

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>

Meeting	Agenda Items	Comment
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) <i>(Report to follow)</i> • 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 and Stephen Douglass (Director Communities Environment, Neighbourhoods & Growth)</p> <p>Officer Sharon Ogden, Safer Communities Team Manager Environment and Leisure to present on domestic abuse.</p> <p>Stephen Douglass (Director Communities Environment, Neighbourhoods & Growth)</p> <p>BCU Commander Colin Wingrove to be interviewed and presenting on 'Trust and visibility of the policing in the community'.</p>

<p>13 April 2023</p>	<ul style="list-style-type: none"> • Council support for resident-led housing meetings- process improvements • Housing Repairs service overall strategy review including contact centre repeated calls (multiple failures) • Finalising Scrutiny recommendations 	<p>Councillor Darren Merrill, Cheryl Russell, Director of Resident Services, Housing and Modernisation and Nat Stevens, Resident Involvement Manager, Housing Department to discuss the learnings from the recent resident-led housing meetings.</p> <p>Dave Hodgson, Director of Asset Management discuss the new strategy for Housing Repairs Service and Ade Aderemi, Head of Customer Services to discuss contact centres</p> <p>To be discussed by the commission members at the meeting.</p>
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