

Overview and Scrutiny



Housing Select Committee Supplementary Agenda

Thursday, 5 January 2023

7.00 pm, Council Chamber, Civic Suite SE6 4RU

Civic Suite

Lewisham Town Hall

London SE6 4RU

For more information contact: Nidhi Patil (nidhi.patil@lewisham.gov.uk)

This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

Part 1

Item		Pages
5.	Climate Emergency Action Plan update- Housing retrofit <i>Presentations by Social Housing Providers at the meeting</i>	3 - 28
6.	Update on Supported Exempt Accommodation <i>Presentation at the meeting</i>	29 - 38

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Homes Energy Improvement Works





Resident leadership and effective governance.



Homes and services to meet our residents' needs now and in the future.

Our strategic objectives

Together we are building a better future for our Phoenix community



Sustainability for Phoenix, our homes, our neighbourhoods and our community.

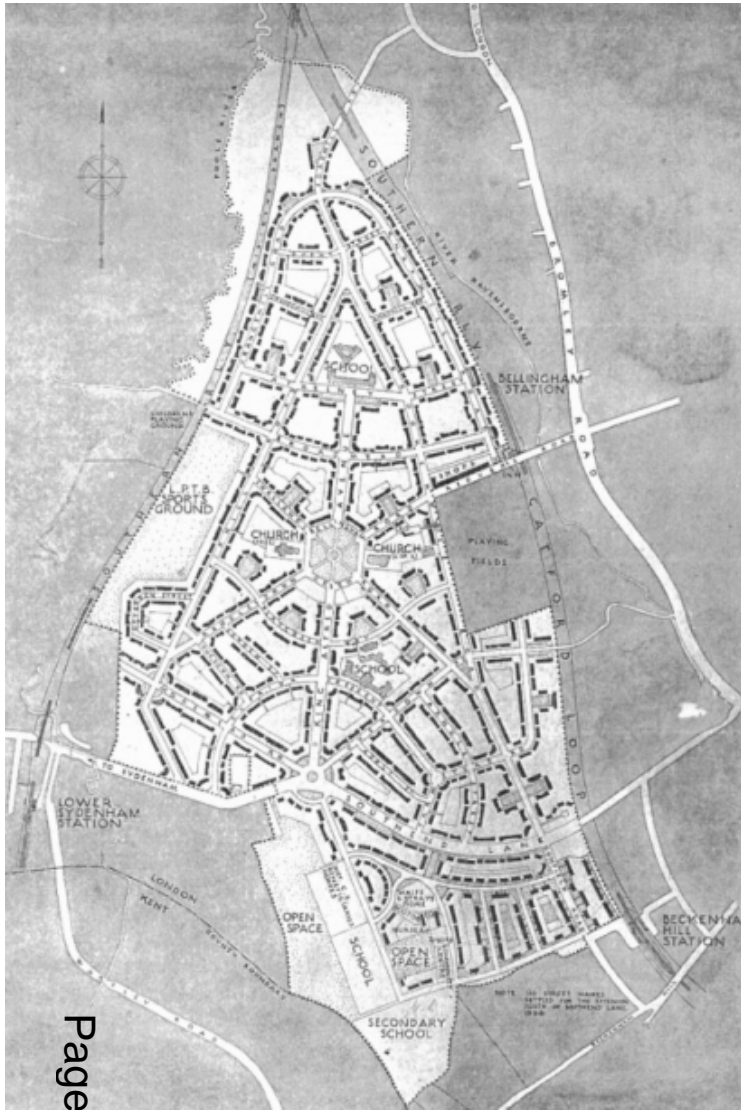


Growth in new homes and opportunities.

