

Public Document Pack

Housing Select Committee Agenda

Wednesday, 11 September 2013

7.30 pm, Committee Room 4

Civic Suite

Lewisham Town Hall

London SE6 4RU

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Housing Select Committee Members

Members of the committee, listed below, are summoned to attend the meeting to be held on Wednesday, 11 September 2013.

Barry Quirk, Chief Executive
Tuesday, 3 September 2013

Councillor Carl Handley (Chair)	
Councillor Vincent Davis (Vice-Chair)	
Councillor Anne Affiku	
Councillor Paul Bell	
Councillor Liam Curran	
Councillor Amanda De Ryk	
Councillor Patsy Foreman	
Councillor Vicky Foxcroft	
Councillor Darren Johnson	
Councillor Sam Owolabi-Oluyole	
Councillor Alan Hall (ex-Officio)	
Councillor Kevin Bonavia (ex-Officio)	

MINUTES OF THE HOUSING SELECT COMMITTEE

Wednesday, 19 June 2013 at 7.30 pm

PRESENT: Councillors Carl Handley (Chair), Vincent Davis (Vice-Chair), Paul Bell, Liam Curran, Amanda De Ryk, Patsy Foreman, Vicky Foxcroft, Darren Johnson and Sam Owolabi-Oluyole

ALSO PRESENT: Timothy Andrew (Scrutiny Manager), Hilary Barber (Director of Corporate Services) (Lewisham Homes), Mark Humphreys (Group Finance Manager, Customer Services), Madeleine Jeffery (Private Sector Housing Agency Manager), Genevieve Macklin (Head of Strategic Housing), Roger Raymond (Scrutiny Officer), Clare Ryan (Partnerships & Service Improvement Manager), Kevin Sheehan (Executive Director for Customer Services) and Louise Spires (Strategy, Policy & Development Manager)

1. Minutes of the meeting held on 16 May 2013

Resolved: to accept the minutes of the meeting held on 16 May as an accurate record.

2. Declarations of interest

Councillor Bell declared a non-prejudicial interest as board member of Lewisham Homes.

3. Emergency services review

3.1 Timothy Andrew (Scrutiny Manager) introduced the report. The key points to note were:

- The Committee had looked at the issue of fire safety and the recommendations of the Lakanal House inquest as well as the ongoing work with housing providers in the borough at its last meeting.

For this meeting, the Committee received information on:

- Progress on considering the installation of sprinklers in Lewisham Homes' buildings
- The response to proposals by the Fire Service to reduce the number of fire fighters based in the borough by one quarter, in particular how residents are being involved and informed about fire safety.
- 'Targeting those most those most at risk', from the Fifth London Safety Plan Supporting document No.5 Consultation draft, March 2013

3.2 Hilary Barber (Director of Corporate Services, Lewisham Homes), introduced the report. The key points to note were:

- There had been a feasibility study carried out to fit sprinklers in a Lewisham Homes property, to see if it was practicable to do so.

- Fire surveys had been carried out for properties, including high-rise blocks: in line with legislative requirements, Lewisham Homes had adopted a risk-based approach to managing fire safety. A fire risk assessment had been completed for each building and there was an on-going programme to regularly review these assessments, and make any reasonable improvements to fire safety in each block.
- Sheltered accommodation was identified as a higher priority due a combination of fire risk assessments and the vulnerability of tenants living in those schemes. Therefore, Lewisham Homes completed a programme of intrusive fire risk assessments, to ensure that the strategy for managing fire risk in sheltered housing was effective.
- Feasibility studies were now programmed for 2013-14 to assess the viability of installing sprinklers in these properties.
- Residents were encouraged to be involved in fire safety in a number of ways, such as leafleting accommodation, the provision of fire safety information, the involvement of residents associations.

3.3 In response to questions from the Committee, the following was noted:

- Members congratulated Lewisham Homes on its innovative plans to fit sprinklers into its properties.
- There were some issues in respect of sheltered accommodation and the fitting of sprinklers that Lewisham Homes was considering in more detail.
- It is difficult to estimate the future costs of fitting sprinkler systems, as each block is different. However, an indication can be given from the cost of the Somerville sheltered accommodation pilot - this was £41,800 and covered all communal areas, 2 offices and 26 flats, making a unit cost of £1500.
- Councillor Johnson would look into the risk factor of certain groups, such as those in the private rented sector who house/flat-share, and homes in multiple occupation, through his role as a member of the London Fire Authority

Resolved: That the Committee's views be referred to Mayor and Cabinet:

The Committee wishes to take this opportunity to emphasize the importance of sprinkler systems in containing fires and preventing loss of life. The Committee believes that this is particularly important because of the changes being proposed in the draft fifth London safety plan, which could result in the closure of two of Lewisham's fire stations.

The Committee supports the work undertaken by Lewisham Homes and recommends that the Council urges other housing providers to adopt a similar risk based approach.

4. Preparation for the housing benefit cap in Lewisham

4.1 Genevieve Macklin (Head of Strategic Housing, Customer Services), introduced the report. The key points to note were:

- From August 2013, a cap will be applied to the total out of work benefits a household can receive. The cap of £350 for singles and £500 for families

will affect over 478 households in Lewisham. Losses range from under £1 to over £300 a week.

- It is expected that there will be close to 150 households in Lewisham that will lose over £100 a week in benefits unless they become exempt, by finding work or claiming Disability Living Allowance (DLA).
- All households affected by the benefit cap have been contacted via letter and subsequent calls to offer a face to face support planning appointment. Officers have made successful contact with 418 families.
- The most affected households tend to be lone parents with more than 3 children, who are on income support and in the private rented sector.
- These residents are being assisted by officers in the following ways:
 - everyone contacted is offered a holistic appointment covering their digital, financial, housing and employment needs.
 - fast track referrals to employment support (particularly referrals to family budgets),
 - referral to the Credit Union for budgeting accounts and to a range of other local providers.
- The next steps will be to develop a complex needs support model for people who fail to find solutions to the benefit cap by August 2013. Officers will be testing this model from July to October 2013.

- The Under-Occupation Charge, commonly known as the 'Bedroom Tax' was introduced in April 2013. A reduction was applied to housing benefit for people who were judged to be under-occupying properties in the social rented sector.
- The combined loss from the introduction of the bedroom tax in Lewisham is approximately £1.5m and there are approximately 3,023 households affected.
- Of the 2,355 subject to a 14% reduction in rent, 65% are single people. Of the 668 subject to a 25% reduction in rent, 74% are single people.
- Lewisham Homes has the most occupants affected by the Bedroom Tax.
- Lewisham's Housing Benefit service has been working closely with Lewisham Homes, Regenter B3 and the Housing Associations to share information on benefit payments and household size in order to identify properties which are under-occupied. Lewisham Homes, Regenter B3 and the Housing Associations have taken the lead on discussions with affected households.
- Some of the approaches used to address the introduction of the Bedroom Tax are:
 - Giving families access to additional properties as a short-term measure to kick-start the move-on process.
 - Promoting other housing initiatives, such as FreshStart, Seaside & Country Homes and mutual exchanges
 - Review housing allocations scheme to continue to prioritise under occupiers and enable them to move quickly
 - Using Discretionary Housing Payments (DHP) to temporarily meet rent shortfalls where tenants have expressed an intention to downsize by joining the housing register and actively bidding. Currently 132 tenants have been supported using DHP to manage under occupancy.
 - Using financial assistance to encourage under occupation moves, pay for removals or clear arrears

- The Council is looking to develop its policy so occupants are not directly penalised due to the introduction of the Bedroom Tax.

4.2 In response to questions from the Committee, the following was noted:

- Council officers assured the Committee that they could not foresee the circumstances in which the Council would look to evict residents, as long as all reasonable steps had been taken, with help from the Council, to meet the gap caused by the Bedroom Tax. Officers reiterated the importance of the Council's responsibility to balance rent collection with a fair enforcement policy.
- The Council continues to support residents to secure employment. Employed households should be exempt from the reforms, as long as they continue to work enough hours.
- Most occupants affected by the Bedroom Tax do not want to move; however those that do will be prioritised for support and help to move.
- There are no easy 'loopholes' to avoid paying the Bedroom Tax. Any perceived loopholes would have a knock-on effect in other areas.
- There are online budgetary tools that can aid residents in respect of the Benefit changes.
- There is still a lot of work that needs to be done by central government to ensure that the Universal Credit would operate efficiently and effectively.
- There will be continuous evaluation to assess the impact of the benefit changes on residents' behaviour. There will also be assessment of the effectiveness of the training and employment initiatives being used to help residents secure employment.
- The Executive Director for Customer Services chairs the 'Welfare Reform Board' which looks to provide a holistic approach across the council and partner agencies in respect of the Welfare Reform agenda.
- The Council has the resources in place to respond quickly to any changes that may come due to a change in policy over the coming two years, or after the General Election scheduled for 2015.
- The Council's policy on DHP will be evaluated at the appropriate time, to see if the six months limit is reasonable.
- There are a number of benefit recipients who are exempted from the Benefits Cap: Disability Living Allowance; Personal Independence Payment; Attendance Allowance; Industrial Injuries Benefit; Employment Support Allowance, if paid with the support component; Armed Forces Compensation Scheme payment; War Pension Scheme payments (including War Widow's/Widower's Pension; and War disablement Pension). Also, that people who qualify for Working Tax Credit will also be exempt. This means that lone parents will need to work 16 hours a week and couples 24 hours a week to be exempt from the cap.
- Modelling is being carried out on the circumstances of residents in temporary accommodation who are in need because of homeless.
- The likelihood is that it will take up to four years for the Housing Benefit functions from local authorities to be transferred to the Department of Work and Pensions (DWP) for the implementation of Universal Credit.
- It is not conceivable for any local authority in an urban area be able to cover the full cost of the Bedroom Tax so that it does not affect its residents.

- Seaside & Country Homes encourages older residents to trade their property for a property in the country or seaside. The properties they would be moving to are usually held by a Trust.
- It is still possible to use the mutual exchange initiative if there is damp and mould in a property. Problems of this kind can be more easily dealt with once the occupants are out of the property.

4.3 Some questions for follow-up from officers are as follows:

- Of the households affected by bedroom tax who are willing to move (144 identified in the report), how many have children?
- How do the impacts of the bedroom tax and benefit cap in Lewisham compare with neighbouring boroughs?
- How do the bedroom tax rules apply to families with students in higher education living away during term time?
- Are families claiming DLA for their children exempt from the bedroom tax?
- In instances in which relatives or friends are willing to make up the shortfall in rents caused by the Bedroom Tax, is this contribution considered as rental income? If so, would it affect the recipient's benefits?

Resolved: That the Committee's views be referred to Mayor and Cabinet-

The Committee wishes to commend officers for the work they have carried out in preparation for the implementation of the government's changes to housing welfare. The Committee also commends the work that has been done with the Council's partners, including the voluntary sector, to mitigate the most damaging impacts of the changes on Lewisham's citizens.

5. Housing matters

5.1 Jeff Endean (Housing Programmes and Strategy Team Manager), introduced the report. The key points to note were:

- The full findings of the Phase 1 consultation is scheduled for presentation at Housing Select Committee meeting in September, alongside full details of the proposed approach to the second stage of conversation with residents.
- 'Door-knocking' to speak to residents ended on 31 May 2013. The target of 2,000 surveys was achieved, and contact was made with over 4,000 residents.
- Solon, the Independent Tenant Advisor, will be conducting a small door-knocking exercise of 50 households to benchmark the consultation that has been carried out, and the questionnaire and methodology for undertaking this is currently in development.
- In February 2013, Lewisham Homes commissioned Ridge to carry out a 10 per cent sample stock condition survey of the housing stock in order to prepare a whole stock 30 year expenditure profile and report.
- The previous meeting of Housing Select Committee received a draft of the report on the Council's New Build Programme proposed for consideration by Mayor and Cabinet on 22 May.
- On the proposed community self build scheme at Church Grove, the media coverage of the proposal has generated 18 expressions of interested parties.

- The event planned for prospective interested parties, noted to Housing Select Committee last month as planned for July, will now take place in September. This additional time will allow for officers to fully explore the ways in which residents might be supported to be part of the programme, and not be at a disadvantage in relation to more established groups.
- The Council submitted a bid for £4.5m to the Mayor of London's Care and Support Specialised Housing Fund to support the delivery of two new specialised schemes for older people in the borough. The announcement on the bids is expected in late June 2013.

5.2 In response to questions the Committee, the following was noted:

- Of the 18 expression of interest in the Church Grove site, only a few of the proposals are well-developed. This is why officers put back the information event to September. They would like to work with residents on their proposals to develop them further, and make them more viable.
- Officers will evaluate the plans for Church Grove after the event planned for prospective interested parties in September; some of the proposals may not be applicable for the Church Grove site, but might be applicable to other sites.
- There will be no 'gifting' of land for the Self-Build projects.
- Officers have attempted to contact Lewisham Parochial Charities on its proposals for a new build, but have been unsuccessful thus far.
- Developments such as Tanners Hill would not be held up due to the Housing Matters consultation.
- Officers have spoken to voluntary organisations about helping young people getting involved in the construction industry
- There should be announcement on the Coalition Government's proposals for the Public Spending Borrowing Cap next week.
- The total expenditure on Housing Matters thus far is approximately £310,000, which includes all of the initial feasibility work as well as the engagement and consultation with residents.

5.3 Some questions for follow-up from officers are as follows:

- an update on the transfer of 82 Tanners Hill.
- a breakdown of the £53k being paid to Solon for the Housing Matters consultation

Resolved: that the report be noted.

6. Select Committee work programme

6.1 Timothy Andrew (Scrutiny Manager) introduced the report. The key points to note were:

- The items scheduled for the September meeting are as follows:
 - Update on the implementation of the PRS review recommendations: Love Lewisham Lets
 - Heathside and Lethbridge
 - Housing supply and demand

- Emergency services review (recommendations)

6.2 In response to questions the Committee were advised:

- That it would be prudent to defer the item on 'Heathside and Lethbridge' until later in the municipal year.
- That an update on Housing Matters could be provided at the September meeting to update Members on a number of issues.

Resolved: that the Heathside and Lethbridge item be deferred until next year. An item on Housing Matters be added to the agenda for the September meeting.

7. Items to be referred to Mayor and Cabinet

Resolved: to refer the Committee's views on items three and four to Mayor and Cabinet.

The meeting ended at 9.30 pm

Chair: -----

Date: -----

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Agenda Item 2

Housing Select Committee			
Title	Declarations of interest		
Contributor	Chief Executive	Item	2
Class	Part 1 (Open)	Date	11 September 2013

Declaration of interests

Members are asked to declare any personal interest they have in any item on the agenda.

1. Personal interests

There are three types of personal interest referred to in the Council's Member Code of Conduct:

- (1) Disclosable pecuniary interests
- (2) Other registerable interests
- (3) Non-registerable interests

2. Disclosable pecuniary interests are defined by regulation as:-

- (a) Employment, trade, profession or vocation of a relevant person* for profit or gain
- (b) Sponsorship – payment or provision of any other financial benefit (other than by the Council) within the 12 months prior to giving notice for inclusion in the register in respect of expenses incurred by you in carrying out duties as a member or towards your election expenses (including payment or financial benefit from a Trade Union).
- (c) Undischarged contracts between a relevant person* (or a firm in which they are a partner or a body corporate in which they are a director, or in the securities of which they have a beneficial interest) and the Council for goods, services or works.
- (d) Beneficial interests in land in the borough.
- (e) Licence to occupy land in the borough for one month or more.
- (f) Corporate tenancies – any tenancy, where to the member's knowledge, the Council is landlord and the tenant is a firm in which the relevant person* is a partner, a body corporate in which they are a director, or in the securities of which they have a beneficial interest.
- (g) Beneficial interest in securities of a body where:
 - (a) that body to the member's knowledge has a place of business or land in the borough; and

(b) either

- (i) the total nominal value of the securities exceeds £25,000 or 1/100 of the total issued share capital of that body; or
- (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person* has a beneficial interest exceeds 1/100 of the total issued share capital of that class.

*A relevant person is the member, their spouse or civil partner, or a person with whom they live as spouse or civil partner.

3. Other registerable interests

The Lewisham Member Code of Conduct requires members also to register the following interests:-

- (a) Membership or position of control or management in a body to which you were appointed or nominated by the Council
- (b) Any body exercising functions of a public nature or directed to charitable purposes, or whose principal purposes include the influence of public opinion or policy, including any political party
- (c) Any person from whom you have received a gift or hospitality with an estimated value of at least £25

4. Non registerable interests

Occasions may arise when a matter under consideration would or would be likely to affect the wellbeing of a member, their family, friend or close associate more than it would affect the wellbeing of those in the local area generally, but which is not required to be registered in the Register of Members' Interests (for example a matter concerning the closure of a school at which a Member's child attends).

5. Declaration and Impact of interest on members' participation

- (a) Where a member has any registerable interest in a matter and they are present at a meeting at which that matter is to be discussed, they must declare the nature of the interest at the earliest opportunity and in any event before the matter is considered. The declaration will be recorded in the minutes of the meeting. If the matter is a disclosable pecuniary interest the member must take not part in consideration of the matter and withdraw from the room before it is considered. They must not seek improperly to influence the decision in any way. **Failure to declare such an interest which has not already been entered in the Register of Members' Interests, or participation where such an interest exists, is liable to prosecution and on conviction carries a fine of up to £5000**
- (b) Where a member has a registerable interest which falls short of a disclosable pecuniary interest they must still declare the nature of the interest to the meeting at the earliest opportunity and in any event before

the matter is considered, but they may stay in the room, participate in consideration of the matter and vote on it unless paragraph (c) below applies.

- (c) Where a member has a registerable interest which falls short of a disclosable pecuniary interest, the member must consider whether a reasonable member of the public in possession of the facts would think that their interest is so significant that it would be likely to impair the member's judgement of the public interest. If so, the member must withdraw and take no part in consideration of the matter nor seek to influence the outcome improperly.
- (d) If a non-registerable interest arises which affects the wellbeing of a member, their, family, friend or close associate more than it would affect those in the local area generally, then the provisions relating to the declarations of interest and withdrawal apply as if it were a registerable interest.
- (e) Decisions relating to declarations of interests are for the member's personal judgement, though in cases of doubt they may wish to seek the advice of the Monitoring Officer.

6. Sensitive information

There are special provisions relating to sensitive interests. These are interests the disclosure of which would be likely to expose the member to risk of violence or intimidation where the Monitoring Officer has agreed that such interest need not be registered. Members with such an interest are referred to the Code and advised to seek advice from the Monitoring Officer in advance.

7. Exempt categories

There are exemptions to these provisions allowing members to participate in decisions notwithstanding interests that would otherwise prevent them doing so. These include:-

- (a) Housing – holding a tenancy or lease with the Council unless the matter relates to your particular tenancy or lease; (subject to arrears exception)
- (b) School meals, school transport and travelling expenses; if you are a parent or guardian of a child in full time education, or a school governor unless the matter relates particularly to the school your child attends or of which you are a governor;
- (c) Statutory sick pay; if you are in receipt
- (d) Allowances, payment or indemnity for members
- (e) Ceremonial honours for members
- (f) Setting Council Tax or precept (subject to arrears exception)

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Agenda Item 3

Housing Select Committee			
Title	Response from Mayor and Cabinet to matters referred by the Select Committee – Housing Matters consultation process		
Contributor	Executive Director for Resources (Head of Business & Committee)		Item 3
Class	Part 1 (Open)	Date	11 September 2013

1. Summary

This report informs members of the response given at Mayor and Cabinet to a referral in respect of recommendations to the Mayor following the discussions held on the Housing Matters consultation process which the Select Committee considered in March 2013.

2. Purpose of the report

To report to members the response given at Mayor and Cabinet to recommendations made by the Select Committee on March 6 2013.

3. Recommendation

The Select Committee is recommended to receive the Mayoral response to their consideration of the Housing Matters Consultation Process.

4. Background

- 4.1 The Mayor considered the attached report entitled 'Response to matters referred by Housing Select Committee that some residents had raised concerns that the ongoing Housing Matters consultation process is not giving equal consideration to the two remaining options' at the Mayor & Cabinet meeting held on June 19 2013.

5. Mayoral response

- 5.1 Having considered an officer report, and a presentation by the Cabinet Member for Customer Services, Councillor Susan Wise, the Mayor agreed that the response to the referral be approved and reported back to the Housing Select Committee.

Background papers

Mayor & Cabinet minutes June 19 2013

If you have any queries on this report, please contact Kevin Flaherty, Head of Business & Committee, 0208 314 9327

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MAYOR AND CABINET			
Title	Response to matters referred by Housing Select Committee that some residents had raised concerns that the ongoing Housing Matters consultation process is not giving equal consideration to the two remaining options.		
Wards	All wards	Item No	
Contributors	Executive Director Customer Services		
Class	Open	Date	19 June 2013

1 Purpose

- 1.1 To respond to matters referred to Mayor and Cabinet made by the Housing Select Committee that some residents had raised concerns with them that the ongoing Housing Matters consultation process is not giving equal consideration to the two remaining options.

2 Recommendations

It is recommended that the Mayor:

- 2.1 Agree the responses to the referral set out below and refer the report back to Housing Select Committee.

3 Policy Context

- 3.1 The Housing Select Committee's report feeds into the priorities of 'Shaping our Future' - Lewisham's Sustainable Community Strategy (2008-20), specifically, 'Clean, green and liveable – where people live in high quality housing and can care for and enjoy their environment' and supports the Council's corporate priority regarding 'Decent Homes for all'.

4 Background

- 4.1 The Housing Select Committee at their meeting on 6th March 2013 noted that some residents had raised with them their concerns that the ongoing Housing Matters consultation process is not giving equal consideration to the two remaining options. The Committee decided to refer the concerns to Mayor and Cabinet and this is the response from the Executive Director for Customer Services to Mayor and Cabinet.
- 4.2 In response to the referral, this report sets out for Mayor and Cabinet the guidance and good practice available to the authority on carrying out options appraisals, how the consultation has been carried out to date with the steps taken to ensure that the consultation continues to be balanced, and outlines the role of the Independent Tenant Advisor in ensuring that all information shared with residents is fair and accurate.

5 Options Appraisal Guidance

- 5.1 The previous government, issued guidance in 2003 called '*Delivering Decent Homes – Options Appraisal. Guidance for Local Authorities*' to enable local authorities to determine how they would meet the Decent Homes Standard. The current Government has not changed this Guidance or issued any further Guidance. The Council has therefore used the Guidance issued in 2003 to shape the Council's current options appraisal about the future of its housing stock, particularly in regard to the section on involving tenants and leaseholders in the process.
- 5.2 The guidance sets out some key principles around the tenant and leaseholder involvement:
- Tenants and leaseholders should be involved from the outset with a central role in decision-making and access to good independent advice from the start;
 - The first stage of the option appraisal should involve developing their capacity to engage in the process and exploring their aspirations;
 - Must be able to make meaningful contributions to the process and thus have some ownership of the conclusions;
 - Residents should be in a position to give an informed view on the type and quality of housing services being provided; on proposals for changing and improving these; and a constructive, timely input to the authority's decisions on its housing strategy.
- 5.3 Further guidance was issued about developing a Communications and Consultation Strategy to underpin the options appraisal. At this time, it was expected that the strategy would:
- Inform all tenants and stakeholder about the issues involved in a clear and accessible way;
 - Inform tenants and stakeholders in a fair and balanced way of the reasons behind the consultation;
 - Be a tool for feedback to shape and inform the views of the local authority;
 - Publicise ways tenants and others can become more involved in the detail of future decision making
- 5.4 Officers consider that the process that has been undertaken to date has met all of the requirements of the guidance set out above, and furthermore that there is no evidence that the options have been presented in an unbalanced way. As further evidence to justify this conclusion, the remainder of this report sets out how the principles have been incorporated into the current options appraisal process. It also details the continuing efforts by the Housing Matters Team to ensure residents can meaningfully engage in the process and receive accurate and fair information to reach an informed opinion on the options .

6 Resident Steering Group

- 6.1 The main consultative body for the Housing Matters Consultation is the Resident Steering Group (RSG). This was formed following on from the Mayor's decision in

July 2012 to commence discussions with residents on the four options. The RSG is currently made up of eleven residents of whom one is a leaseholder, one is a tenant of a leaseholder and the remainder are all tenants. The RSG was established following an open invitation to join the group to Lewisham Homes' Area Panel and Tenant & Resident Associations. During the initial phase, the Council's Housing Matters team attended the Area Panel meetings, all the Sheltered Housing Schemes and eleven Tenant & Resident Associations to explain the options appraisal process and this was accompanied by numerous roadshows and drop-ins set up around the borough to enable non-involved residents to participate.

- 6.2 In August 2012, the RSG interviewed and appointed TPAS as their Independent Tenant Advisor (ITA) for the initial consultation phase (September to December 2012). The group worked with the ITA to develop newsletters for residents. They received presentations from Defend Council Housing, Phoenix Community Housing, Lewisham Homes and from a legal advisor to explain the mutual concept in order to build their knowledge and understanding of the four options. TPAS's financial expert was also given full access to the Council's financial model and provided an independent review of this to RSG as well as outlining this in one of TPAS's newsletters. The group received feedback and updates from the Council on the progress of the consultation.
- 6.3 After the Mayor & Cabinet decision in January 2013, the Resident Steering Group was asked to evaluate TPAS' performance and to decide whether to renew their contract or re-tender the contract. The group decided to re-tender but to still include TPAS in the competition. The RSG assessed all tenders received against an agreed criteria. TPAS was not shortlisted and subsequently they appointed Solon Community Network (SOLON) in March 2013.
- 6.4 The Managing Director of SOLON is the ITA lead on this project and has worked with the RSG to develop a Work Plan. A significant part of this is building up their knowledge and understanding of the options appraisal process. The group revised its Terms of Reference and a key component of this is that the Council, Lewisham Homes and the ITA will ensure that they can provide input and feedback on all significant communication materials that will be going out to residents. The RSG and SOLON have also worked together to develop and draft a newsletter, independent of the Council and Lewisham Homes, on the options appraisal process. Recent discussion items have included the results of the stock condition survey, which was followed up by a borough tour and a introductory session on housing finance. Forthcoming items for the group include presentations on areas such as tenancy rights and rents. These presentations will be given by the ITA.
- 6.5 The ITA also provides a freephone service and they will be attending a number of Tenant & Resident Associations, Lewisham Homes' Area Panel away day, Sheltered Schemes as well as conducting some focus groups with uninvolved residents.
- 6.6 The Resident Steering Group has also provided input into the development of the Housing Matters consultation microsite, suggesting changes and additions before the site went live at the beginning of May. There is a dedicated section on the RSG and its role. Please see link below:

7 Resident Consultation – the process

- 7.1 On 6th January 2013, Mayor and Cabinet decided to consult further with residents on two remaining options, both involving Lewisham Homes:
- Lewisham Council remains the landlord and Lewisham Homes continues to manage the homes;
 - Lewisham Homes becomes a resident-led organisation, which will own and manage the homes.
- 7.2 The Council is responsible for this consultation and all decisions regarding the methodology of the current phase have been approved through the Housing Matters programme governance structure. The aims of this phase as agreed by the Housing Matters Programme Board are to :
- raise the awareness and understanding of both options,
 - identify residents' priorities for their homes, communities and housing services,
 - identify residents' concerns about both of the two options under consideration.
- 7.3 The agreed approach was that Lewisham Homes was to undertake an extensive door-knocking programme across their management area, with the purpose of achieving a representative sample of their resident profile and collecting feedback in relation to resident's priorities and concerns, as set out above. The rationale behind Lewisham Homes carrying out the exercise was their staffing resources and their local knowledge and understanding of residents and the areas in which they live.
- 7.4 In advance of the door knocking programme, a letter from the Mayor was sent to all residents outlining the Council's decision on the options. This was followed by a Housing Matters specific newsletter sent in February, which informed residents that Lewisham Homes would be carrying out the next wave of consultation on the Council's behalf.
- 7.5 Door knocking methodology
- 7.5.1 A target of 2,000 completed surveys has been set with a further set of sub targets for each postcode based on the proportion of Lewisham Homes managed properties in that area. For example if a postcode has 15 per cent of all Lewisham Homes properties, the minimum number of surveys required would be 300, which is equivalent to 15 per cent of the tenanted homes. In addition to this, targets have been set for age groups of residents in each area to ensure there is a representative sample.
- 7.5.2 Lewisham Homes recruited from their existing staffing resources to carry out the door knocking programme. Staff were asked to apply for these posts and were interviewed for their suitability. Twenty-six Lewisham Homes' officers were recruited and the resulting team is diverse across gender, age and ethnicity. The team received a full day of training which covered the background to the Housing Matters consultation, an interactive Q&A session along with role playing. This session was attended by Council officers. It was made clear to the staff working on the project to

provide factual information, not to give personal opinions so as to ensure that residents receive a balanced and accurate picture on both options.

- 7.5.3 The consultation team has been carrying out their door knocking Monday to Friday between 5:00 – 7:00pm and on Saturdays from 9:30am until 1:00pm. In the first instance, they try to carry out a face-to-face interview – if the resident advises that the time of call is inconvenient, they offer to return at a later date or complete the survey over the phone with them. The team has removed from the visiting lists those tenants known to be vulnerable and for these residents, subject to the information contained on them, are telephoned to organise a suitable visiting time to enable them to have a friend, relative, carer to be present, if required or they can refuse to be involved in the consultation.
- 7.5.4 The door knocking is scheduled to finish on 31st May and as at 15th May, 1,700 surveys had been completed. The findings will be compiled in order to provide the basis for subsequent phases of the consultation, as set out at 7.6.
- 7.5.5 The ITA has a key role to play in providing quality assurance on behalf of both residents and the Council in ensuring that this phase and subsequent phases of the consultation are delivered in a fair, open and transparent manner. The ITA will achieve this in two ways. First, it will deliver its own programme of follow up interviews with tenants who have been surveyed by the Lewisham Homes team, to test how the survey was received, and to provide a second source of information for future stages. Second, it provides a Freephone helpline service to tenants, which has been publicised in all of the materials provided to tenants, for them to ask for advice or raise concerns with an independent body.

7.6 Future phases of the consultation

- 7.6.1 The next phase of the consultation with residents will be shaped by the survey findings and will enable the Council to set out how resident aspirations and priorities can be met, or not, through the two options. The aim of this phase will be to build on phase 1 and engage in a more detailed dialogue with residents regarding the implications of both options in terms of rents, rights, investment and services so residents can make an informed choice.
- 7.6.2 This phase will include a variety of delivery methods beyond the door knocking approach taken to date. For instance, the ITA will deliver a varied programme of engagement, including focus groups with residents who haven't engaged to date and a greater focus on deliberative events through TRA meetings and other channels.
- 7.6.3 Officers expect that this stage will commence in early autumn 2013 to give sufficient time to collate and analyse the results of the first stage, to plan in detail the engagement mechanisms for the second stage, and to clear all communication materials and messaging through both the ITA and the Residents Steering Group.

8 **Conclusion**

- 8.1 The consultation with residents to date has been focussed on increasing residents' understanding of the two options, identifying residents' priorities for their homes and local areas and identifying their concerns in relation to the two options.
- 8.2 The Government's Guidance on carrying out Options Appraisals and consulting with Tenants and Leaseholders as set out in paragraphs 5.2 and 5.3 has been followed. More than 2000 tenants and leaseholders were consulted in the first phase of the options appraisal and a further 2000 or more will be consulted in the current phase. At this stage there is no evidence that the options have been presented in an unbalanced way.
- 8.3 All findings of the consultation and the financial and technical assessments will be made available to the RSG and the ITA for independent scrutiny and review. The ITA provides additional assurance to the Council and residents through its Freephone helpline service and it will expand this with a programme of independent follow up interviews.
- 8.4 The information gathered from this process, along with the financial and technical assessments that are currently on-going, will allow for a third stage of consultation which provides residents with more detailed information about how both of the options might address their priorities and their concerns as identified by the earlier phase. Officers expect that this stage will commence in early autumn 2013 to allow for detailed planning and clearance of all materials and messages through the ITA and the RSG.

9 Financial implications

- 9.1 Whilst there are no direct financial implications arising from this response, a budget has been set aside to meet the cost of the consultation as described above.

10 Legal implications

- 10.1 The Council has a wide general power of competence under Section 1 of the Localism Act 2011 to do anything that individuals generally may do. The existence of the general power is not limited by the existence of any other power of the Council which (to any extent) overlaps the general power. The Council can therefore rely on this power to carry out housing development, to act in an "enabling" manner with other housing partners and to provide financial assistance to housing partners for the provision of new affordable housing.
- 10.2 Section 105 of the Housing Act 1985 provides that the Council must consult with all secure tenants who are likely to be substantially affected by a matter of housing management to which the section applies. The section specifies that a matter of housing management is one which relates to the management, maintenance, improvement or demolition of dwelling houses let by the authority under secure tenancies and that such consultation must inform secure tenants of the proposals and provide them with an opportunity to make their views known to the Council within a specified period. The section further specifies that before making any decisions on the matter the Council must consider any representations from secure

tenants arising from the consultation.

10.3 Section 106 and Schedule 3A of the Housing Act 1985 set out the formal consultation requirements for stock transfer. Schedule 3A applies in place of Section 105. Essentially, the required process has two stages, requiring a Stage 1 and Stage 2 Notice. There is only a statutory requirement to undertake a ballot in the case of stock transfer.

10.4 The Equality Act 2010 (the Act) brings together all previous equality legislation in England, Scotland and Wales. The Act includes a new public sector equality duty (the duty), replacing the separate duties relating to race, disability and gender equality. The duty came into force on 5 April 2011.

The duty consists of the 'general equality duty' which is the overarching requirement or substance of the duty, and the 'specific duties' which are intended to help performance of the general equality duty.

The duty covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

10.5 In summary, the Council must, in the exercise of its functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

These are often referred to as the three aims of the general equality duty.

10.6 As was the case for the original separate duties, the new duty continues to be a "have regard duty", and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

10.7 The Equality and Human Rights Commission (EHRC) have issued five guides for public authorities in England giving advice on the equality duty:

1. The essential guide to the public sector equality duty
2. Equality objectives and the equality duty
3. Equality information and the equality duty
4. Meeting the equality duty in policy and decision-making
5. Engagement and the equality duty

All the guides have now been revised and are up to date. The essential guide provides an overview of the equality duty requirements including the general equality

duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:

<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

- 10.8 The EHRC guidance does not have legal standing. Unlike the statutory Code of Practice on the public sector equality duty which was due to be produced by the EHRC under the Act. However, the Government has now stated that no further statutory codes under the Act will be approved. The EHRC has indicated that it will issue the draft code on the PSED as a non statutory code following further review and consultation but, like the guidance, the non statutory code will not have legal standing

11 Equality implications

- 11.1 There are no equality implications arising directly from this report. The door-knocking carried out by Lewisham Homes has been conducted to ensure that a representative sample of views are collected from residents to inform and shape the next phase of the consultation. The Council will continue to ensure that all residents are provided with opportunities to participate and give their views.

12 Environmental implications

- 12.1 There are no environmental implications arising directly from this report.

13 Crime and Disorder implications

- 13.1 There are no crime and disorder implications arising directly from this report.

14 Background Documents and Report Author

- 14.1 There are no background documents to this report.
- 14.2 If you require any further information about this report please contact Clare Ryan Partnerships & Service Improvement Manager on 020 8314 3603.

Agenda Item 4

Housing Select Committee			
Title	Response from Mayor and Cabinet to matters referred by the Select Committee – Mayoral response on the democratisation of the Lewisham Homes Board		
Contributor	Executive Director for Resources (Head of Business & Committee)		Item 4
Class	Part 1 (Open)	Date	11 September 2013

1. Summary

This report informs members of the response given at Mayor and Cabinet to a referral in respect of recommendations to the Mayor following the discussions held on the Housing Matters report which the Select Committee considered on January 8 2013.

2. Purpose of the report

To report to members the response given at Mayor and Cabinet to recommendations made by the Select Committee on the democratisation of the Lewisham Homes board as part of their wider consideration of housing matters.

3. Recommendation

The Select Committee is recommended to receive the Mayoral response to their consideration of the democratisation of the Lewisham Homes Board.

4. Background

4.1 The Mayor considered the report entitled 'Comments of the Housing Select Committee on Housing Matters: the results of the consultation and way forward' (attached as Appendix A) as an addendum to the report 'Housing Matters Update' at the Mayor & Cabinet meeting held on January 16 2013.

4.2 The outcome of that consideration as detailed in the minutes of the January 16 2013 Mayor & Cabinet meeting was as follows:

The report was presented by the Cabinet Member for Customer Services and by a representative of the Executive Director for Customer Services.

The Mayor was then addressed by the Chair of the Housing Select Committee, who presented an addendum report. He outlined the Select Committee's broad support for the proposals and highlighted the need to create an ethos within any organisation responsible for housing that was committed to building more houses. He also urged Lewisham Homes to develop tenants who could serve on its Management Committee.

'In response, the Mayor indicated he intended to hold a dialogue with other Registered Social Landlords in Lewisham to see if the Lewisham Homes stock improvement proposals could be replicated. In terms of developing tenant representatives who could serve on the Lewisham Homes Board, he said he was happy to pursue the suggestion in principle but had to be sure actions were pursued at the right time.

Having considered the officer report, and the presentations by the Cabinet Member for Customer Services, Councillor Susan Wise, and the Chair of the Housing Select Committee, Councillor Carl Handley, the Mayor then:

RESOLVED that

(i) the findings of the discussion with residents about the possible options for addressing Lewisham's housing challenges be noted;

(ii) the potential options for continuing the conversation with residents and the associated strengths and weaknesses of each be noted;

(iii) as there was limited support expressed among residents for the option of transfer to an existing housing association, and because the resident-led option offers greater potential to respond to residents concerns about rents and security of tenure for new as well as existing residents, transfer to an existing housing association be no longer pursued as part of this process;

(iv) as residents prefer retention with the ALMO to retention with a return to Council Management, and because a return to Council management at this stage would put at risk the delivery of the current Decent Homes programme, the option of a return to Council management of the stock be no longer pursued as part of this process;

(v) the two possible options remaining options be noted namely:

1. that the Council ceases all further options appraisal activities, retains the ALMO as is, and works within the budgetary limits the Council faces as a landlord, or

2. that the Council works alongside residents, Lewisham Homes and other bodies to better understand how, by retaining but evolving Lewisham Homes - with a view to a possible transfer of ownership to Lewisham Homes as a resident-led organisation – it might attract further investment, increase resident control, deliver residents' aspirations and address their concerns; and

(vi) on the basis of the appraisal of the options set out and having considered the further information including the required further financial and technical assessments set out , option 2 should be pursued.'

- 4.3 Subsequent to that meeting the decision of the Mayor was reviewed by the Overview & Scrutiny Business Panel on January 29 2013. The Business Panel agreed a reference report should be sent to the Mayor (attached as Appendix B).

- 4.4 The Mayor considered the Business Panel's submission on February 13 2013 and his conclusion as shown in the minutes was as follows:

(b) Housing Matters

In respect of the suggestion that Lewisham Homes should, as a matter of urgency, be asked to consider the election of Tenants and Leaseholders as Lewisham Home Board members, the Mayor reaffirmed his previously expressed position that he was happy to pursue the suggestion in principle but had to be sure actions were pursued at the right time.

The Mayor concurred with the request that a further assessment of costs and additional information on sites should come to the Mayor and Cabinet at an early stage and to inform the Council's Housing Strategy and that this could also be considered by both the Business Panel and the Housing Select Committee.

5. Conclusion

- 5.1 The Select Committee is asked to note the Mayor's support for the principle of a democratisation of the Lewisham Homes board and that he is committed to pursuing the proposal at an appropriate time.

Background papers

Mayor & Cabinet minutes January 16 and February 13 2013

If you have any queries on this report, please contact Kevin Flaherty, Head of Business & Committee, 0208 314 9327

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Mayor and Cabinet			
Title	Comments of the Housing Select Committee on Housing Matters: the results of the consultation and way forward		
Contributors	Housing Select Committee	Item No.	4 (Addendum)
Class	Part 1	Date	16 January 2013

1. Summary

- 1.1 This report informs the Mayor and Cabinet of the comments and views of the Housing Select Committee, arising from discussions held on the officer report entitled *Housing Matters: the results of the consultation and way forward*, considered at its meeting on 8 January 2013.

2. Recommendation

- 2.1 The Mayor is recommended to receive the views of the Housing Select Committee as set out in section three of this referral and agree that the Executive Director for Customer Services be asked to respond.

3. Housing Select Committee views

- 3.1 On 8 January 2013, the Housing Select Committee considered a report entitled *Housing Matters: the results of the consultation and way forward*.
- 3.2 The committee noted that paragraph 7.1 of the report proposes two practicable options which are for the council to either:
- cease all further options appraisal activities, retain Lewisham Homes, the current ALMO, as is, and work within the budgetary limits the Council faces as a landlord, or
 - work alongside residents, Lewisham Homes and other bodies to better understand how, by changing the nature of Lewisham Homes, it might attract further investment, increase resident control, deliver residents' aspirations and address their concerns.
- 3.3 The committee would like to urge Mayor and Cabinet, at their meeting on 16th January, to send out a clear message to residents that both of these options are being considered equally in any continuing conversations with residents.
- 3.4 The committee urges the democratisation of tenant representation on the Lewisham Homes board as a matter of urgency, by electing rather than selecting tenant Board members, notwithstanding the timescale and result of the Housing Matters consultation.
- ## **4. Financial Implications**
- 4.1 There are no financial implications arising out of this report per se; but there are financial implications arising from carrying out the action proposed by the Committee.

5. Legal Implications

- 5.1 The Constitution provides for Select Committees to refer reports to the Mayor and Cabinet, who are obliged to consider the report and the proposed response from the relevant Executive Director; and report back to the Committee within two months (not including recess).

6. Further Implications

- 6.1 At this stage there are no specific environmental, equalities or crime and disorder implications to consider.

Background papers

- Minutes of the Housing Select Committee meeting held on 8 January 2013
- Housing Matters: results of the consultation and way forward paper presented to Housing Select Committee on 8 January 2013

If you have any queries on this report, please contact Joseph Dunton, Scrutiny Manager (0208 3143563), or Kevin Flaherty, Head of Committee Business (0208 3149327).

MAYOR AND CABINET		
Report Title	Report Back On Matters Raised By The Overview And Scrutiny Business Panel	
Key Decision	No	Item No.
Ward		
Contributors	Head of Business & Committee	
Class	Open	Date: 13 February 2013

Purpose of Report

To report back on any matters raised by the Overview and Scrutiny Business Panel following their consideration of the decisions made by the Mayor on 16 January 2013.

1. PROMOTION OF SCRUTINY ACTIVITIES BY COMMUNICATIONS UNIT

- 1.1 The Business Panel reconfirmed its request to the Mayor to receive a written response on appropriate levels of support to be given to the promotion of Scrutiny activities by the Council's Communications Unit.

