

## Appendix A: Housing strategy consultation report

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## **1. Methodology**

- 1.1. Between 28 January and 17 April 2020 we consulted residents, businesses and other stakeholders to find out their views on our draft housing strategy.
- 1.2. In addition to formal consultation, a number of other engagement activities have taken place to inform the strategy, including: informal consultation events and face to face discussions with internal partners; a consultation event attended by 30 external partners, followed up by face to face discussions; an informal residents' consultation event hosted by Lewisham Homes; two discussion events with Housing Select Committee members.
- 1.3. Due to the COVID-19 pandemic the consultation was extended to allow more time for those affected to respond.

## **2. Summary of findings**

- 2.1. 225 people responded to this consultation. This is a relatively successful response rate when looking at other boroughs; for example Hackney's 2017 housing strategy consultation received 150 responses; the Royal Borough of Kensington and Chelsea's 2019 consultation received 95 responses and Enfield's 2019 consultation received 285 responses.
- 2.2. Of these responses:
  - 88% (198) of respondents lived in Lewisham borough
  - 48% (109) respondents were homeowners
  - 20% (44) respondents were social tenants
  - 18% (41) respondents were private tenants
  - 5% (10) respondents were landlords
  - 9% (21) respondents gave their tenure as 'other'.
- 2.3. Respondents were asked to select the three most important issues to them from the five issues. The results were as follows (the numbers indicate how many respondents marked each issue as one of their 'top three').

<b>Issue</b>	<b>Number of respondents marking this issue as one of their top three priorities</b>
<b>Preventing homelessness and meeting housing need</b>	186 (83% of respondents)
<b>Improving the quality, standard and safety of housing</b>	157 (70% of respondents)
<b>Delivering the homes that Lewisham needs</b>	156 (69% of respondents)
<b>Supporting our residents to lead safe, independent and active lives</b>	88 (39% of respondents)
<b>Strengthening communities and embracing diversity</b>	82 (36% of respondents)

2.4. The survey gave three proposals / goals under each of the five issues and respondents were asked to denote the importance they placed on each proposal. All proposals were general supported, with at least 85% of respondents stating that each was 'important' or 'somewhat important'.

2.5. The 'most important' proposal (that is, the one with the most respondents stating that it was 'important' or 'somewhat important') was 'improving the safety, quality and energy efficiency of homes owned by us' with 217 'important' or 'somewhat important' responses.

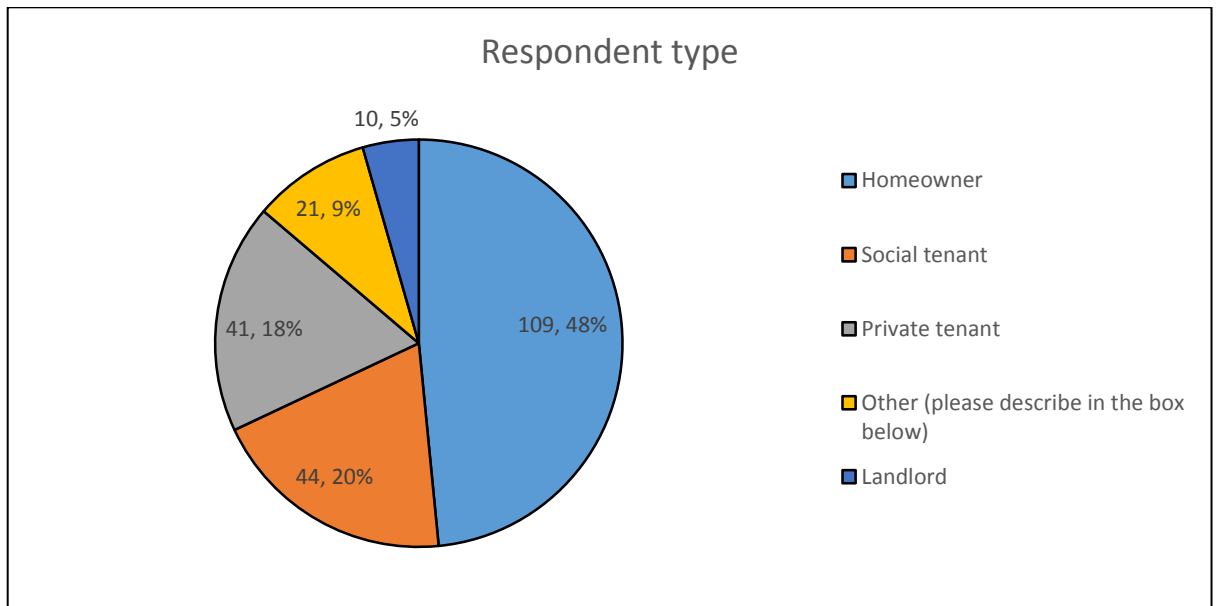
2.6. The proposal with the least number of respondents stating that it was 'important' or 'somewhat important' was 'investing in housing in Lewisham to reduce the carbon footprint and help solve the climate emergency' with 191 'important' or 'somewhat important' responses. However this is notably 85% of respondents so should not be considered as 'unimportant'.

2.7. A relatively small number of respondents denoted any of the proposals as 'unimportant' or 'somewhat unimportant'. The highest number of 'unimportant' or 'somewhat unimportant' denotations was for 'improving the quality of private sector housing by building our own housing with stable rents and longer tenancies, and working with the sector to put in place best practice'. It is worth noting that 14 of these 19 respondents were homeowners or landlords and therefore not the stakeholders most likely to benefit from this proposal.

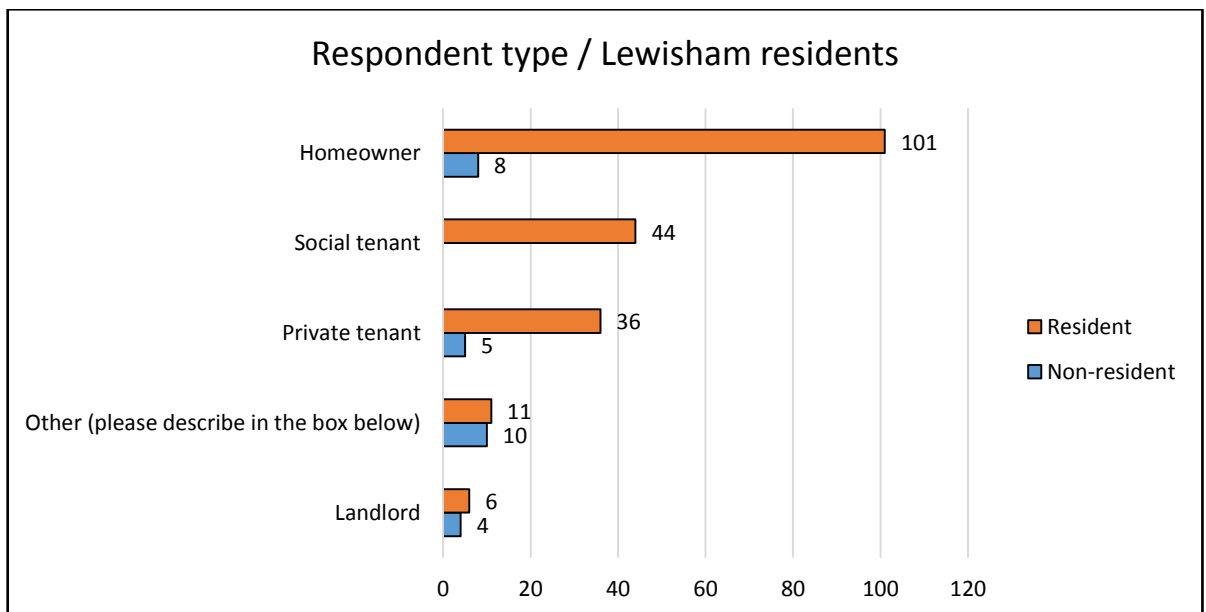
2.8. A number of key themes were repeated in the opportunities for comments sections within the consultation survey. These have been highlighted [further in this report](#).

### 3. Consultation participants

3.1. The below chart shows the breakdown of respondent type in terms of tenure:



3.2. The below chart breaks this down further according to whether respondents were residents of Lewisham:

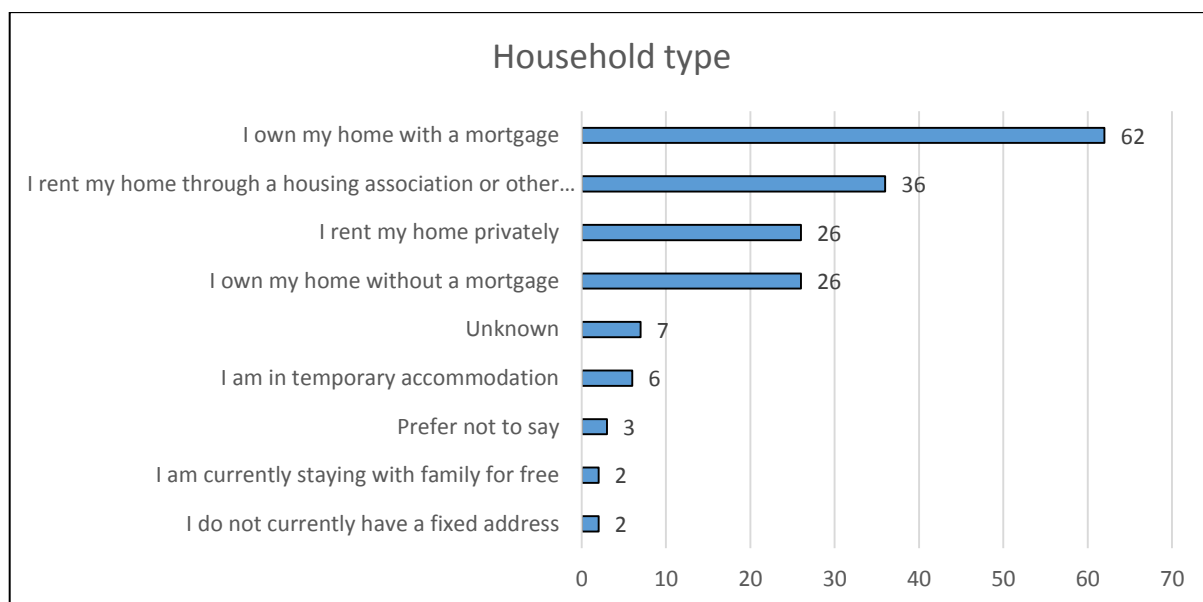


The majority of respondents (88%) were residents of Lewisham. The most common tenure-type was homeowner. The least common was landlord. All social tenants that responded were residents of Lewisham.