Phoenix Homes: South Lewisham

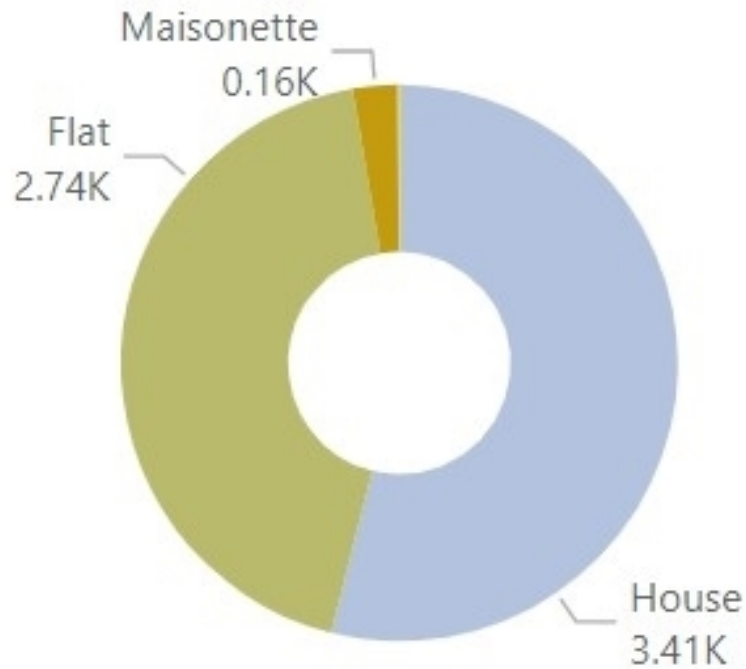


Phoenix Homes: Cottage Estates

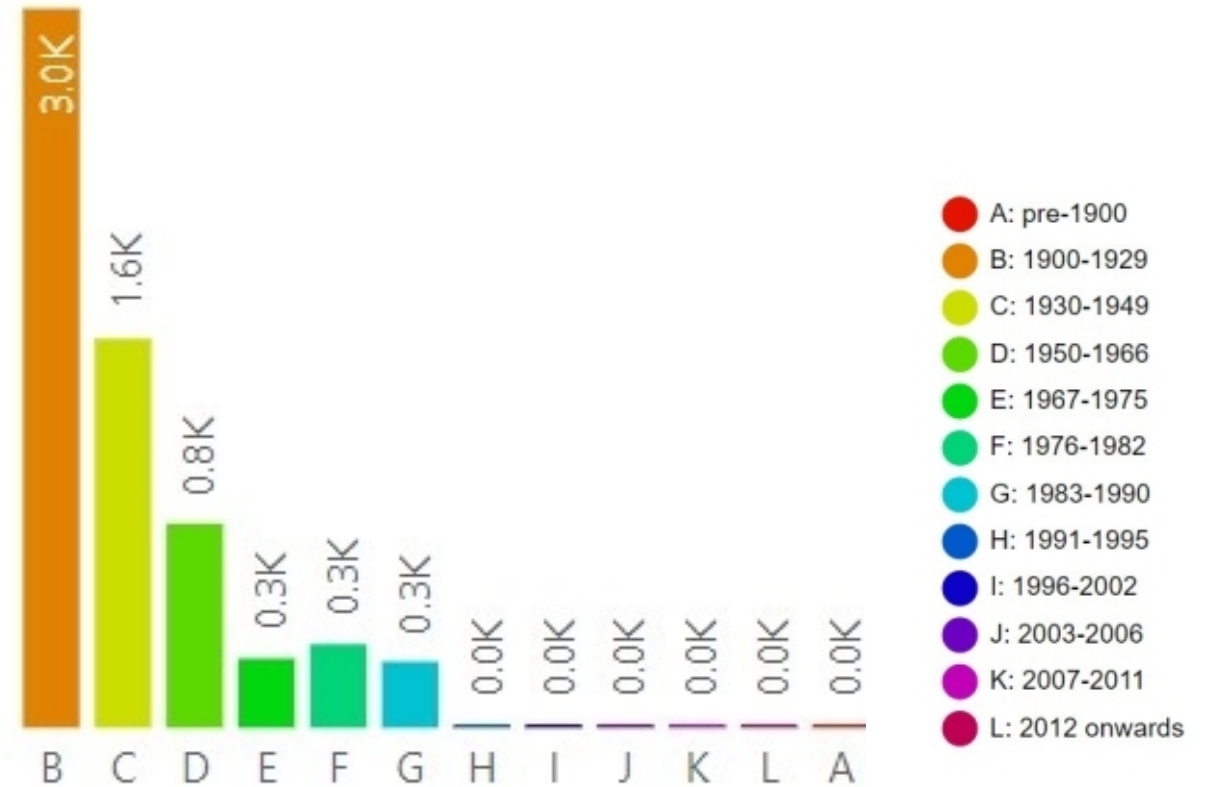


Phoenix Homes: Archetype and Age

