

Housing Select Committee Agenda

Tuesday, 4 June 2019

7.30 pm,

Civic Suite

Lewisham Town Hall

London SE6 4RU

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Part 1

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Housing Select Committee Members

Members of the committee, listed below, are summoned to attend the meeting to be held on Tuesday, 4 June 2019.

Janet Senior, Acting Chief Executive
Friday, 24 May 2019

Councillor Peter Bernards (Chair)	
Councillor Stephen Penfold (Vice-Chair)	
Councillor Tom Copley	
Councillor Aisling Gallagher	
Councillor Leo Gibbons	
Councillor Sue Hordijkenko	
Councillor Silvana Kelleher	
Councillor Olurotimi Ogunbadewa	
Councillor Alan Smith	
Councillor Susan Wise	
Councillor Bill Brown (ex-Officio)	
Councillor Sakina Sheikh (ex-Officio)	

MINUTES OF THE HOUSING SELECT COMMITTEE

Wednesday 1 May 2019, 7.30pm

Present: Councillors Peter Bernards (Chair), Stephen Penfold (Vice Chair), Aisling Gallagher, Leo Gibbons, Silvana Kelleher, Olurotimi Ogunbadewa and Sue Hordijkenko.

Apologies: Cllrs Tom Copley and Susan Wise.

Also present: Margaret Dodwell (Chief Executive, Lewisham Homes), Ainsley Forbes (Chair, Lewisham Homes), Kevin Sheehan (Executive Director for Customer Services), and John Bardens (Scrutiny Manager).

1. Confirmation of the Chair and Vice-Chair

John Bardens (Scrutiny Manager) opened the meeting and asked Members to confirm the appointment of the Chair and Vice-Chair.

Resolved: that Councillor Peter Bernards be confirmed as the Chair and Councillor Stephen Penfold be confirmed as the Vice-Chair of the Select Committee.

2. Minutes of the meeting held on 6 March 2019

2.1 Cllr Kelleher noted that she had spent a day shadowing the housing allocations and lettings team and that she had produced a short summary report to share with the committee.

Resolved: the minutes of the last meeting were agreed as a true record.

3. Declarations of interest

The following non-prejudicial interests were declared:

- Cllr Olurotimi Ogunbadewa is a board member of Phoenix Housing.
- Cllr Sue Hordijkenko is a board member of Phoenix Housing.
- Cllr Silvana Kelleher is a Lewisham Homes tenant.
- Cllrs Aisling Gallagher is a Lewisham Homes tenant.

4. Responses from Mayor and Cabinet

There were no responses from Mayor and Cabinet.

5. Lewisham homes annual business plan

Margaret Dodwell (Chief Executive, Lewisham Homes) introduced the report. The following key points were noted:

- 5.1 Lewisham Homes' three-year corporate plan was launched on 1st April. The plan sets out where Lewisham Homes, as the council's housing company, wants to get to over the next three years. The new vision is *to create thriving communities and places people are proud to call home*.
- 5.2 Lewisham Homes' annual business plan sets out the tasks that need to be completed for the year in order to achieve the ambitions of the corporate plan.
- 5.3 Lewisham Homes' core function is to meet housing need – through supporting the supply of new homes and managing council stock, both general needs and temporary accommodation.

The committee asked a number of questions. The following key points were noted:

- 5.4 The committee expressed concern about repairs and anti-social behaviour and said that there needs to be a focus on these in order for people to be able to take pride in where they live.
- 5.5 Lewisham Homes noted that repairs and anti-social behaviour were strong themes in resident consultation on the corporate plan. Residents were having problems with the process of getting repairs done and didn't feel that anti-social behaviour was taken seriously enough.
- 5.6 Lewisham Homes is planning to review its anti-social behaviour service by July 2019. It is also planning to carry out a benchmarking exercise to see how it compares in a number of areas with other social landlords in London.
- 5.7 The committee noted that there had not been a staff survey since 2017.
- 5.8 Lewisham Homes is making a lot of changes to its business and is planning to survey its staff quarterly in order to ensure that staff are engaged and to identify any necessary training.
- 5.9 Lewisham Homes recognises that it needs to modernise its services for leaseholders who want to be able to engage more online, and is working with a group of leaseholders to improve this service.
- 5.10 Lewisham Homes noted that it was delivering the remainder of the previous administration's new homes programme and was now working towards the new administration's programme for 2022. The target for new homes will be revised upwards once this programme has been set out.

- 5.11 Lewisham Homes noted that its staff turnover rate was healthy. Lewisham Homes wants to have as many permanent staff as possible, but noted that there are areas where specialist temporary staff are needed. The number of agency staff has previously been as high as 10%.
- 5.12 The committee queried the specific reasons behind the eviction statistics and asked if more detail on this could be set out in future reports.
- 5.13 It was noted that the majority of evictions are in relation to rent arrears or succession cases. There are not many in relation to anti-social behaviour. It was noted that the number of evictions for rent arrears has reduced in recent years as more has been invested in tenancy sustainment.
- 5.14 The committee asked about the latest government guidance on fire doors. Lewisham Homes agreed to provide a written response setting out the latest position.
- 5.15 The committee stressed that information on fire doors needs to be effectively communicated to residents.
- 5.16 One councillor noted that they had not yet received a response to a query relating to door security products used by Lewisham Homes and insurance. Officers agreed to provide a response.
- 5.17 One councillor, speaking under standing orders, asked Lewisham Homes about the recent change to their governance arrangements which allowed the council representative on the Lewisham Homes board to be a Lewisham Homes tenant.
- 5.18 Lewisham Homes noted that there was a request from the council to look at making the membership arrangement for councillors more flexible. Following discussion between the council and Lewisham Homes it was decided that introducing that changes to the board membership would provide the necessary flexibility. Lewisham Homes' governance arrangements will be reviewed again in the future. Officers agreed to provide the committee with more information on the governance change.

Resolved: the committee noted the report; requested to receive a more detailed breakdown in future reports of the reasons for evictions; agreed to receive a written briefing on the latest government guidance on fire doors; and agreed to receive further information on the recent changes to governance arrangements.

6. Information item: new homes programme update

Resolved: the committee noted the report.

7. Select Committee work programme

John Bardens (Scrutiny Manager) introduced the draft work programme for 2019/20.

The committee discussed the work programme and potential topics for in-depth review. Suggestions included:

- 7.1 The extent of overcrowding in the public and private sector; how this affects the council's allocations scheme; related health issues, such as mould growth; and the support available for those who want to downsize. It was noted that the allocations scheme does not currently take into account statutory overcrowding.
- 7.2 There are around 4,000 households on the Lewisham housing register living in overcrowded conditions. Officers agreed to provide the committee with more information on overcrowding in the borough. It was noted, however, that data on overcrowding in the private sector is not held by the council.
- 7.3 The effects of housing people in temporary accommodation out of the borough. This should include speaking to residents who have been placed out of borough and exploring what flexibility there is in the policy. It was noted that other boroughs have criteria for when people should not be placed out of borough.
- 7.4 Resident engagement on estate redevelopment; how does the council engage with residents on housing developments and what lessons has it learned from previous engagement; what role could tenant and resident associations (TRAs) play and how are partners facilitating the creation of TRAs; and the role of councillors in community engagement. The committee noted that there was a growing hostility in the borough towards changing neighbourhoods.
- 7.5 The committee voted in favour of holding an in-depth review on resident engagement in housing development.

The committee also discussed other potential work programme items, including:

- 7.6 An update on the review of no recourse to public funds (NRPF).
- 7.7 Updates on the new homes programme.

Resolved: the Committee agreed the work programme for 2019/20; agreed to receive further information from officers on the extent of overcrowding in the borough; agreed to scope an in-depth review of resident engagement on housing development; agreed to receive an update on the NRPF review; and agreed to receive updates on the new homes programme at every other meeting

8. Referrals

There were no referrals.

The meeting ended at 21.30pm

Chair:

Date:

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Housing Select Committee			
Title	Declarations of Interest	Item No.	2
Contributor	Chief Executive		
Class	Part 1 (open)	4 June 2019	

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 no 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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Housing Select Committee			
Report Title	Lewisham Homes Acquisition Programme and Loan Agreement		
Key Decision	Yes	Item No.	4
Ward	All		
Contributors	Executive Director for Customer Services		
Class	Part 1	Date:	4 June 2019

1. Summary

- 1.1 Housing Select Committee will be aware of the continuing challenge posed by the increase in homeless households in the borough. At the end of January 2019 there were 2,116 Lewisham households in temporary accommodation, of whom 629 households were in nightly paid accommodation. The remaining 1,487 households are currently placed in a variety of other forms of temporary accommodation, including hostels and properties leased from the private market.
- 1.2 In addition, the Council has a commitment to refugee families, with a strategic priority to aim to resettle a further 100 families in addition to those already in borough. As part of this, suitable accommodation has to be sourced or identified for the families to inhabit on arrival. This is a substantial increase on the first phase of the resettlement programme which saw sixteen families resettled in borough and requires a more comprehensive approach to housing procurement.
- 1.3 Further to the initial £20m loan for acquisitions, in January 2015 Mayor and Cabinet agreed that in order to increase the supply of quality, in-borough temporary accommodation a commercial loan of £20m should be extended to Lewisham Homes to enable it to purchase properties on the open market for use as temporary accommodation and to prevent homelessness. As of December 2018, Lewisham Homes has acquired 152 properties on the acquisition programme, and are continuing negotiations to acquire further properties.
- 1.4 Officers are now recommending that a further loan is extended to Lewisham Homes in order to extend the acquisition programme and continue to provide a better alternative to nightly paid accommodation and accommodation for refugee families being resettled as part of the corporate priority to become a borough of sanctuary.
- 1.5 The remainder of this report provides an update on the current situation regarding homelessness and temporary accommodation, an update on further initiatives and more detail on the operation of the acquisition programme and proposed further loan.

2. Recommendations

- 2.1 It is recommended that Housing Select Committee:
 - Notes the current situation, policy context and pressures concerning the use of temporary accommodation for homeless households.

- Notes the progress achieved in meeting the aims of the Lewisham Homes acquisition programme, including the savings from the reduced need to place households into nightly paid accommodation.
- Note the rationale for a further £5m to be loaned to Lewisham Homes to acquire additional properties, particularly advantageous buy-backs, for the purposes of temporary accommodation, homeless prevention, and refugee resettlement dependent on the demands of the service.
- Agree that the report is progressed to Mayor and Cabinet to recommend:
 - that the Council provide a loan of up to £5m to Lewisham Homes, on the terms set out in this report, to enable the continuation of the acquisition programme to help manage homelessness demand and contribute to meeting the requirements of refugee families resettled in borough; and
 - that the authority to finalise the terms of the loan agreement be delegated to the Acting Chief Financial Officer.