3.3. Where respondents gave consent (170 in total), analysis has been undertaken relating to equal opportunities and other personal data such as household type and

caring responsibilities. Any percentages are given as a total of the respondents who gave consent.

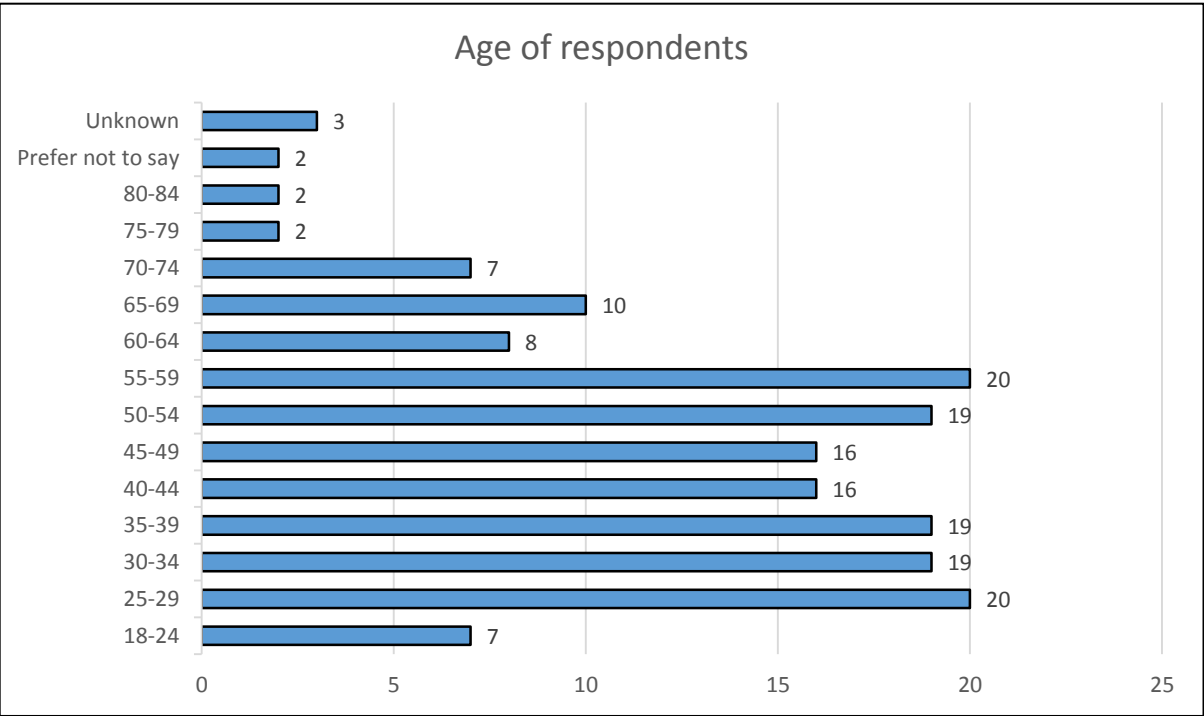
3.4. Respondents were asked to provide further details on their household type as follows:



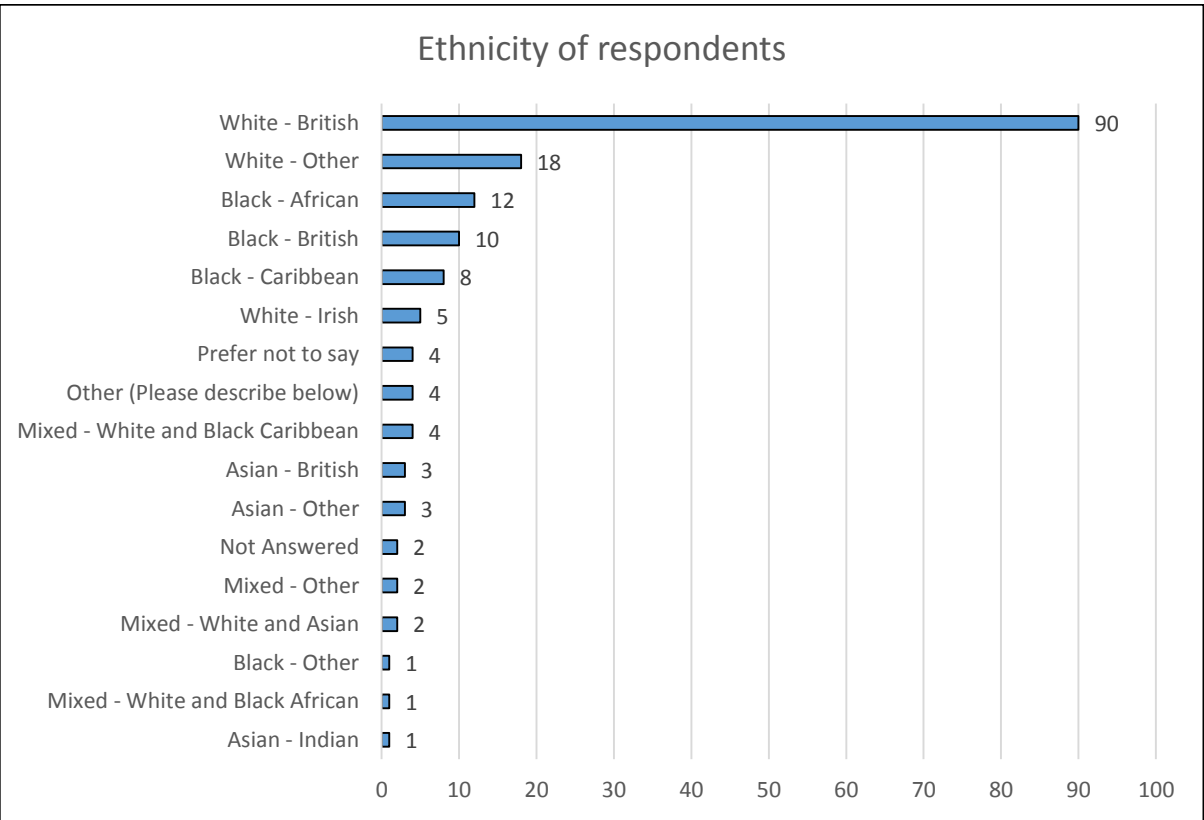
36% of respondents were homeowners with a mortgage. 21% rented their homes through a housing association or other social housing provider. 15% of respondents were private renters and another 15% were homeowners without a mortgage. 4% of respondents lived in temporary accommodation. 2% had no fixed address or lived with family for free.

3.5. The age of respondents was broadly evenly spread across the age groups. The most represented ages were between 25-59 years. Only 4% of respondents were aged 18-24. Notably, out of the 170 respondents who gave consent to analyse their equal opportunities data, the ones who mentioned 'young people' as priorities in their comments were all between 55-59; i.e. suggesting that older residents want the council to put some focus on the retention of and/or provisions for young people.

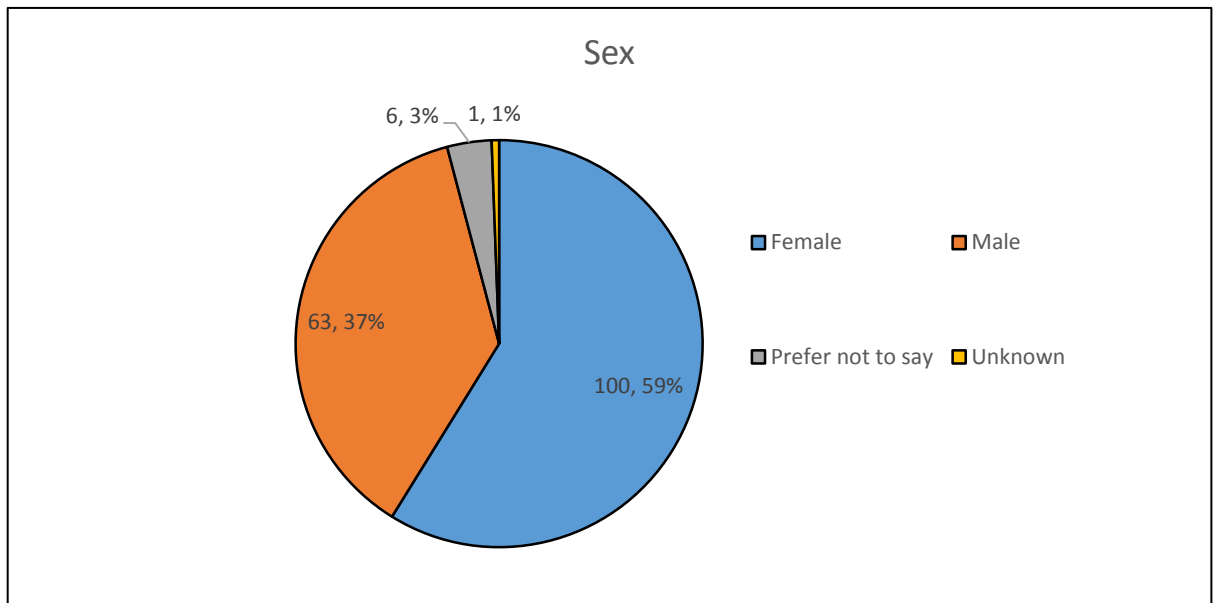
17% of respondents were aged 60-84.



