

Overview & Scrutiny

Living in Hackney Scrutiny Commission

All Members of the Living in Hackney Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows

Monday 23 January 2023

7.00 pm

Council Chamber, Hackney Town Hall, Mare Street, London E8 1EA

This meeting can be viewed (or replayed) via the following link:

<https://youtu.be/1F9XDBLe5ek>

A back up link is provided in the event of any technical difficulties:

<https://youtu.be/bEX6GmAmx6o>

Should you wish to attend the meeting please give notice to the contact below and note the guidance included in the frontsheet.

Contact:

Craig Player

☎ 020 8356 4316

✉ craig.player@hackney.gov.uk

Mark Carroll

Chief Executive, London Borough of Hackney

Members: Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Penny Wrouth, Cllr Soraya Adejare (Chair), Cllr Clare Joseph (Vice-Chair), Cllr Joseph Ogundemuren, Cllr Sam Pallis, Cllr Ali Sadek, Cllr Sarah Young and Cllr Zoe Garbett

Agenda

ALL MEETINGS ARE OPEN TO THE PUBLIC

- 1 Apologies for Absence
- 2 Urgent Items / Order of Business
- 3 Declaration of Interest
- 4 Policing of Drug Use (Pages 9 - 34)
- 5 Minutes of the Meeting (Pages 35 - 50)

6 Living in Hackney Work Programme 2022/23

(Pages 51 - 62)

7 Any Other Business

Access and Information

Public Involvement and Recording

Public Attendance at the Town Hall for Meetings

Scrutiny meetings are held in public, rather than being public meetings. This means that whilst residents and press are welcome to attend, they can only ask questions at the discretion of the Chair. For further information relating to public access to information, please see Part 4 of the council's constitution, available at <https://hackney.gov.uk/council-business> or by contacting Governance Services (020 8356 3503)

Following the lifting of all Covid-19 restrictions by the Government and the Council updating its assessment of access to its buildings, the Town Hall is now open to the public and members of the public may attend meetings of the Council.

We recognise, however, that you may find it more convenient to observe the meeting via the live-stream facility, the link for which appears on the agenda front sheet.

We would ask that if you have either tested positive for Covid-19 or have any symptoms that you do not attend the meeting, but rather use the livestream facility. If this applies and you are attending the meeting to ask a question, make a deputation or present a petition then you may contact the Officer named at the beginning of the agenda and they will be able to make arrangements for the Chair of the meeting to ask the question, make the deputation or present the petition on your behalf.

The Council will continue to ensure that access to our meetings is in line with any Covid-19 restrictions that may be in force from time to time and also in line with public health advice. The latest general advice can be found here - <https://hackney.gov.uk/coronavirus-support>

Rights of Press and Public to Report on Meetings

Where a meeting of the Council and its committees are open to the public, the press and public are welcome to report on meetings of the Council and its committees, through any audio, visual or written methods and may use digital and social media providing they do not disturb the conduct of the meeting and providing that the person reporting or providing the commentary is present at the meeting.

Those wishing to film, photograph or audio record a meeting are asked to notify the Council's Monitoring Officer by noon on the day of the meeting, if possible, or any time prior to the start of the meeting or notify the Chair at the start of the meeting.

The Monitoring Officer, or the Chair of the meeting, may designate a set area from which all recording must take place at a meeting.

The Council will endeavour to provide reasonable space and seating to view, hear and record the meeting. If those intending to record a meeting require any other reasonable facilities, notice should be given to the Monitoring Officer in advance of the meeting and will only be provided if practicable to do so.

The Chair shall have discretion to regulate the behaviour of all those present recording a meeting in the interests of the efficient conduct of the meeting. Anyone acting in a disruptive manner may be required by the Chair to cease recording or may be excluded from the meeting.

Disruptive behaviour may include moving from any designated recording area; causing excessive noise; intrusive lighting; interrupting the meeting; or filming members of the public who have asked not to be filmed.

All those visually recording a meeting are requested to only focus on recording Councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to respect the wishes of those who do not wish to be filmed or photographed. Failure by someone recording a meeting to respect the wishes of those who do not wish to be filmed and photographed may result in the Chair instructing them to cease recording or in their exclusion from the meeting.

If a meeting passes a motion to exclude the press and public then in order to consider confidential or exempt information, all recording must cease, and all recording equipment must be removed from the meeting. The press and public are not permitted to use any means which might enable them to see or hear the proceedings whilst they are excluded from a meeting and confidential or exempt information is under consideration.

Providing oral commentary during a meeting is not permitted.

Advice to Members on Declaring Interests

Advice to Members on Declaring Interests

Hackney Council's Code of Conduct applies to all Members of the Council, the Mayor and co-opted Members.

This note is intended to provide general guidance for Members on declaring interests. However, you may need to obtain specific advice on whether you have an interest in a particular matter. If you need advice, you can contact:

- Director of Legal, Democratic and Electoral Services
- the Legal Adviser to the Committee; or
- Governance Services.

If at all possible, you should try to identify any potential interest you may have before the meeting so that you and the person you ask for advice can fully consider all the circumstances before reaching a conclusion on what action you should take.

You will have a disclosable pecuniary interest in a matter if it:

- i. relates to an interest that you have already registered in Parts A and C of the Register of Pecuniary Interests of you or your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner;
- ii. relates to an interest that should be registered in Parts A and C of the Register of Pecuniary Interests of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner, but you have not yet done so; or
- iii. affects your well-being or financial position or that of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner.

If you have a disclosable pecuniary interest in an item on the agenda you must:

- i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you (subject to the rules regarding sensitive interests).
- ii. You must leave the meeting when the item in which you have an interest is being discussed. You cannot stay in the meeting whilst discussion of the item takes place, and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision.
- iii. If you have, however, obtained dispensation from the Monitoring Officer or Standards Committee you may remain in the meeting and participate in the

meeting. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a pecuniary interest.

Do you have any other non-pecuniary interest on any matter on the agenda which is being considered at the meeting?

You will have 'other non-pecuniary interest' in a matter if:

- i. It relates to an external body that you have been appointed to as a Member or in another capacity; or
- ii. It relates to an organisation or individual which you have actively engaged in supporting.

If you have other non-pecuniary interest in an item on the agenda you must:

- i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you.
- ii. You may remain in the meeting, participate in any discussion or vote provided that contractual, financial, consent, permission or licence matters are not under consideration relating to the item in which you have an interest.
- iii. If you have an interest in a contractual, financial, consent, permission, or licence matter under consideration, you must leave the meeting unless you have obtained a dispensation from the Monitoring Officer or Standards Committee. You cannot stay in the meeting whilst discussion of the item takes place, and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision. Where members of the public are allowed to make representations, or to give evidence or answer questions about the matter you may, with the permission of the meeting, speak on a matter then leave the meeting. Once you have finished making your representation, you must leave the meeting whilst the matter is being discussed.
- iv. If you have been granted dispensation, in accordance with the Council's dispensation procedure you may remain in the meeting. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a non-pecuniary interest.

Further Information

Advice can be obtained from Dawn Carter-McDonald, Director of Legal, Democratic and Electoral Services via email dawn.carter-mcdonald@hackney.gov.uk

Getting to the Town Hall

For a map of how to find the Town Hall, please visit the council's website <http://www.hackney.gov.uk/contact-us.htm> or contact the Overview and Scrutiny Officer using the details provided on the front cover of this agenda.

Accessibility

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall.

Induction loop facilities are available in the Assembly Halls and the Council Chamber. Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

Further Information about the Commission

If you would like any more information about the Scrutiny Commission, including the membership details, meeting dates and previous reviews, please visit the website or use this QR Code (accessible via phone or tablet 'app')

<http://www.hackney.gov.uk/individual-scrutiny-commissions-living-in-hackney.htm>



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Living in Hackney Scrutiny Commission 23rd January 2023 Item 4 – Policing of Drug Use	Item No 4
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Outline

As part of its continued work on building trust and confidence and inclusive policing, the Living in Hackney Scrutiny Commission is keen to hear about the approach to the policing of drug use in the borough.

The Commission sees the discussion as timely given that Hackney has been involved in the ADDER Accelerator programme of work which has impacted on the policing of drug use and the pathways that exist between the criminal justice system and community substance use treatment.

It is also timely given the Government's white paper on tougher consequences for the possession of drugs, which if successful and becomes law carries the risk of further marginalising vulnerable residents and the over policing of vulnerable communities.

Discussion

To review the local approach to the policing of low level drug use, including the pathways that exist between the criminal justice system and community substance use treatment.

Particular focus to be given to:

- The approach to policing low level drug use in Hackney
- How effective the approach is and how consistently it is used across communities
- The governance structures and decision making processes in place related to the approaches to drug use in the borough

Report(s)

To support this discussion the following written submissions were included for background information:

- Item 4a. Presentation from Metropolitan Police Central East Borough Command Unit (***to follow***)
- Item 4b. Report from Public Health, Hackney Council (***attached***)
- Item 4c. Presentation from SWIM (***attached***)

Invited Attendees

- Councillor Susan Fajana Thomas, Cabinet Member for Community Safety and Regulatory Services
- Councillor Chris Kennedy, Cabinet Member for Health, Adult Social Care, Voluntary Sector and Culture
- Chris Lovitt, Deputy Director of Public Health, City of London & Hackney Council
- Andrew Trathen, Public Health Consultant, Hackney Council
- Simon Young, Public Health Systems Coordinator, Hackney Council
- Interim Borough Commander Dan Rutland, Metropolitan Police Central East Borough Command Unit (Hackney & Tower Hamlets)
- Chief Inspector Sean Lyons, Metropolitan Police Central East Borough Command Unit (Hackney & Tower Hamlets)
- Peter Merrifield, Chief Executive, SWIM
- Eoin Bolger, Head of Regional Operations, Turning Point
- Piers Adamson, Senior Operations Manager (City & Hackney), Turning Point

Action

Members are asked to consider the written submissions and ask questions of those in attendance.