3. Policy Context

3.1 The contents of this report are consistent with the Council's policy framework. It supports the priorities set out in the Corporate Strategy 2018-2022:

- Open Lewisham
- Tackling the housing crisis
- Giving children and young people the best start in life
- Building an inclusive local economy
- Delivering and defending: health, social care and support
- Building safer communities

3.2 It will also help meet the Council's Housing Strategy 2015-2020 in which the Council commits to the following key objectives:

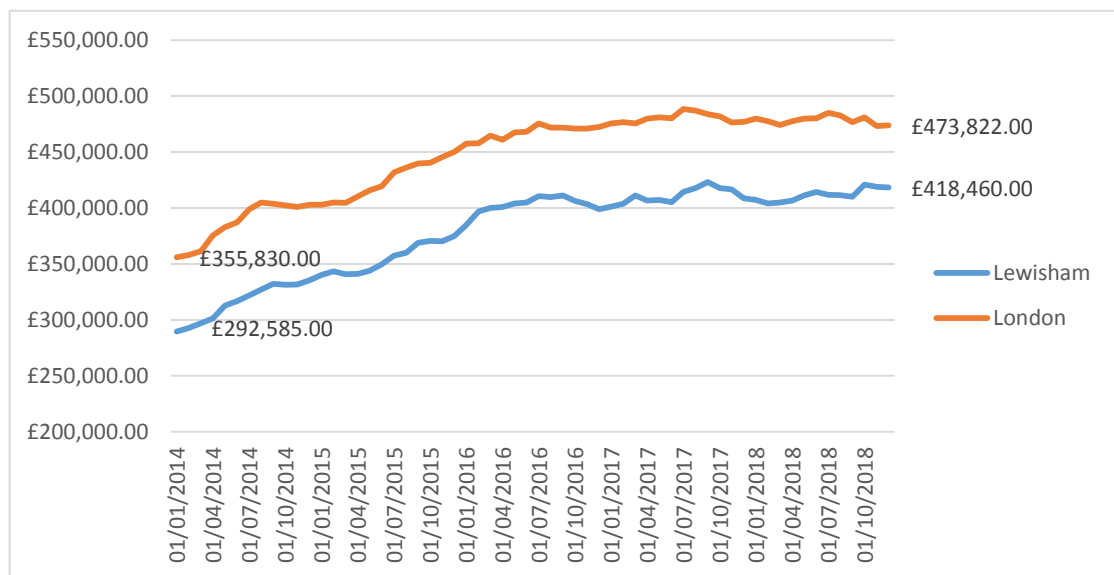
- Helping residents at times of severe and urgent housing need
- Building the homes our residents need
- Greater security and quality for private renters
- Promoting health and wellbeing by improving our residents' homes

4. Homelessness in London and Lewisham

4.1 The affordability pressures in the Private Rented Sector (PRS) in many parts of London have contributed to an increase in homelessness. In London as a whole, there were over 56,000 London households in temporary accommodation at the end of July 2018.

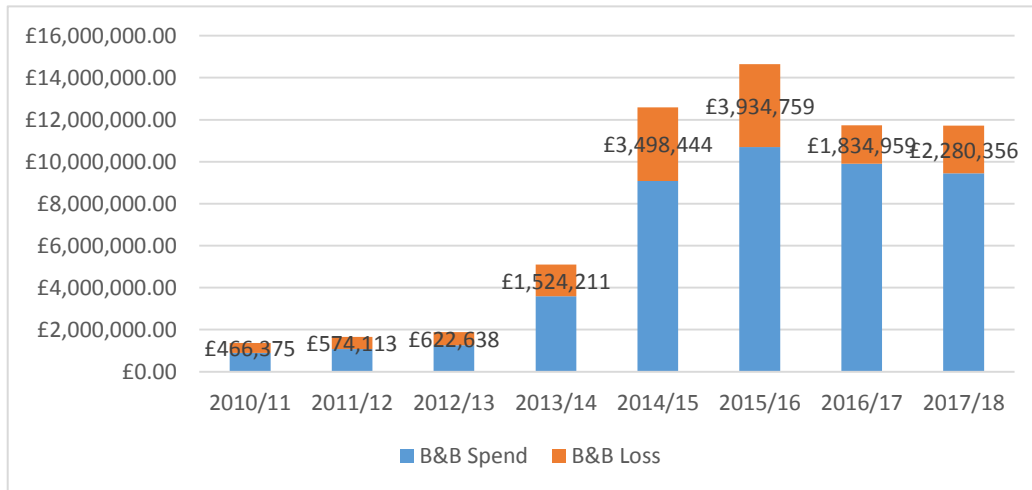
4.2 Over 15,000 households were accepted as Homeless in 2017/18 across London, 27% of all acceptances in England in 2017/18, and as the number of households requiring support is likely to increase across London and the borough, suitable properties become ever more desirable to authorities and the market.

- 4.3 In Lewisham, there has been a 40% increase in the number of homeless households in temporary accommodation since April 2014 and there are currently over 2,100 homeless households in temporary accommodation. The interventions outlined elsewhere in this report mean that this number has started to stabilise over the past 12 months, despite the challenges of the reduced supply of accommodation in the PRS and the increasing unaffordability of all tenures, and of increased demand caused by welfare reform.
- 4.4 The shortage of supply of both social housing and affordable private rented accommodation in Lewisham continues to lead to high demand on the Housing Needs Service. There are a number of contributory factors to the level of homelessness in Lewisham and across London.
- 4.5 High property prices and rents provides incentives for landlords to seek higher rents than can be afforded by residents on lower incomes, or to sell their properties whilst prices are high. This is exacerbated by ongoing shortfalls in the new supply of all forms of housing, particularly affordable housing, and a significant decrease in the movement of tenants within existing stock.
- 4.6 The below chart shows the recent trend in house prices in Lewisham and London, detailing a rapid increase from 2014 to mid-2017 followed by a stagnation of prices.



- 4.7 Between 2010/11 and 2017/18 the number of Council and Housing Association properties available to let has decreased by 43%. The Council has almost 9,700 individuals and families on the Housing Register and this figure is increasing annually.

4.8 In 2017/18 the Council spent almost £25m on Temporary Accommodation, of which just under half was expenditure on Nightly Paid accommodation. Almost £2.3m of expenditure on Nightly Paid accommodation was a net loss to the council, as costs exceeded what could be recouped in Housing Benefit. The chart below illustrates the increase in the gross expenditure in Nightly Paid accommodation, and net loss, since 2010/11.



5. The supply of temporary accommodation

- 5.1 The Council's in-borough temporary accommodation consists of a combination of hostels, which are owned by the Local Authority, Private Sector Leased (PSL) properties which are procured on long leases and Privately Managed Accommodation (PMA). Since September 2016, the operational management of the temporary accommodation portfolio has been transferred from the Council to Lewisham Homes.
- 5.2 The council seeks to procure properties where the rent is at or below the Local Housing Allowance (LHA), which is the maximum amount of rent which can be covered by housing benefit. However, procuring properties within LHA rates locally has become increasingly difficult.
- 5.3 This also aligns with resettlement accommodation, as the rents charged to refugee families are also set at LHA levels to accommodate coverage by housing benefit. For refugee families, the Council initially provides a 2-year Assured Shorthold Tenancy (AST), as though the Council has a duty to the families across the five year programme, they will be moved towards independence and may have changing housing needs, so this approach helps to ensure the most appropriate use of the housing available.
- 5.4 LHA rates were originally set at the 30th percentile of rents in an area, however as a consequence of a freeze on LHA, there is now a substantial gap between the 30th percentile of the market and the LHA applicable.
- 5.5 There are two LHA rates which apply in Lewisham, demonstrated in the table on the next page.

LHA & Private Market rates in Lewisham

	Weekly Cost - 2 Bed
Inner SE London LHA	£281.45
Outer SE London LHA	£210.17
30th Percentile Private Market Rent	£295
Median Private Market Rent	£319

- 5.6 The LHA applicable for 2-bedroom properties in Inner South East London is 13% below the 30th percentile of market rents and the LHA applicable for 2-bedroom properties in Outer South East London is 17% below the 30th percentile of market rents.
- 5.7 To address the risk to the supply of temporary accommodation outlined above, the Council has taken a number of measures including:
- Expanding the Council's hostel provision, with a review of long-term empty properties and the Council's asset register to identify suitable accommodation.
 - PLACE/Ladywell – constructed using modern methods of construction to deliver new temporary accommodation on a vacant site much more quickly. This has been succeeded by plans for another similar development on Edward Street in Deptford and use of the technology to deliver more social homes on several other sites.
 - Working with existing PSL landlords to promote the retention of PSL temporary accommodation.
 - Participating in Capital Letters – a pan-London procurement scheme aimed at increasing temporary accommodation across London at best value.
 - Increasing permanent housing supply, including the Council's previous 500 home programme and current commitment to deliver a further 1,000 homes.
 - The Lewisham Homes acquisition programme, which is set out in more detail in section 7 of this report.

6. Refugee resettlement in Lewisham

- 6.1 More than 400,000 people have died because of the Syrian conflict since 2011, according to the World Bank, with 5 million seeking refuge abroad and over 6 million displaced internally, according to UN agencies.
- 6.2 In response to the humanitarian crisis, the government said it would support the resettlement of 20,000 vulnerable Syrian refugees by 2020 through the Vulnerable Person's Resettlement Scheme. This work is coordinated by the Home Office and Ministry for Housing, Communities and Local Government.
- 6.3 At a meeting of Full Council on 21 September 2016, after representations from various community groups in favour of the programme, all councillors voted in favour of participating in the scheme. On 22 March 2017, Mayor and Cabinet voted to extend Lewisham's offer to include households from the Vulnerable Children's

Resettlement Scheme (VCS). This includes non-Syrian refugee families in the region who have been highlighted as 'vulnerable' by the United Nations because of the needs of their children.

- 6.4 In the new Corporate Strategy, approved at Full Council on 27 February 2019, a commitment to resettle a further 100 families was formalised. Work to resource the expanded programme has now taken place and a new team is in situ to deliver the increased commitment.
- 6.5 Resettlement through the programme requires us as an authority to accept referrals from the Home Office and take responsibility for the families we accept from arrival at the airport. Housing must be provided at Local Housing Allowance rates for the five-year duration of the programme, but this can be of any tenure provided it is within the borough boundaries. Families will typically arrive with few possessions, so part of the housing provision involves ensuring a basic package of goods are ready for the family on arrival.
- 6.6 Additionally, resettlement support must be provided to move the family towards independence, and this focuses on tenancy sustainment and management; budgeting, including benefits management; ESOL and other employment, education and training; health and care needs.
- 6.7 It is the intention of the programme that families are supported to rebuild their lives, and to participate fully in the community they are resettled in, with refugee status and limited leave to remain granted for five years. While the families will be moved towards housing independence, homes need to be available for them on arrival and as they work towards establishing themselves in borough.
- 6.8 To address the supply for the families being resettled through the borough's 100 families programme, a number of supply approaches are being explored:
- Working with nightly-paid providers to obtain housing at LHA rates rather than their usual, higher, rent levels.
 - Working with the community to identify properties which are suitable for private rent, and which would not otherwise be in the market, for direct letting to the refugee families. This was a large source of housing for the first families resettled.
 - Working to understand opportunities within the private rented sector (PRS), through engaging with landlords and supporting families to independent rent, which frees existing homes for future families.
 - The possibility of acquisition as a supply source, either through wholesale purchase of blocks of housing as a Council or individual purchases as part of the Lewisham Homes acquisition programme, which is set out in more detail in the next section.

7. Lewisham Homes Loan and Acquisition Programme

- 7.1 In January 2015, the previous Mayor and Cabinet agreed that as a new strand to the Council's strategy to increase its supply of temporary accommodation, Lewisham Homes should be enabled to acquire properties on the open market. To facilitate this acquisitions programme, Mayor and Cabinet agreed that a commercial loan of £20m should be extended to Lewisham Homes.

7.2 As of December 2018, Lewisham Homes had acquired 57 properties through this scheme, as set out below:

Property size	Number
1 bed	1
2 beds	112
3 beds	39
Total completed	152

7.3 The properties have been let at rents equivalent to the relevant Local Housing Allowance and let either to homeless households, or to prevent a household from becoming homeless. The rental income allows Lewisham Homes to manage and maintain the properties, and also make interest payments on the loan, thus providing an income for the Council in return for the capital committed.

7.4 Letting these properties to homeless households at Local Housing Allowance rates also enables the council to make a saving by reducing the need for expensive bed and breakfast accommodation.

7.5 The acquisitions programme has therefore been successful at increasing the supply of higher quality temporary accommodation available to the Council. It has also saved money by reducing the amount of nightly paid accommodation the Council would have had to procure, and the scheme also generates an income for the Council.

7.6 Officers are now recommending that a further £5m loan is extended to Lewisham Homes to continue the acquisition programme. This will enable further provision for homeless households including refugees being resettled in the borough as part of Lewisham's refugee resettlement programme.

7.7 The loan facility is recommended at this £5m level to provide a mechanism through which strategic acquisition and buy-backs can be achieved. The current market conditions do not support a larger programme at this time. It is recommended that the Lewisham Homes work within the general parameters set out in this report and the data available on TA and refugee demand and evaluate suitable properties against their own budget parameters.