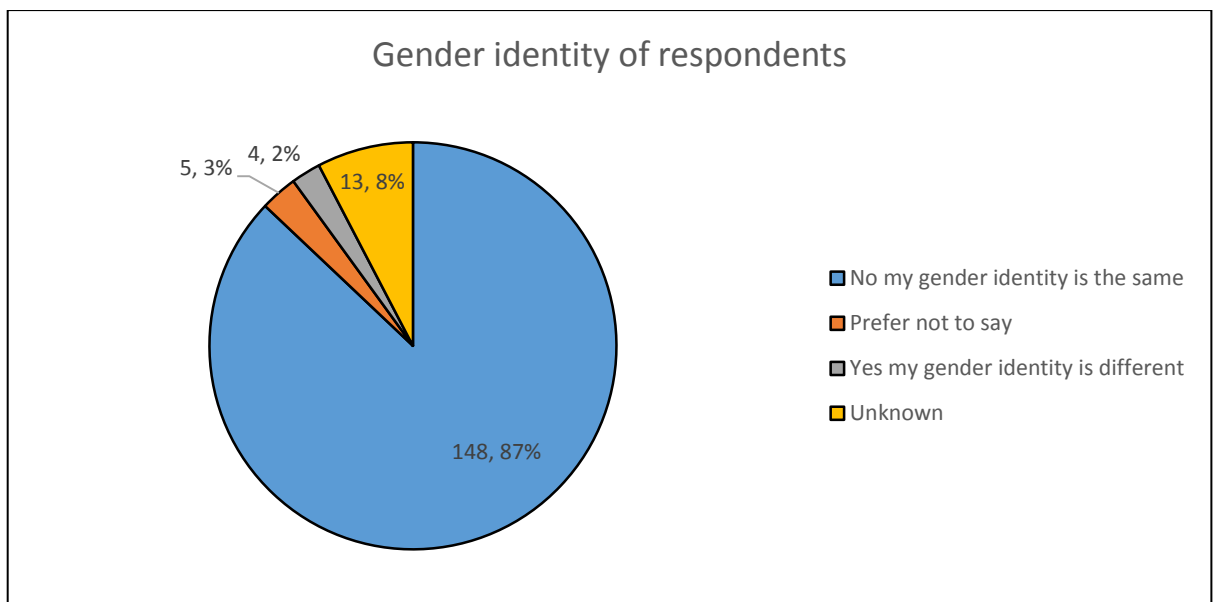
3.6. 66% of respondents identified as white British. 29% of respondents identified as from Black, Asian and Minority Ethnic groups.



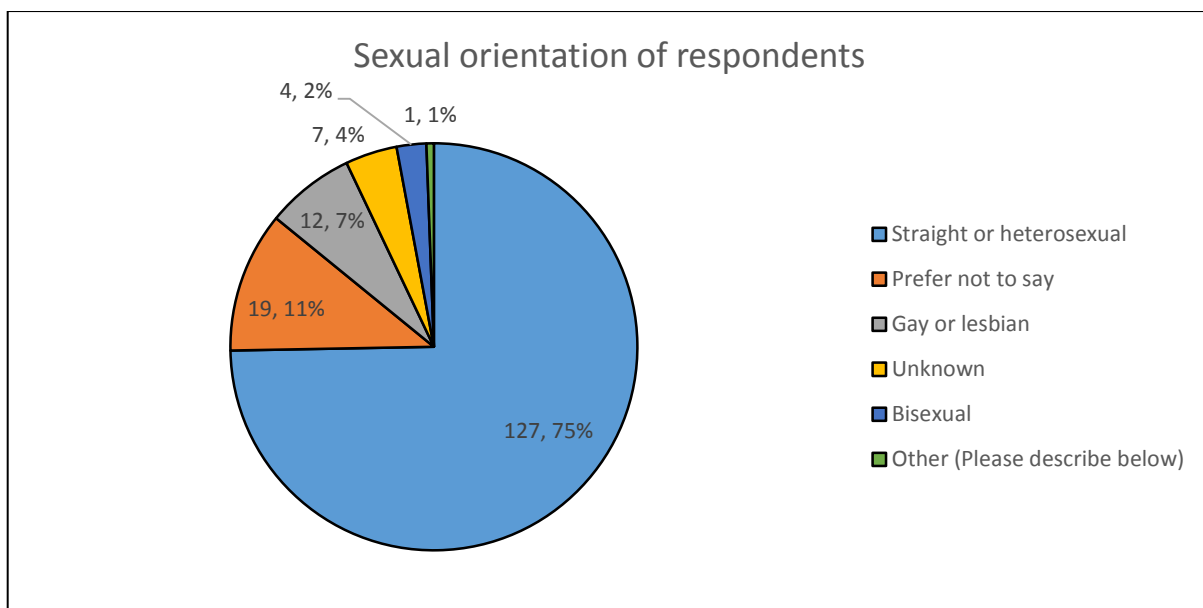
3.7. More females responded to the survey but the bias was relatively small. 59% of respondents identified as female and 37% identified as male. The remaining 4% chose not to answer or left it blank.



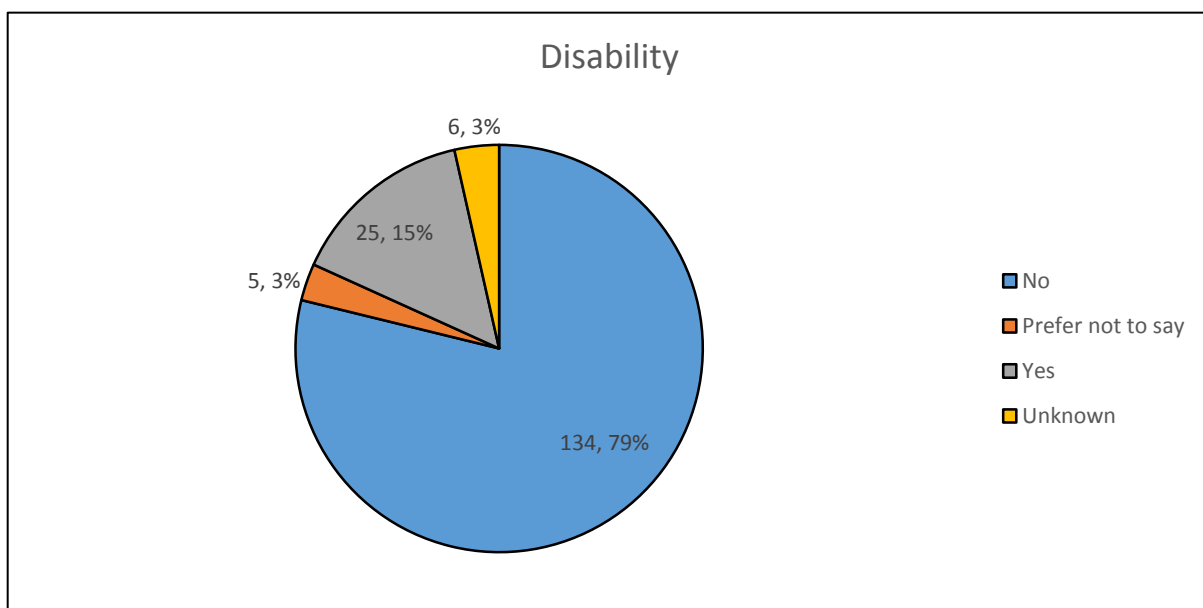
We also asked respondents if their gender identity differed from the gender they were assigned at birth. 87% of respondents stated that their gender identity was the same as that assigned to them at birth, whilst 2% stated that their gender identity was different to that assigned to them at birth. The remaining 11% chose not to answer or left it blank.



3.8. 75% of respondents defined their sexual orientation as straight or heterosexual. 7% of respondents defined their sexual orientation as gay or lesbian. 2% identified as bisexual. The remaining 16% selected 'other', chose not to answer or left it blank.

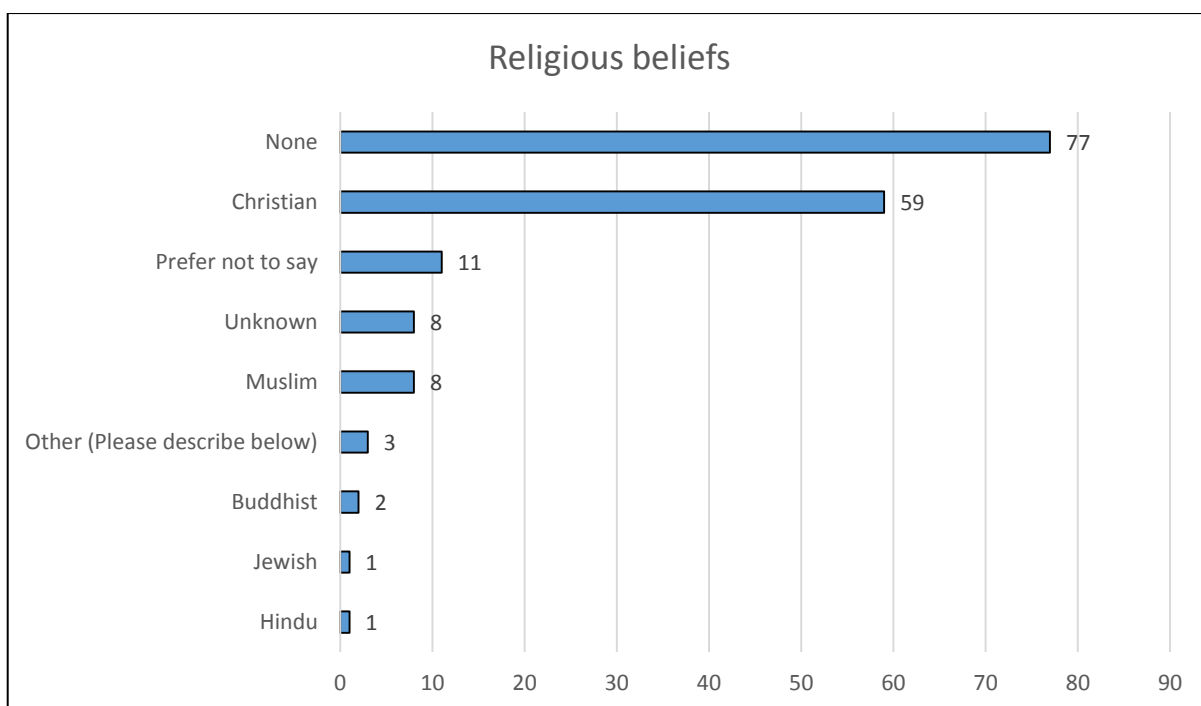


3.9. The majority of respondents (79%) did not consider themselves to have a disability, whilst 15% did consider themselves as having a disability. The remaining 6% chose not to answer or left it blank.

