

# HOUSING SCRUTINY COMMITTEE

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TUESDAY, 16 JULY 2024 AT 6.30 PM  
COMMITTEE ROOM 1, TOWN HALL, JUDD STREET, LONDON WC1H 9JE

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## MEMBERS

Councillor Kemi Atolagbe (Chair) (L)

Councillors Meric Apak (L), Richard Cotton (L), Nasrine Djemai (L), Tommy Gale (L), Eddie Hanson (L), Nancy Jirira (LD), and Samata Khatoon (L)

## SUBSTITUTE MEMBERS

Councillors Nina De Ayala Parker (L), Edmund Frondigoun (L), Lloyd Hatton (L), Lorraine Revah (L), Tom Simon (LD) and Jonathan Simpson (L)

L = Labour, C = Conservative, LD = Liberal Democrat, G = Green

Issued on: Monday, 8 July 2024

## TOWN HALL FIRE/EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, leave the building quickly and calmly by the nearest available exit. Do not stop to collect personal belongings. Fire exit doors are clearly marked and lead via the staircases to Euston Road, Bidborough Street or Judd Street.

Do not use the lifts. If you are a wheelchair user or have a mobility problem which prevents you from using the staircases, please proceed to the lift lobby area where you will be evacuated from the building.

Do not wait immediately outside the building – proceed to the assembly point on Bidborough Street (outside the Openreach building) and await further instructions.

## MEETINGS IN CAMDEN

Everyone is welcome to come to the public meetings in Camden and agendas for these meetings are available in advance on the Council's website at [www.camden.gov.uk](http://www.camden.gov.uk). If you are interested in a particular item being considered at a meeting and you wish to speak (called making a deputation), please write to the Committee Officer listed on the front of the agenda. The deadline for deputation requests for this meeting is **5pm on Friday, 12 July 2024**.

The Council is allowed to discuss some items in private, although this does not happen often – any such items will be discussed at the end of the meeting and you will be asked to leave at this point.

Members of the public have a right to film, record or photograph public meetings for reporting purposes. This does not apply to any of the Council's meetings which are private or not open to the public. Laws on public order offences and defamation still apply, and you should exercise your rights with responsibility. Please respect the views of others when reporting from a meeting.

You may be asked to stop filming, photographing or recording a meeting if the Chair feels that the activity is disrupting the meeting.

**[Where applicable]** This meeting will be webcast and can be watched live or viewed for six months afterwards at [www.camden.gov.uk/webcast](http://www.camden.gov.uk/webcast). If you are attending a meeting but do not wish to appear on the webcast you are advised to sit in the public gallery.

If you have any views or questions about meetings at Camden Council please call Committee Services on 020 7974 1915.

# **HOUSING SCRUTINY COMMITTEE**

## **16 JULY 2024**

### **THERE ARE NO PRIVATE REPORTS**

**PLEASE NOTE THAT PART OF THIS MEETING MAY NOT BE OPEN TO THE PUBLIC AND PRESS BECAUSE IT MAY INVOLVE THE CONSIDERATION OF EXEMPT INFORMATION WITHIN THE MEANING OF SCHEDULE 12A TO THE LOCAL GOVERNMENT ACT 1972, OR CONFIDENTIAL WITHIN THE MEANING OF SECTION 100(A)(2) OF THE ACT.**

### **AGENDA**

**Wards**

#### **1. APOLOGIES FOR ABSENCE**

To consider any apologies for absence

#### **2. DECLARATIONS BY MEMBERS OF STATUTORY DISCLOSABLE PECUNIARY INTERESTS, COMPULSORY REGISTERABLE NON-PECUNIARY INTERESTS AND VOLUNTARY REGISTERABLE NON-PECUNIARY INTERESTS IN MATTERS ON THIS AGENDA**

#### **3. ANNOUNCEMENTS**

##### **Broadcast of the meeting**

The Chair to announce the following: 'In addition to the rights by law that the public and press have to record this meeting, I would like to remind everyone that this meeting is being broadcast live by the Council to the Internet and can be viewed on our website for twelve months after the meeting. After that time, webcasts are archived and can be made available upon request.'

If you have asked to address the meeting, you are deemed to be consenting to having your contributions recorded and broadcast, including video when switched on, and to the use of those sound recordings and images for webcasting and/or training purposes.'

##### **Any other announcements**

#### **4. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

## **5. MINUTES**

To consider the minutes of the meeting held on 22<sup>nd</sup> February 2024.

(Pages 9 -  
20)

## **6. DEPUTATIONS**

Requests to speak at the Committee on a matter within its terms of reference must be made in writing to the clerk named on the front of this agenda by 5pm two working days before the meeting.