7.8 Due to the prevailing conditions of the housing market set out in this report, with the cost of housing in Lewisham, and learning from the first two acquisitions programmes, it is anticipated that this loan would be extended at the lower interest rate and longer period of the second loan rather than the terms of the first. This allows Lewisham Homes to operate competitively in the market.

7.9 The expansion and continuation of the acquisition programme would provide a significant benefit to the Council, further reducing the need to use expensive and unsuitable nightly paid accommodation and providing much needed supply to accommodate those who need it most, from homeless families to refugees.

7.10 Following comments from Housing Select Committee this report will be taken to Mayor and Cabinet to agree that officers negotiate with Lewisham Homes regarding the detail of this proposal based on the terms set out in this report.

8. Financial Implications

- 8.1 The proposal in this report is for the Council to loan Lewisham Homes up to £5m on an interest only basis with the principal to be repaid by Lewisham Homes at the term of the loan. This third loan will be provided on the same terms as the second £20m loan, to be agreed by the Acting Chief Financial Officer under the authority delegated by this report, and principally as set out below:
- The loan will be negotiated at prevailing interest rates available from the Public Works Loans Board (PWLB) on the day drawdown is requested, to recover the Council's costs;
 - The duration of the interest only, maturity loan is expected to be for up to forty years;
 - The loan will be drawn down and repaid in full at pre-agreed dates, in line with the terms of the Council's loan from the PWLB.
 - The loan will qualify as State Aid exempt because the finance is provided exclusively for Social Housing;
 - Properties purchased using the loan will only be eligible to rent at Local Housing Allowance rents (and therefore covered by Housing Benefits);
- 8.2 The risks to the Council of making such a loan are that Lewisham Homes is not able to maintain the interest payments or repay the principal on conclusion of the loan agreement. These are mitigated by the fact that, additional to the financing aspects of the loan, the Council should incur lower temporary accommodation costs as a result of being able to access these properties (as compared to other available stock) and its position protected by the security of the properties acquired by Lewisham Homes with the loan.
- 8.3 As noted in the legal implications below, the proposal is consistent with the revised terms of the management agreement between the Council and Lewisham Homes. The risks to Lewisham Homes in accepting this loan, once the details are confirmed, will be for their Board to consider.

9. Legal Implications

Duties and powers

- 9.1 The Housing (Homeless Persons) Act 1977 places a duty on local housing authorities to secure permanent accommodation for unintentionally homeless people in priority need. Authorities' duties towards homeless people are now contained in Part 7 of the 1996 Housing Act (as amended) and are briefly summarised in 8.2 below.
- 9.2 When a household makes an application to a local authority for assistance with homelessness the authority is under a duty to carry out inquiries in order to satisfy itself as to what level of duty is owed to a homeless applicant. If an authority has reason to believe that a homeless applicant has nowhere to stay and is in priority need, then there is an immediate duty to make suitable temporary accommodation available pending further inquiries. The 'priority need groups' include households with dependent children or a pregnant woman and people who are vulnerable in some way e.g. because of mental illness or physical disability, having been in care, in the armed forces or subject to domestic violence.

- 9.3 The provision of the loan will enable Lewisham Homes to acquire more properties on the open market to provide temporary accommodation for homeless households. Lewisham Homes is a legal entity separate from the Council and can let tenancies in accordance with the assured tenancy regime set out in the Housing Act 1988 (the 1988 Act), in particular on an assured shorthold tenancy basis. The consequence is that the tenants would be subject to the limited protections afforded by the 1988 Act to assured shorthold tenants, chiefly, a minimum six-month term, subject to termination on two months' notice. Rents can be charged at market levels although as indicated in the Report at paragraph 6.5, it is the intention of the Council and Lewisham Homes that the properties will be let at Local Housing Allowance level. Lewisham Homes' tenants would not have the benefit of the right to buy (RTB), notwithstanding the parent/subsidiary relationship between Lewisham Homes and the Council.
- 9.4 The power to permit Lewisham Homes to acquire and let these properties for temporary accommodation can be found in Section 1 of the Local Government Act 2011) which gives power to a local authority to do anything that individuals generally may do. Section 4 of the Localism Act provides that if a local authority is doing anything for a commercial purpose it must do so through a company. As Lewisham Homes is company which is an existing wholly owned subsidiary of the Council Section 4 can be relied upon if the purpose was deemed to be for a commercial purpose.
- 9.5 The exercise of this discretionary power has to be reasonable. The Council could alternatively acquire these properties under S9 of the Housing Act 1985. However, importantly, this is only one element in a housing strategy to meet the needs of all homeless persons and is strictly for the much needed provision of high quality temporary accommodation for eligible homeless households pending their assessment for secure accommodation. In these circumstances and provided that this purpose is not strayed from it can be justified on the grounds of reasonableness.
- 9.6 Section 1 of the Local Government Act 2003 (the 2003 Act) provides a local authority with power to borrow money for any purpose relevant to its functions (or for the prudent management of its financial affairs). Given the requirements of Part 7 of the Housing Act 1996 the Council can rely upon the first "limb" of this Section 1. The borrowing needs to be within the prudential limits which the Council determines for itself in accordance with its duty under Section 3 of the 2003 Act and the Council is required to have regard to the Prudential Code for Capital Finance in Local Authorities (the Code) when carrying out these duties. This includes a requirement to have regard to its financial commitments and obligations to any companies or similar entities in which it has interests (such as Lewisham Homes).
- 9.7 In providing the proposed "on-lend" finance to Lewisham Homes the Council can rely upon the power in Section 24 of the Local Government Act 1988 which provides that a local housing authority has power to provide any person with financial assistance for the purposes of, or in connection with amongst other things the acquisition of any property which is or is intended to be privately let as housing accommodation. It requires Secretary of State consent to do so under Section 25 of the same Act. There is a general consent available in these circumstances. It covers any financial assistance (other than the disposal of an interest in land or property).

State Aid

- 9.8 Issues of State Aid arise under EU law which prevent Member states from granting aid to an organisation which would result in it being anti-competitive in the market. This may arise where a loan is not on market terms. However, there is in any event an exemption to the State Aid prohibition for affordable housing. As stated in the body of this report, the precise terms upon which the Council's loan is to be provided are still to be agreed with Lewisham Homes. These matters will be agreed by the Executive Director for Resources and Regeneration under the authority delegated by this report. A final view on the state aid position and, if applicable, the application of the exemption, will be taken at this stage so as to ensure that there is no unlawful state aid.

Lewisham Homes Memorandum and Articles and the Management Agreement

- 9.9 Lewisham Homes Memorandum and Articles have been extended to enable acquisition of property, ownership of the same and letting such property as landlord for the purpose of temporary accommodation activity. The scheme of delegation in the Management Agreement between the Council and Lewisham Homes has also been amended to reflect this new function.

Nomination rights

- 9.10 The Council would have to be granted nomination rights in respect of the properties acquired by Lewisham Homes as the Council still retains the homeless function.
- 9.11 The Equality Act 2010 (the Act) introduced a public sector equality duty (the equality duty or the duty). It covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 9.12 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.
- 9.13 It is not an absolute requirement to eliminate unlawful discrimination, harassment, victimisation or other prohibited conduct, or to promote equality of opportunity or foster good relations between persons who share a protected characteristic and those who do not. It is a duty to have due regard to the need to achieve the goals listed above.
- 9.14 The weight to be attached to the duty will be dependent on the nature of the decision and the circumstances in which it is made. This is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. The Mayor must understand the impact or likely impact of the decision on those with protected characteristics who are potentially affected by the decision. The extent of the duty will necessarily vary from case to case and due regard is such regard as is appropriate in all the circumstances.

9.15 The Equality and Human Rights Commission has 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: <https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-codes-practice> and <https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-technical-guidance>

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

- [The essential guide to the public sector equality duty](#)
- [Meeting the equality duty in policy and decision-making](#)
- [Engagement and the equality duty: A guide for public authorities](#)
- [Objectives and the equality duty. A guide for public authorities](#)
- [Equality Information and the Equality Duty: A Guide for Public Authorities](#)

9.17 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:

<https://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty-guidance#h1>

10. Equality Implications

10.1 There are no specific equalities implications to this report, but the improved supply of housing for homeless and refugee families is likely to have a positive equalities impact. Refugees resettled as part of the government’s Vulnerable Persons Resettlement Scheme and Vulnerable Children’s Resettlement Scheme are assessed as having specific needs which are usually around health and disability, gender or sexual orientation and are likely to be BAME.

11. Environmental Implications

11.1 There are no specific environmental implications to this report.

12. Background Documents and Report Author

12.1 If you require further information about this report please contact Madeleine Jeffery on 0208 314 9484.

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Housing Select Committee		
Title	Lewisham Homes – 2018/19 Performance Update	
Wards	All wards (Except Brockley, Whitefoot and Downham)	
Contributor	Director of Housing Services	Item 5
Class	Part 1 (Open)	4 th June 2019

1 Purpose

1.1 The purpose of this report is to provide an overview of the performance of Lewisham Homes during 2018/19.

2 Recommendations

2.1 It is recommended that members note the content of this report.

3 Policy Context

3.1 The contents of this report are consistent with the Council’s policy framework. The report details the performance of Lewisham Homes during 2018/19, representing a crucial part of our work in delivering against the following objective in our Corporate Strategy 2018-22.

- Tackling the housing crisis – Everyone has a decent home that is secure and affordable.

3.2 Lewisham Homes’ performance is also critical in delivering against our current Housing Strategy 2015-20, specifically in the below areas.

- Building the homes our residents need.
- Promoting health and wellbeing by improving our residents’ homes.

4 Background

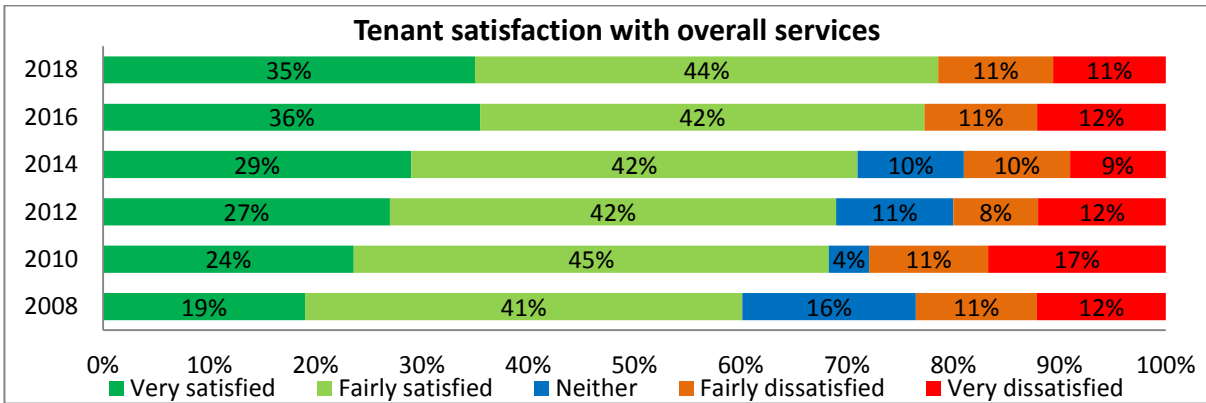
4.1 The management agreement between the Council and Lewisham Homes sets out the manner in which information will be communicated between the parties. This includes a requirement that performance against the objectives in the business plan be communicated to Housing Select Committee on an annual basis.

4.2 A list of performance indicators for monitoring performance against the 19/20 business plan is included as Appendix 1.