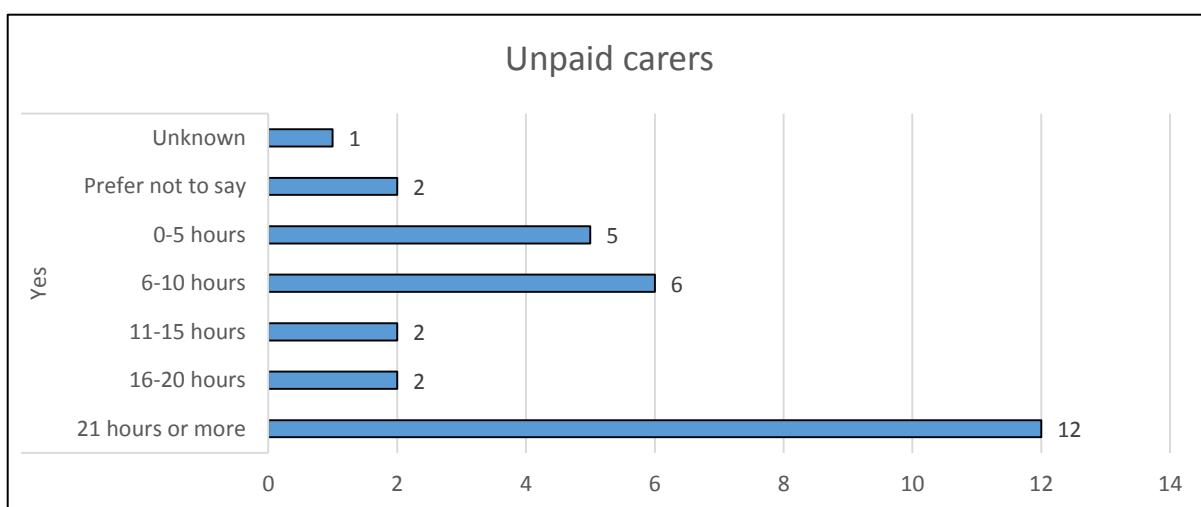


3.10. The majority of respondents (45%) had no religious beliefs. 35% were Christian. 5% of respondents were Muslim. Two respondents were Buddhist, one respondent was Jewish and one respondent was Hindu. The remaining respondents selected 'other', chose not to answer or left it blank. 'Other' religions listed were described as Baha'i, pagan and spiritual.

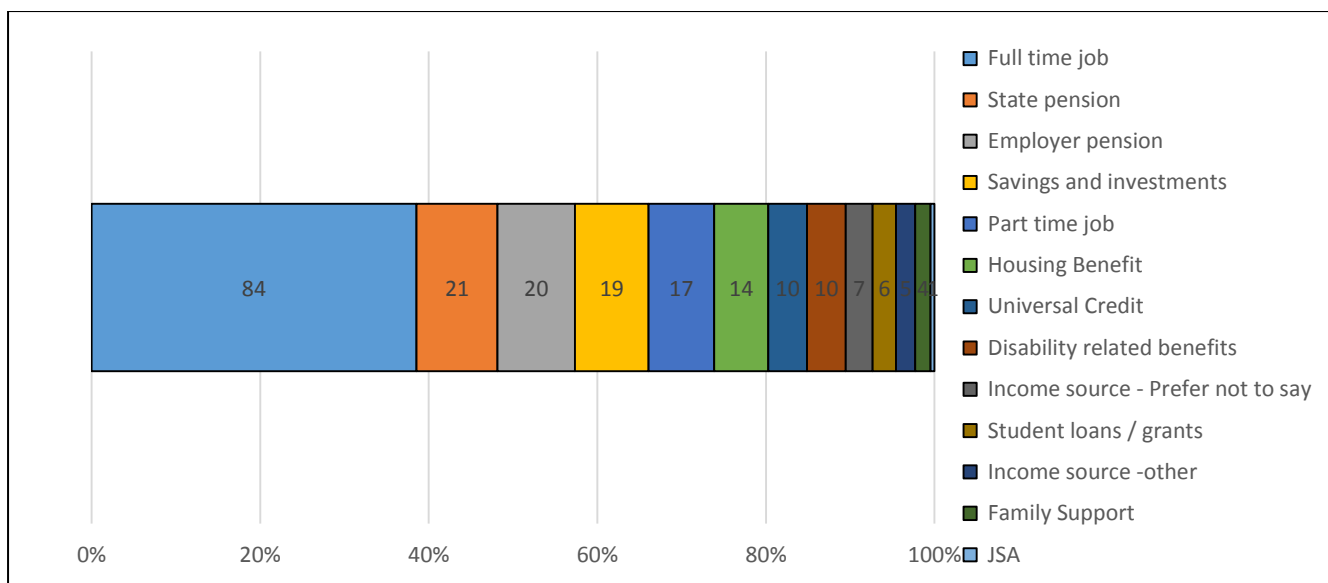




3.11. We also asked respondents about any unpaid caring responsibilities. 30 (18%) respondents stated that they had unpaid caring responsibilities and out of those, 12 had caring responsibilities of 21 hours+ per week.



3.12. We also asked respondents to identify their sources of income; the below table demonstrates the sources of income of respondents, descending in order of occurrence. Respondents were asked to tick all that applied therefore the total is more than total respondents. The most common source of income was from a full time job; the least common was from JSA which was only claimed by one respondent.



#### 4. Detailed findings – prioritisation of the five issues

4.1. As per the table in 2.3, the issue given the most priority by respondents was 'Preventing homelessness and meeting housing need'. The below table demonstrates the prioritisation given to each issue based on respondent tenure type. The colour scale shows how many within each tenure type selected each issue as one of their three priorities; i.e. the darker the colour, the more people within that group prioritised that issue.

How would you describe yourself?	Preventing homelessness and meeting housing need	Improving the quality, standard and safety of housing	Delivering the homes that Lewisham needs	Supporting our residents to lead safe, independent and active lives	Strengthening communities and embracing diversity
Homeowner	82%	67%	65%	46%	40%
Social tenant	86%	82%	84%	25%	23%
Private tenant	85%	73%	71%	29%	41%
Other (please describe in the box below)	76%	62%	57%	48%	29%
Landlord	80%	50%	70%	50%	50%

To explain, this shows that out of all homeowners who responded, 82% of them selected 'Preventing homelessness and meeting housing need' as one of their three priorities. 40% of homeowners who responded selected 'Strengthening communities and embracing diversity' as one of their three priorities.

4.2. In detail:

- A majority within each tenure group gave priority to 'Preventing homelessness and meeting housing need'.
- The second priority for social tenants and landlords was 'Delivering the homes that Lewisham needs' whereas second priority for homeowners and private tenants was 'Improving the quality, standard and safety of housing'.
- The least predominant priority for homeowners, social tenants and those describing themselves as 'other' was 'Strengthening communities and embracing diversity'. This was deemed more significant for private tenants, for whom the least predominant priority was 'Supporting our residents to lead safe, independent and active lives'.
- Landlords gave the same weight to 'Improving the quality, standard and safety of housing', 'Supporting our residents to lead safe, independent and active lives' and 'Strengthening communities and embracing diversity'.

## 5. Detailed findings – support of the proposals

### 5.1. Priority 1: delivering the homes that Lewisham needs

5.1..1. Building as many council-owned homes at social rent as possible	
	Count
Important	161
Somewhat important	41
Unimportant	10
Neither important nor unimportant	5
Somewhat unimportant	5
Unknown	2
Don't know	1
<b>Grand Total</b>	<b>225</b>

5.1..1.1. 90% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.1..1.2. 7% of respondents deemed it as 'unimportant' or 'somewhat unimportant'. The majority of these respondents (67%) were homeowners.

5.1..1.3. 87% of homeowners, 80% of landlords, 90% of private tenants and 98% of social tenants thought it was 'important' or 'somewhat important'.

5.1..2. Providing community facilities and open space in new developments	
	Count
Important	145
Somewhat important	57
Neither important or unimportant	13
Unimportant	5
Somewhat unimportant	3
Unknown	2
<b>Grand Total</b>	<b>225</b>

5.1..2.1. 90% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.1..2.2. 4% of respondents deemed it as 'unimportant' or 'somewhat unimportant'.

5.1..2.3. 13 respondents (6%) deemed it as 'neither important or unimportant', which could suggest ambivalence or a lack of knowledge. These 13 respondents were a fairly even spread from homeowners, social tenants and private tenants.

5.1..2.4. Approximately 90% of homeowners, landlords and social tenants thought this was 'important' or 'somewhat important'. 85% of private tenants thought the same.

5.1..3. Delivering high-quality temporary and specialist accommodation to protect some of our most vulnerable residents, including homeless households	
	Count
Important	155
Somewhat important	51
Unimportant	7
Neither important or unimportant	5
Somewhat unimportant	3
Unknown	2
Don't know	2
<b>Grand Total</b>	<b>225</b>

5.1..3.1. 92% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.1..3.2. 4% of respondents deemed it as 'unimportant' or 'somewhat unimportant'.

