

Overview and Scrutiny



Housing Select Committee Agenda

Thursday, 10 March 2022

7.30 pm,

Civic Suite

Lewisham Town Hall

London SE6 4RU

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For more information contact: John Bardens (02083149976)

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Part 1

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Housing Select Committee Members

Members of the committee, listed below, are summoned to attend the meeting to be held on Thursday, 10 March 2022.

Kim Wright, Chief Executive
Wednesday, 2 March 2022

<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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Members of the public are welcome to attend committee meetings. However, occasionally, committees may have to consider some business in private. Copies of agendas, minutes and reports are available on request in Braille, in large print, on audio tape, on computer disk or in other languages.

MINUTES OF THE HOUSING SELECT COMMITTEE

Thursday, 20 January 2022 at 7.30 pm

IN ATTENDANCE: Councillors Peter Bernards (Chair), Stephen Penfold (Vice-Chair), Silvana Kelleher, Olurotimi Ogunbadewa and Tauseef Anwar

ALSO JOINING THE MEETING VIRTUALLY: Cllr Gallagher

APOLOGIES:

ALSO PRESENT: Fenella Beckman (Director of Housing), Jennifer Daothong (Executive Director for Housing, Regeneration and Public Realm), Karen Barke (Head of Strategic Development), Ellie Eghtedar (ISGM Housing Needs and Refugee Services), Margaret Dodwell (Chief Executive, Lewisham Homes), Mark Newstead (Director of Property Services and Safety, Lewisham Homes) John Bardens (Scrutiny Manager)

NB: Those Councillors listed as joining virtually were not in attendance for the purposes of the meeting being quorate, any decisions taken or to satisfy the requirements of s85 Local Government Act 1972

1. Minutes of the meeting held on 091221

RESOLVED: that the minutes of the last meeting be agreed as a true record.

2. Declarations of interest

The following interests were declared:

Cllr Olurotimi Ogunbadewa is a board member of Phoenix Housing

Cllr Silvana Kelleher is a Lewisham Homes tenant.

Cllr Aisling Gallagher is a Lewisham Homes tenant.

3. Responses from Mayor and Cabinet

There were no responses.

4. Lewisham Home repairs

Jennifer Daothong, Executive Director for Housing, Regeneration & Public Realm, introduced the report noting that significant foundations have been put in place to improve the quality and timeliness of the Lewisham Homes repairs service, including significant investment from the council.

Fenella Beckman, Director of Housing Services, provided an overview of the report and the following key points were noted:

- 1.1 An action plan to improve the handling of disrepair cases has now been agreed. This included the use of property MOTs for 2,000 properties at risk of damp and addressing 224 disrepair cases.

- 1.2 This is being monitored by the Lewisham Homes Board and the council's clienting team. The council has also reviewed its clienting arrangements to ensure more stringent monitoring of Lewisham Homes in these key areas.
- 1.3 The council allocated an additional £30m last year to enable Lewisham Homes to accelerate the programme of capital works to improve its stock.
- 1.4 The council and Lewisham Homes are working together on a joint asset-management strategy which will set out to achieve 100% decency by September this year.

Mark Newstead, Director of Property Services and Safety, Lewisham Homes, provided more detail on the repairs service and the challenges it is facing. The following key points were noted:

- 1.5 There is a sector-wide increase in demand for repairs.
- 1.6 The most significant improvement that could be made would be to improve call handling and access to repairs. People are currently waiting on the phone for too long. Staffing levels are being increased, more staff are being brought back into the office, more channels are being opened up to give residents more alternatives to calling; and some contractor staff are being collocated.
- 1.7 Complex repairs are also a challenge and Lewisham Homes is recruiting more surveyors to provide a more professional service.