Report Title:	Drug Use, Support and Enforcement
Meeting for:	Living in Hackney Scrutiny Commission
Date:	23/01/2023
Produced by:	Simon Young- Health Systems Coordinator, London Borough of Hackney
Authorised by:	Andrew Trathen- Consultant in Public Health, London Borough of Hackney

1. Report Summary

- 1.1. This report outlines the current local context of drug use in the London Borough of Hackney (LBH), alongside discussion of LBH Public Health's response to presenting levels of support need related to this use.
- 1.2. The report further details work undertaken to better coordinate support offers alongside Police and Community Safety Enforcement action to ensure that individuals presenting with support needs arising from drug use are directed into treatment rather than further or disproportionate criminalisation
- 1.3. The final aspect of this report is to outline the role of new governance structures and decision making related to the approaches to drug use in the borough, with a particular focus on the LBH response to Central Government's 10 year drug strategy.

2. Introduction

- 2.1. In 2022 nationally approximately 9.2% of all adults aged between 16 and 59 reported using some kind of drug at least once during the previous year, rising to 18.6% of all adults aged 16-24¹.
- 2.2. Applying these percentages to the resident population of Hackney (as published as part of 2021 census data) we estimate that 16,455 individuals aged between 16 and 59 years old used any drug at some point in the year ending June 2022, and 5535 of these individuals were aged between 16 and 24.

1

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/drugmisuseinenglandandwales/yearendingjune2022>

- 2.3. Frequent drug users, or individuals who use drugs more than once per month, are a much lower percentage of the population. Nationally 2.6% of all individuals aged between 16 and 59 used drugs on a frequent basis, 4.7% of 16-24 year olds however are using drugs frequently.
- 2.4. Applying these figures locally we estimate that 4650 individuals aged 16-59 are frequent drug users, and 1399 of these individuals are aged between 16 and 24.
- 2.5. Our main drug treatment provision, the Hackney Recovery Service, currently works with 1173 individuals using drugs, or around 25% of the number of individuals who use drugs frequently. This data excludes 16-18 year olds, who work with Young Hackney for their drug use support needs.
- 2.6. The estimates provided above are, unfortunately, likely to be an underrepresentation of the true extent of drug usage in the Borough. This is due to the likelihood of increased drug usage in a metropolitan area, the nature of the crime survey leading to under-reporting of drug use and the lack of marginalised groups included in the crime survey (notably individuals experiencing homelessness).
- 2.7. Given this it is likely that the 75% of individuals using drugs frequently and not accessing support is an under representation of the actual level of need in the borough.
- 2.8. This is especially true when looking at both Heroin and Crack Cocaine use, as no crime survey respondents admitted to the use of the former and a particularly low percentage the latter.
- 2.9. For estimates of Heroin and Crack Cocaine use within the borough we look to a prevalence/unmet need study conducted on behalf of Central Government in 2016.
- 2.10. This estimate suggests there are 2,858 individuals resident in the borough who are using Opiates and/or Crack Cocaine. Within this figure there are an estimated 2,231 individuals using Opiates and 1,805 individuals using Crack, indicating a high degree of co-occurring usage of both Opiates and Crack Cocaine.
- 2.11. At present there are 903 individuals receiving treatment for opiate usage within the Hackney Recovery Service, and 673 for Crack Cocaine. This equates to 40% of individuals using Opiates and 37% of individuals using Crack Cocaine within the borough receiving support.

3. Public Health Approaches to Substance Use Support

- 3.1. We currently commission a suite of services to help meet the needs of residents using drugs as effectively as possible. The main service we commission is the Hackney Recovery Service, a multidisciplinary team operated by the national organisation Turning Point.
- 3.2. Within the HRS individuals receive psychosocial support in order to help them move away from harmful drug usage, as well as pharmacological intervention where this is helpful or necessary in relation to their drug use and presentation. HRS also acts as the gateway to residential settings to help people detoxify and rehabilitate from drug use if this is something that they would like to do, or is necessary due to health concerns
- 3.3. Beyond the HRS core service we currently commission a rough sleeping specific service focussed on ensuring individuals sleeping rough are proactively engaged in treatment and support for drug use.
- 3.4. *Support When it Matters* delivers bespoke interventions to individuals who identify as Black, offering a specific programme of support aimed at older black men who use drugs.
- 3.5. We also deliver two employment services specifically for individuals who use drugs, IPS which is delivered by Hackney Works, and a peer led programme delivered by St Giles Trust.
- 3.6. It is the public health team's intention to ensure that anyone resident in LBH is able to easily access or be offered support if they are using drugs. This should help to increase the number of individuals effectively engaged with support, particularly those using in the most harmful ways.

4. Working with Enforcement Partners- ADDER Accelerator

- 4.1. In 2020 we received additional funding from Central Govt as part of their ADDER accelerator initiative. This was primarily focussed on reducing drug related death and decreasing crime related to drug use.
- 4.2. As part of our work as an ADDER accelerator area we have engaged extensively with the police to develop ways of working to more effectively reduce the risks of drugs, both from health and crime related perspectives.
- 4.3. Our ADDER work has led us to understand that police and community safety officers often come into contact with individuals using drugs, many of whom are likely to be the most affected by drug use in harmful ways, and that a number of these individuals are unknown to our services.
- 4.4. Utilising Out of Court Disposals (Appendix 1) , MERLIN reports of vulnerability (Appendix 2) and Drug Testing on Arrest/Required Assessments (Appendix 2) we are working with enforcement partners to remove criminalising

approaches and instead ensure that individuals are properly flagged to treatment

- 4.5. As part of this we have also developed a web based application for referral into Turning Point services, creating specific responses to enforcement referrals from within treatment teams to help ensure that support is offered when people need it

5. Drug Strategy and Combating Drugs Partnerships

- 5.1. As part of our commitment to developing services to ensure the needs of vulnerable residents are met we are engaged in developing new multi-agency governance structures to help monitor our systems related to individuals who use drugs.
- 5.2. This connects to work led by central government as part of their ten year drug strategy (appendix 3) which details the need for 'combating drugs partnerships' in Local areas to make strategic decisions concerning work to reduce harms related to drug use.
- 5.3. Our work in developing these partnerships and structures locally is aimed at producing a universal drug strategy for all connected organisations. This strategy will include top level outcomes directed by Central Government, which are linked to additional funding being made available to increase provision within the borough.
- 5.4. It is our aim to ensure that these top level outcomes are linked to more focussed aims around different presentations of drug usage across the borough, including very specific work around ensuring reduction in the criminalisation of individuals using drugs where this is likely to have an adverse effect on them, their wellbeing and our communities.
- 5.5. Much of this builds on work we have undertaken in the past two years as part of our work as an ADDER accelerator area (appendix 4); we want to capitalise on this work and expand the positive outcomes we have seen across ADDER specific workstreams to the entirety of our treatment and support system.

6. Conclusion

- 6.1. Drug use in the borough amounts to a significant number of residents, with close to 3000 individuals using Opiates and/or crack cocaine
- 6.2. This level of usage is harmful to population health, and impactful to communities as a driver of crime.

- 6.3. Our services currently work with less than 25% of individuals in the borough who use drugs frequently, and 40% or less when looking at individuals using Crack Cocaine/Heroin
- 6.4. We are implementing new governance structures, and using additional funding streams, to help develop our services to provide better and more impactful support to help ensure that individuals are more likely to come into contact with and accept support from our services.
- 6.5. We are working on a multi-agency basis to help monitor and develop our outcomes.
- 6.6. The police and enforcement play a vital role in developing our approaches; they are often the services coming into contact with individuals using drugs and developing how they act as the gateway into support is one of our priorities.
- 6.7. Whilst acting as a gateway into support it is also vital that the police's actions do not overly criminalise individuals who are particularly vulnerable due to their drug use, as this risks disenfranchisement and increases the potential for individuals to be stuck in a cycle of crime and ineffective punishment.
- 6.8. We are working with police and partners to ensure that the right responses are embedded as standard operating procedure.

7. Appendices

Appendix 1- Out of Court Disposals (OOCd) overview

Out of Court Disposals are ways for the Police to address behaviours of an individual who has been caught offending without the need for arrest or any form of trial.

When thinking about individuals who have been apprehended with substances on their person the Central East Borough Command Unit (CE BCU) utilise two forms of OOCd depending on what substance has been found; either a Conditional Caution or a Community Resolution.

Both approaches seek to instruct the individual of the harms of drug use, and ensure that a referral has been made to support services for the individual to address their drug use. Community Resolution does not give an individual any form of criminal record, and is immediately spent after delivery. Conditional Cautions are spent at 3 months since delivery, and requirements to engage in services are mandatory, and can result in different enforcement if there is non-compliance. In Hackney we have not seen any enforcement for non-compliance of Conditional Cautions related to drugs possession.

Further information concerning OOCds, and proposed changes to the overall structure of their usage to simplify/help ensure they are more universally used can be found here:

<https://www.gov.uk/government/publications/police-crime-sentencing-and-courts-bill-2021-equality-statements/reforms-to-the-adult-out-of-court-disposals-framework-in-the-police-crime-sentencing-courts-bill-equalities-impact-assessment>

Appendix 2- key terms

MERLIN - The referral mechanism used by the metropolitan police to highlight vulnerabilities, particularly where there are safeguarding concerns, to a local authority.

Drug Testing on Arrest - where an individual has been arrested for certain 'trigger offences' they can be tested for the presence of drugs in their system.

Required Assessments - where an individual has tested positive as part of a DTOA they are legally required to accept an assessment by the local substance use support service as it is likely their drug usage contributed to the crime they were arrested for.