- 5.1..3.3. 100% of private tenants thought this was 'important' or 'somewhat important'.
- 5.1..3.4. 70% of landlords thought this was 'important' or 'somewhat important'; the remaining 30% thought it was 'neither', 'somewhat unimportant' or selected 'don't know'.
- 5.1..3.5. 92% of homeowners and 89% of social tenants thought it was 'important' or 'somewhat important'.

## 5.2. Priority 2: preventing homelessness and meeting housing need

5.2..1. Preventing homelessness by providing personalised support for households as early as possible	
	Count
Important	178
Somewhat important	32
Neither important nor unimportant	7
Unimportant	3
Unknown	2
Don't know	2
Somewhat unimportant	1
<b>Grand Total</b>	<b>225</b>

- 5.2..1.1. 93% of respondents deemed this proposal as 'important' or 'somewhat important'.
- 5.2..1.2. Less than 2% deemed it as 'unimportant' or 'somewhat unimportant'.
- 5.2..1.3. 93% of homeowners, 90% of landlords, 98% of private tenants and 93% of social tenants thought it was 'important' or 'somewhat important'.
- 5.2..1.4. Designations of 'important' or 'somewhat important' were relatively high across the board, demonstrating how vital personalised homelessness prevention work is viewed as.

5.2..2. Using all the available housing in Lewisham to reduce the number of homeless households in bed and breakfasts or living out of Lewisham	
	Count
Important	155
Somewhat important	48
Unimportant	8
Neither important nor unimportant	7
Don't know	5
Unknown	2
<b>Grand Total</b>	<b>225</b>

5.2..2.1. 90% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.2..2.2. 4% deemed it as 'unimportant'; the remaining 6% selected 'neither', 'don't know' or didn't answer.

5.2..2.3. 91% of homeowners, 80% of landlords, 93% of private tenants and 89% of social tenants thought it was 'important' or 'somewhat important'.

5.2..3. Increasing the number of housing options for those with needs that require specialist accommodation	
	Count
Important	159
Somewhat important	49
Neither important nor unimportant	7
Unimportant	4
Don't know	3
Unknown	2
Somewhat unimportant	1
<b>Grand Total</b>	<b>225</b>

5.2..3.1. 92% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.2..3.2. 2% deemed it as 'unimportant' or 'somewhat unimportant'.

5.2..3.3. 100% of private tenants thought this was 'important' or 'somewhat important'.

5.2..3.4. 91% of homeowners, 80% of landlords and 95% of social tenants thought it was 'important' or 'somewhat important'.

### 5.3. Priority 3: improving the quality, standard and safety of housing in Lewisham

5.3..1. Improving the quality of private sector housing by building our own housing with stable rents and longer tenancies, and working with the sector to put in place best practice	
	Count
Important	150
Somewhat important	42
Unimportant	16
Neither important nor unimportant	8
Don't know	4
Somewhat unimportant	3
Unknown	2
<b>Grand Total</b>	<b>225</b>

5.3..1.1. 85% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.3..1.2. 8% deemed it as 'unimportant' or 'somewhat unimportant'. As noted in section 4.7 this was the highest number of 'unimportant' or 'somewhat unimportant' denotations out of any of the proposals. It is noted that the majority (63%) of these respondents were homeowners.

5.3..1.3. 82% of homeowners, 80% of landlords, 90% of private tenants and 91% of social tenants thought it was 'important' or 'somewhat important'.

5.3..2. Improving the safety, quality and energy efficiency of homes owned by us	
	Count
Important	172
Somewhat important	45
Neither important nor unimportant	3
Unknown	2
Somewhat unimportant	2
Unimportant	1
Grand Total	225

5.3..2.1. 96% of respondents deemed this proposal as 'important' or 'somewhat important'. As noted in section 4.5 this proposal came out as the 'most important' (that is, the one with the most respondents stating that it was 'important' or 'somewhat important').

5.3..2.2. Only 1% deemed it as 'unimportant' or 'somewhat unimportant'.

5.3..2.3. 97% of homeowners, 90% of landlords, 98% of private tenants and 98% of social tenants thought it was 'important' or 'somewhat important'.

5.3..3. Investing in housing in Lewisham to reduce the carbon footprint and help solve the climate emergency	
	Count
Important	145
Somewhat important	46
Neither important or unimportant	18
Unimportant	6
Somewhat unimportant	5
Don't know	3
Unknown	2
Grand Total	225

- 5.3..3.1. 85% of respondents deemed this proposal as 'important' or 'somewhat important'. As noted in section 4.6 this was the proposal with the least number of respondents stating that it was 'important' or 'somewhat important'.
- 5.3..3.2. 5% deemed it as 'unimportant' or 'somewhat unimportant'. The remaining 10% selected 'neither', 'don't know' or didn't answer.
- 5.3..3.3. 85% of homeowners, 70% of landlords, 90% of private tenants and 89% of social tenants thought it was 'important' or 'somewhat important'.
- 5.3..3.4. Even though this proposal received the least 'important' or 'somewhat important' designations, it also received less 'unimportant' or 'somewhat unimportant' designations than the proposal in 7.3.1 ('Improving the quality of private sector housing by building our own housing with stable rents and longer tenancies, and working with the sector to put in place best practice').

#### 5.4. Priority 4: supporting our residents to lead safe, independent and active lives

5.4..1. Providing more support to help households keep their tenancies and access services	
	Count
Important	147
Somewhat important	52
Neither important or unimportant	16
Unimportant	4
Don't know	3
Unknown	2
Somewhat unimportant	1
Grand Total	225

- 5.4..1.1. 88% of respondents deemed this proposal as 'important' or 'somewhat important'.
- 5.4..1.2. 2% deemed it as 'unimportant' or 'somewhat unimportant'.
- 5.4..1.3. 84% of homeowners, 80% of landlords, 90% of private tenants and 98% of social tenants thought it was 'important' or 'somewhat important'. It is perhaps unsurprising that significantly more tenants (social and private) than homeowners and landlords thought it important, because they would be direct beneficiaries of any tenancy retention efforts. However the benefit to landlords should also be made clear if publicising any such schemes.



5.4..2. Supporting and promoting activity to improve the physical and mental wellbeing of residents	
	Count
Important	129
Somewhat important	66
Neither important nor unimportant	19
Somewhat unimportant	4
Unimportant	3
Unknown	2
Don't know	2
<b>Grand Total</b>	<b>225</b>

5.4..2.1. 87% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.4..2.2. 3% deemed it as 'unimportant' or 'somewhat unimportant'.

5.4..2.3. 88% of homeowners, 80% of landlords, 88% of private tenants and 84% of social tenants thought it was 'important' or 'somewhat important'.  
The amount of 'importance' designations appears to be general lower across all tenures, perhaps suggestive that this is seen as a less tangible offer.

5.4..3. Ensuring that there is a joined-up approach across housing, health, social care and other partners to support residents according to their needs	
	Count
Important	162
Somewhat important	45
Neither important nor unimportant	7
Don't know	5
Unimportant	3
Unknown	2
Somewhat unimportant	1
<b>Grand Total</b>	<b>225</b>

5.4..3.1. 92% of respondents deemed this proposal as 'important' or 'somewhat important'.

5.4..3.2. Less than 2% deemed it as 'unimportant' or 'somewhat unimportant'.

5.4..3.3. 95% of homeowners, 70% of landlords, 90% of private tenants and 93% of social tenants thought it was 'important' or 'somewhat important'.

- 5.4..3.4. This appears to be seen as relatively important for most tenures (excluding landlords) and the importance of joined-up working is also reflected in the comments sections.

*5.5. Priority 5: strengthening communities and embracing diversity*

5.5..1. Guaranteeing the rights of council tenants affected by council-led developments, and ensuring residents have a strong voice in decisions about the future of their estates	
	Count
Important	161
Somewhat important	46
Neither important nor unimportant	9
Unimportant	3
Unknown	2
Don't know	2
Somewhat unimportant	2
<b>Grand Total</b>	<b>225</b>

- 5.5..1.1. 92% of respondents deemed this proposal as 'important' or 'somewhat important'.
- 5.5..1.2. 2% deemed it as 'unimportant' or 'somewhat unimportant'.
- 5.5..1.3. 100% of social tenants thought this was 'important' or 'somewhat important', clearly demonstrating that social tenants want more autonomy in the future of their homes and estates.
- 5.5..1.4. 91% of homeowners, 90% of landlords and 90% of private tenants thought it was 'important' or 'somewhat important'.
- 5.5..1.5. This appears to be seen as relatively important, particularly for landlords who have been more reticent in previous questions with regards to designating proposals as 'important' or 'somewhat important'.

5.5..2. Promoting the rights of residents in the private rented sector	
	Count
Important	151
Somewhat important	47
Unimportant	8
Neither important or unimportant	8
Don't know	6
Somewhat unimportant	3
Unknown	2

- 5.5..2.1. 88% of respondents deemed this proposal as 'important' or 'somewhat important'.
- 5.5..2.2. 5% deemed it as 'unimportant' or 'somewhat unimportant'.
- 5.5..2.3. 88% of homeowners, 50% of landlords, 95% of private tenants and 91% of social tenants thought it was 'important' or 'somewhat important'.
- 5.5..2.4. 30% of landlords deemed this 'unimportant' or 'somewhat unimportant'.
- 5.5..2.5. The discord between private tenants and landlords is quite apparent here and suggests that whilst private tenants want their rights to be promoted (i.e. through a private renters' union), some landlords are significantly less in favour. However it is pertinent to remember that whilst 18% of respondents were private tenants (41 people), only 5% were landlords (10 people) and therefore perhaps not an adequate representation.

5.5..3. Offering sanctuary to those fleeing violence and oppression	
	Count
Important	164
Somewhat important	37
Neither important nor unimportant	9
Somewhat unimportant	6
Unimportant	5
Unknown	2
Don't know	2
<b>Grand Total</b>	<b>225</b>

- 5.5..3.1. 89% of respondents deemed this proposal as 'important' or 'somewhat important'.
- 5.5..3.2. 5% deemed it as 'unimportant' or 'somewhat unimportant'.
- 5.5..3.3. 88% of homeowners, 80% of landlords, 95% of private tenants and 91% of social tenants thought it was 'important' or 'somewhat important'.
- 5.5..3.4. A very small number of comments challenged the borough's aim to become a borough of sanctuary.