6500 Rented Homes



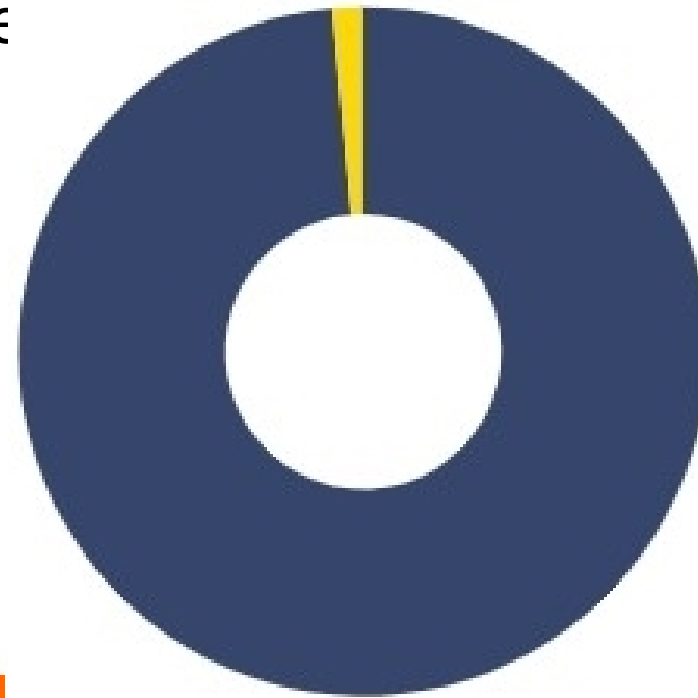
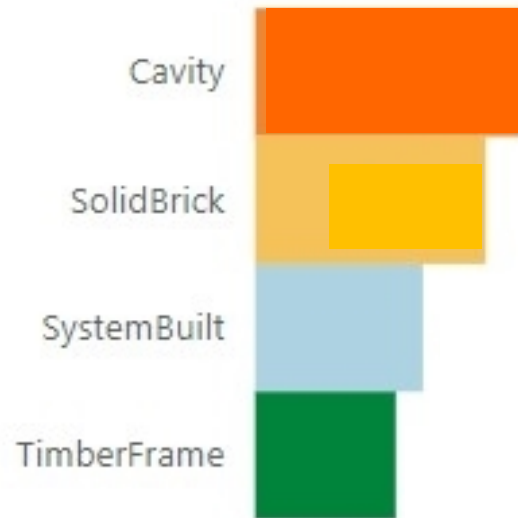
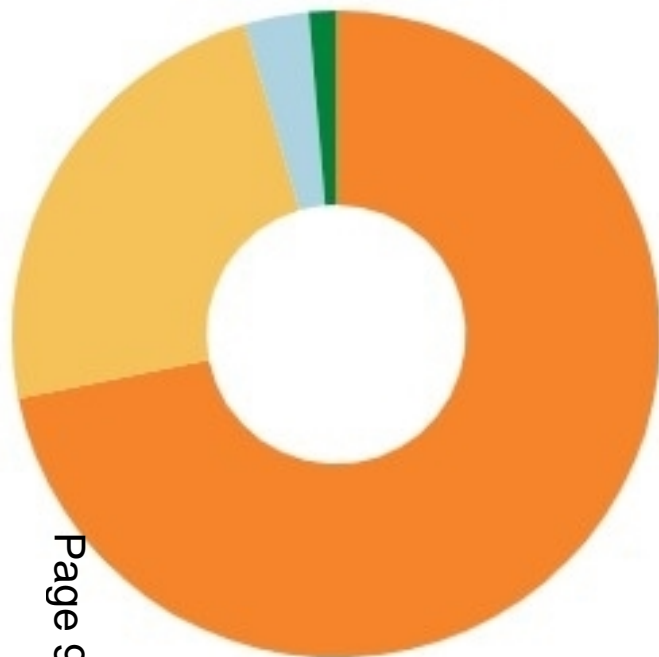
46% Flats and Maisonettes
54% Street Properties