Proposed Response by the Mayor

- 1.2 The communications team has done a number of things to assist with the timely and effective promotion of select committee reports from Overview and Scrutiny, including:
- March 2012: assisting with the promotion of Live Long, Live Well report from the Healthier Communities Select Committee by issuing a news release, promoting the report on the Council's website and including it in the digest of the Mayor and Cabinet meeting
 - June 2012: assisting with promotion of the Public Accounts Committee Fairness review to local assemblies
 - October 2012: featuring the Preserving Local Pubs review of the Sustainable Development Select Committee in the digest of the Mayor and Cabinet meeting that was published on the Council's website and sent to local media.

- 1.3 However, and bearing in mind the increasingly limited resources of the communications team, I do think there is some scope to explore further assistance. Consequently I have asked officers in the scrutiny team and communications teams to work together with chairs of scrutiny committees to identify potential promotional opportunities and to make the Council's regular channels of communication available as appropriate in support of the work of scrutiny committees.

RECOMMENDATION The Mayor is asked to agree that the response shown above be reported to the Overview & Scrutiny Business Panel.

2. HOUSING MATTERS

- 2.1 The Business Panel agreed that Lewisham Homes should, as a matter of urgency, be asked by the Mayor to consider the election of Tenants and Leaseholders as Lewisham Home Board members.
- 2.2 In respect of the confidential report on the same item the Panel asked that a further assessment of costs and additional information on sites should come to the Mayor and Cabinet at an early stage and to inform the Council's Housing Strategy and that this would be considered by both the Business Panel and the Housing Select Committee respectively.

Agenda Item 5

Housing Select Committee			
Title	Mayoral response to the Select Committee on the Low Cost Home Ownership review		
Contributor	Executive Director for Resources (Head of Business & Committee)		Item 5
Class	Part 1 (Open)	Date	11 September 2013

1. Summary

This report informs members of the response given at Mayor and Cabinet to a referral in respect of discussions which the Select Committee considered in April 2013.

2. Purpose of the report

To report to members the response given at Mayor and Cabinet to recommendations made by the Select Committee regarding a review of Low Cost Home Ownership.

3. Recommendation

The Select Committee is recommended to receive the Mayoral response to the Select Committee's comments on Low Cost Home Ownership.

4. Background

4.1 The Mayor considered the attached report entitled "Response to Housing Select Committee on Low Cost Home Ownership Review" at the Mayor & Cabinet meeting held on July 10 2013.

5. Mayoral response

5.1 The Mayor received an officer report and a presentation from the Cabinet Member for Customer Services, Councillor Susan Wise.

5.2 The Mayor resolved that the response shown in the attached report be submitted to the Select Committee.

Background papers

Mayor & Cabinet minutes July 10 2013

If you have any queries on this report, please contact Kevin Flaherty, Head of Business & Committee, 0208 314 9327

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Mayor and Cabinet			
Title	Response to Housing Select Committee on Low Cost Home Ownership Review		
Wards	All Wards	Item No:	
Contributors	Executive Director for Customer Services		
Class	Part 1	Date:	10 July 2013

1. Purpose

- 1.1. The purpose of the report is to provide an initial response to the recommendations made by the Housing Select Committee following the in-depth review into Low Cost Home Ownership in the borough and to provide a timetable for the delivery of each recommendation.

2. Recommendation

- 2.1. The Mayor is requested to agree that the information contained in this report be approved and reported as a response to THE Housing Select Committee recommendations.

3. Background

- 3.1. The scope of the Low Cost Home Ownership (LCHO) Review was agreed in October 2012 and two evidence gathering sessions were held in February and March 2013. The February session was written and the March session verbal. The Committee finalised the report and agreed the recommendations in April 2013.
- 3.2. There is arguably a high need for low cost home ownership schemes in Lewisham. Over the past 15 years, high levels of demand and constraints on land availability have driven an above-average growth in house prices across London, including in Lewisham, and this has limited affordability for residents. In 1997 the average house price in Lewisham was £73,789 and the median salary was £16,120, a price to income ratio of nearly 5:1. By 2010, and despite the downturn in the broader economy, the average house price in the borough had increased to £255,351 and the median income had increased to £23,592, resulting in a doubling of the price to income ratio to almost 11:1.
- 3.3. House prices have since stabilised, but mortgage finance is increasingly rationed and deposit requirements have increased. To be able to purchase a property in the lowest 25 per cent of prices in Lewisham in 2010, a single resident would need to be earning at least at the level of the highest 25 per cent of earners (£40k p.a. or more),

qualify for a 75 per cent loan-to-value mortgage, and have saved £1 in every £5 that they had earned for 7 years or have other access to the £45k deposit. With personal debt levels still high - £1,700 for every adult in the UK aged 18 or older, compared to £1,000 in 1997 – this rate of saving is unlikely, and first time buyers are increasingly reliant on family support to access home ownership.

3.4. Figures provided in the 2011 Census show that of 116,091 households in Lewisham 43.6% are either owned outright, owned with a mortgage or part of a shared ownership arrangement - a decrease from 50.1% in 2001.

3.5. The final report and recommendations arising from the Housing Select Committee's Low Cost Home Ownership Review were presented to Mayor and Cabinet on the 1st May 2013 resulting in the following decision:

Decision:

Having considered an officer report, the Mayor agreed that the Executive Director for Customer Services be asked to prepare a response on the Committee's recommendations.

Minutes:

Having considered an officer report, the Mayor agreed that the Executive Director for Customer Services be asked to prepare a response on the Committee's recommendations.

3.6. The key lines of enquiry agreed for the review relate to each of the four areas of the review. These are outlined below:

3.7. Right to Buy/preserved Right to Buy/Right to Acquire:

- What are the advantages and disadvantages of RTB (a) for tenants and (b) the council and the wider Lewisham population?
- How has this affected the retained stock of council owned homes in Lewisham and stock transferred to RSLs?
- Has there been any abuse of RTB in Lewisham (e.g. by companies seeking to induce tenants to buy their properties and then sell them under rent back schemes)?
- How many applications for RTB has Lewisham Homes received since the government increased the discount and what are the future projections?
- Have RSLs that have received transferred stock seen an increase in applications?
- Do the Council and its RSL partners actively promote RTB and RTA?

3.8. Shared Ownership/Shared Equity

- How many different shared ownership/shared equity schemes exist?
- What are the advantages / disadvantages of shared ownership/shared equity?
- What number and proportion of home owners have been helped with shared ownership/shared equity?
- How many shared ownership/shared equity homes have been built by Registered Social Landlords in Lewisham over the past ten years?
- How many shared ownership/shared equity homes have been provided in Lewisham as a result of s106 planning requirements?
- What factors have affected take up of shared ownership/shared equity homes schemes?
- What factors, if any, have restrained supply of shared ownership/shared equity homes?

3.9. Self Build

- What are the advantages / disadvantages of self build?
- What examples are there of self build projects pursued by Lewisham Council or Lewisham Homes or RSLs in the borough historically and currently?
- What are the reasons behind the low proportion of self build properties in the borough and what impediments are there that may discourage self build schemes? How can these be removed?
- Is Lewisham doing anything to encourage bids to the London Mayor's 'Build your own home – the London way' scheme?
- What land currently owned by Lewisham Council might be suitable for self build? If the land was provided for free what would be the impact for the Council and how much would it cost, approximately, for a resident to self-build a family sized house on this land?

3.10. Community Land Trusts

- How do CLTs work?
- What are the advantages / disadvantages of CLTs?
- What examples are there of successful urban based CLTs?
- What land currently owned by Lewisham Council might be suitable for a CLT? If the land was provided to a CLT for free, what would be the impact for the Council and how much would it cost, approximately, to build a family sized house on this land?

4. Responses to the recommendations of the Housing Select Committee's review into Low Cost Home Ownership

- 4.1. R1. Lewisham Council and partner organisations need to ensure that all residents are aware of both the benefits and all the pitfalls of choosing to buy a home through the Right to Buy Scheme.**

- 4.2. Lewisham Homes administer Right to Buy for all council owned properties. The website does currently highlight both pros and cons of purchasing your own property, as highlighted below for the purposes of this report, but Council officers will work with Lewisham Homes to consider a revision potentially making the cons more prominent:

Making the right choice

Becoming a homeowner is one of the most important decisions you will make. We understand that and have a team of officers who can help you with your application and discuss the benefits, costs and obligations of becoming a homeowner.

- Our service to tenants who are thinking of buying their homes is free. We do not receive any commission from mortgage companies or others involved in the purchase of your home
- Please talk to us before signing up with any company who will charge you to help with your application. In most cases we can provide the same service free of charge. Once you have spoken with us if you want to you can still ask a company for assistance. We have known instances where companies have been very insistent and charge tenants hundreds pounds for the service.
- We will send you an information booklet and a guide to the process if you request a Right to Buy application form from us.
- **If you sell your home within five years of buying it you will need to repay some of the discount, we can explain how this is calculated.**
- There are a number of advantages in becoming a homeowner but it's not right for everyone. In particular **you should bear in mind that you will need to arrange and pay for all repairs inside your home, including repairs to your central heating.**
- If you buy a leasehold property (a flat or maisonette) **you will pay service charges to cover the cost of services and works to communal areas of the block and estate. Major works can be expensive. If you decide to buy your flat we will explain all of these charges to you.**
- Most people need to borrow money to buy their homes; this is usually a mortgage from a bank or building society. The monthly amount you pay on your mortgage includes interest on the amount you have borrowed. The interest rate is low at the moment, which is good, but as mortgages are paid back over a number of years **you should also consider how much your monthly payment may increase to if the interest rate rises.**
- **If you do not pay your mortgage your home may be repossessed.**
- Once you are a homeowner **you cannot claim housing benefit.** Department of Work and Pensions (DWP) does provide some help with mortgage payments if you run into financial difficulty, but this may not cover all of the monthly mortgage payment.

- 4.3. R2. Lewisham Council should explore options to limit the number of RtB leaseholders sub-letting their properties or selling them to local private landlords. This could include exploring options for charging leaseholders for renting their property in the first five years and looking at options for giving the council first refusal on the property in the event of a sale.**
- 4.4. This recommendation is unenforceable under law. Once the tenant's Right to Buy has been exercised, the leaseholder takes ownership of the property and the Local Authority has lost control over the property in its capacity as local housing authority. However, around 45% of the Councils Private Sector Leasing properties are ex-RTB and we can further encourage RTB leaseholders who are considering renting out their properties to work with us through a PSL arrangement, guaranteeing them an income and allowing us to use their property for homeless households. Officers will explore other ways to work with leaseholders, including considering, for instance, inviting them to a another leasehold landlord day to promote a relationship with the council.
- 4.5. R3. Lewisham Homes should promote the Cash Incentive Scheme alongside Right to Buy to ensure that tenants are aware of all the options available to them.**
- 4.6. The Lewisham Homes website has an existing page on the Cash Incentive Scheme. The Council is working with Lewisham Homes to link it to the Right to Buy information page to promote it as an option.
- 4.7. R4. Lewisham Council and partner organisations need to ensure that all residents are aware of both the benefits and all the pitfalls of choosing to buy a home through a Shared Ownership/Shared Equity scheme.**
- 4.8. As part of the South East London Housing Partnership (SELHP), Lewisham Council works closely with the registered providers delivering LCHO products in south east London and ensure that potential applicants are appropriately advised on the pros and cons of purchasing a low cost home ownership property. This primarily takes place through meetings held quarterly where any issues, new policies etc. relating to LCHO are discussed. As of 1st April 2013, London and Quadrant Housing Trust (L&Q) are no longer the Homebuy Agent for South London. The GLA decided, as part of its Housing Covenant, to reconsider the customer experience for aspiring homeowners. The service provided by L&Q (with Metropolitan HT for north London) included both the advertising of properties and the assessment of eligibility of applicants along with the forwarding of potential lists of applicants to RPs with schemes due for completion. Now, a website is provided with property details but the assessment of potential applicants is to be undertaken by each individual RP. SELHP are working with RPs to ensure that applicants are not negatively affected

and that schemes do not remain unsold. The Councils website has been updated with links to the GLA endorsed website, SharetoBuy <http://www.sharetoBuy.com/london> and a website provided by Metropolitan, <http://www.homematch.org.uk/> that is funded by RP subscriptions.

- 4.9. R5. The Housing Select Committee support the South East London Housing Partnership in their efforts to maintain a portal website to make it easier for residents to navigate the range of Shared Ownership/Equity options available locally.**
- 4.10. As above, the South East London councils are working closely with providers, the GLA and Metropolitan to ensure a user friendly approach. The provision of a SELHP portal website is still under investigation, any progress will be reported to Committee.
- 4.11. R6. Lewisham Council and partner organisations should consider promoting all low cost home ownership options together so residents can make an informed comparison between the various options available to them. Additionally potential homeowners should be reminded of the responsibilities that come with home ownership generally.**
- 4.12. A Property Show has been arranged for the 15th June 2013 by Homematch and marketed to residents across London (advertised on Lewisham online). This event will provide details of all available products and will provide financial advice for any potential applicants that attend. Work with SELHP is ongoing.
- 4.13. R7. Lewisham Council should measure the demand / interest in self build Locally**
- 4.14. An event directly linked to the Church Grove site will be held in September 2013 and a press release was issued during National Self Build week in May 2013. A register of all interest is maintained to allow further contact and currently has around 20 people/organisations listed.
- 4.15. R8. Lewisham Council should promote the Mayor of London's "Build your own home – the London Way" and the Community Right to Build funding pots to local residents who are interested in self build.**
- 4.16. As mentioned above the press release was issued in May and we will be continuing the promotion of initiatives such as these.
- 4.17. R9. Lewisham Council should work with local partners such as the credit union to open up new finance options for any potential Self Build/Custom Build projects in the borough.**

- 4.18. The Strategic Housing team has a long standing relationship with the Credit Union in the borough particularly Lewisham Plus. Attendance and promotion has been primarily through LEWAHG to date but information will be provided to self builders and trialled through the Church Grove project.
- 4.19. **R10. The Council should explore the viability of making sites available for Self Builders. Where appropriate, this might include sites which have been considered for infill development under the Housing Matters Programme. The Council should ensure that any housing development it supports in this way adheres to CLT principles by remaining affordable and continuing to help meet local housing needs.**
- 4.20. At present, work is focussed on the Church Grove site however lessons learnt and partnerships formed could transfer to any additional sites identified in the future. Officers continue to investigate CLTs and will discuss details with potential self builders.
- 4.21. **R11. Lewisham Council should ensure that any investment of resources, whether land, capital or officer time by the Council into a CLT, self build project, or other low cost home ownership option is justified with reference to meeting council objectives in meeting local housing needs.**
- 4.22. Agreed.
- 4.23. **R12. Where the Council has invested its resources it should ensure that it is able to nominate existing tenants from the housing register for participation in self build groups or for finished properties, where these are provided.**
- 4.24. Agreed.
- 4.25. **R13. The Council may need to establish, in partnership with CLTs and other Housing Providers, a separate register of local residents who are interested in self build or other forms of low cost home ownership.**
- 4.26. Officers will maintain a list of people expressing an interest in self build, particularly the Church Grove project.
- 4.27. The council is considering putting a number of services on line, such as Housing Options and Housing Applications, and is considering the provision of a sub regional choice based lettings system. When services do go on line, provision will be made to ensure an applicants interest in low cost home ownership can easily be recorded. The introduction of this opportunity will be included in the on line services work programme.

- 4.28. R14. Lewisham Council should explore a Community Land Trust as an option for releasing land for self build projects, low cost sale and/or social housing rent.**
- 4.29. This option is actively being explored and a full cost versus benefits analysis will be undertaken alongside other ways forward, including retention of the ownership. At least one organisation expressing an interest in Church Grove has suggested a CLT arrangement.
- 4.30. R15. Lewisham Council should work with partners such as the Credit Union or other Community Development Finance Institutions to open up new finance options for any potential CLT in the borough.**
- 4.31. Financing will form part of the investigation in CLTs and their advantages for those in housing need.
- 4.32. R16. Lewisham Council should ensure that interested residents are signposted to available information regarding CLTs including examples of best practice and existing practical and legal guidance.**
- 4.33. This information will be provided to anyone showing an interest in self build or CLT.
- 4.34. R17. Lewisham Council should ensure that any group receiving any form of assistance from the Council to set up and manage a CLT has the required level of expertise.**
- 4.35. Officers will ensure that the legal requirements are met and that groups come to us with existing experience or a programme of training to establish the expertise.
- 4.36. R18. A further report on low cost home ownership, including updated information relating to the recommendations set out in this report should be brought before the Housing Select Committee in the 2013/14 municipal year.**
- 4.37. The Housing Select Committee workplan requires further reports in:
- September 2013;
 - February 2014.

5. Legal Implications

- 5.1 There are no specific legal implications, save for noting the following.
- 5.2 The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment,

marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

5.3 In summary, the Council must, in the exercise of its functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

5.4 The duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

5.5 The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at: <http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>

5.6 The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:

1. The essential guide to the public sector equality duty
2. Meeting the equality duty in policy and decision-making
3. Engagement and the equality duty
4. Equality objectives and the equality duty
5. Equality information and the equality duty

5.7 The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more

detailed guidance on key areas and advice on good practice. Further information and resources are available at: <http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

6. Finance Implications

- 6.1. This response set out above is for information only and there are no direct financial implications arising from this report. The financial implications of the individual proposals mentioned will be considered as they are taken forward for action.

7. Crime and Disorder Implications

- 7.1. There are no specific crime and disorder implications.

8. Environmental Implications

- 8.1. There are no specific environmental implications.

9. Equality Implications

- 9.1. There are no direct equalities implications arising from this report.

10. Background Documents and Report Author

- 10.1 There is one background document to this report:
Report presented to M&C on 1st May 2013 -
<http://councilmeetings.lewisham.gov.uk/documents/s22264/Housing%20Select%20Committee-%20Low%20cost%20home%20ownership%20review.pdf>
- 10.2 If you have any queries on this report, please contact Louise Spires, Strategy Policy and Development Manager on 020 8314 6649.

Agenda Item 6

Housing Select Committee			
Title	Response from Mayor and Cabinet to comments of the Select Committee on housing welfare reform		
Contributor	Executive Director for Resources (Head of Business & Committee)		Item 6
Class	Part 1 (Open)	Date	11 September 2013

1. Summary

This report informs members of the response given at Mayor and Cabinet to a referral in respect of recommendations to the Mayor following the discussions held on the officer report “ which the Select Committee considered in June 2013.

2. Purpose of the report

To report to members the response given at Mayor and Cabinet to recommendations made by the Select Committee on June 19 2013.

3. Recommendation

The Select Committee is recommended to receive the Mayoral response to their consideration of housing welfare reform.

4. Background

- 4.1 The Mayor considered the attached report entitled ‘Comments of the Housing Select Committee on housing welfare reform’ referred by the Select Committee at the Mayor & Cabinet meeting held on July 10 2013.

5. Mayoral response

- 5.1 The Mayor received an officer report and a presentation from the Cabinet Member for Customer Services, Councillor Susan Wise who said the comments of the Housing Select Committee were very gratifying and should be received with thanks.
- 5.2 The Mayor resolved that the Housing Select Committee be thanked for its contribution.

Background papers

Mayor & Cabinet minutes July 10 2013

If you have any queries on this report, please contact Kevin Flaherty, Head of Business & Committee, 0208 314 9327

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Agenda Item 7

Housing Select Committee			
Title	Housing matters		
Contributor	Executive Director for Customer Services, Executive Director for Resources and Regeneration, Head of Law	Item	7
Class	Part 1 (Open)	Date	11 September 2013

1. Overview

1.1. This report provides Housing Select Committee with an update in relation to a number of aspects of the Housing Matters programme. It presents:

- A summary of the findings of the door-knocking exercise carried out by Lewisham Homes with the full report appended;
- The suggested approach of Phase 2 consultation
- The latest position on the Council's new build programme
- The latest position on the Council's Older People's Housing Project

2. Recommendations

2.1. Housing Select Committee is recommended to:

- To note the results of the Phase 1 consultation:
 - 2,144 residents participated in the door-knocking exercise;
 - 90% of respondents had some understanding of each of the options;
 - The survey found that 33% thought it was a good idea to evolve Lewisham Homes into a new organisation, 31% were not sure, and 35% did not think it was a good idea;
 - The survey produced consistent residents' priorities across all areas of the borough, with security and safety, improvements to communal areas and the completion of the Decent Homes programme most commonly mentioned by respondents
- To note the approach for Phase 2 consultation.
- To note the progress made to date in delivering the Council's new build programme.
- To note the progress made to date in the delivering the Council's Older People's Housing Project.

3. Housing Matters – Phase 1 Consultation findings

3.1 This section summarises the main findings of the Phase 1 consultation with residents. The full report is attached at Appendix 1.

3.2 Lewisham Homes carried out a planned programme of door-knocking and telephone contact with residents across its management area from February until the end of May 2013 with the aim to complete 2,000 surveys.

3.3 The purpose of the consultation was to:

- Continue to raise awareness of the Council's Housing Matters consultation;
- Increase residents' understanding of the options being considered;
- Gain a better understanding of resident priorities for improvements to services, their homes and community; and
- Understand the way the options being considered might address residents priorities and concerns.

3.4 Lewisham Homes consultation team captured the views of 2,144 residents (about 14%) across a representative range of age groups and areas of the borough. It is likely that through this exercise the team would have spoken to more than 6,000 residents about the consultation, helping to raise awareness of the issues for housing in Lewisham.

3.5 Understanding of the options

3.5.1 The conversation with residents has been at a high level and has focused as much on increasing residents' understanding of the issues and options as on testing their views about them. The survey achieved its target of increasing understanding to 60% with more than 90% of respondents having some understanding of each of the options.

3.5.2 It is positive that awareness and understanding of the options has increased markedly since the previous survey in December 2012. However, there is still work to be done to explain both options in more detail. The feedback captured needs to be considered alongside an appreciation of the level of understanding that residents were able to reach with the information available to them.

3.6 Residents' priorities

3.6.1 The survey has provided insight and detail into what residents' priorities are for their homes and communities, which provides evidence to inform decision making in later stages of the programme.

3.6.2 Residents were asked what their three main priorities were for improving where they lived, including their home, services, block and external areas. The survey produced consistent residents' priorities across all areas of the borough, with security and safety, improvements to communal areas and the completion of the Decent Homes programme most commonly mentioned by respondents.

3.6.3 The most common priorities in terms of service improvement were response repairs, better enforcement of tenancy conditions and tackling anti-social behaviour.

3.7 Residents' views on evolving Lewisham Home into a new organisation

- 3.7.1 The survey found that 33% thought it was a good idea to evolve Lewisham Homes into a new organisation, 31% were not sure, and 35% did not think it was a good idea. It is reasonable at this stage of the Housing Matters programme, that many residents who were 'not sure' said they did not have enough information to make an informed view on the options being considered. This feedback could therefore be summarised as a general open-mindedness for the option to be further developed and explained to residents.
- 3.7.2 The findings of the survey are being validated by a small door-knocking exercise, which is being carried out by Independent Tenant Advisor (Solon Community Network) during August and these results will be available at the meeting of the Housing Select Committee.
- 3.7.3 The background, methodology and full findings of the survey are outlined in the main report, which is attached at Appendix 1.

4. Phase 2 Consultation with residents

- 5.1 The next phase of the consultation will report back to residents the findings of the door-knocking exercise that Lewisham Homes carried out.
- 5.2 It is anticipated that this will be carried out in a localised fashion by splitting Lewisham Homes management area into 10 key areas as this will enable the feedback to be targeted and tailored to those areas. The Council is working with Lewisham Homes to develop the timetable for this but would expect this activity to be completed by mid December. The current split is as follows:
- Pepys
 - Evelyn
 - Tanners Hill
 - Kender
 - Honor Oak
 - Lower Sydenham
 - Upper Sydenham
 - Forest Hill
 - Central – Catford & Lewisham
 - Blackheath
- 5.3 The events will be used as an opportunity to:
- continue to address residents concerns;
 - continue the conversation with residents about their priorities and aspirations and;
 - gain a better insight about their needs and expectations of the services they currently receive from Lewisham Homes.
- 5.4 This activity will be complemented by attendance at Area Panel meetings, Tenant & Resident Associations, Lewisham Homes Improvement Groups and other resident groups as well as attending other stakeholder meetings such as Lewisham Tenants Fund.

- 5.5 The suggested approach will also be taken to the Resident Steering Group on 18 September for their consideration and input.

5. Council's new build programme

- 5.1. Mayor and Cabinet agreed in May that the Mercator Road garage site be prioritised for delivery of for the first homes in the Council's "New Homes, Better Places" programme. The programme set out at that time, including to Housing Select Committee, included a planning application in July 2013 with an aspiration to start on site in the spring of 2014.
- 5.2. A planning application for two two-bed houses and four three-bed houses was submitted by PTE Architects on behalf of the Council on August 2nd. The design and access statement that forms the main body of that application is attached alongside this report for the Committee's information. Please see appendix 2.
- 5.3. The standard timeframe for a planning decision on an application of this nature is 10 weeks. During this time officers will commence the appointment process for a build contractor. Officers consider that the relatively small scale of the build means that it is feasible for smaller and potentially local contractors to deliver. As such, a shortlist of six suitably experienced contractors has been drawn up, and this includes three Lewisham-based firms.
- 5.4. As this project has progressed well to date, and having reviewed the development timetable, officers now consider that it is feasible, subject to the planning and procurement processes, for work to start on site this calendar year. The target start on site date for the project is currently 2nd December 2013.
- 5.5. In addition officers have started to review and update the work that has been undertaken on other sites, which Housing Select Committee has previously been briefed on. The next meeting of the Committee will receive an update on how the longer term development pipeline and the target start dates for the next phase of the build programme after Mercator Road.

6. Council's older people's housing project

- 6.1 The Older People's Housing Project responds to the priority set out by the Mayor at the launch of the Housing Matters to review the Council's approach to housing for older people and bring the existing stock of specialised housing for older people up to the required standard.
- 6.2 The project includes:
- the development of an Older People's Housing Strategy;
 - further analysis of Lewisham's older people's housing stock;
 - all activity to deliver the Chiddingstone scheme;
 - all activity required to support Phoenix Community Housing Trust to deliver the Hazlehurst court extra care scheme.
- 6.3 Strategic Housing and Adult Social Care jointly commissioned Martin Cheeseman from Campbell Tickell as an expert adviser for the Older People's Housing Strategy in July 2013. The strategy is being developed closely with Strategic

Housing and Adult Social Care and will incorporate analysis of data from across existing services and projections of need across all tenures. It will also describe existing services and how we can build upon them to reach the new vision for older people's specialist housing and services which help people to maintain independence in their own homes. Appropriate consultation will be carried out for the final draft strategy and the details of this are being finalised.

6.4 Key milestones:

Older People's Housing Strategy:	Start	End
Draft strategy produced	July 2013	30 th August 2013
Strategy taken to Healthier Communities Select Committee		23 rd October 2013
Strategy taken to Housing Select Committee		30 th October 2013
Strategy taken to Mayor and Cabinet for approval		13 th November 2013

6.5 Part of the work around the strategy will be to develop an aspirational standard for our older people's housing and then to use this agreed standard to reassess and evaluate the Council's older people's stock in order to identify a set of proposals for how they should be taken forward. The current focus for officers is to bring forward the Chiddingstone and Hazelhurst Court extra care schemes and further details of both these schemes can be found in the Key Housing Issues report.

7. Conclusion

- 7.1. The Council will continue to shape the consultation plan for Phase 2 and will do this by continuing to work in partnership with Lewisham Homes and the Resident Steering Group.
- 7.2. Housing Select Committee will continue to receive regular updates on this programme, including further progress reports on the new build and older peoples housing aspects of the programme.

8. Financial implications

- 8.1. The purpose of this report is to update member on the progression of the Housing Matters Programme and to seek there views. As such, there are no financial implications arising from this report.
- 8.2. The financial implications in respect of the New Build Programme and the Older People's Housing Project are covered in reports specific to those activities as they arise.
- 8.3. The cost of Phase 2 consultation will need to be contained within the budget allocated for the Housing Matters Programme.

9. Legal implications

- 9.1. There are no specific legal implications to insert for this report, save for noting the obligations pursuant to the Equality Act 2010.
- 9.2 The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender, belief, sex and sexual orientation.
- 9.3 In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 9.4 The duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 9.5 The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at: <http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>
- 9.6 The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:
1. The essential guide to the public sector equality duty
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- 9.7 The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good

practice. Further information and resources are available at:
<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

10. Equalities implications

- 10.1. An EAA has been undertaken as part of the Housing Matters consultation exercise with tenants and leaseholders managed by Lewisham Homes. Both options carry positive benefits for the community including the commitment to build as a minimum 250 new homes. The Council has a large waiting list and this will contribute to resolving some of these households needs, particularly those that are overcrowded as the Council is aiming to deliver more family sized accommodation.
- 10.2. In terms of the consultation exercise, the Council and Lewisham Homes has developed a consultation and communications strategy for the overall project and this is monitored on a regularly basis and will be reviewed for Phase 2.

11. Environmental implications

- 11.1. Bringing homes up to the Decent Homes standard will lead to greater energy efficiency, reduced maintenance costs and lower fuel bills for residents. It will also reduce the level of harmful gases being released into the atmosphere. Any new housing that is delivered will be energy efficient and as part of any further design assessment on new build schemes, officers will investigate the potential for creating new homes that are more efficient in terms of both construction and their use.

12. Crime and disorder implications

- 12.1. One of the top priority for residents was about feeling safe and secure in their homes and neighbourhoods. A key focus of the Phase 2 consultation will be to have more detailed discussions with residents on this issue and to see how services could be delivered differently and how additional investment might be available to tackle this more effectively.

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Your Home, Your View

Survey results and findings

Phase 1 | June 2013



The aim of this phase is to understand residents' priorities and aspirations for the future of their homes and communities, and how the options being considered might address these; it is also to gain insight into residents' views on a resident-led Lewisham Homes.

1. Executive Summary

- 1.1. Following the completion of a survey of Lewisham Homes' residents carried out February to June 2013 as part of the Housing Matters programme; an analysis has been carried out and reported in this document.
- 1.2. The survey was carried out through a planned programme of door-knocking and phone contact. It captured the views of 2144 residents (about 14%) across a representative range of age groups and areas of the borough. It is likely that through this exercise surveyors would have spoken to more than 6000 residents about the consultation, helping to raise awareness of the issues for housing in Lewisham.
- 1.3. The conversation with residents has been at a high level and has focused as much on increasing residents' understanding of the issues and options as on testing their views about them. The survey achieved its target of increasing understanding to 60% with more than 90% of respondents having some understanding of each of the options.
- 1.4. The survey has provided insight and detail into what residents' priorities are for their homes and communities, which provides evidence to inform decision making in later stages of the programme.
- 1.5. The survey produced consistent residents' priorities across all areas of the borough, with security and safety, improvements to communal areas and the completion of the Decent Homes programme most commonly mentioned by respondents.
- 1.6. It is positive that awareness and understanding of the options has increased markedly since the previous survey in December 2012. However, there is still work to be done to explain both options in more detail. The feedback captured needs to be considered alongside an appreciation of the level of understanding that residents were able to reach with the information available to them.
- 1.7. The survey found that 33% thought it was a good idea to evolve Lewisham Homes into a new organisation, 31% were not sure, and 35% did not think it was a good idea. It is reasonable at this stage of the Housing Matters programme, that many residents who were 'not sure' said they did not have enough information to make an informed view on the options being considered. This feedback could be viewed as a general open-mindedness for the option to be further developed and explained to residents.
- 1.8. The findings of the survey are being validated by an exercise carried out by Independent Tenant Advisor (Solon Community Network) during July 2013.
- 1.9. The background, methodology and findings of the survey are outlined in this report.

2. Background

- 2.1. Lewisham Council is landlord for around 20,000 homes across the borough. The majority of homes are managed by Lewisham Homes, an Arm's Length Management Organisation, set up in January 2007 in order to access Decent Homes funding and drive up service standards.

- 2.2. Lewisham Homes manages 13,500 social housing tenancies and 5000 leasehold properties within the borough on behalf of Lewisham Council. It is a non-profit making company limited by guarantee and the Council is the sole shareholder. The Board of Management consists of 15 members including Councillors, tenants, leaseholders and independents.
- 2.3. In January 2012, the Council started to review its housing management arrangements in light of government changes to housing finance and to see how its housing priorities in Lewisham could be achieved through the various options for the future management and ownership of the housing stock. To achieve all of its housing priorities the Council has estimated it needs to invest an extra £129 million over the next 10 years. With the amount the Council can borrow capped at £44 million, this leaves a shortfall of £85 million.
- 2.4. In September 2012, the Council started a renewed programme of consultation with residents about its priorities for housing and the options available to close the £85 million funding gap. This consultation was called Housing Matters and included questionnaires, information sessions and printed materials, door-knocking, road shows and a postal/online survey on four potential future options to:
- Test understanding and awareness of four options
 - Gather residents' views on the Council's housing priorities
 - Obtain an early view on which options should continue to be considered

More than 2000 residents participated, the feedback from these activities said:

There was a high level of agreement to the Council's priorities, residents felt that the Council was right to investigate how it could attract additional investment, and also agreed that the Council should find ways to increase residents' influence over decisions that affect them.

Residents were concerned about the impact of change, and especially transfer of ownership, on their rights as tenants, the rent that they pay, and their security of tenure.

Residents expressed strong support for Lewisham Homes. Resident satisfaction with the services Lewisham Homes provides was high, and throughout the process the option to retain the ALMO with Council ownership of the stock was the most popular.

In general, residents' understanding about the issues and options was low at the outset of the consultation. Varying methods of engagement were used to raise understanding and as a result the responses to the different elements of the consultation are based on varying levels of understanding among the respondents.

- 2.5. Lewisham Homes' most recent customer survey, carried out in summer 2012, showed that satisfaction has increased slightly – from 68% to 69% since 2010. By comparison, the Council's recent Housing Matters consultation showed strong overall support for Lewisham Homes; with 75% of tenants who participated in the survey saying they were satisfied.
- 2.6. In the initial Housing Matters survey (December 2012) residents were asked if they felt that the Council's priorities for housing were important. The following sets out

the result with the percentage of residents who felt the priority was either important or very important:

- Improving tenants' homes: 95% of responses
- Improving estates and the areas around your home: 95%
- Increasing the supply of affordable housing: 92%
- Better housing for older people: 94%
- Giving residents more control: 78%

3. Introduction to the survey research

3.1. On the basis of the consultation findings outlined in (2), Mayor and Cabinet agreed in January 2013 that the number of options under consideration should be reduced from four to two, both involving Lewisham Homes.

(1) That the ownership of council homes remains with Lewisham Council and Lewisham Homes continues to manage the homes;

(2) That Lewisham Homes becomes a resident-led organisation, and that the ownership and management of the homes transfers to the newly constituted organisation.

3.2. It was agreed that Lewisham Homes would undertake the on-going consultation about the two options, and a letter to that effect was sent from the Mayor to all tenants and leaseholders managed by Lewisham Homes in February 2013.

4. Research objectives

4.1. The survey was designed to better understand residents' views and priorities, as well as further understand how it might be possible to evolve Lewisham Homes to meet residents' aspirations and address their concerns. The survey aimed to:

- Continue to raise awareness and encourage residents to take part in opportunities to contribute to the conversation about the Council's Housing Matters consultation.
- Increase residents' understanding of the options being considered to 60%.
- Gain a better understanding of resident priorities for improvements to services, their home and community.
- Understand the way the options being considered might address residents' priorities and concerns.

5. Methodology

5.1. At this key awareness, understanding and education phase it was considered important that surveys were carried out face-to-face or alternatively over the phone. As this is not a statutory consultation with residents and is not a ballot or formal vote, this method provided the opportunity to gather insight into residents' views through conversation. See the survey form at Appendix 1.

5.2. Lewisham Homes recruited 26 officers to carry out surveys during evenings and weekends for a three-month period. They were interviewed, appointed and given a comprehensive training session and resources to support a consistent approach. See the survey script at Appendix 2.

- 5.3. Appointed officers are diverse across gender, age and ethnicity and were placed in teams based on experience, and assigned patches to undertake surveys.
- 5.4. The survey was conducted with secure tenants, introductory tenants, and resident leaseholders. Non-resident leaseholders or non-secure tenants (e.g. temporary stay) have not been included within this survey process. Special arrangements were made for vulnerable residents and those in sheltered accommodation (5.8).
- 5.5. Where residents were not at home at the time of visit, officers left a 'sorry I missed you' card, and at least one phone call was placed as a follow up measure. Only fully completed surveys have been logged, forms included options for residents 'not willing to answer' where relevant, those respondents views have been captured in the final results.
- 5.6. To gain a clear and representative picture of residents' views, targets were set based on Lewisham Homes' tenant profile, and location of properties. For instance, we have 833 residents aged 25-29. We have surveyed 110 people, equating to 13.2% of this group.
- 5.7. To gather views from residents in Sheltered Housing schemes Lewisham Homes wrote to all residents to advise when visits would take place to carry out surveys at an allocated time. This approach resulted in good participation from this group of residents with 211 residents giving their views by completing a survey.
- 5.8. Other vulnerable residents were contacted initially by phone, and were given the opportunity to complete a survey over the phone, or by visit, and with the option of having a caregiver, relative or friend present. It is estimated about 40 residents known to be vulnerable completed a survey, with support of a carer or relative if required.
- 5.9. Through this exercise thousands of residents have been visited, phoned and sent text messages, as a result of these outreach activities a total of 2144 residents have now given views by opting to take part in the survey. It is estimated that through these activities it is likely that more than 6000 residents have spoken to surveyors about the consultation.

6. Activities supporting this process

- 6.1. Other communication channels have been introduced to support engagement with residents and provide alternative ways to contribute views and seek out further information.
- 6.2. A newsletter specific to this consultation ('Your Home, Your View', February 2013) was sent to all residents, and articles within Lewisham Homes' *Home* magazine (February and May editions) provided updates and were also sent to all residents.
- 6.3. A website¹ has been set up to provide the background to the consultation, updates on the process, and an online call-back request form. It also sign posts residents to the Independent Tenant Advisor which was appointed part way through the survey process.
- 6.4. About 2500 text messages were sent to residents who have provided mobile contact numbers to Lewisham Homes. It is estimated we were able to complete

¹ www.yourhomeyourview.lewishamhomes.com

about 50 surveys as a direct result of this contact method, as well as more generally raise awareness of the consultation taking place through another channel.

- 6.5. Staff from Lewisham Homes and Lewisham Council attended Tenant and Residents' Association and other resident group meetings throughout this period, and gave updates on the consultation and answering questions.
- 6.6. The Resident Steering Group (set up for the Council's initial Housing Matters consultation) continued to meet fortnightly throughout this period. In March 2013 the group appointed Independent Tenant Advisor Solon Community Network and a programme of meetings was scheduled. The group will make a recommendation on its preferred option later in the year.
- 6.7. More than 50 community groups and organisations around Lewisham have been contacted and given information about the consultation and the opportunity to contribute views to help understand local needs.
- 6.8. Residents who attended Lewisham Homes' Residents' Conference in March 2013 were invited to complete surveys and attend workshops. The sessions also featured a talk from Phoenix Community Housing representatives who gave an overview of how their organisation began and some of the benefits their residents gained from having greater resident control including making decisions about how funding should be spent to improve homes and communities.

7. Participation

7.1. *Representation of participants by age group:*

The charts following show the survey achieved a good representation of age groups in line with the profile of Lewisham Homes' residents. About a third of residents in Sheltered Housing completed surveys and, therefore this age group represents a disproportionate number of residents over 55 years. Those residents not in Sheltered Housing are

presented in a separate

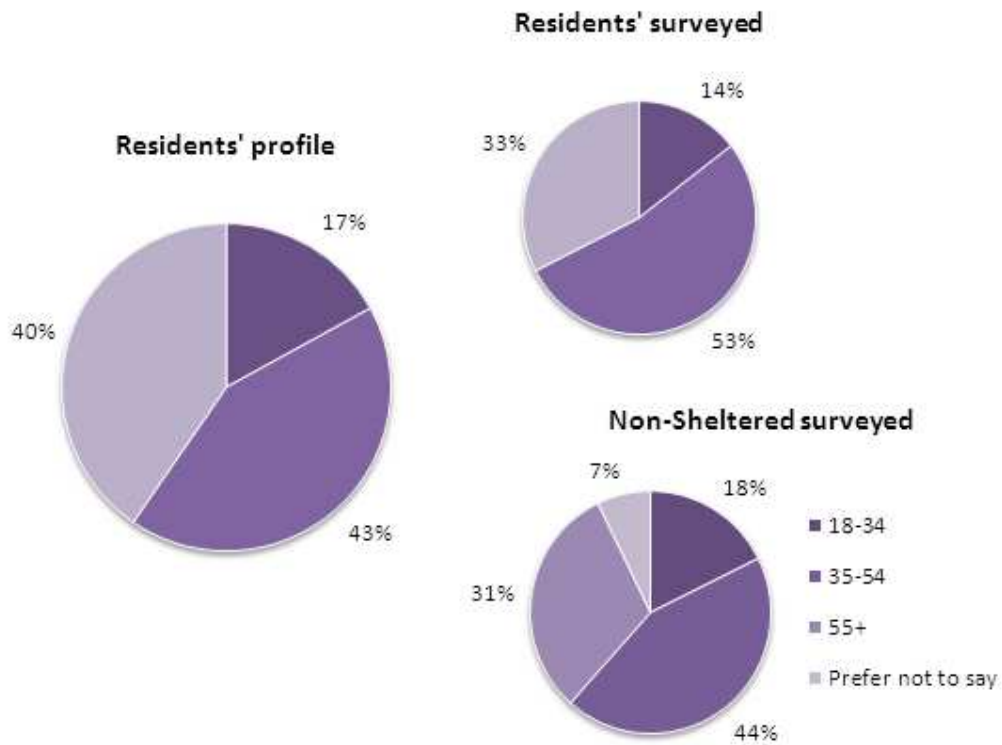
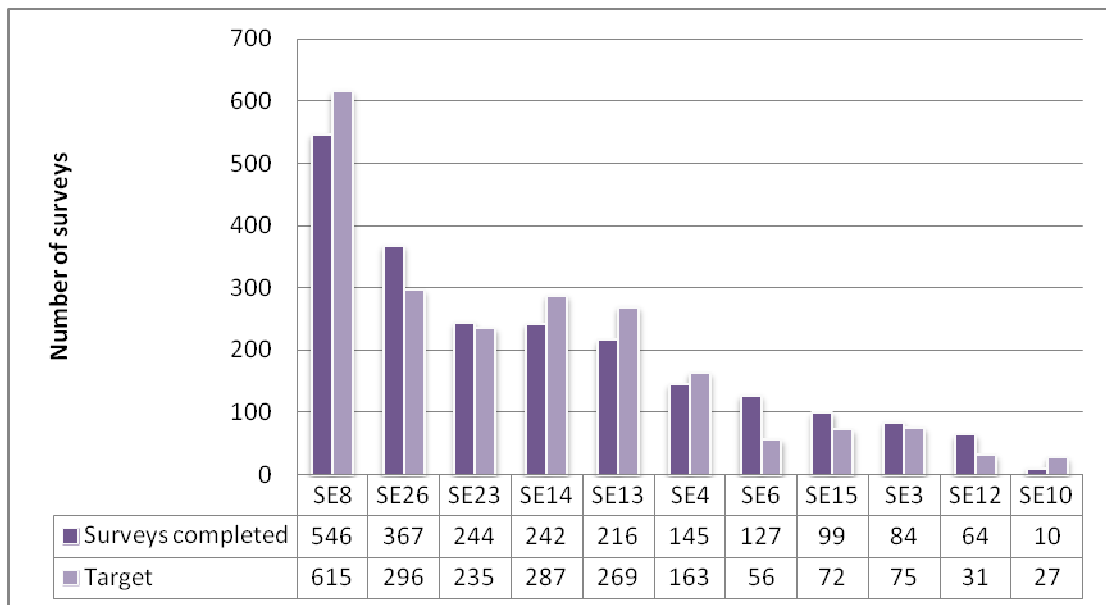


chart.