Appendix 3- From harm to hope: central govt ten year drug strategy

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1079147/From_harm_to_hope_PDF.pdf



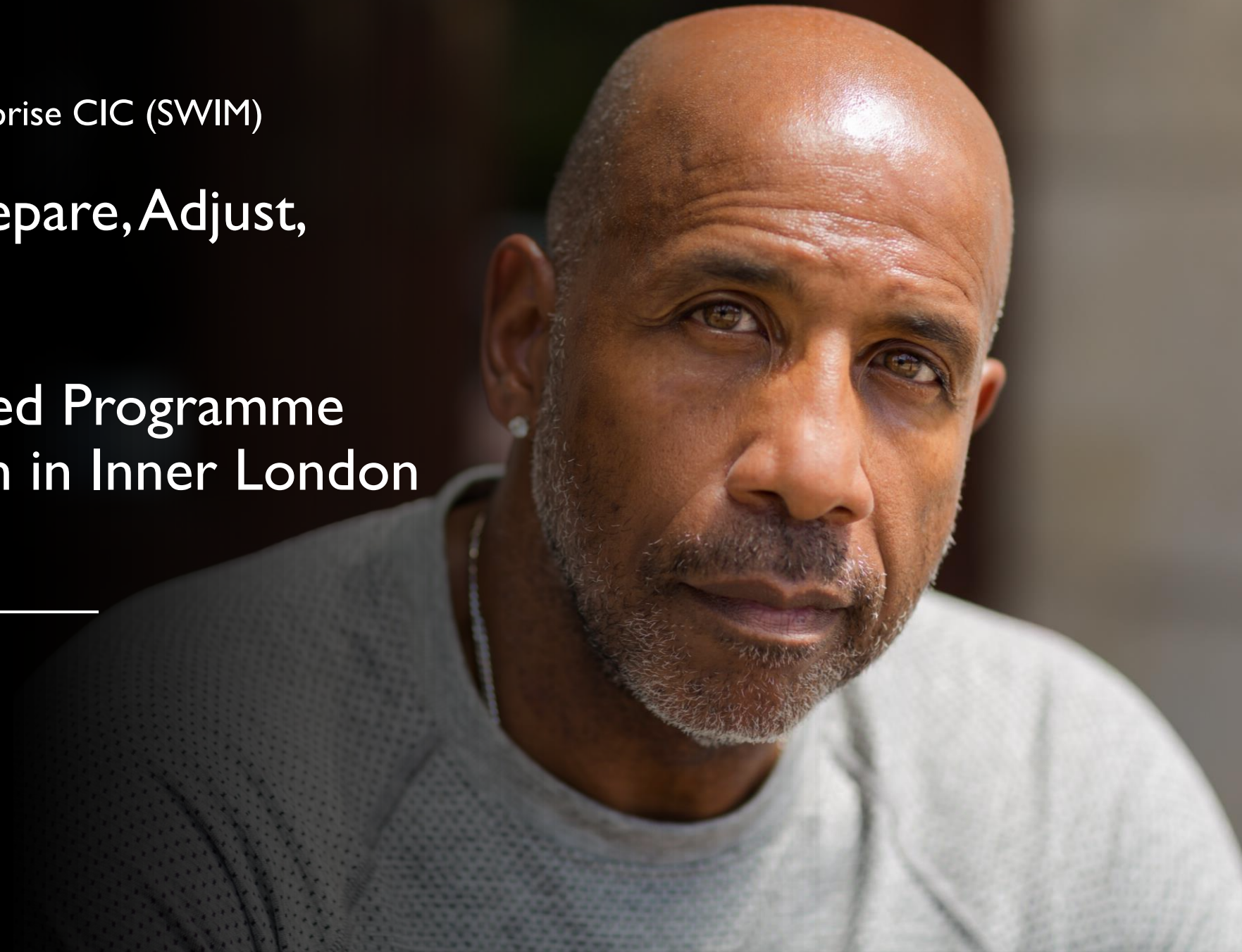
Support When It Matters Enterprise CIC (SWIM)

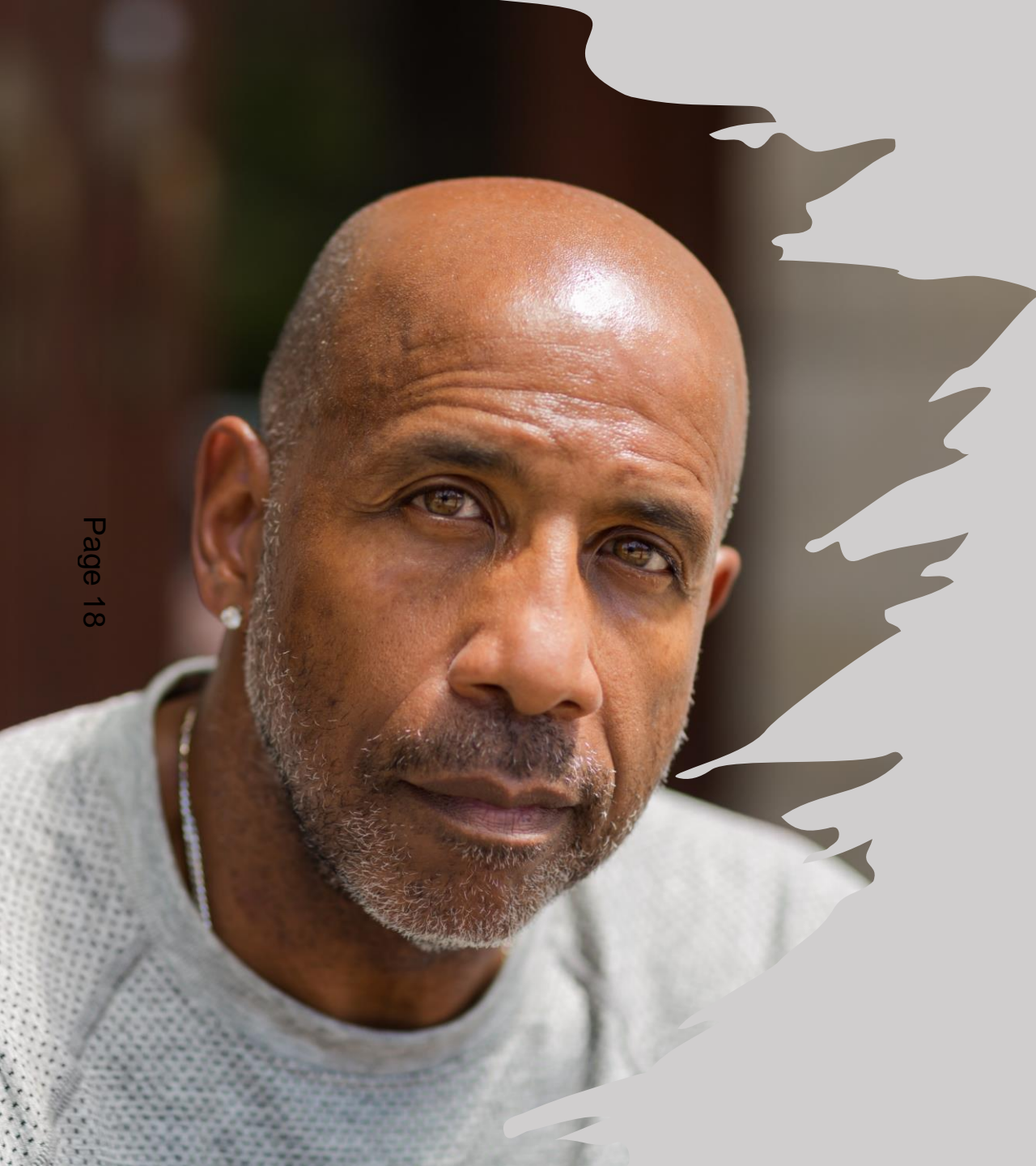
Project ADDER- Prepare, Adjust, Contribute, Thrive