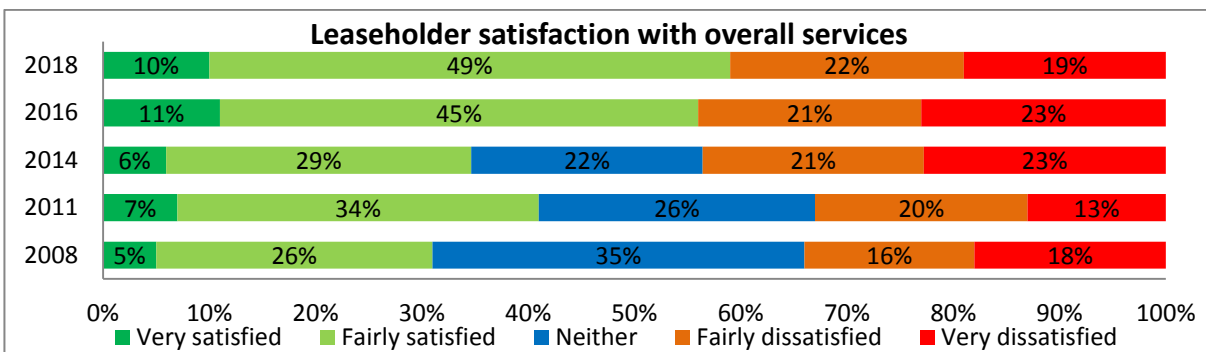
5 Review of 2018/19 – Positive Performance

5.1 All indicators are on target or close to target, improvements are required but there are no significant areas of concern.

5.2 An independent survey shows that resident satisfaction is continuing to rise for both tenants and leaseholders as shown by these graphs.



5.3 Rates of satisfaction for leaseholders are generally lower than for tenants throughout the sector. However from a low start, satisfaction has risen faster¹.



5.4 Complaints are on target with an average of 34 complaints per month, down from 60 a month 4 years ago. LH is introducing a new target for 2019/20 to respond to 90% of complaints on time. The figure for 2018/19 was 89%.

5.5 Complaints received on time is a new corporate plan indicator for 2019/20. Last year LH responded to 89% of complaints on time against the 90% target.

5.6 In 2018/19 LH acquired 44 properties for housing homeless households; it owned a total of 153 at the end of March. This exceeds the target of 147.

5.7 Rent loss due to voids was £260k or 0.34% of the rent roll. This represents a saving of £100k compared to the target of 0.5%

5.8 LH relet all empty properties in an average of 29 days, within the 30 days target and relet minor voids in an average of 17.8 days against the 18 day target.

5.9 LH collected 99.4% of the rent, surpassing the 99.2% target by £120,000; 11% of tenants are on Universal Credit, and 94.5% of their rent was collected; LH collected 99.9% of the rent from the other 89% of accounts.

6 Review of 2018/19 – Performance close to target

6.1 Satisfaction with grounds maintenance was 80% for the year up 3% from the previous two years but 2% below the current target of 82%.

6.2 Satisfaction with internal cleaning at 79% was up 2% from last year but 2% below the target of 81%.

¹ In 2016 a new satisfaction measure excluded ‘neither satisfied nor dissatisfied’

- 6.3 Satisfaction with the last repair has improved since last year (from 91% to 92%) but did not meet the 95% target.
- 6.4 Customer facing teams did not meet phone answering targets.
- They answered 95% of calls against the target of 96%.
 - They answered 84% on time (within two minutes) against a target of 90%.
 -
- 6.5 Arrears at £2.8 million or 3.9% are £130,000 above the target of 3.7%. This is relatively positive considering 1,000 tenants moved into Universal Credit in the year which involved most losing 5 weeks of rent benefit which would not have happened if they had had been on Housing Benefit. At the end of March, the average arrears of current tenants on Universal Credit was £1,110 compared to an average of £320 for those on Housing Benefit.
- 6.6 A total of 72 staff left during the year, 54 voluntarily and 18 involuntarily. This represents 12.4% of all staff which just misses the 12% target. However, 8 of the involuntary leavers left in March following a restructure.
- 6.7 Staff had an average of 7.4 days sick leave, which is more than the 6 day target. The 136 manual workers in environmental services had an average of 12 days each. If this group is removed from the total the average falls to 5.4 days. One third of the total sickness is down to 11 individuals who have been sick for over 16 weeks each, 7 of the 11 are manual works in environmental services. LH will increase its focus on staff well-being from 2019/20 to seek to prevent ill health and support staff.

7 Asset compliance

- 7.1 Lewisham Homes has made significant improvements in systems and outcomes to ensure that properties are safe for residents. Performance is detailed in appendix 2.
- 7.2 Gas figures are much better than last year with 99.99% compliance and only one certificate overdue on 31 March 2019 compared to 42 overdue at the same date in 2018. The one overdue certificate was completed on 1 April.

7.3 The Fire Risk Assessments (FRAs) themselves were all 100% completed at 31 March 2019. The assessments can lead to recommended actions and LH successfully completed 3,888 of these actions in the year. The actions are prioritised with target timescales ranging between 3 and 18 months and on 31 March some were overdue but have since been completed. That left:

- 11 Tenanted properties and 494 leasehold properties that require a fire door. LH are following MHCLG's guidelines for installing solid timber fire doors and these are now being procured with a view to start installing them in July 2019. LH is obliged to insist that leaseholders in most flats install fire doors and will offer fire doors to leaseholders at cost price. If leaseholders do not install fire doors LH will work with the Council will take enforcement action.
- 5 in a programme, these are door entry systems that require procurement
- 6 involved removing residents' possessions from communal areas and these are still in the legal process.
- 1 upgrade to the ventilation system

8 Community investment

8.1 Lewisham homes has community investment programmes and details of these activities are outlined in appendix 3. The programmes aim to make a real difference to residents by:

- helping them to get online;
- helping them to access financial and budgeting advice;
- helping them with employment and training opportunities; and
- promoting healthy lifestyles and wellbeing.

9 Financial implications

9.1 There are no specific financial implications resulting from this report.

10 Legal implications

10.1 There are no specific legal implications resulting from this report.

11 Crime and disorder implications

11.1 There are no specific crime and disorder implications resulting from this report.

12 Equalities implications

12.1 There are no specific equalities implications resulting from this report.

13 Environmental implications

13.1 There are no specific environmental implications resulting from this report.

14 Background Documents and Report Originator

14.1 For further information please contact Michael Moncrieff (Housing Policy and Partnership Manager) on Michael.Moncrieff@Lewisham.gov.uk or 0208 314 3747.

Appendix 1 – Performance Indicators for 2019/20

NO.	KPI Measure - LBL Owned Permanent Stock	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
LANDLORD							
1	Tenant satisfaction with the overall service	-	80%	79%	80%	81%	83%
2	Leasehold satisfaction with the overall service	-	60%	59%	60%	61%	62%
3	Net promoter score tenants	-	new	3	5	7	9
4	Net promoter score leaseholders	-	new	-58	-55	-53	-50
5	Satisfaction with the last repair	91%	95%	92%	90%	91%	92%
6	Satisfaction with caretaking and cleaning	-	-	-	76%	78%	80%
7	Satisfaction with grounds maintenance	77%	82%	80%	81%	83%	85%
8	Average days to turnaround all voids (calendar days)	28	30	29	28	26	25
9	Average days to turnaround minor voids (calendar days)	18	18	18	18	18	17
10	Void rent loss as a % of annual rent roll	0.36%	0.50%	0.36%	0.40%	0.40%	0.40%
11	Current tenant arrears as % of rent debit	3.61%	3.7%	3.85%	4.2%	4.2%	4.2%
12	Rent collected	99.08%	99.20%	99.37%	99.0%	99.0%	99.0%
13	Leasehold service charges collected	103.9%	102%	103.0%	102%	102%	102%
14	All evictions	34	-	35	-	-	-
15	Average number of new complaints per month	-	35	34	35	35	35
16	Complaints responded to on time	90%	95%	89%	95%	95%	95%
17	Percentage of FOI responded to on time	-	95%	94%	100%	100%	100%
NO.	KPI Measure - LBL Owned Permanent Stock	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
PLACEMAKER							
1	New homes completed	29	31	18	33	62	295
2	Properties with full stock condition data (%?)	-	new	-	70%	70%	70%
3	Number of tenanted properties with an EPC rating of D or better (%?)	2,650	-	2,650	tbc	tbc	tbc
NO.	KPI Measure - LBL Owned Permanent Stock	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
EMPLOYER							
1	Staff who agree that Lewisham Homes is a good place to work	-	-	-	70%	72%	74%
2	Staff turnover	11.5%	12%	12.4%	13%	13%	13%
3	Staff sickness (days annual equivalent)	8.1	6.5	7.4	6	6	6
4	Proportion of staff who have had an annual performance review	82%	new	60%	100%	100%	100%
NO.	KPI Measure - LBL Owned Permanent Stock	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
ENTERPRISE							
1	Proportion of resident's actively using the portal	-	new	new	35%	42%	50%

NO.	KPI Measure - LBL Owned Permanent Stock	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
Fire Risk Assessments (FRA)							
FR 1	FRA completed on time	99.8%	100%	100.0%	100%	100%	100%
FR 2	FRA actions (P1 & P1X) numbers overdue	-	0	27	0	0	0
FR 3	FRA actions (P2) numbers overdue	-	0	523	0	0	0
FR 4	FRA actions (P3) numbers overdue	-	0	13	0	0	0
Fire Equipment Inspection							
FE 1	Fire alarms	96.4%	100%	100.0%	100%	100%	100%
FE 2	Automatic Opening Vents	94.1%	100%	100.0%	100%	100%	100%
FE 3	Emergency lighting	92.1%	100%	99.7%	100%	100%	100%
FE 4	Dry risers	100.0%	100%	100.0%	100%	100%	100%
FE 5	Wet risers	100.0%	100%	100.0%	100%	100%	100%
FE 6	Sprinklers	N/A	100%	100.0%	100%	100%	100%
Gas Safety Checks - Completed On Time							
GS 1	Lewisham Homes - domestic units	99.5%	100%	100.0%	100%	100%	100%
GS 2	Lewisham Homes - commercial units	N/A	100%	100.0%	100%	100%	100%
GS 3	Lewisham Homes - ducts	N/A	100%	100.0%	100%	100%	100%
GS 4	Private Sector Lease - domestic units	93.4%	100%	100.0%	100%	100%	100%
Water Hygiene (Legionella) Risk Assessments (WRA)							
WR 1	WRA completed on time	99.8%	100%	100.0%	100%	100%	100%
WR 2	WRA actions completed on time	N/A	100%	N/A	100%	100%	100%
Asbestos							
AS 1	Asbestos surveys completed on time	100%	100%	100.0%	100%	100%	100%
AS 2	Asbestos actions	100%	100%	100.0%	100%	100%	100%
Lifts							
LF 1	Lift safety inspection certificates issued	92.7%	100%	99.6%	100%	100%	100%
LF 2	Services done on time	92.0%	100%	100.0%	100%	100%	100%
Lightening Conductors							
LC 1	Lightning conductors serviced on time	100%	100%	98.8%	100%	100%	100%
Playgrounds							
PG 1	Playground inspections			tbc	100%	100%	100%

NO.	KPI Measure - LH Owned Temporary Accommodation	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
LANDLORD							
1	Average days to turnaround all voids (calendar days)	8	-	8	10	10	10
2	Void rent loss as a % of annual rent roll	1.60%	-	1.39%	1.2%	1.1%	1.0%
3	Current tenant arrears	8.72%	-	7.86%	8%	7%	7%
4	Rent collected	91.36%	-	96.06%	95%	95%	95%
5	Rent arrears evictions	0	-	0	-	-	-
NO.	KPI Measure - LH Owned Temporary Accommodation	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
PLACEMAKER							
1	Number of new acquired properties	42	-	44	tbc	tbc	tbc
2	Properties with full stock condition data (%)	0	-	0	70%	70%	70%
NO.	KPI Measure - LH Owned Temporary Accommodation	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
Fire Risk Assessments (FRA)							
1	Current valid fire risk assessment	100%	-	100%	100%	100%	100%
Fire Equipment Inspection							
1	Current valid fire equipment	100%	-	100%	100%	100%	100%
Gas Safety Checks - Completed On Time							
1	Annual valid gas certificate	-	-	100%	100%	100%	100%

