

# 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><b>13<sup>th</sup> June 2022</b></p> <p><b>Special Joint Meeting with Children and Young People Scrutiny Commission</b></p> <p>Papers deadline: Wed 1st June 2022</p>	<p><b>Strategic Response of Statutory Partners to Child Q and the Accountability and Monitoring Arrangements</b></p>	<p>City &amp; Hackney Safeguarding Children Partnership</p> <p>Metropolitan Police Service - Met HQ &amp; 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"> <li>● 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.</li> <li>● The response and actions taken by the statutory agencies to the report and recommendation of the Child Q Safeguarding Practice Review report.</li> <li>● The accountability structures and monitoring arrangements in place reviewing the progress and implementation of the recommendations made in the report.</li> <li>● Public involvement and accountability in the monitoring process and structures.</li> </ul>

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<p><b>13<sup>th</sup> July 2022</b></p> <p>Papers deadline: Mon 4<sup>th</sup> July 2022</p>	<p><b>Implementation of the Charter for Social Housing Residents – Resident Experiences</b></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"> <li>1. To be safe in your home.</li> <li>2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.</li> <li>3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.</li> <li>4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.</li> <li>5. To have your voice heard by your landlord.</li> <li>6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.</li> <li>7. The government will ensure social housing can support people to take their first step to ownership.</li> </ol>

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	<p><b>Implementation of the Charter for Social Housing Residents - Housing Associations</b></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"> <li>1. To be safe in your home.</li> <li>2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.</li> <li>3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.</li> <li>4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.</li> <li>5. To have your voice heard by your landlord.</li> <li>6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.</li> <li>7. The government will ensure social housing can support people to take their first step to ownership.</li> </ol>

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	<b>LiH Work Programme Planning 2022-2023</b>	Craig Player, Overview & Scrutiny Officer	Discussion to consider and make suggestions for the LiH work programme for the new municipal year.
<b>12<sup>th</sup> September 2022</b>  Papers deadline: Thurs 1 <sup>st</sup> Sept 2022	<b>Changes to the Housing Register and Lettings Policy</b>	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"> <li>● 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</li> <li>● The impact of the policy on prioritising residents in the greatest need and providing more predictable outcomes</li> </ul>
	<b>Impact of the Cyber Attack on the Housing Register</b>	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"> <li>● The impact of the cyber attack on the housing register</li> <li>● What has been put in place to mitigate the risks to residents in need</li> </ul>
	<b>LiH Work Programme 2022-2023</b>	Craig Player, Overview & Scrutiny Officer	To consider and agree the LiH work programme for the new municipal year.

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<p><b>7<sup>th</sup> November 2022</b></p> <p>Papers deadline: Wed 26<sup>th</sup> October 2022</p>	<p><b>Housing Repairs</b></p>	<p>Housing Services</p> <p>Steve Waddington, Strategic Director of Housing</p>	<p>To look at progress against Hackney Council's action plan to tackle the repairs backlog built up during the pandemic.</p> <p>Particular focus to be given to:</p> <ul style="list-style-type: none"> <li>● Progress made in clearing the backlog and returning services to business as usual</li> <li>● How the Council has engaged with residents who may be in need of repairs but unable to report issues</li> <li>● What the Council has learned from what happened, and how this learning will lead to service improvement going forward</li> </ul>
	<p><b>Neighbourhood Housing Office Closures</b></p>	<p>Housing Services</p> <p>Steve Waddington, Strategic Director of Housing</p>	<p>To look at Hackney Council's proposals to close all neighbourhood housing offices except Woodberry Downs, to be replaced by weekly surgeries with Housing Officers.</p> <p>Particular focus given to:</p> <ul style="list-style-type: none"> <li>● The impact of the proposed closures on residents</li> <li>● The alternative engagement mechanisms that will be put in place, and how they will improve resident engagement and access to housing services</li> </ul>

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<p><b>12<sup>th</sup> December 2022</b></p> <p>Papers deadline: Wed 30<sup>th</sup> Nov 2022</p>	<p><b>Equality, Diversity and Inclusion in the Arts &amp; Cultural Sector</b></p>	<p>Arts &amp; Culture</p> <p>Polly Cziok, Strategic Director of Engagement, Culture &amp; Organisational Development</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"> <li>● How less represented communities are supported to take advantage of opportunities to participate in arts and cultural activities</li> <li>● How arts and cultural organisations are supported to engage with targeted local communities and build meaningful relationships</li> </ul>
<p><b>23<sup>rd</sup> January 2023</b></p> <p>Papers deadline: Wed 11<sup>th</sup> January 2023</p>	<p><b>Policing of Drugs in Hackney (including response to Child Q Joint Scrutiny Meeting)</b></p>	<p>Metropolitan Police Service - Met HQ &amp; Central East Borough Command Unit</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"> <li>● The approach to policing drug use in Hackney</li> <li>● How effective the approach is and how consistently it is used across communities</li> <li>● The impact of the approach to the policing of drugs on local communities</li> </ul>

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<p><b>16<sup>th</sup> February 2023</b></p> <p>Papers deadline: Mon 6<sup>th</sup> February 2023</p>	<p><b>Temporary Accommodation</b></p>	<p>Housing Needs</p> <p>Jennifer Wynter, Head of Benefits and Housing Needs</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"> <li>● How eligibility is determined and how residents at risk are identified and supported</li> <li>● The procedure for the placement of households in temporary accommodation, both inside and outside the borough</li> <li>● The support in place to help residents with the associated impacts and challenges of temporary accommodation</li> </ul>
<p><b>22<sup>nd</sup> March 2023</b></p> <p>Papers deadline: Fri 10<sup>th</sup> March 2023</p>	<p><b>Impact of Housing Regeneration on Residents</b></p>	<p>Housing Regeneration</p> <p>Chris Trowell/James Goddard, Interim Directors of Regeneration &amp; 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"> <li>● The impact of recent regeneration projects on residents and community cohesion</li> <li>● How residents' are engaged, how their priorities are listened to and how this engagement is reflected in projects</li> <li>● The approach to the decanting of residents to facilitate redevelopment works</li> </ul>

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<p><b>20<sup>th</sup> April 2023</b></p> <p>Papers deadline: Thurs 6<sup>th</sup> April 2023</p>	<p><b>Meeting the Council's Net Zero Carbon Target - Retrofitting</b></p>	<p>Housing Services</p> <p>Steve Waddington, Strategic Director of Housing</p> <p>Strategic Property</p> <p>Chris Pritchard, Director of Strategic Property</p>	<p>To look at the Council's work to meet its net zero carbon target in relation to the retrofit of buildings in the borough to ensure they are as green as possible.</p> <p>Particular focus to be given to:</p> <ul style="list-style-type: none"> <li>● Progress against retrofitting council homes to achieve net zero carbon target</li> <li>● Progress against working with the private sector to achieve the net zero carbon target</li> <li>● Progress against retrofitting and delivering net zero for all non-residential council property</li> </ul>