A Culturally Informed Programme
for Older Black Men in Inner London



SWIM
ENTERPRISES





About SWIM

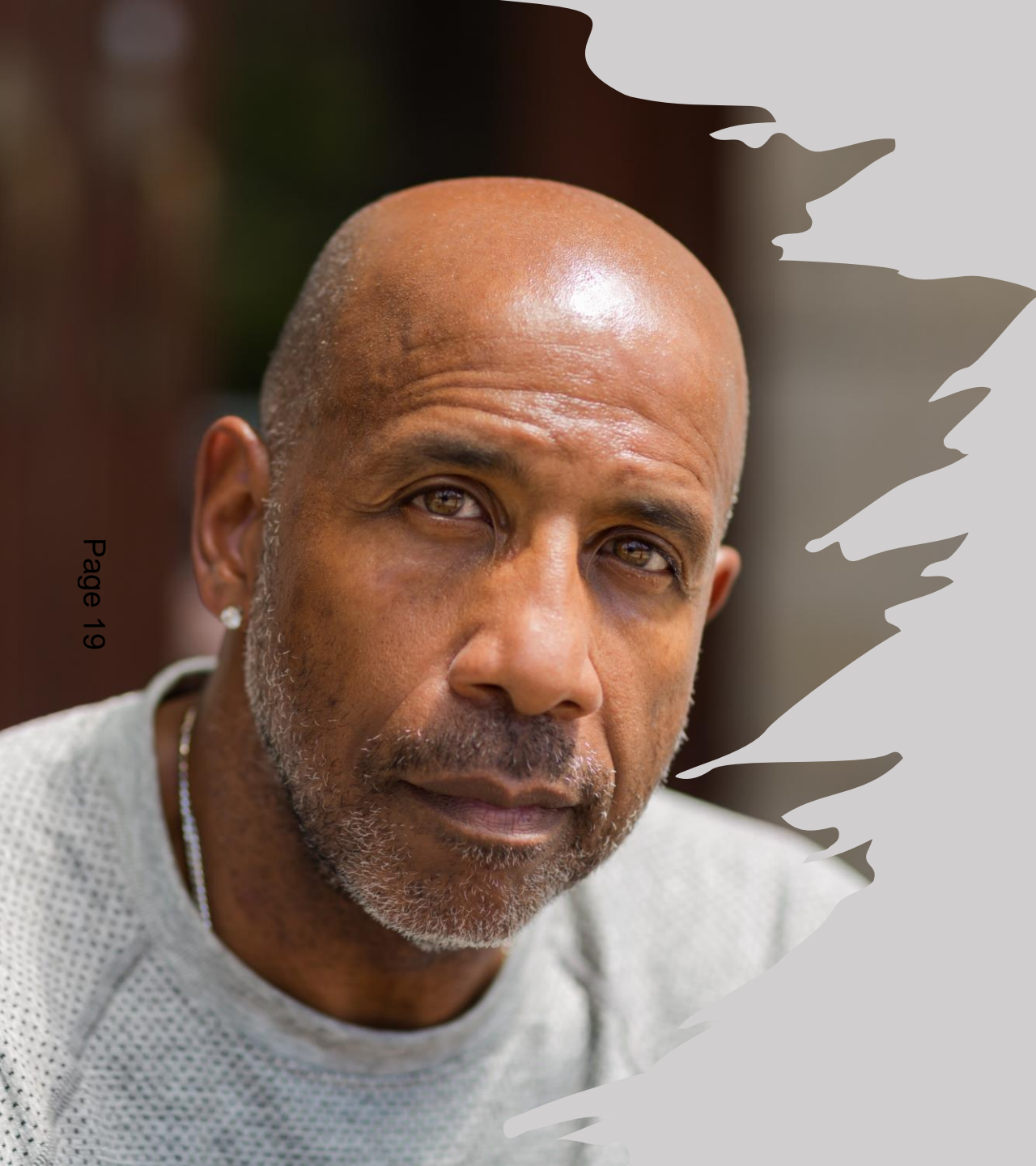
We provide “support when it matters”

We look, sound and experience life the same as the people we support

ADDER: enhanced treatment and recovery provision, housing and employment support

City & Hackney IAPT: reducing reliance on antipsychotics

DWP: moving people closer to employment



Target recipients

Primary beneficiaries

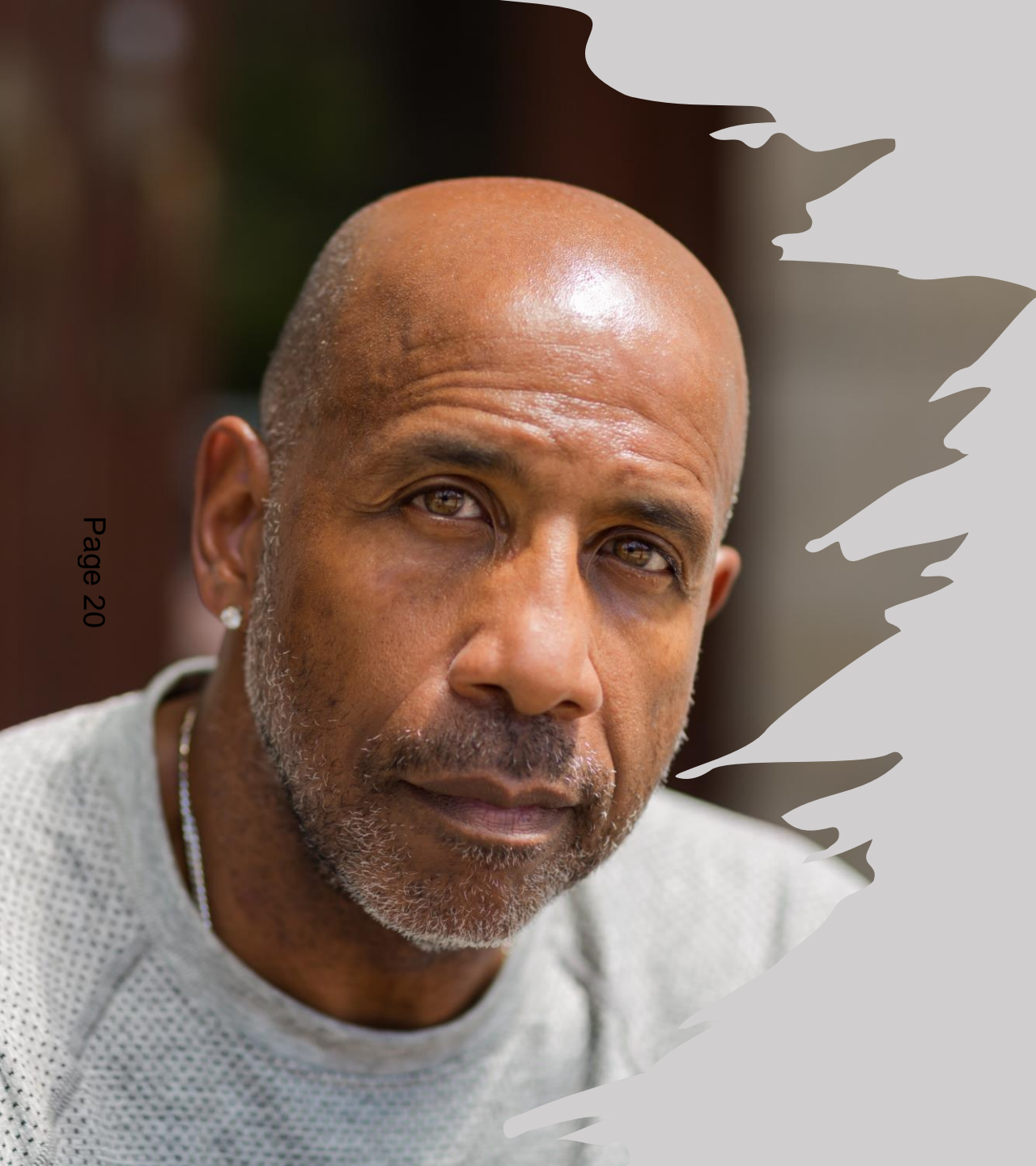
Up to 360 men from African, Caribbean and Dual Heritage ACDH backgrounds due for prison release, on probation and/or at risk of re-offending

Secondary beneficiaries

Probation and resettlement teams

Health, mental health services

2 Cultural Competence / Unconscious Bias workshops per PDU per year



Target recipients

ADDER_ACDH men

Reluctant to engage with resettlement services

Perceive support as ineffective and culturally uninformed

Higher reoffending rates than other groups

Less likely to engage with mental health services

Resettlement services

Lack relatability to connect and motivate

Activities

ADDER - PACT

10-week programme of culturally informed 1:1 and group interventions for client to:

- **Prepare** by stabilising their housing, relationships, finances and health
- **Adjust** by developing a new prosocial identity
- **Contribute** by moving closer to voluntary or paid activity
- **Thrive** by sustaining stable, independent lives





Activities

PREPARE

- Identify prospective PACT clients
- Assessment of life skills, aspirations, health, mental health
- Support to secure an address, benefits and other assistance
- Register for GP, mental health and services
- Co-design a personalised life plan using Virtual Campus and Assess Plan Track (APT), developed by SWIM with MegaNexus

Activities

ADJUST

- Co-produce a group charter with PACT peers
- Weekly group discussions with facilitator on faith; family; inter-generational role models; masculinity; physical coercion and Black identity
- Talks from speakers with lived experience of recovery and Criminal Justice System
- Facilitated group work on acceptance and commitment to change exercise
- Individualised risk and trigger management plans
- Three-way meetings with client and recovery worker
- Take-away programme materials (Self Support Tool and Journal)
- Additional 1:1 support as required





Activities

CONTRIBUTE

- Dedicated session exploring barriers to employment
- Review APT digital assessment and refine ETE-related goals
- CV development and volunteering job application practice
- Identify ETE and volunteering pathways and opportunities
- Enrol clients in coaching and training to prepare for work/volunteering



Activities

THRIVE

- Review progress
- Source opportunities (DWP, local businesses, New Futures Network)
- Keynote and activity: lived experience of recovery, people we admire
- Goal setting: my contribution to community and family
- Summary reflection



Outcomes

- Confidence and willingness to engage with probation and other services
- New self-identity that eschews offending and anti-social behaviour
- Strategies to move away from drug and alcohol misuse
- Strategies to revisit and rebuild family and social relationships positively
- Resilience to manage setbacks without triggering self-destructive behaviour
- Platform for sustaining a law-abiding lifestyle and economic independence

Evidence

“Within the London Borough of Hackney we have been working with SWIM as part of our **ADDER** project. SWIM delivered the proactive PACT service to better engage individuals from within these groups, utilising culturally sensitive/understanding models of support to drive uptake of support and equitable access to services.

Through their work with the borough SWIM have gone above and beyond, palpably wanting to make sure that services across the borough offer the best possible support to individuals. They have, in this regard, provided vital additionality of service to help better increase access to treatment for substance use, and to ensure that individuals move away from criminality and into desistance. They have been extremely successful in this, and of particular note is their willingness to offer support to individuals currently within the secure estate system to create a clear pathway into community upon release.

It is safe to say that SWIM have been a linchpin throughout our **ADDER** work, and have not only helped individuals through their direct work but have ensured that other services develop their approach to working with global majority ethnic groups, helping us to further think about the role of services in engaging individuals with different cultural backgrounds and connections to heritage from beyond the borders of the UK.”

Simon Young
Health Systems Coordinator- Substance Misuse

Evidence

“I have worked with SWIM as a partner organisation in Hackney, specifically under the **ADDER** offending pathway for complex substance misuse cases.

SWIM is a highly valued partner in multi-agency working, both attending panels and working face to face with clients. They are always willing to work collaboratively and have often gone above and beyond what is required in their work with clients.