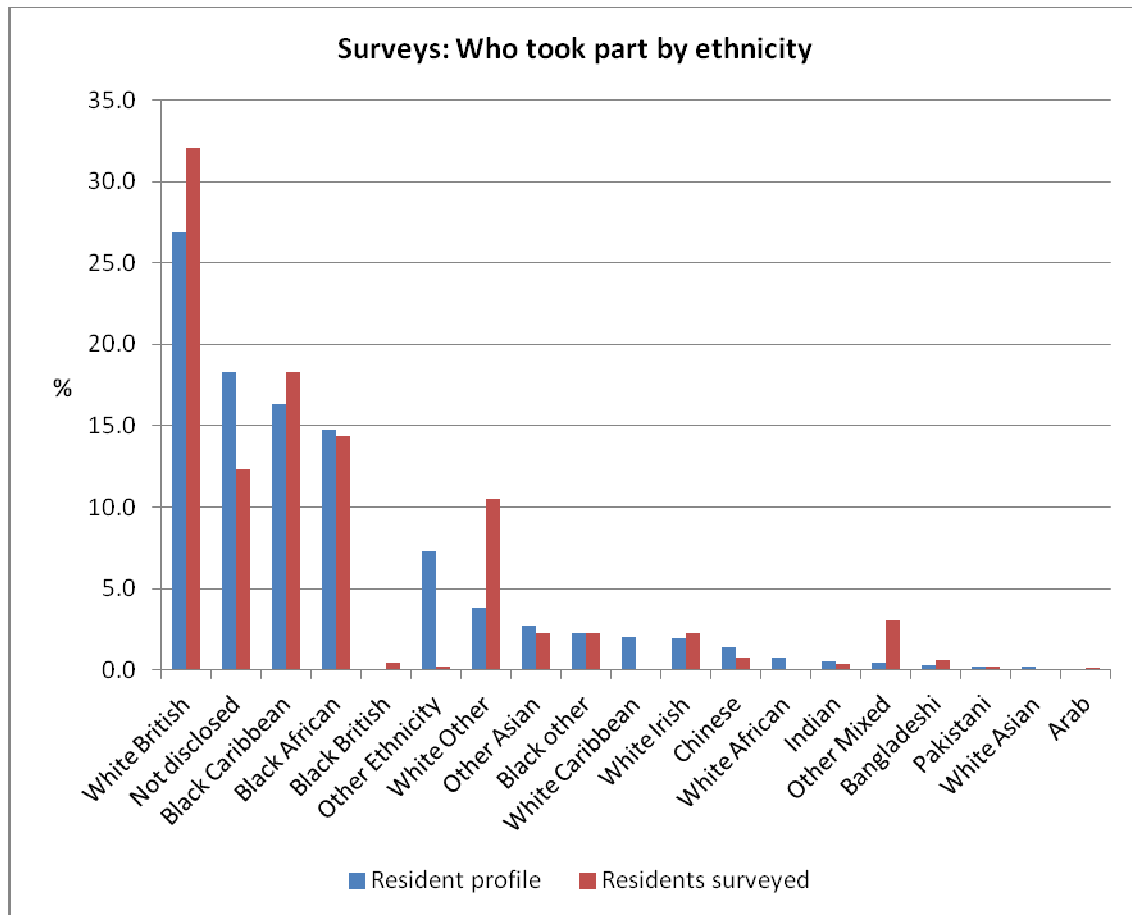
7.2. Representation of participants by post code:

The chart below shows the target number of surveys calculated to represent a balanced view of the areas where Lewisham Homes residents live, alongside the actual number of surveys completed as a comparison. The methodology of this shows a good alignment of surveys against the target for each area.



7.3. Representation of participants by ethnic group:

The charts following show the survey achieved a good representation of ethnic groups in line with the profile of Lewisham Homes' residents. Ethnic groups were not targeted, but a good representation has been achieved regardless of this.

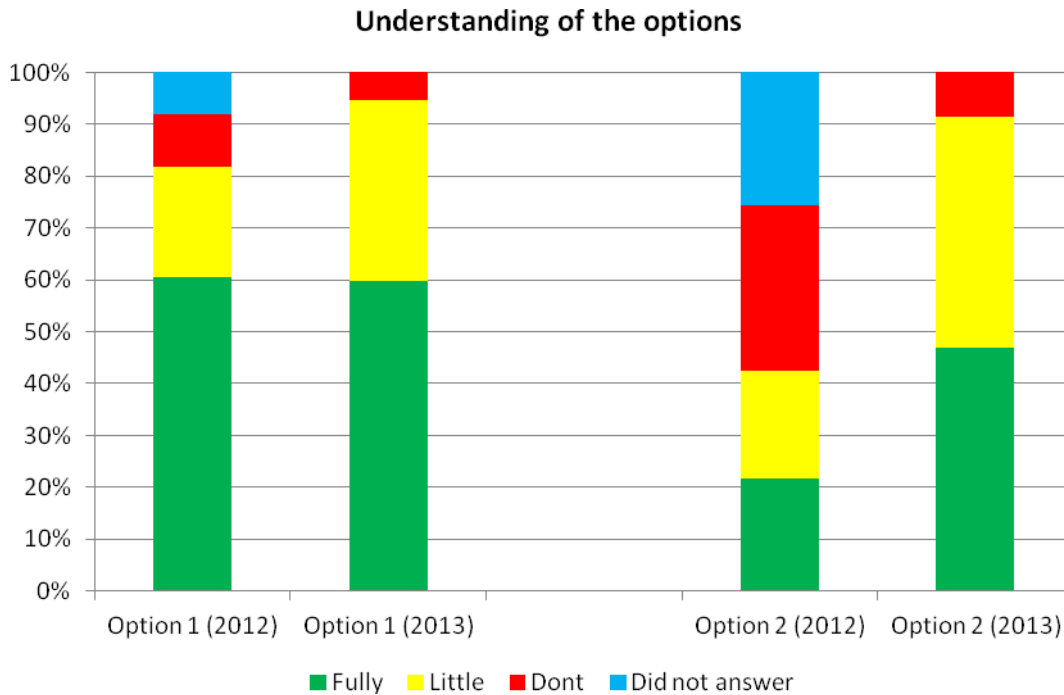


7.4. Residents with disabilities

39% of Lewisham Homes' residents have a long term illness or condition which has been registered with us. Within in our survey 15% (322) of participants said that they consider themselves to be disabled, 104 already had adaptations in their home and 52 said they would like adaptations. A large number of these were related to bathroom areas of their homes.

8. Understanding of the options being considered

8.1. One of the key aims of this period of consultation has been to increase understanding of the options being considered to 60%. This has been achieved, as shown in the charts below.



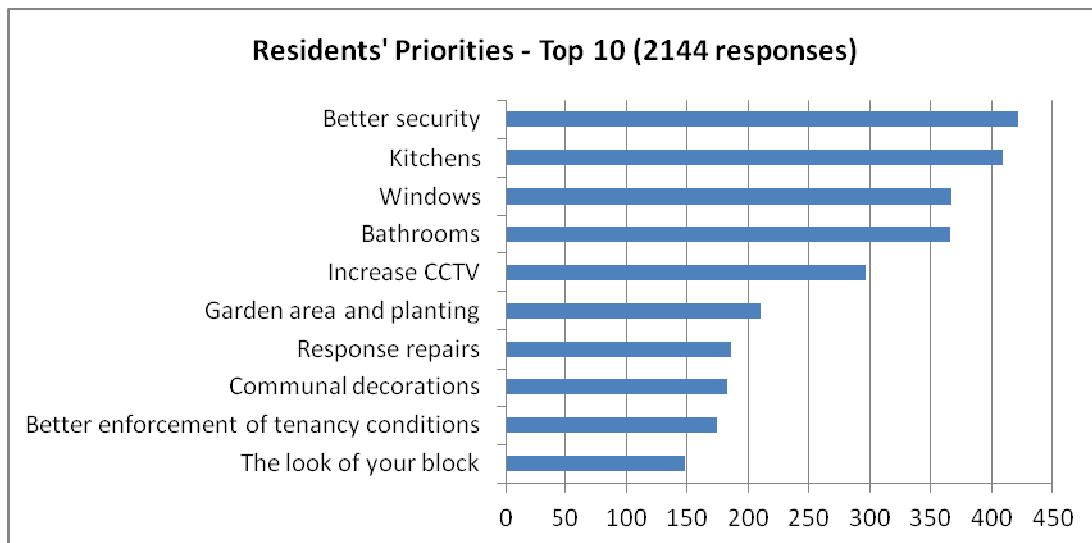
8.2. In the previous Housing Matters survey consultation (December 2012) 81% of residents understood (fully or a little) about option one, and 43% understood (fully or a little) about option two. This has increased to 95% and 92% respectively, and meets the overall objective to increase understanding to 60% or more. It should be noted that in the initial consultation (December 2012) the wording of option two did not include 'Lewisham Homes'. When it was articulated as evolving Lewisham Homes into a resident-led organisation, both understanding and support to explore this idea has increased markedly.

8.3. Further evidence from the survey supports this with 65% of respondents 'aware' of the Council's Housing Matters consultation when asked (this is in line with 60% and 47% who said they 'fully' understood the options being considered). Of those that were not aware of the Housing Matters consultation, 78% said they had seen the 'Your Home, Your View' newsletter distributed in February 2013 which may account for some residents saying they understood a little but would like more information.

9. Residents' priorities

9.1. Residents were asked what their three main priorities were for improving where they lived, including their home, services, block and external areas. The purpose of this question was to understand unprompted what resident's priorities are. Surveyors were able to refer to several options on the survey form, if the resident struggled to think of options.

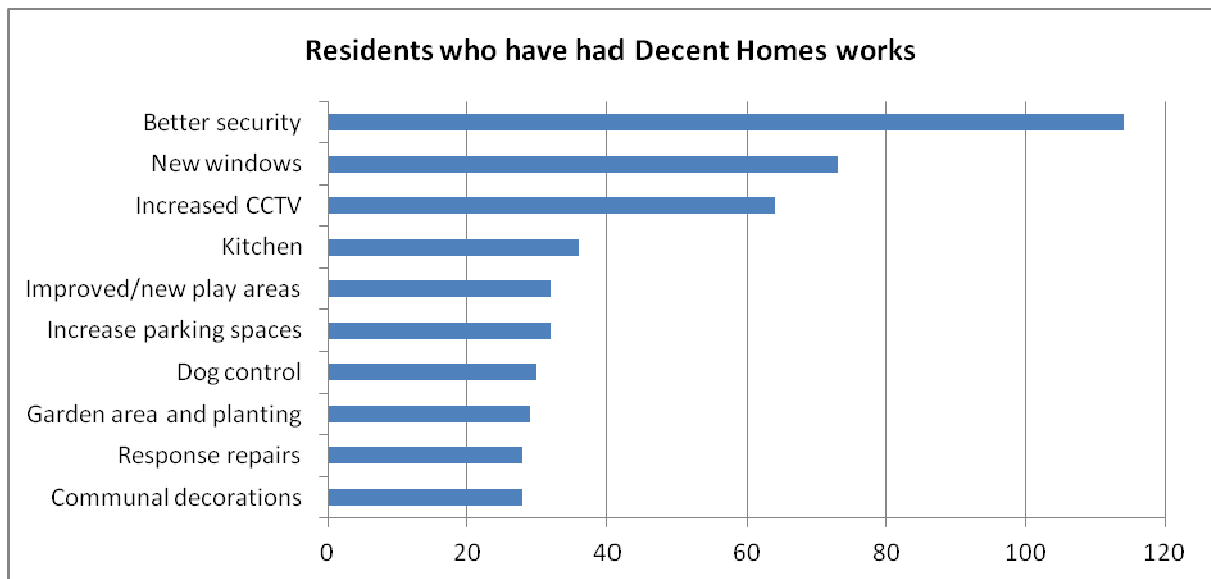
- 9.2. Responses to this question are being broken down into residents groups and areas to help assess where priorities differ, according to local issues and needs. The following chart shows the 10 most common priorities mentioned by all residents surveyed.



* 320 residents had no priorities, 338 residents had one priority only, 395 residents had two priorities. There were 844 additional priorities captured (where residents listed more than three).

- 9.3. When broken down by geographic area, residents' priorities remained consistent with better security, kitchens, bathrooms, windows and increased CCTV and improvements to communal areas featuring highly across all areas.
- 9.4. For ease of analysis, when grouped into more general themes the most commonly mentioned priorities relate to security and safety (door entry systems, CCTV, estate wardens and better enforcement of tenancy conditions with 1039 mentions); communal areas and the look of blocks (816 mentions), completing the Decent Homes programme (777 mentions), and other improvements inside homes (doors, windows with 643 mentions).
- 9.5. The most common priorities in terms of service improvements are response repairs and better enforcement of tenancy and tackling antisocial behaviour.
- 9.6. In areas where the Decent Homes programme has begun, bathrooms and kitchens were a lower priority, perhaps reflecting that some residents have had works done in their homes already.
- 9.7. Garden areas, planting and landscaping are emerging themes, though caretaking services are notably absent from priorities. Caretaking was a main resident priority for residents when Lewisham Homes began in 2007.
- 9.8. Within all surveys, observations were listed to capture conversations with residents. One of the areas noticeably raised as an issue for residents was that of damp, condensation and mould in residents' homes. There were 80 individual comments recorded within the surveys, and these were equally as noticeable when looking at feedback from residents who have had Decent Homes work done. The high number of residents wanting new windows and double glazing (332) also suggests ventilation, heat loss and draughts were issues for residents.

9.9. Residents who have had Decent Homes works have been looked at separately, as an indication of satisfaction with works. Of 2144 residents who completed surveys 20% (448) had had some Decent Homes work done.



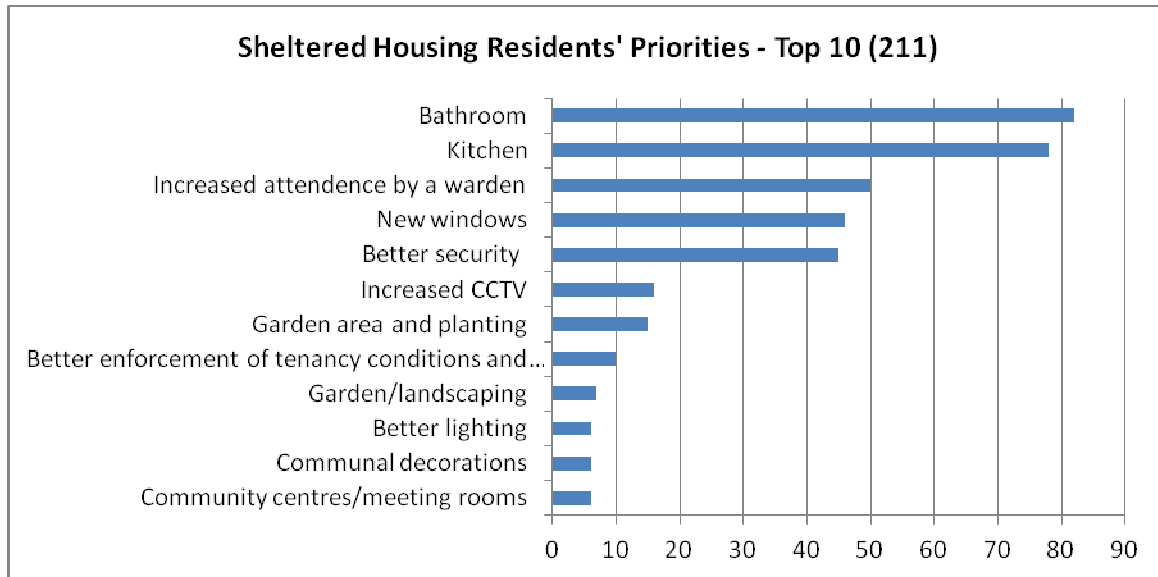
9.10. About 11% (48) of those people listed priorities which fell under the main areas for Decent Homes (kitchen and bathroom improvements). Of these:

- Seven people had work carried out between April and June 2013, which could mean that at the time they were surveyed, work had not yet begun accounting for their views.
- Four people specifically mentioned dissatisfaction about the quality of Decent Homes work carried out in their homes.
- 14 people had some work done under Decent Homes, but listed priorities they did not receive during the programme. For example, some residents had new kitchens installed but listed bathroom improvements as a priority. It could be viewed that the Lewisham Homes Standard is not aligned with these residents' expectations.
- It is unknown why the 23 remaining residents (who had Decent Homes work done since October 2011) have identified this work as requiring improvement.

9.11. The small numbers of residents who fall into these categories suggest that the majority of residents are satisfied with Decent Homes works to date. However, a number of residents mentioned the quality of work, perceived impact on drainage, and continued problems with condensation while completing surveys.

9.12. Generally, residents priorities are consistent with the overall view of residents that safety and security, windows, and improvements to communal areas high on the list.

9.13. In order to assess the needs of residents in Sheltered Housing, their priorities have been looked at in detail as part of the analysis. The most common priorities are shown in the chart following.



* Of 211 respondents 45 had no priorities, 40 residents had one priority, 57 residents had two priorities. There were 80 additional priorities captured (where residents listed more than three).

9.14. More than 50 of 211 Sheltered Housing respondents listed an adaptation as something they would like in their home. The majority of these were in relation to bathrooms, including walk in showers, raised WCs, and installation of hand rails.

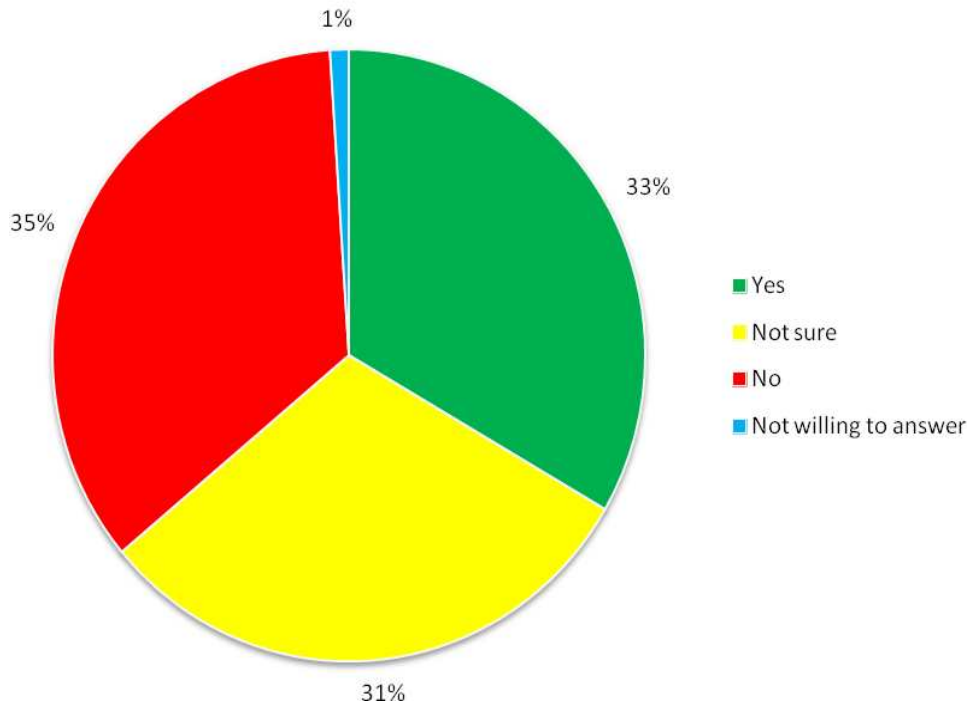
9.15. Residents in Sheltered Housing, generally, had similar priorities as shown in the overall residents' feedback with security and safety and improvements to homes being top of the list. In order to get a clear picture of Sheltered Housing views, and to ensure consistency, a small number of officers carried out surveys on site at schemes.

9.16. Lewisham Pensioners' Forum shared its survey findings from its own research into what older people wanted to see in Sheltered Housing accommodation and services. Security and support of a warden were the two most common reasons residents moved into Sheltered Housing. Excluding improvements to their homes, these are consistent with the main priorities for improvement found in the Housing Matters survey.

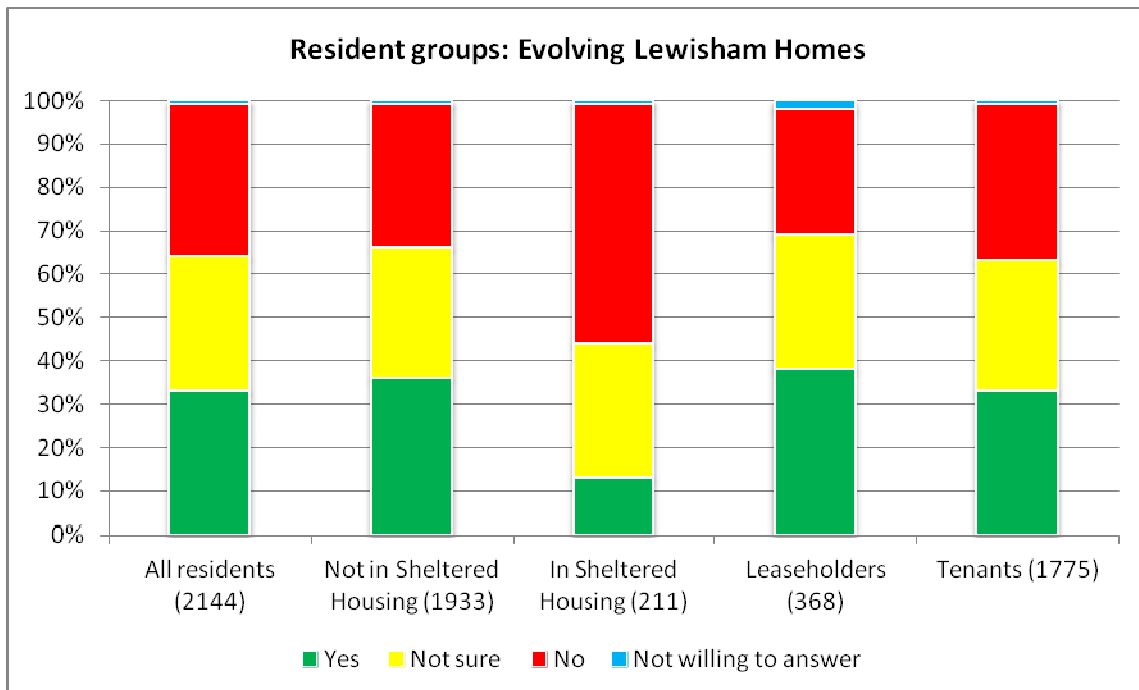
10. Residents' views on evolving Lewisham Homes into a new organisation

10.1. Survey participants were asked: "From what you understand about the options, do you think it is a good idea to evolve Lewisham Homes into a resident-led organisation and become your landlord?"

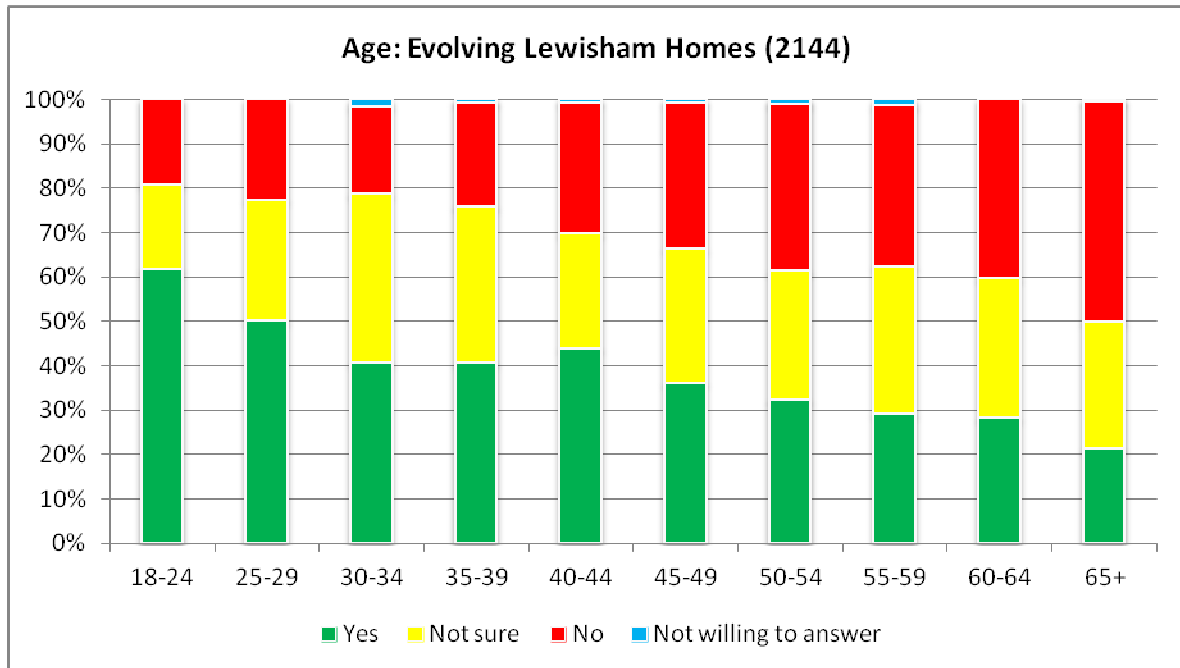
All residents: Evolving Lewisham Homes (2144 responses)



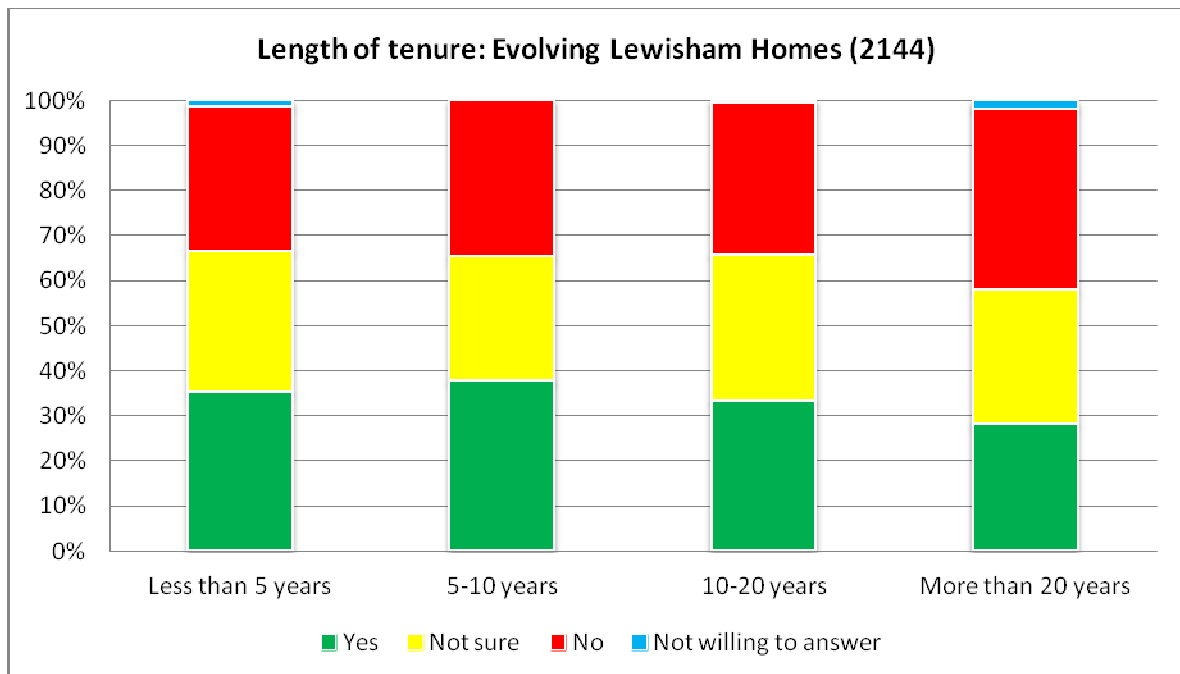
10.2. Analysis of this question looking at responses across tenancy type, age and area helps to gain insight into residents' views on a resident-led Lewisham Homes.



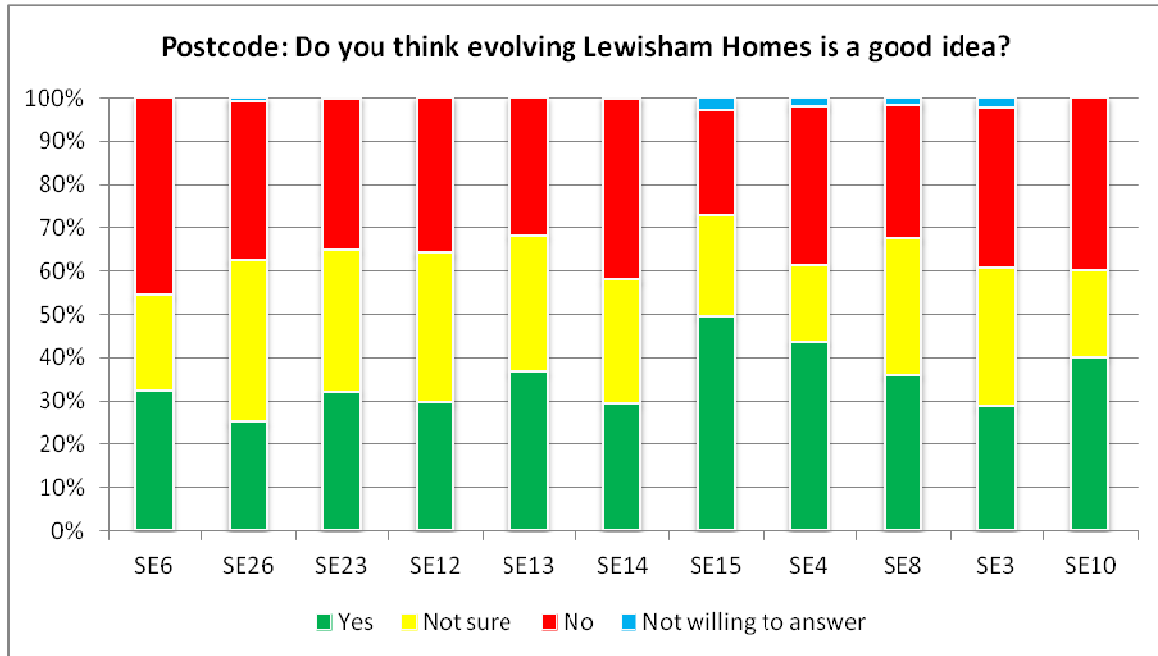
10.3. There is a generally consistent balance of residents saying, yes, no and not sure. The majority of residents in Sheltered Housing do not currently think that evolving Lewisham Homes is a good idea. Their concerns are given in (11).



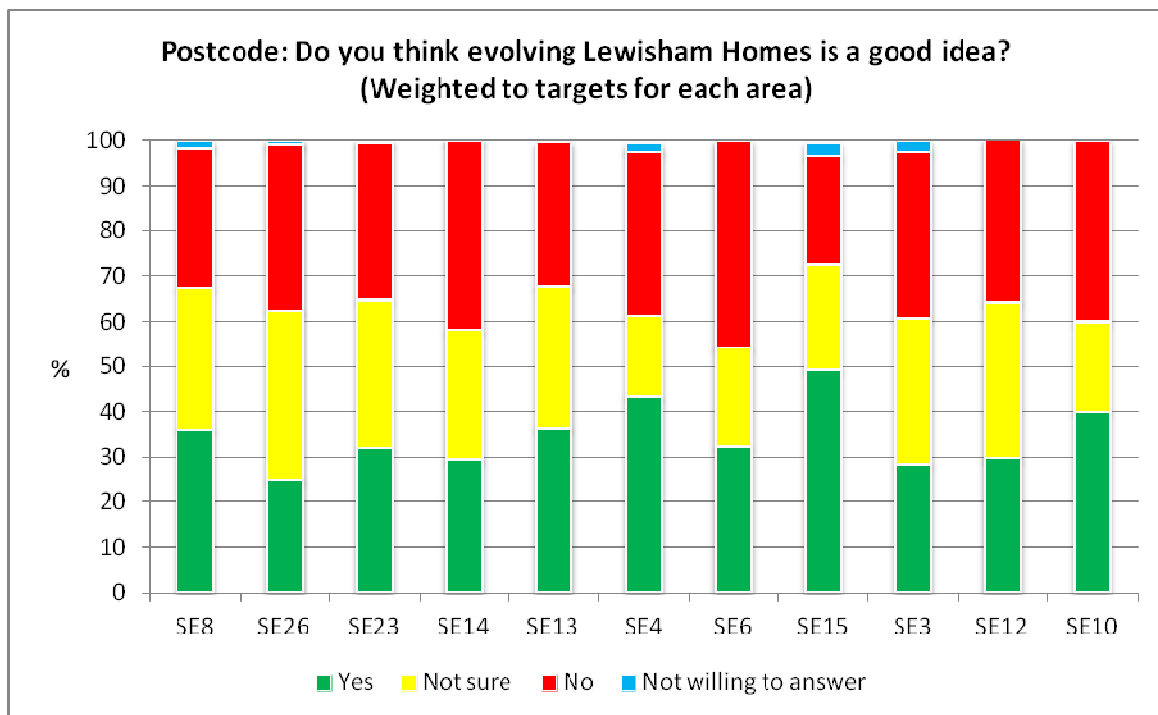
10.4. Those under 50-years-old generally indicate an open mindedness to the idea of evolving Lewisham Homes. Those over 50 are less likely to think it is a good idea.



10.5. Again, there is a degree of consistency in the responses of residents regardless of the length of their tenancy, using the assumption that older residents have lived in their properties for a longer period of time. Residents who have lived in their current home less than 10 years are more open to the option to evolve Lewisham Homes.



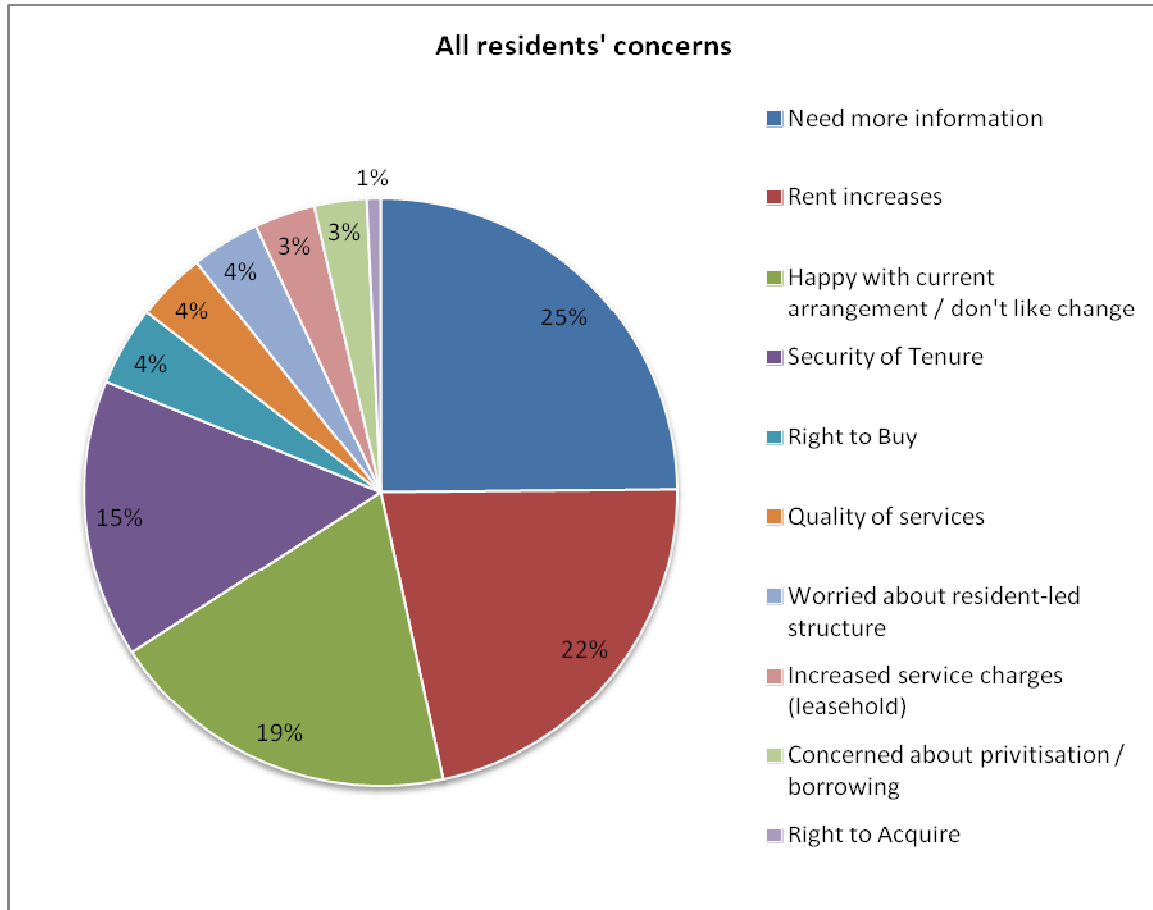
10.6. By looking at areas by postcode we can start to understand whether views differ around the borough. Broadly, they show a very consistent picture to overall results.



10.7. Of the 922 residents who 'fully understood' evolving Lewisham Homes into a new organisation, 43% said they thought it was a good idea (with the information available at the time). This represents a 10% increase in 'support'.

11. Residents' concerns about evolving Lewisham Homes

11.1. If respondents were 'not sure' or did not think it was a good idea to evolve Lewisham Homes into a new organisation, they were asked what concerns they had about this option. The chart below shows the main concerns captured in the survey.



* Approx. 800 comments were captured and have been summarised in the chart above

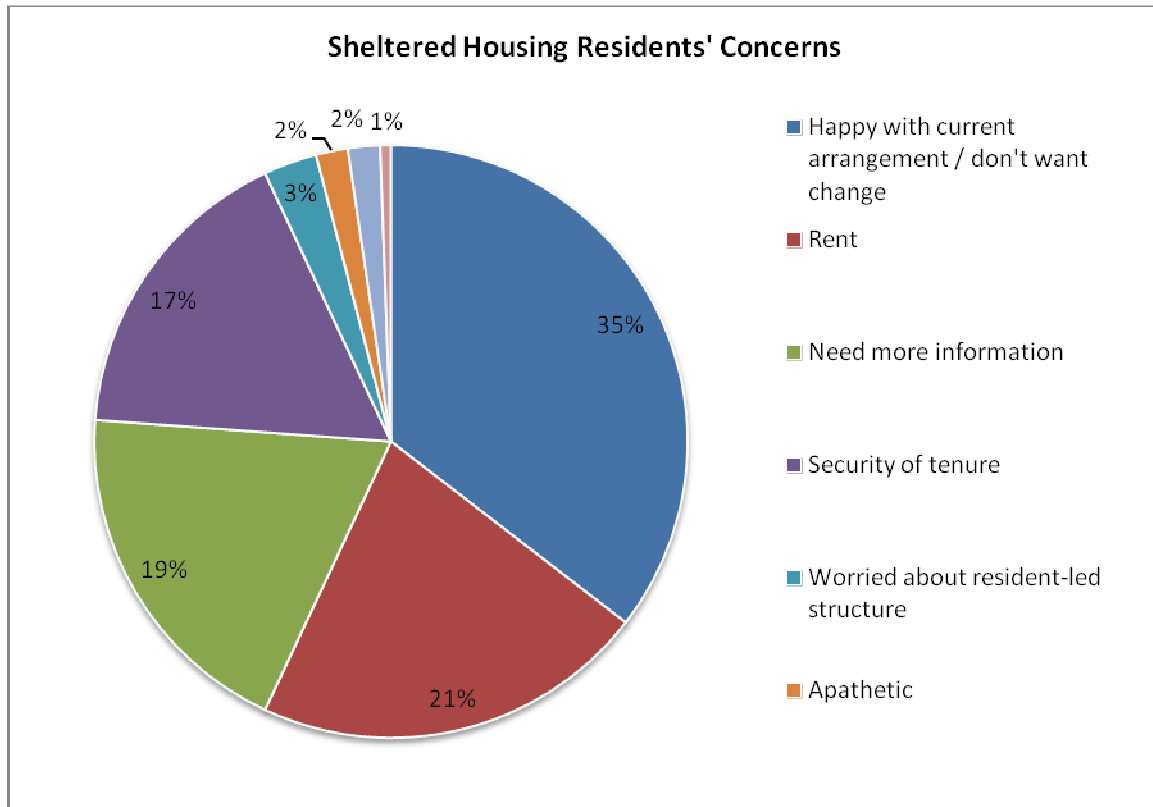
11.2. One in four respondents who were 'not sure' or did not think evolving Lewisham Homes was a good idea said they needed more information about the options to be able to give an informed view. This is reasonable taking into account the information available at the time of the survey, and could be viewed as a general open mindedness to further understand how the options differ.

11.3. The concerns raised about rent increases and tenants' rights are valid and can be addressed in the next phase of the programme.

11.4. Nearly one in five respondents said they were either happy with the current arrangements, or did not want change. This is positive feedback for Lewisham Council and Lewisham Homes, and is consistent with the earlier survey results which found that 75% of residents were satisfied with Lewisham Homes. However, by identifying 'no change' residents indicate that the option for Lewisham Council to retain ownership of properties represents the idea that things would not change under this option.

11.5. About 50 residents expressed a clear concern about the idea to form a 'resident-led' organisation. This is worthy to note as it shows there is an interest in the company structure and governance arrangements proposed for a new organisation.

