

Councillor Sarah Allen – Cabinet Member for Housing

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Councillor Sarah Allen

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24th May 2024

Mrs Elizabeth Strawinski

Dear Mrs Strawinski

Question to Council – Wednesday 22nd May 2024

Thank you for the question your raised to Council on 22nd May 2024. I have set out the question and my response below.

Why has it taken this action to raise the profile of this matter - what steps were in place to monitor the effect of the current situation on the local community and what actions were identified and in progress?

The Council has legal responsibilities to place homeless households in emergency accommodation, including in hotels, when no other accommodation is available. Officers maintain regular communications with hotel management including through visits. Every homeless household placed in emergency accommodation has an allocated Resettlement and Support Officer who works with them to resolve their situation and make referrals to support agencies where additional support needs are identified. Any reported issues are followed up and in cases where occupancy agreements are breached the Council reserves the right to end duties to accommodate.

More widely, Council Officers and Police Officers meet regularly with ward members to review and discuss challenges in local areas. Any increases in crime or anti-social behaviour are highlighted and joint work is established to try and address issues.

- The Council takes these matters very seriously and encourages residents to report any incidents to the police or the Council's community protection team. A range of actions have been identified and progressed including:
 - Regular close working with the Hotel management
 - Ensuring any breaches of occupancy agreements are dealt with
 - Drafting of Code of Conduct for residents
 - Increased officer presence at the hotel including management room checks
 - Increased patrols
 - Monitoring of community impact and tensions
 - Redeployment of CCTV
 - Engagement with all ward Councillors and Complainants
 - A letter drop to all residents in the surrounding area to encourage direct reporting

I should add that if residents are struggling to make reports for any reason, or are not receiving a timely response, I would want to hear about that directly and I'm happy to receive any information you may have in relation to this.

I hope that my response is helpful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sarah Allen', with a horizontal line extending to the right.

Councillor Sarah Allen
Cabinet Member for Housing