Their work is characterised by a positive, action-focused approach that responds to client needs whilst remaining balanced and realistic about achievable outcomes.

They are an invaluable asset supporting the Probation Service and other agencies in Hackney to rehabilitate residents in need.”

*Chris Fawcett
Senior Probation Officer – Hackney (HAC4)*



METROPOLITAN
POLICE

Evidence

“I am Matthew Lever and I am a Detective Sergeant in the Met Police. I have been a Police Officer for 17 years. Currently I manage the **Integrated Offender Management (IOM) police teams for Hackney and Tower Hamlets**, and have done so since April 2020. Each team comprises four police constables under my command.

Hackney IOM has been working with SWIM Enterprises since June 2021. Since then SWIM has become a close, valued and trusted IOM partner organisation. I have personally seen the value that SWIM has added to IOM in Hackney. This is due in no small part to the excellent practitioners which SWIM use to engage with clients effectively. SWIM’s practitioners are professionals who have lived experience and I have found that clients relate to them and they are able to build constructive relationships which allows delivery of effective support. This help focuses on reducing reoffending and with drug, alcohol and mental ill-health and is wholly in-step with the goals and focus of IOM and is, in my view, second to none and I have witnessed how effective this is first-hand.

SWIM offers practical assistance and has the ability to advocate on a one-to-one basis for their clients, assisting with benefits applications, practical help for housing and being a source of mentorship. SWIM provide a dedicated IOM practitioner who attends the weekly multi-agency IOM drop-in day at Hackney Customer Service Centre and now also sit as a valued partner on the monthly Hackney IOM Panel Meeting.

Hackney IOM has benefited most positively by having SWIM on board as a partner. However, the real beneficiaries are offenders whose lives they are actively changing and the wider community in Hackney by helping to reduce reoffending.“

*Detective Sergeant Matthew Lever
Integrated Offender Management | Hackney & Tower Hamlets (CE – BCU)*



Evidence

“The practical and emotional support SWIM has provided to individuals from ACDH communities has been invaluable in Hackney. Within the criminal justice setting their support has provided individuals with a platform with which not only to access further support in a multitude of different settings, but has also provided individuals with the tools and confidence to lead a healthy life away from crime.

They achieve this by contributing to a holistic multi-agency approach and by building effective client / practitioner relationships. SWIM have consistently shown their tenacity in putting the needs of their client first - which has been pivotal in turning lives around.”

Jason Foster

*Criminal Justice Coordinator
City and Hackney Public Health*

Maintaining appropriate knowledge and skills

All Practitioners and Support Workers train in:

- Safeguarding
- Health and safety
- Trauma-informed psychosocial interventions
- Peer-to-peer and group facilitation
- EDI and unconscious bias
- Mental health first aid

Service managers and leads are completing NVQ and Social Care diplomas



Tailored to individual and group needs

- Initial OASYS assessment identifies welfare, health, mental health and cultural needs
- Assessment also identified needs related to neurodiversity and other hidden disabilities
- Mix of interventions, 1:1 and groupwork tailored to respond to individual assessment
- APT assessment determines ETE activities and longer-term work, volunteering and peer mentoring goals
- Mix of Contribute and Thrive activities tailored to suit individual ambitions and aptitude



Support When It Matters Enterprise CIC (SWIM)

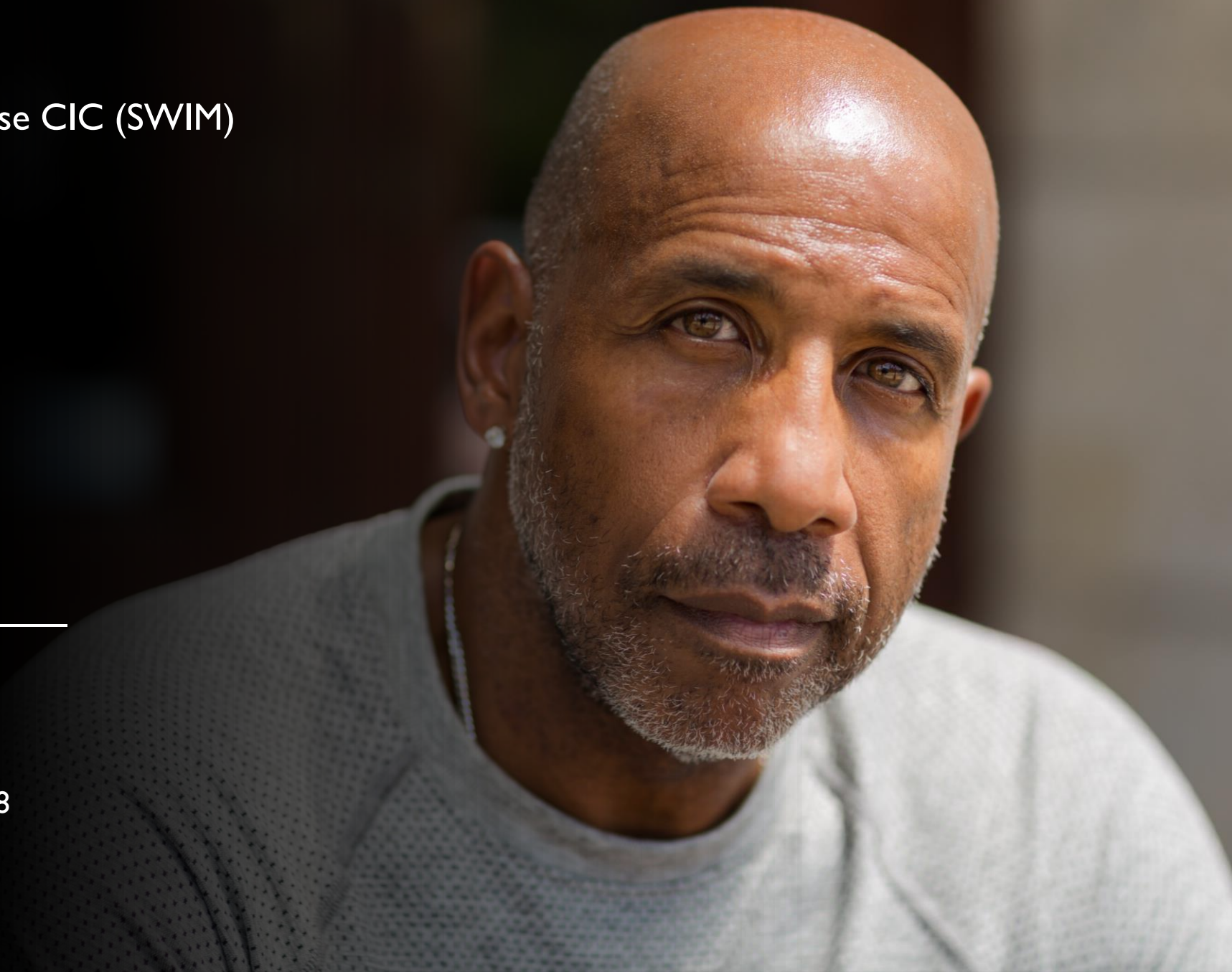
Prepare, Adjust, Contribute, Thrive

Q&A

Grant Scheme Ref: G2-SCH-2022-01-11068



SWIM
ENTERPRISES



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Living in Hackney Scrutiny Commission 23rd January 2023 Item 5 – Minutes of the Previous Meeting	Item No 5
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Outline

Attached are the draft minutes of the Living in Hackney Scrutiny Commission meetings held on 12 December 2022.

Action

Members are asked to review and agree the draft minutes as an accurate record of the meeting, and note any responses to actions arising.

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Chair:	Councillor Soraya Adejare
Councillors in Attendance:	Cllr M Can Ozsen, Cllr Clare Joseph (Vice-Chair), Cllr Joseph Ogundemuren, Cllr Sam Pallis, Cllr Ali Sadek, Cllr Sarah Young and Cllr Zoe Garbett
Councillors in Virtual Attendance:	Councillor Ian Rathbone
Apologies:	Cllr Penny Wrout
Officers In Attendance:	Steve Waddington, Strategic Director of Housing Services
Officers in Virtual Attendance:	Rob Miller, Strategic Director of Customer and Workplace and Ronald Springer, Head of Customer Service Operations
Other People in Virtual Attendance:	Councillor Clayeon McKenzie, Cabinet Member for Housing and Resident Participation, Steve Webster, Resident Liaison Group Co-Chair and Helder Da Costa, Resident Liaison Group Co-Chair
Officer Contact:	Craig Player  020 8356 4316  craig.player@hackney.gov.uk

Councillor Soraya Adejare in the Chair

1 Apologies for Absence

1.1 The Chair updated those in attendance on the meeting etiquette and that the meeting was being recorded and livestreamed.

1.2 Apologies for absence were received from Councillor Wrout.

1.3 Councillor Rathbone was in virtual attendance.

2 Urgent Items / Order of Business

2.1 There were no urgent items, and the order of business was as set out in the agenda.

3 Declaration of Interest

3.1 Councillor Ogundemuren declared that he was a London Borough of Hackney resident.

4 Housing Repairs

4.1 The Chair opened the discussion by explaining that the Commission had requested the item as it was keen to hear about the progress the Council had made in clearing the housing repairs backlog built up as a result of the cyber attack and pandemic and returning to business as usual.

4.2 The discussion would feed into the Commission's wider work to understand the experiences of social housing tenants in Hackney.

4.3 Representing London Borough of Hackney

- Councillor Clayeon McKenzie, Cabinet Member for Housing Services and Resident Participation
- Steve Waddington, Strategic Director of Housing Services
- Rob Miller, Strategic Director of Customer and Workplace
- Ronald Springer, Head of Customer Services Operations

4.4 The Chair began by explaining that the Commission had invited residents and ward councillors to share their experiences of the Council's housing repairs service prior to the meeting. It was hoped that presenting the key issues, patterns and trends from these testimonies would further inform Members' questioning and any follow up action to be taken after the meeting. Officers were not expected to respond to case specifics.

