

Overview and Scrutiny



Housing Select Committee Agenda

Thursday, 16 September 2021

7.30 pm, Council Chamber, Civic Suite - the public are welcome to observe via the Council's website at <https://lewisham.public-i.tv/core/portal/home>

Catford

SE6 4RU

For more information contact: John Bardens (02083149976)

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

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 Thursday, 16 September 2021.

Kim Wright, Chief Executive
Wednesday, 8 September 2021

<p>Members</p> <p>Councillor Peter Bernards (Chair)</p> <p>Councillor Stephen Penfold (Vice-Chair)</p> <p>Councillor Aisling Gallagher</p> <p>Councillor Silvana Kelleher</p> <p>Councillor Olurotimi Ogunbadewa</p> <p>Councillor Tauseef Anwar</p> <p>Councillor Paul Maslin (ex-Officio)</p> <p>Councillor Octavia Holland (ex-Officio)</p>	
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MINUTES OF THE HOUSING SELECT COMMITTEE

Monday, 7 June 2021 at 7.30 pm

PRESENT: Councillors Peter Bernards (Chair), Stephen Penfold (Vice-Chair), Aisling Gallagher (remotely), Silvana Kelleher (remotely), Olurotimi Ogunbadewa and Tauseef Anwar and Paul Maslin

ALSO PRESENT: Fenella Beckman (Director of Housing), Councillor Paul Bell (Cabinet Member for Housing & Planning), Rachel Dunn (Service Group Manager - Partnerships and Service Improvement) and Kevin Sheehan (Executive Director for Housing, Regeneration & Public Realm)

1. Confirmation of 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 9 March 2021

Resolved: the minutes of the last meeting were agreed as an accurate record.

3. Declarations of interest

The following interests were declared:

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

4. Responses from Mayor and Cabinet

No responses due.

5. Allocations policy

Rachel Dunn (Service Group Manager, Partnerships and Service Improvement) introduced the item with a presentation of analysis of consultation responses. There was a discussion, the committee asked a number of questions and the following key points were noted:

- 5.1 This is the Officers responded to questions on the proposal in the consultation to remove eligibility for non-dependent, adult children in the new *overcrowded by 3 bed* primary rehousing reason.

- 5.2 It was noted that a very small number of large properties come forward for let each year and that this proposal is intended to ensure that these lets go to those in the most urgent need.
- 5.3 It was noted that there are a significant number of families with young children in Lewisham who have been living in overcrowded housing for a very long time.
- 5.4 There were a lot of comments on this proposal during the consultation. Many queried, for example, how the council would make a judgement around whether or not an adult is non-dependent.
- 5.5 In relation to the proposed *overcrowded by 3 bed* primary housing reason, the committee queried what would happen to families whose children become adults while they are in this category.
- 5.6 The committee expressed concern that removing them from this priority category might be difficult to explain when all that's changed is that their children have got a bit older.
- 5.7 It was noted that officers are still considering consultation responses.
- 5.8 It was also noted that there are no proposed changes to the way the length of time spent in each priority banding is recorded.
- 5.9 Officers noted that overall the responses to the consultation were positive and that a report with final proposals would come to this committee in September, prior to Mayor & Cabinet.
- 5.10 It was noted that it had been a challenge to consult during a pandemic but that officers did monitor and act on gaps in the responses received and the BME response rate was representative of the housing register. Officers agreed to share the more detailed analysis of this.
- 5.11 Officers also agreed to share the responses received from local housing associations.
- 5.12 It was noted that the council has a number of schemes and incentives in place to encourage people who can to downsize. Officers agreed to provide the more detailed analysis of these.
- 5.13 The committee noted that lots of people on the housing register, including those who could downsize, are very reluctant to leave the area and asked if there is more we can do to encourage those who are under-occupying.
- 5.14 The committee queried whether there are any proposed changes to the council's position on out-of-borough placements for temporary accommodation.
- 5.15 The Cabinet Member explained that the council's aspiration is not place anyone outside of London unless they chose but that some people still have to be placed out of borough due to the severe lack of temporary accommodation.

Resolved: the committee noted the responses to the consultation and requested further information on the points raised in the minutes relating to: the consultation responses; banding listing dates; and housing mobility schemes.

6. Select Committee work programme

The Scrutiny Manager introduced the item. The committee discussed the following topics and asked for them to be covered by the work programme:

- The Building for Lewisham programme to deliver new social homes.
- Lewisham Homes update on repairs and complaints.
- Cladding costs for shared owners.

Resolved: the committee agreed the work programme for the year ahead taking into account the points raised in the minutes relating to: an update on housing development from our development partners; an update from Lewisham Homes on repairs and complaints; and the consideration of cladding costs as part of the committee's work on shared ownership.

The meeting ended at 8.50 pm

Chair:

Date:

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Housing Select Committee

Declarations of Interest

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Chief Executive (Director of Law)

Outline and recommendations

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

1. Summary

1.1. Members must declare any personal interest they have in any item on the agenda. 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.

1.2. Further information on these is provided in the body of this report.

2. Recommendation

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

3. Disclosable pecuniary interests

3.1 These 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.

4. Other registerable interests

4.1 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.

5. Non registerable interests

- 5.1. 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).

6. Declaration and impact of interest on members' participation

- 6.1. Where a member has any registerable interest in a matter and they are present at a meeting at which that matter is to be discussed, they must declare the nature of the interest at the earliest opportunity and in any event before the matter is considered. The declaration will be recorded in the minutes of the meeting. If the matter is a disclosable pecuniary interest the member must take not part in consideration of the matter and withdraw from the room before it is considered. They must not seek improperly to influence the decision in any way. **Failure to declare such an interest which has not already been entered in the Register of Members' Interests, or participation where such an interest exists, is liable to prosecution and on conviction carries a fine of up to £5000**
- 6.2. 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 6.3 below applies.
- 6.3. 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.
- 6.4. 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.
- 6.5. 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.

7. Sensitive information

- 7.1. 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.

8. Exempt categories

- 8.1. 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).

9. Report author and contact

- 9.1. Stephen Gerrard, Director of Law and Governance, 0208 31 47648



Housing Select Committee

Lewisham Homes Annual Performance Outturn Report 2020/21

Date: 18 September 2021

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Fenella Beckman, Director of Housing, London Borough of Lewisham

Rowann Limond, Director of Finance and Technology, Lewisham Homes

Margaret Dodwell, Chief Executive Officer, Lewisham Homes

Outline and recommendations

The purpose of this report is to provide Housing Select Committee with an overview of performance achieved by Lewisham Homes against the Annual Business Plan objectives and KPI targets in 2020/21.

Timeline of engagement and decision-making

- Lewisham Homes Business Plan approved by Mayor & Cabinet – 16th September 2020
- Clienting Meetings between LBL and Lewisham Homes (throughout the year)
- Performance Outturn Report, Lewisham Homes Executive Leadership Team, April 2021
- Performance Outturn Report, Lewisham Homes Board, May 2021
- Lewisham Homes Annual Performance Outturn Report 2020/21 – Housing Select Committee – 18th September 2021

1. Summary

- 1.1. This paper gives an overview of Lewisham Homes' performance against Annual Business Plan objectives and key performance indicators in 2020/21.

2. Recommendations

- 2.1. Housing Select Committee are asked to note this report.

3. Policy Context

- 3.1. The Business Plan 2020/21 supports the delivery of the Lewisham Homes Corporate Plan, 2020-2021, which was developed in collaboration with London Borough of Lewisham (LBL).
- 3.2. The Business Plan also supports the aims and objectives of LBL and aligns with key priorities in Lewisham's Corporate Strategy, notably on:
 - Tackling the housing crisis;
 - Building an inclusive local economy;
 - Making Lewisham greener;
 - Building safer communities.

4. Background

- 4.1. Lewisham Homes consulted widely on setting the Corporate Plan 2019-23. This commenced with significant contributions from staff and the basis for consultation was approved by the Board. Open workshops were held to seek the views of residents. Lewisham Homes sought the views of the Mayor of Lewisham, local MPs, the Housing Select Committee (HSC) and Cabinet Member for Housing.
- 4.2. During the year Lewisham Homes launched the Raising Our Game programme, which is designed to enable processes, people and technology to be more customer-focused and to ensure alignment with LBL's approach to ICT and digitisation moving forward. This was the focus on the Lewisham Homes Business Plan for 2021/22, reviewed by HSC and approved by Mayor and Cabinet earlier this year.
- 4.3. It should be noted that Covid has had a significant impact on services throughout 2020/21, however, the Lewisham Homes Board did not change any of the planned actions or performance measures which are set out in this report. The response to

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Covid is set out in section 6.

4.4 This report includes the following appendices:

- 2020/21 Lewisham Homes Annual Report to Residents (Appendix 1)
- 2020/21 Lewisham Homes Annual Business Plan Summary (Appendix 2)
- 2020/21 Lewisham Homes Outturn KPI Performance Scorecard (Appendix 3)
- 2020/21 Lewisham Homes Outturn Compliance Scorecard (Appendix 4)

5. Annual Report to Residents 2020/21

5.1. Lewisham Homes' Annual Report to Residents tells the story of 2020/21, their achievements and where they recognise they have more to do. The production of the Annual Report was led by resident board members. It is attached as Appendix 1. It includes detailed coverage of the work which has been undertaken during this year, in terms of services, support to residents and the community and to staff.

6. Lewisham Homes Covid response

6.1 Over the course of the year Lewisham Homes contacted more than 6,000 of the most vulnerable residents. Including those over the age of 70, residents in hostels with shared facilities, and anyone they knew who might need support. Lewisham Homes were able to identify and support residents with safeguarding issues, including helping with care packages, as well as domestic abuse and antisocial behaviour issues.

6.2 Working with LBL and other partners, Lewisham Homes helped residents to access health and social care, and support from Lewisham Local. Through the pandemic their free counselling service provided ongoing support for residents with mental health concerns. In partnership with community groups, GPs and the council Lewisham Homes supported Covid-19 vaccine clinics on estates, including Evelyn and Pepys. They continue to offer test kits to the local community with support of the Evelyn tenant and resident association, LBL and the Department of Health.

6.4 During lockdowns Lewisham Homes delivered the sheltered housing service remotely in line with government restrictions and their own risk assessments. Residents received weekly welfare calls and food parcels were delivered by Lewisham Local. The Independent Living team visited schemes weekly to test fire alarm systems and carry out vital health and safety checks. Lewisham Homes worked closely with supporting agencies, such as social services and carers, and Lewisham Pensioners Forum.

7. Annual Business Plan Outturn Overview

7.1. Lewisham Homes made significant progress against the majority of objectives in the Annual Plan in 2020/21, and this has successfully moved the business forward in multiple areas. The overview of all objectives is available at Appendix 2.

7.2. In summary, 32 of the 49 objectives were wholly completed by year-end, with 11 moved into the 2021/22 business plan with Board approval. Furthermore, five were delayed by Covid and one was removed as it sits with LBL.

7.3. Two of the objectives which have been moved to 2021/22 relate to the joint Asset Management Strategy and the Sustainability Strategy. Following the completion of a comprehensive stock condition survey, work was undertaken with LBL throughout 2020/21 in preparation for the formulation of these strategies, but the main impact of all of this work was the assessment of decent homes status of all stock. This work led to a significant increase in the capital funding for decent homes in 2021/22 in order to address the shortfall in decency in the stock and maintain compliance with the decent homes standard.

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8. KPI Performance 2020/21

- 8.1. The overview of the KPI performance is attached as Appendix 3 for the Business Plan Performance Indicators and Appendix 4 for Compliance. Of the 46 KPIs tracked in 2020/21, Lewisham Homes met or exceeded target in 21. Notable areas of success were; the net promotor score for leaseholders, reduced staff sickness and turnover and gas safety, where the year ended with 100% compliance.
- 8.2 A total of 25 out of 46 KPI targets were not met this year. The year ended with 9 'amber' (within 5% of target).
- 8.3 A further 16 measures ended the year in 'red' (more than 5% below target), with one indicator, major voids turnaround time, being monitored for future target setting. Notable metrics in this area are:
- Customer Satisfaction – which is covered in section 9;
 - Void turnaround times and rent loss – which were impacted by Covid;
 - Complaints – which are the subject of a process review in 2021/22 in order to improve the process.
- 8.4 Key areas showing year-on-year improvement include net promotor scores for both tenants and leaseholders, which suggests residents of Lewisham Homes are more likely to recommend them as a landlord to their friends and family now than a year ago.
- 8.5 The percentage of Fire Risk Assessments completed on time has improved, where the year ended with three assessments outstanding, although for all relevant properties the performance is 100%. Of the three assessments outstanding, two of these are for unoccupied properties and the final one is an assessment which is only carried out every two years. The current IT system cannot facilitate these anomalies.
- 8.6 Rent collection has seen a small drop of 0.46% from 99.15% to 98.69%. Whilst there is a reduction in performance, Covid has had a significant impact on the economy, including the inability to pursue court action, which has led to higher levels of debt.

9. Customer Satisfaction 2020/21

- 9.1 Overall tenant and leaseholder satisfaction saw a decline over the year, even though there was an increase in the leaseholder net promotor score. Lewisham Homes attribute a significant part of the drop in satisfaction levels to the Covid pandemic and its impact on service delivery since March 2020.

10. Financial implications

- 10.1 There are no direct financial implications arising from this report.
- 10.2 Although this report has no financial implications for LBL, Covid did have a significant impact on the income for Lewisham Homes. The pandemic and the lockdowns meant that the number of repairs jobs completed during the year was significantly reduced, meaning that the Repairs Trading Account ran at a loss in the financial year due to the level of fixed costs. This is an area which the Board are closely monitoring in this financial year.
- 10.3 Lewisham Homes' budget is designed to cover all the business as usual functions. It also includes a number of improvements and developments which will become business as usual.

11. Legal implications

- 11.1 The report sets out how the requirements of the management agreement have been complied with.

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11.2 There are no direct legal implications beyond this.

12. Equalities implications

12.1 During the year Lewisham Homes developed a new Equalities, Diversity and Inclusion (EDI) strategy in partnership with residents and colleagues across the business, and launched an EDI staff network to drive our agenda from the staff perspective.

12.2 Lewisham Homes will be working to provide high quality services that are accessible, deliver outcomes, and that are continuously improving and they will involve residents in shaping the design and delivery of those services. Lewisham Homes will also work to recruit, develop and retain a diverse, talented and motivated workforce that reflects the diversity of Lewisham communities.

13. Climate change and environmental implications

13.1 None.

14. Crime and disorder implications

14.1 During the year there was a big increase in reports of anti-social behaviour, especially noise nuisance during lockdowns. Lewisham Homes' anti-social behaviour and housing teams worked hard to resolve complaints, supported by evidence from the noise app and professional witnessing service. Lewisham Homes obtained **20 injunctions** to protect residents from anti-social behaviour – the highest ever annual total, and in partnership with the police and LBL, Lewisham Homes also obtained two closure orders against properties at the centre of anti-social behaviour issues.

14.2 Lewisham Homes have also appointed a specialist domestic abuse worker.

15. Health and wellbeing implications

15.1 Since the pandemic began, Lewisham Homes have provided a variety of support services for staff who are experiencing issues that are affecting their health or wellbeing. They have qualified mental health first aiders who offer mental health and well-being support.

16. Background papers

16.1 None.

17. Glossary

17.1 The following terms are used in this report:

Term	Definition
Corporate Plan	The current three-year plan of objectives for Lewisham Homes, begun in April 2019.
Annual Business Plan	The agreed set of objectives that Lewisham Homes plans to deliver in a given year. The Annual Business Plan, which is the subject of this report, is for the financial year beginning April 2020, and ending March 2021.

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Term	Definition
KPI	'Key Performance Indicator'. A measurement taken of a specific element of business performance. A KPI usually has a target that performance can be tracked against.
FRA	'Fire Risk Assessment' (These are undertaken externally by specialist fire advisors)
LBL	'London Borough of Lewisham'

18. Report author and contact

- 18.1. Fenella Beckman, Director of Housing, 020 8314 8632;
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- 18.2. Comments for and on behalf of the Executive Director for Corporate Resources:
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- 18.3. Comments for and on behalf of the Director of Law, Governance &HR
Katherine Kazantzis, Principal Lawyer; 020 8314 7820,
Katherine.Kazantzis@lewisham.gov.uk

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 Lewisham
Homes

**ANNUAL
REPORT
TO RESIDENTS
2020/21**



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WELCOME FROM OUR CHIEF EXECUTIVE



Welcome to the 2020/21 annual report to residents. In a very eventful and challenging year dominated by the Covid-19 global pandemic, our focus has been on supporting our residents and communities, while working to deliver our essential services.

There are tough challenges ahead, particularly managing the ongoing impact of Covid-19, and delivering the new building and fire safety agenda in line with government policy and legislation. In 2020/21 we laid the foundations for a journey of change at Lewisham Homes. This is all about improving and modernising the ways we work and the services we provide for our residents, staff and communities. This will mean we are better equipped to deliver in the face of these challenges. It will also make it easier for residents to get quality services they need, when they need them.

A key part of this will be making sure our residents shaping how we deliver services in the future. Ultimately, this will help us to deliver our vision – to create thriving communities and places that people are proud to call home.

Our achievements this year would not have been possible without the support of Lewisham Council and many partners across the borough, our dedicated staff and you – our residents. Thank you.

Best wishes,

M. Dodwell

Margaret Dodwell
Chief executive

A MESSAGE FROM THE CHAIR OF THE BOARD

Dear residents,

The last year has been one of extraordinary challenges for you, Lewisham Council and all our staff at Lewisham Homes. These challenges included increased pressures on finances, and disruptions to how we live and interact with each other. We have all had our resilience tested by the Covid-19 pandemic, but it has also shown that we are able to rally around and help each other.

I am very proud of the way that colleagues have responded to the pandemic – from those on the frontline to those working at home. Collectively our staff stepped up to go the extra mile for residents, delivering essential services, calling vulnerable residents and helping with community support initiatives.

We have demonstrated that Lewisham Homes is a trusted partner of the council and community-based groups. We responded to change while maintaining the provision of essential services to residents and the community.

The last year has also been one of enormous change in the housing sector, with new legislation around building and fire safety, and the housing white paper. This has resulted in changes to regulation, and the way the sector is required to engage, communicate and provide services to our residents.

The repairs service is being modernised and prioritised – we recognise it is the most important service to our residents. We have also embarked on a business transformation project – Raising our Game. This is an initiative to modernise and

improve everything we do at Lewisham Homes, from the IT we use, to the services we provide, and how we interact with our residents. It is therefore essential that we involve our residents and staff in the process so that what we develop is relevant and effective. You can read more about this work in the Our Services section, page 12.

In 2020/21 it was not just the pandemic that caused the whole world to sit up and take stock. Diversity issues were brought into sharp focus this year. The profile of the Black Lives Matter movement, and the brutal murder of George Floyd and others, placed the reality of racism on display for all to see.

This year we developed an equality, diversity and inclusion (EDI) strategy for Lewisham Homes. We want to make a stronger and more visible commitment to EDI, both within the business and externally. We will continue to build on this work in partnership with staff and residents, making sure that it reflects the communities we serve.

We continue to operate in an ever-changing and increasingly complex environment. The Board are confident that our plans to modernise what we do at Lewisham Homes will mean we are ready to respond to change and deliver for our residents.

Tragically this year we lost a number of residents to Covid-19 and our deepest condolences go out to their friends, families and loved ones.

I, on behalf of the Board wish you and your families the best for the coming year.

WHO WE ARE

Lewisham Homes is a social housing provider, managing properties across Lewisham on behalf of Lewisham Council. As well as managing around 19,000 homes, we also work with the council to build more much-needed new social homes in the borough. We work with our residents to help them sustain their tenancies, providing welfare benefits support and advice. We work in the community, providing support for vulnerable residents and range of local activities.

OUR VISION IS TO CREATE THRIVING COMMUNITIES AND PLACES PEOPLE ARE PROUD TO CALL HOME




OUR MISSION

**TO PROVIDE SAFE, QUALITY HOMES,
DELIVER EFFICIENT SERVICES
AND ENHANCE LIFE CHANGES**

OUR VALUES



ENGAGE
We work with you
and include you in
decision making



EMPOWER
We encourage
and enable you to
achieve your best



INNOVATE
We actively seek new
ideas and explore solutions
with energy and excitement



DELIVER
We work with empathy and
integrity to provide quality
homes and great services

OUR AMBITIONS

SNAPSHOT OF OUR YEAR

AS A LANDLORD, we faced the year's challenges head-on, maintaining essential services even in full lockdown, while making major adjustments to our ways of working.

AS A PLACEMAKER, we continued with major fire safety and building programmes at the same time as investing in safe and decent homes. We also developed new social homes in the borough.

AS AN EMPLOYER, we supported our team through turbulent times. We provided colleagues with health and wellbeing support, flexibility around childcare, and Covid-safe working practices.

AS A PARTNER, we worked closely with Lewisham Council, contractors and many others to deliver our work. Partnerships were at the heart of our community work through the year.

AS AN ENTERPRISE, we put the building blocks in place for a business and service modernisation journey. This will enable us to raise our game, and deliver for our residents and communities.



OUR SERVICES

01



A MESSAGE FROM NIGEL BOWNESS

Resident board member and service and performance committee chair

For most of us this past year has been challenging and for many, the pandemic continues to make life difficult. Social housing landlords like Lewisham Homes provide key services to thousands of people and it is unsurprising that, in the midst of the pandemic, we are not alone in seeing a drop in resident satisfaction with some of those services.

While I appreciate your patience and understanding at this difficult time, as a Lewisham Council tenant myself, I know how important it is that we deliver for you. As chair of the service and performance committee, I can assure you that this is a priority for the business.

Our core services are now back on track after a period of restrictions and backlogs, but we know that we have work to do in key areas – improving the experience of using our repair service, how we manage complaints, and making it easier for all our residents to contact and engage with us and access our services.

I am confident that the business is taking steps to respond to the 'new normal' in a way that is inclusive of diversity, makes tangible improvements that matter to you, and responds effectively to the legislative changes arising out of the Grenfell tragedy.

We saw a drop in overall resident satisfaction this year, with the pandemic seriously affecting the way services could be delivered, especially repairs. More calls to our contact centre resulted in longer waiting times for residents.

However, beyond the challenges of Covid-19, we know that we have a lot of work to do to improve our residents' experience of our repair service, our communication with them, and how we manage resident complaints.

Listening to our residents continues to be an important part of our planning as we build our business transformation programme. As a resident board member, I would particularly like to draw your attention to the various ways you can get involved in shaping our services in section 5 of this report.

REPAIRS



**In 2020/21
we completed
29,816 repairs**

The pandemic brought many challenges for his repairs service and created backlogs. We worked hard to make sure we could respond to emergency repair requests through the pandemic in line with government restrictions and safety guidance. We know that having a good repairs service matters to our residents, and feedback from resident surveys have told us that we need to improve the service we provide. This is a key focus in the year ahead for our transformation programme.

“Not only did he (repairs operative) do his best with the door, but he explained to my daughter how to work the door and how to be secure in her flat.”

Lewisham Homes resident

“I would like to thank the repairs team for their quick response in these difficult times and keeping us safe at Guardian Court”

Lewisham Homes resident



When someone moves out of one of our properties, we need to give our repairs team some time to make any necessary refurbishments, but we want to make it available as soon as possible to a new tenant.

During 2020/21, we refurbished and re-let 366 homes, which took an average of 39 days from the previous tenant moving out to the new one moving in. This is seven days more than the previous year, with the closure of the Council’s lettings office and choice-based lettings being suspended over the pandemic periods contributing to delays. Combined with the lockdowns, this made almost all viewings in the year restricted in some way.

According to HomesMark, the leading data and insight company for the housing sector, this is a slight improvement by most other social landlords, with only two thirds experiencing similar backlogs in 2020/21.



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CARETAKING, GROUNDS MAINTENANCE AND SUSTAINABILITY

Through the year, in response to the pandemic, our environment team focused on sanitising touch points, such as communal door handles and lift panels, on all our estates. We prioritised the daily cleaning of shared sanitary facilities in the sheltered accommodation and temporary stay hostels we manage. This meant that we had to reduce the frequency of some caretaking and grounds maintenance tasks.

We made sure we continued fire checks, removing bulk waste, and that we were able to respond to urgent requests, seven days a week.

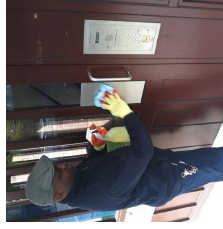
2020/21

81% residents were satisfied with grounds maintenance (83% in 2019/20)

78% of residents were satisfied with internal caretaking and cleaning (81% in 2019/20)

“Thank you [Lewisham Homes] for the prompt action in removing the fly tipping and keeping an eye on the area.”
Councillor Jean Millbank

“All your hard work to keep the block clean and hazard free is very much appreciated.”
Lewisham Homes resident



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In partnership with the council we are working to deliver the Mayor's climate emergency action plan and find more sustainable ways of working. This includes planting wild flower meadows and providing green spaces for residents. Residents told us they wanted natural green areas with more colour, and for us to think about nature conservation and value for money in our environments work. In 2020/21, this included planting an orchard of fruiting trees on Honor Oak estate in partnership with national charity Orchard Project. We have also been working to increase habitats for pollinators such as butterflies and bees, in line with the Royal Horticultural Society guidance.

INVESTING IN QUALITY HOMES

Investing in safe, decent homes improves our residents' quality of life. In 2020/21 we spent £36m on improvements to the properties we manage, including:



£9.6m
on exterior improvements,
including windows

£5m
on interior refurbishment,
including kitchens and bathrooms

£8.6m
on fire stopping works

£2.3m
on cladding programmes

£2.2m
on new fire doors

£2m
installing sprinklers
in our hostels

In 2019 and 2020 we carried out a major review of the condition of the properties we manage, with 70% of tenants providing access to their homes for inspections. We are committed to investing in safe and decent homes, with more than £70m budgeted for 2021/22. This will include working to reduce the number of residents who experience damp and mould in their homes.

Some of our major refurbishment projects centred on fire safety improvements. See Safety First, page 22.

Through the year, we put plans in place for a new more inclusive approach to resident engagement for major works. It will mean we will introduce non-statutory consultation with all residents before statutory consultation notices are issued to leaseholders. We will engage with leaseholders on this before it is introduced in 2021/22.



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SAFETY FIRST

02

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SAFETY FIRST

In a year dominated by Covid-19, the safety of our residents and staff was at the heart of our work.

The biggest challenge for us was continuing to provide our essential services with so many national restrictions in place. Almost all our office staff worked from home for all of 2020/21. We also had to find ways for our frontline staff to operate while protecting their safety and the safety of our residents. This included minimising the contact they had with each other. At the two peaks of the pandemic we reduced the time staff spent on site and especially inside people's homes.

We faced a number of challenges around access to residents' homes. While ensuring vital safety checks and security in line with government guidelines. This included equipping our staff with appropriate personal protective equipment, making sure the right risk assessments were in place, and working with vulnerable residents to ensure safe access to their homes.

We maintained a 100% completion rate on our fire risk assessments

Issues around access to residents' homes affected gas safety checks for a short period, though we never dropped below 99%. We are now back to 100%

Setting the standard with fire safety

In 2020/21 we were proud to be among the first social landlords to receive the BS 9997 fire safety certification.

This standard sets the benchmark all housing providers should be working towards and we are proud to be leading the way. We are the first London local authority and only the second landlord in London to receive this certification.

We were also recognised as one of the winners of Inside Housing's resident safety campaign 2020 for our work on fire safety through the year.



"Safety is at the heart of everything we do at Lewisham Homes. Receiving this certification is a testament to the hard work and collaboration of staff across the business, who all play a part in ensuring our buildings are kept safe for our residents."

Margaret Tidwell, chief executive

Clear corridors

Across London, around 600 to 700 fires occur each year in the communal areas of blocks of flats. Our Clear Corridors policy keeps residents safe by ensuring corridors, walkways and landings are kept clear of items which can be easily set alight, support the growth of a fire or which restrict access in or out of your block. It is part of our legal duty to ensure our buildings are safe, and follows the recommendations of the London Fire Commissioner.