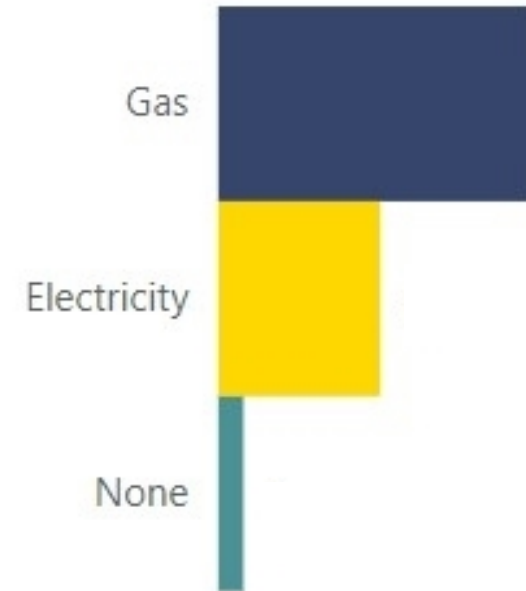
70% built pre-1949
45% built pre-1929

Phoenix Homes: Wall and Heating Type

72% Cavity wall
27% Solid Wall



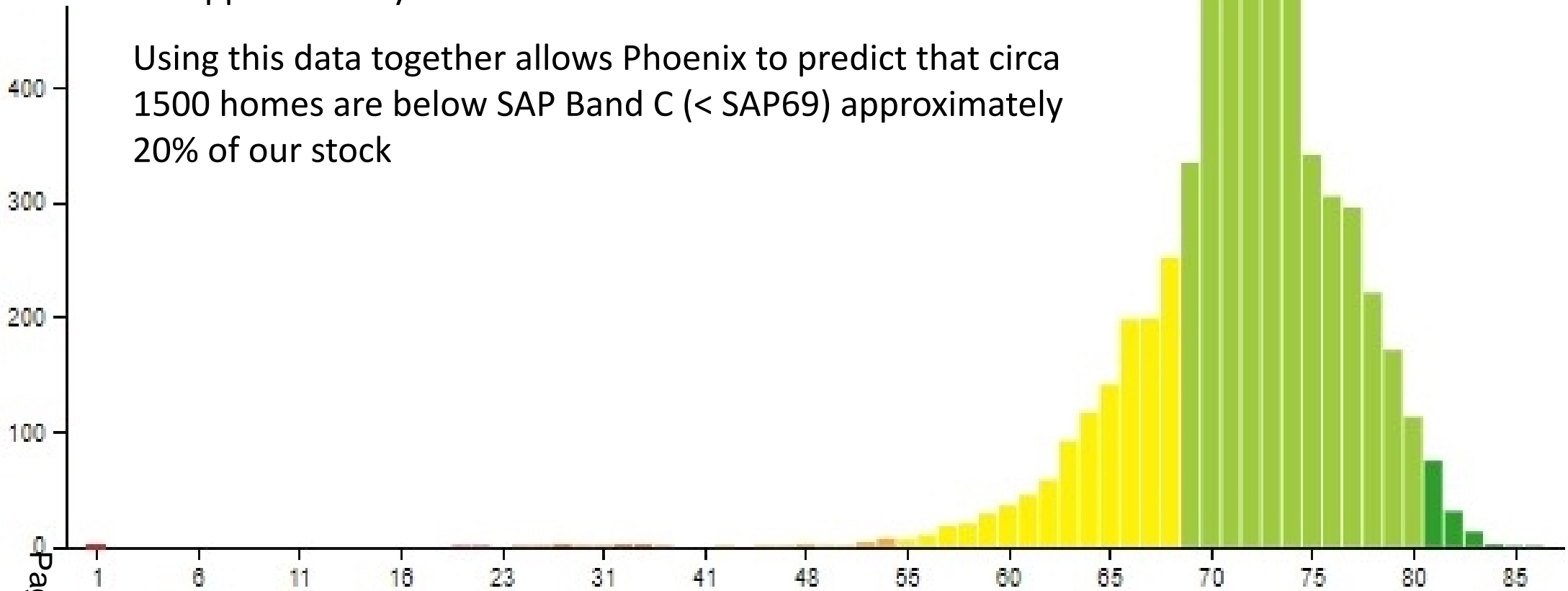
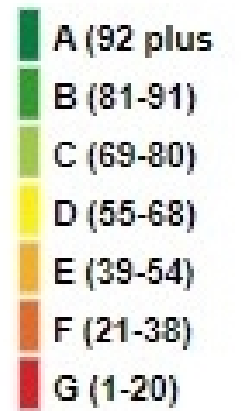
99% Gas Boiler



Phoenix Homes: Energy Efficiency Distribution

Phoenix uses a data programme that predicts each home's energy efficiency. Phoenix has Energy Performance Certificates for approximately 45% of its homes.