## 6. Key themes from comments

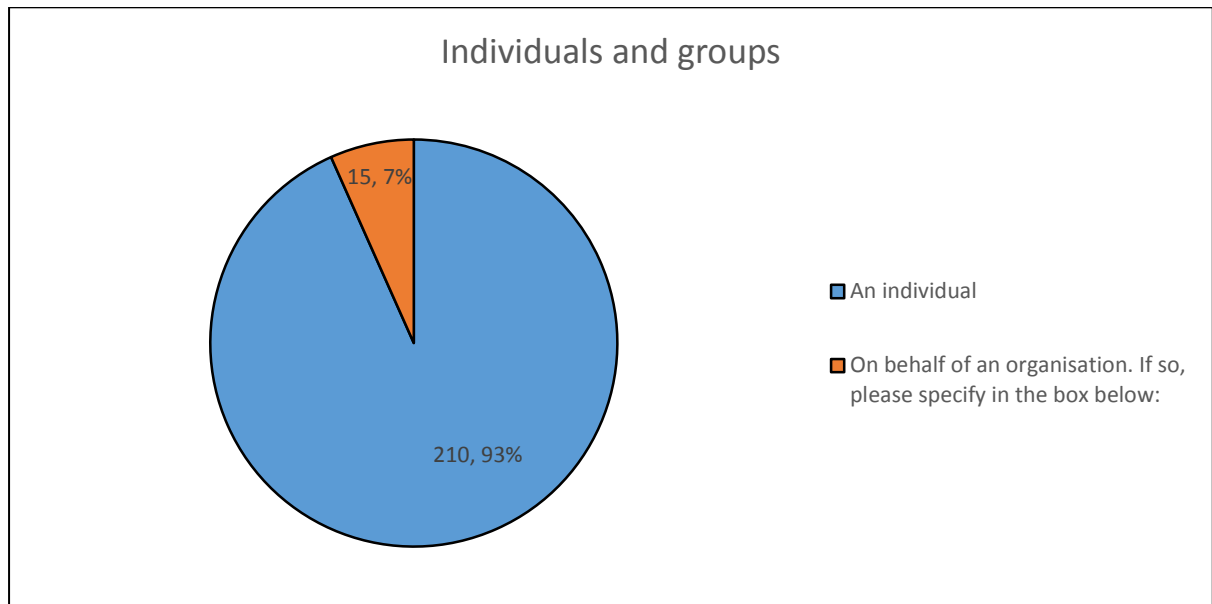
6.1. In addition to the above, respondents were also asked if they had further comments on the subject of each issue / priority. They were also asked to comment on any priorities not mentioned that they believe we should address in our housing strategy.

6.2. The below table summarises key themes that were broadly repeated by multiple respondents.

Housing units and supply	Affordability	Service improvement and communication	Vulnerable people and families
Attractive, quality, energy efficient homes that are adaptable for the future	Provide more <i><b>genuinely</b></i> affordable housing	More focus on early intervention including support those in rent arrears well in advance of eviction	More housing and support for those fleeing violence and oppression
Address vacant properties in the borough and use them to increase housing supply	Retain young people and students within borough with housing options that they can realistically afford	Support all types of tenant to sustain tenancies in innovative ways	Provide more specialist housing for households that need it, including people with autism, elderly people and those with mental health issues
Provide more units and homes appropriate for family	Ensure a mix of tenancies (social and private) on all developments	Joined up approach with existing initiatives, internal and external partners	Addressing issues with poor / rogue landlords, holding them accountable for safety and efficiency
Stronger encouragement of downsizing	More challenge to central government towards truly affordable housing	Ensure more consultation with community and encouragement of community-led initiatives such as co-ops, TMOs and Residents' Associations	
Ensure there is adequate community provision with facilities and transport links	Address issues of overcrowded families		
Provide green areas easily accessible to households			
Improve existing units including temporary accommodation			
Ensure fair deals with developers, including better consultation with the communities in which they are building			
Environmental considerations such as alternative energy options and decent recycling facilities			

## 7. Group responses

7.1. 15 responses (7%) were made on behalf of organisations.



7.2. These groups were:

- Apax Support Ltd
- Brockley Tenants' Co-operative Ltd
- Campaign in Lewisham for Autism Spectrum Housing, CLASH
- DWP
- Goldsmiths, University of London
- Jericho Road Project
- Lewisham Liberal Democrats
- Marsha Phoenix Memorial Trust
- MODOMO
- New World HA
- Optivo
- Pepys Community Forum
- The Deptford people project
- The Hyde Group
- The Royal British Legion

7.3. Group comments were considered when reviewing all free text and are attached as [Appendix A](#), categorised by each priority.

## 8. Actions as a result of consultation

8.1. The predominant themes in 6.2 have been considered and incorporated into the Housing strategy document and / or the action plan where appropriate.

8.2. One key point to highlight is that comments and themes indicated that the initial draft strategy did not adequately address young people and their needs. This has been addressed in the final draft strategy document.

## Appendix A – group response comments by priority

### *Priority 1: delivering the homes that Lewisham needs*

<b>Apax Support Ltd</b>
To collaborate and work with smaller supported housing providers like Apax and not by default handpick only larger organisations. Even though projects go out to tender, the smaller providers are implicitly and tacitly screened out of the selection process.
<b>Brockley Tenants' Co-operative Ltd</b>
I see Council's making efforts to increase the supply of truly affordable housing but without long term support from central government, it is unlikely that local authorities can meet the housing needs of residents.
<b>Goldsmiths, University of London</b>
Students and young people appear to have been overlooked in the narrative of the strategy proposal - we would consider that students and young people are within the scope of 'homes that Lewisham needs'. Students will provide economic growth and significant contribution to the local economy, there is a need for homes that graduates and students can live in comfortably and affordably, and also knowing that there is availability for these genuinely affordable properties.
<b>Lewisham Liberal Democrats</b>
We would expect to see that there is a commitment to at least 50% affordable housing target. It would also be prudent to acknowledge that any homes delivered will be truly meeting environmental standards and a commitment is shown to zero carbon homes as standard. Young people also appear to have been missed out of this initial strategy. We would expect to see that young people and students are considered within the wider strategy as they will provide economic growth and significant contribution to the local economy; these homes will also need to be genuinely affordable properties - we would expect to see a commitment to defining what 'genuinely affordable' means in real, monetary terms, so that all communities in Lewisham can assess the Council's understanding of genuine affordability.
<b>MODOMO</b>
Modomo consider temporary precision manufactured homes should be directly referenced in the 'action plan' as an effective contribution to solving the national housing crisis because both national and regional planning policy now promote meanwhile housing as a device to facilitate quick temporary housing delivery on under-utilised sites. Whilst Modomo supports the acknowledgment that precision manufactured housing is an innovation that can deliver social rented housing (as quoted above), they consider the 'action plan' must also advocate for the valuable contribution meanwhile housing can have on meeting short term and long term housing supply across all tenures. Furthermore, Modomo consider a key action in the 'plan' that will help address the issues in the draft Housing Strategy, is to encourage developers to identify appropriate sites for meanwhile uses, especially for temporary housing on land that is awaiting longer term development.
<b>Optivo</b>



- Optivo shares Lewisham's vision for everyone to have a safe, stable and genuinely affordable home
- We own and/or manage almost 1,400 homes in the borough including the recently completed Bond House on Goodwood Road
- As part of our new strategic plan we have pledged to start 7,000 homes across our operating areas by 2025, 85% of which will be affordable
- As a priority one growth area in which we'll consider all housing/land opportunities from 30 to 1,000 homes, a significant number of these starts could be in Lewisham depending on the opportunities that come up
- We recognise housing associations and local authorities need to work in close partnership to solve London's housing crisis and are glad to see the council has made good progress in increasing its own delivery despite a challenging external environment
- With the Housing Revenue Account borrowing cap now lifted – something we had lobbied for with the G15 and London Councils – we are pleased the council is now eager to do more and work with partners to deliver more genuinely affordable homes

### **Pepys Community Forum**

Needs to be a Lewisham Council housing model to match local conditions, with genuine social rent. With opportunities to move on, too, to other tenures as a choice.  
Not the Mayor of London LAR or LLR.

### **The Deptford people project**

As a community organisation our members have expressed concern regarding the lack of truly accessible community space within new developments. Currently all new development sites within Lewisham have no community facilities. Often developers propose cultural space and decline uses after building. These spaces are generally left empty for two years and planning is applied for to create more housing for profit at a later date. We suggest a policy to include 'community meantime use licences' to enable us to utilise all new redevelopment spaces.

Our member's expressed concern regarding the lack of community consultation during the planning process. And feel that the current provisions provided by various organisations is non representative of the long standing demographic of the area. Often residents are left feeling ignored and invisible during the consultation process. Many of those who have a generational legacy within the area have been forgotten in favour of the transient student community that do not honestly reflect our history, heritage or the culture of the area.

As an organisation we would like to see a commitment to accessibility for those without digital experience or internet access. Due to austerity and a child poverty rate of over 50%, those most in need of a voice regarding housing issues, are excused from the current system of consultation. We have a number of suggestions to offer Lewisham Council if they would like to meet with us.

We have begun a community consultation and the majority of feedback has been focused on the lack of community engagement and representation. There seems to be a culture of small groups speaking for the majority without any engagement.

Local people are enthusiastic to become active in the planning and delivery of new housing developments. However currently there is a lack of community space, little to no access to online documentation and information, and a general social and cultural misrepresentation within housing panels and groups. This has caused those experiencing hardship to be under represented during consultation. This later leads to huge gaps in social/cultural/health/educational provisions and services within newly developed areas. Causing unforeseen financial expenditure for the council when having to plug these gaps without the use of 106.