NO.	KPI Measure - LBL Temporary Accommodation (B&B, Hostels & PSL/PMA)	Actual	Target	Actual	Target	Target	Target
		2017/18	2018/19	2018/19	2019/20	2020/21	2021/22
LANDLORD							
1	B&B - current tenant arrears as % of rent debit	3.86%	-	5.20%	TBC	TBC	TBC
2	B&B - rent collected - LBL definition	96.54%	98.65%	93.90%	TBC	TBC	TBC
3	Hostel - average days to turnaround all voids (calendar days)	13.4	-	16.9	TBC	TBC	TBC
4	Hostel - void rent loss as a % of annual rent roll	3.35%	4.0%	3.17%	TBC	TBC	TBC
5	Hostel - current tenant arrears as % of rent debit	4.88%	-	3.72%	TBC	TBC	TBC
6	Hostel - rent collected - LBL definition	96.07%	96.92%	95.03%	TBC	TBC	TBC
7	PSL/PMA - average days to turnaround all voids (calendar days)	29.8	-	30.3	TBC	TBC	TBC
8	PSL/PMA - void rent loss as a % of annual rent roll	4.82%	6.0%	5.65%	TBC	TBC	TBC
9	PSL/PMA - current tenant arrears as % of rent debit	4.40%	-	5.77%	TBC	TBC	TBC
10	PSL/PMA - rent collected - LBL definition	98.41%	98.97%	97.90%	TBC	TBC	TBC
Gas Safety Checks - Completed On Time							
1	Temporary accommodation annual valid gas certificate	-	-	100%	100%	100%	100%

HOUSING SELECT COMMITTEE			
Report Title	Brockley PFI – Annual Review Report 2018/19		
Key Decision	No	Item No.	6
Ward	Brockley, Ladywell, Crofton Park		
Contributors	Head of Strategic Housing		
Class	Part 1	Date:	4 June 2019

1 Summary

- 1.1 The Brockley Private Finance Initiative (PFI) contract commenced in September 2007 and involved the refurbishment of 1,830 dwellings situated in the Brockley neighbourhood, of which 1,273 are tenanted, 557 are leasehold and 8 freehold dwellings.
- 1.2 The PFI contract involves the refurbishment, management and maintenance of properties over a 20 year period.
- 1.3 The purpose of this report is to give a brief overview of the background of the Brockley PFI and the key achievements and progress which has been made during 2018/19.

2 Recommendation

- 2.1 It is recommended that Members note the contents of the report.

3 Background

- 3.1 The Brockley PFI contract went live on the 3 September 2007. The contract for refurbishing and maintaining the properties includes the provision for housing repair and maintenance, caretaking, cleaning, tenancy and estate management service for a period of 20 years.
- 3.2 The PFI contract has an overarching Project Agreement governing the refurbishment, operation and maintenance of the properties in Brockley. Sitting below the Project Agreement is the Output Specification.
- 3.3 The Output Specification sets out the requirements (or outputs) in connection with the works and services throughout the contract period. It also covers the availability standards (output requirements for the works and ongoing availability of the properties) and the services.
- 3.4 The relevant parts of the Project Agreement Output Specification are flowed down to Pinnacle and Rydon in the form of Management Agreements.
- 3.5 Regenter B3 (RB3) is a special purpose vehicle set up to deliver the Brockley PFI

contract.

3.6 The initial refurbishment of the properties was carried out by Higgins.

3.7 Housing management and estate services are delivered by Pinnacle.

3.8 Repairs and maintenance and continuing life cycle works are delivered by Rydon Maintenance.

4 Performance Indicators

4.1 Altogether there are 26 contractual Key Performance Indicators (KPIs), of which 19 are provided monthly and 7 on an annual basis. The list of the KPIs and the current performance against those KPIs up until March 2019 is provided in Appendix 1.

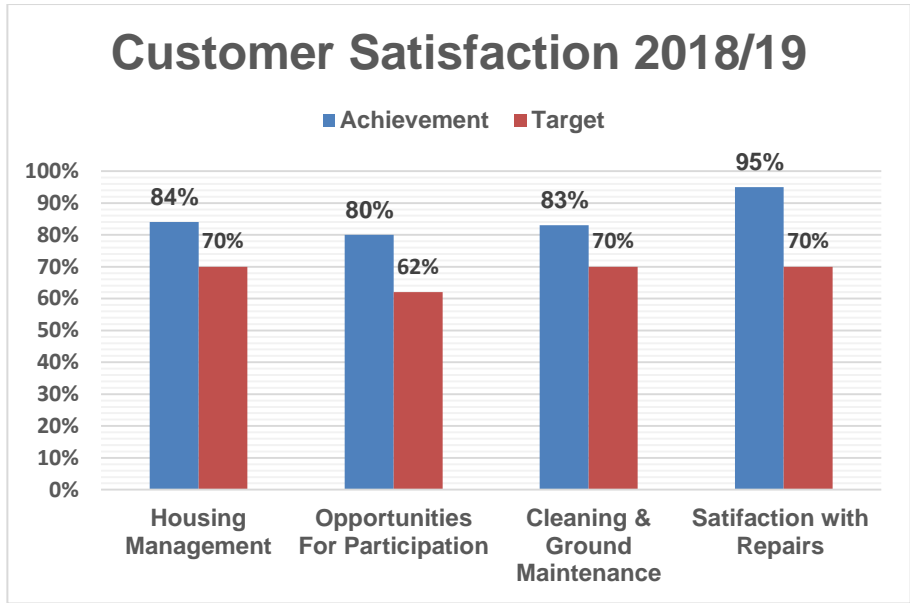
5 Customer Satisfaction

5.1 Ensuring our service meets and exceeds the expectations of our residents is at the heart of everything we do. Feedback from our customers is essential if we are to tailor our service to the ever-changing needs of our residents. Whilst the annual customer satisfaction survey is key to excellent service delivery, mechanisms for ongoing feedback such as learning from complaints and dialogue with residents' groups are vital as this allows us to quickly address any emerging issues, which may impact resident engagement.

5.2 Our annual customer satisfaction surveys are carried out through a combination of face-to-face, telephone and postal surveys. The results of Brockley satisfaction surveys for 2018-19 outperform the targets set.

5.3 The housing management team surveyed 508 residents and achieved 84% satisfaction with housing management, exceeding the 70% target. 80% of tenants stated they were satisfied with opportunities to participate in the service, again significantly above the target of 62%.

5.4 In addition to measuring satisfaction with repairs through the annual customer satisfaction surveys, Rydon also send an additional 500 surveys, which are contractually mandated, as a follow up to completed repairs. The results from these surveys are 95% satisfied. Customers are encouraged to share their views relating to the overall service which is communicated to Team Managers, Supervisors and Partners to improve the customer experience and address any general dissatisfaction with the repairs service.



5.5 Whilst these are strong figures there has been a slight drop in satisfaction since 2017-18. A 9% fall in overall satisfaction with the service and a 9% fall in opportunities to participate in the service. Although performance is still significantly above target, the results of the surveys have been reviewed to understand any specific reasons for the year on year reduction. Action plans are now in place to ensure we increase satisfaction in those areas.

5.6 Key initiatives within the action plans are:

- Collect personal contact details of residents to enable texting and emailing residents in the event of an emergency such as loss of water or electricity to a block or estate. – this will improve communication, which was highlighted as an area to improve.
- Deliver 5 planting schemes at Viney Road, Wickham Road, Clare Estate, Foxborough Gardens and Greatfield Close. This will increase resident engagement and increase satisfaction with the neighbourhood.

6 Customer Service

6.1 We have seen a reduction in the number of complaints received. In 2018-19 we received a total of 22 stage 1 complaints compared to 23 in 2017-18. Any lessons learned from the individual complaints are reviewed and shared at monthly team meetings and our processes reviewed if necessary.

6.2 The breakdown of the 22 stage 1 complaints are as follows:

Repairs	Leasehold	Tenancy
11	10	1

7 Tenancy Management

- 7.1 We received 18 reports of antisocial behaviour (ASB). The majority of ASB cases we receive relate to noise nuisance, followed by neighbour disputes. All cases are recorded and managed in line with the local authority policy and procedures.
- 7.2 Mediation is promoted as a tool to resolve ASB issues. We use Crime Concern UK to provide mediation services between residents. In the last 12 months, 2 cases have agreed to mediation and as a result, 1 case was successfully closed.
- 7.3 Regular meetings are held with the local Safer Neighbourhood Team (SNT). The SNT attend our Resident Panel meetings and our close working partnership with the SNT supports a joined-up approach to solving ASB cases. We also attend local ward based resident SNT meetings and Local Assembly meetings.
- 7.4 We have successfully gained 4 injunctions and in 1 case, this has resolved a long history of antisocial behaviour affecting both residents and staff. As a result, residents can once again have quiet enjoyment of their homes.
- 7.5 Over the last 12 months we have carried out 1 eviction on the grounds of antisocial behaviour.
- 7.6 We now attend ASB MARAC in Lewisham on a regular basis to ensure our serious cases have a multi-agency approach to resolve issues and utilise any additional resources which may be available such as mobile CCTV cameras.
- 7.7 There is high demand for public housing, and it is unacceptable that some tenants abuse their tenancy and profit from it by unlawfully sub-letting their property to someone else. We carry out robust auditing of tenanted properties to ensure the correct people are living in them. Regenter B3 are required to audit 20% of the tenanted properties in Brockley every year and we exceeded our target in 2018-19, visiting 269 properties. As a result of a proactive housing management team and a very strong partnership with Lewisham Council Fraud team, we have recovered 6 properties which have been handed back to provide a permanent home to a person or family. We have a further 6 cases currently being investigated by the Fraud team.
- 7.8 Our income recovery KPI is to exceed Lewisham Homes' income collection rate each month during the financial year. 2018-19 saw a marked improvement in the previous year performance on this contract. This is demonstrated in the monthly performance of the income service where we met the Income KPI, 11 months out of 12.
- 7.9 Currently there are 109 tenants on Universal Credit (UC) in Brockley. The total arrears at the time when the claimants made their application for UC was £103,543.69. Due to the delay of one month or more waiting period, the current arrears is £121,703.78. This is an increase of £18,160.10. It is clear, that since UC commenced in Lewisham in July 2018 the impact on debt is significant.

A summary of issues as a result of UC are listed below:

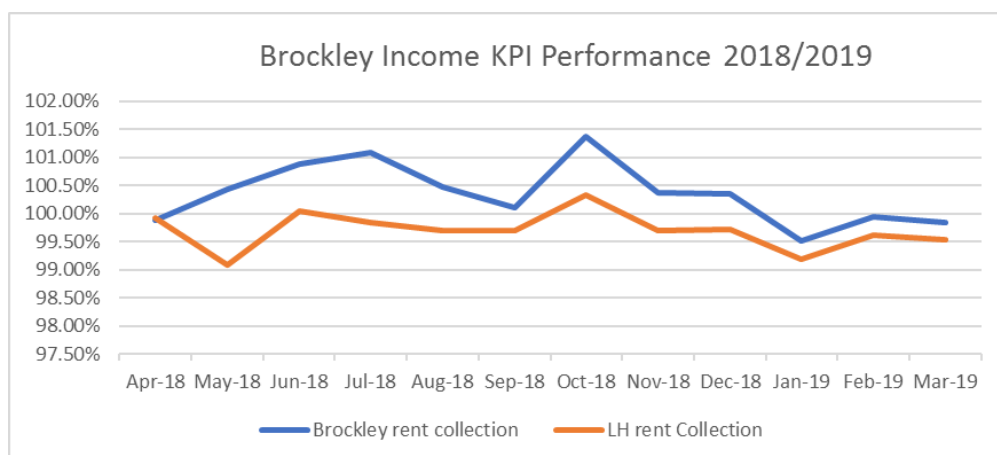
- One month or more waiting period is putting the tenants in arrears.
- Tenants who were in credit before UC are now in arrears due to the wait

period as we have been unable to request a direct payment because the tenant was in credit and there are no vulnerability issues.

- Income advisors request a direct payment for the housing element of UC, however this request is often not accepted and as a result creates further rent arrears.
- Lack of understanding in money management.
- Lack of information provided by the job centre.
- Where tenants in receipt of housing benefit have a change of circumstances they will automatically be moved to UC by housing benefit. There are often delays in notifying tenants of this change and again this results in tenants falling into arrears.