Using this data together allows Phoenix to predict that circa 1500 homes are below SAP Band C (< SAP69) approximately 20% of our stock

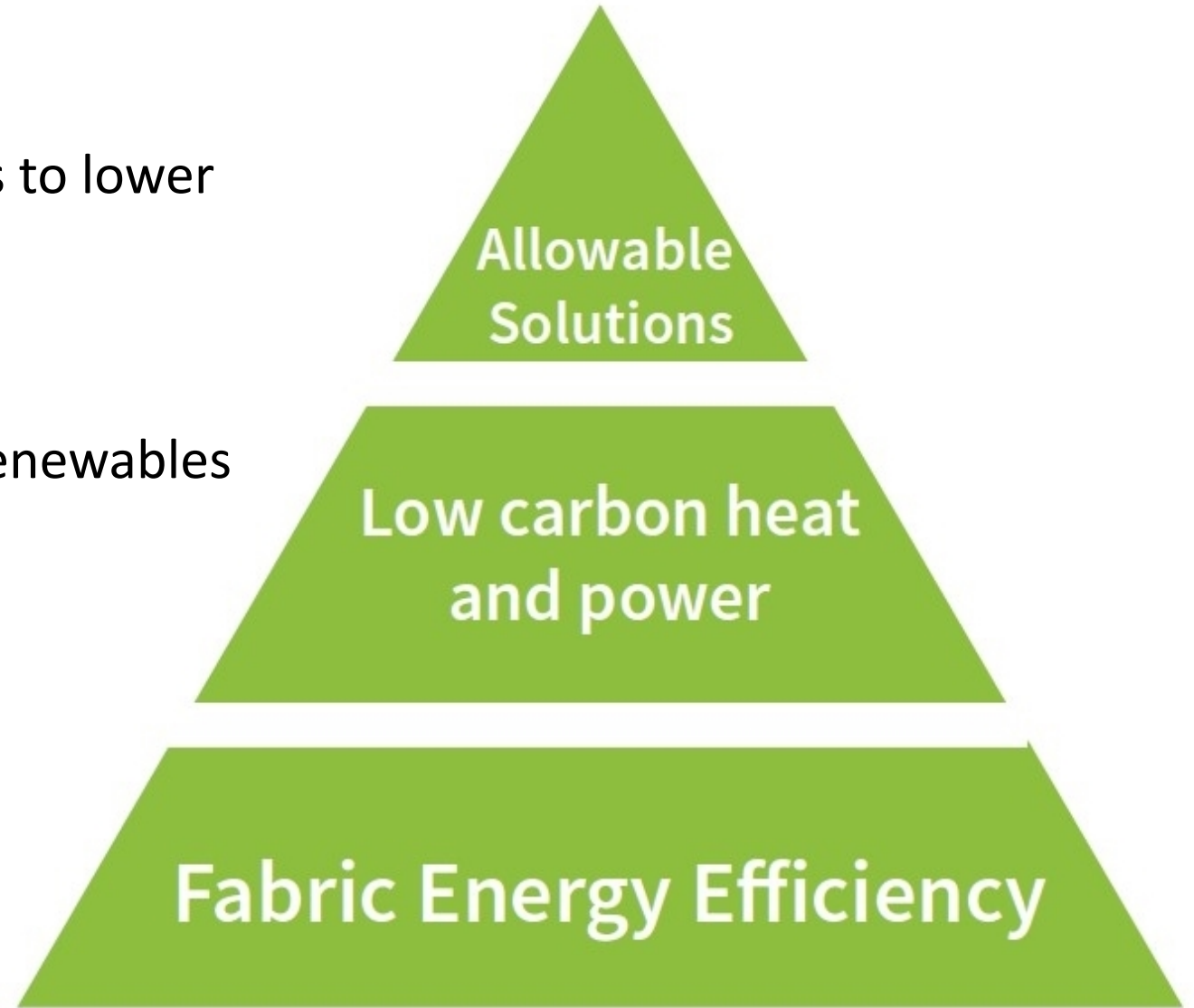


Phoenix's Carbon Footprint 2020-21

CO2e 2020-21		15653.19 tonnes
SCOPE 1	Direct emissions from controlled or owned sources	103.55
SCOPE 2	Indirect emissions that are a consequence of your organisation's activities	201.43
SCOPE 3	Consequences of organisation's actions which occur at sources which you do not control	15,329.19

Phoenix's Roadmap to 2050 NZC

- Fabric First Energy efficiency measures to lower energy demand
- Low Carbon Heating (Heat Pumps)
- Offset remaining carbon from micro-renewables