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

- 1.8 Many of the actions in the action plan will be complete by March this year. A process has already been put in place for inter-flat water leaks. Lewisham Homes aims for the improvements to start to become apparent to residents in the coming months, from April/May.
- 1.9 Lewisham Homes' is currently exploring the possibility of a compensation policy for missed appointments.
- 1.10 The repairs service doesn't always respond to emails and online repairs as quickly as residents expect. Residents need to receive same-day responses to start to build confidence in the online process.
- 1.11 Lewisham Homes' current IT systems can be a barrier to internal communications between teams. Modernisation and replacement will commence in Spring 2023.
- 1.12 The average time to do a repair is currently around 18/19 days and Lewisham Homes is looking at a more ambitious KPI on this for next year, around 10/12 days.
- 1.13 Recruiting for staff is proving difficult in a challenging job market with a lot of job vacancies at the same salary.
- 1.14 The current repairs system can only track individual pieces of work related to a single repairs case so doesn't always accurately reflect when there is an ongoing case involving multiple aspects. Lewisham Homes are trying a different approach with damp/mould cases but there is more to be done. Part of the action plan for repairs is to identify the complex cases and do more follow up with residents.
- 1.15 There are rising amounts of disrepair cases across the sector. There is also a lot of aggressive marketing about legal claims for disrepair. But the condition of Lewisham Homes' properties is lending itself towards people making claims. This is why proactive repairs will reduce some of these claims.

- 1.16 A significant proportion of the cost of disrepair cases is legal fees. Residents usually have no-win no-fee arrangements in place and the solicitor claims their fees back from the landlord. Cases that have gone on for longer can lead to greater compensation.
- 1.17 Uncontrolled leaks should be addressed quickly, but minor, slower leaks won't be addressed within two hours. All leaks should be investigated thoroughly, but a lot of Lewisham Homes' buildings are getting old and leaks are becoming more common.
- 1.18 Property MOTs should help leaks to be dealt with more proactively. There is also a leaks protocol in place and specialist leaks detection company that is now being used.
- 1.19 In response to questions about property MOTs, Lewisham Homes noted that making appointments and gaining access hasn't been as easy as hoped, but that the highest risk properties have been targeted. The target is to complete 100 MOTs a week, and 2,000 in total by the end of March.
- 1.20 Staff have discretion to decide what issues to prioritise as an emergency. Lift contract response time is specified as 4 hours. However, many lifts are very old and many are damaged by vandalism. Communication around lift repairs needs to improve, with text messages etc.
- 1.21 Average call waiting time for repairs is currently around 39 minutes. It used to be around 7 minutes and the aim is bring it below that. The ease of access to reporting issues is the single biggest issue for residents.
- 1.22 The committee voted in favour of referring its views on the Lewisham Homes repairs service to Mayor and Cabinet. Committee members voted as follows:
- Cllr Stephen Penfold – in favour
 - Cllr Silvana Kelleher – in favour
 - Cllr Olurotimi Ogunbadewa – in favour
 - Cllr Tauseef Anwar – abstained
 - Cllr Bernards – abstained
 - Cllr Aisling Gallagher – unable to vote due to remote attendance

RESOLVED: that the report be noted; that the committee receives a further update later in the year; and that the committee refers its views to Mayor & Cabinet in the following terms:

The committee expresses considerable concern about the current high level of demand on the Lewisham Homes repairs service and the challenges that the service continues to face to meet this demand. The committee requests that the Cabinet Member for Housing and Planning investigates the issue and reports back to the committee about what needs to be done to address these challenges and meet demand.

5. Shared Ownership Update

Jennifer Daothong, Executive Director for Housing, Regeneration & Public Realm, briefly introduced the item and the following key points were noted:

- 1.23 In response to questions regarding the legal status of shared owners of council-sold shared ownership properties, it was noted that when a local authority sells shared ownership the lease counts as a long lease. This is

different to the situation with housing associations. Officers agreed to provide more detailed information in writing.

RESOLVED: that the update be noted and that further information on the points raised in the minutes be shared with members of the committee.

6. Location Priority Policy

Jennifer Daothong, Executive Director for Housing, Regeneration & Public Realm, and Fenella Beckman, Director of Housing Services, introduced the item. There were questions and the following key points were noted:

- 1.24 In response to questions about the eligibility for in-borough priority for carers who may not receive carers allowance, officers agreed to look into this point and respond to the committee.
- 1.25 In response to questions about families who are prioritised for housing within Greater London, it was noted that if there are more suitable placements available outside of London, in north Kent for example, then this option will be made clear to the family.
- 1.26 It was also noted that there is flexibility in the policy to allow the council to support families to move outside of London if they want to and affordable options are available.
- 1.27 The committee voted unanimously in favour of supporting the approval of the proposed policy by Mayor and Cabinet.
 - Cllr Stephen Penfold – in favour
 - Cllr Silvana Kelleher – in favour
 - Cllr Olurotimi Ogunbadewa – in favour
 - Cllr Tauseef Anwar – in favour
 - Cllr Bernards – in favour
 - Cllr Aisling Gallagher – unable to vote due to remote attendance

RESOLVED: that that report be noted and that the committee supports the approval of the proposed policy by Mayor & Cabinet.