7.10 In order to address issues created as a result of UC and to address other arrears, we are taking the following action:

- Sign-post all UC claimants to our independent debt adviser.
- Applications to charities to reduce arrears.
- Income advisers have received training on managing UC cases.
- Actively refer cases to Credit Union in Lewisham to reduce risk of residents using "loan sharks" when in arrears.
- Close relations with Department of Work and Pensions' advisers to progress those UC cases being delayed.
- Income advisers requested access (still pending) to the UC portal, which will assist their management of all UC cases.



8 Leasehold Management

8.1 The leasehold management team collected 105% service charge against a KPI of 90%, outperforming the target set by 15%.

8.2 There no major works cases which needed to be taken to County Court or First

Tier Tribunals during the financial year.

8.3 There was no breach of lease falling outside of the time to be resolved.

9 Estate Management

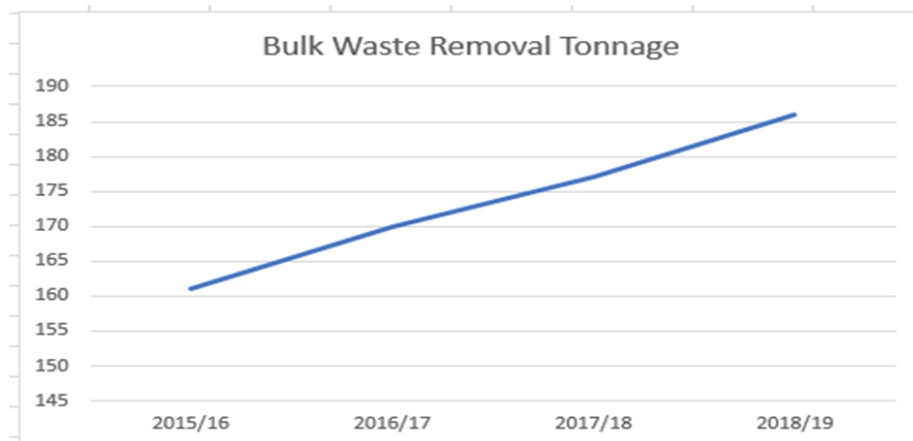
9.1 Our survey results show that 83% of residents are satisfied with the caretaking and cleaning services, this is 13% above target. The grounds maintenance service result is 88% which is 18% above target.

9.2 Inspections of estates are carried out on a weekly, monthly and quarterly rota. Checks include the quality of cleaning, gardening and repairs in communal areas. We actively encourage resident scrutiny of our services as this supports our vision for continually improving service delivery.

9.3 Our grounds are maintained to a good standard. The crew continue to supply garden clearances to street properties with elderly and vulnerable tenants. We also supply a Japanese Knotweed service to those properties where the presence of this weed is identified.

9.4 The bulk waste team disposes of mattresses, white goods and hazardous white goods in separate streams as identified by current legislation. The team removes hazardous white goods on a quarterly basis via a registered external contractor. There has been a steady increase in the amount of lumber and fly tipping on our estates.

9.5 We plan to create a meadow on the Clare Estate and a spring bulb display on Wickham Estate. Residents are actively involved in these projects and it is planned that these projects will be delivered in summer 2019 and flowering in June 2020.



10 Void Management

10.1 There was a total of 22 routine voids during 2018-19 with an average re-let time of 23 days. therefore outperformed the target by 5 days. There have been a further 11 full void properties.

10.2 All void properties have been re-serviced and brought up to the contractual 'Decent Homes Plus' standard by Rydon.

10.3 There is a minimum letting standard set out so that residents are aware of what to expect from the Landlord when a home is provided. Decent Homes Plus standard ensures that the property is maintained and improved above the minimum standard set by the Government.

11 Asset Management

11.1 Properties within the Brockley PFI were brought up to the Decent Homes standard when Higgins completed the refurbishment of properties. We are now in the management and maintenance phase of the contract.

11.2 Rydon has appointed an independent surveying consultant to survey all properties internally as well as externally. This will allow future lifecycle planning with more accuracy.

11.3 All external surveying is completed, and a programme of works is in the planning and prompt delivery phases. Once complete this programme will be published, subject to resident consultation during 2019-20 being completed.

12 Repairs and Maintenance

12.1 The repairs team remains a vital part of the day to day running of the Contract with a strong management involvement from Director level all the way through to the customer facing operatives on the front line of service delivery. The front-line service delivery is delivered by a diverse team of operatives with years of experience and qualifications shared between them with many a year of service dedicated to the PFI contract.

12.2 The responsive repairs and maintenance contract provides a wide range of works, to ensure the property assets are effectively managed and residents' homes are maintained.

12.3 Repairs are reported and recorded through our dedicated Contact Centre by the residents during office hours. 99% of repair appointments that were made were kept.

12.4 Rydon deliver, free of charge works to vulnerable, frail, disabled and elderly residents some of which might include, replacing light bulbs, replacing locks where residents have locked themselves out of their property along with providing a safety testing service of Christmas lights during the Festive period.

Repairs Breakdown:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total YTD
repairs completed within category	453	388	349	429	442	544	472	549	422	588	544	473	5653
repairs competed out of priority	2	2	1	7	3	0	0	0	0	1	0	0	16
Category 1 - emergency OOO	0	0	0	0	0	0	0	0	0	0	0	0	0
Category 2 -emergency normal	6	4	1	8	3	5	3	3	4	12	5	0	54
Category 3 - one day repair	151	100	115	138	166	123	93	143	87	152	123	111	1502
Category 4 - three day repair	19	6	21	58	52	59	76	62	52	64	59	47	575
Category 5 - Twenty one day	237	224	176	195	185	244	203	240	178	262	244	228	2616
Category 6 -126 days	0	0	0	0	0	0	0	0	0	0	0	0	0
Category 7- 7 day repair	7	4	5	8	9	18	4	11	3	10	18	12	109
Category 8- 10 day repair	27	31	20	22	17	25	29	43	40	33	25	27	339

13 Lifecycle and planned work

13.1 Following a period of refurbishment by our partners Higgins Construction (years 1-4) there has been a lull in programmed replacement works with only reactive lifecycle works being undertaken.

13.2 As such Rydon commissioned the services of a respected surveying practice to undertake an assessment of both internal and external elements to identify areas where investment works are required.

13.3 **Internal Work:** the programme of internal surveys has now been completed. Of the 1,273 number of tenanted dwellings on the PFI site we have assessed 1,240 dwellings. Despite numerous documented attempts, which included the assistance of our Housing Management partner, defined in the no access protocol, we have not been able to access 33 dwellings to review the condition of internal components.

13.4 Although these properties are deemed to be 'Available' under the contract, Rydon will persist with our attempts to gain access where the opportunity presents itself. Where lifecycle works are deemed required, they will be delivered either programmed or undertaken reactively.

13.5 For the homes we have managed to assess, we have identified a programme of kitchen and bathroom replacement works, which we have awarded to our sub-contractor and completed the programme in December 2017. This first phase of works included 77 kitchens, 56 bathrooms and 19 separate WC's.

- 13.6 For phase 3 we have identified a further 1 bathroom and 11 kitchen and bathrooms combined.
- 13.7 **External Work:** we have completed a programme of external surveys to 1830 properties in 534 physical buildings (blocks and houses) within the PFI site.
- 13.8 Rydon have reviewed all of these to rationalise, allocate and programme the works identified by the consultants.
- 13.9 This information has allowed us to prioritise areas where investment works are required, and Rydon have reviewed these surveys to rationalise, allocate and programme the works identified by the consultants over the next few years.
- 13.10 These works were divided in to 2 work streams, High level works requiring scaffolds to be erected, and low level works which are more communal by nature.
- 13.11 We have programmed works to 127 buildings and completed works on 93 to date at high level. The works generally consist of re- pointing, brickwork, concrete/stone restoration, rendering, window repairs/replacement gutter and downpipes. Aesthetic decoration should be noted is not part of the current contract and is not included in any planned works.
- 13.12 We have also programmed works to 195 buildings and completed works on 152 to date at low level. The works generally consist of paving, re- pointing, brickwork, concrete/stone restoration.
- 13.13 During contract year 12 which finished on the 31st May 2019 Rydon have undertaken the following items of lifecycle works on a reactive basis:
- 31 Kitchen renewals
 - 33 Bathroom renewals
 - 39 Boiler renewals
- 13.14 Moving forward we anticipate a marked increase in lifecycle works, both planned and reactive, as the stock begins to show that it is some 10 years out of a refurbishment programme. We will be consistently reviewing elements throughout the remainder of the contract to ensure we are delivering correctly targeted investment work.
- 13.15 Planned maintenance certificates are electronically filed and retained.
- Applicable regulations consist of:
 - The Gas Safety (Installation and Use) Regulations 1998
 - IET Wiring Regulations BS 7671:2018
 - IET rules and regulations and to NICEIC/ECA standards (BS5266)
 - Regulatory Reform (Fire Safety) Order 2005
 - Relevant Building Regulations
 - Management of health & safety at work regulations 1999 (MHSWER)
 - Provision and use of work equipment regulations 1998 (PUWER)

- Lifting operations and lifting equipment regulations (LOLER)
- Regulations (ACOPs ISO 9001:2008)
- British Standards: BS 5306-3 / BS 5839-6 2004 / BS 9990/2006 / (BS7430:1998)

13.16 The frequency of the inspections is set out below. We track each works order to ensure the required follow-on works are carried out.

Inspection Streams	Scope	Inspection Frequency
GAS SAFETY INSPECTION CP12	Statutory	Annually
PERIODIC TESTING (NICEIC)	H & S	5 Yearly
DRY RISERS	Statutory	Monthly
DRY RISERS	Statutory	Annually
EARTHING SYSTEM	H & S	3 Yearly
EMERGENCY LIGHTING NICEIC	Statutory	Monthly
EMERGENCY LIGHTING NICEIC	Statutory	Annually
FIRE ALARM TESTING	Statutory	Weekly
FIRE ALARM TESTING	Statutory	Quarterly
FIRE EXTINGUISHER	Statutory	Monthly
FIRE EXTINGUISHER	Statutory	Annually
LANDLORDS SUPPLY	H & S	5 Yearly
LATERAL MAINS	H & S	5 Yearly
LIFT INSPECTION INSURANCE	Statutory	6 Monthly
LIFT INSPECTION MAINTENANCE	H & S	Monthly
LIGHTING PROTECTION	H & S	Annually
PORTABLE APPLIANCE TESTING (PAT)	H & S	Annually
SWITCHGEAR AND LV DISTRIBUTION BOARDS	H & S	3 Yearly
WATER TANK HOUSING RISK ASSESSMENTS	Statutory	By-Annual
WATER TANK INSPECTIONS	Statutory	6 Monthly

14 CP12 – Gas Safety Inspections

14.1 The CP12 process runs on a 10 month cycle and begins 2 months before the gas safety certificate is due to expire. This gives the team time to follow the process and make further attempts to complete the CP12 where necessary. In some cases, we will cold call a property a further 4-5 times where it has not been possible to gain entry. At the end of the financial year only 3 households had outstanding CP12 certificates outstanding and all 3 cases were currently with legal services, seeking access.

14.2 New regulations came into force 6 April 2018. The landlord gas safety check can be carried out up to 2 months before the date the check needs to be carried out but still retain the original deadline date (as if the check had been carried out exactly 12 months after the previous check). We are currently in the process of contacting tenants and moving their winter CP12 renewal date into this summer. This will allow us to plan our resource to a fixed workload and provide a better

service in the winter when breakdowns are prevalent. It also benefits the tenants as they will know what date they are due each year which in turn will reduce no access.

14.3 As an example, if last year's check is conducted on the first of December 2018, the property can be presented for a check as early as the first of October 2019, and yet the date of expiry will still be the first of December next year (2020). This adds flexibility to the old system and allows the contractor to plan resource to a fixed workload. The bulk of servicing can be carried out during the summer months leaving more availability during the winter months when breakdowns and repairs will take priority providing a better service for our customers. We take steps to gain entry before the certificate expires and regularly cold call properties that have missed 3 appointments.

14.4 Our systems have been upgraded to include a CP12 booking suite. This is up and running, making us more efficient with planning, booking and recording the work.