4.5 The Chair then presented the key issues, patterns and trends highlighted by the testimonies received. The main points are summarised below.

Issues reporting repairs

4.6 Concerns had been raised regarding those that are unable to attend neighbourhood offices in working hours, and were therefore only able to reach the service via telephone. It was felt by some that there may be a lack of alternative routes to reaching the service, with some routes being removed in recent times, for example the chat function and the online report form.

4.7 Concerns were also raised with the call centre model, with some feeling that it made it difficult to report more complicated issues - some residents had experienced difficulty in explaining issues over the phone and not being able to submit photos/video.

Long wait times for calls to be handled

4.8 Concerns had been raised regarding the length of time residents had to wait before reaching the service via telephone.

Communication with residents waiting for repairs

4.9 Concerns had been raised regarding communication between the Council and residents between initial reporting, action and ultimate resolution.

4.10 It was felt by some that those that experience delays may not understand the reasons for the delay, or were not receiving timely updates on when their issue would be resolved. Some had been chasing repairs themselves but had found difficulty in reaching the contact centre.

Lengthy waits for repairs

4.11 Concerns had been raised regarding long delays between reporting and initial attendance, action and ultimate resolution.

Damp and Mould

4.12 Concerns had been raised over damp and mould issues being attributed to resident lifestyle, rather than focusing on the structural issues that may cause mould/damp.

4.13 There was also some concern that when action is taken, it may not address the underlying issues in an effective or long-term way, meaning further issues arise and repeated repairs may be needed.

Contractor Performance

4.14 Concerns had been raised regarding communication between the Council and its contractors. In some cases communication seemed to be limited and this may lead to delays in repairs being undertaken.

4.15 There were also concerns that contractor repairs may not be of the best standard initially, leading to repeat visits and lengthy delays.

Communal Repairs

4.16 Specific concerns were raised by Stamford Hill Neighbourhood Panel in regard to communal repairs.

4.17 Concerns were raised over a perceived lack of monitoring, communication with residents and a perceived lack of joint-up working between the individual and communal repairs services.

Temporary Accommodation

4.18 Specific concerns were raised by Woodberry Down councillors in regard to temporary tenants experiencing issues with reporting repairs due to potential confusion that may arise between Housing Needs and Housing Repairs.

Regeneration Estates

4.19 Specific concerns were raised by Woodberry Down councillors in regard to Woodberry Down estate blocks scheduled for demolition.

4.20 It was felt that in some cases, fundamental repair work was not considered value for money as the blocks were scheduled for demolition, and the routes to alternative resolution were not always clear.

4.21 The Chair then invited the Strategic Director of Housing Services to give a short verbal presentation to supplement the written evidence included within the agenda papers. The main points are highlighted below.

4.22 The recovery from the pandemic and cyber attack had posed a number of challenges to the housing repairs service. As of 30th November 2021 there was a repairs backlog of over 7,000, with newly arising cases each month, as there were currently over 700 live disrepair cases.

4.23 Recruitment and retention of external supply chain contractors to back up the direct labour organisation (DLO) had also been an issue, as well as attracting qualified operatives to join the DLO to increase capacity and reduce reliance on sub contractors.

4.24 The Council was also in the process of developing a repairs hub ICT system to reduce paper work and manual workarounds.

4.25 All of the 7088 repairs that made up the backlog on 30th November 2021 had now been completed. However, the number of repairs raised each month continued to rise and the number of due repairs was outweighing the number of repairs completed. This had resulted in there being 2199 overdue repairs at the end of November 2022.

4.26 The average number of days to complete repairs was 9.21 in November 2022. The Council was unable to compare this to pre-cyber attack data as the recovered data did not have completion dates.

4.27 The Council was unable to track repeat visits because each order only held one appointment date and follow-ons and recalls were not linked. Whilst the Council could count the number of repairs completed per property, it could not tell whether the repairs were for the same issue without checking the order descriptions. In November 2022, for the properties attended, on average 1.45 repairs were completed per property.

4.28 Customer services had recently trained staff in link work. The aim of link work was to ensure vulnerable residents were supported early on and prevented from reaching crisis through supporting early referrals.

4.29 Where a resident was over 70 years old and had not contacted the Council to raise a repair for over two years, their details would be flagged as a potential concern to their welfare and an officer would proactively make contact.

4.30 The Council had seen an expected increase in complaints and case work as a result of only providing an emergency repairs service for 15 months. For example, in

2019/20 928 cases were received, compared with 1362 cases received in 2022/23 so far.

4.31 When considering performance in responding, there had been a 73% increase in cases closed per month when comparing September-October 2021 and September-October 2022.

4.32 The complaints process required the Council to respond to all stage 1 building maintenance complaints within 10 working days. Progress had been made in improving the average day response times at stage 1, with the average time reducing from 20.89 in October 2021 to 9.33 in October 2022.

4.33 Repair call demand levels had decreased by 8% in October 2022, although predictions for November 2022 showed volumes had increased again by 15%. Average call volumes were 5,520 per week, and call demand was 15-20% higher than pre-pandemic levels.

4.34 It was felt that whilst contact centre performance was not at the desired level, progress was being made. Between January 2022 and November 2022, an increase of 7867 calls were received. In the same time period there was an increase of 2% in total calls answered and a 9% increase in emergency calls answered.

4.35 In the same period there was a 1 hour 46 minute reduction in wait times for routine calls, and a 4 minute (40%) reduction in wait times for emergency calls. Tenant satisfaction in the contact centre was 71.63% in November 2022, compared to 62.81% in December 2021.

4.36 Tenant satisfaction in the quality of building maintenance work had increased from 59.43% in December 2021 to 66.24% in October 2022. Overall satisfaction in the repairs service had increased from 59.43% to 62.95% in the same period.

4.37 In terms of improvement actions, the Council was developing approaches to tackle high demand repairs challenges. This involved collaborative working, for example with Housing Transformation and IT teams to develop and implement the Repairs Improvement Plan and between Housing Management and legal services to improve disrepair case management and the temporary decant process.

4.38 The Council had increased the number of in-house DLO operatives to 150 in the past year, an increase of 13 from 2021. Recruitment was ongoing to increase the number of operatives by 15, though one of the challenges in doing so was finding suitably qualified operatives.

4.39 Contract management had been a challenge, with the Council's main contractor being overwhelmed with the volume of work raised post cyber attack and during the pandemic and as a result had not been performing as required across multiple work streams.

4.40 The Council had piloted a 24 hour leaks response policy since August with the Leaks Hub Team and this was now being expanded to the Repairs Contact Centre.

4.41 In addition, the Council had changed the way it tackled damp and mould in homes. All cases were now referred to a surveyor and inspected within five days of

customer contact. Residents were also being advised on how to prevent and manage condensation in the home.

4.42 Surveyors were using damp monitoring equipment and providing residents with comfort monitors that identify and advise on heating and ventilating the home, and a priority phone line had been added for damp and mould in the contact centre.

4.43 A New Alternative Dispute Resolution team had also been piloted within the Customer Relationship Team to improve the way the Council dealt with potential legal disrepair cases in the future. A new system, process and designated team was in the process of being set up for this and would go live in January 2023.

Questions, Answers and Discussion

4.44 *A Commission Member asked what trends/data the Council used to inform its improvement plan and to monitor progress in addressing recurring issues with the housing repairs service.*

4.45 The Strategic Director for Housing Services explained that in cases of damp and mould the Council sought to understand via surveyor inspections the underlying causes and take individual action and where data and intel suggests there may be a wider issue in the property or block.

4.46 On wider issues, the development of the integrated IT platform would help the Council track recurring issues and inform continued collaborative working with Housing Management to develop and implement the repairs improvement plan.

4.47 *The Resident Liaison Group Co-Chair asked whether the Council was considering rolling out alternative ways in which residents could report issues alongside the telephony system.*

4.48 The Strategic Director of Housing Services explained that the Council was rolling out a 24 hour online repairs reporting service that would go live in early 2023. This would allow residents to report repairs issues conveniently online.

4.49 The Council was introducing weekly housing surgeries across its estates so that residents can raise any issues and concerns with their housing officer face to face, and as part of this officers would be assisting residents to access the online repairs reporting service.

4.50 It had also changed working patterns for some call centre staff to reflect the times in a day in which demand on the service is higher, which had helped improve call centre response times.

4.51 The Head of Customer Operations added that one of the features of the online reporting service would be the option for residents to upload pictures of their repairs issues, which would aid the initial diagnosis of issues.

4.52 The Council was also developing a diagnostic tool for housing repairs staff to help them to diagnose initial reports more accurately and ensure appropriate action was taken.

4.53 *The Resident Liaison Group Co-Chair asked whether the Council was considering implementing a system by which residents could track and monitor their repairs as opposed to chasing repairs through the contact centre.*

4.54 The Strategic Director of Housing Services explained that enabling residents to track and monitor live repairs remained an issue as operatives had historically used pen and paper to feedback ongoing repairs issues to the Council. The new ICT system would seek to develop a function whereby this could be inputted online, which should make repairs easier to track for both staff and residents.

4.55 *A Commission Member asked for more information on the level of disrepair cases, their cost to the Council and how that compared to previous years*

4.56 The Strategic Director of Housing Services explained that if a legal disrepair case was still live, that did not necessarily mean that the resident was still awaiting repairs. A case would be classed as live until all legal discussions were concluded, and in some cases repairs were completed many months before that.

4.57 The Strategic Director of Housing Services agreed to share the cost figures for legal disrepair cases, with comparisons across previous years, with Members following the meeting.

4.58 *A Commission Member asked how many disrepair cases had led to legal claims and how alternative disrepair resolution options were communicated to residents.*

4.59 The Strategic Director of Housing Services agreed that residents needed to be informed of their options when it came to disrepair and that this had not always been the case.