We believe that with a small increase to consultation budgets (which can be passed on to developers), many of the redevelopment disruption and budget increase issues can be avoided. Lessening the burden of prolonged planning applications for not only the council and developers but also the local community and those needing housing.

We would encourage the council to speak with grass roots and voluntary groups prior to developing steering groups. We would encourage the council to include supported accessible redevelopment spaces during the consultation process. This will help to ensure all residents regardless of social or economic status are fully represented.

Many local people are not against redevelopment. They are however against redevelopment that is not inclusive or representative of their community.

We would like to see the community charter include a section on accessibility. With an emphasis on truly representative community engagement.

### **The Hyde Group**

- As a Housing Association we welcome recognition that the Council will need to work with Registered Providers (page 3), and very keen on any initiatives for partnership working with the Council to deliver more genuinely affordable housing.
- Delivering the homes Lewisham needs will not be easy and it should be acknowledged the public subsidy available for affordable housing is limited. The current model requires a level of cross-subsidy from private sales to make developments financially viable.
- The provision of community facilities and open space in new developments is important, and we always ensure our schemes are designed for the benefit of our residents. In designing developments, we consider the management of communal assets, and their impact on service charges, to ensure the homes remain affordable in the long-term.
- The draft strategy doesn't mention the length of affordable tenancies. Hyde's preference is to use Fixed Term tenancies. This is to promote mobility through choice and when people can afford it. This frees up much needed homes for genuinely affordable rent. This approach can help the short supply of larger homes, especially given the shortage of affordable housing due to a long-standing lack of public investment.

### **The Royal British Legion**

5.2. In the year to March 2018, the Ministry of Housing, Communities, and Local Government (MHCLG) recorded that nearly 7,000 households given a new social housing letting included someone who has served in the Armed Forces, approximately 2% of total lettings. However, in the experience of many members of the Armed Forces community who apply for social housing, this is not always a smooth process. Legion services are frequently required to help veterans and their families navigate their way through the complex process of applying for social housing. Our volunteers and staff report considerable variation between local authorities across England in the way that support is provided to members of the Armed Forces community in search of social housing. The Legion's Household Survey in 2014 found that 6% of those who had been discharged from the Armed Forces in the past five years experienced some difficulty in applying for council or housing association accommodation. We recommend that housing allocations policies are drafted with the needs of the Armed Forces communities in mind and that council staff are appropriately trained to understand the policies and legislation. 5.3. We have seen several examples of successful social housing initiatives for the Armed Forces community across England, which have been featured in our previously mentioned document Supporting the Armed Forces Community with Housing in England. We again recommend that this is read as part of our response to this consultation.

*Priority 2: preventing homelessness and meeting housing need*

<b>Goldsmiths, University of London</b>
We would like to see a Help to Rent scheme introduced locally to offer students and young people some security in finding an appropriate property to rent during studies or post graduation. The university will help where possible but in order to retain graduates in the borough, more could be done to support them whilst they set up in their graduate job. Many graduates will face returning to their parental home before they can think about finding a job - Lewisham (and indeed London) is currently running the risk of retention issues with good graduate talent simply because of housing.
<b>Jericho Road Project</b>
A critical need is to keep people near their support, friends and family. Keeping children in the same school is so important.
<b>Lewisham Liberal Democrats</b>
We are in agreement with the theme of tackling the homelessness crisis. We would expect to see that the Council is able to think critically about how this works in practice. There are many types of vulnerable groups that may, at some stage, find themselves homeless. This is not an issue that will be resolved without ongoing commitment to broader solutions. As part of the strategy, we would expect some detailed direction, aims, objectives and key milestones, as well as success measures against this element of the strategy. For example, will the Council be able to quantify the reduction aim in the area and could there be a KPI against the 'need' element of this narrative.
<b>Marsha Phoenix Memorial Trust</b>
Mediation service for young people to prevent parental chuck outs under 18s and a culture change from expectation that this is a route to secure social housing which is still held widely .
<b>Optivo</b>
<ul style="list-style-type: none"> <li>• Optivo shares Lewisham's ambition to reduce homelessness and is working to do so across a number of fronts</li> <li>• 38% of our lettings across general needs and supported housing in Lewisham went to formerly homeless households in 2018/19</li> <li>• For a number of years we have worked in collaboration with the GLA, Thames Reach and St Mungo's to provide accommodation to people with a history of rough sleeping through the clearing house initiative. We have a small number of homes in Deptford ring-fenced for this purpose</li> <li>• Our financial inclusion team is highly adept at working with residents to maximise and make the most of their incomes through help with budgeting and securing welfare benefits. Last year each household the team supported received an uplift in income of £287 on average including money saved on bills and extra benefits secured</li> <li>• And, recognising that employment can generate a reliable income – besides a host of other benefits – our social impact team offers personalised support to residents to access jobs and training. Last year it helped 1,122 people across our operating areas secure jobs or training, including through the Love London Working programme</li> <li>• Our dedicated tenancy sustainment team works with some of our more vulnerable residents to help them manage their tenancies, including practical help with filling in benefit or grant application forms</li> <li>• And to support local authorities deliver on the intentions of the Homelessness Reduction Act, we have signed up to the National Housing Federation's Commitment to Refer, which formalises the actions we'll take to refer households at risk of becoming homeless</li> </ul>

## **Pepys Community Forum**

Homelessness, in itself is not the problem.

Everyone should have a 'home' as a core value, along with the opportunity to gain training and work, if they need to.

At present homelessness is like a 'punishment', for some, yet our society is affluent.

## **The Deptford people project**

Currently council tax is one of the main issues causing families to be living below the poverty line. We would like to see a change made to social housing landlords financial affordability assessments.

Currently council tax is not included in this assessment. Those who obtain a lease for new social housing experience an approximate 60% increase in social rent plus an increase in council tax due to changes in criteria. Leaving people in new housing unable to work.

If changes were to be made to the financial assessment the council could effectively identify those who live below the London affordability line. This could potential avoid later homelessness issue for those deemed as intentionally homeless due to rent arrears.

## **The Royal British Legion**

5.4. Effective prevention of homelessness among the Armed Forces community is reliant on rapid identification of ex-Service personnel and their families, and the provision of specialised advice and information that is tailored to the needs of members of Armed Forces community. 5.5. The Legion has long called on all public bodies to 'ask the question' at the first point of contact with members of the public. 'Asking the question' allows identified veterans and family members to be pointed to specialised routes of support and ensures they are given the most appropriate help quickly. Lewisham borough should ensure that all residents approaching homelessness services are asked a question that will identify:

- Former members of HM Armed Forces, Regular and Reserve

- Spouse or Partner of serving or former members of HM Armed Forces
- Widow(er)s of serving or former members of HM Armed Forces
- Dependent children of serving or former members of HM Armed Forces
- Recently divorced or separated spouses or partners of serving or former members of HM Armed Forces.

5.6. If members of the Armed Forces community are identified, Lewisham borough staff must have a clear understanding of what steps must be taken to prevent homelessness in these cases and create a pathway that applicants can be directed towards. 5.7. We have seen several examples of successful partnership working across England which have been featured in our previously mentioned document Supporting the Armed Forces Community with Housing in England. We again recommend that this is read as part of our response to this consultation. 5.8. Key elements that are worth highlighting include the importance of drafting effective Personalised Housing Plans (PHPs) which include the specialised support and advice available to members of the Armed Forces community from charities such as the Legion. It is important that charity assistance is included in PHPs and the authority and charities work in genuine partnership to support residents. The Legion has seen examples across England of PHPs neglecting to include the Legion which resulted in residents missing out on available support. Lewisham borough should engage with national organisations such as the Legion and Veteran's Gateway, and with more localised support available through charities such as Veterans Aid in London and create pathways of homelessness support for the Armed Forces community. These charities will work in partnership with Lewisham borough to support those members of the Armed Force community in need, but they are not a substitute for the statutory duties of Lewisham borough.

*Priority 3: improving the quality, standard and safety of housing in Lewisham*

**Goldsmiths, University of London**

Agreed with these themes. On the topic of improving quality and standards, Goldsmiths would be in favour of a licensing scheme but we would also like to see the London Rogue Landlord Register being utilised more thoroughly in the borough, especially if students and young people will be forced more into the private sector in the borough under this strategy. We would like to see that students and young people are reconsidered as specific target groups in the strategy, however.

**Lewisham Liberal Democrats**

We are agreed that environmental impact and energy efficiency, as well as air quality, will need to improve with the inclusion of more homes; they will need to be futureproof. We would be in favour of a licensing scheme, as proposed in earlier Council consultations, but we would also like to see the London Rogue Landlord Register being utilised more thoroughly in the borough. We note from the strategy that the notion of relying on the private sector to support the strategy, symbolising that the Council has conceded that private rental sector will play a key part in the strategy's success. With this in mind, it would seem prudent for the Council to acknowledge that, as part of the 'safety and standard' aspect of the strategy, more will need to be done to monitor and issue sanction on those that wish to take advantage of more vulnerable people in properties across the borough. Upon the Lewisham Lib Dems checking the Rogue Landlord Register for Lewisham, there are currently no entries reported from the borough - this does not seem to correlate with the narrative of the strategy of providing support. We would also be keen to see that the Licensing Scheme is not merely implemented as a symbolic gesture but rather full implementation, oversight and administration to an effective scheme is assured to the rental residents of Lewisham.