15 Fire Safety

15.1 Following the impact of the tragic fire at Grenfell Tower, we worked closely with the London Borough of Lewisham (LBL) to ensure compliance with fire safety standards.

15.2 Rydon were instructed by LBL in December 2016 to carry out a procurement exercise to undertake the FRAs across all the PFI stock. Following successful tender, FFT were appointed in March 2017 to undertake the FRAs and provide a schedule of works for all the actions observed.

15.3 All surveys were completed and master overview presented to LBL. Following the discussions taken place between LBL and Rydon, LBL instructed Rydon to procure costs for the following items highlighted from the FRAs:

1. Fire- rated flat entrance doors
2. Removing/Relocating Fire extinguishers
3. Signage
4. Compartmentation works
5. Communal Lock Changes
6. Communal Electrical works
7. Removal of security gates
8. Replacing fire rated glass
9. Removal of redundant hose reel
10. Replacement of UPVC cladding with fire resisting cladding
11. Wall Coverings - Removing wall paper etc. from communal area and making good

The following works are in progress:

1. Fire- rated flat entrance doors
2. Communal Lock Changes
3. Compartmentation works
4. Removal of security gates
5. Wall Coverings - Removing wall paper etc. from communal area and making good

15.2 All of the works outstanding and or in progress works are either with the Authority to instruct or await further consultation through external tender.

The following works have been completed:

1. Removing/Relocating Fire extinguishers
2. Replacement of UPVC cladding with fire resisting cladding
3. Replacing fire rated glass
4. Removal of redundant hose reel
5. Signage
6. Communal Lock Changes

15.3 Following the independent Fire Risk Assessment of all Brockley Regenter properties 55 properties were identified as needing to remove their security grilles on their flat entrance doors. There are just 4 properties with remaining grilles which are waiting for a visit from the fire brigade to make a final assessment.

15.4 We are currently awaiting Government legislation on fire safety requirements for front entrance doors. Once we receive this information we can commence a programme to ensure compliance to meet any new requirements.

16. Resident Involvement

16.1 The Resident Panel is committed to finding better ways to listen and respond to residents and the things that matter most to them.

16.2 Over the past 12 months RB3 have supported the local community through the following initiatives:

- Sponsored the Big Lunch at Tyrwhitt Road.
- Sponsored the Hilly Fields Summer Fayre.
- Promoted recycling in Lewisham with a planting event around Wickham Gardens.
- Undertook a bench marking exercise with visits from Residents

Associations in Kingston Upon Thames to identify any cross learning.

- Staff at the Brockley office and residents, raised money for charity including Macmillan Coffee Morning and Save The Children Charity.

16.3. The Resident Panel reviewed the current involvement structure to develop a model which better serves the needs of residents.

16.4 The review of the Resident Panel intends to better focus on 3 key areas:

- Improving services,
- Measuring performance
- Greater resident involvement

16.5 Terms of Reference and Code of Conduct of the Resident Panel have been reviewed during 2018-19.

16.6 We have commenced the process of setting up and supporting 6 new Tenants and Residents Associations (TRAs).

16.7 These are in the following areas:

- 99-113 Ermine Road
- Viney Road
- Lilac House
- Tressillian Road (street properties)
- Almond House
- Geoffrey Court

16.8 During 2019-20, Regenter B3 working with the Resident Panel and Leasehold Forum will finalise and deliver an action plan to achieve the 3 key areas identified above. The action plan will include continued involvement at Local Assembly meetings and better working with community partners such as Good Food Lewisham and Sugar Smart Lewisham.

17. Financial Implications

17.1 There are no specific financial implications arising from the report.

18. Legal Implications

18.1 There are no specific legal implications arising from the report.

19. Equality Implications

19.1 There are no direct equalities implications arising from the report.

19.2 The RB3 estate office at Endwell Road is Equalities Act compliant and includes access for wheelchairs, WC, parking and has a hearing loop system in place.

20. Crime & Disorder Implications

20.1. There are no crime and disorder implications arising from the report.

21. Environmental Implications

21.1. Any further works carried out by RB3 as part of the life cycle programme should 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 as improved insulation and more efficient boilers are installed. The average Standard Assessment Procedure rating of the homes in the Brockley PFI area is 77, which is above the contractual obligation of a minimum of 70.

22. Conclusion

21.1 RB3 have met and exceeded their contractual obligation. There are no grounds for complacency and RB3 will strive to improve services to residents and increase satisfaction levels. Our key theme for the year ahead is to increase participation in the service with tenants and leaseholders, to fully understand what residents want and tailor our services accordingly.




















23. Background documents and originator








23.1 There are no background documents to this report.

23.2 Please contact Michael Moncrieff Housing & Partnership Manager, on 020 8314 3747.

Appendix 1

Our overall performance is measured through a series of key Performance Indicators (KPI's). The table below shows Regenter's performance for 2018/19, with the target met across all indicators.

KPI	Performance standard	2018/ 2019	Target	Target met
MKPI 1	Percentage of applications registered or amended within ten working days	100%	95%	
MKPI 2	Percentage of home visits undertaken within five working days of tenant requests	100%	95%	
MKPI 3	Percentage of tenants attended to within 15 minutes of arrival at office	100%	100%	
MKPI 4	Percentage of open office hours in the month	100%	100%	
MKPI 5	Percentage of repair related telephone calls answered within 15 seconds	94%	92.5%	
MKPI 6	Percentage of correspondence items responded to within 10 working days	100%	95%	
MKPI 7	Number of occasions of failure to deal with a sustained breach of long lease	100%	Less than 1	
MKPI 8	Percentage of reactive actions identified through estate inspections completed within agreed timescale	100%	98%	
MKPI 9	Percentage of External common parts achieving EPA Cleaning Standard A	100%	90%	
MKPI 10	Percentage of Internal common parts achieving EPA Cleaning Standard A	100%	90%	
MKPI 11	Percentage of grassed external areas maintained between 25mm and 60mm high	100%	85%	
MKPI 12	Percentage of abandoned vehicles removed, accordance with Authority policy	100%	95%	
MPKI 13	Percentage of graffiti removed within 4 working days of report	100%	95%	
MPKI 14	Percentage of rents and service charges collected from tenants	105%	90%	
MKPI 15	Percentage of former tenant rents and arrears cases where the Authority's procedures for recovery have been followed	100%	95%	
MKPI 16	Percentage of responses to requests for information from the Authorities Housing Benefit officer responded to after 7 working days	100%	97%	
MKPI 17	Percentage of responsive repairs appointment made and kept	100%	95%	
MKPI 18	Percentage Responsive repairs carried out within priority times	100%	95%	
MKPI 19	Average time for letting a minor void dwelling	17 days	28 days or less	

KPI	Performance standard	2018/ 2019		Target met
AKPI 1	Percentage of tenants and leaseholders satisfied with the opportunities for participation in management and decision making	80%	62%	
AKPI 2	Number for tenancy audits undertaken	263	257	
AKPI 3	Percentage of tenants and leaseholders satisfied with the overall housing management service	84%	95%	
AKPI 4	Percentage of Crime and Anti-social behaviour cases where action is recorded	100%	70%	
AKPI 5	Percentage of residents satisfied with the standard of caretaking and cleaning	83%	70%	
AKPI 6	Percentage of satisfaction with repairs and maintenance	95%	70%	
AKPI 7	Percentage of safety certification for dwellings and common areas that are not overdue	100%	99%	

Housing Select Committee			
Title	Select Committee work programme		
Contributor	Scrutiny Manager	Item	8
Class	Part 1 (open)	4 June 2019	

1. Purpose

- 1.1 To advise members of the committee’s work programme for the 2019/20 municipal year and to agree the agenda items for the next meeting.

2. Summary

- 2.1 The committee drew up a draft work programme at the beginning of the municipal year for submission to the Business Panel for consideration.
- 2.2 The Business Panel considered the proposed work programmes of each committee on 7 May 2019 in order to agree a co-ordinated overview and scrutiny work programme.
- 2.3 The work programme can, however, be reviewed at each select committee meeting to take account of changing priorities.

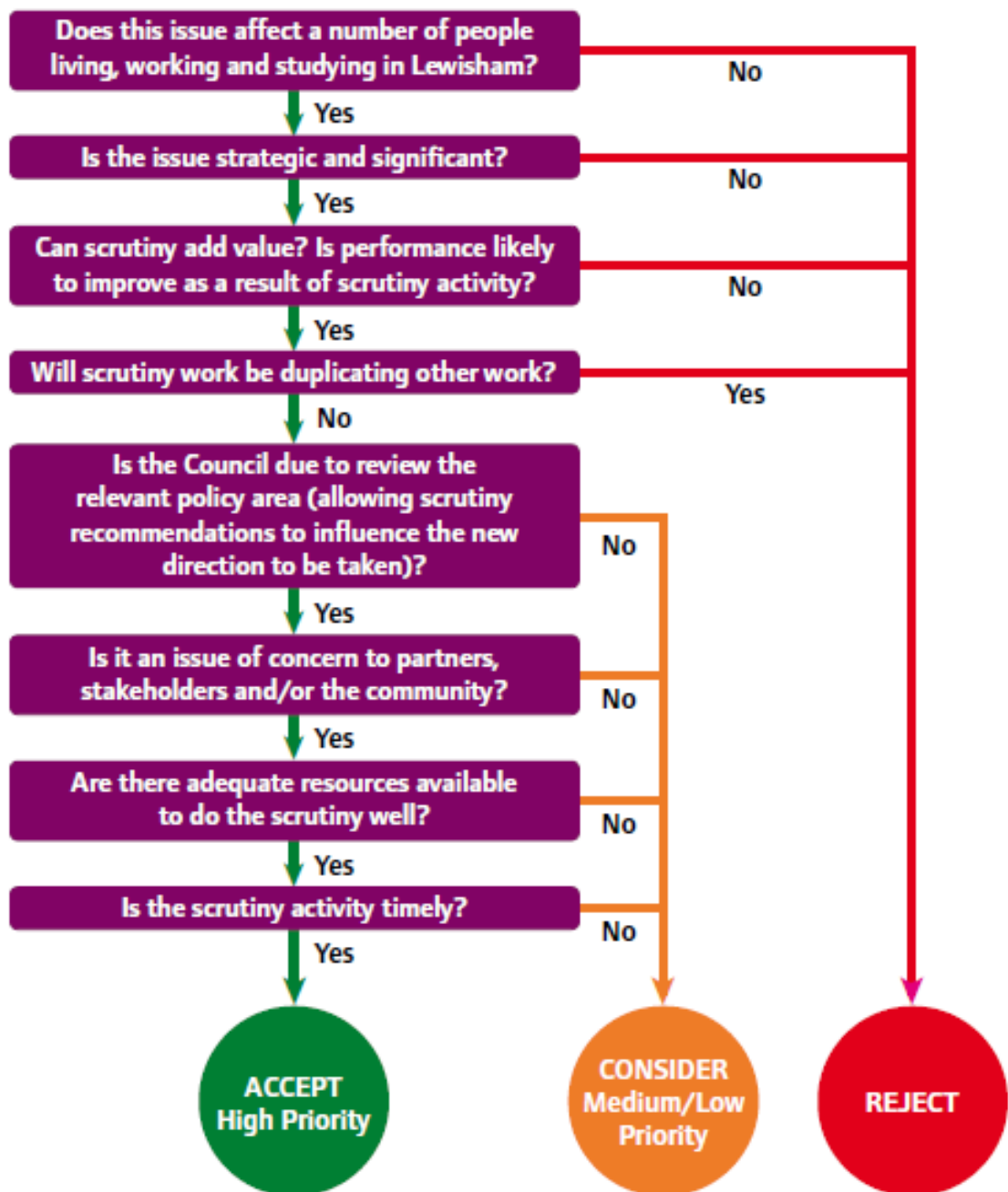
3. Recommendations

- 3.1 The Committee is asked to:
- consider the work programme attached at **Appendix B** – and discuss any issues arising from the programme
 - consider the items scheduled for the next meeting – and specify the information the committee requires to achieve its desired outcomes
 - review the forthcoming key decisions set out in **Appendix C** – and consider any items for further scrutiny

4. The work programme

- 4.1 The work programme for 2019/20 was agreed at the 1 May meeting.
- 4.2 Members are asked to consider if any urgent issues have arisen that require scrutiny and if any items should be removed from the work programme.
- 4.3 Any additional items should be considered against the prioritisation process before being added to the work programme (see flow chart below).
- 4.4 The committee’s work programme needs to be achievable in terms of the meeting time available. If the committee agrees to add additional items, members will also need to consider which lower-priority items should be removed to create sufficient capacity.