4.60 The new Alternative Dispute Resolution Team was in part a response to this, and had already seen some success in avoiding legal litigation and saving the Council money. Its aim was to avoid legal litigation not only for the cost benefits but also to ensure issues were resolved fairly and speedily for residents.

4.61 *A Commission Member asked for more information on the accountability of contractors and whether there were any financial penalties for work that was not of the required standard.*

4.62 The Strategic Director for Housing Services explained that there was no stipulation in the contracts with external contractors that allowed the Council to directly recover the costs associated with compensation paid to residents. However, financial penalties had now been introduced where poor performance had led to delays in completing works within timescales.

4.63 *A Commission Member asked for more information on the communal repairs process and how communal repairs cases were monitored and evaluated.*

4.64 The Strategic Director of Housing Services explained that the majority of communal repairs were undertaken by contractors. It was recognised that there had been issues in completing communal repairs in a timely manner and to a high standard.

4.65 Where work was associated with the Estates Improvement Fund, the Council proactively worked with residents and Tenant and Resident Associations to identify issues. This included an annual walkaround in estates and any issues coming out of that were included in the next financial year's work programme.

4.66 Any work that was ordered and undertaken was communicated to the relevant Tenant and Resident Associations on a regular basis. The aim was to provide quarterly updates to ensure residents were informed and had an understanding of when work would be completed.

4.67 Communal surveyors were now visiting estates on a regular basis to pick up any wider repairs issues. Where a resident or Tenant and Resident Association identified a communal repair, it should be dealt with in the same way as a repair in the home.

4.68 A Commission Member asked what the Council was doing to encourage tenants to take out contents insurance and, in cases where its response to repairs issues had led to damage of tenant property, how it was providing tenants with support.

4.69 The Strategic Director of Housing Services explained that the Council regularly promotes the takeup of contents insurance to tenants. It was important to note that contents insurance was not the only route whereby residents could receive compensation for damage to their property, and there had been cases where the Council had directly reimbursed tenants for damage caused by disrepair.

4.70 A Commission Member asked whether the Council was looking to develop and monitor a system that could track and monitor repeat visits.

4.71 The Strategic Director of Housing Services confirmed that this would be something that would be built into the new ICT system, although it was difficult to give timescales on when this may be introduced due to the difficulties caused by the cyber attack and recovering lost data.

4.72 A Commission Member asked whether performance management data in relation to repeat visits would be tracked and monitored to evaluate how long it takes to resolve individual repairs issues.

4.73 The Strategic Director of Housing Services explained that the Council collated customer satisfaction data in relation to repeat repairs and whether repairs were completed to the required standard at the first time of asking.

4.74 The Council did not currently have the capability to track repeat visits but it was acknowledged that this was needed to ensure improved performance.

4.75 A Commission Member asked whether the Council surveyed surrounding properties in cases of damp and mould to ascertain whether it was a more widespread issue in a block.

4.76 The Strategic Director of Housing Services explained that there was no process currently in place for surveying surrounding properties in cases of damp and mould. However, the Council was reviewing damp and mould as part of its stock conditions survey in the new year and developing targeted MOT style inspections where data and intel suggested there may be a wider issue in a block.

4.77 The Council was also looking at retrofitting as a means of dealing with damp and mould issues, for example by insulating buildings not only to ensure they were more energy efficient but also to reduce the potential for condensation.

4.78 A Commission Member asked for more information on the process for identifying the urgency of a repairs request.

4.79 The Strategic Director of Housing Services explained that there was a policy in place to determine the timescales for repairs and the urgency with which they were dealt with. In instances of high demand it was not always possible to meet these targets.

4.80 The Head of Customer Services Operations added that call centre staff were trained to enable them to ensure that they were able to prioritise repairs requests appropriately. As mentioned previously, the implementation of a diagnostic tool would further aid staff in prioritising repairs requests going forward.

4.81 A Commission Member asked for more information on the callback function in the call centre when residents were unable to get through to a member of staff.

4.82 The Strategic Director of Housing Services explained that residents received a call back from a member of the call centre team as soon as there was capacity in the team to do so.

4.83 The Head of Customer Services Operations added that the callback function was an automated service which kept a resident's place within a queue. Priority calls would always be answered or called back first, and other calls would be called back in the order of the queue.

4.84 The average time taken for residents to receive a callback was factored into the average wait time for routine calls, which was 21 minutes in November 2022. Residents would usually receive a call back between 1 hour and an hour and half later, but this may vary at peak times.

4.84 Callbacks are made between 10am-2pm to ensure all residents receive a callback before the contact centre closes. The efficiency of these hours were constantly being reviewed, and may change if deemed necessary.

4.85 A Commission Member asked whether the callback function was able to tell residents their place in the queue and an estimated wait time for a callback.

4.86 The Head of Customer Services Operations explained that the callback function did not currently tell residents their place in the queue or an estimated wait for a callback, but it was something that was being looked into. The challenge with giving an estimated wait time was that it often depended on the level of demand on the call centre at any given time, and so if there was a sudden influx of urgent calls the estimated wait time may not be accurate.

4.87 A Commission Member asked whether the Council felt that the current call centre performance was satisfactory, and what it was doing to improve performance in this area.

4.88 The Head of Customer Services Operations explained that the call centre was not currently reaching the level at which it wanted to operate, with repair calls answered needing to be higher and wait times needing to be lower. However, it was working to rectify this.

4.89 For example, it had crossed trained officers across a number of service areas so that they could meet demand where needed, and it would be promoting the online reporting system once implemented to reduce demand on the call centre.

4.90 The Strategic Director of Customer and Workplace added that bringing together various teams across the contact centre had allowed the service to take a more holistic approach to responding to customer contact and ensure they were appropriately placed to meet demand.

4.91 The Strategic Director of Housing Services also added that only 50% of calls into the contact centre resulted in a repair. As such, if the service could reduce the number of calls received that do not result in a repair, the service would be better placed to respond to those that need a repair in a timely manner.

4.92 It was felt that it was also important to note that 69.62% of customers were satisfied with their call centre experience in October 2022 and whilst work was to be done to get this higher it was an improvement on the previous year.

4.93 *A Commission Member asked how tenant satisfaction was measured and evaluated.*

4.94 The Strategic Director of Customer and Workplace explained that after each repair was completed the resident would be sent out a customer satisfaction survey to complete. This included speed of repair, quality of repair and overall satisfaction. The overall figures were inclusive only of those of residents who had returned the survey.

4.95 If a resident responds and signals that they were dissatisfied with an aspect of the service, an officer would ring that resident to understand why that was the case and learn from their experience.

4.96 *A Commission Member asked for more information on the process for repairs on regeneration estates, particularly for those properties earmarked for demolition.*

4.97 The Strategic Director of Customer and Workplace explained that the process for those regeneration estate properties that were earmarked for demolition would be the same as those for any other property.

4.98 *A Commission Member asked how the Council engaged with estates that did not have a Tenant or Resident Association, and where turn out for weekly surgeries may be low.*

4.99 The Strategic Director of Customer and Workplace recognised that estates without Tenant or Resident Associations should not receive a lower level of service because it lacked organised representation. The Council was keen to ensure all estates were treated equally, and that residents were at the heart of the service provided to them.

4.100 *A Commission Member asked whether housing officers responsible for estates without Tenant or Resident Association representation should have more knowledge of the repairs and maintenance issues on the estate.*

4.101 The Strategic Director of Customer and Workplace explained that housing officers were not responsible for the repairs undertaken on an estate. They were not expected to know what was happening as far as individual and communal repair cases were concerned. However, if there were repairs identified as part of the Estate Improvement Fund then they would be expected to be aware of those.

4.102 The Strategic Director of Customer and Workplace agreed to provide Members with a summary of the roles and responsibilities of those officers who support housing estates, building maintenance and repairs.

4.103 *A Commission Member asked whether the Council tracked health related issues that arise as a result of disrepair and repair issues, particularly in relation to damp and mould.*

4.104 The Strategic Director of Customer and Workplace explained that the Council had not historically asked residents whether they had experienced any health issues related to damp and mould cases. However, this was now something that surveyors asked residents when carrying out inspections and works.

4.105 When prioritising works, the Council looked at household composition, age and health issues amongst other things to understand the urgency of a case. It was also looking at how it works appropriately with other council services and partners to ensure information was shared sensitively and appropriately to ensure support was provided when needed, but there were challenges with GDPR in relation to this.

4.106 *A Commission Member asked for more information on the lines of responsibility between the Council and tenant management organisations (TMOs) when it comes to repairs and building maintenance.*

4.107 The Strategic Director of Customer and Workplace explained that every TMO provided a different level of service. TMOs did share information on their lines of responsibility with residents at the beginning of their tenancies so that they would be clear on where they need to go for support.

4.108 The Cabinet Member for Housing and Resident Participation added that when it came to triaging issues there needed to be better communication and collaboration between the local authority and the TMO. There was a shared responsibility between the two to provide an efficient support service for all residents regardless of lines of responsibilities.

4.109 *A Commission Member asked for more information on the amount of contracted work that the Council was seeking to bring in-house to the DLO, and whether it was seeking to bring more of the capital improvement work programme in-house.*

4.110 The Strategic Director of Customer and Workplace explained that the DLO currently undertook around 50% of responsive repairs. The Council was seeking to bring more of the responsive repair work in-house, rather than capital improvement works, as that was what the DLO was best equipped to do.

Chair's Summary

4.111 In summing up, the Chair proposed that the Commission holds a follow up discussion at a meeting in the next municipal year to review progress against the housing repairs improvement plan.

5 Housing Support for Care Leavers

5.1 The Chair explained that the Children and Young People Scrutiny Commission and Living in Hackney Scrutiny Commission held a joint scrutiny session on housing support for care leavers as part of the 2021/22 work programme.