SAP band C by 2030

Increased energy data collected from PM works

Preparing to bid for SHDF funding

PM: Retrofit works for < SAP C properties 80 per annum

PM: Retrofit works for < SAP C properties 268 per annum

PM: Retrofit works for < SAP C properties 268 per annum

21/22

22/23

23/24

24/25

25/26

26/27

27/28

28/29

29/30

Responsive boiler replacement programme starts

PM: Retrofit works for < SAP C properties 80 per annum

PM: Retrofit works for < SAP C properties 268 per annum

PM: Retrofit works for < SAP C properties 268 per annum

PM: Retrofit works for < SAP C properties 268 per annum

Stand alone energy data collection programme starts

SHDF: Retrofit Bid and Programme



Funding for retrofitting 160 homes at a cost of £2.8m



20 External Wall Insulation properties in Grove Park



133 Cavity Wall Insulation properties across Bellingham, Downham and Whitefoot

Social Housing Decarbonisation Fund: Anticipated outcomes

- Concentrate on the minimum number of Energy Efficiency Measures (EEMs) for each archetype
- Maximise the measure as much as possible
- ‘Fabric first’ approach to energy improvement
- ‘No insulation without ventilation’ to ensure good internal air quality in the home
- Lower risk of condensation and mould issues
- Measures will make the homes easier to keep warm, for a longer time, using less energy. So relatively cheaper for the resident too



Constraints

- New programme for Phoenix; PAS2035 capacity and capability to be developed internally and in supply chain
- Costs higher than anticipated
- BEIS funding caps do not reflect inflationary pressures
- Grant funding for External Wall Insulation properties only 25% of cost
- Alternative strategies required for low performing stock with negative Net Present Value
- Fragmented ownership of terraced properties
- Getting all properties to SAP Band C will reduce approximately 7% of Phoenix's carbon footprint
- Most Carbon will be removed by switching out gas boilers to low carbon heating from a decarbonised grid

Future Considerations

- Phoenix properties unlikely to benefit from heat networks
- Heat pumps
- Is the BEIS target of SAP band C enough to enable those properties to be affordable to heat by residents on low income?
- Interwar estates have 'special character' aesthetics that LBL may wish to preserve: May mean External Wall Insulation is unachievable/unaffordable in these properties
- Internal Wall Insulation is disruptive and requires household to be decanted
- Blocks: Planning issues and number of leaseholders in blocks - can they afford the energy improvements if whole block approach is taken?

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Retrofitting



ENGAGE



EMPOWER



INNOVATE



DELIVER

Hatfield and Gerrard Improvement Works – This is what good looks like



Asset Management Strategy

LH's Asset Management Strategy, developed with the Council, approved by LH Board in September 2021

Sustainability Strategy

LH's put in place a nine year strategy in September 2021

Sustainable Green Services Policy

Strategic Approach to Decarbonisation of Current Heating Systems

Grant Funding



Challenges

Capacity of the HRA

Leveraging Funding

Aged properties where previously renewal of the fabric of the building has not been a priority