Scrutiny work programme – prioritisation process



- 4.5 Items within the committee's work programme should be linked to the priorities of the Council's Corporate Strategy.
- 4.6 The Council's Corporate Strategy for 2018-2022 was approved at full council in February 2019.
- 4.7 The strategic priorities of the [Corporate Strategy for 2018-2022](#) are:
1. ***Open Lewisham*** - Lewisham is a welcoming place of safety for all, where we celebrate the diversity that strengthens us.
 2. ***Tackling the housing crisis*** - Everyone has a decent home that is secure and affordable.
 3. ***Giving children and young people the best start in life*** - Every child has access to an outstanding and inspiring education, and is given the support they need to keep them safe, well and able to achieve their full potential.
 4. ***Building an inclusive local economy*** - Everyone can access high-quality job opportunities, with decent pay and security in our thriving and inclusive local economy.
 5. ***Delivering and defending: health, social care and support*** - Ensuring everyone receives the health, mental health, social care and support services they need.
 6. ***Making Lewisham greener*** - Everyone enjoys our green spaces, and benefits from a healthy environment as we work to protect and improve our local environment.
 7. ***Building safer communities*** - Every resident feels safe and secure living here as we work together towards a borough free from the fear of crime.

5. The next meeting

- 5.1 The following items are scheduled for the next meeting on 10 July 2019.
- 5.2 The committee is asked to specify the information and analysis it requires for each item, based on the outcomes it would like to achieve, so that officers are clear about what information they need to provide.

Agenda item	Review type	Relevant Corporate Priority	Priority
Resident engagement in housing development	In-depth review	<i>Tackling the housing crisis</i>	High
Overcrowding	Standard item	<i>Tackling the housing crisis</i>	High

6. Referrals

- 6.1 Below is a tracker of the referrals the committee has made in this municipal year:

Referral title	Date of referral	Date considered by Mayor & Cabinet	Response due at Mayor & Cabinet	Response due at committee

7. Information items

7.1 Some potential work programme items might be low priority and may only require a briefing report for information to be produced for the committee to note and will not need to be considered at a formal committee meeting.

7.2 Below is a tracker of the information items received by the committee:

Item	Date received
Briefing note from Lewisham Homes on Fire Doors	14 May 2019

8. Financial Implications

There are no financial implications arising from this report.

9. 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.

10. Equalities Implications

10.1 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.

10.2 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.

10.3 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.

11. Date of next meeting

The date of the next meeting is Wednesday 10 July 2019.

Background Documents

Lewisham Council's Constitution

Centre for Public Scrutiny: the Good Scrutiny Guide

Housing Select Committee work programme 2019/20

Work item	Type of item	Priority	Delivery	01-May	04-Jun	10-Jul	18-Sep	30-Oct	16-Dec	30-Jan	12-Mar
Budget cuts proposals	Standard item	High	Ongoing								
Confirmation of Chair and Vice Chair	Constitutional req	High	Apr								
Work programme 2019-20	Constitutional req	High	Apr								
Lewisham Homes annual business plan	Standard item	High	Apr								
New Homes Programme update	Information item	High	Apr								
Resident engagement in housing development	In-depth review	High	Jun		Scope						
Lewisham Homes Acquisitions Programme	Performance monitoring	High	Jun								
Lewisham Homes - 2018/19 Performance Update	Performance monitoring	High	Jun								
Brockley PFI - Annual Review Report 2018/19	Performance monitoring	High	Jun								
Overcrowding	Standard item	High	July								
Effects of housing people out of the borough	Performance monitoring	High	Sep								
No Recourse to Public Funds (NRPF) review	Performance monitoring	High	Sep								
Housing and mental health review update	Performance monitoring	High	Jun								
Lewisham Housing Strategy	Policy development	High	Oct								
Private rented sector licensing	Policy development	High	Oct								
Homelessness Reduction Act progress update	Performance monitoring	High	Dec								
Rent and service charge increases	Standard item	High	Jan								
Annual lettings plan	Standard item	High	Mar								

	Item completed
	Item on-going
	Item outstanding
	Proposed timeframe
	Item added

Meetings			
1)	Wed 1st May 2019	5)	Wed 30th Oct 2019
2)	Tue 4th June 2019	6)	Mon 16th Dec 2019
3)	Wed 10th July 2019	7)	Thu 30th Jan 2020
4)	Wed 18th Sept 2019	8)	Thu 12th Mar 2020

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FORWARD PLAN OF KEY DECISIONS

Forward Plan June 2019 - September 2019

This Forward Plan sets out the key decisions the Council expects to take during the next four months.

Anyone wishing to make representations on a decision should submit them in writing as soon as possible to the relevant contact officer (shown as number (7) in the key overleaf). Any representations made less than 3 days before the meeting should be sent to Kevin Flaherty 0208 3149327, the Local Democracy Officer, at the Council Offices or kevin.flaherty@lewisham.gov.uk. However the deadline will be 4pm on the working day prior to the meeting.

A "key decision"* means an executive decision which is likely to:

- (a) result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates;
- (b) be significant in terms of its effects on communities living or working in an area comprising two or more wards.

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
May 2018	Stillness School Kitchen and Dining Hall Contract	07/05/19 Executive Director for Children and Young People	Sara Williams, Executive Director, Children and Young People and Councillor Chris Barnham, Cabinet Member for School Performance and Children's Services		
March 2019	Extension of Contracts for operation of CCTV contron Room and maintenance of CCTV equipment	07/05/19 Executive Director for Community Services	Aileen Buckton, Executive Director for Community Services and Councillor Joani Reid, Cabinet Member for Safer Communities		
December 2018	Heathside and Lethbridge Phases 5 & 6 Land Assembly. Part 1 & 2	08/05/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Paul Bell, Cabinet Member for Housing		
February 2019	Authorisation to consult on adoption of new Conservation Area Appraisal and Article 4 Direction Deptford High Street Conservation Area	08/05/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Mayor Damien Egan, Mayor		
March 2019	Violence Reduction Approach	08/05/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Joani Reid, Cabinet Member for Safer Communities		

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April 2019	Procurement of Management Development Programmes 2019	08/05/19 Mayor and Cabinet	David Austin, Head of Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
October 2018	Chelwood Nursery Expansion	21/05/19 Executive Director for Resources and Regeneration	Sara Williams, Executive Director, Children and Young People and Councillor Chris Barnham, Cabinet Member for School Performance and Children's Services		
October 2018	Rockbourne Community Centre Refurbishment	21/05/19 Executive Director for Resources and Regeneration	Sara Williams, Executive Director, Children and Young People and Councillor Brenda Dacres, Cabinet Member for Environment and Transport (job share)		
April 2019	Proposal to re-procure the Refugee Resettlement Programme support provision	21/05/19 Executive Director for Customer Services	Kevin Sheehan, Executive Director for Customer Services and Councillor Kevin Bonavia, Cabinet Member for Democracy, Refugees & Accountability		
May 2019	Re-commissioning of Healthwatch & NHS Complaints Advocacy Services	05/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Deputy Mayor and Cabinet member for		

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			Health and Adult Social Care		
May 2019	Award of contract for NHS Healthchecks programme	05/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Deputy Mayor and Cabinet member for Health and Adult Social Care		
May 2019	Approval for Single Tender action for Counter Fraud Hub	05/06/19 Mayor and Cabinet	David Austin, Head of Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
May 2019	Besson Street Business Plan 2019/20 Part 1 and 2	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Paul Bell, Cabinet Member for Housing		
May 2019	Lewisham Homes Business Plan and Corporate Strategy	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Paul Bell, Cabinet Member for Housing		
March 2019	Fleet Vehicle Replacement Programme	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Brenda		

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			Dacres, Cabinet Member for Environment and Transport (job share)		
April 2019	Church Grove Community Led Housing Finalising Lease Arrangements	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Paul Bell, Cabinet Member for Housing		
April 2019	Future options for the Parks Service	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Sophie McGeevor, Cabinet Member for Environment and Transport (job share)		
April 2019	Cycle Superhighway	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Mayor Damien Egan, Mayor		
October 2018	Neighbourhood CIL Strategy	05/06/19 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Mayor Damien Egan, Mayor		
December 2018	Review of older adults day services and day activities	05/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Deputy Mayor and Cabinet member for		

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			Health and Adult Social Care		
August 2018	Lewisham Strategic Heat Network Business Case	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Mayor Damien Egan, Mayor		
March 2019	Children and Young People's Plan 2019-22	05/06/19 Mayor and Cabinet	Sara Williams, Executive Director, Children and Young People and Councillor Chris Barnham, Cabinet Member for School Performance and Children's Services		
April 2019	Financial Results 2018/19	05/06/19 Mayor and Cabinet	David Austin, Head of Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
March 2019	Procuring external consultancy support for managing a Travel and Transport Programme	05/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Deputy Mayor and Cabinet member for Health and Adult Social Care		
May 2019	Evening and Night Time Offer - Lewisham's vision	05/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and		

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			Councillor Andre Bourne, Cabinet member for Culture, Jobs and Skills (job share)		
May 2019	Integrated Housing System	05/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
May 2019	Lewisham library update	26/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Jonathan Slater, Cabinet Member for Community Sector		
February 2019	Adoption Lewisham Park Conservation Area, accompanying Article 4 direction, and appraisal document	26/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Mayor Damien Egan, Mayor		
February 2019	Provision of Services to Adults with Learning Disabilities - Contract Award	26/06/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Deputy Mayor and Cabinet member for Health and Adult Social Care		
April 2019	Financial Forecasts 2019/20	26/06/19 Mayor and Cabinet	David Austin, Head of Corporate Resources and		

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			Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
April 2019	Medium Term Financial Strategy	26/06/19 Mayor and Cabinet	David Austin, Head of Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
April 2019	Revised List of Locally Listed Buildings	26/06/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Mayor Damien Egan, Mayor		
April 2019	Permission to Tender Tier 2/3 Drug Services/Shared Care	10/07/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Joani Reid, Cabinet Member for Safer Communities		
May 2019	New Cross Area Framework + Station Opportunity Study Supplementary Planning Document	10/07/19 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Mayor Damien Egan, Mayor		
May 2019	Change of Age Range at Addey and Stanhope School	10/07/19 Mayor and Cabinet	Sara Williams, Executive Director, Children and Young People and Councillor Chris Barnham, Cabinet Member for School Performance and		

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			Children's Services		
February 2019	Children and Young People's Plan 2019-22	17/07/19 Council	Sara Williams, Executive Director, Children and Young People and Councillor Chris Barnham, Cabinet Member for School Performance and Children's Services		
November 2018	Neighbourhood CIL Strategy	17/07/19 Council	Janet Senior, Executive Director for Resources & Regeneration and Mayor Damien Egan, Mayor		
May 2019	Statement of Accounts	17/07/19 Council	David Austin, Head of Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
April 2019	Award of Contract Tier 4 Substance Misuse Framework	18/09/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Joani Reid, Cabinet Member for Safer Communities		
February 2019	Insurance Renewal	30/10/19 Mayor and Cabinet	David Austin, Head of Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
April 2019	Contract Award Tier 2/3 Drug	20/11/19	Aileen Buckton,		

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	Services/Shared Care	Mayor and Cabinet	Executive Director for Community Services and Councillor Joani Reid, Cabinet Member for Safer Communities		
April 2019	Anti-Idling Enfocement	20/11/19 Mayor and Cabinet	Aileen Buckton, Executive Director for Community Services and Councillor Brenda Dacres, Cabinet Member for Environment and Transport (job share)		

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