5.2 The Commissions agreed and finalised their recommendations over summer of 2022 for presentation at Cabinet for a response.

5.3 Members noted the agreed letter to the Executive.

6 Child Q Safeguarding Practice Review

6.1 The Chair explained that the Children and Young People Scrutiny Commission and Living in Hackney Scrutiny Commission had held a joint scrutiny session on the outcome of the Child Q Safeguarding Practice Review.

6.2 The Commissions had agreed and finalised their response to local partners highlighting the key outcomes from the session and its preliminary recommendations.

6.3 It was noted that local partners had been granted an extension to the response deadline until 27th January 2023 to ensure a coordinated response across the local partnership.

6.4 Members noted the agreed letter to local partners and the extended deadline for response.

7 Minutes of the Meeting

7.1 The draft minutes of the previous meeting held on 7th November 2022 were agreed as an accurate record.

8 Living in Hackney Work Programme 2022/23

8.1 The Chair referred to the Commission's work programme and highlighted the discussion items planned for the remainder of the municipal year.

8.2 A Commission Member asked whether the Commission planned to look at affordable housing as part of this year's work programme, which had been highlighted as part of the administration's manifesto commitments.

8.3 It was explained that conversations were ongoing between the Chair, relevant Cabinet Members and officers to agree whether this would be undertaken by the Commission itself in the next municipal year or commissioned independently by the Executive.

8.4 A Commission Member raised an issue regarding pan London protection of residents who had been subjected to gang violence and threats.

8.5 The Chair explained that the Commission would keep a watching brief over any developments in this area, and that it planned to touch upon the specific area of housing provision for those subjected to gang violence and threats at its meeting on 22nd March 2023.

9 Any Other Business

There was no other business.

Duration of the meeting: 7.00 - 9.15 pm

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Living in Hackney Scrutiny Commission 23rd January 2023 Item 6 – Living in Hackney Scrutiny Commission Work Programme 2022/23	Item No 6
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Outline

Attached is the work programme for the Living in Hackney Scrutiny Commission for the 2022/23 municipal year.

Please note that this is a working document.

Action

Members are asked to note the work programme for the 2022/23 municipal year.

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Overview & Scrutiny

Living in Hackney Scrutiny Commission: Work Programme for June 2022 – April 2023

Each agenda will include an updated version of this work programme

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>13th June 2022</p> <p>Special Joint Meeting with Children and Young People Scrutiny Commission</p> <p>Papers deadline: Wed 1st June 2022</p>	<p>Strategic Response of Statutory Partners to Child Q and the Accountability and Monitoring Arrangements</p>	<p>City & Hackney Safeguarding Children Partnership</p> <p>Metropolitan Police Service - Met HQ & Central East Borough Command Unit</p> <p>Mayor's Office for Policing and Crime (MOPAC)</p> <p>London Borough of Hackney</p>	<p>The scrutiny commissions have convened this meeting to review the strategic response of statutory partners to the recommendations from the Safeguarding Practice Review by the City and Hackney Safeguarding Children Partnership (CHSCP).</p> <p>This meeting is to review the following areas:</p> <ul style="list-style-type: none"> • The timeline of events and actions from the date the incident related to Child Q was reported to all agencies up to the publication of the report. • The response and actions taken by the statutory agencies to the report and recommendation of the Child Q Safeguarding Practice Review report. • The accountability structures and monitoring arrangements in place reviewing the progress and implementation of the recommendations made in the report. • Public involvement and accountability in the monitoring process and structures.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>13th July 2022</p> <p>Papers deadline: Mon 4th July 2022</p>	<p>Implementation of the Charter for Social Housing Residents – Resident Experiences</p>	<p>Selected advocacy groups and resident testimonies</p>	<p>The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020.</p> <p>The scrutiny commission wants to get an understanding of tenants' experiences of social housing since the White Paper. The Commission invited residents to submit information about their experiences and invited two advocacy groups to share information about the key issues tenants face and to outline their work to support tenants.</p> <p>Commitments of the Charter for Social Housing Residents:</p> <ol style="list-style-type: none"> 1. To be safe in your home. 2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money. 3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman. 4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants. 5. To have your voice heard by your landlord. 6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair. 7. The government will ensure social housing can support people to take their first step to ownership.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	<p>Implementation of the Charter for Social Housing Residents - Housing Associations</p>	<p>Selected Housing Associations</p>	<p>The Living in Hackney Scrutiny Commission is looking at how local social housing providers in the borough have responded to and are implementing the 7 commitments outlined in the Charter for Social Housing Residents - Social Housing White Paper November 2020.</p> <p>The scrutiny commission asked local housing associations to provide information on how they have responded to and are implementing each of the seven commitments below. The commission has expressed a particular interest in repairs, complaints, disputes, and transparency in decision-making relating to service charges.</p> <p>Commitments of the Charter for Social Housing Residents:</p> <ol style="list-style-type: none"> 1. To be safe in your home. 2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money. 3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman. 4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants. 5. To have your voice heard by your landlord. 6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair. 7. The government will ensure social housing can support people to take their first step to ownership.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	LiH Work Programme Planning 2022-2023	Craig Player, Overview & Scrutiny Officer	Discussion to consider and make suggestions for the LiH work programme for the new municipal year.
12th September 2022 Papers deadline: Thurs 1 st Sept 2022	N/A		As a result of the Death of the Monarch and subsequent period of designated national mourning, this meeting was cancelled and planned agenda items were deferred to the subsequent meeting.
7th November 2022 Papers deadline: Wed 26 th October 2022	Changes to the Housing Register and Lettings Policy	Housing Needs Jennifer Wynter, Head of Benefits and Housing Needs	To look at the impact of Hackney Council's new housing register and Lettings Policy which came into effect in October 2021. Particular focus to be given to: <ul style="list-style-type: none"> ● Advice and guidance in place for residents that no longer qualify for the register, and to those that face a long wait or that are unlikely to get housed ● The impact of the policy on prioritising residents in the greatest need and providing more predictable outcomes

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	Impact of the Cyber Attack on the Housing Register	Housing Needs Jennifer Wynter, Head of Benefits and Housing Needs	To look at Hackney Council's efforts to mitigate the impact of the 2020 cyber attack on its housing register. Particular focus to be given to: <ul style="list-style-type: none"> ● The impact of the cyber attack on the housing register ● What has been put in place to mitigate the risks to residents in need
	LiH Work Programme 2022-2023	Craig Player, Overview & Scrutiny Officer	To agree the LiH work programme for the new municipal year.
12th December 2022 Papers deadline: Wed 30 th Nov 2022	Housing Repairs	Housing Services Steve Waddington, Strategic Director of Housing	To look at progress against Hackney Council's action plan to tackle the repairs backlog built up during the pandemic. Particular focus to be given to: <ul style="list-style-type: none"> ● Progress made in clearing the backlog and returning services to business as usual ● How the Council has engaged with residents who may be in need of repairs but unable to report issues ● What the Council has learned from what happened, and how this learning will lead to service improvement going forward

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>23rd January 2023</p> <p>Papers deadline: Wed 11^h January 2023</p>	<p>Policing of Drug Use</p>	<p>Metropolitan Police Service - Met HQ & Central East Borough Command Unit</p> <p>Interim Borough Commander Dan Rutland</p> <p>Public Health</p> <p>Sandra Husbands, Director of Public Health</p> <p>Selected third sector organisations</p>	<p>To look at the policing of drugs in Hackney as part of the Commission's continued work on building trust and confidence and inclusive policing.</p> <p>Particular focus to be given to:</p> <ul style="list-style-type: none"> ● The approach to policing drug use in Hackney ● How effective the approach is and how consistently it is used across communities ● The impact of the approach to the policing of drugs on local communities

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>16th February 2023</p> <p>Papers deadline: Mon 6th February 2023</p>	<p>Equality, Diversity and Inclusion in the Arts & Cultural Sector</p>	<p>Arts & Culture</p> <p>Petra Roberts, Strategic Service Head for Culture, Libraries and Heritage</p> <p>Selected partner organisations and resident groups</p>	<p>To look at Hackney Council's progress in advancing equality, diversity and inclusion in the arts and cultural sector.</p> <p>Particular focus to be given to:</p> <ul style="list-style-type: none"> ● What barriers remain in engaging under-represented groups to take advantage of arts and culture opportunities ● How under-represented communities are supported to take advantage of opportunities to participate in arts and cultural activities

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>22nd March 2023</p> <p>Papers deadline: Fri 10th March 2023</p>	<p>Temporary Accommodation</p>	<p>Housing Needs</p> <p>Jennifer Wynter, Head of Benefits and Housing Needs</p> <p>Adult Social Care Commissioning</p> <p>Zainab Jalil, Head of Commissioning, Business Support & Projects</p>	<p>To look at the arrangements in place to provide temporary accommodation to residents in priority need.</p> <p>Particular focus to be given to:</p> <ul style="list-style-type: none"> ● How eligibility is determined and how residents at risk are identified and supported ● The procedure for the placement of households in temporary accommodation, both inside and outside the borough ● The support in place to help residents with the associated impacts and challenges of temporary accommodation

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p>20th April 2023</p> <p>Papers deadline: Thurs 6th April 2023</p>	<p>Impact of Housing Regeneration on Residents</p>	<p>Housing Regeneration</p> <p>Stephen Haynes, Strategic Director of Inclusive Economy, Regeneration and New Homes</p> <p>Chris Trowell/James Goddard, Interim Directors of Regeneration & Capital Programme</p>	<p>To look at the impact of Hackney Council's housing regeneration projects on residents.</p> <p>Particular focus to be given to:</p> <ul style="list-style-type: none"> ● The impact of recent regeneration projects on residents and community cohesion, including the approach to the decanting of residents to facilitate redevelopment works ● How residents' are engaged, how their priorities are listened to and how this engagement is reflected in projects

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