We consulted residents in developing the policy before launching it in 2019 and have since collected feedback which we will consider as part of a full review of in autumn 2021. We will talk to residents and fire safety experts to explore ways of putting safety first while allowing our residents to make use of and take pride in the areas around their homes. Among the points for consideration are:

- Storage for bicycles
- Community gardening
- Clothes drying facilities

Hatfield Close and Gerard House

Three tower blocks at Hatfield Close and Gerard House in New Cross were found to have combustible cladding in 2017. This was removed

immediately and the towers have since been subject to major refurbishment.

By the end of 2020/21, the works were almost complete, with the final elements of fire-safe terracotta tiles and new windows being installed, and scaffolding removed. These were just the finishing touches of a big programme of improvements and fire safety upgrades, including sprinklers, automatic smoke ventilation, and new kitchens for most flats.

Fire safety works on the Pepps Estate

Surveys on a number of blocks on the Pepps Estate in 2020 raised concerns around fire compartmentation – how well the buildings would prevent fire and smoke from spreading between rooms, flats and communal areas.

We have been looking at individual properties and ensuring that each one comes up to the safest standard possible. This includes upgrading smoke alarm and electrical systems, and replacing doors where they do not meet the required standard.

Works inside flats were paused for a period during lockdown. They started again once restrictions were eased, following strict Covid-safe operating procedures.

Looking ahead

We have created an action plan to address new responsibilities set out in the Fire Safety Act 2021 and those expected to follow as the draft Building Safety bill becomes law.

As a result of the Fire Safety Act, new fire risk assessments (FRAs) will become more comprehensive and intrusive, and will include the exterior of the building, including balconies. The other major implication of the act is the introduction of regular fire doors checks on front doors to individual flats and also communal fire doors.

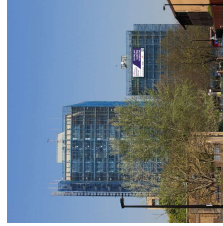
Although the frequency of checks has not yet been specified, we do expect it will lead to increased service

charges for leaseholders in high rise blocks. We will keep residents informed and proceed to Section 20 resident consultations if increases are above £250 per leaseholder per year.

Lewisham Homes is also in the process of creating a new, dedicated building with a named building safety manager. Building safety managers will be a point of contact for residents and will ensure that all the requirements from the new regulator for social housing are met.

Over time, we will need to amend and update the action plan as more details emerge from the government and the new regulator.

We are committed to keeping residents informed, consulted with, and able to influence the operation and development of these services.



03 SUPPORTING OUR RESIDENTS

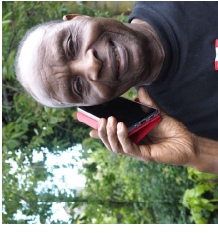
OUR COVID-19 RESPONSE

The coronavirus crisis has had a monumental effect on every individual and organisation in the country, and we are no different. Lewisham Homes responded quickly to the challenges posed by the pandemic and dedicated our efforts on supporting residents in a variety of ways.

Through the pandemic we called more than 6,000 of our most vulnerable residents. This included those over the age of 70, residents in hostels with shared facilities, and anyone we knew who might need our support.

We sent letters to those we were unable to contact by phone. We also worked with Lewisham Council to knock on doors to offer support. We were able to identify and support residents with safeguarding issues, including helping with care packages, domestic abuse and antisocial behaviour issues.

We had lots of positive feedback from residents. Some told us this was the first personal contact they had received through the pandemic.



"I registered my neighbour (for the Covid-19 phone service) and you guys called today. Thanks for doing that - he was very grateful."

"Lewisham Homes are wonderful for providing this calling service."

Lewisham Homes resident

6000

Vulnerable residents were contacted across Lewisham

759

Residents needed ongoing support

547

Residents were helped with access to food support

183

Residents were helped with their income

121

Emergency repairs were completed

159

Residents were referred for befriending

Working with Lewisham Council and other partners, we helped residents to access health and social care, and support from Lewisham Local. Through the pandemic our free counselling service provided ongoing support for residents with mental health concerns.

In partnership with community groups, GPs and the council we supported Covid-19 vaccine clinics on estates, including Evelyn and Pepys.

We also held two Covid Conversations events for residents to ask questions about the pandemic and vaccine, one of which was chaired by Mayor Deputy Mayor Brenda Dacres.

We continue to offer free test kits to the local community with support of the Evelyn tenant and resident association, Lewisham Council and the Department of Health.

Supporting our older residents

We have around 500 older residents who live in our sheltered housing schemes.

Protecting the safety and wellbeing of our vulnerable older residents

was a top priority through the pandemic. During lockdowns we delivered our sheltered housing service remotely in line with government restrictions and risk assessments.

Residents received weekly welfare calls and food parcels were delivered by Lewisham Local. The Independent Living team visited schemes weekly to test fire alarm systems and carry out vital health and safety checks. We worked closely with supporting agencies, such as social services and carers, and Lewisham Pensioners Forum.

We worked with partners to provide social activities to help residents cope with loneliness and isolation through the pandemic.

We continued to produce our sheltered scheme resident newsletter to keep in touch with the latest news, information and Covid-19 updates.

We supported Covid-19 vaccine clinics on estates, including Evelyn and Pepys



"I'm very happy that you've still provided a service during lockdown and contacted us more frequently."

Lewisham Homes resident



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Helping residents to keep their homes

We work with our residents to help them make the most of their incomes and resolve any debt problems. We saw an increase in the number of residents struggling to pay their rent due to the pandemic, with many going into arrears for the first time.

During the year more than 1,000 residents made new claims for Universal Credit. We supported residents with their claims, and helped with welfare benefits advice and services.

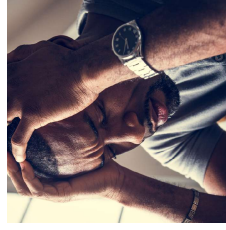
Our welfare benefits team helped residents secure a total of almost £880k in backdated housing benefits and Universal Credit.

We continued to support the Lewisham Credit Union, which helps members with savings and low cost loans. Almost 1,500 residents have accounts with more than £1m in savings.

We helped Lewisham Council provide homes for people on the housing register, recovering 70 illegally sublet homes for those in need.

In 2020/21, despite the financial challenges that the pandemic brought to our residents, year on year rent collection dropped by less than 0.5% and we collected 98.6% of rent due.

Some leaseholders faced financial challenges through the pandemic and this meant we saw a drop in our service charge collection for the year – from 104.8% in 2019/20 to 87% in 2020/21. We encouraged leaseholders suffering financial difficulties or struggling to make their service charge payments to contact us for support and to agree payment plans. We were contacted by 39 leaseholders who we worked with to agree payment plans.



Tackling anti-social behaviour

We saw a big (219%) increase in reports of anti-social behaviour through the pandemic, especially noise nuisance during lockdowns. Our anti-social behaviour and housing teams worked hard to resolve complaints, supported by evidence from our noise app and professional witnessing service.

This year we obtained 20 injunctions to protect residents from anti-social behaviour – our highest annual total ever.

In partnership with the police and council, we also obtained two closure orders against properties at the centre of anti-social behaviour issues.

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04 IN THE COMMUNITY

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IN THE COMMUNITY

We are proud of our strong social purpose. We are not just a landlord. We are working to build sustainable and thriving communities, and improve quality of life. Our community relations team plays a crucial role organising, supporting and delivering a range of initiatives for residents and local communities.



Supporting residents with food poverty

Community cohesion was heightened during the pandemic, with organisations across the borough joining forces to ensure vital services were provided, and the most vulnerable residents looked after.

There was a huge surge in demand for support during the pandemic as more residents across the borough were struggling with food poverty. We stepped up to deliver for our residents, building on the strong foundations and partnerships we already had in our communities. We were proud to play our part.

Our community stores exist to provide locals on low incomes with affordable groceries. An alternative to food banks, the stores provide members with low cost food every week (€3.50 for up to €30 worth of food). They are run by local volunteers and our community relations team. We run them in partnership with food poverty charity FareShare, Travis Perkins and London Catalyst.

Our Evelyn community store provided help for more than 200 families in 2020/21. Peppy's social supermarket opened its doors during lockdown. Within a few weeks of opening it was helping more than 150 families on the Peppy's estate with weekly food supplies. Work also got underway for a third community store at Kelvin Grove, which opened in June 2021.

Through the year we were also given significant amounts of money to help with food poverty. This included a £25k grant from Action Against Hunger to set up two new food stores at Achilles Street and Kelvin Grove.

Our Evelyn community store provided help for more than 200 families in 2020/21.



In September, footballer Marcus Rashford spoke to members of the Evelyn community store for a BBC news report about his taskforce, which works to reduce child poverty in partnership with big food brands.

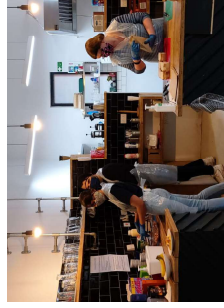
Other Evelyn store highlights included Lewisham Mayor Damien Egan naming volunteers Dawn Atkinson, Natasha Ricketts and Christine Norman as the trio of Lewisham mayoresses for an extended six-month term.

In October we supported the mayoresses' packed lunch appeal. We delivered lunches daily during half term to more than 1,000 children across Lewisham and supported the appeal with raising more than £35k.

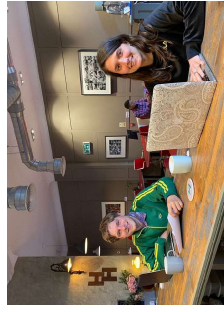
Community Investment Fund

2020/21 was the first year of our Community Investment Fund. The fund awards up to £10k for local communities – all chosen by a resident panel. We received 55 submissions this year and funded five great community projects.

"It's about creating that stamp around what we're doing with food poverty."
Natasha Ricketts, Lewisham mayoress and founding member of Evelyn Community store



We delivered lunches daily during half term to more than 1,000 children across Lewisham



Hatcham House project

One of the projects selected for community investment funding was Hatcham House's employment support initiative.

We know that many residents in temporary accommodation face barriers when looking for work. The project provides mentoring for temporary housing and hostel residents aged 18 to 30 in New Cross Gate to find a job or start their own business. We are working with Hatcham House to identify young adult residents who can benefit from this initiative.



IN THE COMMUNITY

Youth work

We work to create quality opportunities that help the young people of Lewisham achieve their potential and help themselves in life. More than 300 young people took part in youth projects and events in 2020/21, which we run with a range of partners. In partnership with other Lewisham-based housing providers we funded summer outreach youth projects at seven estates across the borough.

Lewisham Homes provides funding to The Albany in Deptford as part of an ongoing partnership. Their youth initiatives have improved the lives of hundreds of young people across Lewisham. This year we provided £65k to The Albany who delivered an exciting range of projects and initiatives. Young residents were empowered to develop new projects during lockdowns.

More than 300 young people took part in youth projects and events in 2020/21

Training and employment

Lewisham Homes Academy – a one-stop shop for training and employment needs – went fully digital through the pandemic, with 110 residents benefiting from online courses.

We are empowering, upskilling and improving life chances through our Changemakers programme, a free eight-week programme to help residents get a business up and running.

Other initiatives included working with London Metropolitan University to deliver an introduction to housing course. This enables residents to learn about housing and how to get more involved in our work.

We also partnered with the National Careers Service, supporting residents to get help with careers advice, CV writing, job searches and interview preparation.

This year we appointed an apprentice to help residents with digital skills like completing online forms and applying for employment.

We helped temporary accommodation residents have access to laptops for online learning.

'A heartfelt thank you to Lewisham Homes for everything you have done to help and support me. The Changemakers course has given me the training and confidence to develop my business. It has made it a stronger project which can support more people and do more in the community.'

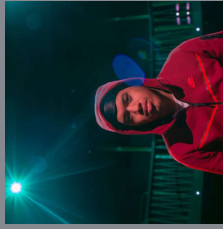
Lewisham Homes resident



KIERON'S STORY

After being involved in Albany youth projects, Lewisham Homes resident, peer mentor and youth support worker Kieron Morris set up Rezon8, a youth-led record label.

He has since gone on to study for a degree at Goldsmiths University.



"This was to give young people a place to be able to record and release music without the stress of financial issues, or being judged about the type of music they want to create."

Kieron said on setting up Rezon8



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05

WORKING WITH AND INVOLVING OUR RESIDENTS



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We are committed to working with our residents - tenants and leaseholders, and communities - to hear views, work together to shape services and involve them in our work.

Our Community Engagement Framework, launched in 2020/21, sets out how we plan to listen to a wider group of residents.

representative of the different communities we support, and provide ways for residents to influence what we do. Making sure residents are involved in shaping our strategies, plans, policies and projects from the start helps us make better decisions which reflect local needs and improve neighbourhoods.

We got creative through the pandemic restrictions to ensure we could continue this vital work.

SOME HIGHLIGHTS

- 340 residents responded to our 'future of working' survey which will help us to develop our services to meet residents' needs.
- Digital engagement was a focus for our development team. This included training for 20 residents who are now becoming design and communication champions.
- We worked with young Achilles Street residents over Zoom to take part in creating an animated film to share their vision for estate regeneration.
- Our first ever leaseholder forum launched in February 2021 and was attended by more than 65 leaseholders. Quarterly meetings are chaired by Alan Wake, CEO of the National Leaseholders Group, whose aim is to 'improve standards in leasehold management'. They are an opportunity for leaseholders to have their home ownership questions answered and for us to hear their views on a range of topics. There is an actions log to track activity and outcomes, and to feed back to the forum to ensure openness and transparency.
- We held several workshops for residents to consult on various topics, including our approach to managing bulk waste and fly tipping after seeing an increase in both through the pandemic.
- In 2020/21 we started holding quarterly meetings with the chairs of our tenant and resident associations. These forums provide a valuable opportunity to talk to Lewissham Homes about issues and concerns. Share ideas and give feedback about our services.

There are many ways our residents can get involved in improving the ways we work. To find out more, call 0800 028 2028 or visit lewishamhomes.org.uk/get-involved



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NEW HOMES

06

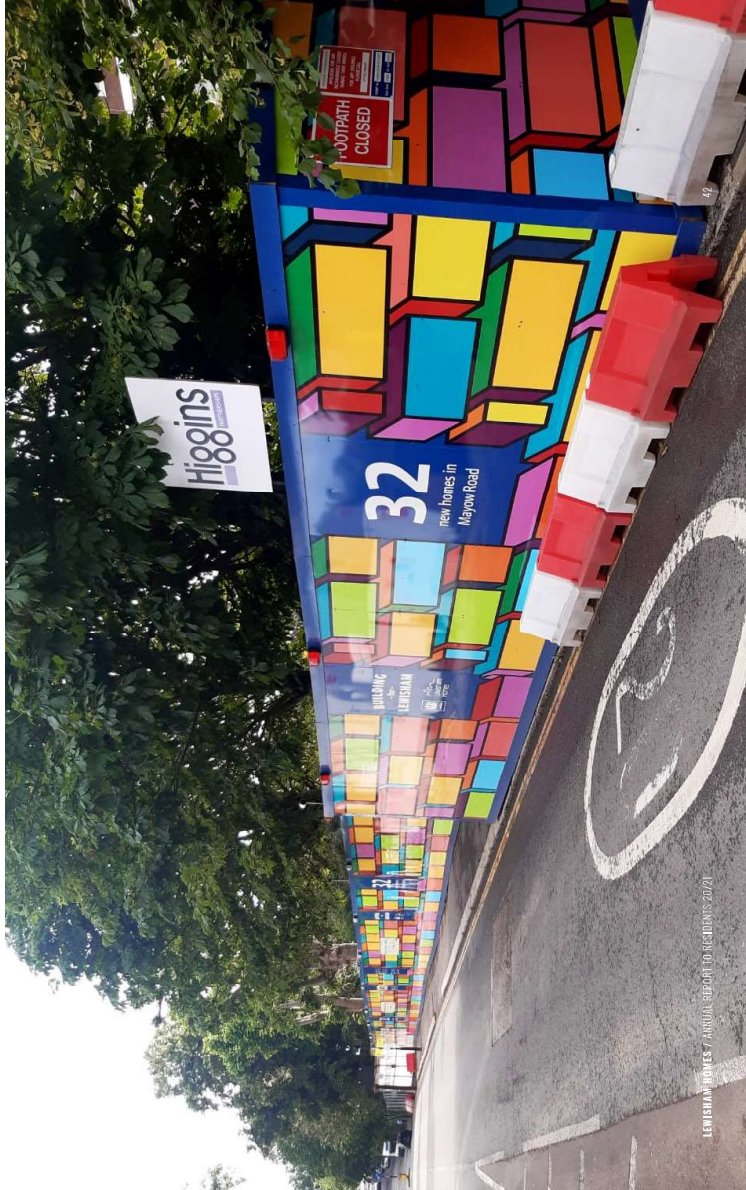
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Housing is in short supply across Lewisham and building new homes is an important way the council can help.

In 2020/21, around 2,500 Lewisham families were living in temporary council accommodation, of which more than 750 people stayed in nightly paid accommodation. Building new homes means we are able to help families move out of temporary and emergency housing into a home of their own.

As the council's housing company, Lewisham Homes is a big part of its ambitious social home building programme, Building for Lewisham. Despite Covid-19, we were able to continue our building work following Construction Leadership Council guidance.

As well as existing projects, we continue to look for opportunities to build on vacant land, garage and shed sites. We are also examining the possibility of building on top of existing buildings (rooftop homes).

We always consult our residents and local communities when looking to build, and make sure we keep listening to them throughout the process.



HIGHLIGHTS OF THE YEAR:

7

New homes completed and tenants moved in

293

Homes under construction, on 14 sites

770

Homes in design and planning, on 15 sites

"Housing is a human right. Everyone deserves a decent home that is secure and affordable, a home where they can put down roots."

Mayor Damien Egan



07

CHAMPIONING EQUALITY, AND DIVERSITY, AND INCLUSION

We are committed to celebrating and championing equality, diversity and inclusion. We are proud that our staff represent the communities we serve. This is one of our strengths.

Our agenda includes making a stronger and more visible commitment to equality, diversity and inclusion (EDI), both within Lewisham Homes and externally. At the heart of this work was the development of a new EDI strategy in partnership with residents and colleagues across the business.

We launched an EDI staff network to drive our agenda from the staff perspective.

Through the year we showed our support for a number of campaigns and awareness initiatives.

We will build on these foundations as we work to deliver our strategy over the coming year. This includes working to provide high quality services that are accessible, deliver outcomes, and that are continuously improving. We will involve residents in shaping the design and delivery of those services.

We will also work to recruit, develop and retain a diverse, talented and motivated workforce that reflects the diversity of Lewisham communities.



LEWISHAM HOMES / ANNUAL REPORT TO RESIDENTS 2021

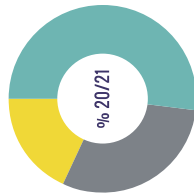
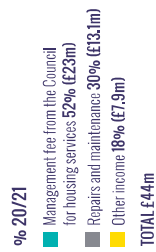


"Members of the EDI staff network will meet quarterly to discuss a range of topics, including the suitability of external diversity initiatives, and ways we can better engage and involve staff from all areas of the business, as well as residents from different backgrounds."

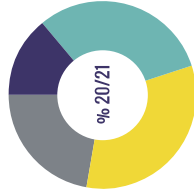
Chifit Onyema and Jo Seward,
EDI staff network chairs

KEY FINANCIALS

Income analysis



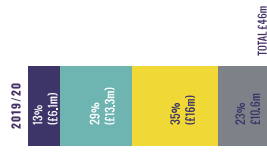
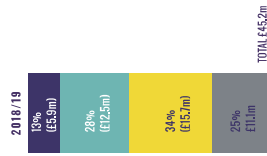
Expenditure analysis



Previous years



Previous years



PERFORMANCE OVERVIEW

Landlord services	2018/19	2019/20	2020/21	Target
Tenant satisfaction with the overall service	79%	80%	61%	83%
Leasehold satisfaction with the overall service	59%	59%	52%	61%
Satisfaction with internal cleaning of blocks	79%	81%	78%	81%
Satisfaction with grounds maintenance	80%	83%	81%	81%
Tenant satisfaction with fast repair	92%	89%	83%	91%

Rent and service charge collection	2018/19	2019/20	2020/21	Target
Tenant arrears as a percentage of annual rent	3.85%	4.25%	5.19%	n/a
Rent collected	98.38%	99.15%	98.63%	99%
Leasehold service charge collected as a percentage of annual charge due	103%	104.9%	87.3%	102%

Compliance (at 31 March 2021)	2018/19	2019/20	2020/21	Target
Fire risk assessments completed on time	100.0%	97.2%	100%	100%
Gas safety checks completed on time	100.0%	100.0%	99.99%	100%
Asbestos safety surveys completed on time	100.0%	100.0%	100%	100%
Lift safety inspections completed on time	99.8%	100.0%	100%	100%
Playground inspections completed on time	n/a	100%	100%	100%


Service standards report	2018/19	2019/20	2020/21	Target
We will aim to respond to at least 95% of Stage 1 complaints in 8 working days and 90% of Stage 2 in 15 days.	92%	91%	81%	95%
Our staff will be helpful, inclusive and respectful, treating residents with empathy.	n/a	69%	80%	85%
We aim to answer 90% of all calls in under 2 minutes.	n/a	65%	62%	90%
We aim to see you within 10 minutes when you visit us at reception.	As a result of the pandemic customer service points are not open			
We will respond to emails or letters you send to us as soon as possible, we will aim to respond to your correspondence within 2 working days and providing a full response within 8 working days.	We do not currently collect statistics relating to emails and letters			



ANNUAL REPORT TO RESIDENTS 2020/21

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Lewisham Homes

Annual Business Plan 2020/21 - All Directorates, April 2021



Final Status Reporting	
	This task has been delayed by COVID, with minor actions remaining that will be delivered in 2021/22, managed locally by Directorates
	This task was not delivered in 2020/21
	The task has been completed

ANNUAL BUSINESS PLAN 2020/21							
Item No.	Ambition	Directorate	Task	Target Date	Status	Comments	Next Steps
LA1	Landlord	Resident Services	Implement an agreed suite of Service Standards in line with our Customer Experience Strategy	30/09/2020			
LA2	Landlord	Resident Services	Following revision to ASB service in Year 1, track ASB satisfaction and undertake post-implementation review	31/10/2020		Agreed at September 2020 Board to be moved into a later year.	Progress will now be reported as part of BP8 ABP 2021-22 (Resident Services Operating Model).
LA3	Landlord	Property Services	Continue the implementation and delivery of Repairs Modernisation Programme	31/03/2021		With the arrival of MN and the launch of the RoG programme, the Repairs Modernisation programme is being retired at this stage.	As part of the Lean Diagnostics, and the wider Transformation agenda, an end-to-end review of Repairs will be included and will pick up any remaining actions to deliver great services.
LA4	Landlord	Resident Services	Launch the Service Charge Modernisation project to carry out a service-by-service review of costs, and to create a Rents and Service Charge Team within Finance to modernise service charge administration	30/06/2020		Agreed at February Board to be moved into 2021/22 plan. Main project streams have been identified and drawn up. Initial scoping sessions held, with project team being set up and starting to deliver in Q1 2021/22	Progress will now be reported as part of BP1 ABP 2021-2022 (Service Charges Modernisation)
LA5	Landlord	Property Services	Identify, pilot and review up to 3 new technological solutions for the management of our assets in line with our ICT Roadmap and Strategy	31/10/2020		True Compliance and Promaster are in the process of being implemented and new devices are being rolled out as part of the new Modern Workplace project.	
LA6	Landlord	Resident Services	Complete first year of three-year plan to expand the use of customer data to facilitate preventative measures and target support	31/03/2021			
LA7	Landlord	Property Services	Achieve certification to the Fire Quality Standard, (BS9997)	30/09/2020		The BS9997 audit assessor attending in Feb (delayed due to Covid-19 lockdown), after which the objective will be complete.	
LA8	Landlord	Property Services	Implement regulatory and legislative requirements established through the findings of Grenfell Enquiry Part One Report, and Hackitt Report	All year			
LA9	Landlord	Resident Services	Embed a tenant and leaseholder involvement culture, including resident panels for procurement and complaints, and a resident stakeholder group	31/10/2020		The various panels and stakeholder groups are in place, and will continue to embed as BAU.	
PL1	Placemaker	Property Services	Develop a Five Year Plan for maintenance across Lewisham Homes stock investment, including leasehold	31/12/2020		Paper presented at Feb Board. LBL and LH have agreed to develop a new joint Asset Management and Sustainability strategy following the stock condition survey results. The joint Strategy is included in the ABP 2021/22, which will be delivered prior to being able to deliver a 5 Year Plan.	Progress will now be reported as part of BP6 ABP 2021-22 (Joint Approach - Asset Mgmt and Sustainability).
PL2	Placemaker	Resident Services	Re-procure our parking contract to improve provision of digital parking, making payment easier and more streamlined	30/09/2020		Agreed by September Board to be removed from this year's business plan as the task now sits with LBL.	
PL3	Placemaker	Resident Services	Conduct review of operating model for delivery of Housing Management	10/10/2020		Agreed by September Board to be moved into 2021/22 plan.	Progress will now be reported as part of BP8 ABP 2021-22 (Resident Services Operating Model).
PL4	Placemaker	Development	Complete the preparation and submission of planning applications for all viable schemes within Package A	31/12/2020		Progress is being made in the design and preparation of planning applications, however technical surveys and stakeholder engagement have been delayed, owing to Covid restrictions. As such, the planning submissions are scheduled from May-July depending on the size of the scheme.	
PL5	Placemaker	Property Services	Develop and publish a Sustainability Strategy tied to LBL's 2030 Zero Carbon target simultaneous with publishing of Asset Management Strategy	30/09/2020		Paper presented at Feb Board. LBL and LH have agreed to develop a new joint Asset Management and Sustainability strategy following the stock condition survey results. The joint Strategy is included in the ABP 2021/22.	Progress will now be reported as part of BP6 ABP 2021-22 (Joint Approach - Asset Mgmt and Sustainability).
PL6	Placemaker	Property Services	Develop a methodology for undertaking 20% stock condition surveys to keep asset knowledge up-to-date	30/09/2020			
PL7	Placemaker	Property Services	Identify smart technology for existing properties and run pilots aligned with Asset Management strategy	31/03/2021		Agreed by September Board to be moved into 2021/22 plan.	Progress will now be reported as part of BP2 ABP 2021-22 (Housing Management System options appraisal)
PL8	Placemaker	Development	Prepare and complete design guide and specification for new build sites, incorporating design guidance for specialist housing and SMART technology.	30/09/2020			
EM1	Employer	CEO	Continue our new approach to staff engagement, based on staff feedback, pulse survey results and best practice	All year			

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ANNUAL BUSINESS PLAN 2020/21							
Item No.	Ambition	Directorate	Task	Target Date	Status	Comments	Next Steps
EM2	Employer	Property Services	Support the modernisation and refurbishment of the Old Town Hall office by LBL	31/03/2021		This has been superseded by a plan to move into Laurence House. This is expected to complete by March 2021.	Progress will now be reported as part of BP12 ABP 2021-2022 (Laurence House Move).
EM3	Employer	Finance & Technology	Implement the 'Agile Working' policy, in line with the ICT Roadmap	31/03/2021		ICT Roadmap is completed. Linking of roles and device requirements is completed. Full rollout will now occur in line with the move back to office setting in Q1 2021/22 which has been delayed by Covid.	
EM4	Employer	CEO	Implement the outcomes of the renewed reward and recognition approach	30/09/2020			
EM5	Employer	Resident Services	Commence new approach to customer service training, ensuring it is both customer-centred and solution-focussed	30/06/2020		New approach successfully piloted between October and January and now rolling out across the business.	
EM6	Employer	CEO	Implement a new approach to organisational development and training	30/09/2020		Courses are procured, and the new OD team is in place, but the implementation will not commence until Q1 2021/22, owing to Covid. This has been built into People Strategy in the 2021/22 business plan.	
EM7	Employer	Property Services	Implement skills matrix and programme of training to upskill field-based staff	30/09/2020		Skills matrix is complete, and the programme of training defined, but cannot be fully implemented with necessary face-to-face training during Covid restrictions.	With launch of People First training, we will also be reviewing the training programme to ensure there is robust customer service elements included. This will be managed locally by the Repairs service, with People services, once COVID restrictions ease.
EM8	Employer	CEO	Review and develop our apprenticeship and graduate programme and work with local schools	31/01/2021		Lewisham Homes is supporting the mayor's apprentice program but is not in a position to implement a graduate programme. We continue to work with local schools	
EM9	Employer	Resident Services	Implement Equality, Diversity and Inclusion Strategy for both staff and residents	31/01/2021			
EM10	Employer	CEO	Implement the wellbeing plan to promote work-life balance and improve levels of attendance	31/03/2021		Well being has had a high profile this year and this will now be superseded by the new People Strategy, and has been incorporated in to the business plan objective for 2020/21.	
EM11	Employer	CEO	Introduce Mental Health First Aid for Lewisham Homes	31/10/2020			
EM12	Employer	CEO	Audit the Occupational Health and Safety Management Systems against 45001 standard and prepare for external validation	31/10/2020		Agreed at February Board to be moved into 2021/22 plan. The audit has now moved to May 2021 to allow H&S to focus on emergent health & safety issues relating to Covid.	Progress will be reported as part of BP16 ABP 2021-22 (H&S Accreditation).
EM13	Employer	CEO	Procure and develop a new intranet and launch first phase	31/07/2020			
EM14	Employer	CEO	Implement the new internal communications framework and plan	All year			
PA1	Partner	Corporate	Continue to develop and deepen our relationship with LBL	All year		Strong relationship is developing between the CEO of LH and LBL. In addition, RL is leading on the Clienting relationship, while the new Bus. Improvement team are looking to closer align our activities with their new Transformation programme and their recently appointed PMO.	This relationship development will continue into 2021/22, and onwards.

