

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.

<p>3 October 2022</p>	<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 • Interview with the Fire Commander for London Borough of Southwark	<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.➤ Housing Allocation Statistics & Overcrowding to note as an agenda item.➤ Leaseholder Charges with input from asset management team, VFM for charges and transparency.➤ Empty homes <p>Report from Verona Clark, Borough Commander for the Southwark Fire Brigade on key fire safety issues.</p>
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15 February 2023	<p>Interview with Cabinet Member for Community Safety on:</p> <ul style="list-style-type: none"> • Southwark’s Community Safety Plan • Impact of the change of Domestic abuse providers from Solace to Refuge • 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"> ▪ Effect on Domestic Abuse ▪ Effect on Anti-Social Behaviour (ASB) • Interview with the Police Commander for the London Borough of Southwark 	<p>Projected or reported increase in domestic abuse cases in Southwark by Refuge, Safe lives etc. due to victims being unable to afford to leave unsafe homes due to factors such as cost-of-living crisis etc. including victims that are private rented and council tenants and the council’s response in providing support services and reporting.</p> <p>Councillor Dora Dixon-Fyle</p> <p>Officer Sharon Ogden, Safer Communities Team Manager Environment and Leisure to present on domestic abuse.</p> <p>Officer presenting ASB report to be confirmed.</p> <p>BCU Commander Colin Wingrove to be interviewed and presenting on ‘Trust and visibility of the policing in the community’.</p>
Upcoming Meeting		
19 April 2023	<ul style="list-style-type: none"> • Housing Repairs service overall strategy review including contact centre repeated calls (multiple failures). • Final Scrutiny recommendations 	To be confirmed for 19 April 2023 meeting.