7. Select Committee work programme

RESOLVED: that the work programme be noted and that Cllr Stephen Penfold is appointed as the committee's Climate Change Champion.

The meeting ended at 9.45 pm

Chair:

Date:



Housing Select Committee

Declarations of Interest

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Chief Executive (Director of Law, Governance and Elections)

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. Jeremy Chambers, Director of Law, Governance and Elections, 0208 31 47648



Housing Select Committee

Report title: Mayor & Cabinet response to referral on the performance of Lewisham Homes' Repairs Service

Date: 10 March 2022

Key decision: No.

Class: Part 1

Ward(s) affected: All

Contributors: John Bardens, Scrutiny Manager

Outline and recommendations

The attached report is the Mayor & Cabinet response to the committee's referral on the performance of Lewisham Homes' Repairs Service.

- Members of the Housing Select Committee are recommended to review, comment on and note the report.

NB: the attached response is due to be agreed by Mayor & Cabinet on Wednesday 9th March. As such it is being published in draft form with this agenda. If there are any alterations to the response officers will provide a verbal update at the committee meeting.

1. Summary

- 1.1. The purpose of the attached paper is to provide the Mayor & Cabinet response to the committee's referral on the performance of Lewisham Homes' Repairs Service.

2. Recommendations

- 2.1. Members of the Housing Select Committee are recommended to review, comment on and note the attached response.

3. Policy Context

- 3.1. The Council's *Corporate Strategy 2018-2022* outlines the Council's vision to deliver for residents over the next four years and includes the following priority relevant to this item:

1. **Tackling the housing crisis** - Ensuring everyone has a decent home that is secure and affordable.

4. Financial implications

- 4.1. There are no direct financial implications arising from the implementation of the recommendations in this report.

5. Legal implications

- 5.1. There are no direct legal implications arising from the implementation of the recommendations in this report.

6. Equalities implications

- 6.1. 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.

- 6.2. The Council must, in the exercise of its functions, have due regard to the need to:

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

7. Climate change and environmental implications

- 7.1. There are no direct climate change or environmental implications arising from the implementation of the recommendations in this report.

8. Crime and disorder implications

- 8.1. There are no direct crime and disorder implications arising from the implementation of the recommendations in this report.

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9. Health and wellbeing implications

- 9.1. There are no direct health and wellbeing implications arising from the implementation of the recommendations in this report.

10. Report contact

- 10.1. *John Bardens, Scrutiny Manager, john.bardens@lewisham.gov.uk 020 8314 9976*

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Mayor and Cabinet

Lewisham Homes Responsive Repairs

Date: 9 March 2022

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Councillor Bell, Cabinet Member for Housing and Planning

Fenella Beckman, Director of Housing Services, LB Lewisham

Mark Newstead, Director of Property Services and Safety, Lewisham Homes

Margaret Dodwell, Chief Executive Officer, Lewisham Homes

Outline and recommendations

The purpose of this report is to address the referral of the performance of Lewisham Homes' Repairs Service by the Housing Select Committee to the Cabinet Member for Housing and Planning.

Timeline of engagement and decision-making

- Clienting Meetings between LBL and Lewisham Homes (throughout the year)
- Lewisham Homes Repairs Service – Housing Select Committee – 20th January 2022

1. Summary

- 1.1. The report addresses the referral of the performance of the Lewisham Homes repairs Service by the Housing Select Committee to the Cabinet Member for Housing and Planning.

2. Recommendations

- 2.1. The Mayor and Cabinet are asked to consider the report which addresses the Housing Select Committee referral of the Lewisham Homes Repairs' Service performance.