11.6. Responses from residents in Sheltered Housing accommodation are presented separately to better understand their views. 86% of this group said they were not sure or did not think it was a good idea to evolve Lewisham Homes.



* Approx. 140 comments were captured and have been summarised in the chart above

11.7. Similarly to the overall picture of residents' concerns, Sheltered Housing residents expressed a strong view that they did not want things to change. One in five said they felt they needed more information to be able to take an informed view.

12. Leaseholders

12.1. 341 leaseholders gave their views in the survey, their priorities for improvements are shown in the chart below and offer consistent responses with tenants.



12.2. Of leaseholders 38% thought that evolving Lewisham Homes was a good idea, which is slightly higher than other groups. An additional 31% said they were 'not sure' and wanted more information. Respondents said they wanted more information, were happy with current arrangements and were concerned about increased service charges for leaseholders. There were also a number of comments from leaseholders who were worried about the organisation borrowing money, and generally 'privatisation' of housing in Lewisham.

13. Survey Conclusions

13.1. The conversation with residents that has taken place to date has been at a high level and has focused as much on increasing residents' understanding of the issues and options as on testing their views about them. It has also provided a good insight and detail into what residents' priorities are for their homes and communities, which provides evidence to inform decision making in later stages of the programme.

13.2. The survey has produced consistent residents' priorities across all areas of the borough, with security and safety, improvements to communal areas, and the completion of the Decent Homes programme most commonly mentioned by respondents.

13.3. Having been a resident priority when Lewisham Homes went live in 2007, caretaking was noticeably absent among resident priorities. However, in some areas garden areas, planting, and landscaping have emerged as requiring improvement.

13.4. Residents in Sheltered Housing have been consulted widely in the survey, to ensure that views can be considered separately to contribute to the Older Persons

Strategy for housing. While the majority of residents in Sheltered Housing Schemes did not currently think it was a good idea to evolve Lewisham Homes, they did want to see security and support on site improved, as well as showing a need for greater investment in adaptations. There was a clear desire to have more information about the options.

- 13.5. While awareness (65%) and understanding of the options has increased since the previous survey (from 81% to 95% for option one, and 43% to 92% for option two), there is still work to be done to explain in more detail the consequences of change under both options. The feedback captured needs to be considered alongside an appreciation of the level of understanding that residents were able to reach in the time available.
- 13.6. There is a common theme among those residents who are concerned about a possible transfer of ownership of council properties to Lewisham Homes, of being 'happy with current arrangements' and being reluctant to change. While there is a general understanding of the issues the Council faces, residents have not been provided with information about what change will result from both options.
- 13.7. There is a clear message that residents do not have enough information to make an informed choice on the options being considered. Of those that said they were 'not sure' about the idea to evolve Lewisham Homes into a new organisation, the majority said needing more information was their main concern. This is reason given the information available at the time of the survey, and could be viewed as a general open mindedness for the option to be explored and explained in more detail.

14. Recommendations

- 14.1. Note the findings of the conversation with residents about their priorities for their homes, communities and housing service.
- 14.2. Note residents' understanding of the two options following this phase of consultation, and the concerns captured about the option to transfer ownership to Lewisham Homes.
- 14.3. Note the survey findings and how these can be used to develop the financial parameters of both options, alongside the stock condition survey.
- 14.4. Note the survey findings in the assessment of whether investment can be directed to achieve the Council's and residents' priorities while giving due regard to residents' concerns about the impact of change.
- 14.5. Agree that, residents' priorities form basis of further exploration and explanation of how the two options under consideration might meet residents' needs, and where they fall short.
- 14.6. Agree that, the next phase of the conversation should set out in detail what change will come as a consequence of both options, to enable residents to have a more informed view.

Appendix 1: Door-knocking Survey Form



Housing Matters Consultation survey form
 Hello, my name is _____ and I am calling today on behalf of Lewisham Homes and the Council. Do you have five minutes to answer five questions on Housing Matters?

Is the property a:
 Flat House (Estate) Estate
 Street property Sheltered housing

1. Can I first quickly confirm some details with you?
 Are you the:
 Tenant Leaseholder
 Member of the household Other (Please explain)

2. Your name
 (Confirm answer only as this will already be populated)

3. How long have you lived at this address?
 Less than five years 5-10 years
 10-20 years More than 20 years

4. Are you aware of the Council's Housing Matters consultation?
 Yes No
a) If NO: Have you received:
 - Any newsletters from the Council: Yes No
 - A survey from the Council? Yes No

5. Have you received the latest newsletter from Lewisham Homes and the Council? (If no please leave a copy).
 Yes No

6. What are your three main priorities for improving where you live for your home, services, block and external areas?
Your home:
 H1 - Kitchen H2 - Bathroom

H3 - Adaptations
 H4 - New front door
 H5 - The service Lewisham Homes and the Council provide
 H6 - Loft Insulation (Houses and flats only)
 H7 - Boiler / Communal heating system
 H8 - Other (Please explain)

Leaseholders:
 H7 - New windows
 H8 - Better connections to TV / broadband
 H9 - Sound Insulation (Converted flats only)
 H10 - New front door (Please explain)
 H10 - Other (Please explain)

Your block:
 C1 - Better security (door entry / vision entry)
 C2 - Better lighting
 C3 - Energy efficient lighting
 C4 - Easy to clean and more attractive floor coverings
 C5 - Improved facilities for disposing of rubbish
 C6 - Upgrade/replace fencing
 C7 - Communal decorations
 C8 - The look of your block
 C9 - The external structure - roof, walls, balconies
 C10 - Communal area
 C11 - Other (Please explain)





The area outside your block:

- E1 - Garden area and planting
- E2 - Improve garage / more garage space
- E3 - Increase parking spaces
- E4 - Increase storage sheds
- E5 - Increase security of parking and other estate areas (bollards/gates)
- E6 - Increase CCTV on estates
- E7 - Improved / new play areas
- E8 - Better use of existing facilities eg. Local shops
- E8 - Storage shed areas
- E9 - Lighting
- E10 - Community Centres / Meeting rooms
- E11 - Complete regeneration / Development
- E12 - Other (Please explain)

Services:

- S1 - Garden / landscaping
- S2 - Bulk refuse collection service
- S3 - Better enforcement of tenancy conditions and tackling ASB
- S4 - Response repairs (Please explain)

Support for you and your community:

- S5 - Welfare benefit advice
- S6 - Training programmes for residents
- S7 - Improve employment opportunities for residents
- S8 - Estate wardens
- S9 - Increased attendance by warden (Sheltered housing only)
- S10 - More access to housing officers
- S10 - Longer opening hours
- S10 - Dog control
- S10 - Street sweeping
- S10 - Support for you and your community
- S11 - Other (Please explain)

7. Based on what you have heard so far, how well do you feel that you understand each option and how it might affect you?

	I fully understand how the option might affect me.	I understand a little about the option but there are some things I would like more information about.	I don't understand this option or how it might affect me.
Option 1 The Council continues as your landlord and Lewisham homes continues to manage your home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option 2 The ownership of your home transfer to a new 'resident-led' organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





8. From what you understand about the options, do you think it is a good idea for Lewisham Homes to evolve into a resident led organisation and become your landlord?
 Yes No Not sure Not willing to answer

9. (Only ask if answer to Q8 is NO or Not Sure)
What concerns do you have about Lewisham Homes becoming your landlord?
 R1 - Rent R2 - RTB (Right to buy) RTA (Right to acquire) R4 - Security of tenure
 R5 - Other (Please state) _____

10. Thank you for your time today.
Can I ask how you would prefer to receive further information about the Housing Matters campaign?
 Telephone: (Take number if willing to give their number) _____
 Email: (Take email address if willing to give their email) _____
 Newsletters Internet Letters Meetings
 Home visits Coming into Lewisham Homes or the Council offices

Date visit completed: _____
Name of members of staff completing the form: _____
Any other observations: _____





You can choose not to answer these questions if you prefer, and any information that you do choose to provide will be treated confidentially in accordance with the Data Protection Act 1998.

Age:

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18-24 | <input type="checkbox"/> 25-29 | <input type="checkbox"/> 30-34 |
| <input type="checkbox"/> 35-39 | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 50-54 |
| <input type="checkbox"/> 55-59 | <input type="checkbox"/> 60-64 | <input type="checkbox"/> 65+ | <input type="checkbox"/> Prefer not to say |

Gender:

- Are you: Male Female Prefer not to say

Disability:

Do you consider yourself to be a disabled person? Yes No

If yes please specify _____

Do you have any adaptations in your home? Yes No

Are there any adaptations you would like? If yes please specify _____



Ethnicity:

- White**
- English / Welsh / Scottish / Northern Irish / British
 - Irish
 - Gypsy or Irish Traveller
 - Any other White background (please specify) _____

- Mixed**
- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed background (please specify) _____

- Asian / Asian British**
- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background (please specify) _____

- Black / African Caribbean / Black British**
- African
 - Caribbean
 - Any other Black / African / Caribbean background (please specify) _____

- Other ethnic group**
- Arab
 - Any other ethnic group (please specify) _____
 - Prefer not to say



Design & Access Statement



Mercator Road

Mercator Road

Design & Access Statement

ARCHITECT

Pollard Thomas Edwards architects (PTEa)

DAYLIGHT & SUNLIGHT CONSULTANT

Savills

ARCHAEOLOGY

CgMs Consulting

SUSTAINABILITY

Etude

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1.0 Introduction

1.1 BACKGROUND

The New Homes Better Places programme is a joint initiative between Lewisham Homes and Lewisham Council to address the housing issues in the borough. There is an acute shortage of quality housing of all tenures and in particular of new housing for social rent, with more than 8,000 families in Lewisham awaiting housing and only 1,500 lets predicted this year. The New Homes Better Places programme will respond to this by developing at least 250 new homes in the next five years, focussing initially at least on smaller infill sites with the capacity to address the housing challenges in Lewisham.

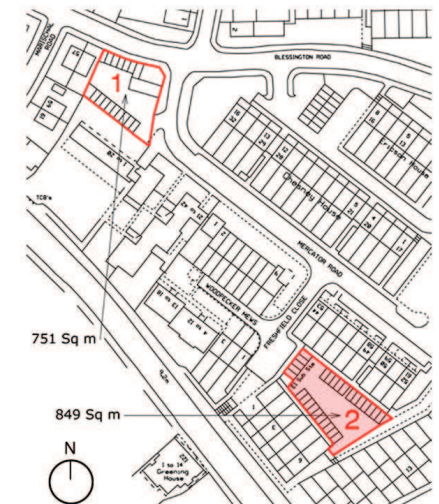
The Mercator Road development will be the first of this programme of 250 new homes, and is intended to deliver high quality social housing for households currently on the housing register, and in particular families who are currently living in overcrowded conditions.

1.2 LOCATION

The site is located between Mercator Road and Lee High Road. It is well served by local amenities, with local shopping on Lee High road, a number of parks within 5-10 minutes walking distance, and a number of tube and overland stations approximately 10 minutes walk away (Lewisham, Hither Green and Blackheath). There is also a good bus service on Lee High Road.

The site currently contains unused and dilapidated garages. It is located in the middle of existing housing and presents an ideal opportunity to provide much needed family homes.

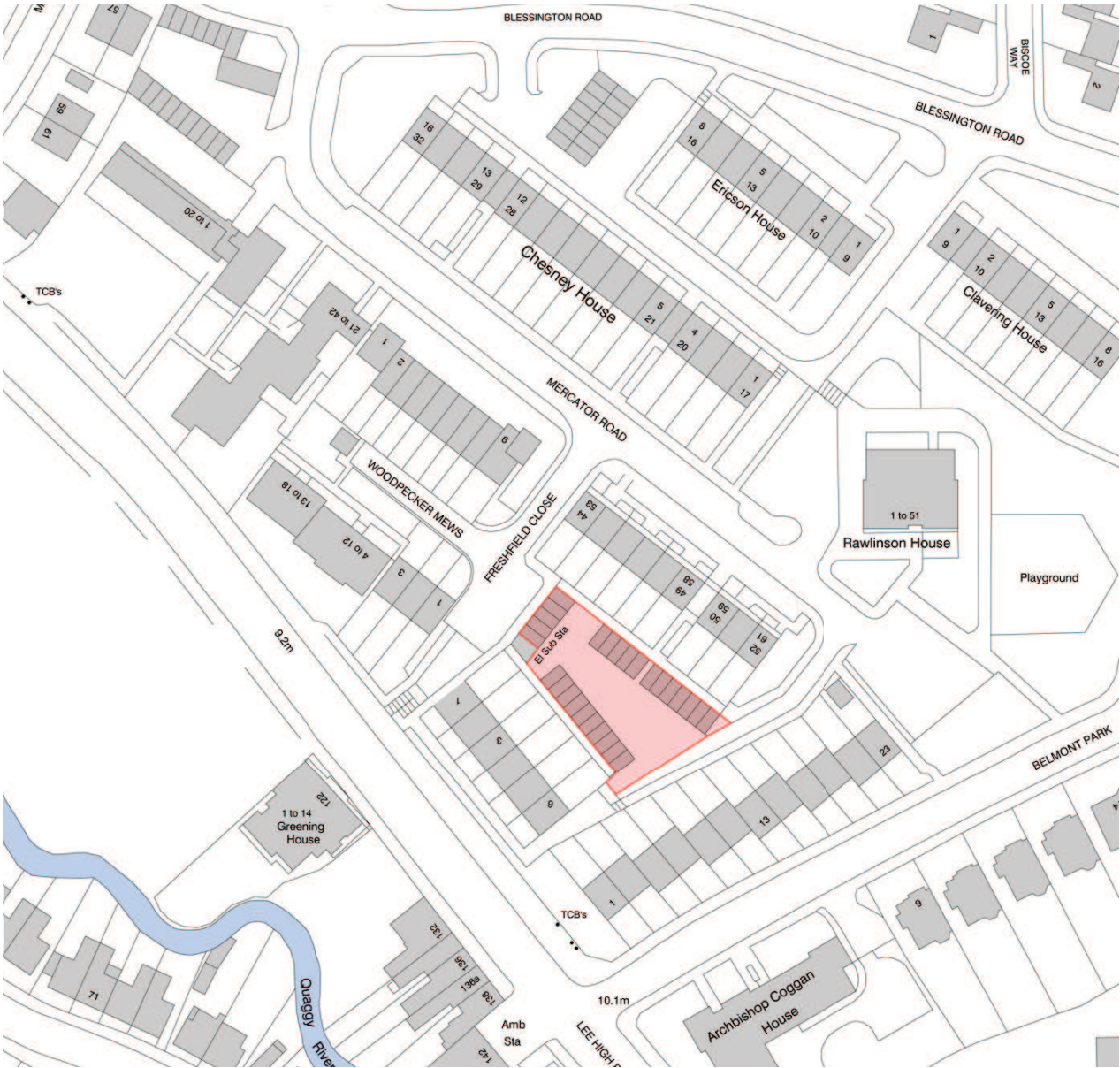
The garages have been empty for a number of years and existing residents currently have the use of a number of local Lewisham Homes car parks.



2.0 Context appraisal

2.1 CONTEXT

The Mercator Road site currently contains unused garages with a concrete forecourt all in very bad condition. The garages have been empty for a number of years and are in an advanced state of disrepair attracting anti-social behaviour.



2.2 NEIGHBOURING BUILDINGS / BOUNDARIES

The site is overlooked by existing homes owned by Lewisham Council. There are four-storey maisonettes to the north of the site and two-storey houses to the south. There are also two-storey homes to the south east. The back gardens and rear windows of these existing properties overlook and border the site.

To the west of the site is Freshfield Close car parking used by Woodpecker Mews residents.

There are pedestrian routes to the western and eastern boundaries of the site. These link Mercator Road to the shopping and amenities on Lee High Road.

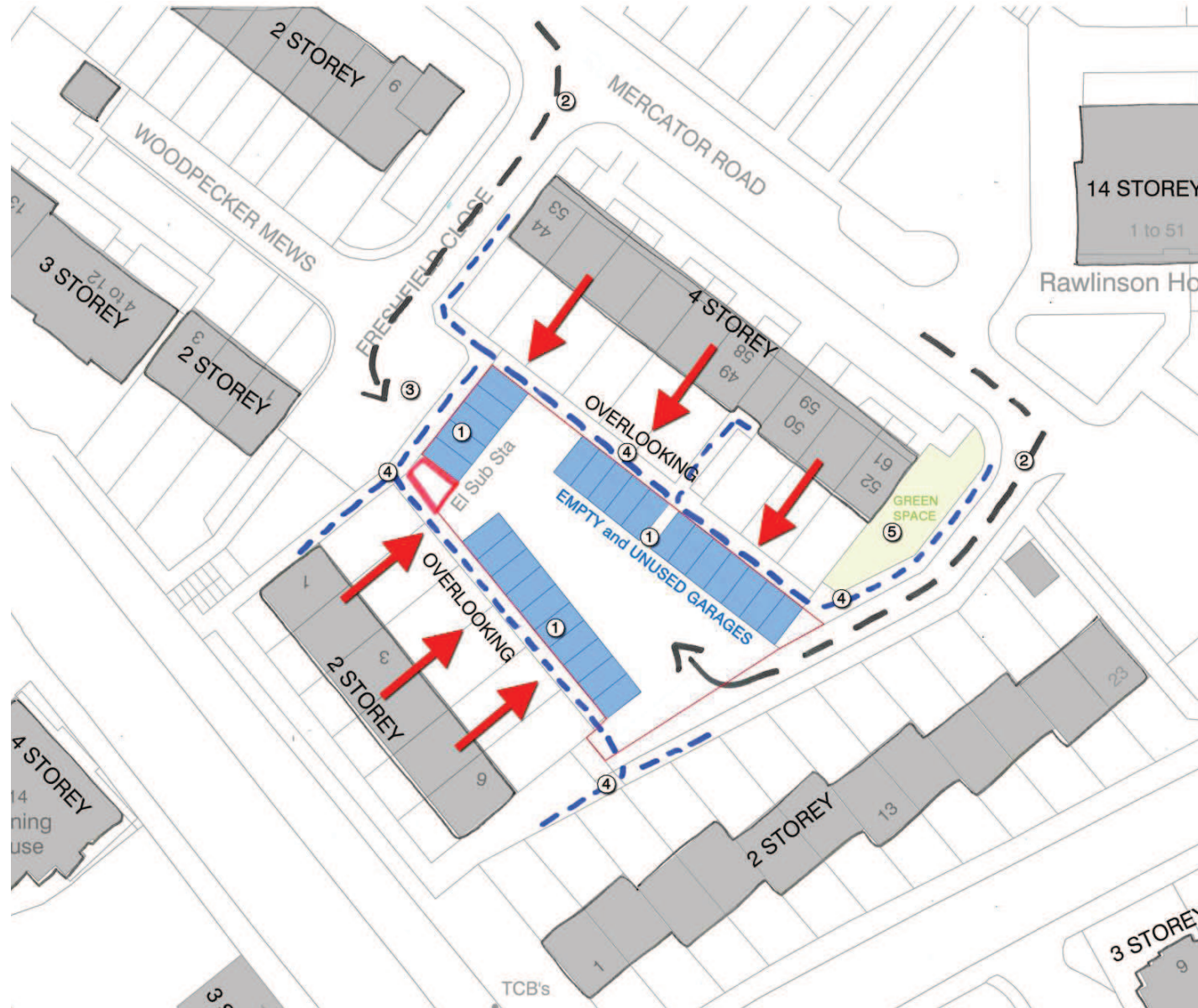
There are existing back lanes to the northern and southern site boundaries that are to be retained. These currently provide access the rear gardens of the existing surrounding homes.

There is also a small existing electricity sub station that will remain.



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- ① Existing empty garages: potential to provide area for new family homes
- ② Existing road access to site
- ③ Existing Parking spaces: potential improvements to landscaping
- ④ Existing Pedestrian access around all sides of site: potential to open up/ improve security
- ⑤ Existing area of small green space: room for improvements

3.0 Factors influencing design

3.1 CONSULTATION

Lewisham Council is committed to local resident involvement in all its proposed developments.

An afternoon and evening consultation event for residents was held on the 6th February (see consultation boards shown opposite).

The proposals for the Mercator Road site were well received by residents and there was a general consensus that new homes would be greatly preferable to the dilapidated garages currently on the site.

This event was followed up with a formal Section 105 consultation process which was initiated on the 5th April and remained open for 28 days.


There was some concern about loss of daylight (a sunlight and daylight report was commissioned and is included in Appendix 1)

There was some concern about loss of access to back gardens (see pedestrian access diagram on page 26 which demonstrates that residents will retain direct access to their back gardens).

There were some questions about parking. Existing residents with permits for Lewisham's local car parks will not be disadvantaged as the new homes will not be issued with permits (see page 25 for parking strategy).


In general there was very positive feedback from residents and the proposal was popular. The need for family housing was understood and the scale of development on the site was seen as appropriate. The design of the proposals was popular as was the use of materials.

See Consultation Summary in Appendix 2.




New homes, better places


Mercator Road





AERIAL VIEW OF SITE



EXISTING SITE PLAN







Pollard Thomas Edwards architects



New homes, better places

Mercator Road



Site Strategy



Ground Floor Plan







Pollard Thomas Edwards architects



New homes, better places

Mercator Road



EXAMPLE DWELLING



3D VIEWS



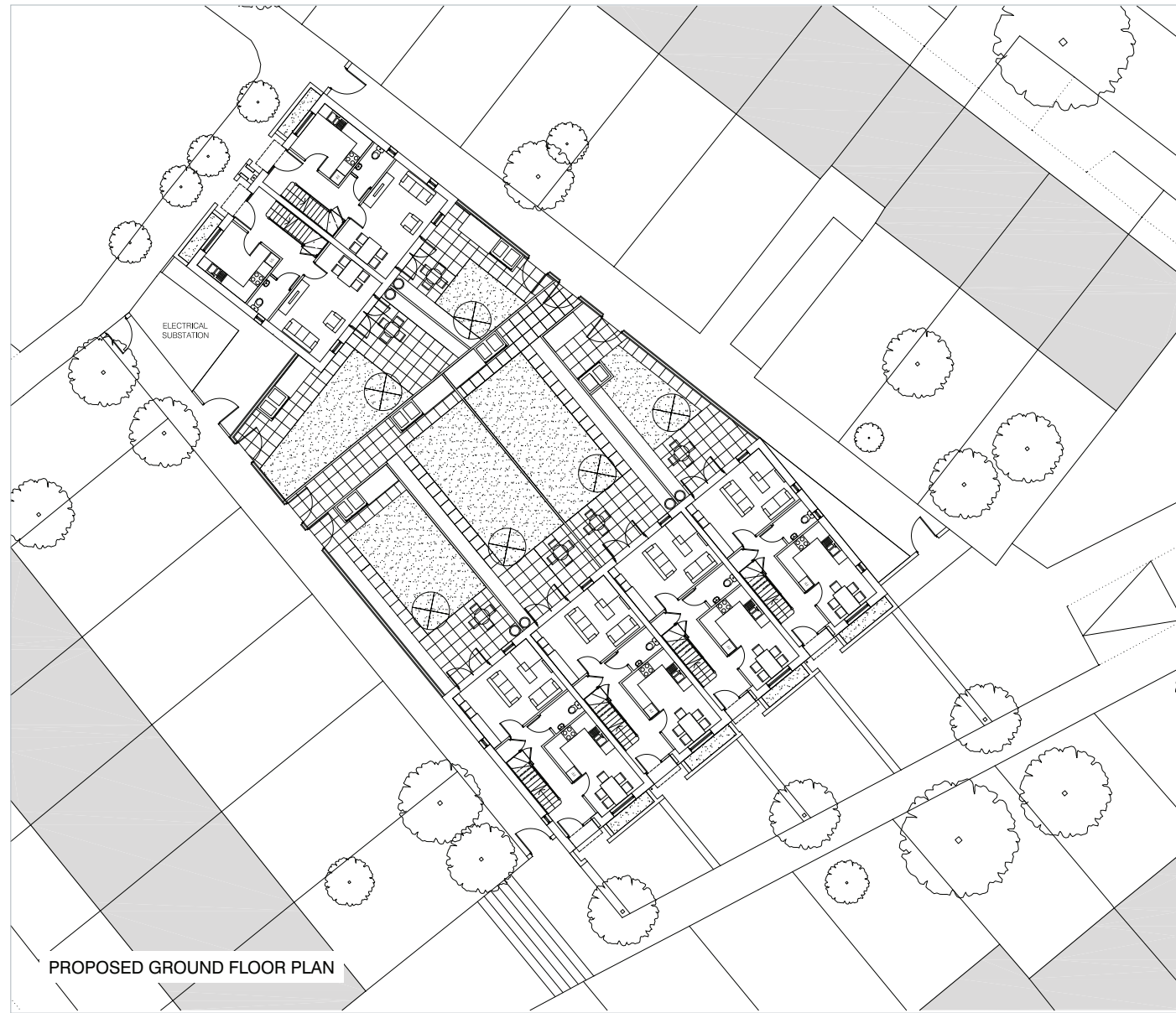




Pollard Thomas Edwards architects

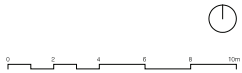
4.0 The proposals

4.1 PROPOSED PLANS





PROPOSED FIRST FLOOR PLAN



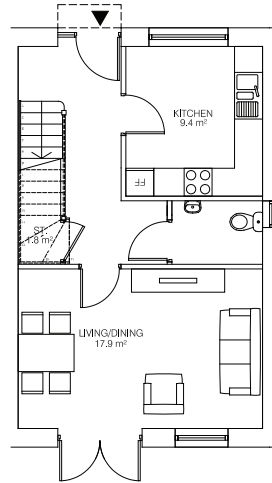
4.2 ACCOMMODATION AND SIZES

The proposed design is for six new family homes. These will include two two-bed/four-person houses facing Freshfield Close, and four three-bed/five-person houses facing Mercator Lane. All the new houses will have two storeys.

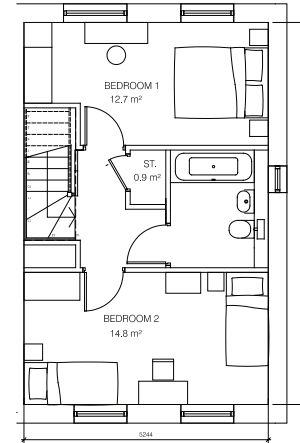
Ground Floor: The entrance will be on the ground floor leading directly off the street with a small private front garden. The ground floors will also contain the family living/dining rooms, generous kitchens and a WC.

Each home will have a private family garden to the rear which will contain bike stores and refuse/composting facilities. It will be possible to access the rear gardens from the existing lanes by way of a secure gate.

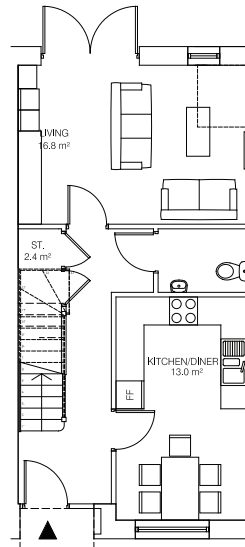
First Floor: The first floors will contain the bedrooms and a family bathroom.



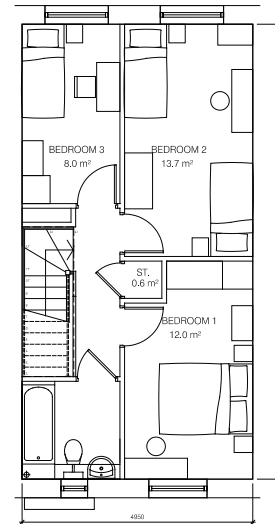
GROUND FLOOR PLAN
2B4P
66 m²



FIRST FLOOR PLAN
2B4P
66 m²



GROUND FLOOR PLAN
3B5P
96 m²



FIRST FLOOR PLAN
3B5P
96 m²



2B4P HOUSE



3B5P HOUSE



4.3 LAYOUT

The new homes will be arranged as shown on the site plan opposite. The two-bedroom houses will front onto Freshfield Close and provide overlooking to the pedestrian route which leads to Lee High Road.

The three-bedroom homes will front onto the other pedestrian route to Lee High Road (which we have named here Mercator Lane). Again this will provide overlooking where there was previously none.

Windows will generally face either the front or the back gardens and therefore will not cause overlooking problems to existing homes.

There will be a couple of very small windows to the bathrooms located in the gables and/or closer than 18m to existing homes. These will contain obscure glazing.

The private gardens will be back to back. There will be small private front gardens to each house that include an opportunity for some planting (as bins and bike storage will be located in the back gardens).

The existing alleyways have to be retained as the surrounding homes use these as direct access to their gardens and on refuse collection days. Our new homes will therefore also have direct access to their back gardens from the existing alleyways by way of a secure gate. This will allow refuse and recycling bins to be located in the back gardens as well as private bike stores for each home.



SITE PLAN

KEY	
1.	Shared surface paving - Marshalls Pallas Light Grey Granite.
2.	Shared surface delineation - Marshalls Pallas Indian Granite.
3.	Upgraded pedestrian routes - Marshalls Tegula Pennant Grey.
4.	Improved pavements - Concrete
5.	Paved terraces to rear gardens - Marshalls Textured Utility Paving Natural.
6.	Proposed private gardens- Turf
7.	Existing private gardens
8.	Cycle store (space for 2 bicycles) Recycling wheelie bin 240L Black wheelie bin 180L
9.	Retractable bollards

--- EXTENTS OF IMPROVEMENT TO PUBLIC REALM

4.4 DESIGN

The elevational design is a modern reinvention of London's terraced house tradition.

The dominant material will be brickwork.

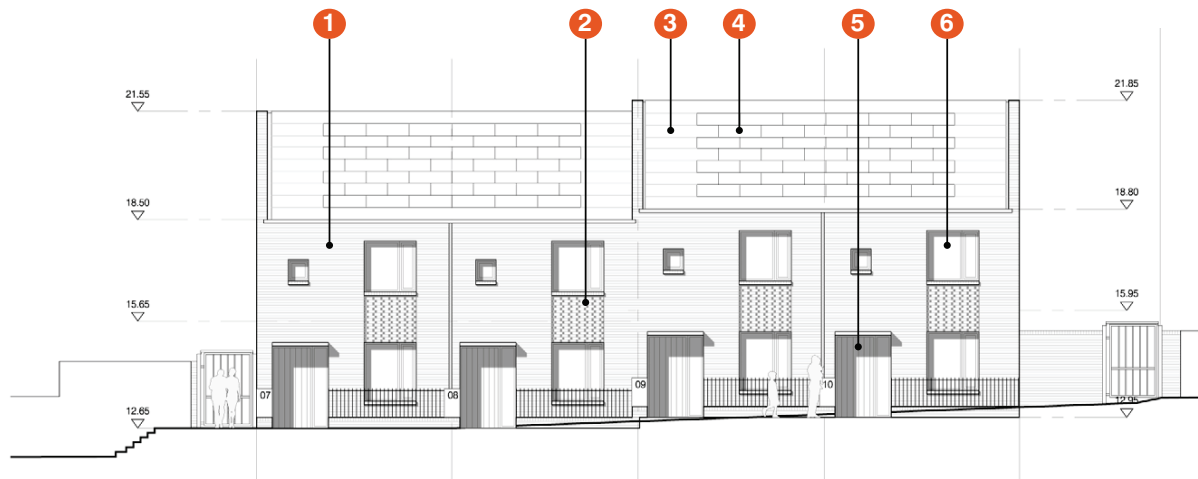
It is proposed to use the brick 'Freshfield Lane'. This is a characterful textured darker brick that will be used with coloured mortar.

The window reveals will be a full brick deep, giving depth to the facade.

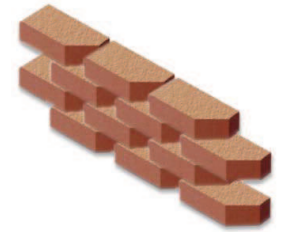
Timber/aluminium composite windows are specified with a dark frame to compliment the brickwork.

Generous painted front doors in a series of complimentary colours with sidelights will add individual character to each home.

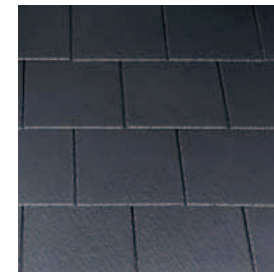
Careful design of all boundaries - front gardens, railings and numbering - ensures good quality public realm.



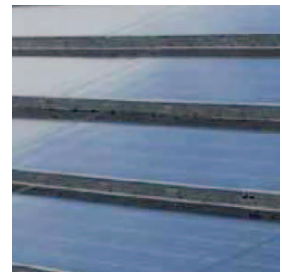
1. Brick: Freshfield Lane Selected Dark. Stretcher bond, dark coloured mortar.



2. Recessed textured brick panel formed of cill bricks laid side on. Brick and mortar as standard wall.



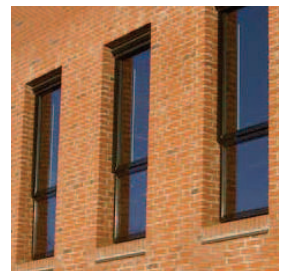
3. Marley 'Rivendale' blue/black fibre cement tiles.



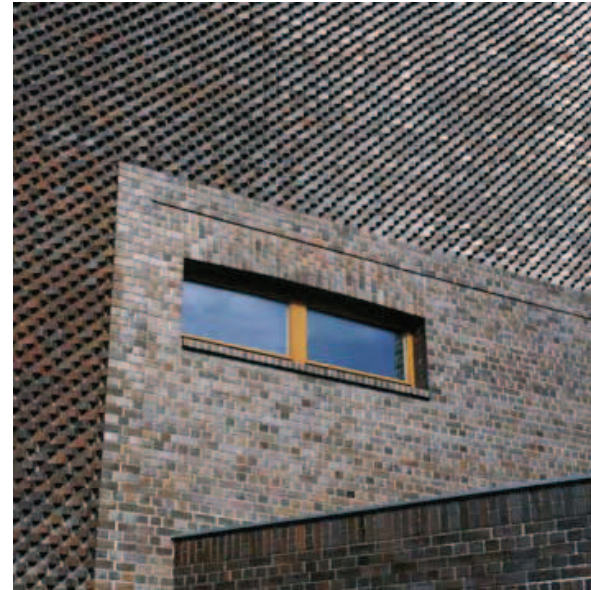
4. Solarcentury C21e photovoltaic panels.



5. Full timber, painted front doors with glazed sidelight in differing colours along the street.



6. Triple glazed composite windows (Ideal Combi Futura+) with dark charcoal powder coated frame.



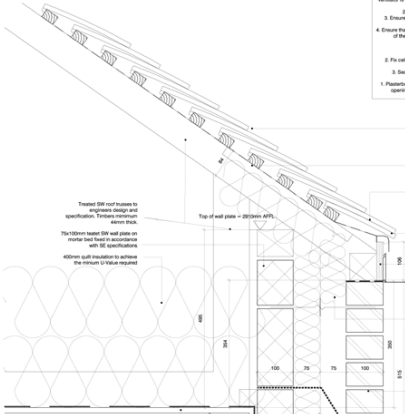


ALUMASC AQUALINE BOX GUTTERS AND CIRCULAR DOWNPIPES

Charcoal polyester power coated aluminium to match window frames.



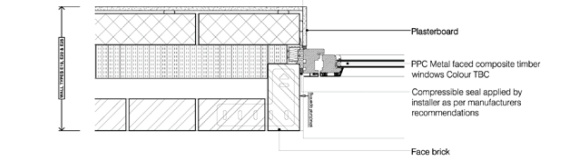
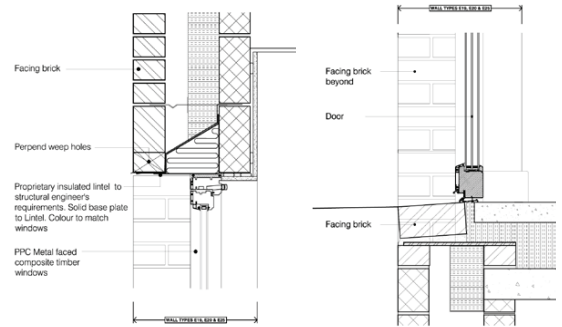
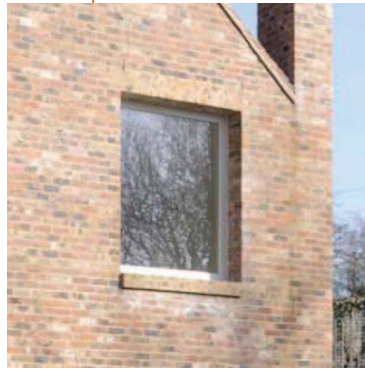
- ACCREDITED CONSTRUCTION DETAIL - MCH_HL_01**
1. Ensure the gully between the wall plate and the proprietary lintel/ventilator is completely filled with insulation having a minimum U Value above the insulation of the insulation of the gully.
 2. Ensure continuity of the insulation through the junction.
 3. Ensure that the full depth of insulation terminates under the sill.
 4. Ensure that partial fill insulation is secured firmly against the true wall of the cavity wall. Fixing plates to insulation, full continuous insulation over the window.



1. Seal the wall plate on a continuous mortar bed.
2. Fix ceiling first and over all gaps between the ceiling and masonry wall with either particle adhesive or flexible sealant.
3. Seal all penetrations through the wall with appropriate weather resistant sealant.
4. Plasterboard on sills with continuous ribbon of adhesive around all openings along the top and bottom of the wall and at internal and external corners.
5. Seal the wall plate to the 20mm treated timber bottom board cover, together continuous fully in accordance with manufacturer's specification.
- Proprietary rains ventilation tray to meet the appropriate manufacturer's specification.
- UV resistant weather sealant under sills and top of gutter.
- Continuous proprietary PFC roof finish across window to provide into 20mm continuous line of seal.
- 18mm WSP sealed ply facing to provide weather sealant to outer ends and TS x 20mm treated timber support structure on 20mm.
- Site formed curved PFC aluminium box gutter base through finish to outer ends.
- Quilt insulation based on top or inside wall with weather resistant insulation.
- 150mm brickwork outer wall. 150mm cavity with three partial fill insulation, 100mm full depth insulation over full depth of insulation over full depth of insulation. Engineer's Details & Annotations, manufacturer to provide details.
- Opt cavity tray to extend 100mm on each side of opening to the ends and weep holes at max 400 centres.
- Insulated galvanneal steel epoxy coated curved frame to suit window details.
- Plasterboard to substrate being fixed to 20mm treated timber.
- Plasterboard coated normally plasterboard should provide high performance window with appropriate fire and weather stopping appropriate building's appearance.

DEEP FULL BRICK WINDOW REVEAL

to all windows with metal lintel and cill and brick to all reveals to match main brick.



- ACCREDITED CONSTRUCTION DETAIL - MCH_HL_02**
1. Ensure thickness of steel lintel is no more than 2.0mm.
 2. Section term covered to the 20mm.
 3. Ensure that in 15% finished and does not have been plate.
 4. Ensure that partial fill insulation is secured firmly against true wall of the cavity wall.
1. Apply flexible sealant to all interfaces between the frame and masonry and the window/door frame members.

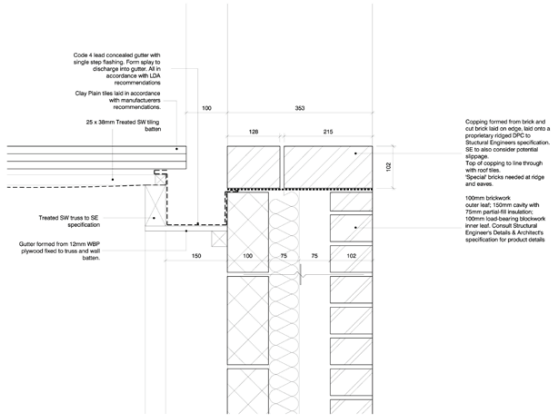
2. Seal all penetrations through the wall with appropriate weather resistant sealant.

3. Plasterboard on sills with continuous ribbon of adhesive around all openings along the top and bottom of the wall and at internal and external corners.

1. TYPICAL ROOF EAVES DETAIL

CONCEALED GUTTER TO GABLE ENDS

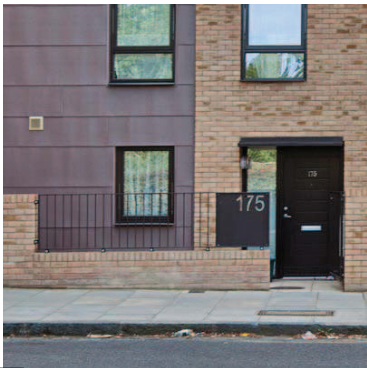
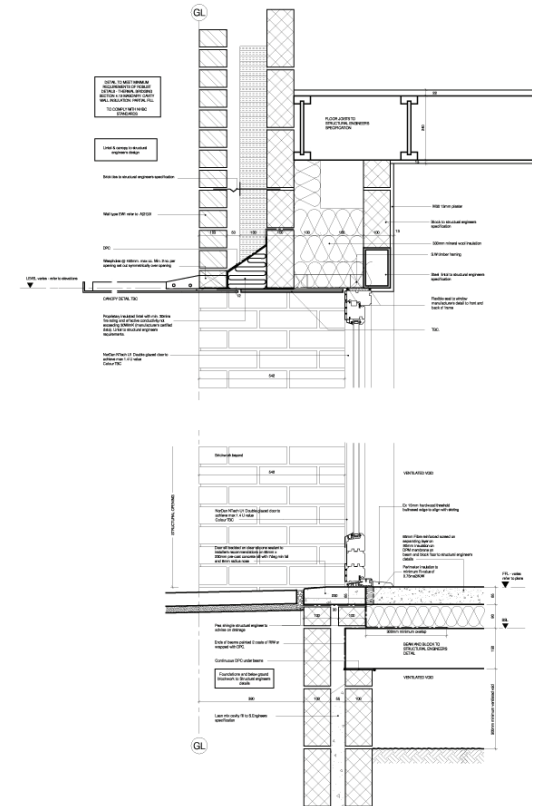
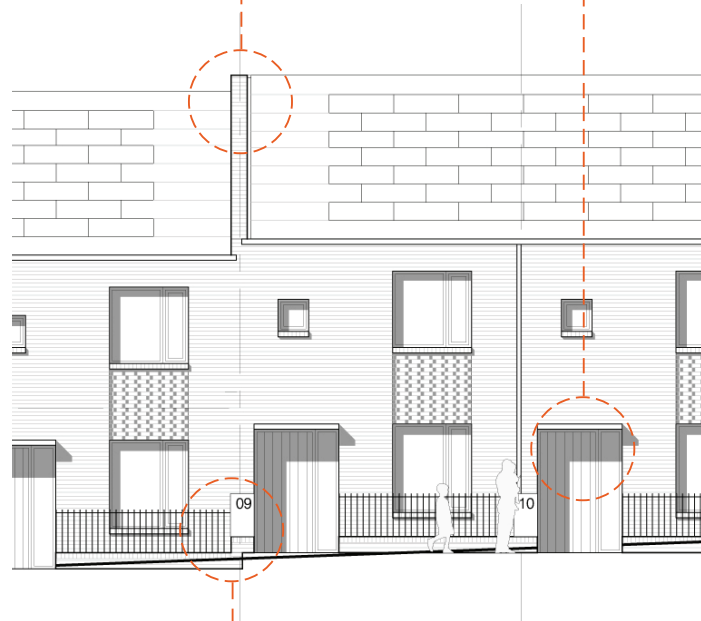
Gable simple brick elevation with brick capping. Roof tiles flush with brick capping.



