

SOUTH AREA: Champion Hill, Goose Green, Dulwich Hill, Dulwich Village and Dulwich Wood wards

<p><u>New Homes</u></p> <ul style="list-style-type: none"> • Bassano Street (Garages), Henslowe Road (Garages) Underhill Road are out to tender delivering a total of 10 new council homes • Lordship Lane Estate and Woodland Road Estate schemes were also agreed to be part of the programme earlier this year. 	<p><u>Asset Management</u></p> <ul style="list-style-type: none"> • Repairs Service has started on a journey to normal service and we have created a roadmap (just checking if on source), we expect this process to take us to week commencing 3rd August where we are hopeful normal services will be resumed. • All of our major works sites have now reopened focussing on external works only at this stage. We are exploring options on returning to a full service including internal works in particular works like Fire Door and window replacements but these are all subject to individual risk assessments with residents. We will keep you posted.
<p><u>Modernise</u></p> <ul style="list-style-type: none"> • Modernise service has been mostly focusing on enabling council staff to work safely in the context of the current pandemic. 	<p><u>Customer Experience Services</u></p> <ul style="list-style-type: none"> • The Contact Centre has been operating as usual throughout lockdown. Demand for telephone services has been down and I'm very grateful to all residents who have adhered with requests to only call with emergencies. The Contact Centre has also played an important role in the delivery of the Community Hub. At the outbreak, we set up a dedicated COVID 19 to receive calls from residents who are concerned about all manner of things including food, accessing their pension, prescription pick up. The service has also been making numerous outbound calls to the shielded group in the borough. Over 30,000 calls have been made to date. • The Homeowners Service office at Market Place has been closed since the beginning of the lockdown. We are hoping to be able to reopen in September or October and as long as we can assure the safety of visitors and staff. Otherwise the service has been operating as usual.
<p><u>Resident Services</u></p> <ul style="list-style-type: none"> • RSOs made a total of 126 welfare visits to properties where we are concerned about tenants welfare due to non-response to remote checks. In some instances we arrange forced entries to properties where we remain concerned and all efforts to confirm the whereabouts 	<p><u>Communities</u></p> <ul style="list-style-type: none"> • Since March partners in Southwark have worked quickly to put in place a wide range of extra support for local people during the pandemic and resulting lockdown. In a few short weeks Community Hub arrangements were established to provide a coordinated

<p>of the tenant has failed. During the course of these forced entries, officers made the following discoveries:</p> <ul style="list-style-type: none"> · Rescued a registered blind tenant who had a fall and was stuck between his bed. · Recovered a property used as a drug den which the police are investigating. · Our collaborative work with ASC, the Albrighton Center and the Police also yielded positive response as we rescued a leaseholder who suffers from dementia who had a fall in her kitchen. <ul style="list-style-type: none"> • A total of 248 tenants were referred to the community hub and other services for assistance and support. RSOs have also assisted residents with a wide range of issues including personal shopping in emergencies, picking up emergency medication, topping up prepay gas meter etc. 	<p>response across the council, VCS and NHS.</p> <ul style="list-style-type: none"> • Southwark's hub arrangements have provided support not just for people who are on the national shielding list of people most vulnerable to Covid-19 but also for many other people who have been unable to get the extra support they need during this pandemic from their family, friends and existing wider support networks. Over 20,000 people have interacted with this support, ranging from one-off calls to daily contact and many thousands of regular food deliveries. • As we exit the initial lockdown and move into a different phase of the pandemic we are these arrangements to ensure: <ul style="list-style-type: none"> · We have the right support in place for the months ahead · We can respond quickly if a future spike in the local infection rate requires it · Our model is sustainable for all partners · Our approach will support our longer-term ambitions for Southwark, including helping to lift people out of poverty, to reduce inequality and to build the resilience of residents and communities • The council is also grateful for the work that those in TRAs and local communities have done to support their friends and neighbours at this time and would welcome any views anyone has on this.
<p><u>Exchequer Services</u></p> <ul style="list-style-type: none"> • Exchequer Services will be starting normal arrears action over the next few weeks. Any tenant or homeowner who is having difficulty paying their rent or service charge due to Covid should be encouraged to contact us to discuss their rent or service charge account • The Garage team will be starting to let garages again in the coming weeks. 	<p><u>Anti-social behaviour, grounds maintenance</u></p> <ul style="list-style-type: none"> • At the start of the Covid lockdown period the Grounds Maintenance Service was severely disrupted with no activity. Following the relaxation of restrictions and available resource we have reinstated grass cutting to manage growth. The shrub and bedding maintenance remains to be reinstated but anticipate this to take place shortly, following the Council's service renewal process. • The local authority continue to have a strong working partnership and continue to identify and resolve any problem areas for breaches of social distancing, unlicensed music events and other anti-

	<p>social behaviour. Any solutions requiring joint working with the Police is fed into the local safer neighbourhood team. Southwark Police will continue to respond to calls coming in from the public and the local authority to direct target patrols as needed. Any concerns across our housing estates will continue to be monitored by Southwark Anti-Social Behaviour Unit.</p>
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