Planning submissions, timeframes for funding, contractors accreditation

Inflation

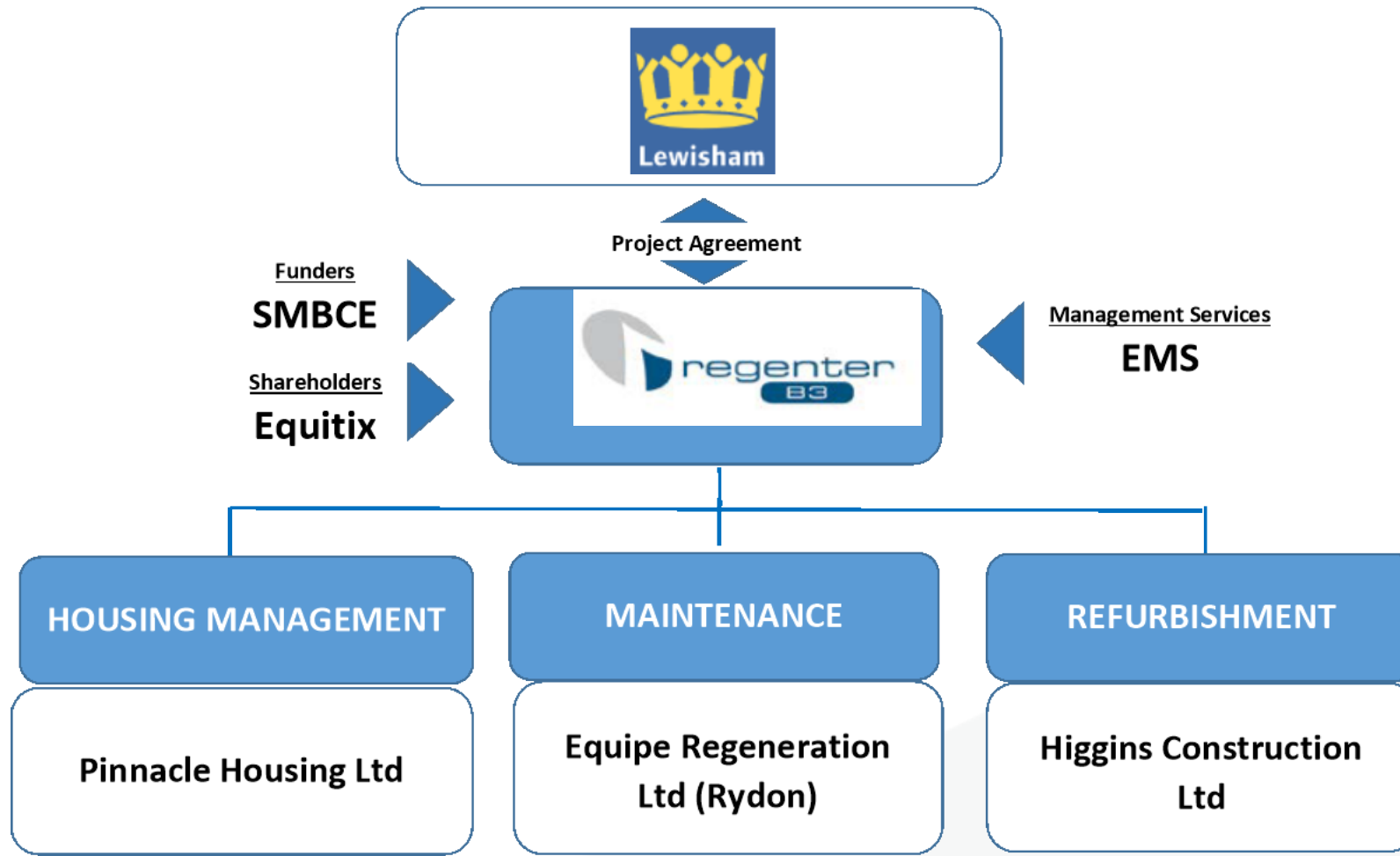


Brockley Social Housing Regenter B3 Ltd

Housing Select Climate Action
5 January 2023

John Pedretti – Regenter B3 Ltd

Key Regenter B3 Ltd and Lewisham Stakeholders



Key Points

- Contract Start Date – 4th June 2007
- 20 year contract
- No new build properties
- Total number of tenanted properties
 - 1255
- Total number of leasehold properties
 - 573
- Mixture of street properties, housing blocks and garages



RB3 Contracted Building Works - Brockley

Refurbishment works,
Achieve Decent
Homes Standard

Planned and reactive
maintenance;
Lifecycle works

2007 to 2010



2027



Refurbishment & Maintenance Service – RB3

- Double glazed windows
 - More energy efficient
- Front entrance door replacement
 - Draft Exclusion
- Boiler replacement
 - Condensing
- Lift refurbishment
 - Modern controllers
- Communal Lighting
 - Upgrade to LED



Carbon Reduction Challenges - Brockley

- The refurbishment of the blocks or houses to reduce CO2 levels
 - Current requirements do not include CO2 reduction initiatives – however we always work with Authority on new requirements and priorities.
 - Any long term plan for reducing CO2 would fall outside RB3 contract period.
 - Any short term plans for reducing CO2 could be done as a Authority change – part of Authority strategic plan
 - It maybe better to replace the old blocks with new blocks
 - Retrofitting old blocks to current standards may not be cost effective
 - It may not be possible to meet current and future CO2 reduction standards with the old estate
 - Some of the older 50's and 60's blocks may need structural works first
 - Authority need to look at this as a strategic plan
 - Across the entire estate
 - Best way to reduce carbon footprint over extended period of time
 - Not short term fixes



Supported Exempt Accommodation

Housing Select Committee Update

5 January 2023

Background

- Supported Exempt Accommodation is a category of supported housing that is exempt from locally set caps on housing benefit.
- It combines housing with support for people with different needs, including older people, care leavers, homeless people or those with substance misuse needs.
- To qualify for exempt status, providers must show that they have not-for-profit status and that they are providing care, support, or supervision.
- Providers can be commissioned by a council, or non-commissioned.

Lewisham Context

There were 2,042 active claims for exempt accommodation last year.

Type of supported accommodation	Description	Number (at Sept 2022)
Funded by Lewisham Council	The council is responsible for monitoring delivery and ensuring these schemes meet contractual requirements.	525
Recognised by Lewisham Council and funded by Housing Benefit	The council works with large providers to share best practice, support with referrals and assistance submitting planning applications.	495
Funded by Housing Benefit without consulting the Council	The council has no contractual levers and limited resources to manage these providers.	1,022

Key Challenges

No national standards for referrals, support and accommodation.

Rapid growth of non-commissioned, unregulated providers.

