

LONDON BOROUGH OF CAMDEN
COUNCIL MEETING – 25TH SEPTEMBER 2025
AMENDMENTS TO MOTIONS

Amendment to motion 1 proposed by Councillor Sagal Abdi-Wali and seconded by Councillor James Slater.

This Council notes that, in the July meeting agenda of the Audit and Corporate Governance Committee there was an item covering proposed changes to the Camden Remedies Policy & Procedure Complaints (service failure), Property Management, which is considered in dealing with formal complaints. This sought and obtained, the clear majority of the Committee's approval for the revised policy.

~~Almost all of this policy seems reasonable and will be useful in dealing with common issues experienced in shortfall of Council response to resident experience. There were three elements that made it impossible for the Conservative Group to accept the overall report.~~

~~These covered the suggested payments to cover issues that either had the effect to "severely disrupt a child's education", "severe and ongoing issues that seriously impact health, safety or ability to use the home" which "may include widespread mould, structural damage or complete failure of essential services like heating or electricity" or the "severe and ongoing risks that threaten health or safety" including "widespread damp, or prolonged fire safety failures". The tariff for these items is £300-400, £500-£1000 and £500-£1000 respectively.~~

~~That these matters are set down in a standard tariff schedule is not only deeply concerning but frankly dismissive of the serious impact on residents' lives and wellbeing. It is not acceptable that the defence offered for these suggested payments is that they are copied from the policies of other boroughs. Camden should make every endeavour to cut a path, not follow one.~~

~~This Council notes that the Housing Ombudsman emphasises the significance of a structured remedies policy for landlords, stating, "The Ombudsman encourages landlords to have their own remedies policy or guidance, as this provides a framework for staff to refer to when considering individual cases. While a landlord may have guidance in place, its staff should decide each case on its own merits and consider the use of discretion where appropriate."~~

~~Furthermore, the Ombudsman advises that "the document should separate compensation payments into categories and explain the circumstances under which payments will be made."~~

~~In alignment with this guidance, our Remedies policy, developed in collaboration with resident members of our Oversight panel, aims to foster transparency and clarity for our residents regarding the consideration of compensation. We have outlined a~~

comprehensive overview of the types of compensation available, categorising them into three bands: Low, Medium, and High Impact.

The policy does not introduce rigid limits for compensation, but guideline amounts – where each case is judged on its merits and while the guidelines provide a useful starting point they can and will be exceeded where the facts of the case warrant it.

This Council also notes that the introduction of a new complaint handling stage—specifically, a cross-member compensation decision as suggested here, could adversely affect our ability to comply with the response timeframes mandated by the Housing Ombudsman service - 10 working days for stage one and 20 working days for stage two. Non-compliance with these deadlines could result in maladministration determinations being made against us.

The Council therefore ~~moves to remove these items from the standard tariff section, make plain that in serious cases such as these, specific attention shall be given to the effect of a failing and the suitable recompense and that this should be overseen by a cross-party members' panel. In this manner confidence can be restored in this report.~~ should continue to implement the resident-led Remedies Policy & Procedure and its commitment to reviewing it again in 2028.

The amended motion therefore reads:

This Council notes that, in the July meeting agenda of the Audit and Corporate Governance Committee there was an item covering proposed changes to the Camden Remedies Policy & Procedure Complaints (service failure), Property Management, which is considered in dealing with formal complaints. This sought and obtained, the clear majority of the Committee's approval for the revised policy.

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Furthermore, the Ombudsman advises that "the document should separate compensation payments into categories and explain the circumstances under which payments will be made."

In alignment with this guidance, our Remedies policy, developed in collaboration with resident members of our Oversight panel, aims to foster transparency and clarity for our residents regarding the consideration of compensation. We have outlined a comprehensive overview of the types of compensation available, categorising them into three bands: Low, Medium, and High Impact.

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The Council therefore should continue to implement the resident-led Remedies Policy & Procedure and its commitment to reviewing it again in 2028.

Amendment to motion 3 proposed by Councillor Awale Olad and seconded by Councillor Rishi Madlani.

This Council celebrates:

- 1) The diverse nature of our communities
- 2) Our proud history of welcoming asylum seekers
- 3) The cross party motion in January 2023 that called for Camden to become a Borough of Sanctuary
- 4) The work done to achieve that award in July 2024
- 5) The huge contribution made to Camden, and to the UK as a whole, by refugees and immigrants.

This Council condemns the Far Right demonstration that took place in central London on 13th September. The division and hatred espoused at the demonstration, including racism and transphobia, go directly against the values of unity, openness and compassion that we hold dear.

This Council notes:

- 1) That most immigrants are here in the UK legally
- 2) Without people coming from overseas to bolster our workforce, some industries and key public services could collapse.

This Council further notes that on immigration, communication from the Labour Government, including Prime Minister Sir Keir Starmer, ~~closely follows the pattern of the previous Conservative Government. It focuses on irregular and illegal immigration, neglecting~~ has sought to provide much needed balance in the narrative on this key issue for the country. ~~This has involved acknowledging the need for a fair immigration system that addresses the concerns of the public, whilst taking meaningful progressive steps away from the direction of the previous Government like re-establishing the Windrush Unit in the Home Office, abolishing the Rwanda scheme, and making progress towards a UK-EU Youth Mobility Scheme.~~

~~This Council believes the nature of this communication by successive governments has contributed to the rise of Reform UK and the Far Right.~~

This Council calls on the Leader of the Council to ~~r~~:

- 1) Reconfirm the commitment to the ideals and practice of being a Borough of Sanctuary, against a rising tide of hatred and division.
- ~~2) Write to the Prime Minister, urging him to stop the cycle of negative language from the government about people coming here from overseas.~~

The amended motion therefore reads:

This Council celebrates:

- 1) The diverse nature of our communities
- 2) Our proud history of welcoming asylum seekers
- 3) The cross party motion in January 2023 that called for Camden to become a Borough of Sanctuary
- 4) The work done to achieve that award in July 2024
- 5) The huge contribution made to Camden, and to the UK as a whole, by refugees and immigrants.

This Council condemns the Far Right demonstration that took place in central London on 13th September. The division and hatred espoused at the demonstration, including racism and transphobia, go directly against the values of unity, openness and compassion that we hold dear.

This Council notes:

- 1) That most immigrants are here in the UK legally
- 2) Without people coming from overseas to bolster our workforce, some industries and key public services could collapse.

This Council further notes that on immigration, communication from the Labour Government, including Prime Minister Sir Keir Starmer, has sought to provide much needed balance in the narrative on this key issue for the country. This has involved acknowledging the need for a fair immigration system that addresses the concerns of the public, whilst taking meaningful progressive steps away from the direction of the previous Government like re-establishing the Windrush Unit in the Home Office, abolishing the Rwanda scheme, and making progress towards a UK-EU Youth Mobility Scheme.

This Council calls on the Leader of the Council to reconfirm the commitment to the ideals and practice of being a Borough of Sanctuary, against a rising tide of hatred and division.

ENDS