

DMC Progress Report
Camden Town DMC – 12th September 2018

	Action	Responsibility	Progress to Date
1.	<p><u>Community clean up events</u></p> <p>The Vice-Chair and representative for Walker House TRA to provide information on forthcoming community clean up events to be circulated by officers to the DMC.</p>	<p>John Wood, <i>Vice-Chair</i></p> <p>Sarah Moore, <i>Senior Tenant Participation Officer</i></p>	<p>Information was sent by email to TRA committees on 10 October from Sarah Moore.</p>
2.	<p><u>Council transport being hired by TRAs</u></p> <p>Update to be provided on outcomes of discussions on hiring of Council transport.</p>	<p>John Wood, <i>Vice-Chair /</i></p> <p>Michael Lawrence, <i>Transport Manager</i></p>	<p>Michael Lawrence has advised the service will be in a position to review their offer early next year.</p>
3.	<p><u>Community Investment Programme</u></p> <p>The Head of Community Investment and Regeneration, to be invited to the next meeting for some further discussion on CIP.</p>	<p>Jeremy Shapiro, <i>Head of Community Investment and Regeneration</i></p>	<p>The Head of Community Investment and Regeneration has been invited to the next meeting.</p>
4.	<p><u>Landlord Review Feedback</u></p> <p>The DMC asked that more detailed feedback from tenants and leaseholders covered by the landlord review pilot be provided.</p>	<p>Angela Spooner, <i>Head of Tenancy Services</i></p>	<p>A summary of a customer survey conducted in the pilot area is attached.</p>

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5.	<p><u>Special DMC meeting – autumn 2018</u></p> <p>Special meeting to be arranged to consider:</p> <ul style="list-style-type: none"> a) Housing green paper; b) Responsive Security Patrol contract monitoring panel; c) DMC budget and bidding reports and processes. 	<p>Sarah Moore, <i>Senior Tenant Participation Officer</i></p>	<p>Meeting took place on 10th October 2018</p>
6.	<p><u>Responsive Security Patrol motion</u></p> <p>A response to the DMC’s agreed motion on the Responsive Security Patrol to be provided.</p>	<p>Steve Harris, <i>Head of Facilities Management</i></p>	<p>There are no plans to change the RSP service, in fact we have been actively looking at this, considering various options aligned with Labour Policy to bring the service in-house. We have been in dialogue with Cllr Apak providing evidence and assurances that the current Contract with Croma is best value and cannot be met by in-house management.</p> <p>There has been the introduction of the Hot Spots 5th patrol targeting key areas reported by information provided by the Safer Neighbourhood Team through to our security team, namely Graeme Dyson and Petro Sparrow.</p> <p>All reportable incidents are recorded in the Councils Northgate IT system each morning to be shared with the Safer Neighbourhoods team. We</p>

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			<p>have been working with Croma to improve the quality of their reporting so that this information support works delivered by the Community Protection Officers.</p> <p>We are aligning information provided from the CCTV control room to the RSP to ensure groups are moved on when either seen on camera or reports come through from residents.</p> <p>The overall performance has improved with an increase in responses each night being registered by the teams.</p>
<p>6.</p>	<p><u>Voids</u></p> <p>A paper to be provided to the next meeting covering voids to include information on numbers, turnarounds times, existing issues and planned improvements.</p> <p>Officers to liaise with the Chair and Vice-Chair on details.</p>	<p>Gavin Haynes, <i>Director of Property Management</i></p>	<p>An update on voids in contained in the Service Update report on the agenda.</p>
<p>7.</p>	<p><u>HS2</u></p> <p>A response was sought in relation to concerns from the DMC that the Council was not taking a strong enough stance on HS2 undertaking works while noise insulation</p>	<p>Katy Mann, <i>HS2 Programme Lead</i></p>	<p>A briefing is attached.</p>

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	has not been installed on the vast majority of affected homes due to get it and full monitoring is not in place. The Cabinet Member for Better Homes asked that a briefing be circulated to councillors in relation to this.		