

Notes from June Meeting

Date and Timing:	Tuesday 25 th June, 6pm-8pm
Location:	City Hall, 64 Victoria Street, SW1A 6QP
Chair:	Lareen Muhammed – Elected Resident Chair
Cllr Attendees:	Apologies: Cllr Begum
WCC Attendees:	<p>Sarah Warman – Strategic Director of Housing and Commercial Partnerships</p> <p>Zelda Wolfle - Director of Housing and Engagement</p> <p>Mark Wiltshire - Director of Public Protection and Licenses</p> <p>Rochelle Largan – ASB Service Manager</p> <p>Anna Tregenza - ASB Night Safety Hate Crime Team Leader</p> <p>Gary Lea – Chief Surveyor</p> <p>Imaan Williams - 1st Watch Coordinator Vincent Square East NHW</p> <p>Superintendent Beth Pirie – Met Police</p> <p>Henry Roffey - Resident Engagement Manager</p> <p>Cigdem Guner - Resident Engagement Officer</p> <p>Rukshana Ali - Resident Engagement Officer</p> <p>Doris Asabi-Amankwaah - Resident Engagement Officer</p>
Residents in attendance	23 residents

Key Topics:

- **Introduction:** Henry Roffey introduced the resident forum and Lareen the nominated resident Chair. Housekeeping rules were mentioned, highlighting the importance of adhering to the agenda and encouraged participation and discussion within the time limits, to ensure a focused and effective conversation.
- **Housing service update:** Sarah Warman gave an update on the housing service, confirming the conclusion of the appointment process for the Chief Repairs Officer. In addition, the new Chief Surveyor was introduced, bringing experience from one of the

country's largest housing providers. An update was provided for the repairs policy consultation, which received over 3000 responses. We are currently in the analysis phase with policy decisions and circulation to follow post-election. The leasehold Charter consultation concluded with a good response rate, and the leasehold conference is scheduled for July 20th, with the senior leadership team planning to attend and build on the previous year's success.

- **Joint Housing Anti-Social Behaviour (ASB) and Public Protection & Licensing (PPL) ASB update:** Mark Wiltshire, Rochelle Largan & Anna Tregenza explained the roles and responsibilities of the Public Protection and Licencing Team and the Housing ASB Team, and how they work together to tackle ASB issues across the borough. It was noted that this is a collaborative effort focusing on a whole council response to address residents' quality of life and safety concerns comprehensively, with the integrated approach explained.
- **Police Service Update:** Superintendent Beth Pirie gave an overview of policing in Westminster and described the process of how they respond and triage cases. She also explained how the Met Police work in partnership with the Council and other agencies to address crime and ASB. The importance of reporting incidents was discussed. A resident said that it had to be easy to make a report or people would not do this. Beth Pirie mentioned that the most complained about issues are prostitution and drugs, but these are very under reported. She strongly encouraged residents to make reports and suggested the use of online reporting as a convenient option for some <https://www.met.police.uk/tua/tell-us-about/soh/seen-or-heard/> . Beth Pirie advised entering your postcode in the following website to find and contact your local Safer Neighbourhoods Team <https://www.met.police.uk/area/your-area/>

- **Resident Engagement Conference:** Doris Asabi-Amankwaah, Sarah Coker, Roger Diamond, and Damien Anderson shared their experiences and learning from attending the resident engagement conference.
- **Neighbourhood watch update:** Imaan Williams (Chair of the City of Westminster Neighbourhood Watch Association) shared some of the activities of her neighbourhood watch group, as well as sharing examples of collaboration with other neighbourhood watches in the borough. Imaan advised entering your postcode in the following website to find your local Neighbourhood Watch group or get advice on setting one up <https://www.ourwatch.org.uk/get-involved/find-my-local-scheme>.

Action Items:**Resident Engagement:**

- Ensure questions that were not answered during the meeting receive responses.
- Ensure individual issues logged after the meeting are sent to the right team for follow up action.
- Share the website links mentioned by speakers as part of this note.

Housing ASB Team:

- Follow up on the reports raised directly with them.
- Investigate the issue of young people accessing the roof of a block, and to look at prevention measures such as securing the door and the ladder.