**Optivo**

- Like Lewisham, Optivo is redoubling its efforts to improve the quality of its existing stock
- In 2018/19 we spent almost £90m on routine and planned maintenance and major and capitalised major repairs across our stock
- Following an extensive programme of works we no longer have any buildings with Grenfell-style aluminium composite material cladding above four storeys
- And we're now making a further major investment in improvements to fire safety with a planned spend of £80m over six years across our stock
- In doing so we are engaging with our residents as much as possible
- Last year our resident scrutiny panel conducted an award-winning piece of research into how to improve our fire safety communications
- And, as part of research with MHCLG, we've recently completed 172 surveys with residents to assess their understanding and trust of 'stay put' advice
- Optivo is also fully behind the borough's commitment to becoming carbon neutral by 2030
- We appreciate housing accounts for large proportion of greenhouse gas emissions through construction and occupation and are proud to have achieved a SHIFT Gold rating for the second year running, coming 2nd out of 40 housing providers who were assessed
- Our new strategic plan sets out how we'll deliver an ambitious environmental programme over the next few years. That includes how we'll meet government's target for all social sector homes to achieve a Band C Energy Performance Certificate by 2030

**Pepys Community Forum**

The private sector model, of leading on all types of housing is wrong. Local Councils should lead, on local housing needs, especially at low cost with exceptional quality, for families and others to live a good life. Employing their own professional Staff - architects, planners, surveyors, etc - in a close conjunction with local people and groups. The private has sufficient opportunities elsewhere. They can work in partnership, yet only if they are able to meet the high standards led local people. A social profit, being the highest priority.

#### **The Hyde Group**

We always aim to ensure our homes meet the highest levels of energy efficiency, and are cognisant of the impacts climate change has on the daily lives of our residents. We are working on a retrofit programme with existing homes and factor mitigations in to the design of our new homes to reduce long-term maintenance costs for our residents.

As an organisation we are working to lower our carbon footprint significantly, whilst balancing this with the need to provide affordable housing. Whilst the two are not incompatible, the upfront capital investment required in some instances can have a knock on effect on scheme viability. We would be very happy to work with the Council on this.

#### *Priority 4: supporting our residents to lead safe, independent and active lives*

#### **Brockley Tenants' Co-operative Ltd**

Ensuring a joined up approach with other services is crucial. There is not enough integration of housing, health and social care.

#### **Goldsmiths, University of London**

Agreed with these themes. We would like to see that the Council considers that students, graduates and young people are included into this theme, particularly around mental health and wellbeing. We should like to see that the LA is taking the community approach to future housing for our potential graduates and students as this will ensure that they have access to health services and local amenities when they need them. We should like to see that they are supported in a coordinated way - both from the university and appropriate access to LA services.

#### **Lewisham Liberal Democrats**

We would expect to see that vulnerable tenants are able to access appropriate advice and support in relation to tenancies, payments, hardship and mental health. We are keen to begin to see that new developments include access to local amenities and health provisions. As you will be aware, mental health issues are on the rise amongst young people and those most vulnerable in society, including BAME and those non-traditional family units. What this means for the future of housing and support in the borough is that there will be a major requirement for investment in communities that focuses on 'support', public health and peer mentoring. With this in mind, we would expect that greater consideration is made in this in respect in the fuller strategy and what steps the Council is going to take as commitments to the types of services residents would expect to see in their communities.

#### **Marsha Phoenix Memorial Trust**

some homelessness could be prevented if timely interventions took place and if things like mental health support was more accessible

#### **Optivo**

- As a housing association whose mission is 'Building Homes, Making Places, Enhancing Lives' we fully support this objective
- Optivo undertakes a number of activities to help its residents and broader communities lead safe, independent and active lives
- Our social impact and financial inclusion teams play an important role in this respect (as mentioned above in relation to priority two)
- Optivo also supports a foodbank in Lewisham to support some of the most financially disadvantaged households in the borough
- And we have partnered with online electrical goods store AO to refer residents to its rental service. The aim is to help them access appliances in a way that reduces the need for loan sharks/expensive short-term loans
- We're also aware loneliness and isolation are issues experienced by a growing number of residents. We recently launched resident-led research on the issue at the House of Commons and will be working with residents to implement its recommendations

#### **Pepys Community Forum**

The older generation have the wisdom to benefit all.

#### **The Deptford people project**

The Council needs to ensure that residents have voting rights for the direction of 106 funding. Too often 106 is used without public consultation.

#### **The Hyde Group**

Hyde's community investment team - Hyde Foundation – works with our customers in two broad programmes of activity with targeted approach to working with people and places most in need: Successful Tenancies works to secure sustained outcomes for residents at risk of tenancy failure. The team has specialists in money and debt, employment and tenancy sustainment, who work together to address residents' issues, reducing costs and risk to the business. Successful Places is committed to reducing estate-based challenges affecting the business, by building the resilience of individuals and communities. The team works in partnership at national, regional and local levels to pioneer innovative scalable solutions preventing the negative impact of social problems on the most vulnerable.

### *Priority 5: strengthening communities and embracing diversity*

#### **Goldsmiths, University of London**

Agreed with these themes. We would like to see that support for those fleeing unacceptable living situations are treated as appropriately by the LA as possible. We would like it highlighted that whilst the university can play its part in supporting students, not all students are 'standard' and many circumstances, situations, age, health conditions and preferences mean that student housing in the form of halls of residence is not going to meet a 'catch all' fix. In those situations, we should like to see that the LA is taking effective steps to support us to support students and graduates with advice and options beyond that of the university. Only a coordinated approach will mean that everyone is captured in this theme.

#### **Lewisham Liberal Democrats**

We are in agreement with this theme in general terms. However, we would like to see that support for those fleeing unacceptable living situations are treated as appropriately by the Council as possible and detailed in the fuller strategy about what this means in practice. We should like to see that the Council is taking effective steps to support as many people in the community as possible. Only a coordinated approach will mean that everyone is captured in this theme.

### **Optivo**

- This is another objective we fully support.
- Optivo has a long history of involving its residents in scrutiny and decision-making and is now looking at ways to provide further and more modern opportunities for residents to have their voices heard
- Our new strategic plan has co-creation as a major theme – residents working in genuine partnership with colleagues to shape policies, re-design services and develop new projects
- We're also working closely with the National Housing Federation to shape its Together with Tenants initiative to rebalance the relationship between tenants and landlords
- In common with the council we also embrace diversity and this is another key theme of our strategic plan
- Our ambition is to be recognised as a sector-leader for diversity and we have already made positive progress including establishing five diversity networks for staff and applying the Rooney rule to recent recruitment to our governance teams
- We have recently appointed two staff from BAME backgrounds to our executive team
- And Our Chief Exec is the current holder of Inside Housing's 'Best Supporting Male' title awarded at the Women in Housing Awards

### **Pepys Community Forum**

Everyone having opportunity to work together.

### **The Deptford people project**

We have a 53% child poverty rate. This area is not a sanctuary for anyone.

### *Other priorities*

#### **Apax Support Ltd**

Provide funding to housing support providers.

#### **Brockley Tenants' Co-operative Ltd**

Our Co-operative and others are looking to develop and expand our existing stock and would like to find out if the Council can offer assistance in the form of skills and knowledge to help us achieve this.

#### **Goldsmiths, University of London**



We would like to see that students and young people are specifically mentioned in this strategy. We would like it noted that not all private sector rents are affordable for students (or young people), even if they are topping up their student loans with work. On the topic of 'genuinely affordable', we would like to see a number on this. What shall be the LA's aim in terms of percentage of a student loan expected to be spent on 'genuinely affordable' rent in the borough? Will it match the Mayor of London's suggestion of 55% of the maximum? If so, how many homes available to rent will meet this? Will it be an achievable target? If so, by when? Of these genuinely affordable properties, how many should students expect to be available to them over the course of this strategy? How will this percentage be put into context in relation to the theme of 'long term' tenancies? This would go against year-on-year support of new, vulnerable prospective tenants. If there is no turnover of tenancies, how does the Local Authority expect to continue to support students and young people year-on-year?

#### **Lewisham Liberal Democrats**

We would expect to see that the Council considers a Help to Rent Scheme. This ties in with the theme that the Council is pushing more non-vulnerable categories to the private sector and therefore it would seem a healthy and supportive scheme to offer those who need it an option to access support for a monetary rental deposit whereby they are not able to do so from own savings, parents, guardians, charities or other sources. This Scheme would be extremely effective in securing tenancies for those who would like to remain, settle or relocate to the borough to access employment opportunities, to be closer to their families or to continue to live in the area they have called home in the past.

As mentioned previously, we should expect that the Council takes extremely seriously the efforts to quantify the term 'genuinely affordable'. With London Living Wage set at a starting salary of £10.75/hr, how many young people will either choose to continue to live at home (if they were fortunate to have a stable family home in Lewisham), or just end up moving elsewhere in London or the country. It would be helpful for those on low incomes to translate into real terms that perhaps even on the London Living Wage they will need to work a 50-hour week to earn anywhere close to being about to afford housing in the borough - we do not want to set up young people, vulnerable adults or those on low incomes with false expectations and hope through this strategy if the intention is not to meet this very real demand and reality.

Finally, on the topic of public consultation of this Strategy, we are faced with objecting to this approach as the first step. Whilst the consultation is public, and we understand that key stakeholders in the housing sector in the borough were invited to a round-table event, and that we are able to provide comment via this medium, due to the Council's single-party hold in Lewisham, there was no opportunity for proper scrutiny before a more public consultation. There are comments within this response that would've aided and assisted Lewisham residents with active interest in this topic but less insight into the nuances to be given more accurate terms, principles, themes and commitment in language to how this strategy may affect them going forward. It should be highlighted that this approach would not only seem opportunistic, but also at odds with the theme of a more 'transparent and supportive' approach contained within the narrative of this strategy. We are also led to believe that many of the topics discussed openly at the round-table event are excluded from this general strategy, including the mention of young people, students or those on low incomes, neither in-depth information on how those categories blend into the themes, therefore we have to assume this was done with the intention of shoehorning a strategy based on agenda, rather than what has been called for in a public or residential forum.

#### **Pepys Community Forum**

Allowing in, local groups and communities to build and manage, for themselves.

#### **The Deptford people project**

The introduction of a community lead housing scrutiny panel made up of residents only. This is needed to ensure local people are truly represented and engaged in redevelopment from the beginning.

For more information regarding our consultation please email  
[thedeptfordpeopleproject@outlook.com](mailto:thedeptfordpeopleproject@outlook.com)