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ANNUAL BUSINESS PLAN 2020/21

Item No.	Ambition	Directorate	Task	Target Date	Status	Comments	Next Steps
PA2	Partner	Development	Meet client build and 'start on site' targets set by Mayor	31/03/2021		<p>Whilst good progress has been made on the scheme starts, 213 starts will have been achieved by end March 2021 which is 49% of the 427 target. This is primarily due to the significant delay at Ladywell due to the revised client brief to retain PLACE and phase the redevelopment of the site following options appraisals and M&C approval. The brief has yet to be finalised from LBL and will now have a start on site after March 22.</p> <p>Mayfield - A decision to not proceed with the existing consent has also reduced starts by 47 units. A revised planning application is being worked up where the intention is to increase density, remove commercial space in an effort to improve viability. Discussions are underway with Planning to make adjustments to the Local Plan to support a revised approach for this site.</p> <p>Some Package A sites have been reviewed to go beyond the red line provided by LBL to maximise the number of homes, as such this has resulted in schemes requiring DRP's and being considered as major applications. The additional density has necessitated additional engagement and consultation with the community.</p> <p>Covid19 has had an impact on rooftop development feasibility work, whereby access was not possible to occupied homes to undertake due diligence and delayed schemes being considered.</p>	Progress will be reported as part of BP9 ABP 2021-22 (Build Targets)
PA3	Partner	Property Services	Set up strategic core groups for property services workstreams, including Responsive Repairs, Stock Investment, Heating, Health and Safety, and Sustainability	30/11/2020		<p>Agreed at March Board to move into 2021/22 plan. Once the procurement phase has completed. Mobilisation will continue into Q1 & Q2 2021/22 and these tasks will follow</p>	
PA4	Partner	Resident Services	Complete the transfer of five Community Centres and promote their usage to maximise benefit to the communities	30/06/2020		<p>Agreed at February Board to be moved into 2021/22 plan. Awaiting revised service transfer agreement from LBL.</p>	Progress will now be reported as part of BP17 ABP 2021-22 (Transfer of Community Centres).
PA5	Partner	Development	Develop a Social Value strategy	31/05/2020			
PA6	Partner	Resident Services	Develop a framework for Corporate Social Responsibility	31/03/2021		This is being measured by the Thrive software.	
EN1	Enterprise	Finance & Technology	Develop an assurance framework, focussing on "three lines of defence" on data quality	30/09/2020		This has been developed by the risk and assurance group, and will go to Audit & Risk committee in April 2021 for approval.	
EN2	Enterprise	CEO	Deliver actions arising from Five Star Health and Safety audit	30/06/2020			
EN3	Enterprise	Resident Services	Undertake a review of tenancies and leases in conjunction with LBL, ensuring that they meet legislative requirements and best practice.	31/08/2020		The review has been carried out and will be for LBL's legal dept to agree. Any changes to update new leases will be affected by any new building safety regulations so may be put on hold.	
EN4	Enterprise	Finance & Technology	Develop ICT Roadmap with LBL for primary systems	30/09/2020			
EN5	Enterprise	Resident Services	Implement delivery of projects in line with ICT Strategy	30/03/2021			
EN6	Enterprise	Finance & Technology	Complete implementation of financial services transformation to deliver efficiencies	30/09/2020			
EN7	Enterprise	Resident Services	Establish Housemark benchmarking as a 'business as usual' task, and use data to drive improvements in cost and service	30/09/2020		Benchmarking has been established and built into job roles; this covers finance, service costs, and performance. We have agreed to send two years of data in June 2021.	
EN8	Enterprise	Finance & Technology	Embed operational risk registers in line with the framework developed in Year 1	30/06/2020			
EN9	Enterprise	Resident Services	Embed the Programme Management Office, and programme governance principles	30/06/2020			
EN10	Enterprise	Property Services	Mobilise the long-term major works and maintenance contracts	31/10/2020		<p>Agreed at March Board to move into 2021/22 plan. Procurement phase has completed. Mobilisation will continue into Q1 & Q2 2021/22.</p>	
EN11	Enterprise	Finance & Technology	Review our current ICT processes and systems and identify methods for improving organisational reporting and performance monitoring	30/09/2020			
EN12	Enterprise	Resident Services	Develop a Service Improvement Framework	30/04/2020			

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Lewisham Homes - Monthly Performance Scorecard

Executive Leadership Team



Directorate Responsibility	Indicator	Mar-20	2019/20 Prev Yr	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Target	2020/21 YTD	MoM Change	YTD vs Prev Yr
Satisfaction with overall service																			
Corporate	Tenant satisfaction with the overall service	76%	80%	65%	70%	69%	63%	83%	67%	-	▼								
Corporate	Leasehold satisfaction with the overall service	61%	59%	54%	51%	59%	46%	61%	52%	-	▼								
Corporate	Net promoter score tenants	-3	-2	0	4	-8	-4	-1	-2	-	-								
Corporate	Net promoter score leaseholders	-52	-54	-38	-47	-52	-53	-53	-48	-	-								
Repairs service																			
Property Services	Tenant satisfaction with last repair	96%	89%	N/A	N/A	85%	86%	83%	86%	81%	88%	78%	71%	86%	81%	91%	83%	▼	▼
Void performance (General Needs)																			
Resident Services	Average days to turnaround all voids (calendar days)	25	32	40	44	53	25	22	33	42	50	24	52	41	32	30	39	▲	▼
Resident Services	Average days to turnaround major voids (calendar days)	37	40	66	48	53	35	24	37	54	40	23	38	45	25	TBC	43	▲	▼
Resident Services	Average days to turnaround minor voids (calendar days)	25	21	31	41	53	30	22	30	29	31	25	32	39	23	18	32	▲	▼
Resident Services	Void rent loss as a percentage of annual rent roll	0.40%	0.40%	0.45%	0.40%	0.39%	0.37%	0.37%	0.39%	0.40%	0.41%	0.42%	0.43%	0.44%	0.45%	0.4%	0.45%	▼	▼
Collection rate																			
Resident Services	Lewisham Homes rent collected	99.15%	99.15%	94.41%	95.65%	98.11%	96.08%	97.91%	98.07%	98.56%	98.81%	97.68%	98.46%	98.63%	98.69%	99%	98.69%	▲	▼
Resident Services	Lewisham Homes & TMOs service charge collected	104.9%	104.9%	4.7%	13.6%	25.7%	32.9%	39.6%	46.5%	53.1%	59.7%	70.8%	73.4%	80.3%	87.3%	102.0%	87.3%	▼	▼
Resident Services	LH acquisitions rent collected	94.79%	94.79%	90.63%	92.18%	95.07%	90.17%	93.83%	95.74%	97.22%	99.50%	95.39%	99.84%	99.53%	98.94%	95%	98.94%	▼	▲
Customer relations																			
Resident Services	Complaints responded to on time	100%	91%	90%	100%	93%	77%	80%	89%	79%	76%	74%	67%	88%	87%	95%	81%	▼	▼
Resident Services	Percentage of FOI responded to on time	100%	89%	100%	100%	100%	100%	100%	83%	100%	17%	0%	N/A	N/A	N/A	100%	77%	↔	▼
Compliance																			
Property Services	Gas safety checks completed on time (LH domestic units)	100.0%	100.0%	100.0%	99.7%	99.7%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.6%	100%	99.6%	▼	▼
Property Services	FRAs completed on time	97.2%	97.2%	98.3%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.6%	100%	99.6%	▼	▲
Staff sickness and turnover																			
CEO Office	Staff sickness (days annual equivalent) - office based	N/A	3.4	7.1	4.8	5.8	6.7	6.5	6.5	5.9	6.6	6.4	6.4	6.1	6.7	8.5	6.7	▼	▼
CEO Office	Staff sickness (days annual equivalent) - manual workers	N/A	8.7	7.3	6.8	7.8	7.2	8.2	9.6	10.7	10.4	11.5	10.9	11.4	10.7	8.5	10.7	▲	▼
CEO Office	Staff sickness (days annual equivalent) - all staff	N/A	5.1	7.2	5.6	6.6	6.9	7.2	7.7	7.8	8.1	8.3	8.1	8.1	8.2	8.5	8.2	▼	▼
CEO Office	Staff turnover (rolling 12 months)	18.1%	18.1%	16.8%	15.3%	14.9%	13.4%	12.9%	14.0%	14.4%	13.4%	13.2%	14.1%	13.9%	13.3%	18%	13.3%	▲	▲

Development																			
Development	Number of site starts for new build	N/A	N/A	4	11	6	0	65	56	39	0	0	0	0	32	427	213	▲	-
Development	New build homes completed	0	27	0	0	0	5	0	0	0	0	1	1	0	0	37	7	↔	-

Property Safety Scorecard

No	No. Indicator	Target 2020/21	Number Overdue in Month	+/- from last month	Actual	Actions Required
Fire Risk Assessments and Actions						
1	Fire Risk Assessments 100%	100%	0	0	100.00%	
2	Overdue FRA P1X Actions (In a Programme) 0	100%	0	0	100.00%	
3	Overdue FRA P1X Actions (Not in a Programme) 0	100%	0	0	100.00%	
4	Overdue FRA P1 Actions (In a Programme) 0	100%	17	0	0.00%	
5	Overdue FRA P1 Actions (Not in a Programme) 0	100%	23	0	76.67%	
6	Overdue FRA P2 Actions (Landlord responsibility) 0	100%	2226	160	96.61%	
Gas Safety						
7	Gas safety checks (domestic assets) 100%	100%	1	-10	99.99%	
8	Gas safety checks (communal assets) 100%	100%	0	0	100.00%	
9	Gas safety checks (PSL properties) 100%	100%	5	5	99.10%	
10	Ducts inspected 100%	100%	0	0	100.00%	
Fire Equipment Servicing						
11	Fire Alarms 100%	100%	2	-2	99.65%	
12	Automatic Opening Vents 100%	100%	0	0	100.00%	
13	Emergency Lighting 100%	100%	0	0	100.00%	
14	Dry Risers 100%	100%	0	0	100.00%	
15	Wet Risers 100%	100%	0	0	100.00%	
16	Sprinklers 100%	100%	0	0	100.00%	
Water Hygiene						
17	Water Tank Risk Assessments 100%	100%	0	0	100.00%	
18	Water Tank Overdue Risk Actions 100%	100%	0	0	100.00%	
Asbestos						
19	Asbestos Surveys Completed 100%	100%	0	0	100.00%	
20	Asbestos Actions Completed 100%	100%	0	0	100.00%	
Lifts						
21	Passenger Lift Safety Inspections Completed 100%	100%	9	5	96.00%	
22	Passenger Lift Services Completed 100%	100%	2	2	96.00%	
Lightning Conductors						
23	Services Completed 100%	100%	0	0	100.00%	
Playground Inspections						
24	Number of RoSPA Completed 100%	100%	0	0	100.00%	

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Housing Select Committee

Report title: Introduction of a new Housing Allocation Policy

Date: 16 September 2021

Key decision: Yes.

Class: Part 1

Ward(s) affected: All

Contributors: Fenella Beckman, Director of Housing Services

Outline and recommendations

Housing Select Committee are asked to review the report and the proposed policy and to provide comments.

Housing Select Committee are asked to support the approval of this policy by Mayor and Cabinet.

Timeline of engagement and decision-making

11 November 2020	Proposed changes presented to Mayor and Cabinet, with recommendations to consult
18 November 2020	Proposed changes presented to Housing Select Committee
27 November 2020 – 14 March 2021	Public consultation
7 June 2021	Consultation report presented to Housing Select Committee

1. Summary

- 1.1. This report provides a summary of the process that has been followed to date including the consultation and how this has informed drafting of the policy.
- 1.2. It also contains a summary of the key changes that are proposed to the policy.
- 1.3. The proposed Allocations Policy is included as Appendix 1.

2. Recommendations

- 2.1. Housing Select Committee are asked to review the report and the proposed policy and to provide comments.
- 2.2. Housing Select Committee are asked to support the approval of this policy by Mayor and Cabinet.

3. Policy Context

- 3.1. Section 166a of the Housing Act 1996 requires local housing authorities to have a policy in place for determining priorities and procedures to be followed in allocating housing.
- 3.2. The Allocation Policy must set out the Council's policies relating to the allocation of social housing and the procedures and processes used by officers to implement those policies.
- 3.3. Priority for accommodation must be given to the groups who fall within the statutory reasonable preference categories, namely:
 - 3.3.1. people who are homeless (within the meaning of Part 7 of the Housing Act 1996)
 - 3.3.2. people who are owed a duty by a local housing authority
 - 3.3.3. people occupying insanitary or overcrowded housing, or otherwise living in unsatisfactory housing conditions
 - 3.3.4. people who need to move on medical or welfare grounds
 - 3.3.5. people who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others) .
- 3.4. The latest Allocation Policy was published in April 2017.

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- 3.5. The contents of this report are consistent with the Council's policy framework. It supports the achievements of the Corporate Strategy objectives:
- 3.5.1. Tackling the housing crisis – Everyone has a decent home that is secure and affordable.
- 3.6. The contents of this report support the achievement of the following Housing Strategy 2020-26 objectives:
- 3.6.1. Preventing Homelessness and meeting housing need.
- 3.7. The contents of this report also support the achievement of the following Homelessness Strategy 2020-22 objectives:
- 3.7.1. Support people to access a stable and secure home.

4. Background

- 4.1. The Allocation Policy was reviewed extensively in 2012, in response to the Localism Act 2011 and the Code of Guidance on Allocations June 2012.
- 4.2. In 2017 further changes were made in response to increasing demand for social housing and rising homelessness levels and the Allocation Policy was supplemented by an Annual Lettings Plan. Over time it has become clear that amendments to the allocations policy are needed to ensure that it reflects current priorities, and to ensure that applicants with most acute need are prioritised.
- 4.3. There are now over 10,000 households on the housing register. It would take over nine years to provide social homes to everyone on the housing register if the number of available homes stays the same, and if no more households are added to the register. It is therefore likely that many of those on our register will never move into social housing.
- 4.4. Over recent years, the number of social housing properties available for letting has been steadily decreasing and on average we let around 1000 properties. In 20/21 financial year we achieved 791 social housing lets, the lowest number of lets in Lewisham ever (most likely as a result of less moves taking place during the Covid-19 pandemic).
- 4.5. The lack of supply is also exacerbating the level of need in the borough. Increasing numbers of households are in need of larger family homes for instance, however the number of larger houses available is very small. As at August 2021 there were 336 families in need of a five-bedroom property and only seven of this size were let in the previous two financial years. The below table illustrates this, and the lets vs need for other house sizes over the last two financial years:

Bedroom	Let in 19/20	Let in 20/21*	Number on the register in housing need as at August 21
1 bedroom	624	414	1876
2 bedroom	305	246	3613
3 bedroom	171	112	3259
4 bedroom	27	13	1001
5 bedroom	1	6	336

**There may be small undercount due to some administration processes still being completed when producing this report, from lets that took place towards the end of the FY 20/21*

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- 4.6. Over the past years, there has been a significant rise in the number of homeless households who require temporary accommodation. As of August 2021 2,600 households are in temporary accommodation arranged by the Council, an increase of 736 compared to March 2017, and an increase of 1,511 compared to when the allocations policy was last reviewed in full in 2012. TA cost the council £2.1m in 2020/21.
- 4.7. In light of the above, further analysis was undertaken in 2020 and a number of changes to the Allocation Policy were proposed. These changes aimed to ensure that the housing allocation scheme more accurately reflects the rehousing priorities for the borough.
- 4.8. Based on the current housing landscape, and demand in Lewisham, the priorities for the Allocations Policy are:
- Reducing the number of homeless households who are living in unsuitable and costly temporary accommodation;
 - Reducing under occupation and severe overcrowding ;
 - Supporting independent move-on for single vulnerable households who are currently housed in supported and semi-independent accommodation;
 - Supporting those who are fleeing violence
 - Supporting the regeneration of designated housing estates.
 - Delivering on our corporate responsibilities, including in our role as a corporate parent and in relation to members of the armed forces who are in housing need.
- 4.9. The report presented to Mayor and Cabinet in November 2020 sought approval for a 12 week public consultation on the proposed changes to the Allocations Policy, to consult on:
- 4.9.1. *changes to the banding structure*
- 4.9.2. *changes to band allocation for several primary rehousing reasons*
- 4.9.3. *introducing a new ‘smart letting’ approach to maximise the number of properties available to let*
- 4.9.4. *reducing the ‘three offer’ rule to ‘two offer’ rule*
- 4.9.5. *updating the bidding process*
- 4.9.6. *reviewing how large properties are let*
- 4.9.7. *delegating powers*
- 4.10. Approval was given and a public consultation has taken place. A detailed summary of the consultation was presented to Housing Select Committee on 7th June 2021.¹ The consultation and the comments from Housing Select Committee have been reviewed in detail and used to inform the proposed Allocations Policy set out in Appendix 1.

5. Proposed new allocations policy

- 5.1. The outcome of the consultation has now been considered in detail, and further analysis conducted of the potential impact of the proposed changes including a detailed Equalities Analysis Assessment attached as Appendix 2.
- 5.2. Following this review a number of changes are now proposed. These can be

¹ <https://councilmeetings.lewisham.gov.uk/ieListDocuments.aspx?CIId=135&MIId=6517&Ver=4>

summarised broadly into major changes which affect large numbers of applicants and/or represent a substantive change in how the allocations scheme operates, and minor changes which include items such as changing phrasing, updating job titles, reflecting case law and statute and similar. The below section also highlights those proposed changes that were consulted upon and are not being progressed, and the rationale behind this decision.

- 5.3. Having considered a wide range of possible options and reviewed all the information available, the council is confident that the proposed policy is the right approach for Lewisham. The proposed policy ensures that those households in the most need will be prioritised for social housing, whilst introducing measures to increase the number of homes available in general and mitigating against the impact of proposed changes on certain groups.
- 5.4. A summary of the substantive changes that have been made to the policy is available in Appendix 3.

Major changes that are being included

- 5.5. All questions included in the public consultation related to proposed major changes to the policy which would either affect large numbers of households or would represent a substantive change in the operation of the policy. The below changes are all included in the newly proposed Allocations Policy.
- 5.6. **Changing the banding:** This change covers the introduction of a new:
 - 5.6.1. 'Overcrowded by 3 bed' rehousing reason placed in Band 2,
 - 5.6.2. 'Overcrowded by 2 bed' being placed in Band 3 and
 - 5.6.3. 'Overcrowded by 1 bed' being placed in Band 4.
 - 5.6.4. 'Homeless with additional need' rehousing reason placed into Band 2, with Homeless households not meeting this criteria remaining in Band 3.
- 5.7. These changes reflect the council's intention to ensure that those with the most pressing need are prioritised for accommodation, including those who are most chronically overcrowded and homeless households that have additional need.
- 5.8. 52% of respondents to the consultation agreed with the proposed changes to the banding structure and 32% did not agree. Some of the comments provided by respondents focussed on the potential impact on overcrowded households but also on the positives of an approach that considered need in addition to rehousing reason.
- 5.9. The council recognises these concerns regarding overcrowding and it is proposed that the new allocations policy includes these changes with some caveat to help mitigate the impact for the 'Overcrowded by 2 bed' and 'Overcrowded by 1 bed' categories which is discussed in paras 5.18-5.20.
- 5.10. **Introduction of an 'Overcrowded by 3 bed' rehousing reason:** This change allows for households that are overcrowded by 3 bedrooms according to the bedroom standard to be assessed as such and placed into Band 2.
- 5.11. Analysis conducted by officers highlighted that there was a significant cohort of households within the current 'Overcrowded by 2 bed or more' rehousing reason that in fact were very severely overcrowded. The inclusion of this change reflects the councils focus on tackling the most severe overcrowding by ensuring this group have a high priority.
- 5.12. 58% of respondents to the consultation agreed with this change and 30% did not agree. Some of the comments provided by respondents to this proposal concerned the potential impact on other overcrowded households who would be moved down as a consequence, or suggested that this cohort should be placed into band 1.

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- 5.13. The council recognises some of the concerns raised around the impact on other overcrowded households which is discussed further in paras 5.18-5.20. The council do not feel it appropriate that this group be placed into Band 1, as this is the band reserved for households who are experiencing an emergency situation and need to move urgently or those who are vacating a property that can be used for someone with a pressing need.
- 5.14. It is proposed that the new allocations policy includes a new rehousing category of 'Overcrowded by 3 bed or more' which will be placed into Band 2.
- 5.15. **Moving Overcrowded by 1 bed households into a new Band 4:** This change would mean that all households assessed as 'Overcrowded by 1 bed' according to the bedroom need calculation the council use would be placed into a new Band 4 on the Housing Register.
- 5.16. 47% of respondents to the consultation did not agree with this change and 38% did agree with it. Some of the additional text provided by respondents to this proposal reflected that it would mean many households who have been waiting on the housing register for some time would wait longer still, and noted that overcrowding to any extent is a challenge for households. Respondents expressed concerns regarding the impact this would have on the wellbeing of residents and many suggested the council should consider an alternative approach.
- 5.17. Having reviewed the comments made and considered alternatives, the council is proposing an amendment to this measure. This amendment reflects on the need for consistency with the broad approach set out in the consultation whilst also reflecting extensively on those issues raised throughout our engagement with residents and other stakeholders.
- 5.18. To mitigate against the impact of moving Overcrowding by 1 bed into a new band 4 the council proposes an additional consideration of whether the household is statutorily overcrowded in addition to being overcrowded by the bedroom need calculation the council use.
- 5.19. The proposed approach means that overcrowded households meeting the following criteria would be placed in bands as per the table below.

Criteria Met	Band
Overcrowded by 3 beds or more	2
Overcrowded by 2 beds & statutorily overcrowded	2
Overcrowded by 2 beds & not statutorily overcrowded	3
Overcrowded by 1 bed & statutorily overcrowded	3
Overcrowded by 1 bed & not statutorily overcrowded	4

- 5.20. The council is satisfied that this strikes the balance between ensuring that the Allocations policy prioritises those groups that are most in need whilst reflecting on the concerns raised by respondents.
- 5.21. **Creation of a Homeless with additional need rehousing reason:** This proposal would introduce a 'Homeless with additional need' rehousing reason and place those households meeting the criteria into Band 2. Homeless households who did not meet the criteria establishing additional need would be remain in Band 3.
- 5.22. The proposal to introduce this new rehousing reason reflects the pressing need that the council has to support households that are homeless into permanent accommodation. In creating a new group, the council is seeking to ensure that certain

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homeless households who have additional needs that substantially impact their housing experience are prioritised for social housing.

- 5.23. 66% of respondents to the consultation agreed with this change and 18% did not agree. Some of the additional text provided by respondents to this proposal suggested that some consideration of medical need would be appropriate in determining additional need, or that the council should prioritise households with multiple additional needs.
- 5.24. To determine additional need in this circumstance the council asked an additional question in the consultation. This set out a range of options that the council might reasonably deploy including using the existing Location Priority Policy, Private Rented Sector Offer (PRSO) Policy, a combination of the two or some other approach.
- 5.25. The Private Rented Sector Offer policy sets out the instances by which the council would not consider a PRSO to be appropriate. In such circumstances a household would be considered to have additional needs which mean a tenancy in the private rented sector would not be suitable.
- 5.26. The Location Priority Policy sets out the criteria by which the council would prioritise households being placed into temporary accommodation for placements that become available near the borough. Households awarded an in-borough priority are most likely to have substantial needs that require them to be accommodated in, or as close to, Lewisham as possible.
- 5.27. 57% of those who responded to the consultation questions on homelessness with additional needs believed that a combination of both policies would be most appropriate. 20% felt that the Location Priority Policy alone was most appropriate, 11% that some other approach was preferable and 6% that the PRSO policy alone was best placed to determine additional need. A further 6% did not provide an answer to the question on how best to determine additional need.
- 5.28. It is proposed that the new allocations policy includes a new rehousing category 'Homeless with additional need' which will be placed into Band 2. The households eligible for this category will be those who have the highest priority under the Location Priority Policy or have been determined to be unsuitable for a PRSO under the PRSO policy.
- 5.29. **Changing the 'Three offer rule' to a 'Two offer rule'**: This proposal would mean that all groups that are presently eligible to decline three offers before their application is suspended would only be able to decline two offers in future.
- 5.30. This proposal reflects on the scale of demand and the need to ensure that properties are let as soon as they are ready. Where applicants reject offers this causes a delay in letting the property as it means it must go through the advertisement and shortlisting process again. In reducing the number of offers that applicants are entitled to, the council is looking to facilitate the more prompt letting of homes, and to encourage residents to only bid for properties they are willing to live in.
- 5.31. The council recognises that sometimes applicants reject offers for valid reasons that they were not aware of at the time of bidding. The policy has provision for such applicants and these will not be amended.
- 5.32. 54% of respondents to the consultation agreed with this proposal and 32% did not agree. Some of the additional text provided by respondents to this proposal include a concern that the residents may be unfairly penalised if a property is found to be unsuitable, reflecting on the choice that is on offer and the scarcity of social housing more generally and the need to ensure prompt letting.
- 5.33. It is proposed that the council amends the policy so that all priority rehousing reasons that presently permit three offers are permitted two offers in future.

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- 5.34. **The introduction of 'Smart Lettings'**: This proposal seeks to ring-fence up to 20% of properties per annum to households that are in social housing. The resultant void would then be prioritised for a household that is living in temporary accommodation or the private sector.
- 5.35. This proposal sought to address the substantial decline that the council has seen in the number of social lets available in recent years. By prioritising a number of properties for those already in social housing, the council is able to create churn, with the properties that are vacated becoming available for other households in housing need. This churn leads to additional properties becoming available for those in need and is an effective way of increasing the number of social lets available to those on the housing register.
- 5.36. 64% of respondents to the consultation agreed with this proposal and 15% did not. Some of the additional text provided by respondents to this proposal dwelt on the additional priority that was already being given to those in social housing in the first instance, or the possibility that this might be used to increase the number of larger homes that might be available.
- 5.37. It is proposed that the council includes a commitment to 'Smart Lettings' in the new Allocations Policy, and also include those identified to move on from Supported Housing amongst those prioritised for the subsequent voids, due to the considerable pressures faced by this service.