3. END GABLE ROOF DETAIL

PAINTED TIMBER FRONT DOOR WITH GLAZED SIDELIGHT AND DEEP BRICK REVEAL

Door colours vary along the street. Soffit charcoal to match canopy and window frames with integrated porch light.



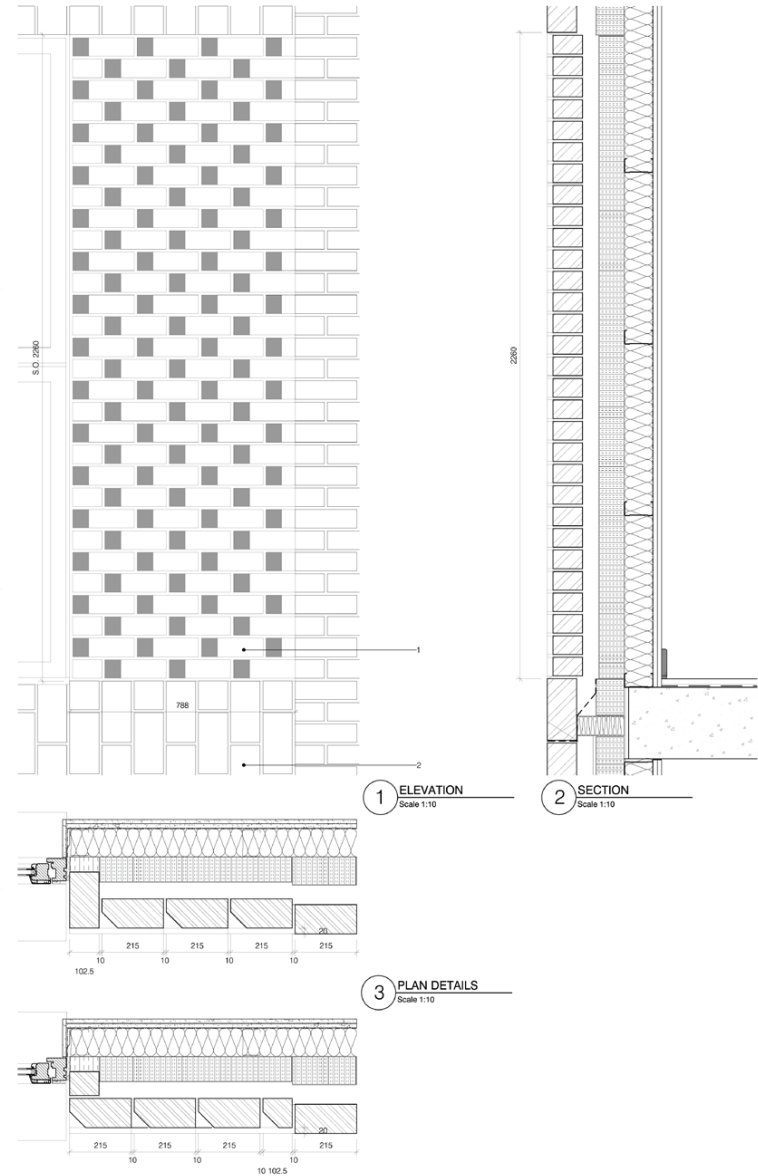
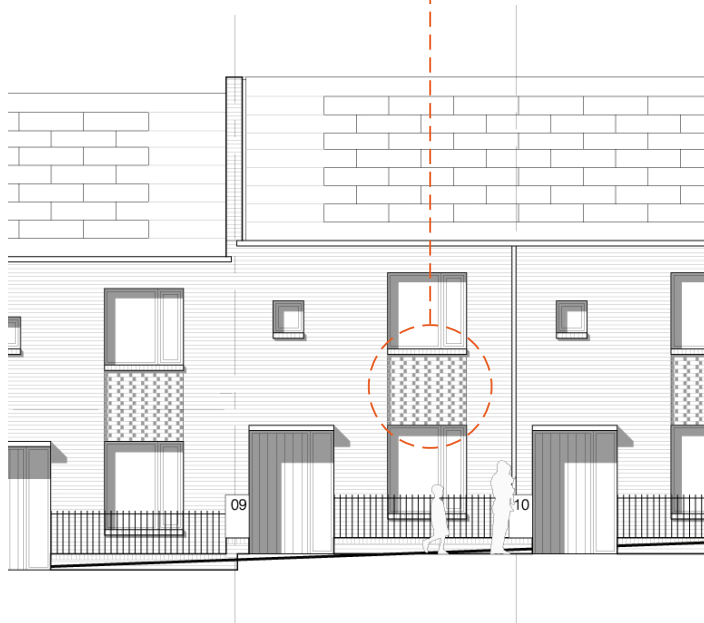
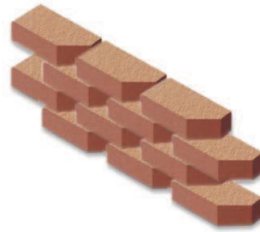
FRONT GARDEN / PRIVACY STRIP

Front garden bounded by 300mm high brick wall to match primary brick with 800mm charcoal powder coated railing above.

House number cutouts on charcoal powder coated metal plate integrated with metal railings.

TEXTURED BRICK PANELS

Recessed textured brick panel formed from 'Freshfield Lane Selected Dark' cant bricks laid side on with coloured mortar.





1. Shared surface paving - Marshalls Pallas Light Grey Granite



2. Shared surface delineation - Marshalls Pallas Indian Granite



3. Upgraded pedestrian routes - Marshalls Tegula Pennant Grey



4. Paved terraces to rear gardens - Marshalls Textured Utility Paving Natural.

5. Turf to back garden lawn areas.

6. Existing concrete pavement to be made good.

7. New trees to be integrated into shared surface.



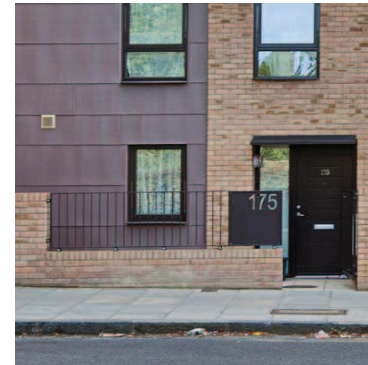
1. - 1.8m high brick wall between gardens and public realm with timber trellis above.



2. - 1.8m high timber fence between terraces with timber trellis above.

3. - 1.2m high timber between gardens.

4. - New 1.5m high brick wall to existing gardens with timber trellis above.



5. - 0.3m high brick wall with black powder coated metal railing above.



6. - Black powder coated metal gate

4.5 DAYLIGHT AND SUNLIGHT

A full daylight and sunlight report is contained in Appendix 1.

The results of Savills' technical analysis demonstrates that PTEa's scheme reacts well to neighbouring residential properties. The results are summarised below:

Daylight - With regard to daylight, the scheme demonstrates full compliance with all reductions within the 20% permitted by BRE Guidance and therefore does not result in any noticeable reduction in daylight.

Sunlight - The results of the sunlight analysis are fully compliant with BRE Guidance.

4.6 SUSTAINABILITY

Please also refer to Code for Sustainable Homes pre-assessment in Appendix 4 and SAP calculations in Appendix 5.

Mercator Road | Sustainability



Sustainability – Summary for Design and Access Statement – Rev B

NOTE This document summarises the work carried out pre-planning to ensure that the 6 houses proposed at Mercator Road can achieve a Code Level 4 rating and high levels of energy efficiency and sustainability. Some of the details summarised in this document may change post-planning but the overall targets will be delivered.

Aug 12

Mercator Road | Sustainability | Summary



THE SITE

Entirely covered by hard landscaping and unused garages, the Mercator Road site is of low ecological value and does not have any ecological features to be protected.

The Environment Agency Flood Map provided below indicates that the site is not in an area at risk of flooding from rivers.



Aerial view of the site



EA Flood Map

This brownfield site therefore appears to be suitable for development. The introduction of individual gardens would reduce the impermeable area and improve slightly the site's ecological value.

Mercator Road | Sustainability | Summary



ENERGY

Each house at Mercator Road will be very energy efficient and equipped with a solar PV system. All houses have been modelled using an accredited Part L software in order to determine the level of specification required. Triple-glazed windows, very efficient ventilation systems with heat recovery and low NOx condensing gas boilers are among the key energy efficient features of the houses.

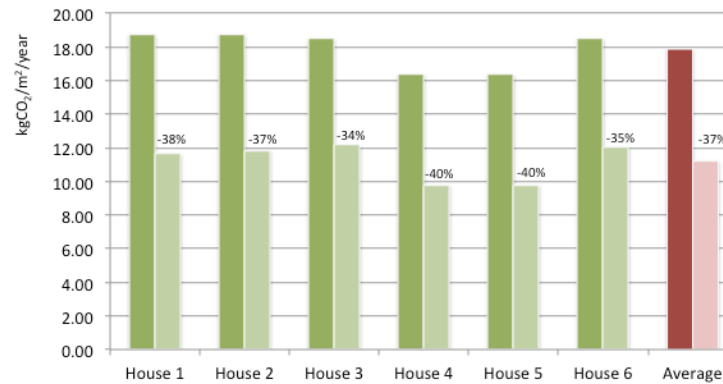
A 1kWp PV system is proposed on the roof of each of them. Efficiencies of PV panels vary but assuming Solar Century C21e slate, it is likely to represent an 'active PV area' of approximately 8 sqm and a gross PV area of 10-11 sqm per house.



Solar PV system
(C21e slate)

The preliminary energy analysis carried out pre-planning led to the conclusion that an average improvement over Part L 2010 of more than 36% can be achieved.

This approach ensures that houses will be inherently energy efficient. It will be explained to residents through a home use guide and they will all be provided with a simple energy display device allowing them to monitor their energy use and costs.



Predicted Performance of each house against Part L 2010

Good levels of daylight are also targeted: a minimum Average Daylight Factor of 2% in the kitchens and 1.5% in the living rooms, dining rooms and home office areas.

TRANSPORT

2 cycle spaces will be provided for each house in the garden. Access from the cycle store to the public right of way will be possible without going through the dwelling. Mercator Road is a 'car-free' development as no car parking space will be provided.

A room has also been identified in each house to enable a home office to be set up.

Aug 12

Rev A

20130042 | Mercator Road

3

Mercator Road | Sustainability | Summary



WASTE

In each dwelling, the following storage systems will be provided to maximise recycling rates:

- a bin for non recyclable waste;
- a 30-litre bin (minimum) for recyclable waste;
- A minimum 7-litre bin for kitchen waste.

The external bin store will be located in the back garden and will include an external composting container, specifically designed for composting.



Example of internal bins for recyclables

In order to minimise construction waste and achieve a high recycling rate, a Site Waste Management Plan (SWMP) will be prepared and a high diversion rate from landfill for non-hazardous waste will be targeted (i.e. > 85%).

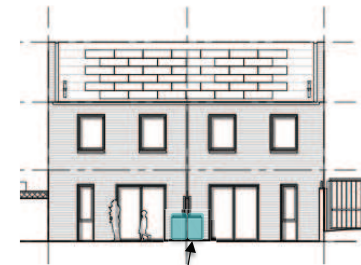
WATER

Water-efficient fittings will be provided in order to reduce internal water consumption to less than 105 litres/person/day. These fittings will include: water-efficient showerheads (8 litres/min), efficient taps (5 litres/min in the kitchen and 3 litres/min in the bathrooms) and low-flush WCs (6/3 litres).

Rainwater butts will be provided in each garden to reduce potable water consumption associated with irrigation.



Breakdown of internal water consumption at Mercator Road



Rainwater butts

Mercator Road | Sustainability | Summary



MATERIALS

The Green Guide will inform the selection of materials and high ratings are targeted for key elements (e.g. A+ rated roof and A rated windows).

CONSTRUCTION

Mercator Road will be registered under the Considerate Constructor Scheme and a score of more than 24 will be achieved. A score of more than 32 will be targeted.

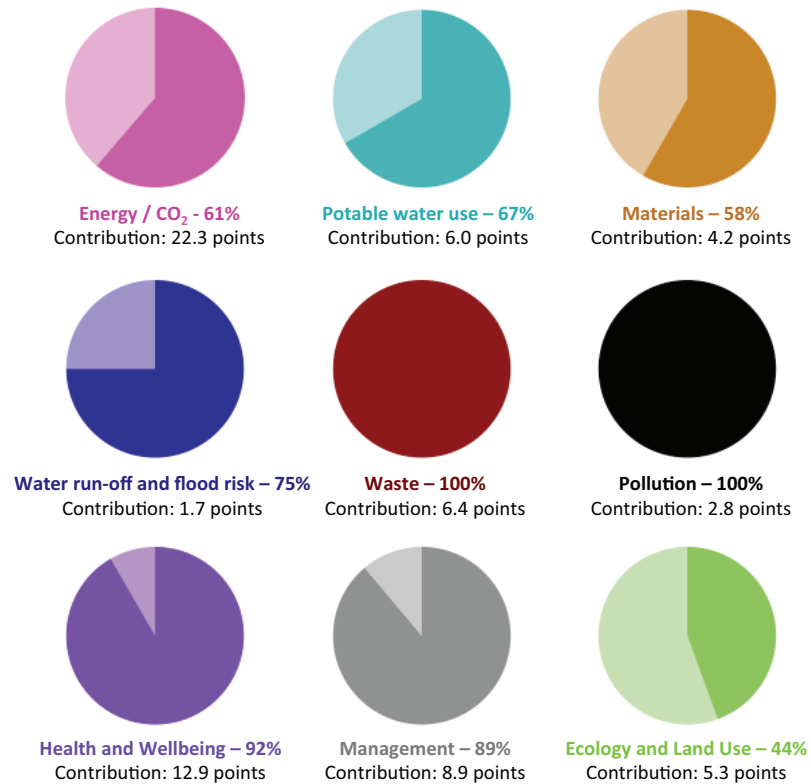
A number of procedures will be implemented in order to manage the construction site in a manner that mitigates environmental impact, e.g.

- CO₂ production or energy use arising from site activities;
- Water consumption from site activities;
- Best practice policies in respect of air (dust) pollution arising from site activities;
- Best practice policies in respect of water (ground and surface) pollution;

CODE FOR SUSTAINABLE HOMES

Mercator Road is targeting a Level 4 rating under the Code for Sustainable Homes (CfSH), November 2010 version. The pre-assessment submitted in support of the planning application allows an evaluation of the likely rating to be achieved under a formal assessment. Based on the assumptions summarised in this pre-assessment report, a score of **70.42%** is achieved, i.e. 2.42% above the minimum score required to achieve CfSH Level 4, i.e. 68%.

This is a graphical summary of the proportion of credits targeted at Mercator Road compared with the maximum number of credits available in each category.



Aug 12

Rev A

20130042 | Mercator Road

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4.7 ACCESS

The new homes are deigned to be accessible to all, including the elderly and users of wheelchairs and pushchairs. All the homes are designed to fully comply with Lifetimes Homes Standards.

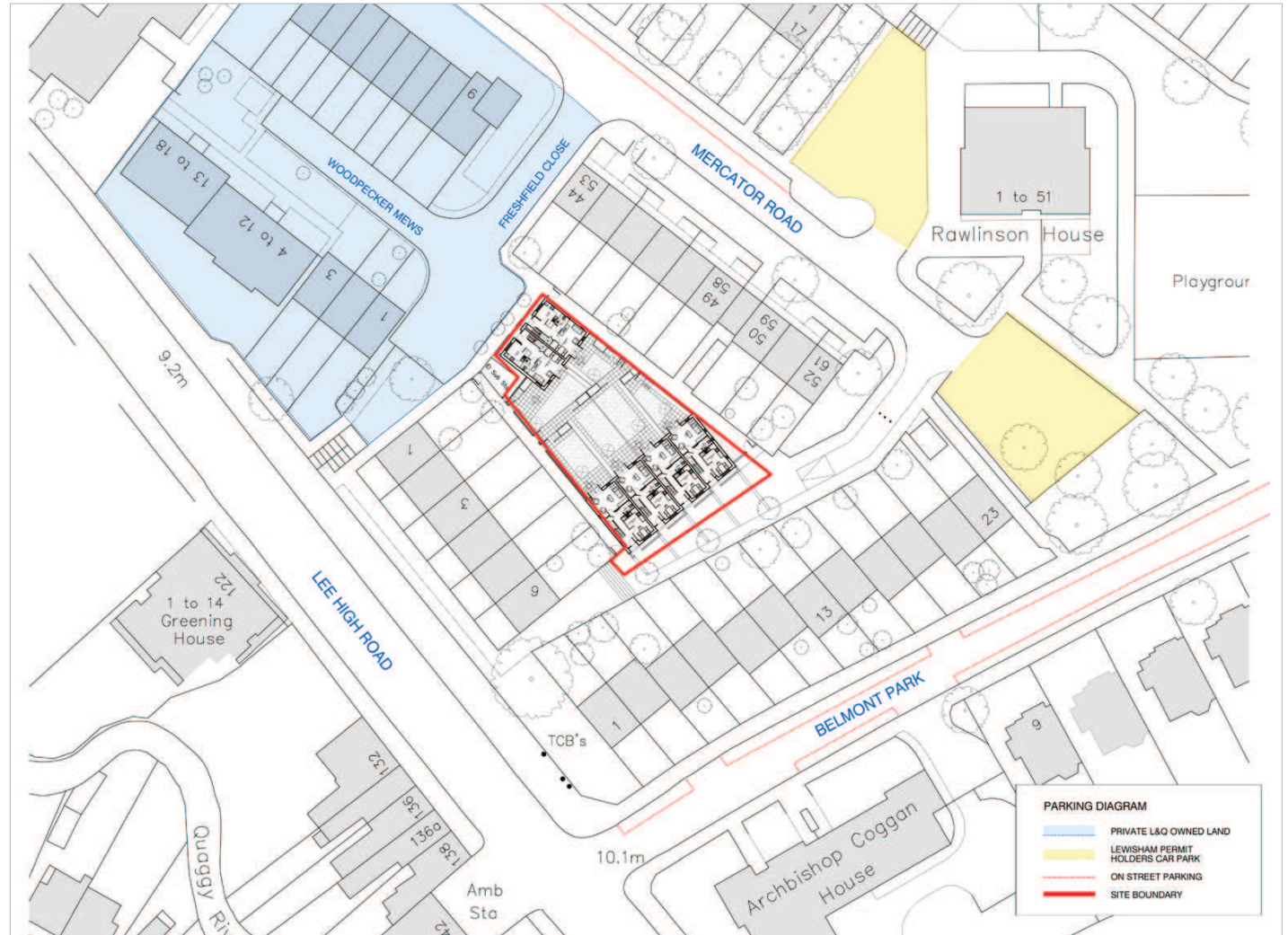
The site has a gentle slope but will have level access to entrance gates and front doors.

There are no fully-compliant wheelchair homes proposed on this site because it was felt that the site is not particularly suitable for wheelchair homes. This is because there is no private parking possible adjacent to the new homes, and the site is on a slope as well as all homes being two-storey.

4.8 VEHICLE ACCESS AND PARKING

The site has a good level of accessibility as it is fairly well served by public transport and has a good PTAL rating of 3.

There is no parking proposed on the site itself. New residents will be eligible to apply for parking permits for permission to park on Mercator Road.

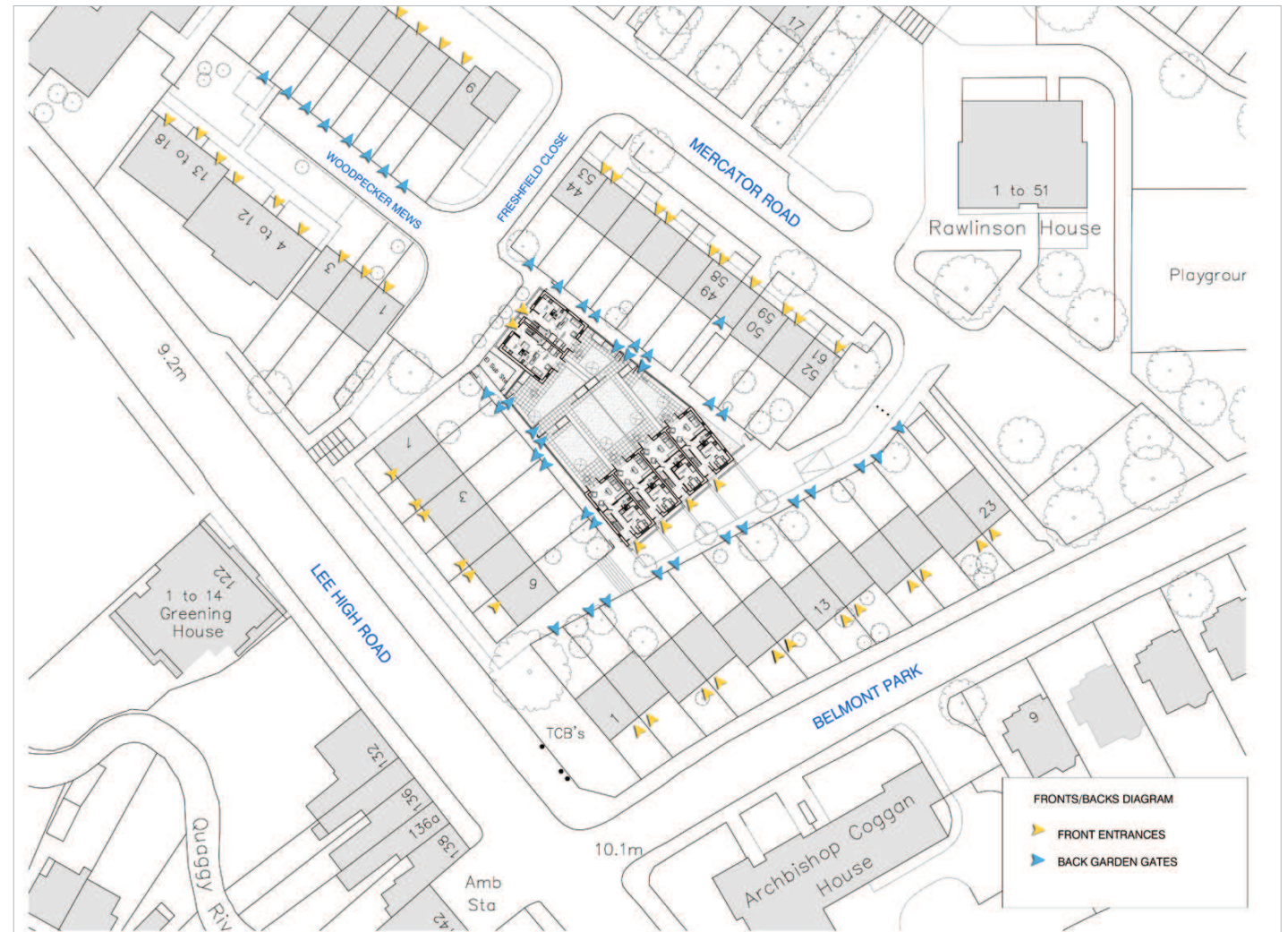


PARKING DIAGRAM

4.9 PEDESTRIAN ACCESS

All new homes will have their own private entrance and front garden.

There will also be access to each private rear garden by way of secure garden gates off the existing alleyways. This allows direct access to bike stores and bin stores as well as for the delivery of garden compost/plants etc.



PEDESTRIAN ACCESS DIAGRAM

4.10 MANAGEMENT AND SECURITY

The new scheme will be designed to Secure By Design Standards, as far as is possible within the context of the site and the existing site layout.

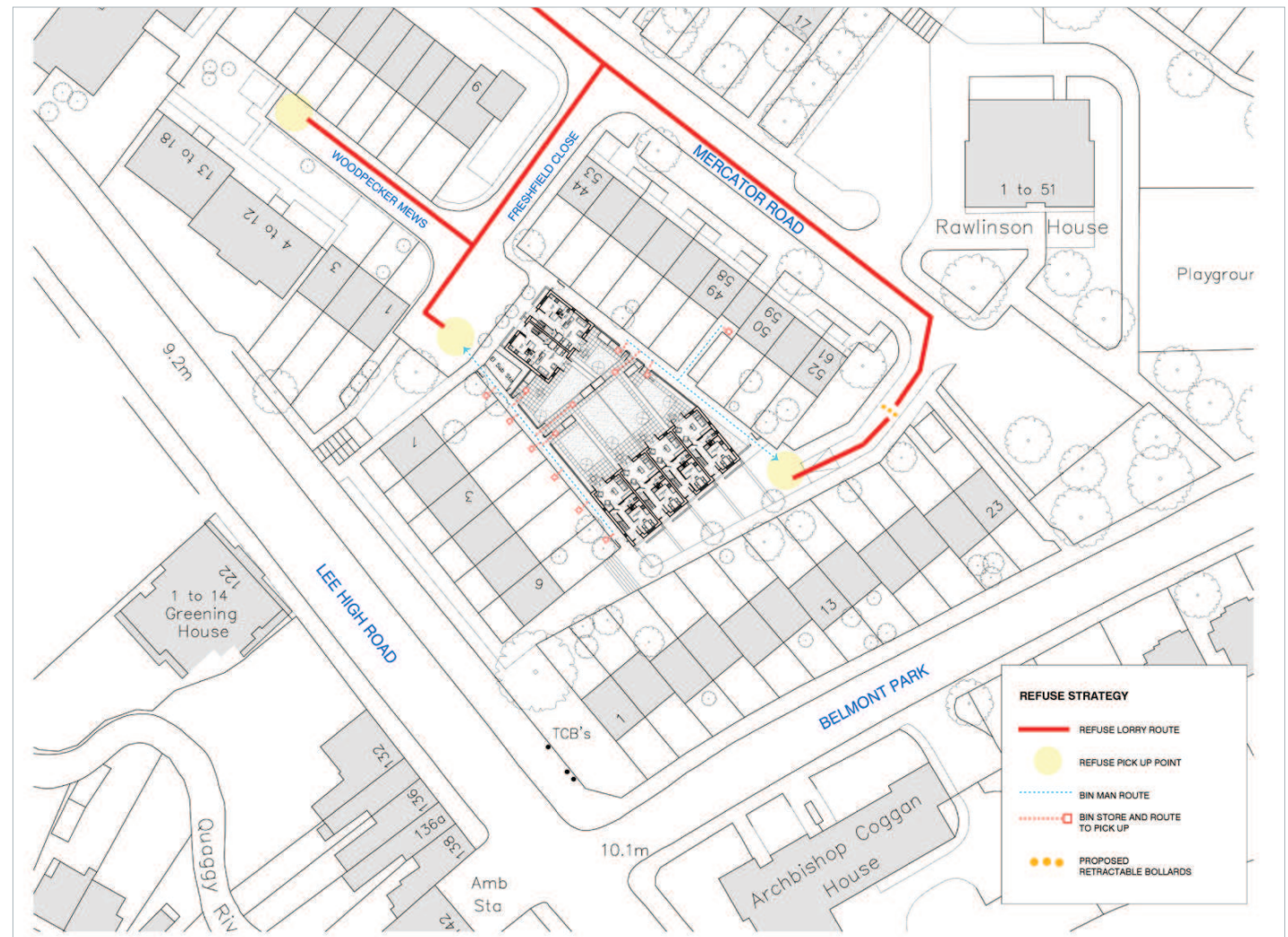
These plans have been submitted for comment and feedback will be taken on board wherever possible .

Future management of the houses will be by Lewisham Homes who manage and maintain the majority of the housing in this area.

4.11 REFUSE COLLECTION

All new homes will have their own refuse and recycling bins located in their private back gardens. These will be accessed via secure gates and the bins put out by residents in the alleyways on collection day. This fits in with the existing refuse collection strategy for all the existing surrounding homes.

See diagram opposite which illustrates this strategy.



REFUSE STRATEGY DIAGRAM

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Housing Select Committee			
Title	Housing supply and demand		
Contributors	Executive Director for Customer Services, Head of Strategic Housing	Item	8
Class	Part 1 (Open)	Date	11 September 2013

1. Summary and purpose of this report

- 1.1. On 16 May 2013, the Committee considered a report on the supply and demand of housing in the borough. As a result it was agreed that the next report on supply and demand should review the options available to the Council to help address housing demand and meet residents' needs, including by considering the policy choices that other London boroughs are making or have made, and the effect of these on Lewisham. This report covers each of those areas.

2. Recommendation

Housing Select Committee is asked to:

- 2.1.1. note the information contained in this report
- 2.1.2. consider and comment on how the Council might respond to the new legislative framework enabling greater use of the private rented sector in the discharge of duty.

3. Background

- 3.1. At the May 2013 Housing Select Committee, Members heard about the severe difficulties that the Council is experiencing in supplying enough suitable accommodation in the borough to meet housing need and its statutory homeless duties. In short, the number of lettings available to the Council in the social rented housing sector is insufficient to meet the level of demand the Council receives from households in need seeking accommodation.
- 3.2. There is a general shortage of supply of social rented housing, which is reflected by the growing number of households on the housing register. In 2012 the Council made the policy choice to remove Band 4 (i.e. the lowest priority) from the housing register, given that these households were extremely unlikely to find accommodation. This resulted in a reduction in the housing register of some 10,000 households to slightly more than 7,000. In the year since that policy decision, the number of households on the register has continued to increase, growing by more than 1,000. In July of this year the number of households on the register passed 8,000 for the first time, and stood at 8,164 in August.
- 3.3. The majority of these 8,000 households are permanently but unsatisfactorily housed. That is, they currently have a social housing tenancy with either the Council or a Registered Provider partner, but they live in unsatisfactory conditions – such as over crowding, under occupation, or a home that does not

match their health needs – or they need to move as a result of a decant programme. As at July this accounted for approximately 6,800 or 85 per cent of the households.

- 3.4. The remaining 15 per cent, some 1,200 households as at July 2013, are not permanently housed, and instead are currently placed in temporary accommodation such as hostels or other emergency accommodation. These typically are households for whom the Council has accepted a statutory duty but for whom no suitable permanent accommodation is available. Given the nature of the overall housing market in London, and the financial challenges that households continue to face, officers project that a further 700 homelessness applications will be accepted before the end of the municipal year, further increasing the demand the Council faces and the likely use of temporary accommodation.
- 3.5. Typically the Council is able to access 1,200 new lettings per year from within its own stock and that of its Registered Provider partners. On the basis of the level of demand outlined above, even if the Council were to stop taking applications with immediate effect, it would take more than six years to meet all of the currently unmet demand, and potentially even longer for the largest households, for whom appropriate lettings are particularly infrequent.
- 3.6. As well as the shortage of permanent housing supply, all London boroughs are continuing to experience a declining supply of affordable temporary accommodation for homeless households. In the past 18 months there has been an estimated reduction of 20 per cent in the number of homes boroughs are able to access. Rapidly rising rents in the private rented sector generally are acting to change the balance of incentives for landlords who may previously have preferred the certainty of income local authorities could offer, and who may now choose instead to seek higher rents privately.
- 3.7. Put simply, the supply of available homes does not meet the current demand, and demand is projected to continue to increase faster still. As a result an increased use of bed and breakfast and other forms of temporary accommodation is unavoidable at present. London Councils estimates that the housing deficit in London will reach 221,700 by 2020. In Lewisham the number of households in bed and breakfast accommodation has doubled in the recent period and remains over the target of a maximum of 50 households.
- 3.8. The current absence of long term sustainable solutions to the housing supply crisis is leading many London boroughs to explore a range of new longer term investment strategies, including making use of new investment options arising from HRA reform and other policy options available as a result of legislative change. The following sections set out some policy options available to the Council in addressing the challenges previously set out here, in meeting resident demand for housing and delivering the Council's statutory obligations for homelessness.

4. New supply and efficient use of existing supply

- 4.1. The Council has taken a number of steps in this regard which may be grouped into two types. First it is making use of the new investment freedoms available as a result of HRA reform to build new council homes for the first time in 30 years. Second, it is taking all available steps to maximise the efficient use of its current stock through initiatives, for instance, to incentivise moves for under occupiers and for residents to move to another area where they have expressed a preference to do so.
- 4.2. In July 2012 Mayor and Cabinet committed the Council to build 250 new homes within five years, as part of the Housing Matters programme reviewing all of the Council's long term housing investment needs and options. Since then rapid progress has been made in identifying sites for new developments and bringing forward options on those sites. In April the Committee received a detailed presentation setting out these options, which noted that there was the potential to build up to 600 homes on the first tranche of sites, by employing all available means such as direct build, support for new build by RP partners and also by residents themselves on a community self build scheme.
- 4.3. The direct build of new homes - The New Homes, Better Places Programme – was launched by Mayor & Cabinet in May of this year with the identification of the Mercator Road garage site as the first new build scheme, and papers elsewhere on the agenda for this meeting set out the progress that has been made in delivering that. It is expected that the pace of delivery of new homes will increase rapidly now that the first, pilot, site is closer to delivery. This will be aided in large part by the delivery of more than 100 new homes on specialist housing schemes for older people, details of which again are set out elsewhere on this agenda. Furthermore a second phase of new build will be launched early in the new year, and the Committee will receive a full update on this next month.
- 4.4. However Committee will note that regardless of the speed of progress of these initiatives, it will not be possible to resolve the current crisis by council-led build alone, as the lead times to delivery are too long and because of restrictions on the amount of investment that remain as a result of Government rules. Whilst the Housing Matters programme continues to review options for attracting more investment – such as by potentially pursuing a stock transfer to Lewisham Homes which would then not be restricted by the Council's government-imposed borrowing cap – this still will be insufficient. Even the most ambitious building programme, with a target of 600 homes in ten years as a result of stock transfer, will not alone address this issue sufficiently quickly.
- 4.5. The alternative to building more is to make better use of existing stock. Here also a range of initiatives are either in place or being developed to ensure that the homes available to address housing challenges are used in as efficient a manner as possible. The council has two dedicated accommodation officers who work with tenants expressing an interest in moving, and employs a range of schemes to support those moves, details of which are set out below.
- 4.6. The Cash Incentive Scheme is targeted at secure tenants who wish to move to either a private rental property or into home ownership. The incentives available

to applicants were recently increased and the table below shows the levels of incentive available. The resulting void property is made available to someone from the housing list.

Property type	Grant for releasing a flat	Additional £5,000 grant if releasing a house
5 bed properties	£39,000	£44,000
4 bed properties	£34,000	£39,000
3 bed properties	£29,000	£34,000
2 bed properties	£26,000	£31,000
1 bed properties	£21,000	£26,000

- 4.7. Lewisham is part of the Mayor of London’s housing mobility scheme that allows tenants of London boroughs or housing associations to move outside their existing borough to a different part of London. It’s run by the Greater London Authority and Lewisham are participating by contributing a small number of nominations each year.
- 4.8. The Seaside and Country Homes scheme provides bungalows and flats for older tenants who want to move out of the city to a seaside or country location. Priority is given to tenants vacating larger properties, again potentially creating chain lettings with several moves. Only tenants of council or RP properties, over 60 years of age, can qualify for this scheme.
- 4.9. Lewisham’s Fresh Start scheme enables Lewisham Council tenants to move into the private rented sector. It is a self-help scheme and applicants need to be proactive in looking for suitable properties in the private sector.
- 4.10. The current team has successfully supported around 47 moves in the past 5 years, at an average of 9 per year. Committee will note, however, that even were these levels to be increased and combined with increased levels of new building, this would still be insufficient to meet the demand for housing the Council faces.

5. Moves across borough boundaries

- 5.1. The growing and continued supply and demand pressures on all London boroughs has forced some of them to procure properties outside of London. Although this practice has existed for many years, now that welfare reform has been introduced some boroughs are feeling that they have no choice but to use accommodation out of their own area and London because it is cheaper for households as accommodation has become unaffordable in their boroughs.
- 5.2. London Councils has been monitoring activity across boroughs for many years and is able to provide information on movements across boroughs in nightly paid bed and breakfast accommodation. However, it is more difficult to capture information on boroughs leasing properties in the private rented sector as temporary accommodation or on a more settled basis.

- 5.3. As at June 2013, London Councils reported that 204 out-of-London properties had been let to households from London boroughs. The boroughs who appear to be taking more households than others, are: Birmingham (18); Dartford (59); Northampton (9); Reading (21) and Thurrock (10). Information received directly from Dartford Council reveals that in the past four years, 436 households have been placed in temporary accommodation in Dartford and 86 in Gravesham.
- 5.4. Specific schemes of which officers are aware include those run by the boroughs of Harrow and of Kensington and Chelsea. Harrow has developed a scheme that moves homeless households out of the borough and London temporarily or permanently. They have developed good links with South Wales and Manchester and are working very closely with landlords in other boroughs and providing incentives to ensure they access accommodation. In Kensington and Chelsea a straightforward incentive – £2,500 – is available to households who relocate. The West London sub region has also developed an out of borough procurement scheme.
- 5.5. In the past a good example of a co-ordinated scheme to enable moves outside London was called LAWN – also sometimes known as the *Out of London* Scheme. This was established to offer local authority and some housing association tenants in London, opportunities to relocate to other parts of the country with lower housing demand. It was officially launched in July 2002. Unlike the Seaside and Country Homes scheme, there was no age limit. The scheme required the referral of a landlord and was voluntary – therefore, not all London boroughs participated. Some boroughs operated schemes with identical aims but different names. Lewisham participated in the LAWN scheme.
- 5.6. Participants in LAWN or similar schemes were entitled to:
- Help with the costs of viewing property in other areas;
 - Information on the locale;
 - Financial assistance with removal costs;
 - A relocation grant or other payment in respect of the London property they vacate.
- 5.7. A new LAWN type scheme is currently being developed in London. The Home Connections scheme (one of the sub regional choice based lettings schemes) has partnered with a London borough and have created a scheme to move households out of London and as part of the scheme prospective tenants will be accompanied to view their properties. The landlords are incentivised to give the households support. The scheme has been presented to London Councils Housing Directors and boroughs are being invited to join. They claim to have over 1,000 landlords interested in the scheme.

6. Discharge into private rented sector accommodation

Background

- 6.1. This section suggests how the Council might approach this as a policy option.
- 6.2. It is the council's vision that all of our residents live in a home they can afford, that is safe and well managed in a neighbourhood they can be proud of. In an

ideal world this would mean an extensive range of housing options, with residents able to choose the area and tenure they want to live in. However, this is not the case and the potential to discharge homelessness cases into private rented housing, subject to a thorough and fair suitability assessment, could help to resolve households' needs more quickly as well as ease housing pressures and costs for Lewisham Council.

- 6.3. Under existing legislation (principally the Housing Act 1996), local housing authorities are required to provide accommodation to those accepted as statutory homeless. This is referred to as 'temporary accommodation'. The duty to provide temporary accommodation is enduring, and will last until such time as the duty is brought to an end in one of a number of ways set out in the Act. This is referred to as 'discharge of duty'. The main way that duty has traditionally be discharged is by an offer of social rented housing. Before the recent change in legislation an offer of private rented accommodation could be made, although this has usually been through a 'qualifying offer' (with the consent of the applicant). An offer of suitable private rented property can also be made in order to prevent homelessness, for applicants that are threatened with homelessness within 28 days. Private rented housing has also be provided as temporary accommodation for homeless households without discharging the duty such as Lewisham's Private Sector Leasing Scheme.
- 6.4. The annual supply of social housing is reducing and after a long period of steady reduction numbers of households in temporary accommodation (TA) are increasing again. The affordability of TA for Lewisham Council is a major concern. Changes to TA subsidy rules, housing benefit, and a private rental market experiencing above inflation rises all combine to put significant financial pressure on the authority. The introduction of benefit caps from August has further increased these pressures.
- 6.5. At present it can take at least 2 years or more in temporary accommodation to secure suitable social rented accommodation due to the slow turnover of housing and high level of housing need of those people registered on Lewisham's Housing Register.
- 6.6. This type of accommodation is not suitable for families. Any approach which results in homeless families having a shorter stay in temporary accommodation or more preferably not having to go into temporary accommodation in the first place would be welcomed. Previously the Council did not have a choice: the legislation required it to provide temporary accommodation regardless of its cost, even if there was suitable private rented housing available, but this situation has now changed.
- 6.7. The use of 'Private Sector Offers' is a new power, and local authorities are expected to develop clear policies on the use of these, and to consider the individual circumstances of each household when deciding if they wish to apply this option. A number of safeguards are available regarding length of tenancy, suitability, property standards, and ongoing responsibilities if the accommodation comes to an end.

- 6.8. The term of an Assured Short hold Tenancy must be for at least 12 months. If an applicant becomes unintentionally homeless within two years of the tenancy start date, a new 'Reapplication Duty' applies. This is regardless of their Priority Need, although they must remain eligible and be homeless unintentionally. It provides more of a 'safety net' for such applicants for this two year period. This does not have to be a re-application to the same authority nor from the same property. In making decisions, local authorities shall have regard to the prevailing housing supply and demand pressures in the local area. The existing requirement for local authorities, as far as reasonably practicable, to secure accommodation in their own district remains, helping applicants to retain established links to schools, doctors, social workers, key services and support.
- 6.9. Accommodation must now only be suitable. The previous requirement that it was also 'reasonable to accept' has now been removed. This is a shift to checking issues before an offer, rather than addressing reasons for refusal after it. 'Suitability' in the Order is in two parts. The first concerns location, and the second relates to property condition and management. The affordability of accommodation must also be taken into account. There are rights of review on suitability and appeal to the County Court.
- 6.10. Use of private rented accommodation has been a central part of Lewisham's homelessness prevention strategy for many years. Last year the housing Options Centre enabled 522 new tenancy 'starts' in the private sector. However many applicants choose to decline this as an option, preferring to be placed in temporary accommodation and to wait for a secure social tenancy. This means we are unable to make the best use of the supply, and match the private sector properties we have available to those that are most suitable. Discharge of homelessness duty through private sector offers would therefore support the homelessness prevention strategy.
- 6.11. Discharge into private rented housing is not in itself going to eliminate the need for temporary accommodation entirely, but including this as part of the menu of options available to meet housing need will help reduce expenditure on unsuitable and expensive temporary accommodation such as B&B.