Increase in Housing Benefit payments without guarantee of support.

Lack of regulatory powers and resource to address poor performance.

Providers registered with the RSH exempt from HMO licensing.

Planning regulations restrict ability to manage supported housing market.

Recent funding opportunities not awarded to Lewisham.

Growth in use of supported housing for residents with general needs.

Varying approach to assessment of support needs across orgs. in Lewisham.

Housing Revenues & Benefits



The Housing Revenues & Benefits service are responsible for the following:

- Reviewing housing benefit claims for exempt status, and ensuring they comply with the requirements set out in legislation. The legislation does not specify the level of support that must be provided in order to qualify for enhanced housing benefit payments.
- This team are responsible for determining whether or not a housing provider meets the qualifying criteria to be considered an 'exempt' provider. If the housing benefit claim meets all qualifying criteria, the council has no legal grounds on which to withhold payment, even if the provision does not align with local expectations.
- The team work with commissioned and non-commissioned providers. They determine the amount of housing benefit that is awarded to residents and if exempt status is approved, they process the housing benefit applications.
- The service scrutinise existing providers to review the quality of the accommodation and support provided, and aim to visit all units with exempt status each year. This includes visits with housing providers, service users and organisations completing referrals into these housing schemes.

Integrated Commissioning

The Integrated Commissioning Service Team is based within Community Services. Their main responsibilities are:

- The team commission 4 supported housing pathways for service users who require support to manage and maintain their accommodation – rough sleeping, mental health, young people and single vulnerable adults. They are responsible for ensuring these schemes meet contractual requirements.
- The service provide oversight of the commissioned supported housing pathways, including referrals into these schemes and move-on to social housing from supported housing.
- Where larger, non-commissioned providers want to work with the Council to improve quality and understand the needs of the borough, the team provide advice, guidance and best practice.
- In very limited cases the team are able to support HB colleagues with auditing providers.

Licensing and Housing Enforcement

The Licensing and Housing Enforcement Team is responsible for improving standards in the private rented sector across Lewisham. Their main responsibilities are:

- Managing Lewisham's two existing PRS property licensing schemes:
 - The mandatory HMO licensing scheme of approx. 1,200 properties
 - The new borough-wide additional HMO licensing scheme launched in April 2022.
- Providers of exempt accommodation that are registered with the Regulator of Social Housing are exempt from HMO (House in Multiple Occupation) licensing requirements.
- For providers who are not registered, the team monitor and investigate which exempt accommodation properties are HMO's to ensure they are brought into licensing. The team can issue Civil Penalty Notices for breaches of the license, and consider prosecutions for breaches of the HMO management regulations.

The team manage income from the licensing scheme, which is ring-fenced for activity related to the administration and enforcement of the scheme.

Planning

The Planning service

- The team are responsible for formulating policy alongside reviewing and making decisions on applications for planning permission. The service has little control over the extent and spread of exempt accommodation due to exemptions within the planning system.
- HMOs with 7 or more residents automatically require planning permission. Exempt accommodation where 6 people or less are living together with an element of care provided falls outside the control of planning as planning regulations do not consider a change from a house to exempt accommodation to be development. This means that Article 4 Directions cannot be introduced to restrict that type of change.
- In cases where planning permission is not required, there is no legal obligation for exempt accommodation providers to engage with the council.

Housing Needs & Refugee Service

The key responsibilities of the Housing Needs and Refugee Services Team are to:

- Deliver front-line homelessness service for people in need of general needs and supported accommodation, or at risk of eviction from accommodation.
- The team provide other forms of temporary accommodation and help individuals into more permanent accommodation including referrals into council commissioned supported housing pathways. The team are responsible for assessing whether those being referred to supported housing have support needs in addition to their housing needs.
- The team manage the lettings and allocations of social homes, including move-on opportunities for people in commissioned supported housing.

Next Steps

- In September 2022, Lewisham submitted a bid for the £20 million Supported Housing Improvement Programme, aimed at targeting local quality issues in Supported Exempt Accommodation. Lewisham, alongside the rest of London was not awarded funding, however a cross-council forum has been established to review whether individual aspects of the bid could be delivered.
- Officers will continue to closely monitor the passing of the Supported Housing (Regulatory Oversight) Bill 2022-23. The bill would:
 - Require local authorities to develop a local strategy to combat unscrupulous providers;
 - Require local authorities to review all examples of supported housing in their district;
 - Provide the secretary of state powers to set national supported housing standards; and
 - Provide the secretary of state powers to require supported accommodation to be licensed.