Major changes that are not being included

- 5.38. All of the questions included in the public consultation were based on proposed major changes to the policy affecting large numbers or representing a substantive change in the operation of the policy. The proposals set out below are not being included in the new Allocations Policy for the reasons set out below.
- 5.39. **Excluding non-dependents over 21 from the 'Overcrowded by 3 bed' rehousing reason**: This change would mean that the council would not include non-dependent household members over the age of 21 when assessing whether someone would be eligible for the 'Overcrowded by 3 bed' rehousing reason.
- 5.40. 49% of respondents to the consultation did not agree with this change and 35% did agree with it. Some of the additional text provided by respondents to this proposal reflected on the lack of alternative accommodation for those that would be excluded under this approach, and also noted that these were still household members and it could have a considerable knock-on impact.
- 5.41. Having reviewed the responses from the consultation and considered the potential impact of this proposal against its merits, the council is not proposing that this approach is pursued. As such it is not included within the updated policy.
- 5.42. **Allowing multiple bids per week**: The system is presently configured to only permit one bid per applicant per week. This proposal would allow applicants to bid for a number of properties per week should they wish.
- 5.43. This proposal sought to increase the choice available to residents on the housing register. It has been noted that residents would often like to bid for more than one property per week but are restricted from doing so by the current policy.
- 5.44. 91% of respondents to the consultation agreed with this change and 4% did not agree. A wide range of free text comments reflected on the additional choice this would give to residents, although there were also comments noting that any actual process would need to be clear and fair.
- 5.45. Having entered into dialogue with the system provider it is clear that this solution cannot be implemented at this time. As such, the policy will continue to allow one bid per applicant per week as it presently does.

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- 5.46. The council remains committed to working with the system provider and housing providers to achieve this aim and will continue to explore this with a view to future implementation should it become possible.

Minor changes

- 5.47. In addition to the major changes detailed above, the council is proposing a number of minor changes. These are summarised below and set out in detail at Appendix 3.
- 5.48. These changes include changing the parts of the policy where job titles or schemes have changed or no longer exist, as well as changes such as removing rehousing reasons that have been subsumed into another category.
- 5.49. They also include amendments to ensure compliance with statutory requirements or recent case law that affects the provision of the service, and to improve transparency with regards to the operation of some parts of the Allocations Policy such as the Emergency Housing Panel.
- 5.50. Some minor changes may have been made in addition to those listed in the Appendix but where these had no material impact on the content they have not been recorded.

6. Implementation

- 6.1. To ensure that the policy is implemented as efficiently as possible, officers are working closely with colleagues and partners on the establishment and delivery of an implementation programme.
- 6.2. This work is being conducted against a background of a service-wide restructure in the Housing Services directorate, as well as the recent implementation of a new integrated housing system and the ongoing impact of the pandemic on service demand and delivery.
- 6.3. To ensure that intensive preparation can be concluded before the policy is implemented, Mayor and Cabinet will be asked to delegate authority to determine the commencement date to the Executive Director for Housing, Regeneration and Public Realm, in consultation with the Cabinet Member for Housing.
- 6.4. Amendments to the allocations system will be required to bring the new policy into effect. This includes amendment to the bands, additional fields to allow for new data to be captured and changes to the primary rehousing reason and band for many applicants.
- 6.5. Officers will develop a comprehensive communications plan to inform housing register applicants about changes to the housing register. This will explain why changes have been made and set out how to make representations should they believe the change to be incorrect.
- 6.6. Staff and partners have been engaged throughout this process. Detailed briefings will be provided to officers on the new approach, and training will be provided to ensure a smooth transfer.
- 6.7. The implementation plan will include the development of new protocols concerning the assessment of statutory overcrowding to ensure this is properly assessed and accounted for.

7. Next Steps

- 7.1. These changes represent a substantive change in the way that the Council allocates social housing. It is critical that this policy works for our residents and delivers against its objectives.
- 7.2. The proposed Allocations Policy uses the Location Priority Policy and PRSO Policy in

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determining the band that homeless households will be placed into. The council has committed to a review of these policies and will bring these forward to Mayor and cabinet for approval before the new Allocations Policy takes effect.

- 7.3. Officers will continue to closely monitor the policy after its implementation. This will allow any issues that arise to be addressed promptly. Officers will also continue to monitor allocations to ensure that the policy is delivering against its objectives. An annual outturn report will be presented to Housing Select Committee for scrutiny.

8. Financial implications

- 8.1. As has been previously narrated and outlined in this report, the current housing issues experienced both nationally and in the borough are putting severe pressure on the council's housing allocations and budgets. There are significant costs associated with housing generally, including managing the allocations service, managing the provision of council housing and providing services to those experiencing homelessness or the threat of homelessness.
- 8.2. All of these are affected over time by the demand for housing. The allocations policy is the means by which that demand is allocated to existing properties. As such, changes to the plan do not have direct financial implications.
- 8.3. The changes to the allocations policy set out in the report are expected to assist in managing those pressures and assist in officers making the best use of the resources available to them.

9. Legal implications

- 9.1. The allocation of housing by local housing authorities is regulated by Part 6 of the Housing Act 1996 (HA 1996). A local housing authority (LHA) must comply with the provisions of Part 6 when allocating housing accommodation (section 159(1), HA 1996). However, subject to this compliance, authorities may otherwise allocate housing in any manner they consider appropriate
- 9.2. Section 166A (1) of the HA 1996 provides that every LHA must have an allocation scheme for determining priorities between qualifying persons and as to the procedure to be followed
- 9.3. Section 166A (2) through to (14) sets out which sets out the procedure to be followed when allocating housing accommodation
- 9.4. Section 166A (13) Before adopting an allocation scheme or making an alteration to their scheme reflecting a major change of policy, a local housing authority must
 - (a). send a copy of the draft scheme, or proposed alteration, to every private registered provider of social housing and registered social landlord with which they have nomination arrangements [s159(4)] , and
 - (b). afford those persons a reasonable opportunity to comment on the proposals
- 9.5. The Localism Act 2011 received royal assent on 15th November 2011. The 2011 Act introduces a number of significant amendments to Part 6 of the 1996 Act. Of particular relevance here are the following provisions: Section 160ZA replaces s.160A in relation to allocations by housing authorities. Social housing may only be allocated to 'qualifying persons' and housing authorities are given the power to determine what classes of persons are or are not qualified to be allocated housing (s.160ZA(6) and (7)).
- 9.6. The statutory guidance on social housing allocations is entitled "Allocation of accommodation: Guidance for Local Authorities in England and was revised in June 2012 Authorities are obliged to have regard to this guidance when devising and

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implementing their schemes.

- 9.7. The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 9.8. 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.
- 9.9. The duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 9.10. The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010
- 9.11. 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>
- 9.12. 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
 - Equality objectives and the equality duty
 - Equality information and the equality duty

10. Equalities implications

- 10.1. An Equalities Analysis Assessment has been completed and is included at Appendix 2.

11. Climate change and environmental implications

- 11.1. There are no anticipated climate change and environmental implications.

12. Crime and disorder implications

- 12.1. There are no anticipated crime and disorder implications.

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13. Health and wellbeing implications

- 13.1. The Allocations Policy gives preference to residents with medical need (classified in terms of Exceptional medical need, High medical need and Low medical need).
- 13.2. Those in Exceptional medical need are expected to remain at the most urgent level (Band 1) and therefore should experience no significant impact as a result of proposed changes.
- 13.3. Those in High medical need are expected to remain at the second level of need (Band 2). Changes proposed to this band have been recommended in order to ensure those in the most need are able to access social housing. Numbers within this band are expected to remain relatively stable or even decrease, therefore any impact on people with High medical need is anticipated to be positive.
- 13.4. Those in Low medical need are expected to remain at the third level of need (Band 3). Currently this cohort are grouped with households overcrowded by one bedroom. Changes proposed include overcrowded by one bedroom being moved to a new Band 4 with lower priority, thereby decreasing the size of Band 3 significantly. Therefore any impact on people in Low medical need is anticipated to be positive as the likelihood of them being awarded social housing will increase.
- 13.5. Implications for residents with disabilities have been fully explored within the Equalities Analysis Assessment.

14. Appendices

- 14.1. Appendix 1: Proposed Allocations Policy
- 14.2. Appendix 2: Equalities Analysis Assessment
- 14.3. Appendix 3: List of changes to the allocations policy

15. Background papers

- 15.1. Current 2017 Allocations policy – approved by Mayor and Cabinet in 2017
- 15.2. Housing Allocation Policy review paper – presented to Mayor and Cabinet 11 November 2020
- 15.3. Housing Allocation Policy Consultation Report - presented to Housing Select Committee 7 June 2021

16. Glossary

Term	Definition
Allocations	Term used by social landlords to describe the process of identifying properties and letting them to people, who then become their tenants.
Annual lettings plan	A plan drawn up by a social landlord covering the various groups that the landlord intends to let properties to over the year. It also sets targets and monitors procedures.

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Term	Definition
Choice-based lettings	Based on the Dutch style of advertising and letting homes, aiming to give a more customer-focused approach to the letting of social housing.
Supported Housing	Accommodation for people with specific care needs. Residents are 'supported' in their accommodation by paid staff. Tenures can cover people in various groups, such as older people, people with learning disabilities, or those with needs around addiction and homelessness services.
Under-occupation	When the tenants in a property are not fully occupying it.

17. Report author and contact

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Lewisham Housing Allocation Policy

Reviewed TBC

**ADDRESS DETAILS
LOCAL HOUSING OFFICES**

Lewisham Homes

Laurence House
1 Catford Road SE6 4FN
Tel: 0800 028 2028
Open: Monday–Friday 9am-5pm except Wednesday's 10am-5pm
<https://www.lewishamhomes.org.uk/contact-us/>

Brockley PFI

Ground Floor, 111 Endwell Road
Brockley SE4 2PE
Tel: 020 7635 1200
Open: Monday–Friday 9am–5pm
brockley.customerservice@pinnaclegroup.co.uk

Housing Options Centre

Laurence House
Catford Road SE6 4RU
Tel: 020 8314 7007
HousingOptionsEnquiry@lewisham.gov.uk

Allocations & Lettings Service

Tel: 020 8314 7007

Housing Applications Enquiries

LewishamFindYourHomeApplications@lewisham.gov.uk

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1. Introduction

1.1 Introduction to Lewisham's Allocation Policy

This Allocation Policy determines who is eligible for social housing in Lewisham and the priority they should receive. Eligible applicants are placed on a "Housing Register", and their priority is determined based on their current housing situation.

Priority is awarded by placing applicants in Priority Bands. The Bands are:

Band 1: Emergency Priority

Band 2: High Priority

Band 3: Medium Priority

Band 4: Low Priority.

The higher the Band, the quicker an applicant can expect to be offered a property to move into. Unless exceptional circumstances apply, within Bands those who have been in that Band or on the Housing Register the longest will be prioritised first.

Everyone on the Housing Register has a reason for wanting to move, but in general we can only offer homes to those in the greatest need. We must comply with the law, which says that we must give "reasonable preference" to certain groups of people.

Our overall objectives in designing this updated Allocation Policy have been to make sure that it is fair, efficient, flexible, and responds to the housing needs of the borough.

This Allocation Policy has been written to comply with the provisions of Part 6 of the Housing Act 1996 as amended by the Homelessness Act 2002 and the Localism Act 2011. It also takes into account the Code of Guidance on Allocations June 2012 as revised, most recently in July 2021, Supplementary Guidance December 2013 *Providing social housing for local people*, March 2015 *Right to Move* and November 2018 *Improving Access to Social Housing for Victims of Domestic Abuse*. It has been drafted in line with the Council's Housing Strategy and Tenancy Strategy, the London Housing Strategy and in accordance with the Council's equality duties.

1.1.1 How long will I have to wait for a home?

In Lewisham, there are many more people who need or who want to move than there are homes available for them to move to. There are over 10,000 households on the Housing Register, which is growing year on year, but the number of properties available to let is around 1,000 per year.

We operate a Choice Based Lettings Scheme called Lewisham FindYourHome. Choice Based Lettings means that applicants can express an interest in the homes they wish to be considered for. However, in reality, the shortage of housing is so severe that applicants who are restrictive about their choices may not be able to find the housing they need. In some circumstances we will directly allocate properties to those groups we consider to be in most urgent need.

How long you will have to wait for a property will depend on a number of factors, including:

- The priority you are allocated on the Housing Register
- The size of the property you require

- The location and the type of property you are looking for.

The Council will periodically update the Lewisham FindYourHome page with details of how long applicants may be required to wait.

1.1.2 What sort of properties are available to applicants?

Lewisham Council and our Housing Association partners have agreed to offer all our available homes to people registered on the Housing Register. We will also use this policy to let privately rented homes where landlords choose to work with us, and other Housing Association properties over which we acquire nomination rights. In this policy, we refer to the landlords who work with us in this way as our “Partner Landlords”. If you have indicated on your application form that you are interested in Housing Association properties, you may also receive an offer from a Housing Association who is not in partnership with us, but with whom we have nomination rights.

1.1.3 What sort of tenancy will I have in an allocated property?

If you are allocated a tenancy or nominated for a Housing Association tenancy, this is likely to be a probationary or introductory tenancy (sometimes also called a “starter tenancy”) to begin with. Unless steps are taken to end it within the probationary period, usually a year, this will be converted into a full secure or assured tenancy after the probationary period.

Under the Localism Act 2011, local housing authorities and Housing Associations are able to grant fixed term tenancies called “flexible tenancies” instead of the traditional “lifetime tenancies”. Lewisham’s aim is to retain full security of tenure where possible. If flexible tenancies are allocated, Lewisham’s aim is that these should be for a minimum of 5 years, and that lifetime tenancies would continue to be granted to the over 65’s and people with serious permanent physical or mental vulnerabilities. Where a fixed term tenancy is given to a family with children we would aim to see the length of tenancy match the 21st birthday of the youngest child.

1.2 Your options

You are strongly recommended to consider all possible options for your future housing. Even if you are awarded a high priority under this Allocation Policy, other options may still meet your needs more quickly. Our Housing Advisors will discuss this with you.

Options include:

- **Privately rented housing.** You can contact local lettings agents and use local newspapers to find privately rented properties.
<https://lewisham.gov.uk/myservices/housing/get-housing-support/renting>.
- **Low cost home ownership.** There are schemes to help you to buy a home of your own. If you are in regular employment, you may be eligible for one of these schemes. There are income limits, so you need to look at www.housing.org.uk for more information. They include properties built especially for low cost home ownership and properties available on the open market.
<https://lewisham.gov.uk/myservices/housing/get-housing-support/affordable-ways-to-buy-a-home>.

- **Homefinders UK.** This platform allows applicants to bid for social housing elsewhere in the UK provided they meet the relevant criteria.
- **Staying where you are now but getting help to make the property more suitable for your needs.** If your property is in a poor state of repair or you are having problems with your landlord we may be able to help. Please contact the Environmental Health residential team at: pshe@lewisham.gov.uk; or healthandsafety@lewishamhomes.org.uk if you live in a Lewisham Homes property. You may also be eligible for grant assistance to help you remain where you are. Please contact the team at gateway@lewisham.gov.uk; or housingassistance@lewisham.gov.uk for more details.
- **A mutual exchange.** This is where an existing social housing tenant agrees to swap homes with the Council's consent. There are rules about the size of home you can move to. If you are an existing tenant you should consider registering for a mutual exchange even if you need a different size property to the one you are in now. Further information can be found at: <https://lewisham.gov.uk/myservices/housing/information-for-social-housing-tenants/moving-house-if-you-are-a-social-housing-tenant/swap-your-home-with-another-social-housing-tenant>.
- **Fresh Start.** This scheme helps households who want to relocate to different parts of the country find accommodation in the private sector. It is particularly aimed at those on the Housing Register that are overcrowded or homeless. <https://lewisham.gov.uk/organizations/fresh-start>.
- **Seaside and Country Homes.** This scheme offers mobility to people living in Council and Housing Association homes in Greater London looking to move to seaside and country towns. It is open to single Londoners aged over 60, or couples where at least one partner is aged over 60. <https://www.london.gov.uk/what-we-do/housing-and-land/council-and-social-housing/seaside-and-country-homes>
- **Reciprocal arrangements - Safer London scheme.** This scheme helps move tenants who have an urgent need to move to another local authority to ensure their or a member of the households safety. <https://saferlondon.org.uk/places-housing-and-communities>.
- **Housing Moves.** The Mayor's Housing Moves scheme enables Council or Housing Association tenants of London's boroughs to be considered for vacancies in another London borough. <http://www.housingmoves.org>.

Our officers or your landlord will advise you on options that may be suitable for you. They can also give you general advice about how realistic your chances of being offered a Council or Housing Association home might be. It is very difficult to tell you how long you may have to wait for a property.

1.2.1 Your options if you are homeless or at risk of homelessness

If you are already homeless, or think you may be going to lose your home, you should contact the Council's Housing Options Service. It is important that you talk to us as soon as possible – we may be able to help you to keep your current home, or help you to avoid becoming homeless.

If you do become homeless, you may face a long period of time in temporary accommodation before being housed. The Council will work with you to find longer-term housing, either in the private sector or in social housing.

For advice about your housing options, please contact your landlord and/or the Allocations & Lettings Service on 020 8314 7007.

If you think you may become homeless, you should contact the Council for advice at the earliest opportunity. The earlier you contact us the more chance we have of helping you to avoid becoming homeless. You can call the Housing Options Centre (HOC) on 020 8314 7007 or apply for assistance through our [website](#).

1.2.2 Your options if you are hospitalised

If you are in hospital, prison or another institution you can still apply for housing. The Council offers assistance to tenants who are in hospital to help them to retain their housing options when they are discharged. Further information on this topic is provided in section 2.5.3 (Former Council or Partner Landlord tenants leaving institutions).

The Council also has arrangements in place to assist those who cannot return to their home after a stay in hospital, because it is no longer suitable for their needs. This includes people who require adapted housing because they have become disabled.

You should contact the Housing Medical Advisor and/or the Community Occupational Therapy Team to see if your existing accommodation can be made suitable for your needs.

Occupational Therapy Team: info.OTS@lewisham.gov.uk, [020 8314 7777](tel:02083147777)

1.2.3 Your options if you are suffering domestic abuse

If you are suffering from domestic abuse we will work with you to try to identify the best solution for you. This may include giving you support to remain in your current home and excluding the perpetrator. If you are experiencing domestic abuse you should seek advice from your landlord, Refuge or the Housing Options Service.

There are a number of initiatives the Council supports which may enable you to stay in your home. These include:

- Advice on Agencies who can access to floating support services for victims of domestic abuse
- Advice on legal remedies such as injunctions

Victims of domestic abuse who cannot remain in their current homes may be awarded Emergency Priority by a Housing Panel under 2.5.2 below. Applicants who move into refuges may still be owed the main housing duty under section 193 of the Housing Act 1996 and therefore be exempt from the residence requirement under 2.2.2 below.

1.2.4 Your options if you are suffering harassment and anti-social behaviour

The Council and its Partner Landlords will not tolerate sexual, racial, homophobic or disability related harassment.

Wherever possible, a landlord should seek to resolve issues of anti-social behaviour and harassment by taking action against the perpetrator, rather than moving the victim. It is however, recognised that in extreme cases it is no longer safe for the victim to remain in the property. In very exceptional cases, such as where the police believe that there is a serious danger to you in remaining in the home, your case can be referred to the Housing Panel to be considered for Emergency Priority and we may be able to assist you with temporary accommodation or a permanent home.

1.2.5 Options for single people

The Council is committed to working with partner agencies to promote housing options for single young people and there are a number of supported housing schemes that may be suitable for your needs funded throughout the borough. For more information on how to access these schemes please contact the Housing Options Centre at HousingOptionsEnquiry@lewisham.gov.uk.

1.2.6 Options for young people

There are particular legal and practical difficulties letting accommodation to 16 and 17 year olds, which have led us to decide not to allocate social housing to persons under 18 years of age. We are of the view that these difficulties, and the potential problems and costs which they give rise to, outweigh any reasonable preference a 16 or 17 year old may have for an allocation of accommodation – up until his or her 18th birthday.

1.3 What properties are excluded from this policy?

This policy covers all Council and Partner Landlord properties, and other properties over which the Council has nomination rights that are available to let on introductory, secure, assured tenancies, and includes flexible tenancies and those let under the affordable rented regime (up to 80% of market rents), except for:

- Statutory rights of succession to a tenancy on the death of the original tenant
- When an introductory tenancy becomes a secure tenancy at the end of the probationary period
- Where a Court makes a decision about a tenancy (such as an order under the Children Act)
- Where we let a property directly to someone who needs temporary accommodation only. This may include people who need to move out for a while whilst refurbishment is carried out (known as a “temporary decant”), but does not include permanent decants
- Where the tenant is returning to the property after refurbishment or improvement
- Properties that are let in conjunction with employment by the Council, such as to caretakers
- Mutual exchanges
- Tenancies granted under section 39 of the Land Compensation Act 1973 or sections 554 and 555 of the Housing Act 1985
- A letting to a person who lawfully occupies a family intervention tenancy
- Properties given to other authorities to advertise via sub regional agreements
- Renewal of a flexible tenancy

The Council participates in pan-London mobility arrangements and accordingly a small number of the properties that become available to the Council each year will be made available to transferring tenants from other boroughs under those arrangements.

The decision as to which of our vacancies will be put forward to the operators of pan-London mobility for applicants from other boroughs will be made by the Allocations & Lettings Manager in the Housing Needs Group.

The ultimate decision as to which pan-London mobility applicant will be let the property will be made by the Allocations & Lettings Manager in the Housing Needs Group.

1.4 Equality and diversity

Lewisham is home to people from a wide range of backgrounds, from many communities. This Allocation Policy contributes to our aspirations for making Lewisham a good place to live, work and learn for people of all communities. In our Corporate Strategy 2018-22, we committed to creating an “Open Lewisham”, making sure that Lewisham is a place where diversity and cultural heritage is recognised as a strength and celebrated. This means that we are trying to ensure that no section of the community should be excluded from the benefits and opportunities available, and that we have regard to the need to eliminate discrimination, harassment and victimization, the need to advance equality of opportunity and to foster good relations between minority groups and others. We will operate the Allocation Policy equally to everyone who applies to or is on the Housing Register, regardless of their race, gender, gender reassignment, disability, age, sexual orientation, marital or civil partnership status, pregnancy or maternity, religion or belief. We are committed to delivering quality services to all. An Equality Analysis Assessment was carried out in relation to the Housing Allocation Policy review in 2021.

1.5 Who can you contact for advice, or to make a complaint?

If you want to join the Housing Register you can do this by referring to our information on the website, www.lewisham.gov.uk or <http://www.lewisham.gov.uk/myservices/housing/find/Pages/Apply-for-social-housing.aspx>.

If you are vulnerable (for example you are elderly, have a learning or other disability, or do not have the ability to read English or another language) and are not presently a social housing tenant, we can assist you in accessing housing and bidding for properties. The FindYourHome Support Officer based in the Allocations & Lettings Service assists applicants to engage with the choice based lettings system and can assist clients with bidding. Please contact the Allocations & Lettings service for further information on 020 8314 7007 or FindYourHomeSupportOfficer@lewisham.gov.uk.

If you are a vulnerable applicant who is currently in social housing you should seek assistance from your landlord.

1.6 What to do if you disagree with our decisions

If we make a decision about your housing application that you do not agree with, you can ask for a review within 21 days of the decision being notified to you. Your request should be in writing, and should give us as much information as possible.

You should write to: housingreviews@lewisham.gov.uk.

If you need help in making a request, you can contact our officers or other advice centres, such as the Citizen Advice Bureau (www.citizensadvice.org.uk) who will be able to assist you in submitting your review.

We will give you a response as soon as possible, and aim to reach a decision within 56 days of receiving your request. We will tell you how we made our decision. A decision will always be reviewed by someone who did not make that decision. We will tell you who has reviewed the decision.

There is no right to a review of a decision by a Housing Panel or the Service Group Manager for Housing Needs and Refugee Services.

2 The Allocation Policy

2.1 Who can join the Housing Register?

Anyone aged sixteen or above can join the Housing Register, unless you are ineligible or disqualified. You will be ineligible if you are:

- A person that the Government says cannot be on the register (this includes people who are subject to immigration control and do not have permission to be in the UK, or whose immigration status does not allow them to benefit from government help). These rules are summarised in section 2.1.1.

However, if you are aged 16 or 17 you will be able to register but you will not be offered a property until you are 18 years old.

2.1.1 Ineligible because of immigration status

The Government says that in general we cannot allocate housing to persons who need leave to enter or remain in the UK – and this applies to all persons except British citizens and persons with a right to reside in the UK under European law.

If you need leave to enter or remain in the UK (regardless of whether or not you have leave) you will only be eligible to join the Housing Register if you fall into one of the following categories: (A) a person recorded by the Secretary of State as a refugee, (B) a person granted Exceptional Leave to Remain outside of the Immigration Rules which is not subject to a condition of non-recourse to public funds (Indefinite Leave to Remain), (C) a person who has unconditional and unlimited leave to remain in the UK, is habitually resident in the Common Travel Area (UK, Channel Islands, Isle of Man or EIRE) and who (subject to exceptions) is not sponsored, (D) a person who has been granted Humanitarian Protection, (E) Afghan citizens granted limited leave to enter the UK under paragraph 276BA1 of the Immigration Rules, (F) a person granted limited leave to enter or remain in the UK on family or private life grounds under article 8 of the European Convention of Human Rights under paragraph 276BE(1) or 276DG or Appendix FM of the Immigration Rules which is not subject to a condition of non-recourse to public funds, (G) a person who is habitually resident in the Common Travel Area, who has been transferred to the United Kingdom under section 67 of the Immigration Act 2016 and has limited leave to remain under paragraph 352ZH of the Immigration Rules, (H) a person who is habitually resident in the Common Travel Area and has Calais leave to remain under paragraph 352J of the Immigration Rules, (I) a person who has limited leave to enter or remain in the UK by virtue of Appendix EU of the Immigration Rules and is a family member of a relevant person of Northern Ireland, (J) a person who is habitually resident in the Common Travel Area and who has limited leave to remain in the UK as a stateless person under paragraph 405 of the Immigration Rules and (K) a person who is habitually resident in the Common Travel Area and who

has limited leave to remain in the UK by virtue of Appendix Hong Kong British National (Overseas) of the Immigration Rules which is not subject to a condition of non-recourse to public funds.

The Government also says that we cannot allocate housing to anyone unless they are habitually resident in the Common Travel Area, subject to certain exceptions for: persons with rights of residence under European law, persons who are in the UK as a result of being deported or expelled from another country and frontier workers and their family members. The Government also says that we cannot allocate housing to a person whose only right to reside in the UK arises under European law based on their status as a jobseeker or an initial 3 months' right of residence, or is a derivative right of residence based on being the principal carer for a British citizen.

The Council is not allowed to allocate housing to an ineligible person by granting them a joint tenancy with another, eligible person.

These rules do not apply to a person who is already a secure or introductory tenant or an assured tenant of accommodation to which they have been nominated by a local housing authority. In that case, you are free to apply for a transfer regardless of your immigration status.

The above is a summary of the rules contained in legislation. These rules are also subject to change by statutory instruments issued from time to time.

2.2 Disqualification from the Housing Register or from receiving an offer

We have identified certain groups of applicants to whom we will not normally allocate housing. Such applicants are either disqualified from being on the Housing Register or are disqualified from receiving an offer (although they are allowed to be on the Housing Register). We believe this is a fair approach, given the severe shortage of housing in the borough and the need to reserve scarce social housing for those groups who the Council considers to be the highest priority.

The Council considers that the factors set out in the grounds for disqualification below will ordinarily outweigh any reasonable preference to which an applicant is entitled.

We also disqualify certain applicants in accordance with our One Offer Policy, following the refusal of an offer of housing, as explained below at section 2.2.3.

We also disqualify certain applicants in accordance with our Two Offer Policy, following the refusal of two offers from the Housing Register, as explained below at section 2.2.4.