Access to Social Housing

- 6.12. Although the homelessness duty can traditionally be ended by an offer of social rented housing, the limited supply of this type of accommodation means that homeless household typically have to wait a long time in temporary accommodation before being offered social housing. Homeless households do not have overriding priority for social housing, and a homeless family seeking a 2-bed or larger home can expect to wait three years or longer.
- 6.13. Because the homelessness duty can now be discharged by an offer of social housing *or* an offer of private rented housing it is tempting to see the decision as a choice between these two alternatives. However, this is a misleading comparison because who has priority for social housing is in fact determined by the council's housing allocations scheme, not the homelessness legislation or the council's discharge policy.

- 6.14. What constitutes “social housing” is itself changing. Councils and housing associations now offer a range of different types of housing, including short-term tenancies and “affordable” tenancies which are up to 80% of the market value. In short, the distinction between “private rented” and “social rented” is less relevant than it was in the past.

Examples from other boroughs

- 6.15. Other Authorities have adopted the power to discharge into the private rented sector. Some local authorities have already implemented this policy and are using the new legislation in certain circumstances. Examples of other council approaches are detailed below.

London Borough of Ealing

- 6.16. The following addendum to their Homelessness Strategy has been published on their website:

- Ealing Council intends to fully discharge any full housing duty by way of a ‘private rented sector offer’ made using the power granted to it (s193(7AA)-(7AC) Housing Act 1996 as amended by s.148(5)-(7) Localism Act 2011. This is not a blanket application of the new power. A decision will be taken after a full consideration of household’s individual circumstances and the facts that apply to that case. Having undertaken this consideration if the council is satisfied that it is appropriate to exercise the power given to it under the Housing Act 1996 (as amended) it will discharge its duty by arranging for a private landlord to make a suitable offer of an assured short-hold tenancy in the private rented sector for a period of at least 12 months (“a private rented sector offer”).

Oxford County Council

- 6.17. Will consider a ‘Private Sector Offer’ (PSO) to end their main homeless duty in all cases. OCC feels that this approach will encourage people to use the housing options route when looking for housing rather than through homelessness. Exclusions to this approach include:

- if the applicant is vulnerable, requiring supported accommodation, or who is considered unlikely to be able to adequately sustain a private rented tenancy;
- if the applicant or a member of their household requires significant disabled adaptations to make the property suitable;
- if the applicant was previously a social housing tenant (Council or Housing Association) and who has fled domestic violence; other violence; or harassment;
- will also consider the affordability of the accommodation, having regard to Housing Benefit/Local Housing Allowance rates and the overall Benefit Cap that could be applied to the household. This means that this measure is unlikely to be used often for single persons under 35 years of age (as the single room rent could apply). The Benefit Cap may also make a PSO inappropriate on the grounds of cost, for larger families.

Crawley

6.18. The new power is exercised on the basis that the following is taken into account (in addition to the mandatory considerations specified by the legislation):

- Each case to be considered on an individual basis;
- The financial circumstances of each household to be taken into account;
- Any special needs or property requirements to be considered;
- The prevailing housing conditions within the borough and the demands on the social housing stock to be taken into account;
- The size requirement of the accommodation needed by each household to be met;
- Any relevant issues raised by the applicant to be taken into account;
- Any special cultural or faith needs of the household to be taken into account.

How might we apply a Discharge Policy in Lewisham

6.19. Were this route to be pursued by Lewisham, appropriate applicants could be encouraged to take a private sector offer, rather than being forced to do so. Any use of PRS to discharge homelessness duty would only be carried out **following a thorough and fair suitability assessment**. Considerations could include:-

- Care leavers would not be expected to enter the PRS
- Whether there are support needs which mean private rented accommodation is unlikely to be sustainable. This is likely to be particularly relevant for under 35s who would be unable to have their own self contained accommodation in PRS.
- Older People; as there is a relatively abundant supply of designated older peoples housing, we might be less likely to discharge older people into the private sector
- If adapted property is required discharge into the PRS would not be suitable
- If there are any safeguarding issues generally location is likely to be a more important consideration than tenure.
- Time spent in Lewisham – we might be more likely to discharge into the private rented sector for households who have not spent much time in Lewisham

6.20. Location of the accommodation would be a significant factor when discharging duty. A family with children at local schools would be less suitable for discharge outside the borough.

6.21. Accommodation offered would be in a 'reasonable physical condition'. For all properties within Lewisham or London, we would require landlords to be accredited through LLAS. For areas outside of London we would accept properties where the landlord is signed up to a similar accreditation scheme, or arrange for an inspection to be carried out by the receiving local authority or suitable qualified person. The accreditation / inspection would ensure that the accommodation is in reasonable physical condition and that it is suitable in relation to:

- Certain electrical regulations
- Fire safety
- CO poisoning – there must be adequate carbon monoxide alarm/s

- HMO licensing
- The property has a valid energy performance certificate (EPC)
- Gas safety record
- That a written tenancy agreement will be provided
- And that the landlord is a fit and proper person to act in the capacity of landlord.

6.22. To ensure suitability against these statutory standards a property would always be visited by an officer from the authority's Lettings Team or undertaken by the authority's agent. There is no requirement in the suitability order for a technical inspection to be undertaken by qualified HHSRS officer but where an officer or the authority's agent have any concern that a Category 1 hazard may be present they will refer the property on for a technical assessment under Section 4 of 2004 Housing Act.

Possible Safeguards

6.23. As with other offers made to end the main duty, applicants would be able to discuss any concerns with their housing options officer before during and after the viewing. Applicants would receive a written decision letter confirming the Council's position on the suitability of the offer after its refusal, stating reasons for why the decision has been taken.

6.24. Applicants would have the right to request a review from a more senior officer. This review process would allow for the applicant to make representations and avail themselves of professional qualified legal advice. Were the review to conclude that the property was suitable, applicants would still have the right to challenge the decision further by way of an appeal (on a point of law) to the County Court.

Potential Options for Members to consider

Option	Considerations / Impact
1. Not to adopt the power.	<ul style="list-style-type: none"> • High levels of social rented allocations to accepted homeless cases; homelessness remains the perceived route through to social housing. • Increased levels in Temporary accommodation • Use of the private rented sector would continue much as it is now.
2. Considered for suitable homelessness applications. Discharge particularly used in cases where there is a significant financial burden on the local authority or applicant. All cases subject to individual assessment	<ul style="list-style-type: none"> • Weakens the perceived link between homelessness and social housing • Mitigates against the impact of welfare reform and unsustainable temporary accommodation costs • Takes account of the lack of supply of social and private sector homes.
3. Use the power to end the duty for all accepted homelessness cases	<ul style="list-style-type: none"> • This would completely remove the link between homelessness and obtaining social housing

	<ul style="list-style-type: none"> • Pressures on the supply of private rented homes could become as problematic as social rented supply and unable to meet all need. As such an untenable position. • There are certain groups for whom private rented housing not suitable.
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7. Conclusion

- 7.1. Demand for social housing greatly outstrips supply and the differential is expected to continue to grow, leading to increasing numbers of households in temporary accommodation.
- 7.2. The Council is taking a number of proactive steps to address this situation, including by building new homes and through a number of incentive schemes to make best use of existing stock. Nonetheless, these initiatives are unlikely to address the gap between supply and demand, even in the medium term.
- 7.3. Legislative change means that Councils can now make private sector offers to households in temporary accommodation. Were Lewisham to consider adopting this approach, a number of safeguards would be available, as set out in the report.
- 7.4. The Committee is asked to consider and comment on how we might respond to the policy option to discharge the Council's homeless duty by making a private rented sector offer.

8. Financial implications

- 8.1. The report for information and, as such, there are no financial implication arising from the recommendation set out in 2.1 of this report.

9. Legal and human rights implications

- 9.1. There are no direct legal implications to add to those contained within the body of the report save for the following Equality Act legal obligations to note.
- 9.2. The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 9.3. In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.

- 9.4. The duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 9.5. The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at:
<http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>
- 9.6. The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:
1. The essential guide to the public sector equality duty
 2. Meeting the equality duty in policy and decision-making
 3. Engagement and the equality duty
 4. Equality objectives and the equality duty
 5. Equality information and the equality duty
- 9.7. The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:
<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

10. Crime and disorder implications

- 10.1. There are no direct crime and disorder implications arising from this report.

11. Equalities implications

- 11.1. Any policies arising from this report will have their own detailed equalities implications, fully assessing any impacts and suggesting mitigations.

12. Environmental implications

- 12.1. There are no environmental implications arising from this report.

13. Background documents and originator

13.1. Housing Select Committee – Housing Supply and Demand – 16th May 2013

If you require more information on this report please contact Genevieve Macklin, Head of Strategic Housing on 0208 314 6057.

Appendix 1

2012 No. 2601

HOUSING, ENGLAND

The Homelessness (Suitability of Accommodation) (England)

Order 2012

Made - - - - 11th October 2012

Laid before Parliament 17th October 2012

Coming into force - - 9th November 2012

The Secretary of State in exercise of the powers conferred by sections 210(2)(a), (2)(b) and 215(2)

of the Housing Act 1996(a), makes the following Order:

Citation, commencement and application

1.—(1) This Order may be cited as the Homelessness (Suitability of Accommodation) (England)

Order 2012 and comes into force on 9th November 2012.

(2) This Order applies in relation to England only.

Matters to be taken into account in determining whether accommodation is suitable for a person

2. In determining whether accommodation is suitable for a person, the local housing authority

must take into account the location of the accommodation, including—

(a) where the accommodation is situated outside the district of the local housing authority,

the distance of the accommodation from the district of the authority;

(b) the significance of any disruption which would be caused by the location of the accommodation to the employment, caring responsibilities or education of the person or members of the person's household;

(c) the proximity and accessibility of the accommodation to medical facilities and other support which—

(i) are currently used by or provided to the person or members of the person's household; and

(ii) are essential to the well-being of the person or members of the person's household; and

(d) the proximity and accessibility of the accommodation to local services, amenities and transport.

(a) 1996 c.52.

2

Circumstances in which accommodation is not to be regarded as suitable for a person

3. For the purposes of a private rented sector offer under section 193(7F) of the Housing Act

1996, accommodation shall not be regarded as suitable where one or more of the following apply—

(a) the local housing authority are of the view that the accommodation is not in a reasonable physical condition;

(b) the local housing authority are of the view that any electrical equipment supplied with the

accommodation does not meet the requirements of regulations 5 and 7 of the Electrical Equipment (Safety) Regulations 1994(a);

(c) the local housing authority are of the view that the landlord has not taken reasonable fire

safety precautions with the accommodation and any furnishings supplied with it;

(d) the local housing authority are of the view that the landlord has not taken reasonable precautions to prevent the possibility of carbon monoxide poisoning in the accommodation;

(e) the local housing authority are of the view that the landlord is not a fit and proper person

to act in the capacity of landlord, having considered if the person has:

(i) committed any offence involving fraud or other dishonesty, or violence or illegal drugs, or any offence listed in Schedule 3 to the Sexual Offences Act 2003(b) (offences attracting notification requirements);

(ii) practised unlawful discrimination on grounds of sex, race, age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, sexual orientation, gender identity or gender reassignment in, or in connection with, the carrying on of any business;

(iii) contravened any provision of the law relating to housing (including landlord or tenant law); or

(iv) acted otherwise than in accordance with any applicable code of practice for the management of a house in multiple occupation, approved under section 233 of the Housing Act 2004(c);

(f) the accommodation is a house in multiple occupation subject to licensing under section

55 of the Housing Act 2004 and is not licensed;

(g) the accommodation is a house in multiple occupation subject to additional licensing under

section 56 of the Housing Act 2004 and is not licensed;

(h) the accommodation is or forms part of residential property which does not have a valid

energy performance certificate as required by the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007(d);

(i) the accommodation is or forms part of relevant premises which do not have a current gas

safety record in accordance with regulation 36 of the Gas Safety (Installation and Use) Regulations 1998(e); or

(j) the landlord has not provided to the local housing authority a written tenancy agreement,

which the landlord proposes to use for the purposes of a private rented sector offer, and which the local housing authority considers to be adequate.

Signed by the authority of the Secretary of State for Communities and Local Government

Mark Prisk

Minister of State

(a) SI 1994/3260.

(b) 2003 c.42. There are amendments to Schedule 3 not relevant to this Order. Schedule 3 was most recently amended by

section 177 of and Schedule 21 to the Coroners and Justice Act 2009.

(c) 2004 c.34.

(d) SI 2007/991. The SI has been amended by SIs 2007/1669, 2007/3302, 2008/647, 2008/2363, 2009/1900, 2010/1456, 2011/2452 and 2012/809.

(e) SI 1998/2451.

3

11th

Housing Select Committee			
Title	Key housing issues		
Contributor	Executive Director for Customer Services	Item	10
Class	Part 1 (Open)	Date	11 September 2013

1 Summary

- 1.1 Housing Key Issues is a general report that aims to update the Housing Select Committee on current and new issues important to housing that are not covered in a separate more detailed report.

2 Social housing complaints

- 2.1 The new system for social housing complaints was reported to Housing Select Committee on the 6th March 2013. The Committee agreed that chair of the housing select committee act as the main Designated Person and the remaining members of the HSC will act as designated people where there is a conflict of interest or the chair is unavailable.
- 2.2 The first referral has been made but has not yet concluded. The outcome will be reported to the Committee when available.

3 Comprehensive spending review

- 3.1 The Comprehensive Spending Review, announced on the 26th June 2013 (for 2014/15), included a commitment by the Government of a £3 billion capital investment in affordable housing. More details of this funding is awaited.
- 3.2 The CSR announced that £400 million from the New Homes Bonus will be pooled within Local Enterprise Partnership areas to support strategic housing and economic development priorities. A subsequent document has been launched by the DCLG to consult on this proposal, with a closing date of 19th September. The council is currently working through the detail and preparing a response which will be fed back to this committee at a future meeting.
- 3.3 The intention is that the pooling remains within Local Enterprise Partnership areas, with 'reassurance' that these resources will be used for local housing and growth priorities. It is also intended to give local authorities an indirect financial stake in new housing built near but outside their council boundaries; whereas before, there was no mitigation for developments which placed strains or pressures on neighbouring councils.

4 Mayor of London's Care and Support Specialist Housing Fund

- 4.1 The proposed Extra Care Scheme on Chiddingstone, Lewisham Park has attracted a £2,295,000 subsidy through the Mayor of London's Care and Support Specialised Housing Fund which was announced in July.

- 4.2 The site is able to provide 51 units, made up of 46 1-bed units and 5 2-bed unit, and the Council has agreed a start on site date of September 2014, with practical completion in March 2015.
- 4.3 Officers from Housing Strategy and Adult Social Care are working to draft a development agreement and nomination agreement for the disposal of the scheme. A competitive dialogue process will be used to procure a registered provider to develop, own and manage the scheme.
- 4.4 Key milestones:

Chiddingstone Extra Care Scheme:	End
Development Agreement and Nominations agreement drafted	December 2013
Procure a Registered Provider	December 2013
RP submits planning application	May 2013
RP start on site	September 2013
Practical completion	March 2015

5 GLA's Building the Pipeline fund

- 5.1 On 22 July 2013, the Mayor announced allocations of £136.5m to deliver 6,190 homes through the Building the Pipeline fund. The funding has been allocated to 56 housing providers who will all begin work during this Mayoral term.
- 5.2 All construction starts for schemes funded through this programme will need to be achieved by March 2015.
- 5.3 Lewisham as a borough has attracted funding to deliver 477 new units and the Council itself attracted £500,000 to bring 25 empty homes back into use. The full list of allocations can be found at Appendix 1.

	Bexley	Bromley	Greenwich	Lewisham	Southwark	
LA new build	0	0	33	0	4	
LA Empty properties	10		10	25	9	
LA Hidden Homes	0	0	10	0	10	
LA Supported	0	0	51	0	0	
HA Rent	0	0	464	390	379	
HA Low Cost Home Ownership	50	0	93	62	343	
TOTAL UNITS	60	0	661	477	745	1943

- 5.4 Phoenix Community Housing Trust were one of the providers that was successful in bidding through the Building the Pipeline fund to develop an extra care scheme. They were awarded £2.6m to develop a 60 unit scheme at Hazelhurst Court in Bellingham. The Council is working with Phoenix to help them deliver this scheme.
- 5.5 In January, Mayor and Cabinet approved a proposal for the Council to provide support to make the scheme viable, through Section 106 Affordable Housing funding.
- 5.6 Key milestones:

Hazlehurst Extra Care scheme (Phoenix Housing Trust):	
Phoenix agrees capital funding with LBL	January 2014
LBL and Phoenix agrees nomination agreement	April 2014
Phoenix submit planning application	March 2014
Start on site	August 2015

6 Heathside & Lethbridge

- 6.1 The new build homes in Phases 1 and 2 are complete. The empty blocks in Phase 3 have now transferred to Family for demolition and new build works which are to be complete between 2015 – 16. The decant of Phase 4A is well underway with around 10 tenants remaining and the Council seeking Compulsory Purchase powers from the Secretary of State to gain possession of leasehold properties should negotiation not be possible. Officers are working with Family Mosaic to review scheme timescales and unit mix for the remaining Phases (Phases 4 – 6).
- 6.2 Occupation rates in the new Phase 1 and 2 properties from Heathside and Lethbridge Close residents are very high. 64 tenants from Phase 3, 50 tenants from Phase 4A and 1 request to return tenant from Phase 1 moved into the new build. This means that over 75% of the new rented homes are occupied by existing estate residents. 3 resident leaseholders from Phase 3 have bought new homes under shared equity and at least 2 residents leaseholders from Phase 4 are expected to do the same.
- 6.3 Family Mosaic have obtained £1.5m for the second block of housing in Phase 3 and £3m for Phase 4 from the Mayor's Housing Covenant fund. This adds to the £26m funding already in place from the GLA.

7 Regeneration Schemes

7.1 Excalibur

- 7.2 The Phase 1 & 2 contractor, Denne have been on site since March 2013 carrying out pre site commencement work including surveys and disconnecting services. There is one final tenant on site who is currently moving and due to his

circumstances, officers have been allowing this to happen over an extended period. Officers are looking at legal action should this be required. Before the demolition can begin, the Planning Conditions are to be discharged by Planners which is expected in the autumn 2013 with demolition commencing in October 2013. Homes are due to be complete by March 2015.

7.3 The Phase 3 decant has begun with most tenants wanting to be re-housed in the new homes to be built in Phase 1. Other tenants are beginning to move away if this is their choice.

7.4 **Milford Towers**

7.5 Tenants in Milford Towers continue to be re-housed and properties are almost transferred fully from property guardians to our lettings partner Notting Hill Housing. The result is that currently 58 secure tenants remain; 139 properties are with Notting Hill, Ad Hoc have 2 final properties to handover, 30 properties are being used as temp stay and the 22 leaseholders are yet to be bought back. The remaining 25 properties are a combination of void awaiting works prior to occupation (either with Notting Hill or Lewisham Homes) decommissioned units that won't be re-let and tenants that have accepted offers and are moving.

7.6 Due to the extended period for decanting as part of the wider regeneration scheme, the decant is now being carried out in a responsive rather than proactive way, with help being given to moving where it is wanted. For the time being, tenants will not be actively decanted until the timescales for the scheme are clearer.

7.7 **Kender**

7.8 Hyde Housing Association have started work on the final phase of the Kender housing redevelopment in New Cross. The work has commenced under licence while the final land sale documentation is agreed and signed. This phase will deliver 204 units in total with completion expected in 2015.

8 **Stock transfer guidance**

8.1 On the 22nd July 2013 the Government issued a consultation document relating to the new Housing Transfer Manual. The consultation closed on the 2nd September 2013 and the council provided a detailed response to the questions asked.

8.2 In Laying the Foundations: A Housing Strategy for England, the Government committed to bring forward proposals for a new programme on housing transfer. The draft manual sets out the Government's proposed approach to stock transfer in the context of the self-financing settlement. The new manual applies to transfers in the period to March 2015.

8.3 A lot of the detail contained in the previous version of the housing transfer manual has been removed. The manual is not expected to take account of every issue which may arise from transfer proposals coming forward in a wide range of circumstances. The expectation is that those interested in transfer contact the

HCA or GLA at an early stage to discuss the specific circumstances which apply to them and questions arising.

- 8.4 The draft manual sets out the criteria that Government intends to apply when assessing whether the Secretary of State should grant consent to a transfer. Those criteria reflect both the advent of self-financing and strong focus on securing good value for money from transfer.
- 8.5 Lewisham's response, in summary is that the council is concerned with the proposed transfer manual and that the Government takes every possible financial benefit from the new landlord's business plan, while leaving Council tax payers and tenants of the RP to fund the process. In order to maximise its return from the deal, the Government also drives the business plan, but it does so from a position of no responsibility because it will not be the body which has the responsibility and accountability for running the business post-transfer. It also leaves the new landlord with all the risk; perversely much of that risk lying in the hands of the government itself (cp VAT scheme, rent controls, management standards and new initiatives like bedroom tax and universal credit - both of which will impact rent income recovery rates).

9 Financial implications

- 9.1 This report is intended to inform members of current issues and, therefore, has no direct financial implications.
- 9.2 The financial implications of each issue will be considered in specific reports as matters progress.

10 Legal & human rights implications

- 10.1 There are no additional legal implications at this time, save to note the following:
- 10.2 The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 10.3 In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 10.4 The duty continues to be a "have regard duty", and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

10.5 The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at: <http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>

10.6 The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:

1. The essential guide to the public sector equality duty
2. Meeting the equality duty in policy and decision-making
3. Engagement and the equality duty
4. Equality objectives and the equality duty
5. Equality information and the equality duty

10.7 The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:

<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

11 Equalities implications

11.1 There are no specific equality implications for this report (other than those in the legal implications) as its an information report and refers to other reports that, where necessary, will have an Equalities Analysis Assessment.

12 Crime and disorder implications

12.1 There are no specific crime and disorder implications.

13 Environmental implications

13.1 There are no specific environmental implications.

14 Background documentation and report originator

If you have any questions about this report please contact Jeff Endean, Housing Programmes and Strategy Team Manager on x46213

APPENDIX 1

Mayor's Housing Covenant - Building a Pipeline - Homes for Rent and Sale					
Programme	Lead Partner Name	Offer Line Name	Sub-product	LA List	Total No. of Units
Affordable Homes Guarantee	Affinity Sutton Group Limited	BOND HOUSE	Affordable Rent	Lewisham	52
Affordable Homes Guarantee	Family Mosaic Housing	South London Sub Region	Affordable Rent	Greenwich, Lambeth, Lewisham, Southwark	213
Affordable Homes Guarantee	Family Mosaic Housing	South London Sub Region	Affordable Home Ownership	Greenwich, Lambeth, Lewisham, Southwark	56
Affordable Homes Guarantee	Hexagon Housing Association Limited	BTP - Evelyn St. 12 AR	Affordable Rent	Lewisham	12
Affordable Homes Guarantee	Leicester Housing Association Limited (Asra)	Fishers Court	Affordable Rent	Lewisham	20
Affordable Homes Guarantee	Leicester Housing Association Limited (Asra)	Staunton Street	Affordable Rent	Lewisham	7
Affordable Homes Guarantee	Leicester Housing Association Limited (Asra)	Kent Wharf	Affordable Rent	Lewisham	12
Affordable Homes Guarantee	Leicester Housing Association Limited (Asra)	Trundleys Road	Affordable Rent	Lewisham	14
Affordable Homes Guarantee	Leicester Housing Association Limited (Asra)	Trundleys Road	Affordable Home Ownership	Lewisham	6
Affordable Homes Guarantee	Phoenix Community Housing Association (Bellingham and Downham) Limited	Hazelhurst Court (Extra Care)	Affordable Rent	Lewisham	60
Empty Homes	London Borough of Lewisham	159-161 New Cross scheme	EHARENT	Lewisham	6
Empty Homes	London Borough of Lewisham	2 Tanners Hill	EHARENT	Lewisham	3

Empty Homes	London Borough of Lewisham	14 - 16 Deptford Bridge	EHARENT	Lewisham	4
Empty Homes	London Borough of Lewisham	8-16 Perry Rise	EHARENT	Lewisham	8
Empty Homes	London Borough of Lewisham	10-12 London Road	EHARENT	Lewisham	4
				TOTAL	477

Housing Select Committee			
Title	Review of Private Rented Sector Housing: progress update on the implementation of agreed recommendations		
Contributor	Executive Director for Customer Services		
Class	Part 1 (Open)	Date	11 September 2013

Purpose

- 1.1 The purpose of the report is to update the Housing Select Committee on progress made in implementing recommendations made following their in-depth *'Private Rented Sector Housing Review'* in 2011.
- 1.2 An update on progress made against each of the Housing Select Committee's eleven recommendations is included in appendix one.

2 Recommendation

- 2.1 Housing Select Committee is requested to note the information contained in this report.

3 Background

- 3.1 The private rented sector in Lewisham is large and growing. There are over 33,000 privately rented dwellings representing around 25% of the housing stock in the Borough. The private rented sector serves a large proportion of Lewisham's residents and is the first and only option for a number of residents, as home ownership is financially out of reach for many and the demand for social housing far outstrips supply.
- 3.2 As this is such an important sector for the Council and its residents the Housing Select Committee decided to review the provision of private rented accommodation in Lewisham. The review focussed on access to the sector; the quality of housing provided; and the security of tenancies. Members also chose to examine how the Council used the private rented sector and how it worked with private landlords and tenants.
- 3.3 The review was scoped in May 2011 and two evidence sessions were held in July and September 2011. At the July session, the Committee considered comprehensive written information relating to the review and at the September session, the Committee heard from expert witnesses.
- 3.4 The Housing Select Committee concluded its review and agreed its recommendations in November 2011. A report outlining the responses to the recommendation was received by committee on 7th March 2012 and an update given on the 31st October 2012. This report gives a further update on these recommendations. More general updates on the work of the wider work of the Private Sector Housing Agency as it develops will be included in the future as part of the Key Housing Issues report to Committee.

4 Some key and current issues:

4.1 Rogue Landlords:

Officers have found that when targeting rogue landlords they have far more success when using a multi-team approach. This join up (including environmental health residential; tenancy relations officers; planning enforcement; building control; HB and Council Tax Fraud; Special Investigations etc) is not just important for Council departments but across other external local service providers like the police, fire service or utility suppliers. So far these inter-team arrangements have been largely ad-hoc in nature but Officers are keen to draw these agencies using more formalised and yet flexible lines of communication and joint working in the fight to eradicate rogue landlords from the Borough.

As a result, Lewisham are developing a bid for the recently advertised DCLG Rogue Landlord funding (deadline 20th September 2013). The core of our bid will focus on setting up a "hit team" that formalises this joint framework and approach, supported by a para-legal post to ensure that legal action across all relevant organisations are also co-ordinated. However we are also not forgetting the tenants. Sometimes the work of the statutory services are hampered because the tenants that we find in occupation need alternative accommodation before we can take action. In some cases houses fit for occupation by 10 people are housing over 40 people. We are in discussions with some housing partners about what possible housing options are available for these citizens and will include any positive results of these discussions in our bid. There is high demand for this funding.

4.2 Lewisham meets DCLG:

Officers met with DCLG in August 2013 to outline some of the frustrations faced by Council Officers as they seek to tackle landlords where enforcement is the only option to change behaviour. There are a number of enforcement powers, a number introduced under the Housing Act 2004, available to environmental health residential including improvement notices; prohibition orders; demolition orders; and a range of management orders. However many of these powers have limited sanctions;

- with the level of fines being negligible when compared to the level of rent the landlords receive;
- individual landlords can also only be prosecuted on individual properties using difference pieces of legislation. These powers can not be combined together to ensure the full weight of Council powers can be targeted at specific rogue landlords.
- unlicensed Houses in Multiple Occupation (HMO) can continue to operate, and housing benefit can still be paid while a landlord is appealing prosecution. Lewisham believes that there should be a power to link HB payments to landlord compliance with HMO legislation.
- on planning enforcement there remains a limitation to the powers of the Council to take action against landlords who convert their properties without the appropriate permissions. This needs to be amended.

4.3 DCLG Select Committee:

DCLG conducted an inquiry into the private rented housing sector and published its report on 18 July 2013, with the Government's response due in the Autumn. The recommendations are attached at appendix 4. The recommendations cover such areas as the need to have simpler regulation; more flexibilities for Boroughs around landlord licensing; issues around tenancy lengths and affordability; and the power for authorities to recoup housing benefit and tenants the rent paid, when landlords have been convicted of letting substandard property.

4.4 The Mayor of London's Housing Strategy:

This strategy contains a number of policies relating to the private rented sector, the main element of which is the London Rental Standard (LRS). This LRS is a voluntary set of minimum standards that London's private landlords and lettings agents are expected to operate and that renters should expect from any landlord or letting agent. The aim is to raise professional standards across the sector through these consistent standards of accreditation and to provide a vehicle for increasing the number of accredited landlords. The LRS will also support a single badge of accreditation for all accrediting organisations. The actual standards or requirements are both voluntary and not that demanding, but the target to increase the numbers of accredited London landlords and lettings agents to 100,000 by 2016, from the current base of around 14,000 is very ambitious.

The position of Lewisham Council has been one of support for this project as a tool to tackle those landlords who need support, training and advice to improve their current services or property standards. One of the targets for the new Private Sector Housing Agency is to improve the professionalism of the sector and increase the number of accredited landlords and so this GLA investment is positive to raise the profile of this issue across London.

The Greater London Authority (GLA) have set up a LRS Steering Group to contribute to the delivery of the Standard. Lewisham Council and LB Westminster represent the London Boroughs on this steering group alongside Camden as the host of the LLAS scheme. Other members include landlord and lettings agents professional bodies, including Southern Landlords Association; National Landlords Associations and the Association of Residential Landlords, and London Councils and Shelter. The first meeting was held in the middle of August 2013. Lewisham's membership of this group will give us an opportunity to influence how the LRS is implemented. The Steering Group will not be responsible for the governance of the LRS.

The following key areas of work will be considered over the next few months:

- Development of the LRS public awareness/marketing campaign;
- Development of the single badge of accreditation;
- Incentives for landlords;
- Looking at governance of the LRS scheme in the long term;
- Administration of the "passporting" mechanism.

We will report back through the Housing Select Committee Housing Key Issues Report on progress on this work.

5 Legal implications

- 5.1 The Constitution provides for Select Committees to refer reports to the Mayor and Cabinet, who are obliged to consider the report and the proposed response from the relevant Executive Director; and report back to the Committee within two months (not including recess).

6 Financial implications

- 6.1 The purpose of the report is to report on the progress made in implementing recommendations made by the Housing Select Committee following their in-depth '*Private Rented Sector Housing Review*' in 2011.
- 6.2 The response, in itself, does not give rise to any financial implications although should costs arise from the initiatives mentioned within the report these will need to be contained within approved budgets.

7 Crime and disorder implications

- 7.1 There are no specific crime and disorder implications.

8 Environmental implications

- 8.1 There are no specific environmental implications.

9 Equality implications

- 9.1 The Equalities Analysis Assessment is no longer required as the establishment of the Private Sector Housing Agency (PRS) will focus attention, especially through the Home Improvement Agency, on addressing the needs of some of the more vulnerable households in the private sector, especially elderly households, to enable them to live longer and more independently in their own homes.

Background documents and report author

Housing Select Committee: private rented sector review (2011):
<http://www.lewisham.gov.uk/mayorandcouncil/overview-scrutiny/Overview-and-Scrutiny-Reports/Documents/PrivateRentedSectorHousingReview.pdf>

If you have any queries on this report, please contact Madeleine Jeffery Private Sector Housing Agency Manager on 020 8314 9484 or Madeleine.jeffery@lewisham.gov.uk

HSC Recommendation	Mayor's Response	Progress made
<p>1. (4.1)The Housing Select Committee welcomes the potential development of a single unit within the Council to deal with all private rented sector housing in the borough. The services that this unit will be able to provide to private sector tenants requiring advice and assistance should be well publicised. Consideration should also be given to setting up a users forum, to allow private tenants to provide feedback to the unit on their experiences of privately renting and help shape the services provided by the new unit.</p>	<ul style="list-style-type: none"> • Response - A Private Rented Sector Project has now been established to take forward the work associated with setting up the new Unit/ Lewisham's Social Lettings Agency. The project brings together colleagues from Environmental Services, Building Control, Private Sector Leasing, Hostels, and functions such as Fresh Start, Rent Incentive Scheme for homeless Prevention and Discharge, Procurement in the private sector etc. • The aim of the project is to bring together the full range of services associated with the private rented sector. Work has already commenced in assessing current practices and taking advantage of new initiatives to ensure that private sector tenants have access to the best information and advice available. • Initial work has also involved tightening up the Council's arrangements for leasing private sector units to meet the demand for social housing. In particular the management of voids has improved to ensure that the flow of properties to meet demand is maximised. • As the new unit evolves the longer term objectives of securing good quality supply for households, better availability of advice and guidance and a constructive relationship with a wider range of landlords will be achieved. • The unit will also monitor the impact of Welfare Reform on tenants renting in the sector and on recent changes in the supply of housing. 	<p>Lewisham's Private Sector Housing Agency has been established since the beginning of August 2013. (A copy of the staffing structure chart is attached at appendix 2) This has brought together a number of teams currently working with the private sector into a new Agency focused on radically improving the way we work with this sector. The Agency will provide a centre of excellence for our work and a single point of contact for citizens, landlords, tenants, partner organisations/stakeholders and Council officers. Our aim is to engage in a new and active dialogue with the sector, taking a more proactive, leadership role to affect the changes required.</p> <p>The priorities of the new Private Sector Housing Agency are to:</p> <ul style="list-style-type: none"> • increase the supply of good quality, well managed private rented sector accommodation accessible to Lewisham citizens who are homeless, at risk of homelessness or are in housing need; • improve the quality of private rented sector homes by setting and implementing clear property and service standards, guiding and supporting landlords to implement change; • take enforcement action against landlords who are consistently failing our citizens; • continue to develop services for our most vulnerable households living in the private sector to support them to live healthy and independent lives; • be proactive in opening all available channels of communication to improve our dialogue with the private sector and key stakeholders, building local intelligence and understanding to frame local policy development; <p>The first task for the new Private Sector Housing Agency Manager – Madeleine Jeffery - was to recruit staff to the key manager posts within the agency. Mike Powell has been confirmed as the Environmental Health Team Leader; Steve Whiting as the Grants Manager; Marcelle Smith as the Housing & Support Team Leader and two new appointments have been made to the Temporary Accommodation Housing and the Procurement & Maintenance Team Leader from an external recruitment process. The new management team will all be in place by the end of September 2013. We are also looking at accommodation options for the Agency as staff are currently housed in three separate locations.</p> <p>Work is underway to ensure that we develop a robust and focused first year action plan. Some of the areas we are exploring are to:</p> <ul style="list-style-type: none"> • launch a campaign to identify the estimated 70% of "larger" (5 Occupants and 3 storeys or

	<ul style="list-style-type: none"> • A Users Forum will be set up. The Quality Team will consider the best medium which is likely to include an online facility. 	<p>more) Houses in Multiple Occupation that are required to be licensed but are not, using the combined resources of the Council and the community.</p> <ul style="list-style-type: none"> • increase the number of accredited landlords in the Borough both through local campaigns and also directly working with the Greater London Authority (GLA) through membership of their London Rental Standard Steering Group set up to deliver the London Rental Standard (LRS). Lewisham is also part of the existing LLAS scheme but, like all London Boroughs, the numbers accredited are low standing at around only 8% of the estimated 3,700 landlords. • Submit a bid to DCLG Rogue Landlords Fund to develop a co-ordinated “hit team” to focus resources and attention both internally and externally on tackling the small group of rogue landlords in the Borough. • develop a project and identify resources to co-ordinate the collection, collation and analysis of a range of data sets available across the Council and with key partners to help us build a much clearer picture of the sector itself and the citizens it houses. This will enable us to have much better intelligence about the sector and inform the development of future focused action and the consideration of an extension to the existing PRS licensing schemes; • hold regular forums of landlords, big and small, to train, communicate and disseminate good practice and ensure they are aware of their rights and responsibilities under the law; • hold tenants training days to increase awareness of the services and standards tenants should expect and their responsibilities to pay rent, looking after their home and be considerate of neighbours; • investigate current best practice around tenants and landlord forums with the aim of setting up an effective local framework for Lewisham; • develop a communications framework that will maximise the use of the “new technologies” to support and encourage the free flow of advice and support to the sector, driving forward our work to establish a new PSHA website to provide advice and guidance and an additional channel for the reporting of problems or poor housing conditions; • increase the number of Empty Dwelling Management Orders which give the Council power to take over management of the property for up to 7 years, undertake repairs and rent it out to homeless people, and promote our work nationally; • develop a Borough wide campaign that promotes a more transparent letting agents industry in Lewisham and eradicate hidden charges; • investigate with stakeholders the benefits of cross Council/inter-agency forums that would support the aims of the PSHA; <p>There are also challenges that can only be addressed in the longer term. More work is needed on understanding and defining these as part of a longer term plan. A multi-layered co-ordinated response will often be the only way to tackle these issues head on and so the Agency will need to get others on board. Officers will need to:</p> <ul style="list-style-type: none"> • keep a sharp focus on all the changes coming through the Localism Act. Until all of the changes contained in the Welfare Benefits Reform legislation are implemented it is unlikely that we will understand the full impacts on our citizens and on the business model of temporary accommodation itself. There is a lot of work to do to support the most vulnerable
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		<p>groups in the sector, building on the work of the Universal Credit pilot, maximising opportunities where these can be found;</p> <ul style="list-style-type: none"> • develop wider ranging strategies in our work with Lewisham citizens who are “asset rich and cash poor”, supporting owners to live safe, warm and independent lives in the community; • harness the support of available local networks working across the private sector, like the credit unions and advice centres, on issues like affordability in the private rented sector and tenants rights; • harness the interest of larger institutional investors in the Borough to build for rent, working with housing providers who are currently developing build to rent portfolios, identifying any available financial support and grant; • maximise opportunities for cross London PRS access schemes, linking into the pan London GLA Housing Moves model and G15 cross-London allocations agency; • weed out illegal practices of local lettings agencies, supporting good practice and tackling over charging and poor service; • continue to improve standards of service delivery within the PSHA, to act as a good practice example locally. • identify opportunities for working with others locally, sub regionally, across London or nationally issues and campaigns that will support changes or improvement required to deliver priorities identified locally; <p>We have had some early wins:</p> <ul style="list-style-type: none"> • improving property and management standards in the PRS by procuring homes from private landlords through our Private Sector Leased (PSL) scheme. We have increased procurement by a third last year and have expanded our portfolio to 547 properties by the end of July 2013. These homes are brought up to a good standard and let to homeless households who are managed and supported by our TA staff until they move into their permanent home. The Agency are looking to increase this portfolio to around 620 by the end of the year. This will be the focus of the new procurement team leader as well as building a much healthier supply of new properties to prevent homelessness. • investing in our own hostel stock to improve the standards of Council owned temporary accommodation in the Borough, setting standards for others to replicate. We are on site with a £1.3m capital programme working on 12 of the 24 hostel buildings to address the unpopular arrangement of shared facility bathrooms and toilets and combine rooms to increase the number of the larger 4/5/6 and 7 bedspaces properties to meet increasing family demand. We are also developing 2 units for disabled homeless residents and piloting a small scheme to introduce sprinklers as part of a Borough wide pilot being led by the Council. We are developing a 2nd phase to start on site in January 2014 for 4 additional hostels. • launched the SELHP Out of London procurement for any tenants who voluntarily want to move to cheaper areas (largely in Kent) as they are affected by the benefit cap. All 5
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		<p>Boroughs are participating.</p> <ul style="list-style-type: none"> improving property standards across the wider private sector through a 132% increase in the number of jobs tendered by the Home Improvement Agency across all repairs grants and loans, increasing the value of works from £784,000 in 2011-12 to £1.4 million this year as well as increasing the number and range of handyperson repairs completed year on year, increasing the % of core jobs focused on falls risk, health and safety, hospital discharge and draught proofing from 49% to 77%. We have also successfully taken enforcement action through the courts in the last 4 months relating to failures to licence Houses in Multiple Occupation in 3 high profile cases sending a strong message to landlords that we will act strongly where they fail to comply with the law; working with landlords and stakeholders to plan and deliver a programme of events across the year under the banner “Lewisham – working with landlords” to open up channels of communication and showcasing best practice with Lewisham landlords through landlord days, business lunches, and discussion forums. We held a very successful event with 100 landlords at the end of July 2013 where 89% rated the event as good or excellent and have another Landlord training planned for the 23rd September (“the top 5 mistakes that landlords make that costs them money”!) We are also rolling out tenant training days for citizens at risk of homelessness on what property and service standards they should expect when housed in the PRS but also what responsibilities they have; working to ensure that there is a good supply of private sector housing by reducing the number of empty homes. In 2012/13 there has been a reduction of the number of long term empties from 940 to 741 or 21%, which puts LB Lewisham in the top tier of London Authorities and enforcement action in just one case brought back 6 family homes into use; developed a unique lettings scheme that maximises the use of around 180 decanted homes for low income workers in Lewisham at below market rents before redevelopment, showing the sector what can be achieved in partnership; worked with others across the Council in a way that utilises the knowledge and expertise of the PRS on behalf of other departments. We have continued to procure on behalf of Social Services (adding to the 16 we did in the last quarter of 2012/13) another sixteen properties for families with no recourse to public funds that will deliver them additional annual savings of over £150k. This is a first step to establishing the Private Sector Housing Agency as single centre for <u>all</u> Council procurement in the PRS in the future; <p>Users Forum: Lewisham citizens are benefitting from the establishment of a Private Tenants Rights (LPTRG) group led by a number of active Lewisham community leaders. Council Officers have made positive links and attended their first meetings. However the LPTRG are working independently of the Council to establish themselves and their local priorities. Once this group is more established we will talk to them about the role and relationship they would want with the Agency. In addition we are looking to investigate best practice with Islington and Hackney in particular to inform the development of similar user forums in the Borough.</p> <p>At the last landlord day we asked all landlords who attended if they were interested in being part of a</p>
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		Lewisham Landlords Forum and 80% said yes. Once we have developed the framework for this work we will invite these landlords back.
2. (4.8) The Housing Select Committee fully supports the establishment of a "social lettings agency", either for Lewisham or sub regionally, and asks to be kept updated on all progress made in relation to this.	<ul style="list-style-type: none"> The Housing Select Committee will be kept updated on the work of the PRS unit. It is intended that the Unit will be Lewisham's "Social Lettings Agency". 	<p>See above for an initial update on the work of the agency.</p> <p>The HSC will receive regular updates through the Housing Key issues report.</p>
3. (4.10) Regular "landlord information days" should be held by the Council, with smaller landlords in particular encouraged to attend, to ensure that local landlords are aware of their legal rights and responsibilities.	<ul style="list-style-type: none"> One of the key priorities for the current PRS project is to look at how we currently communicate with landlords and how this can be developed into the future using the full range of technologies available to us. We are working to make sure that we have the right level of advice and support available for new and existing landlords. We are in the initial stages of developing a landlords' website and plan to build on the two successful Landlords days held in the autumn of 2011. We are also in early discussions with staff through the PRS project to look at starting regular Landlords Business Forums, which are smaller more regular events supporting landlords as small businesses, but before these are launched we have started to re-look at the current temporary accommodation products offered by the Council to ensure we remain competitive. Additionally Lewisham will continue to support South East London Housing Partnership's Landlords day, which are held in Lewisham's Civic Centre annually. 	<p>A proposal was agreed by SELHP Director's group to develop a sub-regional portal to promote the letting of rented property to people in housing need. Work has now started on the development of this portal. Progress has been slow, which is often the case when there is a range of partners, and so it is not, as yet, operational. A steering group has been set up and the new system will be hosted on Southwark's I.T system. Designers have been appointed and it is hoped the design will be available for consultation in September of this year. The intention is that this design will be finalised in October with a view to it being operational early in 2014. The new system will need to be publicised and all Boroughs will be asked to assist with this and hold promotional events where possible.</p> <p>In addition Lewisham was working on a second proposal which would link into the above, but aimed to deliver a Lewisham based system with the aim of providing additional interactive services to both landlords and tenants, providing one point of contact for stakeholders, as well as offer further services which could generate income. More work is needed to develop the business case and will be taken forward as part of a wider housing ICT review. There is also uncertainty over the available resources within the context of having to find additional savings and so the main focus at this stage will be the roll out of the sub regional team.</p>
4. (4.12)The proposals being taken forward by the Mayor of London, in partnership with London Councils, for the introduction of a 'Decent Homes' kitemark scheme for the private rented sector	<ul style="list-style-type: none"> The Mayor of London is proposing to introduce a single badge of accreditation for London landlords and lettings agents. The aim is that the scheme will result in an increase of 100,000 accredited landlords across London by 2016. To incentivise landlords it is proposed to explore how accreditation can be linked to funding for 	The Mayor of London's Housing Strategy contains a number of policies relating to the private rented sector, the main element of which is the London Rental Standard (LRS). This LRS is a voluntary set of minimum standards that London's private landlords and lettings agents are expected to operate and that renters should expect from any landlord or letting agent. The aim is to raise professional standards across the sector through these consistent standards of accreditation and to provide a vehicle for increasing the number of accredited landlords. The LRS will also support a single badge of accreditation for all accrediting organisations. The actual standards or requirements are both