## **7. TERMS OF REFERENCE**

**All Wards**

To note the terms of reference of the scrutiny committee as set out below

‘To scrutinise the Council’s policies and the provision, planning, financing, management and performance of services relating to housing provided by the Supporting Communities Directorate and other service providers’

## **8. APPOINTMENT OF CO-OPTED MEMBERS 2024/25**

**All Wards**

To consider the appointment of co-opted members for the 24/25 municipal year as set out in the report.

(Pages 21 -  
24)

## **9. REVIEW OF ROUGH SLEEPING SERVICES**

**All Wards**

Report of the Executive Director Adults and Health

(Pages 25 -  
46)

The report presents the context, method, findings, and recommendations of a review of Camden’s rough sleeping services, which has been led by Jess McGregor, Executive Director Adults and Health. This review was initiated following the meeting of the Housing Scrutiny Committee on 18<sup>th</sup> December 2023, at which the Committee received a report of the investigation into an incident on Huntley Street on 10<sup>th</sup> November 2023.

The purpose of the review of rough sleeping services in Camden has been to answer the following questions:

1. Does Camden have the appropriate policies, procedures and resources in place to respond well and in an empathetic way to people rough sleeping?

2. Do services meet the needs of a diverse group of people?

3. Are we making the most of strong community willingness to help and support people rough sleeping?

The review process has involved analysis of data and evidence relating to rough sleeping in Camden and rough sleeping services, interviews with Camden staff and practitioners from commissioned services and the voluntary sector in Camden, and consultation with neighbouring boroughs.

The review has found that rough sleeping services in Camden operate in a challenging context, characterised by exceptionally high levels of rough sleeping by national standards, short-term funding, and a very diverse and complex range of needs and vulnerabilities among people who sleep rough in Camden. Despite this, the review has found that rough sleeping services work well in Camden. There are areas where Camden may make improvements and explore different models of rough sleeping service, and so the review makes recommendations that may inform the ongoing work to make improvements to how rough sleeping services operate. There will be further opportunities as Camden develops a new Homelessness and Rough Sleeping strategy.

**10. HOUSING OMBUDSMAN ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT AND COMPLAINT HANDLING CODE SELF-ASSESSMENT - LONDON BOROUGH OF CAMDEN 2023-2024**

**All Wards**

(Pages 47 - 110)

Report of the Borough Solicitor

The Housing Ombudsman requires all Landlords to produce a report annually. The report must contain the following key elements:

- Annual self-assessment
- Analysis of Housing complaints performance
- Any findings of non-compliance
- Service Improvements made
- Housing Ombudsman Annual Report on the Landlord
- Any other relevant reports.

It is a requirement to present this report to the relevant governing bodies and to publish the governing bodies' response alongside the report and self-assessment.

In Camden the governing bodies have been agreed as the RCP Scrutiny Committee and Housing Scrutiny Committee. This is the first report following the new requirements and has been developed in an accessible and easy to understand format. Members are an important source of insight and intelligence on concerns raised by residents and communities

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| <b>11. INSIGHT, LEARNING AND IMPACT REPORT - QUARTER 4/END OF YEAR 2023-24</b>  | <b>All Wards</b><br><br>(Pages 111 - 188) |
| <p>Report of the Executive Directors of Adults and Health, Children and Learning, Supporting Communities and Corporate Services</p> <p>This report focusses on the year 2023-24 using a broad range of measures from each directorate and division across the organisation. In this report, Camden Directors have been asked to provide a narrative covering key areas of challenge, opportunity, and learning.</p> <p>This report is divided into two main sections:</p> <ul style="list-style-type: none"> <li>• An overview of key themes: a summary which highlights key responses from directorates and highlights particular cross-cutting themes</li> <li>• A more detailed account of individual service responses across each of our three Directorates.</li> </ul> <p>Appendix A contains the data dashboard with key measures and data for 2023-24 from services across the Council.</p> |   |
| <b>12. RESPONSE TO THE HOMELESSNESS SCRUTINY PANEL REPORT</b>   | <b>All Wards</b><br><br>(Pages 189 - 198) |
| <p>Report of the Director of Housing</p> <p>This report sets out the Council's response to the recommendations made by the Homelessness Scrutiny Panel on 22<sup>nd</sup> February 2024 following a deep dive into homelessness services across Camden. This report provides an initial response, and any relevant commentary.</p>  |   |
| <b>13. UPDATE FROM CABINET MEMBER FOR BETTER HOMES</b>  | <b>(Pages 199 - 206)</b>                  |
| <p>To consider the report from the Cabinet Member Better Homes</p>  |   |
| <b>14. WORK PROGRAMME AND FORWARD PLAN</b>  | <b>(Pages 207 - 216)</b>                  |
| <p>Report of the Director of Property Management</p> <p>This report suggests a possible work programme for the scrutiny committee</p>   |   |

**15. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

**AGENDA ENDS**

The date of the next meeting will be Monday, 7 October 2024 at 6.30 pm in Committee Room 1, Town Hall, Judd Street, London WC1H 9JE.