In addition, we will disqualify applications for two years where false information has been supplied in connection with the application, see section 3.1.2 below.

Some grounds of disqualification do not apply to: homeless persons to whom the Council owes the main housing duty under section 193 of the Housing Act 1996; transfer applications from existing secure tenants of the Council; or existing secure or assured tenants of our Partner Landlords. These are specified below.

The effect of being disqualified from the Housing Register is that your application will be cancelled. During the period of disqualification you will be unable to reapply. When the period of disqualification comes to an end, if you wish to pursue your application again, you will have to reapply. Your application will be taken to have been made on the date of your reapplication.

If you are disqualified but another person in your household qualifies, they may be able to join the Housing Register. The Council may grant a joint tenancy to you and that other household member, but we would normally allocate joint tenancies only to the applicant and their spouse or civil partner.

Further details on disqualification from receiving an offer are provided at section 2.2.5 below.

2.2.1 If you have significant financial resources

If you or another member of your household has sufficient financial resources, including assets such as property, which could be used to resolve your own housing difficulties without the help of the Council, you will be disqualified from the Housing Register for so long as your household's income or assets exceed the limits.

The limits are as follows:

- Household gross annual income of £50,000 or more
- Household savings or assets of £16,000 or more.

We will also disqualify your application for a period of six months from the date of our decision if we are satisfied that you, or a member of your household has deliberately foregone income or disposed of savings or other assets for the purpose of pursuing an application for housing.

This does not apply: to homeless persons to whom the Council owes the main housing duty under section 193 of the Housing Act 1996; transfer applications from existing secure tenants of the Council or secure or assured tenants of our Partner Landlords; or leaseholders where the Council is buying back as part of a decant programme.

2.2.2 If you do not have a local connection to Lewisham

If you do not have a local connection to Lewisham your application will be disqualified for so long as you do not meet the criteria set out below.

Local connection means that:

- You are currently resident in Lewisham and have been resident for a period of 5 years;
- The Council have accepted that they owe you the main housing duty under section 193 of the Housing Act 1996 (as amended by the Homelessness Act 2002) and you have been placed in temporary accommodation by the Council;
- You need to move to Lewisham for work, and will suffer hardship if you cannot move:
 - o You work in Lewisham and need to move in order to enable you to continue working in Lewisham; or
 - o You need to move to Lewisham to take up an offer of employment in Lewisham; and
 - o In either case, the work is not short-term, marginal or ancillary or voluntary work; or
- You give or receive care or support from a family member who is already normally resident in Lewisham. For further information of what is meant by "giving and receiving care or support" please see section 3.1.1.
- You and your household are Roma or Irish Travellers and you have not been resident in Lewisham for a period of 5 years because you adhere to a traditional migratory culture.
- You are a person recorded by the Secretary of State as a refugee and you have not been resident in Lewisham for a period of 5 years for reasons connected with your status as a refugee.

If you have recently left prison or other institution, we will consider whether or not you have a local connection bearing in mind where you were living before you were imprisoned or institutionalised and whether you have family and other connections in the Borough.

We will ask you for evidence of your local connection with your application. This may include proof of residence, evidence from your employer or a social care assessment.

This ground of disqualification does not apply to: transfer applications from existing secure tenants of the Council or existing secure or assured tenants of our Partner Landlords; applicants nominated via sub-regional and pan-London agreements; or applications from individuals who:

- are serving or have served in the regular armed forces within the period of 5 years preceding their application; or
- have recently ceased, or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner where the spouse or civil partner has served in the regular forces; and their death was attributable (wholly or partly) to that service; or
- are serving, or have served, in the reserve forces and who is suffering from a serious injury, illness or disability which is attributable (wholly or partly) to that service.

2.2.3 One Offer Policy

Certain categories of applicants are covered by the Council's One Offer Policy. They are set out in the table at 2.5.1 below.

The Council may bid on your behalf. A bid may be made for any property, provided that it is suitable, taking into account the Council's size standards and any medical recommendation.

Whether officers bid on your behalf or you bid for yourself and the bid is successful, or a direct offer is made to you (see section 3.4.4 below), you will receive one offer of a suitable property. If you are successful on multiple bids, you will need to accept an offer on one property first before refusing the other offers.

If an applicant refuses an offer under the Council's One Offer Policy, and that offer is upheld as suitable on review, their application will be cancelled, they will be disqualified for a period of 12 months, following which they will need to make a fresh application (see 2.2 above).

2.2.4 Two Offer Policy

All applicants who are not subject to the One Offer Policy are subject to the Two Offer Policy, except Decants awarded Starred Decant Priority: see section 3.3.3.

If an applicant fails to attend a viewing, accept an offer or sign a tenancy agreement of two successive properties offered to them under this Housing Allocation Policy, they will be disqualified for a period of 12 months.

2.2.5 Disqualification from an offer for rent arrears

It is a policy of the Council to reduce the amount of rent arrears owed by Council tenants and tenants of our Partner Landlords. If you or a member of your household owe the Council or one of our Partner Landlords either current or former tenant rent arrears you can bid for accommodation from the Housing Register but your rent account balance must be zero before any offer of accommodation will be made. The Council's view is that the rent arrears will generally outweigh any priority for rehousing you may have. You will not be able to receive offers while you are in rent arrears, unless an offer is allowed on an exceptional basis under 2.2.8 below. If you feel your rent account is incorrect or your level of arrears has changed, you should contact your landlord to review this and you will need to submit clear evidence to satisfy us as to the correct level of arrears.

2.2.6 Unacceptable behaviour

If you or any member of your household has been guilty of behaviour within the last two years serious enough for a local authority or Housing Association landlord to have obtained a possession order, you will normally be disqualified from the Housing Register.

Your behaviour or the behaviour of a member of your household must have been sufficiently serious for us to consider that you are unsuitable to be our tenant. If you have a demoted tenancy with the Council, because your secure tenancy has been ended due to you, or a member of your household, causing anti-social behaviour, you will not normally qualify. However, in either case you can seek to persuade the Council that in the particular circumstances of your case you are suitable to apply for rehousing despite the unacceptable behaviour. You can re-join the Housing Register following a demotion order when your secure tenancy is reinstated. However, your application date will be the date you reapply.

2.2.7 No priority

If your application is assessed as not coming within any of the Priority Bands stated at 2.5 below, your application will be disqualified and removed from the Housing Register. This is to ensure that the Council makes efficient use of its resources and prioritises those households with the most acute need for housing.

2.2.8 Reinstatement in exceptional cases

In exceptional cases, the Council will reinstate a disqualified application despite the existence of one or more grounds of disqualification or make an offer to an applicant disqualified from receiving an offer despite the existence of rent arrears.

In order to be reinstated, an applicant must apply to the Housing Needs and Refugee Services Manager (contact details are provided at the beginning of this policy). They may reinstate the application or allow an offer only if satisfied that there are exceptional circumstances which justify reinstatement.

There will be no further review of the decision of the Housing Needs and Refugee Services Manager to refuse to reinstate a disqualified application, or to allow an offer to be made to an applicant disqualified from receiving an offer.

The effect of a decision to reinstate a disqualified application on the grounds of exceptional hardship will be that the application is treated as having been made on the date it was originally made, not the date on which it was reinstated.

The reinstatement of a formerly disqualified application is no guarantee that, if the applicant is nominated to another landlord, that landlord will accept the nomination.

2.2.9 Incomplete housing applications

If an online housing application is not completed within 16 weeks of initial entry it will be deleted from the Housing Register and applicants will need to submit a new application.

2.3 What happens if you are ineligible or disqualified from the Housing Register?

If we decide that you are not eligible or disqualified from the Housing Register, we will tell you why. You can ask us to review the decision. How we carry out a review of a decision is detailed in section 1.6 above.

2.4 Who can be included on your application?

We normally refer to the other persons included on your application as your “household”.

If you are homeless person to whom the Council owes the main housing duty under section 193 of the Housing Act 1996, then who you can include within your household is governed by the same rules as apply under the Housing Act 1996.

In particular, section 176 states that a homeless person’s household includes: (a) any other person who normally resides with them as a member of their family and (b) any other person who might reasonably be expected to reside with them. In cases falling under (b), it is for the Council to judge who it is reasonable to expect to live with you.

For all other applicants, you can include within your household only members of your immediate family who are normally resident with you, or who would normally live with you but cannot do so because your accommodation is not suitable for them, and other people who have a welfare need to live with you.

We will assess the size of property you require based on who is included within your household according to these rules.

As an exception to these rules, transfer applicants who are existing secure tenants of the Council or secure or assured tenants of our Partner Landlords may include within their household anyone who has been living with them for at least 12 months as a member of their family.

Immediate family means the main applicant, their spouse, civil partner or long-term partner (including same sex partners), and their children, except where those children are living with a partner (whether married or not) or have their own children. It does not include your or your partner’s: parents, grandparents, brothers, sisters, aunts, uncles, grandchildren, nieces or nephews, cousins, friends or lodgers.

Other people who have a welfare need to live with you means people who we do not include within our definition of “immediate family” but who need to live with you in order to give or to receive care or support from you or a member of your immediate family – see 3.1.1.

People who live with you and fit into one of the above categories but who are ineligible (because they are subject to immigration control) means people who are part of your household but are ineligible for an allocation. They may be considered as part of your household in terms of determining the size of home that you need but cannot be granted a tenancy of that home. Further, you cannot be assessed as having priority under this Allocation Policy as a result of one or more ineligible household members who are “restricted persons” within the meaning of Part 7 of the Housing Act 1996: these persons will be disregarded for the purpose of assessing your priority.

2.4.1 What happens to other people currently living with me?

You can continue to allow other people to live with you, if you choose to do so, unless by doing so you are making your home statutorily overcrowded, or are breaking the terms of your tenancy or another legal duty. However, we will not take those people into account in assessing your application. This may mean that your home is overcrowded, but we do not assess you as being overcrowded under the terms of our policy.

If you are currently living as part of a larger household we can provide help and advice to the other members of the household who are not part of your immediate family to find their own accommodation. This can include referrals to our “Fresh Start” programme for young adults, or advice on other ways to find private sector accommodation, or it may include applications to the Housing Register if they are eligible to do so.

This may mean that you do not need to move, or that you need a smaller property than you think. Your chances of being rehoused are greater if you need a smaller property as we have very few four, five or six bedroom homes.

2.4.2 Family members who are currently living elsewhere

If you are applying to include family members or other persons who are living abroad, we will not include those living abroad in your household. They will not be considered for inclusion within your household until they have arrived in the UK.

If you are applying to be reunited with family members living elsewhere in the UK (anywhere outside of Lewisham), we will consider including them within your household in accordance with the above criteria. You should also consider applying to be rehoused where they live, especially if the demand for housing is lower there.

If you share the residence or care of children with someone else (for example, under a shared residence order or contact order), we will only include the children as part of your household if you are the main care provider. We will decide who the main care provider in the first instance is by looking at who is paid child benefit or tax credits and who the children stay with for the most nights each week. If this information is inconclusive, we will consider the wider circumstances of the case. Only one parent can qualify as the main care provider for a child.

2.5 Priority Bands

If you are eligible and your application is not disqualified, you may make an application to join the Housing Register.

Your application will be assessed according to the information and evidence provided and placed into a Priority Band.

You cannot be assessed as having priority under this Allocation Policy as a result of one or more ineligible household members who are “restricted persons” within the meaning of Part 7 of the Housing Act 1996: these persons will be disregarded for the purpose of assessing your priority.

2.5.1 Summary of the Priority Bands

The following table provides an overview of the Priority Bands and the rehousing reasons within each Band.

Band	Rehousing reason	Number of offers
Band 1: Emergency	Decant	One, but management offer can be made at anytime
	Starred Decant Priority	Not applicable
	Discretionary succession	One
	Emergency Priority	One
	Emergency Medical Priority	One
	Former armed forces personnel with housing need	One
	Leaving Care	One
	Management Discretion Band 1	One
	Occupier no longer requires specialist unit	Two
	Retiring Lewisham Council employees in tied accommodation	One
	Temporary accommodation lease ending	One
	Succession - too large a property	One
	Under-occupiers	Two
Band 2: High	High medical priority	Two
	Former Council or Partner Landlord tenants leaving institutions	One
	Management Discretion Band 2	One
	Overcrowded by three beds	Two
	Overcrowded by two beds and statutorily overcrowded	Two
	Priority homeless with additional need	One
	Supported housing move on	One
Band 3: Medium	Priority homeless	One
	Management Discretion Band 3	One

	Medical priority	Two
	Overcrowded by two beds	Two
	Overcrowded by one bed and statutorily overcrowded	Two
	Prohibition order	Two
	Employed applicant who needs to live in Lewisham in order to work	Two
Band 4: Low	Overcrowded by one bed	Two

2.5.2 Band 1: Emergency Priority

Applicants in Band 1 have the highest priority. However, other options may still meet your needs more quickly. Our Housing Advisers will discuss this with you.

Rehousing reason	Detail
Decants	<p>Applicants who:</p> <ul style="list-style-type: none"> • have an urgent need to move because their home is scheduled to be demolished within the next 24 months; or • live in a Council or Partner Landlord property whose home is scheduled to be demolished within the next 5 years and it is proposed that in excess of 200 units of accommodation will be demolished as part of a single phase of works. <p>For information on “Starred Decant Priority” see section 3.3.3.</p>
Discretionary succession	<p>Applicant does not meet statutory succession criteria but their landlord has presented a case for consideration to the Council that the applicant is in need of rehousing.</p>
Emergency priority awarded by Housing Panel	<p>The applicant has been referred to the Council by another agency (e.g. police or social services) and the Housing Panel is satisfied that the applicant or a member of their household has an urgent need for rehousing because if they are not rehoused:</p> <ul style="list-style-type: none"> ○ their life will be in serious danger, ○ they will suffer from a severe physical or mental illness, ○ the welfare of any child within the household will be seriously prejudiced, or ○ public safety will be severely endangered
Emergency Medical Priority	<p>Applicants currently admitted to an NHS hospital who cannot leave hospital because they have no suitable accommodation elsewhere and as a result of a medical condition they require a <u>special</u></p>

	<u>adapted home. Applicants who meet these criteria will be granted Emergency Medical Priority on the recommendation of the Council's Medical Advisors.</u>
Former armed forces personnel	<p>This applies to:</p> <ul style="list-style-type: none"> • applicants awarded at least High Priority who have served in the regular armed forces within the period of five years before applying to join the Housing Register; • applicants awarded at least High Priority because they are a serving member of the Armed Forces who need to move due to serious injury, medical condition or disability sustained as a result of their service; • applicants awarded at least High Priority and who are a bereaved spouse or civil partner of a member of the Armed Forces leaving Services Family Accommodation following the death of their spouse or partner as a result of their service; • applicants awarded at least High Priority who are serving or has served as a member of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service. <p>In all the armed forces cases stated above, where the applicant is awarded High Priority they will be promoted to Emergency Priority.</p>
Leaving care	Young people who have been looked after by the Council and for whom the Council has a corporate parent responsibility. This applies to a "relevant child" within the meaning of section 23A of the Children Act 1989 and a "former relevant child" within the meaning of section 23C of the Children Act 1989
Management Discretion Band 1	In exceptional circumstances, the Housing Needs and Refugee Services Manager may in the exercise of their discretion increase the priority awarded to your application or vary the type of accommodation you may be considered for, based on the exceptional circumstances of your case. They may only do so where this would be in accordance with the objectives and spirit of the Allocation Policy.
Occupier no longer requires specially adapted home	Applicants who live in specially adapted homes suitable for the needs of disabled people, but who do not need these adaptations.

	By “specially adapted homes” we mean homes which have full wheelchair access, or which a Community Occupational Therapist assesses as having significant adaptations which cannot easily be removed. This may include sufficient wheelchair access to be useful to a household with a wheelchair user.
Retiring Council employees	Council employees whose contract of employment requires them to occupy their current accommodation for the better performance of their employment duties, but who are now retiring.
Temporary accommodation lease ending	Households in temporary accommodation secured by the Council who have been in temporary accommodation for more than 12 months, where the lease of the property is due to come to an end within 6 months and the Council either does not wish to renew the lease or is unable to do so and is unable to secure suitable alternative accommodation.
Under-occupied property or succession to a large property	<p>Council or Partner Landlord tenants who are giving up at least a two bedroom property to move to accommodation of an appropriate size in accordance with the Council’s size criteria (see section 3.3.1) which has at least one less bedroom.</p> <p>This also applies to Council tenants who have succeeded to a secure tenancy of accommodation on the death of the former tenant which is, in the Council’s opinion, larger than they reasonably require.</p>

2.5.3 Band 2: High Priority

Applicants in Band 2 are a high priority but may still have to wait some time to be rehoused. Your chances of being rehoused quickly will increase if you are flexible about where you live and in what type of property.

Rehousing reason	Detail
Former Council or Partner Landlord tenants leaving institutions	<p>This applies for applicants who:</p> <ul style="list-style-type: none"> • Are a former Council or Partner Landlord tenant • Were admitted to a hospital, prison or other residential institution, and • Within one month after entering the institution, gave up their tenancy voluntarily

High medical priority	<p>An applicant with a high medical priority as recommended by the Council's Medical Advisors. The Medical Advisors will only recommend High Priority where they are satisfied that the applicant or another member of their household has an urgent need for rehousing because:</p> <ul style="list-style-type: none"> • they have a medical condition or disability which is assessed as affecting their health or well-being very severely; and • because of (or in combination with) that medical condition or disability, their present housing circumstances are having a substantial effect on their health or well-being.
Management Discretion Band 2	<p>In exceptional circumstances, the Housing Needs and Refugee Services Manager may in the exercise of their discretion increase the priority awarded to your application or vary the type of accommodation you may be considered for, based on the exceptional circumstances of your case. They may only do so where this would be in accordance with the objectives and spirit of the Allocation Policy.</p>
Overcrowded by three beds	<p>Applicants who are seriously <u>overcrowded</u> in settled accommodation and require at least an additional three bedrooms as per section 3.3.1 of this policy.</p> <p>Settled accommodation does not include, for example, temporary accommodation secured under Part 7 of the Housing Act 1996, the Children Act 1989, decant accommodation, a shared house, HMO or hostel.</p> <p>If you move into a property where you are overcrowded, we will look at whether you have deliberately tried to worsen your housing circumstances in order to increase your priority on the register. If we are satisfied that you have deliberately made your housing circumstances worse we will reduce your priority to the priority you would have had before you moved.</p> <p>If you did not deliberately worsen your housing conditions, but moved in with others, or others moved in with you, you will not be entitled to overcrowding priority until you, or the others as appropriate, have resided in the property for a period of one year.</p>

<p>Overcrowded by two beds and statutorily overcrowded</p>	<p>Applicants who are seriously <u>overcrowded</u> in settled accommodation and require an additional two bedrooms as per section 3.3.1 of this policy and who are also statutorily overcrowded as per sections 324-326 of the Housing Act 1985.</p> <p>Settled accommodation does not include, for example, temporary accommodation secured under Part 7 of the Housing Act 1996, the Children Act 1989, decant accommodation, a shared house, HMO or hostel.</p> <p>If you move into a property where you are overcrowded, we will look at whether you have deliberately tried to worsen your housing circumstances in order to increase your priority on the register. If we are satisfied that you have deliberately made your housing circumstances worse we will reduce your priority to the priority you would have had before you moved.</p> <p>If you did not deliberately worsen your housing conditions, but moved in with others, or others moved in with you, you will not be entitled to overcrowding priority until you, or the others as appropriate, have resided in the property for a period of one year.</p>
<p>Priority homeless with additional need</p>	<p>Applicants who, in the opinion of the Council, are:</p> <ul style="list-style-type: none"> • Homeless (within the meaning of Part 7 of the Housing Act 1996); or • Owed one of the housing duties by any local housing authority under sections 190(2), 193(2) or 195(2) of the Housing Act 1996 or are occupying temporary accommodation provided or arranged by a local housing authority under section 192(3) of the Housing Act 1996; and • Have an additional need. <p>Additional need is defined as an applicant who fulfils either or both of the following criteria:</p> <ul style="list-style-type: none"> • The applicant has been awarded "in-borough priority" under the Location Priority Policy; and/or • Are unable to sustain a tenancy under the terms of the Private Rented Sector Discharge Policy.

Supported housing move on	<p>Residents of 'supported housing' schemes ready to move-on into independent accommodation. You will only be awarded move-on priority if:</p> <ul style="list-style-type: none"> • you are a resident of a Supported Housing scheme placed within the Lewisham Supported Housing Pathway, by the SHIP service; • ready for independent living; • and your housing needs are not met by the private rented sector <p>The decision to award this priority is taken by the Single Homeless Intervention & Prevention Service, in consultation with your support worker.</p> <p>The Single Homeless Intervention & Prevention Service will normally only award this priority if your move into independent accommodation is supported by the project you are living in. Particular factors which will count in favour of priority are as follows:</p> <ul style="list-style-type: none"> • You have been consistently engaged in employment or with education or training that is moving you towards employment. This can include voluntary work. • You were a drug or alcohol user but can demonstrate that you are now abstinent and have remained abstinent for a reasonable period. • You have a physical illness that makes it more difficult for your needs to be met in the private sector. For example, mobility needs for specialist equipment. • You have severe and enduring mental health needs or learning difficulties that make it more difficult for you to obtain or sustain a private tenancy. • You have a history of repeated homelessness • You have spent a period in supported accommodation as a 16 or 17 year old but are now aged 18 or older.
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2.5.4 Band 3 – Medium Priority

Applicants in Band 3 can expect to wait a long time to be rehoused, unless they are looking for accommodation which is not in high demand. Our Housing Advisors will work with you to consider other housing options that may be available to you.

Rehousing reason	Detail
Priority homeless	<p>Applicants who, in the opinion of the Council, are:</p> <ul style="list-style-type: none"> • Homeless (within the meaning of Part 7 of the Housing Act 1996); or • Owed one of the housing duties by any local housing authority under sections 190(2), 193(2) or 195(2) of the Housing Act 1996 or are occupying temporary accommodation provided or arranged by a local housing authority under section 192(3) of the Housing Act 1996.
Management Discretion Band 3	<p>In exceptional circumstances, the Housing Needs and Refugee Services Manager may in the exercise of their discretion increase the priority awarded to your application or vary the type of accommodation you may be considered for, based on the exceptional circumstances of your case. They may only do so where this would be in accordance with the objectives and spirit of the Allocation Policy.</p>
Medical priority	<p>An applicant with a medical priority as recommended by the Council's Medical Advisors. The Medical Advisors will only recommend medical priority where they are satisfied that the applicant or another member of their household has a need for rehousing because they have a medical condition or disability which is assessed as seriously affecting their health or well-being.</p>
Overcrowded by two beds	<p>Applicants who are seriously <u>overcrowded</u> in settled accommodation and require an additional two bedrooms as per section 3.3.1 of this policy.</p> <p>Settled accommodation does not include, for example, temporary accommodation secured under Part 7 of the Housing Act 1996, the Children Act 1989, decant accommodation, a shared house, HMO or hostel.</p>
Overcrowded by one bed and statutorily overcrowded	<p>Applicants who are <u>overcrowded</u> in settled accommodation and require one additional bedroom as per section 3.3.1 of this policy and who are also statutorily overcrowded as per sections 324-326 of the Housing Act 1985.</p> <p>Settled accommodation does not include, for example, temporary accommodation secured</p>

	<p>under Part 7 of the Housing Act 1996, the Children Act 1989, decant accommodation, a shared house, HMO or hostel.</p> <p>If you move into a property where you are overcrowded, we will look at whether you have deliberately tried to worsen your housing circumstances in order to increase your priority on the register. If we are satisfied that you have deliberately made your housing circumstances worse we will reduce your priority to the priority you would have had before you moved.</p> <p>If you did not deliberately worsen your housing conditions, but moved in with others, or others moved in with you, you will not be entitled to overcrowding priority until you, or the others as appropriate, have resided in the property for a period of one year.</p>
Prohibition order	Applicants living in accommodation where a Council environmental health officer has issued a prohibition order which means you are unable to reside your property.
Employed applicant who needs to live in Lewisham in order to work	The applicant is currently employed or self-employed in Lewisham and the household needs affordable accommodation in order to assist them to sustain that employment or self-employment. Such self-employment will be verified by tax returns and other business documentation. Applicants will only qualify if they have been working for at least 20 months out of the preceding two years, for at an average of at least 16 hours per week.

2.5.5 Band 4: Low priority

Applicants in Band 4 can expect to wait a long time to be rehoused (i.e. upwards of ten years). Our Housing Advisors will work with you to consider other housing options that may be available to you.

Rehousing reason	Detail
Overcrowded by 1 bed	<p>Applicants who are <u>overcrowded</u> in settled accommodation and require one additional bedroom as per section 3.3.1 of this policy.</p> <p>Settled accommodation does not include, for example, temporary accommodation secured under Part 7 of the Housing Act 1996, the</p>

	Children Act 1989, decant accommodation, a shared house, HMO or hostel.
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3. How the Policy is applied

3.1 Applying to the Housing Register

3.1.1 How can you apply to join the Housing Register?

Everyone who wants to join the Housing Register has to go through the application process set out below. This is to make sure that we have the information needed to decide whether you are eligible, whether your application is disqualified, to assess your priority for housing and to make sure everyone is assessed on a consistent basis.

You must complete the on-line housing application at <https://www.lewishamfindyourhome.org.uk/choice/>. You will be assessed to determine whether you are eligible and qualify to join the housing register. You may be invited to an interview and we will ask you for evidence to support your application. This may include proof of residence, proof of identity, proof of family relationships and evidence to support your request for inclusion in a Band. We may ask for this evidence when you register or at any point after your application has been registered. We will check whether the information and evidence we have is up to date before any offer of accommodation is able to proceed.

You must answer the questions on the form fully and ensure that you provide any evidence requested.

If you need to live with people outside your immediate family to give or receive care or support, you must explain in your application why it is necessary for you to do so. We will seek evidence of the need for care or support, such as being in receipt of a carer's allowance. If there is a need for you to live with someone, we can ask the Medical Advisors to assess this.

You may be asked to complete a Medical Form if your application gives rise to medical issues.

If you think you need specialist accommodation, you must tell us this on your application.

3.1.2 Telling the truth

You must tell the truth. It is an offence to obtain, or attempt to obtain, a tenancy by deception. Section 171 of the Housing Act 1996 makes it an offence to knowingly withhold information that we reasonably require to assess your application, or knowingly or recklessly to provide false information in connection with the Housing Register. We will take appropriate action against anyone who gains a tenancy through knowingly providing false information. This may mean you lose your home.

If you provide false information and we discover this before you have obtained a home we will cancel your application, disqualify you from the Housing Register for a period of 2 years, and you may be liable to prosecution.

3.1.3 Use of information you supply

The information you provide in your on-line housing application may be shared with other public agencies (such as the Department for Work and Pensions and the Police) and Council departments (such as Housing Benefits and Council Tax) solely to detect and prevent fraud. This is because we have a duty to protect public funds.

We will share the information you give us with Registered Providers and other housing authorities for the purposes of housing nominations.

We may need to check that the information you have given us is correct. We will do this in a variety of ways, which may include speaking to other agencies about your application and also talking to your current landlord. This may include, but is not limited to, enquiries about your rental payments and any arrears.

Any medical information you supply may be shared with Council officers in other departments, where necessary.

By making a housing application to the Council, you consent to the Council using your private information in the ways described above. Your data will be held in compliance with Data Protection laws.

3.1.4 Processing your application

There are two stages to verifying your housing application:-

- 1st stage - we will aim to register your application within 12 weeks of receiving all the information we require. When we verify your application, we will tell you which Priority Band you are in, so that you can commence bidding on Find Your Home.
- 2nd stage – prior to any offer of accommodation you will be required to provide supporting information and evidence to validate your housing application. It is your responsibility to ensure that all requested information and evidence is available within a reasonable time (usually 24 hours).

Failure to provide the requested information and evidence in time may result in you not receiving an offer of accommodation, or any offer that has been made being withdrawn. Your application will remain suspended until you provide us with the information and evidence that we have requested.