<p>should be supported. If introduced, acquiring the kitemark should be compulsory for all landlords used by the Council via the PSL, RIS, Fresh Start schemes.</p>	<p>landlords to bring their properties up to standard, or for direct payment of Housing Benefit to landlords again being conditional upon accreditation. Officers have already met with the GLA and London Councils officers to discuss these proposal. It is currently being proposed that the kitemark be awarded to properties rather than to landlords thereby enabling prospective tenants to quickly see which properties across the sector meet minimum standards. Lewisham is keen to become a pilot borough and will be developing a quality standard as part of the new unit.</p>	<p>voluntary and not that demanding, but the target to increase the numbers of accredited London landlords and lettings agents to 100,000 by 2016, from the current base of approximately 14,000 is very ambitious.</p> <p>The position of Lewisham Council has been one of support for this project as a tool to tackle those landlords in the middle group who need support, training and advice to improve their current services or property standards. We are committed in the Private Sector Housing Agency to improve the professionalism of the sector and increase the number of accredited landlords and so welcome the investment from the GLA to raise the profile of this issue across London.</p> <p>The Greater London Authority (GLA) have set up a LRS Steering Group to contribute to the delivery of the Standard. Lewisham Council and LB Westminster represent the London Boroughs on this steering group alongside Camden as the host of the LLAS scheme. Other members include landlord and lettings agents professional bodies, including Southern Landlords Association; National Landlords Associations and the Association of Residential Landlords, and London Councils and Shelter. The first meeting was held in the middle of August 2013. Our membership of this group will give us an opportunity to influence how the LRS is implemented. The Steering Group will not be responsible for the governance of the LRS.</p> <p>The following key areas of work will be considered over the next few months:</p> <ul style="list-style-type: none"> • Development of the LRS public awareness/marketing campaign; • Development of the single badge of accreditation; • Incentives for landlords; • Looking at governance of the LRS scheme in the long term; • Administration of the “passporting” mechanism. <p>We will report back through the Housing Select Committee Housing Key Issues Report on progress on this work.</p>
<p>5. (4.14) The Council should consider whether Lewisham should adopt an “additional licensing scheme” for Houses in Multiple Occupation (“HMOs”) to drive up standards and tackle anti-social behaviour.</p>	<ul style="list-style-type: none"> • The setting up of an additional licensing scheme is resource intensive. It involves researching and collating the evidence to provide for a business case for the discretionary scheme and will involve carrying out an extensive consultation exercise. With general consent, the government requires that this consultation must last for a minimum of ten weeks. • Also the CLG has given the following guidance on the reasons for introducing a licensing scheme in a given area: ‘A significant proportion of HMOs are poorly managed and cause, or could cause, problems to occupiers or the public. The 	<p><u>Rogue Landlords:</u> The PSHA Managers are in the process of working up a bid to DCLG as part of the “Rogue Landlords “ funding that is currently available (deadline 20th September 2013) to secure funding for a cross Council and key stakeholder “hit team” (including Environmental health, planning enforcement; HB and Council Tax fraud teams; special investigations; police; fire brigade; community services) who will co-ordinate their work to target the top 10 – 15 of the rogue landlords who operate in this and who cause the most “damage” to Lewisham’s citizens.</p> <p><u>Extending existing licensing schemes in Lewisham:</u> As part of this review of Private Rented Sector it was recommended that the Council should consider whether Lewisham should adopt an Additional Licensing scheme for Houses in Multiple Occupation (HMOs) to drive up standards and tackle anti-social behaviour. Since then Officers have been monitoring the adoption of discretionary licensing schemes in other Boroughs and in particular in Newham, Greenwich and Southwark as this will help inform future decisions with regard to the</p>

	<p>problems will include at least one of the following: Poor external conditions affecting the local environment, spatial overcrowding, insufficient kitchen and bathroom facilities, anti-social behaviour affecting other residents or the local community, poor management or bad practice by the landlord affecting the tenants.</p> <ul style="list-style-type: none"> • So, evidence would need to be gathered to demonstrate that there are areas of problem HMOs that could be addressed by implementing an additional licensing scheme in conjunction with other methods. It is possible for schemes to be legally quashed if proper procedures are not followed. Officers will investigate whether grounds for such a scheme exist in Lewisham and shall report back accordingly. • In the meantime, in addition to the Council's regulatory role in taking enforcement action in relation to hazards under the HHSRS, the Council also has successfully implemented the licensing of HMOs under the mandatory scheme and to date 192 HMOs providing a home for 1,777 people in 1,610 households, have been licensed. Mandatory licensing applies to larger HMOs, which present a greater fire risk, that are 3 or more storeys high and have five or more people. Each licence specifies the maximum number of people who may live in the HMO and includes conditions relating to:- gas and electrical safety, suitable provision of fire resistant furniture, provision of smoke alarms and requirements about there being a proper tenancy agreement. • Action is being taken to increase the number of licensed HMOs. 	<p>appropriateness of adopting an extension of Lewisham's current mandatory HMO Licensing scheme. However it is early days in all three Boroughs and so more time is needed to assess the outcomes of such a large investment.</p> <p>In the meantime Officers have a lot of work to do to build a better picture through improving the range and accuracy of key data sets and intelligence that exists about the PRS in Lewisham from sources across the Council and outside. . Some discussions are underway within SELHP to look at how we can effectively add to existing data sets as a first step in this process, which would include resident feedback .</p> <p>Newham's Licensing scheme: At the last meeting in XX Members had a full report on the background of the scheme in the LB Newham (available on request). In summary;</p> <ul style="list-style-type: none"> • The private rented sector (PRS) in Newham was estimated to comprise nearly 40,000 dwellings. It is now the largest tenure in this borough and has nearly doubled in size over the last 10 years. It provides 39% of all housing in Newham compared to 16% nationally and is the only accessible housing option for many households on modest incomes. • The PRS is diverse in its makeup with an estimated 4,000+ landlords in Newham and a third of all private tenants receiving rent support through the benefits system. Growth of the PRS has been largely through the activities of 'buy to let' investors and these new landlords have replaced owner occupiers in many of Newham's streets and neighbourhoods. • London Borough of Newham has obtained evidence that its residents suffer from significant and persistent anti-social behaviour related to the private rented housing stock together with poor tenancy and property management which the private sector landlords are failing to tackle. Data shows that Newham has the third highest incidence of reported ASB for any London Borough. Lewisham by comparison has an average incidence of reported ASB at present as compared with other London Boroughs, and therefore any licensing extension can not at this stage be justified. . • Newham currently spends just under £2 million on Private Sector Housing (CiPFA benchmarking). Lewisham by comparison spends £722,000 which includes the provision of it's Housing Grants and Assistance Service. • The Newham scheme was introduced in January 2013. The scheme consists of both a Selective Licensing scheme applying to all privately rented properties and an Additional Licensing scheme applying to all HMOs to tackle problems related to ASB. Also Newham have: <ul style="list-style-type: none"> ○ set up a dedicated planning enforcement team for beds in sheds and there is a parallel initiative to adopt further planning powers (see below); and ○ one of the largest enforcement and safety divisions of any London Borough including a significant number of s92 Metropolitan Police Officers; and ○ annual service costs dealing with ASB and enviro crime totalling £17.5 million; and ○ operated a high level of enforcement activity relating to private housing issues (including empty homes and measures to tackle homelessness) across a number of disciplines including ground breaking activity under the Proceeds of Crime legislation
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against errant landlords.¹

The current position for Lewisham, and issues to consider:

- There is a lot more work for the Council to do to better understand if there is a requirement for an extended licensing scheme in the Borough. On the basis of current data it does not show that there is a need for such a response, but the Agency will work more proactively across all of the Council departments (HB, Council Tax, Environmental services – refuse collection) to gather data from a range of existing resources to build a clearer picture. The Agency will look to link into any available existing resources within the Council to help undertake this work
- That the incidence of ASB and its links with the private rented sector together with any evidence of poor management is to be kept under review in relation to HMOs with a view to the possible introduction of an Additional Licensing scheme in the future.
- Should evidence be obtained of the above then Lewisham would need to demonstrate that Additional Licensing would be introduced as part of a strategic framework of initiatives concerning housing, neighbourhoods and homelessness. It would therefore be necessary for this to be supported by the adoption of an Article 4 direction under planning legislation. Such a direction introduces the need to seek planning permission for a change from a dwelling house (Use Class C3) to a Small HMO (Use Class C4) i.e. occupation between 3-6 unrelated individuals who share basic amenities.
- It is estimated that there are currently 700 HMOs in the Borough that should be licensed under the mandatory scheme, 192 of which have been licensed.
- With the introduction of an Additional Licensing scheme it is estimated that this could increase the number of potential licensable HMOs in Lewisham to 5,530. This would necessitate an increase in resources to provide sufficient officers to ensure both proper administration and enforcement of the scheme similar to those currently provided by Newham, as under the Provision of Services Regulations 2009. Fee income can only be used to offset the cost of processing the applications and not to ensure that all unlicensed HMOs and their landlords are licensed and the scheme is enforced.
- It should be noted that when mandatory licensing was introduced it was anticipated that there would need to be a growth bid for extra resources to ensure enforcement of the scheme should the number of HMO license applications generated be more than 60 a year. Although this peaked at 82 in 2007/8 this was managed within existing resources. This option would not be sustainable for the large number of applications that would be generated should an Additional Licensing scheme be introduced and would require this to be supported by a growth bid.
- Provision would also need to be made to fund one off costs of for the carrying out a consultation exercise to provide evidence as to whether and how an Additional Licensing scheme should be introduced together with setup to fund the initial recruitment of staff to administer the scheme prior to receipt of fee income and to fund a publicity campaign for its introduction. It would be expected that these initial setup costs would be recoverable through

		<p>fee income received during the subsequent four years of the scheme.</p> <p>There is however a lot of feedback from a range of boroughs and other government and stakeholder organisations that this approach is a “hammer to crack a nut” and actually does little to deal with the real problem of rogue landlords.</p> <p>Currently Lewisham Environmental Health Residential do not have sufficient resources to undertake the intelligence and data gathering needed to be able to inform a possible extended licensing scheme. Officers in the PSHA are looking at potential opportunities to be able to capture better data from existing data sets across the Council and with wider partners and this will be a project that needs to be developed in the future. Additional resources may be needed to complete such a project.</p>
<p>6. (4.20) The London Landlord Accreditation Scheme (LLAS) should be promoted and made compulsory for all landlords used by the Council via the PSL, RIS, Fresh Start schemes and landlords used to provide emergency temporary accommodation.</p>	<ul style="list-style-type: none"> • The accreditation scheme is promoted vigorously and officers will continue to do so. Officers will look at all possible methods of encouraging landlords to obtain accreditation and this will be kept under review. • A marketing stall in a prime location was made available to LLAS at last year’s Lewisham Landlords Day. Literature from the LLAS is made available to landlords. Officers have helped facilitate training venues for LLAS accreditation training days and have spoken at these events and promoted the days to Lewisham landlords. Officers have also helped LLAS stalls at London Landlord Day events. • We currently have over 300 LLAS landlords approved in Lewisham. This has increased by 20% over the past year. 	<p>The benefits to landlords of the Lewisham LLAS accreditation scheme continue to be promoted, and there is real commitment in the PSHA to “up our game” and promote the benefits of the scheme more actively. Officers continue to explain the benefits of the scheme to new landlords whilst recognising that landlords cannot be forced to join the scheme. We are also offering to fund the membership fee for all landlords who are now required to be accredited if they are part of our Fresh Start or Lewisham Landlords Lettings scheme.</p> <p>The Private Sector Housing Agency have/are already arranging a number of events:</p> <ul style="list-style-type: none"> • July 2013 we held a “Lewisham – working with landlords” programme attended by 100 landlords where we launched our new Lewisham Reward Card and a Lewisham Landlords legal pack which we have put on to USB sticks. This includes copies of good practice tenancy agreements and legal documents to support tenants rights. Feedback from landlords showed that 89% found the event good or excellent. • 23rd September 2013 – Landlords Business session as part of the “Lewisham – working with landlords” programme. This session is titled “the top 5 mistakes made by landlords that cost them money!” and seems to be a big draw for local landlords. • 27th September 2013 – marks the third tenant training arranged by officers. • Lewisham Civic Centre is again the location for the sub region’s Landlord Day (November 2013). The event is being run in partnership with both the National and London landlords associations. The new unit will have literature from the London Landlords association and is investigating the feasibility of running courses with them for new landlords. • November 2013 Lewisham are again the host of the annual South East London Sub Regional Landlords day. <p>We will be holding an active and full programme of events throughout the year to raise the profile of our work and the role of the Council and to get a better relationship with our landlords.</p>
<p>7. (4.24) The Council should consider whether there is</p>	<ul style="list-style-type: none"> • Legal aid funding currently supports one free housing advisory post in Lewisham. The 	<p>A free advice service for private sector tenants will continue to be delivered through the PSHA. It is</p>

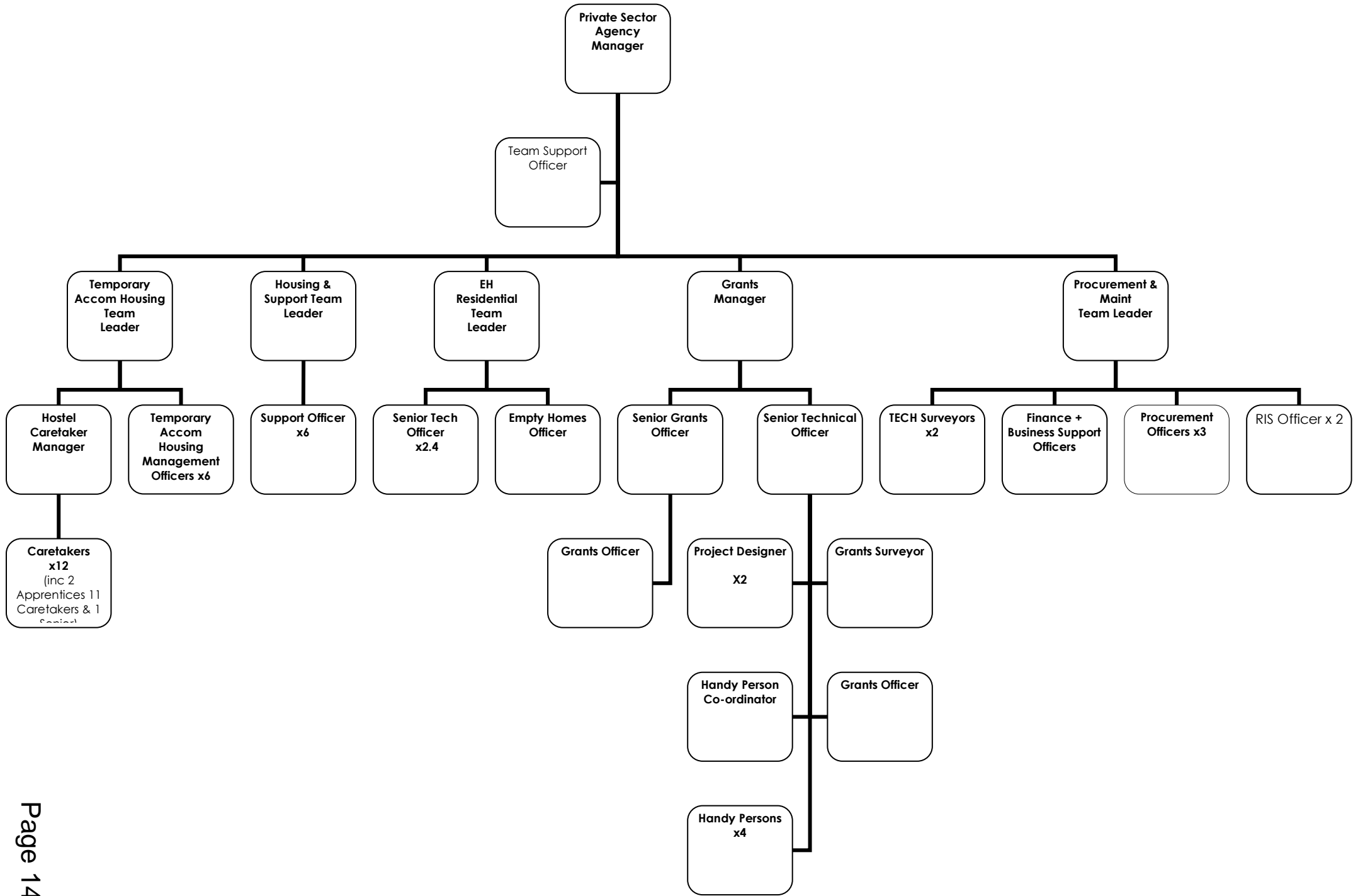
<p>sufficient provision in the borough for legal and housing advice for tenants, and keep this issue under review, particularly in the light of cuts to Legal Aid. The Council should investigate ways in which information about local landlords and lettings agents and the services they deliver, including the fees they charge, can be made publically available.</p>	<p>Government's proposed cuts in legal aid funding could remove 50% of the housing advisory service in Lewisham which will need to be reconfigured. However Lewisham Council, through our private sector advisors, will continue to support the delivery of a free advice, case work and support service to assist all PRS tenants and landlords.</p> <ul style="list-style-type: none"> • The council's team specialises in saving the homes of both private tenants and homeowners. Mortgage borrowers in difficulty can obtain support and advice from the team to negotiate solutions with their lenders to retain their home and to go to court with them and defend possession proceedings which are 99% successful. The team administers the Government's Mortgage Rescue Scheme. • Tenants experiencing harassment or illegal eviction are assisted by officers who negotiate and advise landlords wherever possible, using their legal powers to enforce landlord/tenant legislation where appropriate. The team obtains injunctions in the County Court against landlords where illegal evictions have taken place, ensuring tenants can re-occupy their homes and help in preventing further harassment. • The team are currently putting together a website to help all Lewisham's PRS residents and homeowners, linking them together, providing advice and services, plus links to a wealth of external resources, similar to the "Love Lewisham" site created by the Environmental team (http://www.lovelewisham.org/Reports). 	<p>planned that a series of information leaflets will be drawn up and be available at a number of key locations across the borough and on the Council's website.</p> <p>Since April 2012 the Housing Options Centre has dealt with 85 homeowners who were at risk of losing their home as a result of repossession. The majority of these cases were families who the council would have had to re-house if the casework management had not been successful. Most cases are resolved and homelessness prevented through intervention and advocacy with mortgage companies – for example ensuring they use lender hardship tools. Officers also provide money advice, zero interest loans to pay off debt, advice on income maximisation, referral to specialist advice and attend court to have action suspended whilst solutions are identified. The government Mortgage Rescue Scheme is designed as a solution of last resort. There are currently three Lewisham cases under consideration by London & Quadrant for mortgage rescue.</p> <p>The Specialist Advisors within Housing Needs continue to work with private sector tenants who are in dispute with their landlords and to advise, negotiate, directly intervene (for example by making applications for injunctions on tenants behalf) and take enforcement action for breaches of the Protection from Eviction Act and other landlord and tenant legislation. Joint working with the Environmental Health teams is leading to better outcomes for residents, for example on several HMO's, and closer working will continue to be pursued going forward.</p> <p>Consideration will be given to moving the Specialist Advisors in Housing Needs into the PSHA so there can be better join up between the environmental health residential team and officers working around tenants rights.</p> <p>Working with SELHP we have now established a firmer view that a phased approach to developing a web based portal is more likely to be successful – as noted above:</p> <ul style="list-style-type: none"> • Firstly, a website to inform landlords about working with boroughs, and market borough and housing association offers. • At a later stage and depending on the success of the marketing website, a Portal to introduce a self-service option for landlords, lettings agents and home seekers, similar to a choice-based lettings website.
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<p>8. (4.29)The Council should encourage landlords and lettings agents to carry out inductions for all new tenants (where the rights and responsibilities of the landlord and the tenant are outlined.) The provision of inductions should be made compulsory for all landlords (and lettings agents) used by the Council via the PSL, RIS and Fresh Start schemes.</p>	<ul style="list-style-type: none"> • The Council will continue to work with landlords and lettings agents through landlords days and business forums to support and encourage improvements in the services they deliver for private sector tenants. Work is underway, led by our Tenants and Landlord Advice Services to improve the scope and quality of information available for all tenants. For those tenants who access the PRS through the Housing Options Centre or are rehoused into the Private Rented Leasing Scheme they will receive a comprehensive sign up and advice interview and support. If required there is also access to floating support if their needs are greater. The actual sign up process is being reviewed as part of the PRS project to ensure we are giving as much advice and support at the right time to tenants. The ability to police and enforce any requirement for PRS landlords or lettings agents to provide a tenant induction beyond our Council managed private sector leasing scheme is limited however the Quality Team will encourage and promote this approach and provide a landlord and tenant pack. 	<p>A training course for new tenants has been developed and has been held twice this financial year. A third session is planned for the 27th September 2013. We invite for each session 20 tenants waiting to be housed through the prevention queue. On average between 10-15 tenants have attended each event.</p> <p>The purpose of these sessions is to give confidence to tenants and to landlords. The course will inform new tenants of their duties and responsibilities when signing a new tenancy. It detailed what assistance they can expect from the Council to support them in maintaining their tenancy. The course also inform tenants of what is their responsibility and what is the landlords. The tenant training is accredited under the London Landlords Accreditation Scheme, who have been given the task of administering the London Mayor's private rental sector standards.</p> <p>Landlords will gain confidence in the knowledge that prospective tenants have passed through the Council's training course.</p> <p>It is hoped that through "extra" initiatives like the training course and ongoing tenant support that more tenancies will be sustained and that this will be attractive to a new layer of landlords who will seek to work with the unit.</p>
<p>9. (4.31) A pocket guide to housing law should be produced and provided to local police who are often</p>	<ul style="list-style-type: none"> • As part of the PRS Quality project, officers will develop a summary housing law guide for local police. This will be available in web format so that it can be changed to ensure it keeps up to 	<p>The Housing Rights team have built strong links with the borough commander and at the end of 2012 they trained all of the borough's inspectors on how to spot an illegal eviction or a harassment incident and who to refer it to. As a result the incidents of police helping landlords to illegally evict tenant has completely dropped off and the police now call the HRT for advice and assistance when attending a</p>

<p>unaware of the legal framework around illegal evictions.</p>	<p>date. Advice will be sought from our Community Safety Team on the best way to link with police on the ground.</p>	<p>incident and for information on cases that they are working on. This has been a really successful piece of partnership working and was covered by an article in The Guardian as best practice.</p>
<p>10. (4.32) The Committee supports the ongoing provision of the noise abatement service in its current form and believes there should be a single number for reporting Anti Social Behaviour in the Borough, regardless of tenure; and the information reported should be passed on to relevant housing providers or private landlords as appropriate.</p>	<ul style="list-style-type: none"> • There are over four thousand private landlords in the Borough as well as a large number of RSLs. To provide a dedicated number and to staff such a service would be costly. It would also be difficult for those officers to provide a service across such a range of landlords' when it is the landlords responsibility to take the required action. However, officers will investigate the cost and feasibility of this and report back. • Meanwhile, there is guidance on the Lewisham website around the reporting of Anti Social Behaviour and advice that in an emergency situation the police should be called. The webpage contains contact details of the Community Safety Teams in Lewisham, along with contact details of our main housing providers. The current advice to private residents is to contact the Safer Neighbourhoods Teams. 	<p>The PSHA, do as part of training sessions given to prospective tenants, explain the expectations and requirements relating to ASB. The PSHA has a strong relationship with the Council's Community Safety teams. Support where appropriate will be given to landlords who are having difficulty with tenants committing ASB.</p> <p>Details of the PSHA contacts for ASB will be placed on the web site.</p>
<p>11. (4.35) The Council should adopt a more proactive approach to enforcement and prosecution of the worst landlords, taking into account what is legally possible and with regard to the relative costs and benefits:</p> <p>(a) The Council should consider escalating to enforcement action where landlords do not quickly respond to informal action in connection with poor housing conditions and disrepair; and to</p>	<ul style="list-style-type: none"> • The Council is always committed to taking enforcement action against any landlord who fails to meet the required standards. However this is always seen as a last resort because we make all efforts to work with landlords to improve services for their tenants. It is important to prioritise the immediate impact on tenants and if possible to improve the quality of housing by ensuring that both tenants and landlords are given the best advice, either from Environmental Health Residential with regard to standards, or from our Housing Advice Service with regard to tenancy matters. As a result most referrals (97%) are resolved informally through the giving of advice. As part of the PRS project dealing with Quality we will be looking at existing best practice across the country and will introduce initiatives that help us better deal with all "rogue" landlords working in our Borough. We will combine this with a review 	<p>In most cases the Environmental Health Residential team work with landlords to support, guide and cajole landlords to meet all of their required responsibilities. However there are a number of cases where this approach does not work and enforcement action is needed. This can be very resource intensive. Examples of successes (applicable to offences committed under the 2004 Housing Act) with prosecutions and subsequent publicity are given in Appendix 3</p>

<p>prosecution where they fail to respond to enforcement action and/or a landlord is known to be a serial offender. The council should aim to prosecute in all cases where landlords have illegally evicted tenants and the tenants have not been immediately readmitted to their homes following contact with the landlord by the council and/or a tenant has been unable to access their accommodation overnight.</p> <p>(b) The Council should ensure that sufficient resources are available to support prosecutions of rogue landlords, and should seek so far as possible to ensure that prosecution provides an effective remedy for tenants and for the community, in pushing for penalties that reflect the impact of the offence on the tenant or on the community. This may be achieved by way of a community or victim impact statement being prepared as part of the evidence given to the court or tribunal.</p> <p>(c) The Council should</p>	<p>of the current support for landlords.</p> <ul style="list-style-type: none"> • There are a number of presentations to the Housing Options Centre as a result of harassment and alleged unlawful eviction. In response to these approaches the team take a proactive and direct approach, including seeking injunctions in the county court for re-instatement of unlawfully evicted tenants and return of personal possessions taken by the landlords. • In past cases significant publicity has been obtained in the local press and news media. We will exploit all opportunities to ensure Landlords are aware of the consequences of breaking the law and exploiting tenants. Resources are always limited but it is considered that enforcement (and/or prosecution) is a vital tool in ensuring compliance with the law. As such, an appropriate proportion of resources will be set aside for this eventuality. 	
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<p>celebrate successful prosecutions of rogue landlords and publicise its successes in the local press and news media and in Lewisham Life (including the e-edition).</p>		
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Appendix 3

Current successes with prosecution of 'rogue landlords' and subsequent publicising in local press

In its review of Private Rented Sector Housing the Housing Select Committee recommended that the Council should adopt a more proactive approach to enforcement and prosecution and should celebrate its successes in the local press. Below are examples of recent work in the team and some "recent successes".

a) Poor Management in HMO

Zarah Thomas was convicted for offences relating to a five -roomed terrace property in Nelgarde Road, Catford. All the rooms were let as bedsits with a total of six residents living in the property, including a child. Following complaints, the property was found to have a defective boiler, leaks and other Health and Safety issues with the bathroom and staircase as well as rubbish dumped in the garden causing an environmental hazard.

Despite being granted time to resolve the issues, after six months the property still failed to comply with the Council's requirements and HMO Management Regulations were being breached.

A case was brought against Miss Thomas, which has resulted in a fine by Bromley Magistrates' Court of £400, an order for £1197 costs and a £15 victim surcharge. Since the court papers were issued, Ms Thomas has made improvements to the property which now complies with HMO regulations.

b) Unscrupulous landlord prosecuted

Lewisham Council has brought a successful prosecution against an unscrupulous landlord for failing to comply with House in Multiple Occupation (HMO) regulations.

The prosecution was brought against Mustafa Kemal Mustafa who did not apply for an HMO licence on a property in Canonbie Road, Forest Hill. Council officers became suspicious that the property was being over-occupied. A visit to the property found over 10 people living at the address, sharing kitchens, bathrooms and occupying rooms not deemed large enough for habitation. Unrelated tenants were also found to be sharing rooms. Mr Mustafa maintained that the property was being used as a hostel providing temporary emergency accommodation.

Despite pleading not guilty, Mr Mustafa of Briar Lane, West Wickham was convicted at Bromley Magistrates' Court and fined £5,000 for contravening section 72(1) of the Housing Act 2004 (committing an offence for failing to licence a house in multiple occupation) and £1,000 for failing to supply statutory information. He was also ordered to pay £750 costs.

c) Unlicensed landlord fined £7,500

An unlicensed landlord has been prosecuted by Lewisham Council for failing to comply with House in Multiple Occupation (HMO) regulations.

The prosecution was brought against Mustafa Kemal Mustafa who did not apply for an HMO licence on a property in Millmark Grove, Brockley. An inspection of the property revealed at least ten people living at the address, sharing an unfinished kitchen, bathrooms and occupying rooms not deemed large enough for the number of occupants. Unrelated tenants were also found to be sharing rooms. Mr Mustafa maintained that the property was being used as a hostel providing temporary emergency accommodation.

Despite pleading not guilty, Mr Mustafa of Briar Lane, West Wickham was convicted at Bromley Magistrates' Court on 26 February and fined £7,500 for contravening section 72(1) of the Housing Act 2004 (committing an offence for failing to licence a house in multiple occupation). He was also ordered to pay £925 costs.

Councillor Susan Wise was quoted in the press relating to this case as saying: "These prosecutions will serve as a warning to unscrupulous landlords who fail to ensure their properties conform to legal requirements. The Council will bring them to book to protect the health, safety and welfare of tenants living in private rented accommodation."

d) On Going Action on overcrowded unlicensed HMO;

On going enforcement action is currently being taken against the landlord on a three storey detached house, previously used as a Care Home, by a number of Council services including Environmental Health Residential, Housing Benefits, Planning, Building Control and Housing Options Tenancy Relations Officers.

In September 2012 at Greenwich Magistrates Court, the landlord pleaded not guilty to two charges: one for failing to provide information required by a Local Government (Miscellaneous Provisions) Act 1976 section 16 notice and two for not licensing a HMO. The case was later heard at the same court and all matters were proved. For failing to comply with the aforementioned section the landlord was fined £1000 and for failing to licence the property he was fined £5000, the council were awarded £750 costs. In November 2012, an appeal against the conviction was allegedly made to Croydon Crown Court. This appeal was not forthcoming.

Planning will seek prosecution for non compliance of their enforcement notice and Environmental Health Residential will seek a Rent Repayment Order and pursue an Interim Management Order.

Appendix 4

The Private Rented Sector - Communities and Local Government Committee – Conclusions & Recommendations

Simplifying regulation

1. *We recommend that the Government conduct a wide-ranging review to consolidate legislation covering the private rented sector, with the aim of producing a much simpler and more straightforward set of regulations that landlords and tenants can easily understand. As part of this review, the Government should work with groups representing tenants, landlords and agents to bring forward a standard, plain language tenancy agreement on which all agreements should be based. There should be a requirement to include landlords' contact details in tenancy agreements.* (Paragraph 13)
2. We recommend that the Government consult on the future of the housing health and safety rating system and the introduction of a simpler, more straightforward set of quality standards for housing in the sector. The Government should also ensure that planning and building regulations are consistent with standards for the quality and safety of private rented housing. (Paragraph 18)

Increasing awareness

3. *We recommend that, once the review of the legislative framework we have called for is completed, the Government, working with tenants', landlords' and agents' groups, establish and help to fund a publicity campaign to promote awareness of tenants' and landlords' respective rights and responsibilities. Our recommendation for a wholesale review of the regulation in the sector provides the obvious platform on which to base a publicity campaign.* (Paragraph 24)
4. We recommend that the Government bring forward proposals for the introduction of easy-to-read key fact sheets for landlords and tenants, and consult on the information these sheets should contain. The sheets could include links to further information available online. As a minimum, the sheets should set out each party's key rights and obligations, and give details of local organisations to whom they could go for further advice and information. This fact sheet should be included within the standard tenancy agreement we propose earlier in this chapter. (Paragraph 25)

Raising standards

5. Some local authorities are doing excellent work to raise standards in the private rented sector, but there appears to be more scope for sharing this good practice, so that all councils are performing to a high standard. The Local Government Association should, as part of its sector-led improvement role, make sure that mechanisms are in place to ensure all councils learn from the good practice and take effective steps to improve standards of property and management in the private rented sector. (Paragraph 30)
6. We are concerned about reports of reductions in staff who have responsibility for enforcement and tenancy relations and who have an important role in making approaches to raising standards successful. Given the financial constraints that councils face, it is important to identify approaches to raising standards that will not use up scarce resources. One approach is to ensure that enforcement arrangements pay for themselves and help to fund wider improvement activity. Therefore, where possible, the burden of payment should be placed upon those landlords who flout their responsibilities. (Paragraph 31)
7. We recommend that the Government consult on proposals to empower councils to impose a penalty charge without recourse to court action where minor housing condition breaches are not remedied within a fixed period of time, though an aggrieved landlord would have the right of appeal to a court. (Paragraph 33)
8. We recommend that, where landlords are convicted of letting property below legal standards, local authorities be given the power to recoup from a landlord an amount equivalent to that paid out to the tenant in housing benefit (or, in future, universal credit). We hope that such a measure will help to prevent unscrupulous landlords from profiting from public money. Local authorities should be able to retain the money recouped to fund their work to raise standards. To ensure a consistent approach, those tenants who have paid rent with their own resources should also have the right to reclaim this rent when their landlord has been

convicted of letting a substandard property. (Paragraph 37)

Illegal eviction

9. We do not agree that a statutory duty to have to take steps to tackle illegal eviction should be placed on local authorities, as it would be inconsistent with a local approach. Nevertheless, it is again important that local authorities learn from each other and share best practice on tackling illegal eviction. The Local Government Association should ensure that lessons on illegal eviction are learnt and disseminated. (Paragraph 38)

10. We are concerned that the police are sometimes unaware of their responsibilities in dealing with reports of illegal eviction. We recommend that the Department for Communities and Local Government work with the Home Office on guidance that sets out clearly the role of the police in enforcement of the Prevention from Eviction Act 1977. (Paragraph 39)

Licensing and accreditation

11. *The idea of national licensing has some merit, and such a scheme could bring a number of benefits, particularly if introduced alongside an effective system of redress. It is clear, however, that the Government has not been convinced by these arguments, and we have some sympathy with the Minister's assertion that a national scheme could be very rigid. Having tailored local schemes may bring its own costs, especially for landlords operating across several areas, but on balance we would prefer to see local authorities develop their own approaches to licensing or accreditation in accordance with local needs. The Government's focus should be on giving local authorities greater flexibility and encouraging the use of existing powers.* (Paragraph 43)

12. We recommend that the Government bring forward proposals for a reformed approach to selective licensing, which gives councils greater freedom over when licensing schemes can be introduced and more flexibility over how they are implemented. Councils should ensure that the cost of a licence is not set so high as to discourage investment in the sector. (Paragraph 49)

13. We recommend that the Government give local authorities a power to require landlords to be members of an accreditation scheme run either by the council itself or by a recognised landlords association. (Paragraph 53)

14. It is important that local authorities have options and tools to raise standards in their areas. Three particular options are: (1) greater use of landlord licensing schemes; (2) compulsory accreditation; and (3) taking a proactive neighbourhood approach to raising standards. In each of these cases, given resource constraints, the schemes have to pay for themselves, and, as far as possible, place the burden of payment on the unscrupulous landlords, with financial deterrents for non-compliance. Councils should be given the powers to impose heavy penalties on those who do not register for licensing or compulsory accreditation after appropriate notification. Neighbourhood approaches could be funded by local authorities recouping costs from landlords whose properties fail to meet minimum standards. We further recommend that the Government initiate a review of the fines imposed by the courts for letting substandard properties, to ensure they act as a sufficient deterrent. (Paragraph 55)

Houses in multiple occupation (HMOs)

15. We recommend that the Government conduct a review of the mandatory licensing of houses in multiple occupation. This review should consider, amongst other things, evidence of the effectiveness of mandatory licensing, how well it is enforced, and whether the definition of a prescribed HMO should be modified. (Paragraph 58)

16. Where there are community concerns about high concentrations of houses in multiple occupation, councils should have the ability to control the spread of HMOs. Such issues should be a matter for local determination. We therefore consider it appropriate that councils continue to have the option to use Article 4 directions to remove permitted development rights allowing change of use to HMO. (Paragraph 63)

17. Universities have a responsibility to ensure that student housing does not have a detrimental impact upon local communities. They should be working with local authorities and student groups to ensure that there is sufficient housing in appropriate areas and that students act as responsible householders and

members of the community. (Paragraph 64)

Safety standards

18. We recommend that the Government work with the electrical industry to develop an electrical safety certificate for private rented properties. To obtain such a certificate, properties should be required to have a full wiring check every five years and a visual wiring check on change of tenancy. Landlords should be aware of the legal requirement to provide safe installations and appliances. (Paragraph 66)

19. We recommend that the Government introduce a requirement for all private rented properties to be fitted with a working smoke alarm and, wherever a relevant heating appliance is installed, an audible, wired-up EN 50291 compliant carbon monoxide alarm. (Paragraph 67)

Regulation of letting agents

20. We recommend that, as part of its consultation on the redress scheme, the Government seek views on how best to publicise such a scheme and what penalties should be in place for those agents who do not comply. The Government should also explore how the redress scheme fits alongside existing arrangements for deposit protection. We further recommend that the redress scheme is accompanied by a robust code of practice that sets out clear standards with which agents are required to comply. (Paragraph 74)

21. *We recommend that the Government make letting and managing agents subject to the same regulation that currently governs sales agents. This includes giving the Office of Fair Trading the power to ban agents who act improperly, and making client money protection and professional indemnity insurance mandatory.* (Paragraph 78)

22. Any proposal to require sales agents to meet minimum professional standards before they begin trading should also be applied to letting and managing agents. In addition, if at any point a requirement for sales agents to be registered with an accredited industry body is to be introduced, this should be part of a wider framework also covering letting and managing agents. We recommend that the Government review these arrangements in two years' time. (Paragraph 78)

Agents' fees and charges

23. We recommend that the code of practice accompanying the new redress scheme include a requirement that agents publish a full breakdown of fees which are to be charged to the tenant alongside any property listing or advertisement, be it on a website, in a window or in print. This breakdown should not be "small print", but displayed in such a way as to be immediately obvious to the potential tenant. The code should also require agents to explain their fees and charges to tenants before showing them around any property. Furthermore, the code should forbid double charging, and there should be a requirement that landlords are informed of any fees being charged to tenants. If agents do not meet these requirements, the fees should be illegal. Finally, the professional bodies should make a commitment to full, up front transparency on fees and charges a requirement of membership. (Paragraph 83)

24. We intend to gather further information on the impact in Scotland of the decision to make fees to tenants illegal, and to return to this issue in 2014. (Paragraph 86)

Longer tenancies

25. *The demographics within the private rented sector are changing. No longer can it be seen as a tenure mainly for those looking for short-term, flexible forms of housing. While some renters still require flexibility, there is also an increasing number, including families with children, looking for longer-term security. The market, therefore, needs to be flexible, and to offer people the type of housing they need. The flexibility of assured shorthold tenancies should be better exploited, and the option of using assured tenancies should also be considered where these meet the needs of landlords and tenants. That we are beginning to see some institutions and housing associations offering longer tenancies under the current law suggests that we do not need legislative changes to achieve them. Rather, we need to change the culture, and to find ways to overcome the barriers to longer tenancies being offered.* (Paragraph 94)

26. We recommend that the Government convene a working party from all parts of the industry, to examine proposals to speed up the process of evicting during a tenancy tenants who do not pay rent promptly or fail to meet other contractual obligations. The ability to secure eviction more quickly for non payment of rent will

encourage landlords to make properties available on longer tenancies. The Government should also set out a quicker means for landlords to gain possession if they can provide proof that they intend to sell the property. (Paragraph 97)

27. Some landlords are not able to offer longer tenancies because they are prevented from doing so by conditions in their mortgage. We are pleased that lenders are considering how such conditions can be removed, and that Nationwide Building Society is to begin allowing its borrowers to offer longer term contracts. We urge the Council of Mortgage Lenders to work with other lenders to ensure that they quickly follow suit. Lenders should only include restrictions on tenancy length in mortgage conditions if there is a clear and transparent reason. (Paragraph 100)

28. We recommend that the Government include in the code of conduct for letting agents a requirement both to make tenants aware of the full range of tenancy options available, and, where appropriate, to broker discussions about tenancy length between landlords and tenants. (Paragraph 102)

