key strategies and projects under the Cabinet member portfolio for Council Homes and Homelessness. Including the following topics but not limited to</p> <ul style="list-style-type: none"> ➤ Housing repairs service including the contact centre service, multiple failures, repeated calls, contractors and an update on the new strategy in development. (To be confirmed). <p>To receive a report/update from officers on Housing Allocation Statistics & Overcrowding.</p> <p>To receive a comprehensive report from officers on the projected impact of the cost of living crisis on Southwark Housing. The report to include Domestic Abuse (impact of changing providers from Solace to Refuge) and Anti-social behaviour.</p>
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	Proposed Items for upcoming meetings	
	<ul style="list-style-type: none"> • Impact of the cost-of-living crisis on the Council houses and private rented sector • Temporary accommodation • Interview with Cabinet Member for Community Safety. (Safer Southwark - Community Safety Plan Review) • Interview with the Police Commander for London Borough of Southwark (Trust and visibility of the policing in the community) • Interview with the Fire Commander for London Borough of Southwark • Housing Repairs service overall strategy review including contact centre repeated calls (multiple failures), to be confirmed for 15 February 2023 meeting. • Final Scrutiny recommendations 	Attendance of Cabinet member and officers for these items to be confirmed.