If you have requested priority on medical grounds or priority to be awarded by the Housing Panel, it may take us up to 6 weeks to complete this assessment. Therefore, in such cases in particular your initial priority may be amended later, once the result of the assessment is known.

If you do not agree with our decisions, you may ask for a review. This is explained at section 1.6.

3.1.5 Keeping your application up to date

It is your responsibility to keep your housing application up to date if your circumstances change. For example, if you have a baby, a partner moves into your home, someone who lived with you moves out of your home or you change your address, telephone or email address, you are required to inform the Council about this and to provide supporting evidence.

You will need to review your application and re-register on the housing register on an annual basis. We will send a reminder to your registered e-mail address to do this. If you do not review and re-register, this may result in you not receiving offers of accommodation, or any offer that has been made being withdrawn. Your application will remain suspended until you provide us with the information and evidence that we have requested and if you fail to confirm that you still wish to proceed with your application, we will cancel it.

You should check your spam and/or junk e-mail regularly in case any e-mail reminders are directed to these folders.

3.1.6 Medical assessments

If your case gives rise to medical issues, you will have to complete an online medical form. You should complete a separate form for each person in your household who has a medical need. The Medical Advisor will consider the information on the form along with any supporting documentation you provide, and may, if they think they need to, contact your GP, other doctors involved in your care, or other health, social care or educational professionals to obtain more information.

You should not ask your own doctor or other medical professionals or social workers to write to us. Our Medical Advisor will contact them if necessary and ask for the information relevant to your application. Our Medical Advisor will not normally see you or examine you.

If your case gives rise to medical issues and has been referred to a Housing Panel for consideration of Emergency Priority, the Panel will take into account the recommendation of the Medical Advisor.

It will normally take up to six weeks to obtain a medical assessment.

The Medical Advisor may recommend Emergency, High or Medium Priority on medical grounds (see 2.5.2, 2.5.3 and 2.5.4 above for the criteria applied). A decision not to award Priority does not mean you do not have any medical needs, but that the Council has assessed your case as not meeting the criteria set out in this policy.

The Medical Advisor can also make specific recommendations about the type of property you need. This can include allowing an extra bedroom (see 3.3.1 below). You will only be assessed as needing a home with a lift, central heating or garden if the Medical Advisor makes this recommendation.

If you are unhappy with the decision reached as a result of the Medical Advisor's recommendation you may ask for a review. The outcome of this second review will be final.

If you have additional medical information not considered in the original decision, or your condition changes, you should ask for a reassessment.

3.1.7 The Emergency Housing Panel

The Panel will only consider cases where people need to move in an emergency. The Panel will normally only consider cases which are referred by another agency, including the police, Lewisham's Social Care or Health partners, Partner Landlords, the Multi Agency Risk Assessment Conference (MARAC), the Multi Agency Public Protection Arrangement (MAPPA), the National Witness Protection Scheme, or other welfare organisations.

The Panel is convened and chaired by the Allocations & Letting Manager, and comprises a minimum of three people plus the Chair. In the event of split decision the chair has the casting vote.

The Panel will normally be composed as follows:

- Lewisham Council Allocations & Lettings Manager (Chair)
- Lewisham Council Strategy and Policy Representative
- Allocations & Lettings lead officer
- One representative from Health or Social Care
- Two representatives from social housing providers in the borough with whom we hold a nomination agreement

Each Panel member will have a named substitute who can participate in Panel decisions if the member is away. The Panel usually meets fortnightly, but can consider cases without meeting if necessary, by video conferencing or email. Where the situation demands it a decision can be produced within 5 days.

Other agencies referring a case must send a report and be available to answer queries. Referring agencies should attend a meeting if there is one, or participate in telephone or email conferencing. You will not be able to attend the meeting or participate on telephone or email conferencing yourself. The Panel will take account of recommendations from partners including other panels such as Multi Agency Public Protection Agreement (MAPPA) or Multi Agency Risk Assessment Conference (MARAC), but does not have to accept the recommendations of such panels.

If you think you may have an emergency need to move, you should contact our Housing Advisors. If you are a tenant, you should talk to your landlord first. You should seek help with the difficulties you are experiencing from a suitable agency – police, social services or a specialist welfare agency, depending on the situation.

To be considered for an award of Emergency Priority on medical or welfare grounds, you will need a referral from an agency, which gives evidence of your needs, and shows clearly why you should be considered on an emergency basis.

There is no right to a review of a decision of the Housing Panel.

The Housing Panel has discretion to authorise an offer of a property with the same number of bedrooms as you have when you approach the Panel, or the number of bedrooms it considers you require.

If the Panel do not award Emergency Priority, your case cannot be referred back to them unless your circumstances change significantly. The person referring your case must be able to demonstrate that your circumstances are substantially worse than when the Panel previously considered the case.

3.1.8 How to bid

1. Look [on the FindYourHome website](#), choose a property that you are eligible for and is suitable for you, then bid for the property.
2. If you cannot use the website, call the Find Your Home bidding line, available 24 hours a day between Thursday-Sunday, on 0120 477 1656. Provide them your housing application number, your surname, date of birth and the property reference number.

3. Each advert will give details about the properties available, the landlord, the weekly rent, the property's features and whom it is most suitable for. There will be a photograph of the property, where we have one. However, the photograph may not be of the actual property but a similar property in the street or block.
4. You need to make your bid for a property by 11:59pm on Sunday.
5. You can ask a friend or relative or any other helper to make bids on your behalf that you're eligible for. Your helper will require your name, date of birth and Housing Register number and the property reference number for the home you wish to request.
6. During a bidding cycle, case officers may submit a "management bid" for a property on your behalf at their discretion.
7. We send the details of the shortlisted applicants to the landlord of the property in order for them to make the final decision, in line with the landlord's lettings policy, on who can view the property.
8. If you're shortlisted, you may be asked to attend an interview and/or view the property. You must bring your supporting documents to this appointment – we will tell you what supporting documents to bring. Up to three people may view the property, so even if you view a property you may not be successful if someone with higher priority or an earlier application date accepts it.
9. If you are the successful applicant, the landlord will contact you to offer you property. The successful applicant will not be able to continue bidding for other properties.
10. If you are shortlisted and in position two and three on the shortlist, you will be eligible to bid for another property the following week.
11. As per the "Two Offer Rule", some applicants have the right to refuse a property, whether or not they have refused offers before (see the summary of bands at section 2.5.1). In some circumstances you'll have the chance to apply for another property the following week.
12. We encourage you to accept the property that you view. This is because of the long waiting times for successfully bidding for another property.
13. Bidding each week will maximise your chances of successfully being allocated a property. If you do not bid frequently, you will have to wait considerably longer.

You can apply to the Housing Register whilst you are in prison. Your date of application will be the date you apply, but you cannot bid for properties until your release. You are not guaranteed a property on release and you should seek advice from housing advisors prior to your release.

For some categories of people, we may take extra steps to ensure they are rehoused, even if they do not bid for themselves. We may bid on their behalf for properties suitable to meet their needs: see our One Offer Policy at section 2.2.3 above.

3.1.9 Clients matched to properties

If you successfully bid for a property, your application will be matched to that property until the offer is made and your application and property details are verified. When you are matched to a property your application will be suspended and you will not be able to bid for other properties until the outcome of the offer is determined.

3.2 How do we decide which Band your application should go into?

We will assess the relevant circumstances of your case, and place you in the highest band possible, according to our Priority Band criteria at section 2.5.

The Band you are placed in will reflect the highest priority that you or your household qualify for.

In exceptional circumstances, the Housing Needs and Refugee Services Manager may in the exercise of their discretion increase the priority awarded to your application or vary the type of accommodation you may be considered for, based on the exceptional circumstances of your case. They may only do so where this would be in accordance with the objectives and spirit of the Allocation Policy. The Housing Needs and Refugee Services Manager's decision will be final.

3.3 How do we decide which application takes priority?

For each property, we look at which applicants have expressed an interest or "bid". For more about how to bid, see Section 3.1.8.

From those applicants who have expressed an interest, first of all we decide which of those applicants the property is most suitable for, on the basis of property size.

Within the group of applicants for whom the property is suitable on the basis of size, it will be offered first to the applicant in the highest Priority Band. If there is more than one applicant within the same Priority Band, it will be offered first to the applicant within that Band who has been in that Band the longest. If there is more than one applicant who has the same Band Date we will use the application date to decide between them except where there is an applicant with Starred Decant Priority (see 3.3.3 below).

For example, first priority will be awarded to any bidder who has been awarded Band 1 priority. If there is more than one bidder who has Band 1 priority, preference will be given to the applicant who has had Band 1 status for the longest. In the unlikely event that two bidders have the same date for award of Band 1 priority, preference will go to the bidder who has been registered on the Housing Register the longest. If there is no applicant within Band 1, then consideration will be given to applicants in Band 2, then Band 3 etc.

If you are applying to join the register from Supported Housing, your application date will be deemed to be the date that you moved into Supported Housing.

Certain properties are advertised with specific criteria attached, as determined by a Local Lettings Plan or Annual Lettings Plan, or because they are offered as specialist accommodation, such as sheltered accommodation, or housing available only to certain groups. This will be made clear on the advertisement. In these cases, priority will be given to applicants meeting the relevant criteria, even if they are in a lower Band than applicants who do not meet the criteria. If there is more than one applicant who meets the criteria for the accommodation, the successful applicant will be selected on the basis of Priority Band and earliest date they entered that Band or application date.

Before we offer a property, we check again that you are eligible, not disqualified from the Housing Register and that the property is suitable for your needs.

In limited cases, properties are let directly to applicants without being advertised (see 3.4.4 below).

3.3.1 Property size

You can only bid successfully for accommodation of the right size for your household's needs, in accordance with the criteria set out below. You may only bid for a property with an extra bedroom

(i.e. a property with more bedrooms than people who will be living there) if this has been recommended by the Medical Advisors or you are in Emergency Priority Band 1 with under occupation priority. The Council may also permit an exception to be made to the usual size criteria in the case of a Local Lettings Plan or exceptionally based on the decision of the Housing Needs Manager.

Some landlords operate their own lettings policies with regards to property size and type. This means that you may be eligible to bid for certain properties in accordance with this policy, but the landlord may not be able to accept you under their own policy. Where this is the case you will be notified.

If you have a very large household [4 or more bedrooms], we may agree to allow you to bid for properties smaller than you need, because the chances of obtaining a very large property are so small.

How many bedrooms do you need?

In calculating how many bedrooms you need, we will allow you:

- one bedroom or a studio for you and your partner, if you have one
- one bedroom for every two children of the same sex, aged twenty or under
- one bedroom for a child of the opposite sex to another child, if the child is aged over ten one
- one bedroom for any other person aged twenty-one or over, for these purposes referred to as an “adult”

This is known as “the bedroom standard” for determining bedroom requirements.

We will only allow bedrooms for people who are entitled to be on your application as part of your household.

We do not allow an extra bedroom if you are pregnant; you should notify us when the baby is born as this may entitle you to an extra bedroom.

The Medical Advisor may recommend an extra bedroom on medical grounds.

	1 adult or a couple plus								
	1 person	couple	2 adults not living as a couple	1 child or other adult	2 children of the same sex	2 children of opposite sexes aged under 10	2 children of opposite sexes, one or both aged over 10	3 children	4 or more children
Studio flat	X	X							
1 bed	X	X							
2 bed			X	X	X	X			
3 bed							X	X	X
4 or more bedrooms									X

- Studio flats and 1 bed properties are offered to an individual or a couple
- **2 bed properties** are offered to:
 - a couple or lone parent with one child; or
 - with two children of the same sex; or
 - with two children of the opposite sex aged under 10; or
 - two adults not living as a couple, e.g. parent and adult son; or individual and carer
- **3 bed properties** are offered to:
 - a couple or lone parent with 2 children not of the same sex, where one child is over ten years old; or
 - with three children;
 - or with four children under ten years;
 - or any three adults where none are living as a couple
- **4 bedroom properties** are offered to:
 - households consisting of a couple or lone parent, with four or five children; or
 - 4 adults where no two are living as a couple as set out above
- **5 bedroom properties** are offered to households with a couple or lone parent, with six or seven children. Further bedrooms are offered on the basis of one or two children per bedroom.

You may choose to bid for a property which is smaller than we think you need, but please be aware that some landlords will not let properties to families larger than the size the accommodation is designed for, in which case your bid will not be successful.

Our Medical Advisors can recommend allowing an extra bedroom if in the opinion of the Medical Advisor it is necessary because an adult or child with an illness or disability cannot share a room with their partner or another child they would normally be expected to share with, on medical grounds or because they need extra space in the bedroom for three or more bulky items of special equipment. E.g. wheelchair, hoist or commode.

Homeless cases with an accepted duty under sections 190(2), 193(2) or 195(2) of the Housing Act 1996 or who are occupying temporary accommodation provided or arranged by a local housing authority under section 192(3) of the Housing Act 1996, who need very large properties may make

a bid for a property smaller than we assess as suitable for their household's needs. If this property is refused, thereafter they will only be able to bid for properties that we assess as meeting their household's needs (see 3.3.1)

3.3.2 Statutory Overcrowding

The policy primarily uses the bedroom standard as set out in section 3.3.1 for determining the bedroom need of households and for establishing whether households are overcrowded or not and to what extent. However, statutory overcrowding will be considered in addition to the bedroom standard where households are overcrowded by one or two bedrooms as per section 3.3.1 of this policy. For the purposes of this policy a household is considered to be statutorily overcrowded if they are so defined by sections 324-326 of the Housing Act 1985.

Households who are overcrowded by 2 bedrooms and also statutorily overcrowded will be awarded the priority set out in section 2.5.3 and households who are overcrowded by 1 bedroom who are also statutorily overcrowded will be awarded the priority set out in section 2.5.4.

3.3.3 Starred Decant Priority

As an exception to waiting time priority as described in section 3.3 above, where the Housing Needs and Refugee Services Manager is satisfied that there is an urgent management need to move Decants, which is sufficient to override the usual scheme of priority afforded by this policy, he or she may award "Starred Decant Priority" to a particular decant scheme or to a particular phase of a decant scheme within 24 months of the proposed commencement of demolition works. This could include circumstances in which a decant scheme is not proceeding on target and further delay in obtaining vacant possession might prejudice the proposed redevelopment.

Applicants within Band 1 with Starred Decant Priority will be given priority over all other applicants within Band 1. If there is more than one bidder who has Starred Decant Priority, priority will be given to the applicant who has the earliest scheduled demolition date. If two bidders with Starred Decant Priority both have the same scheduled demolition date, priority will be given to the applicant who has had Band 1 Priority status the longest.

3.4 Homes that may be offered first to specific groups of applicants

3.4.1 Specialist accommodation for elderly or disabled persons or other special groups

There are some homes that have been designated for specific groups of people, either because of age, disability or other defined criteria. When this type of vacancy occurs it will be advertised with preference to those who meet the designated criteria. This will be specified in the advert and we will only let the property to a household that meets the designated criteria. If no applicable households bid, we may contact eligible households to identify an applicant who can make the best use of the property.

This includes sheltered housing for the elderly and homes suitable for disabled people. It can also include homes provided by Partner Landlords with a specialist remit, where homes are restricted to certain groups of people who may be disadvantaged or have special needs.

Homes adapted for the Disabled

If you have a disability that affects the type of housing you live in (for example, you have a wheelchair or cannot manage stairs), your application will be assessed by our Medical Advisors, in conjunction with Occupational Therapists where appropriate. We will only offer you a home which meets your needs or can be reasonably adapted to meet your needs.

When a disabled adapted home (or one considered suitable for adaptation) is advertised, it will be clearly identified as such. The shortlist of bidders who meet the criteria will be passed to the Community Occupational Therapist, who will check whether the property meets the needs of the highest ranked bidder.

Homes on the ground floor or with gardens which are not suitable for adaptation to full wheelchair standards

There is a large demand for homes on the ground floor, with gardens or on lower floor levels. This type of accommodation will be offered to households who the Medical Advisors (in consultation with the Occupational Therapists where necessary) have recommended should live on the ground floor or in a property with a garden. This will be indicated on the advert.

3.4.2 Allocation of Houses

Houses with up to three bedrooms will be offered to families with children under 11 years of age, or applicants who have Emergency Priority on the grounds of under occupation where they are already living in a house. Houses with four or more bedrooms will not be subject to this rule given the relatively small numbers of flats with four or more bedrooms in the social housing stock.

3.4.3 Local/Annual Lettings Plans

Where we consider that there is an overriding need to respond to local conditions, we may operate a Local Lettings Plan. If a property is advertised under a Local Lettings Plan, this will be stated on the advert for a property and the property will be advertised for applicants satisfying stated criteria.

For example, we may give priority to people who live or previously lived in a regeneration area and have or had to move for the regeneration to take place, either to give them a "right to return" to the area or to give them enhanced priority for an allocation elsewhere. The equalities impact of any Local Lettings Plan will be considered prior to the Council agreeing to it. Local Lettings Plans will be agreed by the Director of Housing Services.

We may use an Annual Lettings Plan if there are particularly pressing demands for housing in a specific year. This will be presented to Mayor and Cabinet for approval.

We may also allocate a small number of lettings each year to applicants who need accommodation in order to assist them to obtain and keep employment in Lewisham or who have made a substantial contribution to the community. These allocations will be decided by a Panel of Council officers who will determine who the relevant properties will be allocated to.

3.4.4 Direct lets

In some cases the Council may make a direct offer of specific accommodation to a person in need of that accommodation without advertising the property on FindYourHome.

This only applies to:

- A person to whom the Council owes the main housing duty in section 193 of the Housing Act 1996, who is occupying temporary accommodation secured by the Council under that duty and the temporary accommodation is suitable for the person and their household's needs. In such a case the Council may make a direct offer of a permanent tenancy of the temporary accommodation.
- The Council may make a direct nomination of a person who has a need for supported accommodation to a Partner Landlord for specific supported accommodation. A person may be eligible for such a direct offer if assessed as having significant support needs in relation to the maintenance of their tenancy.
- Applicants leaving supported accommodation.
- Young people leaving care.
- The Housing Panel may decide that a specific property should be matched directly to an applicant due to their exceptional needs and/or the exceptional urgency of their case.

3.4.5 Chain Lettings

Chain Lettings is a way for us to use a vacant property as part of a chain, in the same way as estate agents do in the private owner-occupying sector. Each year, we may set a target for the number of homes to be let to existing Council and Partner Landlord tenants and other priority groups. Wherever possible, these lets will be part of a chain of moves, and may include mutual exchanges. In order for chain lettings to work, it may be necessary for us to identify useful vacant properties and withdraw them from being advertised. Discretion has been given to senior officers to decide when properties can be removed from the overall lettings scheme to make chains work so helping more people to move.

3.4.6 Smart lettings

The Council will ring-fence up to twenty per cent of all properties that become available through Find Your Home during a year. These will be available for transferring tenants. The properties that are vacated by the transferring tenant will then be ring-fenced for a household in temporary accommodation, or a household that is ready for move-on from supported housing. This approach is called "Smart lettings".

4. Reviewing this policy

Amendments to this policy not reflecting a major change of policy may be made by the Executive Director for Housing, Regeneration and Public Realm in consultation with the Director of Law, Governance and HR. Such changes will be reported to Members annually.

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Equality Impact Assessment

Table 1

Author	Jack Skelly	Directorate	Housing
Date	16/08/21	Service	Housing
<p>1. The project or decision that this assessment is being undertaken for</p> <p>Allocation Policy review 2021</p> <p>As per the Housing Act 1996, every local authority in England must have an Allocation Policy to determine prioritisation and procedure for allocating housing accommodation.</p> <p>The policy is a way of distributing a small number of homes as fairly as possible, while using the resources available to us as efficiently as possible, retaining flexibility to respond to fluctuations in demand from different client groups, preventing homelessness and offering choice to applicants where we can. This policy underpins the service's work under Housing and Homelessness strategies.</p> <p>The Council has been in the process of reviewing the Allocation Policy in order to ensure it continues to operate as efficiently as possible. In November 2020, the Council launched a public consultation on its proposed major changes to the policy. These proposed changes to the policy are detailed in the Mayor and Cabinet report.</p> <p>The consultation ran between 27 November 2020 and 14 March 2021 – 16 weeks in total. The Council engaged with around 1,000 people during this time. The consultation was hosted on Lewisham's website using the online consultation portal Citizen Space. A dedicated council inbox was also made available for respondents should they wish to make direct representations or to provide additional commentary to their consultation response.</p> <p>942 individuals responded through the online survey of which 804 (85%) were Lewisham residents.</p> <p>Following the consultation, the Council agreed to remove its proposal to not include adult children in a new overcrowded by 3 bedroom rehousing reason.</p> <p>Over 50% of all respondents agreed with the following questions:</p> <ul style="list-style-type: none"> • Do you agree that we should consider placing rehousing reasons in priority bands as outlined in Table 1? • Do you agree that we should consider introducing a new 'overcrowded by three bed' group? • Do you agree that we should consider introducing a new 'homeless with additional need priority' group? • Do you agree that we should consider changing how you bid for properties, so that you can bid for multiple properties each week? • Do you agree that we should reduce the 'Three Offer' rule to a 'Two Offer' rule for eligible groups? • To increase the number of lettings available, do you agree that we should consider operating a 'Smart Lettings' system? <p>More residents disagreed than agreed with the following proposals:</p> <ul style="list-style-type: none"> • Do you agree that we should not include adult children for the new 'overcrowded by three band'? • Do you agree that we should consider moving 'overcrowded by one bed' to a new Band 4 priority group? <p>Further information on the consultation can be found in the consultation report, available here.</p>			
<p>2. The protected characteristics or other equalities factors potentially impacted by this decision</p>			

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Race	<input checked="" type="checkbox"/> Maternity and pregnancy	<input checked="" type="checkbox"/> Marriage and civil partnership	<input checked="" type="checkbox"/> Other, Gypsies and traveller
<input checked="" type="checkbox"/> Gender	<input checked="" type="checkbox"/> Gender reassignment	<input checked="" type="checkbox"/> Disability		
<input checked="" type="checkbox"/> Religion or belief	<input checked="" type="checkbox"/> Carer status	<input checked="" type="checkbox"/> Sexual orientation		

The Allocation Policy denotes the way social housing is allocated to residents on the social housing register. There are currently over 10,000 households on the register and so there is a potential impact on all of the protected characteristics and other equalities factors outlined above.

The policy organises those on the social housing register into rehousing reason groups. These groups are then allocated one of four “Band Priorities”. The Band Priority determines how long an applicant to the register is likely to wait before successfully bidding for a property.

The new policy introduces new rehousing reason groups. It also reorganises certain groups from one band to another, and introduces a new Band Four. This is likely to impact the length of time some applicants will be on the housing register before successfully bidding for a property.

We believe the proposed amendments could have an impact on many protected characteristics and, in particular, on:

- Age;
- Religion;
- Ethnicity;
- Disability;
- Gender;
- Household type; and
- Gypsies and travellers

Full details of the anticipated impacts and mitigations are found in the “impact summary” table below.

3. The evidence to support the analysis

The key data used for this assessment is the service-user profile – i.e. those applying for social housing. Much of this information is provided as part of a housing application and has been sourced from the in-house system.

Applicants, however, are not required to enter data on protected characteristics in their service-user profile. Therefore the council has limited data on the protected characteristics of applicants, so we are unable to provide a detailed assessment of the impact of re-allocating groups, or forecast the impact with a significant degree of confidence.

It should be noted that the housing service has recently implemented a new integrated housing system. In time, and with a re-registration process proposed as part of the policy review, our data quality should improve over time.

Sources

Analysis has been undertaken into the profile of applicants from the below sources:

- Those who were on the Housing Register as at September 2020;
- Homelessness applications from April 2018 – August 2020, in order to establish the impacts of suggested banding changes to homeless applicants on the housing register; and
- Segments of data on clients already housed within our own stock to establish impacts of policy changes on this cohort.

Where key data is not available this has been clearly stated, alongside the action that will be taken to minimise any potential negative impact.

The analysis

Age

Housing register Age band	%
18-25	5%
26-35	22%
36-40	16%
41-50	27%
51-60	18%
61+	12%
Grand Total	100.00%

Homelessness applications Age Range	%
Less than 18	0.8%
18-25	21.4%
26-35	27.9%
36-40	12.5%
41-50	19.4%
51-60	12.4%
More than 60	5.5%
Grand Total	100.00%

- The most represented age bracket in the social housing register is 41-50.
- The most represented age bracket in homelessness applications is 26-35.
- The number of homelessness applications from young people aged 18-25 is significantly higher than the prevalence of this group on the housing register.
- The consultation did not collect data on age range.

Ethnicity

Housing register Ethnicity	%
(blank)	70.3%
English/Welsh/Scottish/Northern Irish/British	8.0%
African	6.0%
Caribbean	5.6%
Not disclosed	2.2%
Any other White background	2.0%
Any other Black/ African/ Caribbean background	1.2%
Any other ethnic group	1.2%
White and Black Caribbean	0.8%
Any other Asian background	0.8%
Any other mixed/ multiple ethnic background	0.5%
Chinese	0.4%
Irish	0.3%
White and Black African	0.2%
Indian	0.2%
Bangladeshi	0.2%
Pakistani	0.2%
White and Asian	0.1%
Arab	0.0%
Grand Total	100.00%

Homelessness applications Ethnicity	%
Black African	23.50%
Black Caribbean	23.34%
White British	20.82%
Other Ethnicity	6.62%
Refused to declare	6.04%
White Other	6.01%

White & Caribbean	4.31%
Black Other	2.48%
White & Asian	2.27%
Other Mixed	1.15%
Indian	0.74%
Arab	0.70%
White & African	0.64%
Chinese	0.53%
Pakistani	0.40%
Bangladeshi	0.30%
White Irish	0.08%
Gypsy/Irish Traveller	0.05%
Other Asian	0.02%
Grand Total	100.00%

- The data regarding the ethnicity of applicants on the general housing register is limited, with more than 70% of those not disclosing their ethnicity. Most applications to the general housing register are made online so a large number of applicants are choosing not to disclose this data.
- We do, however, hold high quality data about the ethnicity of residents who make an application of homelessness, as this is collected by officers from the applicants. This is shown in the second table above.
- This shows that over half of homeless households from the past year have been from Black, Asian and Minority Ethnic households.

Ethnicity (Lewisham Homes tenants)	Proportionally over-represented in overcrowded cohort
Black African	17.40%
Other Ethnicity	2.00%
Refused to declare	2.00%
White & Other	0.50%
Other Mixed	0.50%
White & African	0.40%
Bangladeshi	0.20%
White & Caribbean	0.10%
White & Asian	0.10%
Pakistani	0.00%
Indian	-0.10%
Arab	-0.10%
White Irish	-0.20%
White Other	-0.20%
Black Other	-0.50%
Chinese	-0.50%
Other Asian	-0.60%
Black Caribbean	-8.50%
White British	-12.70%

- The above table is an assessment of overcrowded households within our own stock (Lewisham Homes) compared to the total number of households in that cohort. The percentages demonstrate whether particular ethnicities are over or underrepresented in the overcrowded cohort.
- The numbers show that people of Black African origin are disproportionately represented in the overcrowded cohort.

- With regards to the consultation:
 - 39% of all respondents were black and 31.2% were white.
 - Respondents who are Black British, Black Caribbean, Black Other, Mixed or Other all disagreed more than they agreed with the proposal to move overcrowded by one bed in to band 4. Respondents who are Asian, Black African, White British or White Other were more likely to agree than disagree with this proposal.
 - The majority of respondents were in favour of the rest of the changes that are being implemented.

Maternity

- A small number of applicants on the housing register (less than 2%) are listed as pregnant.
- In the consultation:
 - respondents who are currently pregnant were more likely to disagree (50%) with the proposal to move overcrowded by one bedroom into band 4. Those who are not currently pregnant and have not been in the past six months were also more likely to disagree (47.1%) with this proposal. Those who have been pregnant in the last six months were more likely to agree with this proposal than to disagree with it although less than half were in agreement (46.2%).
 - Less than half of respondents who are currently pregnant agreed with the proposal to reduce the three offer rule to a two offer rule for eligible groups, although they were more likely to agree with this proposal (43.5%) than to disagree with it (34.8%). Over half of respondents in the other groups agreed with this proposal.
 - The majority of respondents agreed with the remaining changes that are being implemented.