'Retaliatory eviction'

29. There is a perception amongst some tenants that if they speak out it could result in their losing their home. Tenants should be able to make requests or complain without fear that doing so will lead the landlord to seek possession. We are not convinced, however, that a legislative approach is the best or even an effective solution. Changing the law to limit the issuing of section 21 notices might be counter-productive and stunt the market. Rather, if we move towards a culture where longer tenancies become the norm, tenants will have greater security and also more confidence to ask for improvements and maintenance and, when necessary, to complain about their landlord. Moreover, if local authorities take a more proactive approach to enforcement, they will be able to address problems as they occur rather than waiting for tenants to report them. (Paragraph 105)

Rents and affordability

30. Problems with the affordability of rents are particularly acute in London and the South East. Although in other parts of the country average rents and yields are relatively stable, we are still concerned that some families are struggling to meet the costs of their rent. We do not, however, support rent control which would serve only to reduce investment in the sector at a time when it is most needed. We agree that the most effective way to make rents more affordable would be to increase supply, particularly in those areas where demand is highest. (Paragraph 110)

31. There is no perfect way to set rent, but, where longer tenancies are being established, linking increases to inflation or average earnings, or voluntarily agreeing a fixed uplift each year merit consideration and could provide tenants and landlords with a degree of stability, though over time mechanisms may emerge as, for example, in the commercial property sector. Tenants', landlords' and agents' groups should encourage their members to discuss these options at the outset of a tenancy. Existing arrangements for setting and increasing rent are often arbitrary and uneven, and reflect the immaturity of the market. (Paragraph 113)

Placement of homeless households in the private rented sector

32. We welcome the Government's use of secondary legislation to clarify when accommodation is unsuitable for homeless households. We expect councils to pay full regard to this order and to ensure that homeless households are only placed in suitable accommodation. Given that many of these households will be vulnerable, councils have a particular responsibility to ensure that the properties they are placed in are free from serious health and safety hazards. We recommend that, as a matter of good practice, local authorities should inspect properties before using them for the placement of homeless households. (Paragraph 117)

33. All agree that, wherever possible, councils should be placing homeless households within their local area (unless there are particular circumstances that mean it is not in the households' interests). It nevertheless appears inevitable that councils in areas with high rents, London in particular, will place homeless households outside the area, including in coastal towns. Before any placement, there should be a full discussion with the receiving authority and the prospective tenant and information about the household and its ongoing needs should be shared. The Government should consider making this a statutory duty. (Paragraph 121)

34. We were pleased to hear of positive examples of work to support homeless households in the private rented sector, including the establishment of social letting agencies and the development of private rented sector access schemes. We encourage the Government to work with local government, the charity sector

and industry bodies to ensure best practice is shared and lessons learned. (Paragraph 122)

Local housing allowance

35. We recommend that the Government take immediate steps to allow councils to apply for a variation of broad rental market area boundaries where anomalies occur. (Paragraph 125)

36. We recommend that the Government conduct a wide-ranging review of local housing allowance (LHA). This review should assess whether there is greater scope for local flexibility over the setting of LHA rates and the boundaries of broad rental market areas. Local authorities could be incentivised to reduce the housing benefit bill by being allowed to retain any savings for investment in affordable housing. (Paragraph 125)

Data quality

37. We recommend that the Government establish a small task group of key organisations and academics to consider how data relating to the private rented sector can be improved and made more readily available. In addition, we encourage the National Audit Office to contribute to an effective evidence base about the sector and to draw upon our recommendations when developing studies on housing related topics. (Paragraph 128)

Tax

38. We recommend that the Government, in reviewing the regulation covering the private rented sector, set out proposals for greater co-ordination between the tax authorities and those regulating the private rented sector. (Paragraph 131)

Increasing supply

39. We welcome the introduction and expansion of the Build to Rent Fund. The Government should take steps to ensure that the fund makes a net addition to new housing, as well as speeding up the delivery of those homes already in the pipeline. (Paragraph 138)

40. It remains to be seen how much impact the guarantee scheme for the private rented sector will have in delivering additional new homes. The policy may be well-intentioned in its aim to encourage organisations to have more confidence to invest in the sector, but the Government needs to measure results. We invite the Government in its response to our report to update us on the number of applications it has received for the private rented sector guarantee scheme, and to provide an estimate for the number of additional homes it expects the scheme to deliver. If there is any doubt that the scheme is going to deliver the homes required, we recommend that the Government rapidly explore other options for the use of the resources identified. (Paragraph 142)

41. We welcome the establishment of the task force to promote and broker investment in build-to-let development, and are pleased that the task force is already in operation. It is important that this task force does not become another quango but quickly delivers on its objectives. We invite the Government, in its response, to set out the progress made by the task force in its first few months of operation. This update should quantify the amount of additional investment brokered, and the number of additional homes it would deliver. (Paragraph 144)

42. *Efforts to promote high-quality build-to-let development have commanded significant amounts of government attention and resources. One of the main arguments in favour of this approach is that it will lead to improved choice, quality and affordability across the whole of the private rented sector. It is too early to assess the impact, but a key part of the evaluation of these measures must be the impact they have on the sector as a whole. If, in a year's time, there is no evidence of this broader effect, the Government must reconsider its strategy and look to other measures to boost supply across the sector as a whole.* (Paragraph 148)

43. *There is an urgent need to boost supply across all tenures of housing. We recommend that the Government revisit the Committee's report on the Financing of New Housing Supply, and set out proposals to implement those recommendations it initially rejected.* (Paragraph 150)

Housing Select Committee			
Title	Emergency services review: recommendations		
Contributor	Scrutiny Manager	Item	11
Class	Part 1 (Open)	Date	11 September 2013

1. Purpose

- 1.1 The Overview and Scrutiny Committee has agreed that its select committees will carry out a review of emergency services in Lewisham. The Housing Select Committee was tasked with determining impact of the changes as they relate to the borough's housing.
- 1.2 At its meeting in March, the Committee requested that officers provide further information about how it might approach this task. A scoping report was considered by Members at their meeting on 3 April 2013 and it was agreed that the Committee would receive evidence for the review at its meetings on 16 May and 19 June 2013.
- 1.3 At its meeting on 16 May, the Committee heard from Lewisham Homes and Brockley PFI about their work to ensure fire safety in their housing stock. The Committee requested further information about work being carried out to engage with residents, as well as Lewisham Homes' plans to install sprinklers in the borough's housing stock.
- 1.4 At its meeting on 19 June, the Committee heard from Lewisham Homes about the results of a pilot project to install sprinklers in one of its sheltered accommodation buildings.
- 1.5 The Overview and Scrutiny Committee is due to conclude its review. This report provides Members of the Housing Select Committee with the opportunity to put forward recommendations for the review.

2. Recommendation

The Committee is recommended to:

- discuss and agree any recommendations it wishes to make to the Overview and Scrutiny Committee based on the evidence received.

3. Background

- 3.1 Significant changes are being implemented, or are planned, to the way in which emergency services are delivered across London. This includes the three local emergency services in Lewisham: Metropolitan Police, London Fire Brigade and the London Ambulance Service; and also the provision of accident and emergency services across South-East London.

- 3.2 At its meeting on the 11 February 2013 the Overview and Scrutiny Committee considered a scoping report, which set out the terms of reference for a review into emergency services in Lewisham. At the meeting, it was decided that the review would be co-ordinated across all select committees. Members of the O&S Committee considered the proposed terms of reference and they agreed that the review would aim to:
- clarify the key policy initiatives and financial constraints impacting on emergency services locally
 - identify the local implications for services
 - consider the potential impact of any service changes
- 3.2 As part of the review, the Committee resolved that the Housing Select Committee would:
- identify the related impact on services and performance locally, particularly in relation to tenants and housing providers (Lift call outs, fire safety checking responsibilities etc)
 - consider the potential impact of any service changes specifically in relation to tenants and housing providers
- 3.3 The Housing Select Committee agreed that its contribution to the emergency services review would focus on:
- Prevention, engagement and enforcement
 - Potential future implications of the proposed changes

4. Key lines of enquiry

- 4.1 The terms of reference for the review were been established by the Overview and Scrutiny Committee. At its meeting in April, the Committee agreed to address these areas by seeking answers to a set of key questions:

Prevention, engagement and enforcement

- How will the proposed changes impact on work to prevent fires in Lewisham's housing stock?
- How will partners continue to ensure that effective prevention work takes place?
- How much training for housing providers was carried out in previous years- and how much is expected to be carried out following the proposed changes?
- What plans do housing providers have in place to engage with residents on the issue of fire safety?
- How many issues and enforcement notices have been raised by the fire brigade for Lewisham's public housing?
- How will support be maintained for enforcement activity to be carried out?

Future implications

- Do the proposed changes take into account the anticipated growth in Lewisham's population, as well as likely increases in housing density?
- How will the changes to the lifts policy impact on housing providers in the borough?

- Have housing providers assessed the potential impact of the proposals to charge for multiple false alarms and unnecessary lift call outs?

5. The completion of the review

- 5.1 The 11 September meeting is due to be the last session of the emergency services review.
- 5.2 In order to meet the timescales for the report by the Overview and Scrutiny Committee, Members are asked to consider the summary of evidence gathered to date (appendix 1) and agree recommendations to be submitted to the Overview and Scrutiny Committee.

6. Equalities implications

- 6.1 The Equality Act 2010 brought together all previous equality legislation in England, Scotland and Wales. The Act included a new public sector equality duty, replacing the separate duties relating to race, disability and gender equality. The duty came into force on 6 April 2011. It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 6.2 The Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 6.3 The Council's Comprehensive Equality Scheme (CES) for 2012-16 provides an overarching framework and focus for the Council's work on equalities and helps to ensure compliance with the Equality Act.
- 6.4 The Council's equality objectives through the CES are to:
- Improve access to services
 - Close the gap in outcomes for citizens
 - Increase participation and engagement

7. Further implications

There are no direct legal, financial, sustainability or crime and disorder implications arising as a result of the implementation of the recommendations in this report. However, there may be further implications arising as a result of the review. These will need to be considered, as appropriate.

If you have any questions about this report please contact Timothy Andrew (Scrutiny Manager) on 02083147916.

Appendix 1: Emergency services review - summary of evidence

Emergency Services Review –Summary of evidence

Key lines of enquiry:

Prevention, engagement and enforcement

- How will the proposed changes impact on work to prevent fires in Lewisham’s housing stock?
- How will partners continue to ensure that effective prevention work takes place?
- How much training for housing providers was carried out in previous years- and how much is expected to be carried out following the proposed changes?
- What plans do housing providers have in place to engage with residents on the issue of fire safety?
- How many issues and enforcement notices have been raised by the fire brigade for Lewisham’s public housing?
- How will support be maintained for enforcement activity to be carried out?

Future implications

- Do the proposed changes take into account the anticipated growth in Lewisham’s population, as well as likely increases in housing density?
- How will the changes to the lifts policy impact on housing providers in the borough?
- Have housing providers assessed the potential impact of the proposals to charge for multiple false alarms and unnecessary lift call outs?

Key line of enquiry	Evidence Source	Theme	Evidence	Recommendation?
How will the proposed changes impact on work to prevent fires in Lewisham’s housing stock?	Brockley PFI and Lewisham Homes	<u>Prevention, engagement and enforcement</u>	The Committee heard from representatives of Brockley PFI and Lewisham Homes at its May meeting. Both organisations provided an update about their work to prevent fires and highlighted the importance of ensuring that fire risk assessments were up to date (both organisations reported full compliance). There was also a discussion about involving residents in identifying fire risks. Officers from both organisations noted the importance of identifying and dealing with risks as quickly as possible.	

			In June Hilary barber from Lewisham Homes updated the Committee about the findings of a pilot project to install sprinklers in sheltered accommodation. The Committee referred its views to Mayor and Cabinet.																				
How will partners continue to ensure that effective prevention work takes place?	Brockley PFI and Lewisham Homes, LFB Lewisham		<p>The Committee heard from Brockley PFI and Lewisham Homes about their in house fire prevention work. Both organisations noted the importance of providing information to new tenants and ensuring that fire exits and escapes were kept clear.</p> <p>Lewisham Homes also has a fire safety advisor who works to ensure that the organisation is compliant and its practices are up to date.</p> <p>More than 2000 Home Fire Safety Visits were carried out in 2010/11 and 2011/12. Almost 1000 smoke alarms were also installed.</p> <p>Preventing fires and keeping people safe</p> <table border="1"> <thead> <tr> <th></th> <th>2008/09</th> <th>2011/12</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Home fire safety visits</td> <td>1,451</td> <td>2,355</td> <td>62%</td> </tr> <tr> <td>HFSV to high risk people/places</td> <td>601</td> <td>1,619</td> <td>169%</td> </tr> <tr> <td>Smoke alarms installed by LFB</td> <td>581</td> <td>938</td> <td>61%</td> </tr> <tr> <td>Schools visits</td> <td>48</td> <td>54</td> <td>13%</td> </tr> </tbody> </table> <p>The LSP5 sets out new targets to increase the number of HFSVs in each borough by 2016. By March '16 each fire crew will be expected to carry out nine fire safety visits a month, with 80% targeting priority groups.</p>		2008/09	2011/12	Change	Home fire safety visits	1,451	2,355	62%	HFSV to high risk people/places	601	1,619	169%	Smoke alarms installed by LFB	581	938	61%	Schools visits	48	54	13%
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How much training for housing providers was carried out in previous years- and how much is expected to be carried out following the	Lewisham Homes		At the meeting in June, Lewisham Homes provided an update about their work to engage with residents on the issue of fire safety. LHs does work with the LFB in Lewisham to raise awareness of fire risks but no figures were provided about training for officers																				

proposed changes?			carrying out risk assessments.																					
What plans do housing providers have in place to engage with residents on the issue of fire safety?	Housing officers		<p>Officers asked Lewisham Homes, Brockley PFI, L&Q, Affinity Sutton, Hexagon and Phoenix Housing to provide an update on their work to implement the recommendations of the Lakanal House inquest:</p> <p>The recommendations were broadly arranged under these headings:</p> <p><u>Retro fitting of sprinklers:</u> <u>Access for emergency vehicles:</u> <u>Training of staff engaged in maintenance and refurbishment work on existing buildings:</u> <u>Policy and Procedures concerning fire risk:</u> <u>Signage in high rise residential buildings:</u> <u>Publication and promotion of fire safety:</u></p> <p>Each organisation provided an update on their work to engage with residents on issues of fire safety. This includes work to ensure that all residents are aware of fire escape plans and that routes are clearly marked.</p>																					
How many issues and enforcement notices have been raised by the fire brigade for Lewisham's public housing?	LFB Lewisham		<p>In 2011/12, 20 enforcement notices were issued in Lewisham. It is not known if any of these were for public housing.</p> <p>Working to make non-domestic buildings safer</p> <table border="1" data-bbox="1104 1166 1848 1348"> <thead> <tr> <th></th> <th>2007/08</th> <th>2011/12</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Workplace inspections</td> <td>371</td> <td>408</td> <td>10%</td> </tr> <tr> <td>Post fire audits</td> <td>56</td> <td>62</td> <td>11%</td> </tr> <tr> <td>Enforcement notices issued</td> <td>33</td> <td>20</td> <td>-39%</td> </tr> <tr> <td>Prohibition notices issued</td> <td>4</td> <td>2</td> <td>-50%</td> </tr> </tbody> </table>		2007/08	2011/12	Change	Workplace inspections	371	408	10%	Post fire audits	56	62	11%	Enforcement notices issued	33	20	-39%	Prohibition notices issued	4	2	-50%	
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Prohibition notices issued	4	2	-50%																					

How will support be maintained for enforcement activity to be carried out?	LSP5		The LFB highlights its commitment to carrying out enforcement activity and working to prevent fires focusing on the properties with the highest risk.	
Do the proposed changes take into account the anticipated growth in Lewisham's population, as well as likely increases in housing density?	LSP5	<u>Future implications</u>	<p>The LFB maintain that there is no necessary correlation between population growth and the number of fires. The Brigade has committed to enhancing its preventative work in order to further reduce number of fires.</p> <p>The Committee discussed the issue of risk in relation to high rise housing. It heard that – as long as suitable fire compartmentation measures were in place – there was no greater risk to people living in high rise buildings.</p> <p>Lewisham Homes informed the committee that all of its fire risk assessments were up to date and it was in the process of carrying out intrusive risk assessments for the properties with the highest risk.</p>	
How will the changes to the lifts policy impact on housing providers in the borough?	Housing officers		<p>The Committee heard that the Lewisham Affordable Housing Group had previously discussed the issue of lift releases and would keep any issues under review.</p> <p>The LFB's figures indicate that call outs to people stuck in lifts have fallen by two thirds in ten years.</p>	

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Housing Select Committee			
Title	Select Committee Work Programme		
Contributor	Scrutiny Manager	Item	12
Class	Part 1 (Open)	Date	11 September 2013

1 Purpose

- 1.1 To advise Members of the Select Committee of the work programme for the municipal year 2013/14.

2 Summary

- 2.1 At the beginning of the municipal year, each select committee drew up a draft work programme for submission to the Business Panel for consideration.
- 2.2 The Business Panel considered the proposed work programmes of each of the select committees on 14th May 2013 and agreed a coordinated overview and scrutiny work programme. However, the work programme is a “living document” and as such it can be reviewed at each select committee meeting so that Members are able to include urgent, high priority items and remove items that are no longer a priority.

3 Recommendations

- 3.1 The Select Committee is asked to:

- note the work programme and project plan attached at **Appendix B** and discuss any issues arising from the programme;
- specify the information and analysis required in the report for each item on the agenda for the next meeting, based on desired outcomes, so that officers are clear on what they need to provide;
- note the programme of forthcoming business, attached at **Appendix C**, and consider any key decisions for further scrutiny.

4. The work programme

- 4.1 The work programme for 2013/14 was agreed at the meeting of the Committee held on 03rd April 2013.
- 4.2 The Committee is asked to consider if any urgent issues have arisen that require scrutiny and if any existing items are no longer a priority and can be removed from the work programme. Before adding additional items, each item should be considered against agreed criteria. The flow chart attached at **Appendix A** may help Members decide if proposed additional items should be added to the work programme. The Committee’s work programme needs to be achievable in terms of the amount of meeting time available. If the Committee agrees to add

additional item(s) because they are urgent and high priority, Members will need to consider which medium/low priority item(s) should be removed in order to create sufficient capacity for the new item(s).

5. The next meeting

The following reports are scheduled for the next meeting (30th October 2013):

Agenda item	Review type	Link to corporate priority	Priority
Housing Matters	Standard item	Decent homes for all	High
Review of the housing complaints process	Standard item	Decent homes for all	High
Newham landlord licensing scheme	Standard item	Decent homes for all	Medium
Developing Lewisham's housing assets: upgrading existing stock	Standard item	Decent homes for all	High

6. Financial implications

There are no financial implications arising from the implementation of the recommendations in this report. There may be financial implications arising from items on the work programme and all activities undertaken by the Select Committee will need to give due consideration to this.

7. Legal implications

In accordance with the Council's Constitution, all scrutiny select committees must devise and submit a work programme to the Business Panel at the start of each municipal year.

8. Equalities implications

There are no equalities implications arising from the implementation of the recommendations in this report. There may be equalities implications arising from items on the work programme and all activities undertaken by the Select Committee will need to give due consideration to this.

9. Date of next meeting

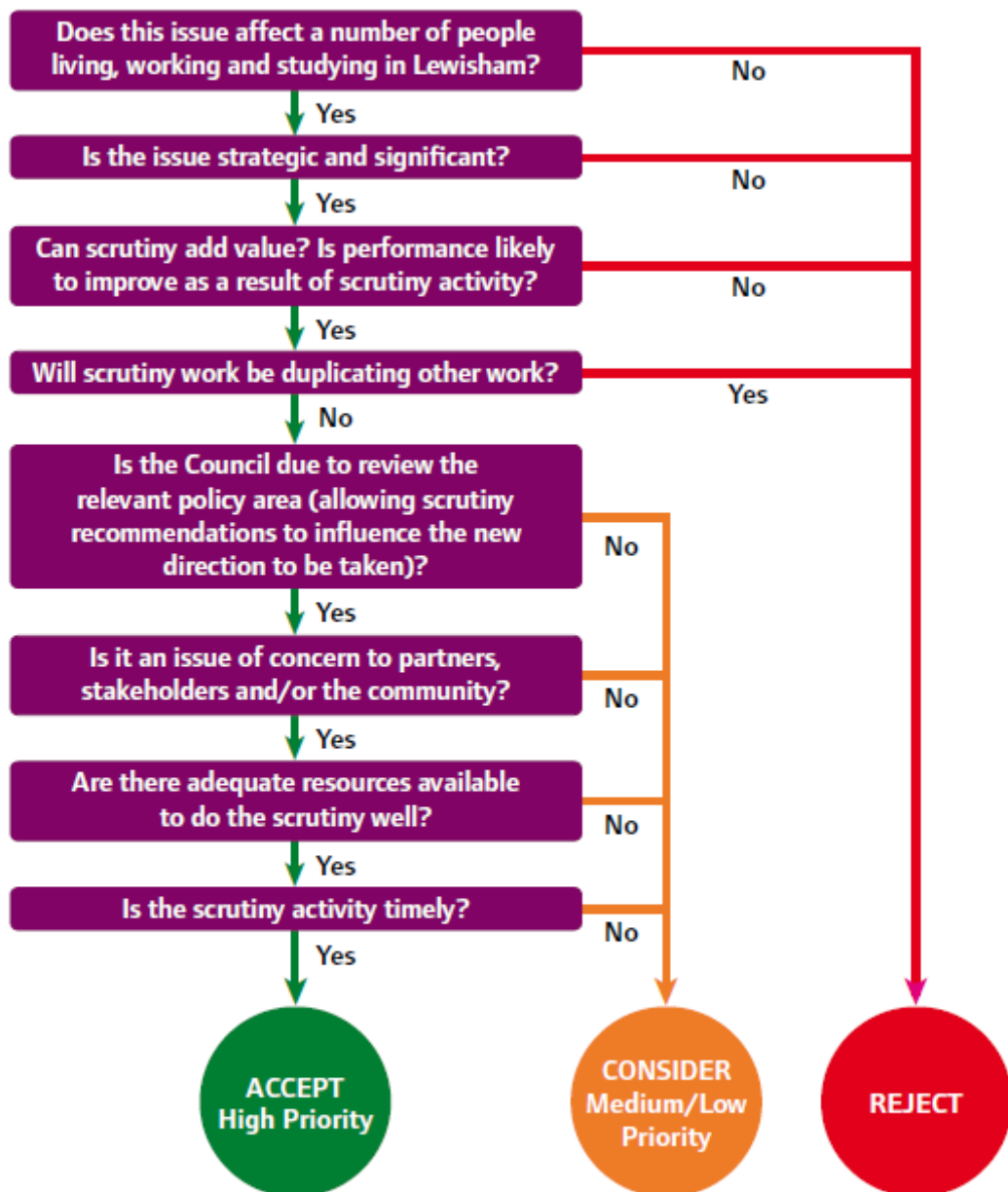
The date of the next meeting is Wednesday 30th October 2013.

Background documents

Lewisham Council's Constitution

Centre for Public Scrutiny: the Good Scrutiny Guide

Scrutiny work programme – prioritisation process



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Work Item	Type of review	Priority	Strategic priority	Delivery deadline	03-Apr	16-May	19-Jun	11-Sep	30-Oct	04-Dec	03-Feb	05-Mar
In depth review into low cost home ownership report and follow up	In depth review	High	CP6	April				Response				
Housing Matters update	In depth scrutiny	High	CP6	Ongoing								
Emergency services review	In depth scrutiny	High	CP6	September								
Housing supply and demand	Standard Review	High	CP6, CP10	June								
Brockley PFI end of year review	Performance monitoring	High	CP6, CP10	May								
Lewisham Homes end of year review	Performance monitoring	High	CP6	May								
Housing Matters: update on consultation	In depth scrutiny	High	CP6	Ongoing								
Preparation for the housing benefit cap in Lewisham	Standard review	High	CP6	June								
Update on implementation of PRS review recommendations: Love Lewisham Lets	In depth review and follow up	Medium	CP6	September								
Family Mosaic: Heathside and Leathbridge	Standard review	High	CP6	March								
Housing Matters: results of further consultation and way forward	In depth scrutiny	High	CP6	October								
Review of the housing complaints process	Standard review	High	CP6, CP10	October								
Impact of housing benefit cap on Lewisham residents	Standard review	High	CP6	December								
Lewisham Homes mid year review	Performance monitoring	High	CP6	December								
Brockley PFI mid year review	Performance monitoring	High	CP6, CP10	December								
Proposed rent and service charge increases	Standard review	High	CP6	December								
Use of temporary accommodation for homeless households: Update	Standard review	High	CP6	February								
Local authority borrowing cap	Standard review	Medium	CP6	March								
Newham landlord licensing scheme	Standard review	Medium	CP6	October								
Developing Lewisham's housing assets: upgrading existing stock	Standard review	High	CP6	October								
Key housing issues	Standard review	High	CP6	Ongoing								

	Item completed
	Item ongoing
	Item outstanding
	Proposed timeframe
	Carried over from last year
	item added

Meetings		
1)	Weds	3rd April (dsp. 21st March)
2)	Thurs	16th May (dsp. 7th May)
3)	Weds	19th June (dsp. 11th June)
4)	Weds	11th September (dsp. 3rd September)
5)	Weds	30th October (dsp. 22nd October)
6)	Weds	4th December (dsp. 26th November)
7)	Mon	3rd February (dsp. 23rd January)
8)	Weds	5th March (dsp. 25th February)

Shaping Our Future: Lewisham's Sustainable Community Strategy 2008-2020		
	Priority	
1	Ambitious and achieving	SCS 1
2	Safer	SCS 2
3	Empowered and responsible	SCS 3
4	Clean, green and liveable	SCS 4
5	Healthy, active and enjoyable	SCS 5
6	Dynamic and prosperous	SCS 6

Corporate Strategy 2008-11		
	Priority	
1	Community Leadership	CP 1
2	Young people's achievement and involvement	CP 2
3	Clean, green and liveable	CP 3
4	Safety, security and a visible presence	CP 4
5	Strengthening the local economy	CP 5
6	Decent homes for all	CP 6
7	Protection of children	CP 7
8	Caring for adults and older people	CP 8
9	Active, healthy citizens	CP 9
10	Inspiring efficiency, effectiveness and equity	CP 10

**MAYOR & CABINET AND SCRUTINY
PROGRAMME OF BUSINESS**

Programme of Business for September 2013 - January 2014

Meeting date	Committee	Item	Directorate	Lead Officer
September				
Tuesday, 3 Sep 2013	Safer Stronger Communities Select Committee	Community asset changes	Community Services Directorate	Liz Dart
Tuesday, 3 Sep 2013	Safer Stronger Communities Select Committee	Discretionary rate relief policy review	Community Services Directorate	Liz Dart
Tuesday, 3 Sep 2013	Safer Stronger Communities Select Committee	Emergency services review	Community Services Directorate	Timothy Andrew
Tuesday, 3 Sep 2013	Safer Stronger Communities Select Committee	Update on main grants programme funding	Community Services Directorate	Liz Dart
Tuesday, 3 Sep 2013	Safer Stronger Communities Select Committee	Working practices in the community and voluntary sector	Community Services Directorate	Timothy Andrew
Wednesday, 4 Sep 2013	Healthier Communities Select Committee	Health & Wellbeing Strategy and Delivery Plan	Community Services Directorate	
Wednesday, 4 Sep 2013	Healthier Communities Select Committee	Health Scrutiny Protocol (Revised)	Resources and Regeneration Directorate	
Wednesday, 4 Sep 2013	Healthier Communities Select Committee	Improving Health Services in Dulwich and Surrounding Areas – consultation by the Southwark Clinical Commissioning Group	Community Services Directorate	
Wednesday, 4 Sep 2013	Healthier Communities Select Committee	Lewisham CCG's Engagement Strategy & Strategic Plan (including 'South-East London Community Based Care Strategy')	Community Services Directorate	
Wednesday, 4 Sep 2013	Healthier Communities Select Committee	Lewisham Hospital - update	Community Services Directorate	
Wednesday, 4 Sep 2013	Healthier Communities Select Committee	Reablement	Community Services Directorate	
Tuesday, 10 Sep 2013	Sustainable Development Select Committee	Climate local	Resources and Regeneration Directorate	Martin O'Brien

Meeting date	Committee	Item	Directorate	Lead Officer
Tuesday, 10 Sep 2013	Sustainable Development Select Committee	Emergency services review	Resources and Regeneration Directorate	Timothy Andrew
Tuesday, 10 Sep 2013	Sustainable Development Select Committee	Future of the Ladywell leisure centre	Resources and Regeneration Directorate	Joe Gillam
Tuesday, 10 Sep 2013	Sustainable Development Select Committee	Implementation of the street lighting contract	Customer Services Directorate	Ian Ransom
Tuesday, 10 Sep 2013	Sustainable Development Select Committee	Recycling contract	Customer Services Directorate	Sam Kirk
Wednesday, 11 Sep 2013	Mayor and Cabinet	Community Assets Changes		Aileen Buckton
Wednesday, 11 Sep 2013	Mayor and Cabinet	Council Tax Reduction Scheme Update		Kevin Sheehan
Wednesday, 11 Sep 2013	Mayor and Cabinet	Deptford Southern Housing Sites - results of section 105 consultation and Equalities Analysis process		Janet Senior
Wednesday, 11 Sep 2013	Mayor and Cabinet	Generation Playclubs	Children and Young People Directorate	Frankie Sulke
Wednesday, 11 Sep 2013	Mayor and Cabinet	Lewisham Gateway - Land appropriation.		Janet Senior
Wednesday, 11 Sep 2013	Mayor and Cabinet	Military Covenant		Janet Senior
Wednesday, 11 Sep 2013	Mayor and Cabinet	Proposals for the school places programme 2014-2015	Children and Young People Directorate	Frankie Sulke
Wednesday, 11 Sep 2013	Mayor and Cabinet	Re-constitution and New Instrument of Government for Myatt Garden		Frankie Sulke
Wednesday, 11 Sep 2013	Mayor and Cabinet	Response to Public Accounts Select Committee: Managing Contracts Review.		Janet Senior
Wednesday, 11 Sep 2013	Mayor and Cabinet	Surrey Canal Triangle Land Agreement:		Janet Senior
Wednesday, 11 Sep 2013	Mayor and Cabinet	Children's Social Care Rolling Select Preferred Provider		Frankie Sulke

Meeting date	Committee	Item	Directorate	Lead Officer
Sep 2013	(Contracts)	Framework		
Wednesday, 11 Sep 2013	Mayor and Cabinet (Contracts)	Energy Company Obligation delivery partner procurement decision		Janet Senior
Wednesday, 11 Sep 2013	Mayor and Cabinet (Contracts)	Personalised Care and Support Services for Children and Young People - Preferred Provider Framework		Frankie Sulke
Wednesday, 11 Sep 2013	Mayor and Cabinet (Contracts)	Supporting People Contract Award.		Aileen Buckton
Wednesday, 11 Sep 2013	Mayor and Cabinet (Contracts)	The Investment Fund: Support for the Advice Sector		Aileen Buckton
Wednesday, 11 Sep 2013	Housing Select Committee	Housing supply and demand	Customer Services Directorate	
Wednesday, 11 Sep 2013	Housing Select Committee	Housing Matters update	Customer Services Directorate	
Wednesday, 11 Sep 2013	Housing Select Committee	Review into emergency services in Lewisham	Customer Services Directorate	
Wednesday, 25 Sep 2013	Public Accounts Select Committee	Financial survey	Resources and Regeneration Directorate	
Wednesday, 25 Sep 2013	Public Accounts Select Committee	Funding and Financial Management of Adult Social Care Review	Community Services Directorate	
Wednesday, 25 Sep 2013	Public Accounts Select Committee	Managing Contracts Review - Response	Resources and Regeneration Directorate	
Wednesday, 25 Sep 2013	Public Accounts Select Committee	Savings 2013/14	Resources and Regeneration Directorate	
October				
Wednesday, 2 Oct 2013	Mayor and Cabinet	Budget Strategy 2014-15		Janet Senior
Wednesday, 2 Oct 2013	Mayor and Cabinet	Appointment of LA Governors		Janet Senior
Wednesday, 2 Oct 2013	Mayor and Cabinet	Financial Forecasts		Janet Senior
Wednesday, 2 Oct	Mayor and Cabinet	Local Implementation Plan (LIP) 2014/15 to 2016/17		Janet Senior

Meeting date	Committee	Item	Directorate	Lead Officer
2013		Delivery Plan, Interim Targets and Annual Spending Submission		
Wednesday, 2 Oct 2013	Mayor and Cabinet	New Instrument of Government Launcelot Primary School		Frankie Sulke
Wednesday, 2 Oct 2013	Mayor and Cabinet	Parking Annual Report		Kevin Sheehan
Wednesday, 2 Oct 2013	Mayor and Cabinet	Response to Sustainable Development Select Committee on Air Quality.		Kevin Sheehan
Wednesday, 2 Oct 2013	Mayor and Cabinet (Contracts)	Request for authority to Award a contract for the enlargement of John Stainer Primary from 1 to 2 FE		Frankie Sulke
Wednesday, 2 Oct 2013	Mayor and Cabinet (Contracts)	New Cross Gate Healthy Living Centre Scheme.		Janet Senior
Wednesday, 2 Oct 2013	Mayor and Cabinet	Catford - Town Hall site update.		Janet Senior
Wednesday, 9 Oct 2013	Children and Young People Select Committee	Attainment and achievement in Lewisham Schools	Children and Young People Directorate	Sue Tipler
Wednesday, 9 Oct 2013	Children and Young People Select Committee	Looked after children performance and participation strategy	Children and Young People Directorate	
Wednesday, 9 Oct 2013	Children and Young People Select Committee	Nursery Education and Childcare Review	Children and Young People Directorate	
Tuesday, 22 Oct 2013	Safer Stronger Communities Select Committee	Integration	Community Services Directorate	Timothy Andrew
Tuesday, 22 Oct 2013	Safer Stronger Communities Select Committee	Lewisham race equality organisation update	Community Services Directorate	Liz Dart
Tuesday, 22 Oct 2013	Safer Stronger Communities Select Committee	Revenue budget savings proposals	Resources and Regeneration Directorate	Conrad Hall
Wednesday, 23 Oct	Mayor and Cabinet	Appointment of LA Governors		Frankie Sulke

Meeting date	Committee	Item	Directorate	Lead Officer
2013				
Wednesday, 23 Oct 2013	Mayor and Cabinet	Complaints Annual Report 2012/13		Kevin Sheehan
Wednesday, 23 Oct 2013	Mayor and Cabinet	Discretionary rate relief - new policy		Aileen Buckton
Wednesday, 23 Oct 2013	Mayor and Cabinet	Housing Supply and Demand		Kevin Sheehan
Wednesday, 23 Oct 2013	Mayor and Cabinet	Management Report		Janet Senior
Wednesday, 23 Oct 2013	Mayor and Cabinet	Re-constitution and New Instrument of Government John Stainer		Frankie Sulke
Wednesday, 23 Oct 2013	Mayor and Cabinet	Response to Healthier Communities Select Committee on Outcomes Based Commissioning and Outcomes Based Practice for Adult Social Care		Aileen Buckton
Wednesday, 23 Oct 2013	Mayor and Cabinet	Response to Housing Select Committee on the emergency services Review		Kevin Sheehan
Wednesday, 23 Oct 2013	Mayor and Cabinet	Response to Overview & Scrutiny Business Panel - Future of the Ladywell Leisure Centre		Janet Senior
Wednesday, 23 Oct 2013	Mayor and Cabinet	Response to Public Accounts Select Committee on Cross Borough Working		Janet Senior
Wednesday, 23 Oct 2013	Mayor and Cabinet	Response to Sustainable Development Select Committee: business development review		Janet Senior
Wednesday, 23 Oct 2013	Mayor and Cabinet (Contracts)	Contract Award for works to provide decant accommodation for Adamsrill Primary School		Frankie Sulke
Wednesday, 23 Oct 2013	Mayor and Cabinet (Contracts)	Contract Award for works to construct a Primary Phase at Prendergast Ladywell Fields College		Frankie Sulke
Wednesday, 23 Oct 2013	Mayor and Cabinet (Contracts)	Corporate energy contracts - review 2013		Janet Senior
Wednesday, 23 Oct 2013	Healthier Communities Select Committee	Community Mental Health Review	Community Services Directorate	
Wednesday, 23 Oct 2013	Healthier Communities Select Committee	CQC Local Compliance Manager Update & Lewisham Healthcare NHS Trust inspection report update and	Community Services Directorate	

Meeting date	Committee	Item	Directorate	Lead Officer
		Mental Health Adult Placement inspection report update/Adult Safeguarding Report		
Wednesday, 23 Oct 2013	Healthier Communities Select Committee	Lewisham Hospital - update	Community Services Directorate	
Wednesday, 23 Oct 2013	Healthier Communities Select Committee	Savings Proposals 2014/15	Community Services Directorate	
Wednesday, 23 Oct 2013	Healthier Communities Select Committee	Update on Outcomes of Premature Mortality Review	Children and Young People Directorate	
Wednesday, 23 Oct 2013	Healthier Communities Select Committee	'Extra Care' Housing Plans	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	Developing Lewisham's housing assets: upgrading existing stock	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	Housing Matters update	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	Housing Matters: results of further consultation and way forward	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	In depth review into low cost home ownership report and follow up	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	Key housing issues	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	Newham landlord licensing scheme	Customer Services Directorate	
Wednesday, 30 Oct 2013	Housing Select Committee	Review of the housing complaints process	Customer Services Directorate	
Thursday, 31 Oct 2013	Sustainable Development Select Committee	Build the Lenox	Resources and Regeneration Directorate	Timothy Andrew
Thursday, 31 Oct 2013	Sustainable Development Select Committee	Highways	Customer Services Directorate	Ian Ransom
Thursday, 31 Oct 2013	Sustainable Development Select Committee	Parking policy monitoring and update	Customer Services Directorate	Ralph Wilkinson

Meeting date	Committee	Item	Directorate	Lead Officer
Thursday, 31 Oct 2013	Sustainable Development Select Committee	Revenue budget savings proposals	Resources and Regeneration Directorate	Conrad Hall
November				
Wednesday, 6 Nov 2013	Children and Young People Select Committee	Savings 2013/14	Children and Young People Directorate	
Monday, 11 Nov 2013	Public Accounts Select Committee	Council tax reduction scheme	Resources and Regeneration Directorate	
Monday, 11 Nov 2013	Public Accounts Select Committee	Management report	Resources and Regeneration Directorate	
Monday, 11 Nov 2013	Public Accounts Select Committee	Revenue and Capital Budget Monitoring	Resources and Regeneration Directorate	
Wednesday, 13 Nov 2013	Mayor and Cabinet	Contract Award for works to enable the expansion of Adamsrill Primary School.		Frankie Sulke
Wednesday, 13 Nov 2013	Mayor and Cabinet	New Homes Better Places		Kevin Sheehan
Wednesday, 13 Nov 2013	Mayor and Cabinet	Older People's Housing Strategy		Kevin Sheehan
Tuesday, 19 Nov 2013	Safer Stronger Communities Select Committee	Promoting a sense of belonging	Community Services Directorate	Liz Dart
Tuesday, 19 Nov 2013	Safer Stronger Communities Select Committee	Update on main grants programme funding	Community Services Directorate	Liz Dart
December				
Tuesday, 3 Dec 2013	Children and Young People Select Committee	Generation Play Clubs update	Children and Young People Directorate	
Tuesday, 3 Dec 2013	Children and Young People Select Committee	Nursery Education and Childcare Review	Children and Young People Directorate	
Tuesday, 3 Dec	Children and Young	Secondary school placements planning	Children and Young	

Meeting date	Committee	Item	Directorate	Lead Officer
2013	People Select Committee		People Directorate	
Wednesday, 4 Dec 2013	Mayor and Cabinet	Council Tax Reduction Scheme for 2014-15		Kevin Sheehan
Wednesday, 4 Dec 2013	Mayor and Cabinet	Management Report		Janet Senior
Wednesday, 4 Dec 2013	Mayor and Cabinet (Contracts)	Main grants extension		Aileen Buckton
Wednesday, 4 Dec 2013	Housing Select Committee	Brockley PFI mid year review	Customer Services Directorate	
Wednesday, 4 Dec 2013	Housing Select Committee	Impact of housing benefit cap on Lewisham residents	Customer Services Directorate	
Wednesday, 4 Dec 2013	Housing Select Committee	Key housing issues	Customer Services Directorate	
Wednesday, 4 Dec 2013	Housing Select Committee	Lewisham Homes mid year review	Customer Services Directorate	
Wednesday, 4 Dec 2013	Housing Select Committee	Proposed rent and service charge increases	Customer Services Directorate	
Tuesday, 10 Dec 2013	Sustainable Development Select Committee	Air quality action plan	Customer Services Directorate	Dave Trew
Tuesday, 10 Dec 2013	Sustainable Development Select Committee	Build the Lenox	Resources and Regeneration Directorate	John Miller
Tuesday, 10 Dec 2013	Sustainable Development Select Committee	Plans for extension of the DLR	Resources and Regeneration Directorate	Simon Moss
Tuesday, 10 Dec 2013	Sustainable Development Select Committee	Road safety and cycling	Resources and Regeneration Directorate	Simon Moss
Tuesday, 10 Dec 2013	Sustainable Development Select Committee	Update on Bakerloo line discussions	Resources and Regeneration Directorate	Simon Moss

Meeting date	Committee	Item	Directorate	Lead Officer
Wednesday, 11 Dec 2013	Healthier Communities Select Committee	Interim Evaluation of the North Lewisham Plan	Community Services Directorate	
Wednesday, 11 Dec 2013	Healthier Communities Select Committee	Lewisham Hospital - update	Community Services Directorate	
Wednesday, 11 Dec 2013	Healthier Communities Select Committee	Library and Information Service	Community Services Directorate	
Wednesday, 11 Dec 2013	Healthier Communities Select Committee	Prioritisation process for Public Health expenditure in 2014/15 (incl. Sustainability of Community Health Projects and Initiatives)	Community Services Directorate	
Wednesday, 11 Dec 2013	Healthier Communities Select Committee	Public Health 2012/13 Annual Report	Community Services Directorate	
Wednesday, 11 Dec 2013	Healthier Communities Select Committee	The Francis Report - progress on recommendations	Community Services Directorate	
January				
Thursday, 9 Jan 2014	Public Accounts Select Committee	Annual complaints report	Resources and Regeneration Directorate	
Tuesday, 21 Jan 2014	Safer Stronger Communities Select Committee	Local assemblies review	Community Services Directorate	Liz Dart