3. Policy Context

- 3.1. The contents of this report are consistent with the Council's policy framework. It supports the achievements of the Corporate Strategy objective:
 - 3.1.1. Tackling the housing crisis – Everyone has a decent home that is secure and affordable.
- 3.2. The contents of this report support the achievement of the following Housing Strategy 2020-26 objective:
 - 3.2.1. Improving the quality, standard and safety of housing
 - 3.2.2. Supporting our residents to live safe, independent and active lives

4. Background

- 4.1. The Housing Select Committee considered a report on Lewisham Homes Repairs Service on 20th January 2022. Following which, the Committee voted to make a referral to the Cabinet Member for Housing and Planning due to the impact of the service on residents.
- 4.2. The referral stated:
 - 4.2.1. The committee expresses considerable concern about the current high level of demand on the Lewisham Homes repairs service and the challenges that the service continues to face to meet this demand. The committee requests that the Cabinet Member for Housing and Planning investigates the issue and reports back to the committee about what needs to be done to address these challenges and meet demand.
- 4.3. Lewisham Homes' Repairs Service faces a number of challenges, relating to stock condition and Lewisham Homes DLO, as well as the Covid-19 pandemic and societal changes being experienced by many housing providers. This report discusses those challenges, the causes and the agreed actions Lewisham Homes are taking to improve the service under the scrutiny of the Clienting Framework.

5. The Challenges Facing the Service

- 5.1. Lewisham Homes, like many other managers of social housing, is seeing an increased demand for repairs. Since the pandemic it has been observed that residents across the social housing sector have been reporting more repairs, possibly due to spending more

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time within their homes. Lewisham Homes has experienced around a 30% increase in the number of responsive repairs over pre-pandemic levels. It is unclear if the level of repairs will stabilise or eventually reduce but currently the higher demand for repairs shows no sign of abating.

- 5.2. Expectations of the repairs services in social housing are growing. The Government, the Regulator for Social Housing and the Housing Ombudsman have all made it clear they expect managers to go further in delivering a more proactive, high quality and resident focused service. Residents are also rightly demanding better services and Lewisham Homes, along with others in the sector, has seen a general drop in resident satisfaction and with the repairs service.
- 5.3. The scale of the works being undertaken on a typical repair by Lewisham Homes, and thus the typical cost, has also grown substantially. This is in part due to a more proactive approach by Lewisham Homes of trying to do all necessary repair works while at a property but also a reflection of the relatively poor condition of many residents' homes.
- 5.4. Following recent press coverage there is heightened awareness of the problem of damp and mould in our homes and across the sector. The stock condition survey Lewisham Homes completed in 2020 identified around 2,400 homes with potential damp issues. Although Lewisham Homes put in place works programmes to address those specific issues, the problem is not limited to only those properties and Lewisham Homes' staff daily identify other properties with damp issues. Over 30% of responsive repairs are plumbing related – many involving leaks. With over 90% of the housing stock being flats, water leaks affecting multiple homes are a major problem.
- 5.5. As part of its Repairs modernisation programme, Lewisham Homes changed its DLO operatives' terms of employment in October 2020 and moved away from piecework to fixed salaries. This caused some disruption to the Repairs service due to greatly elevated levels of sickness and lower productivity from operatives. This reduced capacity to deliver coincided with the escalation in demand for the Repairs service.
- 5.6. Over the past 12 months repair call volumes to Lewisham Homes have been significantly elevated well above their historic pre-pandemic levels. The majority (circa 95%) of repair reports, and any follows up, are made by telephone. Along with the difficulties of remote working, this placed considerable strain on frontline repairs call handlers and call waiting times rose significantly. The average call waiting time in recent months has been around 34 minutes, compared to circa 7 minutes pre-pandemic.
- 5.7. Meeting the increased demand against the backdrop of Covid and the changes to the DLO has been a challenge for Lewisham Homes. The pressure on the service and challenges in meeting expectations has led to an escalation in the number of complaints made to Lewisham Homes. It has also led to more enquiries and complaints to Councillors, and consequently more casework.

6. Key Performance Indicators

- 6.1. Lewisham Homes measure the performance of the repairs service through a number of KPIs. Lewisham Homes Board and LBL clienting meetings monitor three specific repairs KPIs, which are First Time Fix, Appointments Made and Kept and Last Repair Resident Satisfaction. The targets for these measures were set pre-pandemic and haven't reduced.
- 6.2. First Time Fix is currently above target year to date at 90% against a target of 80%. This measure indicates that Lewisham Homes are carrying out the works anticipated on the first visit on the majority of occasions. Lewisham Homes are working to make the service more proactive and ensure more works can be done in a single visit.