Language spoken

- We do not have data on language spoken in the data extract; however Lewisham's Joint Strategic Needs Assessment 2019 suggests that there are over 170 languages spoken in Lewisham. Communications on policy changes will need to be sensitive to people's language needs, as will our working processes and customer service delivery.
- Paper consultations and translations in other languages were available upon request. Those whose first language was not English and wanted to input their views were able to send us an email with their details and their chosen language, following which contact was made with the assistance of Language Line to collect their views in their desired language. This was communicated to residents throughout the consultation and was translated into a number of languages on the front page of the online consultation.

Gender

- Almost a quarter of applicants on the housing register are female. This is most likely because there are more single women with dependent children accepted onto the register (as dependent children is indicative of a priority need).
- 57.8% of homeless applicants in the extract analysed were female.
- With regards to the consultation:
 - 48.3% of female respondents disagreed with the proposal to move overcrowding by one bed to band 4. An equal number of male respondents agreed and disagreed with the proposal (43.5%) as did other respondents (50%).
 - 55.4% of all females agreed that the three offer rule should be reduced to two offers for eligible groups, and 52.5% of males agreed with this proposal. 25% of those who identified as other agreed with this proposal and 50% disagreed.
 - Those who identified as other were more likely to disagree (50%) with the proposal to introduce a 'Smart Lettings' scheme than agree (25%). 64.9% of all female respondents and 69.3% of all male respondents agreed with this proposal.
 - Male (63.5%) and Female (69.1%) respondents were in agreement with the proposal to introduce a new category of Homeless with additional needs. 50% of those who identified as other disagreed with this proposal.
 - The majority of Male (52.5%) and Female (56.4%) respondents agreed to the proposal to set the rehousing reasons in the banding set out in table 1 in the consultation. 25% of those

who identified as other agreed with this proposal, a further 50% disagreed and 25% did not know.

- There was broad agreement regarding the other policy changes.

Gender identity

- 1.48% of applicants on the housing register have identified as transgender
- There is no data for gender identity within homeless applicants.
- With regards to the consultation:
 - 42.9% of respondents whose gender identity is different to that assigned at birth agreed with the proposal to introduce a new homeless with additional need category and 42.9% disagreed. 69.5% of those whose gender identity is the same as that assigned at birth agreed with this proposal.
 - Respondents from both groups were more likely to disagree with the proposal to move those who are overcrowded by 1 bed into band 4. 71.4% of those whose gender identity is different to that assigned at birth disagree with this proposal and 47% of those whose gender identity is the same as that assigned at birth agree with this proposal.
 - Less than half of respondents whose gender identity is different to that assigned at birth (42.9%) disagreed with the proposal to place the rehousing reasons in the bands outlined in table 1 in the consultation, however even fewer (28.6%) agreed with the proposal. More than half of those whose gender identity is the same as that assigned at birth agreed with this proposal.
 - Respondents from both groups were more likely to agree with the proposal to change the three offer rule to a two offer rule for eligible households, however less than half of those whose gender identity is different to that assigned at birth agreed with this proposal (42.9%).
 - 42.9% of respondents whose gender identity is different to that assigned at birth disagreed with the proposal to introduce a 'Smart Lettings' policy with 28.6% in agreement. 69% of those whose gender identity is the same as assigned at birth agreed with this proposal.

Disability

- Over 16% of applicants on the housing register have declared a disability.
- As at August 2020, there were 149 households on the housing register awaiting accessible social housing. 109 of these households were already in social housing not currently suitable for their needs. At least 15 were in temporary accommodation.
- Less than 1% of homelessness applicants in the extract declared a disability; however this relates to lead applicant only.
- With regards to the consultation:
 - Less than half of respondents who consider themselves to be disabled agreed with the proposal to introduce a new overcrowded by three bed priority reason (45.4% compared to 42.1% in disagreement). 62.7% of respondents who do not consider themselves to be disabled agreed with this proposal.
 - Respondents who consider themselves to be disabled were more likely to disagree (45.0%) than agree (39.1%) with the proposal to move overcrowded by one bed into band 4. Respondents who do not consider themselves to be disabled were also more likely to disagree (48.4%) than agree (38.5%) with this proposal.
 - There was broad agreement from respondents regarding the other changes that are being implemented.

Household type

Minimum bedroom need	%
0	0.24%
1	17.00%
2	38.73%
3	33.83%
4	7.75%
5	1.88%

6	0.40%
7	0.12%
8	0.04%
9	0.01%
Grand Total	100.00%

- Household type is not collected in housing register data; however the minimum number of bedrooms required gives us an idea of the sizes of the households. Almost three quarters of households waiting for social housing need a minimum of 2 or 3 bedrooms.
- As expected, larger households are more likely to be affected by overcrowding. 635 households within the Council's own stock (Lewisham Homes) are overcrowded by more than one bedroom. Almost three quarters of these households have 5 or more occupants, suggestive of families with more children or multi-generational households.
- 812 households within our own stock are overcrowded by 0.5-1 bedroom. Almost half of this cohort are a household of 6 occupants.
- According to the 2014-based CLG household projections, the number of households with children is expected to increase by around 6,300 over the period 2018–2033.
- With regards to the consultation:
 - Over 70% of respondents not in social housing agreed with the proposal to introduce a new 'Overcrowded by three bed group' whereas only 49% of those in social housing did.
 - Social renters were the most likely to disagree (55%) with the proposal to move overcrowding by one band into a new band 4. Those in temporary accommodation were slightly more likely to agree to this proposal (44%) than disagree (40%) and only home owners and those in supported housing agreed by more than 50%.
 - Private renters (46.7%) and those in other accommodation (39.5%) were the least likely to agree with the proposal to reduce the three offer rule to a two offer rule, but were more likely to agree than disagree. All other groups agreed with this proposal by more than 50%.

Religion

Religion	%
Not disclosed	58.33%
Christian (all denominations)	23.93%
None	9.82%
Muslim	5.43%
Any other religion/belief	0.82%
Prefer not to say	0.74%
Buddhist	0.45%
Hindu	0.41%
Sikh	0.03%
Jewish	0.03%
Grand Total	100.00%

Religion, overcrowded by 2 bed+	%
Not disclosed	46.77%
Christian (all denominations)	28.67%
Muslim	13.98%
None	9.50%
Any other religion/belief	0.72%
Prefer not to say	0.18%
Buddhist	0.18%
Grand Total	100.00%

- Over 50% of housing register applicants have not disclosed a religion.
- Out of the remaining applicants, almost a quarter have identified as Christian. The next most prevalent declaration is 'no religion', followed by Muslim.
- When looking at households on the register that are overcrowded by 2 bedrooms or more, those who are Muslim are overrepresented (almost 14% even though they account for only 5.4% of the overall register), suggesting that any changes to policy relating to overcrowding may have a disproportionate affect on this group.
- Religion data is not available for over 75% of Lewisham Homes tenants.
- For homelessness applications, religion data is held on less than 10% of clients, so meaningful analysis is not possible.
- With regards to the consultation:

- Respondents who identify as Christian (47.5%), Jewish (100%), Other (45%) or having no religious belief (48.5%) were more likely to disagree with the proposal to move overcrowding by one bed into band 4 than to agree to it. Respondents who identify as Buddhist (100%), Hindu (75%) or Muslim (46.7%) were more likely to agree to this proposal than to disagree with it.
- Half of the respondents who identify as Jewish disagreed with the proposal to place the rehousing reasons in the bands outlined in table 1 in the consultation, with the remaining 50% responding that they did not know.
- Half of the respondents who identify as Hindu agreed with the proposal to reduce the three offer rule to a two offer rule for eligible households, with the remaining half of respondents who identify as Hindu disagreeing with this proposal. 50% or more of respondents from all other groups agreed with this proposal.
- Half of the respondents who identify as Jewish agreed with the proposal to introduce the 'Smart Lettings' policy, with the remaining half of respondents who identify as Jewish disagreeing with this proposal.
- There was broad agreement with the remaining policy changes.

Carer status

- There is no data for carers within the housing register or homelessness applications.
- With regards to the consultation:
 - 57.8% of respondents with caring responsibilities and 44.3% of those without caring responsibilities disagreed with the proposal to move overcrowded by one bed households into band 4. 29.2% of those with caring responsibilities and 41.9% of those without caring responsibilities agreed with this proposal.
 - There was broad agreement with the remaining policy changes.

Sexual orientation

- Over half of applicants on the housing register have not disclosed their sexual orientation.
- 44% have identified as straight / heterosexual.
- Less than 1% have identified as gay, lesbian, bisexual or other.
- With regards to the consultation:
 - Respondents who identify as gay or lesbian were more likely to disagree (46.7%) with the proposal to introduce an overcrowded by three bed category than to agree (40%) with this proposal. Over 50% of respondents in all other groups agreed with this proposal.
 - Over half of those who identify as bisexual (51.9%) or gay or lesbian (53.3%) disagreed with the proposal to move overcrowded by 1 bed into band 4. Respondents who identified as straight or heterosexual were more likely to disagree (47.3%) with this proposal than to agree with it (38.2%). More than half of those who identified as other agreed with this proposal.
 - 57.1% of respondents who identify as gay or lesbian disagreed with the proposal to place the rehousing reasons in the bands outlined in table 1 in the consultation. 50% of those who identify as bisexual agreed with this proposal and more than half of those who identify as other or as straight or heterosexual agreed with this proposal.
 - More than half of respondents who identify as gay or lesbian (53.3%) disagreed with the proposal to reduce the three offer rule to a two offer rule for eligible households. 50% of those who identified as other agreed with this proposal and 50% disagreed. All other groups were more likely to agree than disagree with this proposal although less than half of those who identify as bisexual (40.7%) agreed.
 - There was broad agreement with the remaining policy changes.

Income

- By definition, all applicants on the housing register are on low incomes and / or in receipt of housing benefit or Universal Credit.

Other - Gypsies and Travellers

- The local connection rule in section 2.2.2 of the policy is capable of having an indirectly discriminatory effect on refugees, who will find it harder to satisfy the requirement of 5 years

residence in borough for reasons which are connected to their immigration status. This group will predominantly comprise people from ethnic minorities. Therefore, in order to avoid any discriminatory effect, an exception has been inserted into the policy for refugees who have not been resident in Lewisham for a period of 5 years for reasons connected with their status as a refugee.

“You and your household are Roma or Irish Travellers and you have not been resident in Lewisham for a period of 5 years because you adhere to a traditional migratory culture.”

4. Impact summary

A full impact is provided in the impact summary table, below.

5. Mitigation

Mitigations are provided in the impact summary table, below.

6. Service user journey that this decision or project impacts

If you think you may become homeless, you should contact the Council for advice at the earliest opportunity. The earlier you contact us the more chance we have of helping you to avoid becoming homeless. You can call the **Housing Options Centre [HOC]** on 020 8314 7007 or e-mail HOC at HousingOptionsEnquiry@lewisham.gov.uk.

If you want to join the housing list you can do this by referring to our information on the website www.lewisham.gov.uk or <http://www.lewisham.gov.uk/myserVICES/housing/find/Pages/Apply-for-social-housing.aspx>.

For advice about your housing options, please contact the **Allocations and Lettings Service** on 020 8314 7007 or LewishamFindYourHomeApplications@lewisham.gov.uk.

If you are vulnerable (for example you are elderly, have learning or other disability, or do not have the ability to read English or another language) we can assist you in accessing housing and bidding for properties. The **Homesearch Support Officer**, based in the Allocations and Lettings Service, assists applicants to engage with the choice based lettings system and can assist clients with bidding. Please contact the Allocations and Lettings Service for further information on 020 8314 7007 or LewishamFindYourHomeApplications@lewisham.gov.uk.

Single Homelessness Intervention and Prevention (SHIP): The Council is committed to working with partner agencies to promote housing options for single young people and there are a number of supported housing schemes that may be suitable for your needs funded throughout the borough. For more information on how to access these schemes please contact the SHIP service at SHIP@lewisham.gov.uk or 020 8314 7007.

Consultation contact: Jack Skelly – jack.skelly@lewisham.gov.uk

**Signature of
Head of Service**

For further information please see the full [Corporate Equality Policy](#).

Table 2 – Equality Impact Assessment summary

Purpose of this document: This table lists the proposed major changes to the Allocations Policy, and indicates any protected characteristic group that may be positive or negatively impacted by the proposed change. The impacts have been assessed and potential mitigation explored.

The Council has limited data on the protected characteristics of applicants. Therefore we are unable to provide a detailed assessment of the impact of re-allocating groups, or forecast the impact with a significant degree of confidence.

#	Section	New policy	Protected characteristic groups potentially impacted by change	Assessment of impact	Mitigation
1	Allocation Scheme, 2.5.1-2.5.5	<p>1. The new banding will be:</p> <ol style="list-style-type: none"> 1. Band 1: Emergency 2. Band 2: High 3. Band 3: Medium 4. Band 4: Low <p>2. The following band changes will be introduced:</p> <ol style="list-style-type: none"> 1. Homeless with additional need will be moved to “High”; 2. We will use the Private Renter Sector Discharge Policy and Location Priority Policy to determine whether an applicant is homeless with additional need. 3. Current cohorts within “High” band will be placed in “Medium” band (unless otherwise stated); 4. Medical High moved in to “High” (instead of “Medium”); 	<ol style="list-style-type: none"> 1. Disability 2. Religion 3. Household type 4. Age 5. Ethnicity 6. Gender 	<ol style="list-style-type: none"> 1. Placing rehousing reason groups in different Band Priorities, compared to the 2017 Policy, is likely to impact the length of time they will be on the housing register before securing a property. 2. The Counsel has limited data on the protected characteristics of applicants. Therefore we are unable to provide a detailed assessment of the impact of re-allocating groups, or forecast the impact with a significant degree of confidence. 3. We anticipate, however, that the proposed policies may impact in the following ways: <ol style="list-style-type: none"> 1. Moving “overcrowded by two” in to Band 3: Medium Priority, and “overcrowded by one” to Band 4: Low Priority, may impact those with “religion”, “household type” or “ethnicity” protected characteristics. Individuals with these characteristics are more likely to have larger households than the national average, and so 	<ol style="list-style-type: none"> 1. We are introducing an “overcrowded by three” rehousing reason in Band Two. This will allow some larger households to move more quickly than they are currently able. 2. The introduction of a statutorily overcrowded measurement, which will be used in conjunction with an overcrowded bedroom measurement in determining applicants’ overcrowding severity, will mean that some households are promoted where overcrowding is particularly acute. 3. Communications on policy changes will need to be sensitive to people’s language needs, as will our working processes and customer service delivery. 4. Officials will monitor lets that are offered and keep data on

	<p>5. Supported Housing Move On moved to “High” (instead of “Medium”)</p> <p>6. We will introduce a new overcrowding policy. If you are both overcrowded by one or two bedrooms and statutorily overcrowded, you will be promoted to a higher band.</p> <p>E.g. overcrowded by 1 bed and statutorily overcrowded will be in “Band 3: Medium” priority.</p> <p>7. We will introduce an “overcrowded by 3 bed” cohort in “High”;</p> <p>8. All previous “Band 3 Priority” will remain in “Band 3 Medium Priority” except for:</p> <ul style="list-style-type: none"> ▪ Overcrowded by 1 bed, which will be placed within “Low” priority. 		<p>be experiencing overcrowding. Individuals of Black African ethnicity are disproportionately represented in the overcrowded cohort. Placing this rehousing reason in Band 3 is likely to increase the time an applicant will wait in order to successfully bid for social housing.</p> <p>2. Implementing the banding structure may allow those with a disability to move more quickly within the “medical high” rehousing reason, which will be placed within Band Two.</p> <p>3. The changes may allow younger applicants to move more quickly within the “Supported Housing Move On” rehousing reason, which will be placed within Band Two.</p> <p>4. The changes may allow individuals with specific “ethnicity”, “gender” and “age” characteristics to move more quickly within the “Homeless with additional need” rehousing reason, which will be placed within Band Two. This is because the data shows that:</p> <ul style="list-style-type: none"> ▪ a disproportionate number of homelessness applications are from Black African and Black Caribbean ethnicities; ▪ a high number of applicants are aged between 26 and 35; ▪ The number of homelessness applications from young people aged 18-25 is significantly higher 	<p>protected characteristics to ensure groups are not discriminated against.</p> <p>5. The Council operates a number of services, including Allocations and Lettings service and Housing Options service, which provide advice to residents about their housing options. These can be contacted by phone or online and can provide guidance on what housing options are viable for applicants with a range of characteristics</p> <p>6. The Council provides help for those who wish to access housing or bid for properties on the housing register that are vulnerable (e.g. those who are elderly, have a disability or do not have the ability to read English or another language)</p> <p>7. The Council also runs a number of social care pathways (e.g. the young persons’ pathway) and other support initiatives (Single Homeless Intervention and Prevention service) to support specific homeless cohorts.</p>
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				<p>than the prevalence of this group on the housing register; and</p> <ul style="list-style-type: none"> ▪ 57.8% of homeless applicants in the data extracted were female. 	
2	Allocation Scheme	<ol style="list-style-type: none"> 1. We propose ring-fencing properties, whereby Council ring-fences a percentage of properties to enable transfer of tenants (“smart letting”). 2. We will ring-fence up to 20% of properties to residents who are both currently in social housing and on the housing list, so that they are able to move to a house more suited to their need. 	<ol style="list-style-type: none"> 1. Disability 2. Age 3. Religion 4. Ethnicity 	<ol style="list-style-type: none"> 1. Smart letting will prioritise initially transferring applicants but overall the impact of the policy will be neutral as the properties that are released from the transferring tenants will go to non-transferring applicants. 2. Smart letting may improve the likelihood of individuals with “disability” characteristics successfully bidding for a property, as scarce properties that are suitable for those with disabilities may be let using this system. 16% of applicants on the housing register have declared a disability. As at August 2020, there were 149 households on the housing register awaiting accessible social housing. 109 of these households were already in social housing not currently suitable for their needs. At least 15 were in temporary accommodation. 	<ol style="list-style-type: none"> 1. Officials will monitor lets that are offered via the ‘smart lettings’ scheme and keep data on protected characteristics to ensure groups are not discriminated against. 2. Communications on policy changes will need to be sensitive to people’s language needs, as will our working processes and customer service delivery.
3	Allocation Scheme, 2.2.	<ol style="list-style-type: none"> 1. We will change the “Three Offer” rule to a “Two Offer” rule for the number of properties that can be refused. 	<ol style="list-style-type: none"> 1. Disability 2. Ethnicity 3. Religion 4. Age 5. Household type 6. Gender 	<ol style="list-style-type: none"> 1. Reducing the number of offers for “overcrowded by two” and “overcrowded by one” to One Offer, may impact those with “religion”, “household type” or “ethnicity” protected characteristics. Individuals with these characteristics are more likely to have larger households than the national average, and so be experiencing overcrowding who will have a reduced number of refusals for properties. Individuals of Black African ethnicity are disproportionately 	<ol style="list-style-type: none"> 1. The Council provides help for those who wish to access housing or bid for properties on the housing register that are vulnerable (e.g. those who are elderly, have a disability or do not have the ability to read English or another language) 2. The Council operates a number of services, including Allocations and Lettings service and Housing

				<p>represented in the overcrowded cohort.</p> <ol style="list-style-type: none"> 2. Reducing the number of offers for those with specially adapted homes, “medical high” and “medical low” rehousing reasons may impact individuals with “disability” who will have a reduced number of refusals for properties. 3. Implementing the reduced number of offers may impact individuals with specific “ethnicity” and “age” characteristics to, as this will reduce the number of refusals those with “Homeless with additional need” and “homeless without additional need” rehousing reasons can make. This is because the data shows that: <ol style="list-style-type: none"> 1. a disproportionate number of homelessness applications are from Black African and Black Caribbean ethnicities; 2. a high number of applicants are aged between 26 and 35; 3. The number of homelessness applications from young people aged 18-25 is significantly higher than the prevalence of this group on the housing register; and 4. 57.8% of homeless applicants in the data extracted were female 	<p>Options service, which provide advice to residents about their housing options. These can be contacted by phone or online and can provide guidance on what housing options are viable for applicants with a range of characteristics</p> <ol style="list-style-type: none"> 3. Officials will monitor lets that are offered via the ‘smart lettings’ scheme and keep data on protected characteristics to ensure groups are not discriminated against. 4. The Council also runs a number of social care pathways (e.g. the young persons’ pathway) and other support initiatives (Single Homeless Intervention and Prevention service) to support specific homeless cohorts. 5. Communications on policy changes will need to be sensitive to people’s language needs, as will our working processes and customer service delivery.
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Appendix 3: Summary of change to Allocations Policy

Purpose of this document: To provide a summary of proposed changes to the Allocation Scheme and the April 2017 document.

#	Section	Previous version (where applicable) & change	Rationale
1	Allocation Scheme, 2.5.1-2.5.5	<ul style="list-style-type: none"> - Introduction of new banding as follows: <ol style="list-style-type: none"> 1. Band 1: Emergency 2. Band 2: High 3. Band 3: Medium 4. Band 4: Low - These changes can be summarised as follows: <ol style="list-style-type: none"> 1. Current rehousing reason within “High” band will be placed in “Medium” band (unless otherwise stated); 2. Medical High moved in to “High” (instead of “Medium”); 3. We propose introducing an “overcrowded by 3 bed” rehousing reason in “High”; 4. All previous “Band 3 Priority” will remain in “Band 3 Medium Priority” except for: <ul style="list-style-type: none"> ▪ Overcrowded by 1 bed, which will be placed within “Low” priority. 	<ul style="list-style-type: none"> - The reasons for this new banding structure are: <ol style="list-style-type: none"> 1. To create a banding system that responds to housing need within the borough given the high demand for social housing and the scarcity of social housing available. 2. Overcrowded by 3 bed – This proposal recognises that overcrowding is now more severe than ever within the Borough. We estimate that around 160 applicants within Lewisham are overcrowded by three beds or more. At present they will wait many years before being allocated accommodation, and it is appropriate to increase their priority given the high level of housing need they are in. The likelihood of this group receiving those properties is low given the scarcity of large properties available on the social housing register. 3. Overcrowded by 1 bed – this group will be moved to a new band 4 to reflect the moving of overcrowded by 2 bed to band 3 medium. Changes have been introduced to account for statutory overcrowding alongside the bedroom standard in overcrowded by 2 bed and overcrowded by 1 bed applicants. 4. Medical high - we believe that the housing need of these applicants is sufficient enough to warrant the continued allocation of high priority to this group.
2	Allocation Scheme, 2.5.3.	<ul style="list-style-type: none"> - Homeless with additional need will be moved to “High”; - This will be determined based on Location Priority Policy and Private Rented sector policy 	<ol style="list-style-type: none"> 1. Introducing a new homeless with additional need priority will ensure the Council is able to respond to homeless applicants who have a need identified through the location priority policy to

			<p>remain within the Borough, or for whom other tenures such as the private rented sector are untenable.</p> <p>2. Substantial agreement for this approach with 66% in agreement with the proposal and 57% agreeing that using the Location Priority Policy and the Private Rented Sector Discharge Policy was the right approach.</p>
3	Allocation Scheme, 3.4.6.	<ul style="list-style-type: none"> - Introduction of a “smart letting” scheme. The ring-fencing up to 20% of available properties to someone already living in social housing (a transfer applicant) who is in need, and made sure that the property they vacate is ring-fenced to someone living in the PRS / Temporary Accommodation (non-transfer applicant). - This policy has been proposed as it represents an opportunity to solve more housing need with the resources we have. Aside from building new social homes, this is a key way for us to make best use of the available social housing with the resources we have. For each property, we could solve two households’ needs, whilst also maintaining equitable access to the available lets. - This will be subject to a review after 12 months 	<ul style="list-style-type: none"> - This smart letting approach will enable the Council to resolve housing needs for multiple households. This policy has been proposed as it represents an opportunity to solve more housing need with the resources we have. For each property, we could solve two households’ needs, whilst also maintaining equitable access to the available lets.
4	Allocation Scheme, 2.2.4	<ul style="list-style-type: none"> - Changing the Three Offer rule to a two offer rule 	<p>We believe that a ‘Two Offer’ policy is reasonable, given that:</p> <ol style="list-style-type: none"> 1. that there is a need for the Council to let properties as quickly as possible; 2. that there is an administrative burden for officials for those who refuse offers; and 3. that the resident has bid for the property and indicated preference for that property.
5	How the Policy is applied, 4	<ul style="list-style-type: none"> - We propose adding delegated powers for officers to implement minor changes to the policy, so that they do not have to go to Mayor and Cabinet for approval of future minor changes. 	<ul style="list-style-type: none"> - This would mean officials can be more flexible and responsive to changes.

6	Front page & contents	<ul style="list-style-type: none"> - Title updated to “Housing Allocation Policy” - Updates made to contact details for officers. - Contents – section numbers and titles updated. 	<ul style="list-style-type: none"> - Allocation Policy is more accurate about what the document is - Contents and contact details reflect current service - Terminology throughout document is consistent
7	Whole document	<ul style="list-style-type: none"> - Updated terminology. 	<ul style="list-style-type: none"> - Ensure consistency and accuracy.
8	Whole document	<ul style="list-style-type: none"> - Phone numbers, emails and links to check and updated. 	<ul style="list-style-type: none"> - Ensure consistency and accuracy.
9	Introduction, 1.1	<ul style="list-style-type: none"> - Introduction has been rewritten. 	<ul style="list-style-type: none"> - To ensure the wording is clearer, this has been updated and the purpose of the policy needs is now simpler.
10	Introduction, 1.1	<ul style="list-style-type: none"> - References to the numbers on the housing register and the number of lets available amended. Information relating to other strategic documents updated. - 	<ul style="list-style-type: none"> - Ensure consistency and accuracy.
11	Introduction, 1.2	<ul style="list-style-type: none"> - List of housing options checked and updated. 	<ul style="list-style-type: none"> - Ensure consistency and accuracy.
12	Introduction, 1.2	<ul style="list-style-type: none"> - Para 10 (“Our officers or your landlord will...” – reworded. 	<ul style="list-style-type: none"> - Wording has been updated to make this clearer.
13	Introduction, 1.2	<ul style="list-style-type: none"> - Para 13 – “you should liaise with the Housing Medical Officer and the Community Occupational Therapy Team” – updated. 	<ul style="list-style-type: none"> - Wording has been made clearer and communication channels provided.
14	Introduction, 1.2	<ul style="list-style-type: none"> - Para 14 – “There are a number of initiatives the Council supports...” – checked and updated. 	<ul style="list-style-type: none"> - Ensure accuracy of service provision.
15	Introduction, 1.2	<ul style="list-style-type: none"> - Para 15 – updated in line with Council policy. 	<ul style="list-style-type: none"> - Ensure consistency and accuracy.
16	Introduction, 1.2.3	<ul style="list-style-type: none"> - Additional detail included regarding domestic abuse 	<ul style="list-style-type: none"> - Provide clarity on the councils approach to those suffering domestic abuse and alignment with corporate priority.

17	Introduction, 1.3	- Properties excluded section has been checked and updated.	- Ensure consistency and accuracy.
18	Introduction, 1.4	- Strategic framework updated.	- Ensure consistency and accuracy.
19	Allocation Scheme policy, 2.1.1	- Section reviewed and updated.	- Ensure consistency and accuracy.
20	Allocation Scheme, 2.2.2	- Updated to reflect Equalities Analysis Assessment.	- Ensure conclusions of the EAA are properly accounted for in the policy.
21	Allocation Scheme, 2.2.2	- Paragraph 2 – “Housing Panel and Supported Housing priority cases are allowed to bid for themselves” deleted as to ensure alignment with rest of the policy.	- Ensure consistency and accuracy.
22	Allocation Scheme, 2.2.2	- Inclusion of Roma or Irish Travellers and Refugees as categories exempt from local connection rules.	- Ensure compliance with case law.
23	Allocation Scheme, 2.4	- Section - What happens to other people currently living with me?’ - Reviewed and Updated.	- Ensure consistency and accuracy.
24	Allocation Scheme, 2.5.1-2.5.5	- A number of changes made to reflect proposals outlined. Inclusion of tables setting out the scheme in general and then providing detail as to each band and the groups within that band.	- Bring into effect the changes outlined in the proposals. - Ensure consistency and accuracy. - Provide a clearer and easier to understand summary of the Allocations Policy.
25	How the Policy is applied, 3.1.1	- Online housing application link updated.	- Ensure consistency and accuracy.
26	How the Policy is	- Additional wording to reflect council approach to data governance.	- Ensure compliance with GDPR.

	applied, 3.1.3		
27	How the Policy is applied, 3.1.5	<ul style="list-style-type: none"> - Detail added regarding requirement that residents must review their application and re-register on the housing register on an annual basis. 	<ul style="list-style-type: none"> - Administrative efficiency.
28	How the Policy is applied, 3.1.7	<ul style="list-style-type: none"> - Additional sentence included stating that panel has discretion to offer bed size or any larger bed size. 	<ul style="list-style-type: none"> - Ensures transparency.
29	How the Policy is applied, 3.3	<ul style="list-style-type: none"> - Clarification added : <ol style="list-style-type: none"> 1. If you are moved to a new, higher band, your list date will move to the date you were moved to the new band 2. If you are moved to a lower band you will keep your original list date. 	<ul style="list-style-type: none"> - Clarification of position.
30	How the Policy is applied, 3.4.3	<ul style="list-style-type: none"> - Local Lettings and annual lettings plan paragraphs have been merged. 	<ul style="list-style-type: none"> - Ensure consistency and accuracy and a simpler document for residents to understand. Option to pursue such approaches has been retained.
31	Reviewing this Policy section of policy, 4	<ul style="list-style-type: none"> - Amendment of the wording to allow non-major policy changes to be made by ED for HRPR in consultation with Head of Law. 	<ul style="list-style-type: none"> - Ensure flexibility and ease of making minor changes to the policy thus allowing the policy to operate as effectively as possible.

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Housing Select Committee

Report title: Select Committee Work Programme Report

Date: 16 September 2021

Key decision: No.

Class: Part 1

Ward(s) affected: Not applicable

Contributors: Assistant Chief Executive (Scrutiny Manager)

Outline and recommendations

This report gives committee members an opportunity to review the committee's work programme and make any modifications required.

The Committee is asked to:

- To review the work programme attached at **appendix B**.
- Note the four strategic themes of the borough's recovery plan: *Future Lewisham*
- To consider the items for the next meeting and specify the information required.
- To review the forward plan of key decisions at **appendix E** to consider whether there are any items for further scrutiny.

Timeline of decision-making

HSC Work Programme 2021/22 – draft agreed on 7 June 2021

HSC Work Programme 2021/22 – agreed by Business Panel 20 July 2021

1. Summary

- 1.1. The committee proposed a draft work programme at the beginning of the municipal year. This was considered alongside the draft work programmes of the other select committees and agreed by Business Panel on 20 July 2021.
- 1.2. The work programme should be reviewed at each meeting to take account of changing priorities.

2. Recommendations

- 2.1. The Committee is asked to:
 - To review the work programme attached at **appendix B**.
 - Note the four strategic themes of the borough's recovery plan: *Future Lewisham*
 - Consider the items for the next meeting and specify what evidence is required, including being clear about the information the committee wishes to be included in officer reports.
 - To review the forward plan of key decisions at **appendix E** to consider whether there are any items for further scrutiny.

3. Work Programming

- 3.1. When reviewing the work programme the Committee should consider the following:
- 3.2. The Committee's terms of reference (Appendix A). The Committee's areas of responsibility, include, but are not limited to:
 - Homelessness and rough sleeping
 - Social housing
 - Affordable housing
 - Private rented sector
- 3.3. Whether any urgent issues have arisen that require scrutiny. If so, consider to the prioritisation process (Appendix C) and the Effective Scrutiny Guidelines (Appendix D)
- 3.4. Whether a committee meeting is the most effective forum for scrutinising the issue. For example, would a briefing be more appropriate?
- 3.5. Whether there is capacity to consider the item - could any work programme items be removed or rescheduled?
- 3.6. Whether the item links to the priorities set out in the [Corporate Strategy for 2018-2022](#):
 - [Open Lewisham](#) - Lewisham is a welcoming place of safety for all, where we celebrate the diversity that strengthens us.
 - [Tackling the housing crisis](#) - Everyone has a decent home that is secure and affordable.
 - [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.
 - [Building an inclusive local economy](#) - Everyone can access high-quality job opportunities, with decent pay and security in our thriving and inclusive local economy.
 - [Delivering and defending: health, social care and support](#) - Ensuring everyone

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receives the health, mental health, social care and support services they need.

- [Making Lewisham greener](#) - Everyone enjoys our green spaces, and benefits from a healthy environment as we work to protect and improve our local environment.
- [Building safer communities](#) - Every resident feels safe and secure living here as we work together towards a borough free from the fear of crime.

3.7. The committee should also note and take into account the four strategic themes of the borough's Covid-19 recovery plan, **Future Lewisham**, which support what we want for every single resident and that we know are what we need to focus on locally:

3.8. **An economically sound future**

We are working to get the borough back in business, with a future where everyone has the jobs and skills they need to get the best that London has to offer.

We are a borough with businesses that are adaptable and prepared for change, a thriving local economy that sees 'local' as the first and best choice, with digital inclusion at the heart of our plans. We do all we can to support residents into jobs that pay fairly and provide families with the opportunities and security they deserve.

3.9. **A healthy and well future**

Good health and wellbeing should be something we can all depend on, something that is equally accessible to everyone.

We know this is much wider than 'medicine' and the NHS. Our health and well-being is also dependent on our housing, the air we breathe, our support networks and more. We will make sure to pay as much attention and invest as much effort into improving these wider factors and taking action on inequality at every turn. Rectifying health inequalities and developing good mental health & wellbeing for everyone drives what we do.

3.10. **A greener future**

Our next steps will be our greenest yet, continuing our efforts to preserve our climate for future generations and ensuring everyone can enjoy the place we call home.

We will capture and build on the best of what we saw from the increase in walking and cycling locally, and all the other ways our environment benefitted from behaviour changes over the last year. We will nurture and protect the place we call home so that we can continue to appreciate its benefits for generations to come.

3.11. **A future we all have a part in**

We work together as one borough, within our communities and identities, to harness the power of volunteering and community spirit that has helped get us through the last year.

We will work alongside our strongest asset – our community – to strengthen and enhance our borough for everyone. We achieve more together and being connected and taking an active role in our borough benefits us all. Our year as Borough of Culture 2022 will be Lewisham's best year yet, celebrating our fantastic part of London and providing opportunities for everyone to connect and get involved in our local community.

3.12. The committee is recommended to schedule **two substantive items per meeting**, leaving space available for Mayor & Cabinet responses and other urgent business as the need arises throughout the year.

3.13. Provision is made for meetings to last for up to 2.5 hours, but the committee should aim to **manage its business within 2 hours**. In exceptional cases the committee may decide to suspend standing orders and extend the meeting for a further 30 minutes to conclude any urgent business.

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4. The next meeting

- 4.1. The following items are scheduled for the next meeting. For each item, the Committee should clearly define the information and analysis it wishes to see in officer reports.
- 4.2. The Committee should also consider whether to invite any expert witnesses to provide evidence, and whether site visits or engagement would assist the the effective scrutiny of the item.

Agenda Item	Information and analysis required	Review type	Corporate Priority
Budget cuts proposals		Standard item	CP2
Location Priority Policy (LPP)		Standard item	CP2

5. Scrutiny between meetings

- 5.1. Below is a tracker of scrutiny activity, including briefings, visits and engagement, that has taken place outside of the committee meetings.

Agenda Item	Date due	Outcome	Corporate Priority

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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. Financial implications

7.1. There are no direct financial implications arising from the implementation of the recommendations in this report. Items on the Committee’s work programme will have financial implications and these will need to be considered as part of the reports on those items.

8. Legal implications

8.1. 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.

9. Equalities implications

9.1. 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.

9.2. 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.

9.3. 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.

10. Climate change and environmental implications

10.1. There are no direct climate change or environmental implications arising from the implementation of the recommendations in this report. Items on the Committee’s work programme may have climate change implications and these will need to be considered as part of the reports on those items.

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11. Crime and disorder implications

- 11.1. There are no direct crime and disorder implications arising from the implementation of the recommendations in this report. Items on the Committee's work programme may have crime and disorder implications and these will need to be considered as part of the reports on those items.

12. Health and wellbeing implications

- 12.1. There are no direct health and wellbeing implications arising from the implementation of the recommendations in this report. Items on the Committee's work programme may have health and wellbeing implications and these will need to be considered as part of the reports on those items.

13. Report author and contact

If you have any questions about this report please contact: John Bardens, 020 8314 9976 john.bardens@lewisham.gov.uk

14. Appendix A - Select Committee Terms of Reference

The following roles are common to all select committees:

(a) General functions

- To review and scrutinise decisions made and actions taken in relation to executive and non-executive functions
- To make reports and recommendations to the Council or the executive, arising out of such review and scrutiny in relation to any executive or non-executive function
- To make reports or recommendations to the Council and/or Executive in relation to matters affecting the area or its residents
- The right to require the attendance of members and officers to answer questions includes a right to require a member to attend to answer questions on up and coming decisions

(b) Policy development

- To assist the executive in matters of policy development by in depth analysis of strategic policy issues facing the Council for report and/or recommendation to the Executive or Council or committee as appropriate
- To conduct research, community and/or other consultation in the analysis of policy options available to the Council
- To liaise with other public organisations operating in the borough – both national, regional and local, to ensure that the interests of local people are enhanced by collaborative working in policy development wherever possible

(c) Scrutiny

- To scrutinise the decisions made by and the performance of the Executive and other committees and Council officers both in relation to individual decisions made and over time
- To scrutinise previous performance of the Council in relation to its policy objectives/performance targets and/or particular service areas
- To question members of the Executive or appropriate committees and executive directors personally about decisions
- To question members of the Executive or appropriate committees and executive directors in relation to previous performance whether generally in comparison with service plans and targets over time or in relation to particular initiatives which have been implemented
- To scrutinise the performance of other public bodies in the borough and to invite them to make reports to and/or address the select committee/Business Panel and local people about their activities and performance
- To question and gather evidence from any person outside the Council (with their consent)
- To make recommendations to the Executive or appropriate committee and/or Council arising from the outcome of the scrutiny process

(d) Community representation

- To promote and put into effect closer links between overview and scrutiny members and the local community
- To encourage and stimulate an enhanced community representative role for overview and scrutiny members including enhanced methods of consultation with local people
- To liaise with the Council's ward assemblies so that the local community might participate in the democratic process and where it considers it appropriate to seek the views of the ward assemblies on matters that affect or are likely to affect the local areas, including accepting items for the agenda of the appropriate select committee from ward assemblies.
- To keep the Council's local ward assemblies under review and to make recommendations

Is this report easy to understand?

Please give us feedback so we can improve.

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to the Executive and/or Council as to how participation in the democratic process by local people can be enhanced

- To receive petitions, deputations and representations from local people and other stakeholders about areas of concern within their overview and scrutiny remit, to refer them to the Executive, appropriate committee or officer for action, with a recommendation or report if the committee considers that necessary
- To consider any referral within their remit referred to it by a member under the Councillor Call for Action, and if they consider it appropriate to scrutinise decisions and/or actions taken in relation to that matter, and/or make recommendations/report to the Executive (for executive matters) or the Council (non-executive matters).

(e) Finance

- To exercise overall responsibility for finances made available to it for use in the performance of its overview and scrutiny function.

(f) Work programme

- As far as possible to draw up a draft annual work programme in each municipal year for consideration by the overview and scrutiny Business Panel. Once approved by the Business Panel, the relevant select committee will implement the programme during that municipal year. Nothing in this arrangement inhibits the right of every member of a select committee (or the Business Panel) to place an item on the agenda of that select committee (or Business Panel respectively) for discussion.
- The Council and the Executive will also be able to request that the overview and scrutiny select committee research and/or report on matters of concern and the select committee will consider whether the work can be carried out as requested. If it can be accommodated, the select committee will perform it. If the committee has reservations about performing the requested work, it will refer the matter to the Business Panel for decision.

The Housing Select Committee has specific responsibilities for the following:

- a) To fulfil all overview and scrutiny functions in relation to the discharge by the authority of its housing functions. This shall include the power to:
- b) review and scrutinise decisions made or other action taken in connection with the discharge of the Council of its housing function
- c) make reports or recommendations to the authority and/or Mayor and Cabinet with respect to the discharge of these functions
- d) make recommendations to the authority and/or Mayor and Cabinet proposals for housing policy
- e) to review initiatives put in place by the Council with a view to improving, increasing and enhancing housing in the borough, making recommendations and/or report thereon to the Council and/or Mayor and Cabinet
- f) To establish links with housing providers in the borough which are concerned with the provision of social housing

Is this report easy to understand?

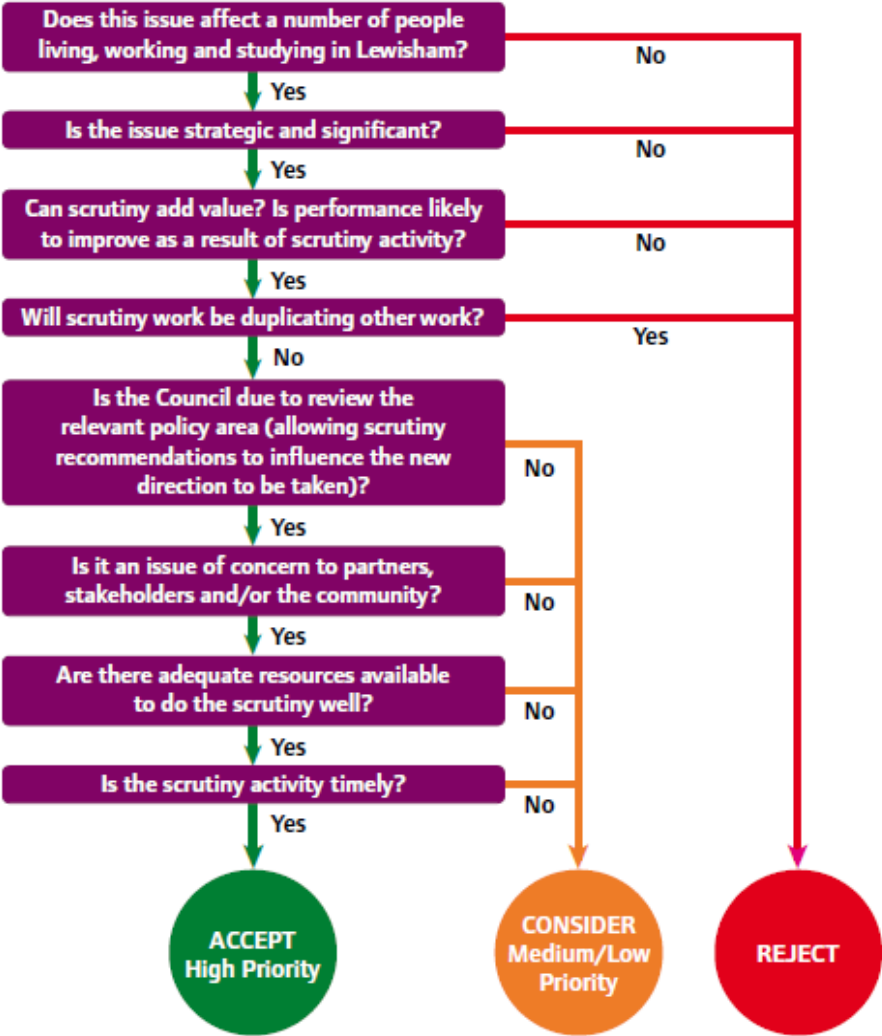
Please give us feedback so we can improve.

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Appendix C

The flowchart below is designed to help Members decide which items should be added to the work programme. It is important to focus on areas where the Committee will influence decision-making.

Scrutiny work programme – prioritisation process



Effective Scrutiny Guidelines

At Lewisham we:

1. Prioritise

It is more effective to look at a small number of key issues in an in-depth way, than skim the surface of everything falling within scrutiny's remit. We try to focus on issues of concern to the community and/or matters that are linked to our corporate priorities. We only add items to the work programme if we are certain our consideration of the matter will make a real and tangible difference.

2. Are independent

Scrutiny is led by Scrutiny Members. Scrutiny Members are in charge of the work programme and, for every item, we specify what evidence we require and what information we would like to see in any officer reports that are prepared. We are not whipped by our political party or unduly influenced by the Cabinet or senior officers.

3. Work collectively

If we collectively agree in advance what we want to achieve in relation to each item under consideration, including what the key lines of enquiry should be, we can work as a team to question witnesses and ensure that all the required evidence is gathered. Scrutiny is impartial and the scrutiny process should be free from political point scoring and not used to further party political objectives.

4. Engage

Involving residents helps scrutiny access a wider range of ideas and knowledge, listen to a broader range of voices and better understand the opinions of residents and service users. Engagement helps ensure that recommendations result in residents' wants and needs being more effectively met.

5. Make SMART evidence-based recommendations

We make recommendations that are based on solid, triangulated evidence – where a variety of sources of evidence point to a change in practice that will positively alter outcomes. We recognise that recommendations are more powerful if they are:

- Specific (simple, sensible, significant).
- Measurable (meaningful, motivating).
- Achievable (agreed, attainable).
- Relevant (reasonable, realistic and resourced, results-based).
- Time bound (time-based, time limited, time/cost limited, timely, time-sensitive).

Housing Select Committee work programme 2021/22

Item	Type	Priority	Delivery	07-Jun	16-Sep	18-Nov	20-Jan
Confirmation of Chair and Vice Chair	Constitutional req	CP2	June				
Allocations policy	Standard item	CP2	June				
Work programme 2021-22	Constitutional req	CP2	June				
Lewisham Homes annual report and business plan	Performance monitoring	CP2	Sept				
Resident engagement in housing development - response to in-depth review	M&C response	CP2	Sept				
Budget cuts proposals	Standard item	CP2	Nov				
Location Priority Policy (LPP)	Standard item	CP2	Nov				
Borough-wide licensing	Standard item	CP2	Jan				
Progress update on housing and homelessness strategies	Standard item	CP2	March				
Shared ownership	Standard item	CP2	March				

Information reports, briefings and visits	Type	Priority	Delivery				
Regenter B3 annual report and business plan	Performance monitoring	CP2	July				
Rent and service charge increases	Performance monitoring	CP2	Jan				
Empty homes strategy	Standard item	CP2	tbc				
New homes programme update	Performance monitoring	CP2	tbc				

	Item completed
	Item on-going
	Proposed timeframe

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FORWARD PLAN OF KEY DECISIONS

Forward Plan July 2021 - October 2021

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
August 2021	Procurement of Lewisham Advocacy Hub	14/09/21 Mayor and Cabinet	Polly Pascoe, Integrated Commissioning Manager and Councillor Chris Best, Cabinet Member for Health and Adult Social Care		
April 2021	Reginald Road Land Assembly parts 1 & 2	14/09/21 Mayor and Cabinet	James Ringwood, Housing Delivery Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Grove Park Neighbourhood Plan	14/09/21 Mayor and Cabinet	David Syme, Strategic Planning Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Main Grants Programme 2022-25	14/09/21 Mayor and Cabinet	James Lee, Director of Communities, Partnerships and Leisure and Councillor Kim Powell, Cabinet member for Business and Community Wealth Building		
August 2021	NCIL ward proposals	14/09/21 Mayor and Cabinet	James Lee, Director of Communities, Partnerships and Leisure and Councillor Paul Bell, Cabinet Member for Housing & Planning		

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
August 2021	Cockpit Arts Deptford Redevelopment	14/09/21 Mayor and Cabinet	Karen Fiagbe, Economy, Jobs and Partnerships Manger and Councillor Kim Powell, Cabinet member for Business and Community Wealth Building		
August 2021	Procurement of Housing Management System and implementation of a Customer Relationship Management System	14/09/21 Mayor and Cabinet	Jamie Parris, IT Procurement Specialist and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
August 2021	Novation of Stock Transfer Agreement for Grove Park between L&Q and Phoenix	14/09/21 Mayor and Cabinet	James Ringwood, Housing Delivery Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Adult Social Care service-wide review	14/09/21 Mayor and Cabinet	Tom Brown, Executive Director for Community Services and Councillor Chris Best, Cabinet Member for Health and Adult Social Care		
August 2021	Green and Resilient Spaces Fund - Permission to Bid	14/09/21 Mayor and Cabinet	Adam Platts, Project Manager and Councillor Patrick Codd, Cabinet Member for Environment & Transport		
August 2021	Permission to award principal	28/09/21	Uchenna Forjoe, Project		

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
	contractor to carry out refurbishment works to Lewisham Town Hall	Executive Director for Housing, Regeneration & Environment	Manager Capital Programmes and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
August 2021	Permission to award principal contractor to carry out refurbishment works to Brockley Rise Adult Learning Centre	28/09/21 Executive Director for Community Services	Uchenna Forjoe, Project Manager Capital Programmes and Councillor Jonathan Slater		
August 2021	Procurement Lewisham Appropriate Adult Service for Vulnerable Adults	28/09/21 Executive Director for Community Services	Polly Pascoe, Integrated Commissioning Manager and Councillor Chris Best, Cabinet Member for Health and Adult Social Care		
August 2021	Extensioin of New Hope Mental Health Supported Housing Project	28/09/21 Executive Director for Community Services	Polly Pascoe, Integrated Commissioning Manager and Councillor Chris Best, Cabinet Member for Health and Adult Social Care		
August 2021	Contract Award Public Sector Decarbonisation Scheme works Dalmain Primary School	28/09/21 Executive Director for Corporate Services	Lemuel Dickie-Johnson, Project Manager Capital Delivery Programme and Councillor Chris Barnham, Cabinet Member for Children's Services and School Performance		
August 2021	Contract Award Public Sector	28/09/21	Lemuel Dickie-Johnson,		

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
	Decarbonisation Scheme works at Downderry Primary School	Executive Director for Corporate Services	Project Manager Capital Delivery Programme and Councillor Chris Barnham, Cabinet Member for Children's Services and School Performance		
August 2021	Morton House works contract award	28/09/21 Executive Director for Housing, Regeneration & Environment	Iqbal Iffat, Project Manager Capital Programme Delivery and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Approval CRPL Business Plan for 2020 -2023	29/09/21 Council	Kplom Lotsu, SGM Capital Programmes and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	New Parking Enforcement arrangements on Lewisham Homes and RB3 managed Housing Estates - outcome of Section 105 consultation	06/10/21 Mayor and Cabinet	Ella McCarthy, Housing Partnership and Insight Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Broadway Theatre Principle Contractor award contract delegation of authority (Part 1 and 2)	06/10/21 Mayor and Cabinet	Petra Marshall, Community Resources Manager and Councillor Andre Bourne, Cabinet member for Culture		
August 2021	Leisure Management Arrangements	06/10/21 Mayor and Cabinet	James Lee, Director of Communities,		

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
			Partnerships and Leisure and Councillor Andre Bourne, Cabinet member for Culture		
December 2020	Approval of a new Housing Allocations Scheme'	06/10/21 Mayor and Cabinet	Michael Moncrieff, Housing Policy & Partnerships Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
November 2019	Approval to appoint operator for concessions contract at the lake, Beckenham Place Park	06/10/21 Mayor and Cabinet	Gavin Plaskitt, Programme Manager and Councillor Sophie McGeevor, Cabinet Member for Environment and Transport (on parental leave)		
June 2021	Catford Regeneration Programme - Update & Next Steps	06/10/21 Mayor and Cabinet	Sandra Plummer, Senior Project Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Domestic Abuse and Violence against Women and Girls Strategy	06/10/21 Mayor and Cabinet	Emily Newell, Joint Commissioner 0-19 Health and Maternity and Councillor Brenda Dacres, Deputy Mayor and Cabinet Member for Safer Communities		
August 2021	Endorsement of the Lewisham Biodiversity Partnership's - A	06/10/21 Mayor and Cabinet	Eszter Wainwright-Deri, Ecological Regeneration		

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
	Natural renaissance for Lewisham (2021-26)		Manager and Councillor Patrick Codd, Cabinet Member for Environment & Transport		
August 2021	Approval to consult on the A21 Framework.	06/10/21 Mayor and Cabinet	Monique Wallace, Planning Manager, Strategic Housing and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Ladywell S105 Consultation and budget approval	06/10/21 Mayor and Cabinet	Angela Bryan, Strategic Development Officer and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Small Sites Supplementary Planning Document (SPD) Adoption	06/10/21 Mayor and Cabinet	Tom Atkinson, Growth and Place Manager and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Financial Monitoring 2021-22	06/10/21 Mayor and Cabinet	Selwyn Thompson, Director of Financial Services and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
August 2021	Lewisham Old Town Hall refurbishment project	12/10/21 Executive Director for Housing, Regeneration & Environment	Uchenna Forjoe, Project Manager Capital Programmes and Councillor Amanda De Ryk, Cabinet Member for		

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
			Finance and Resources		
April 2021	GLA Affordable Housing Grant 2021-26	03/11/21 Mayor and Cabinet	Karen Barke, Head of Strategic Development and Councillor Paul Bell, Cabinet Member for Housing & Planning		
October 2019	Mayow Road Supported Living Service Parts 1 & 2	03/11/21 Mayor and Cabinet	Heather Hughes, Joint Commissioner, Learning Disabilities and Councillor Chris Best, Cabinet Member for Health and Adult Social Care		
August 2021	Mountsfield Park Café (design, build and operate) award for a new café at Mountsfield Park.	03/11/21 Mayor and Cabinet	Vince Buchanan, Green Spaces Contracts Manager and Councillor Sophie McGeevor, Cabinet Member for Environment and Transport (on parental leave)		
August 2021	NCIL borough recommendations for funding	03/11/21 Mayor and Cabinet	James Lee, Director of Communities, Partnerships and Leisure and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Lewisham Assemblies Programme - A Future Lewisham Approach	03/11/21 Mayor and Cabinet	James Lee, Director of Communities, Partnerships and Leisure and Councillor Kim Powell, Cabinet member		

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
			for Business and Community Wealth Building		
August 2021	Adults "Core" Substance Misuse Contract Award	03/11/21 Mayor and Cabinet	Iain McDiarmid and Councillor Chris Best, Cabinet Member for Health and Adult Social Care		
August 2021	Broadway Theatre Principle Contractor award contract	15/11/21 Executive Director for Community Services	Petra Marshall, Community Resources Manager and Councillor Andre Bourne, Cabinet member for Culture		
August 2021	Appointment of Principal Contractor for Broadway Theatre Refurbishment	08/12/21 Mayor and Cabinet	Claudia Lynch, Project Officer Capital Programme Delivery and Councillor Andre Bourne, Cabinet member for Culture		
August 2021	Financial Monitoring 2021-22	08/12/21 Mayor and Cabinet	Selwyn Thompson, Director of Financial Services and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		
August 2021	Council Tax Base	12/01/22 Mayor and Cabinet	Katharine Nidd, Strategic Procurement and Commercial Services Manager and Councillor Amanda De Ryk, Cabinet Member for Finance and		

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
			Resources		
August 2021	Endorsement of the A21 Framework	12/01/22 Mayor and Cabinet	Monique Wallace, Planning Manager, Strategic Housing and Councillor Paul Bell, Cabinet Member for Housing & Planning		
August 2021	Main Grants Programme 2022-25 recommendations for funding	02/02/22 Mayor and Cabinet	James Lee, Director of Communities, Partnerships and Leisure and Councillor Kim Powell, Cabinet member for Business and Community Wealth Building		
August 2021	Council Budget 2022-23	02/03/22 Council	Kathy Freeman, Executive Director for Corporate Resources and Councillor Amanda De Ryk, Cabinet Member for Finance and Resources		

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

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