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- 6.3. Appointments made and kept is 93% year to date against a target of 98%. Although the measure is below target, Lewisham Homes and its contractors do keep the majority of appointments but are working to further improve.
- 6.4. Lewisham Homes' currently measures last repair satisfaction via independently conducted telephone surveys of residents who recently had a repair carried out. Last repair satisfaction year to date is 80% against a target of 90%.
- 6.5. Analysis of the feedback from residents suggests the biggest driver of dissatisfaction is the difficulty of reporting repairs and communicating with Lewisham Homes – only 69% of respondents were satisfied with ease of reporting a repair. Satisfaction with actual works (91%) and attitude of workers (97%) are much higher than the overall satisfaction score. This suggests the biggest impact on satisfaction would come from improving repairs call handling.

7. Improving Repairs Service Delivery

- 7.1. Improving access to the Repairs service has been a priority for Lewisham Homes and the Council. The call wait times were of particular concern to Housing Select Committee members.
- 7.2. From 4th January Lewisham Homes brought the contact centre and DLO scheduling teams back to substantive working within Laurence House. Remote working brought about a degree of inefficiency, which had compounded the problems. The move back to the office has begun to improve call handling efficiency due to more collaborative working and closer monitoring of calls.
- 7.3. Lewisham Homes has increased staffing levels by over 50% in the call centre from pre-pandemic levels and continues to seek to recruit more staff. However, Lewisham Homes has struggled to find suitable candidates and currently has four fulltime equivalent vacancies to fill.
- 7.4. Lewisham Homes seeks to deliver as many responsive repairs as practicable through the in-house DLO. However the increased workloads and the increasingly specialist nature of some repairs like fire safety works, has led to sub-contracting around 50% of responsive repairs work to external suppliers. This is taking pressure off the DLO and ensuring repairs can be completed quickly by appropriately skilled staff.
- 7.5. Lewisham Homes' managed housing stock is relatively old, with the majority being over 60 years old. Despite significant recent investment in planned maintenance by the Council, Lewisham Homes frequently identify homes in need of urgent major repairs that they might otherwise complete through our planned works programme. There has also been a big increase in legal disrepair claims, where the properties often need extensive works. This work is being passed to external suppliers to allow the DLO to focus on smaller works.
- 7.6. The DLO is now focused mainly on repairs within residents' homes and communal areas. These are typically the repairs residents care most about and directly employed operatives can add the most added value. Lewisham Homes' intention is that the DLO provide a high quality customer focussed reactive repairs service mainly within residents' homes.
- 7.7. With a much higher rate of sub-contracted repairs, Lewisham Homes has had to develop the capacity to effectively manage repairs by using external suppliers. Consequently, Lewisham Homes has now formed a client side Repairs Team to manage the repairs service. This team seeks to provide strong management of external suppliers and acts as a client to the DLO, with the aim of improving the overall repairs performance.
- 7.8. Lewisham Homes has increased frontline repairs staffing to improve the management of the service. This includes not just call centre staff but also additional staff to form a

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professional surveying team, a property analyst and a para-legal to manage disrepair cases.

8. Damp and Disrepair

- 8.1. Lewisham Homes has seen an almost exponential growth in damp and damp related legal disrepair cases. Legal disrepair cases are growing right across the sector due to a combination of greater awareness and marketing by no win no fee solicitors. Lewisham Homes receives around 150 new legal disrepair claims per annum and currently has 224 live cases. Disrepair claims are often costly and time-consuming to resolve due to legal process.
- 8.2. Following the recent disrepair case, which highlighted potential shortcomings within Lewisham Homes' systems, Lewisham Homes produced a lessons learned report and a formal action plan to improve handling of damp and disrepair cases. Delivery of this action plan is being monitored by Lewisham Homes' Board and by LBL through the clienting meetings. Lewisham Homes is making good progress against the plan and aim to have completed the initial plan actions by the end of March 2022.
- 8.3. The Housing Select Committee was concerned by the expenditure on legal Disrepair. Last year Lewisham Homes and LBL spent c£1m on disrepair, almost 75% of which went on legal fees and compensation. Lewisham Homes is seeking to reduce expenditure through better management of the cases by employing a dedicated Para-legal to manage legal disrepair. Lewisham Homes also acknowledges the need to resolve these cases at the earliest opportunity. As around 90% of disrepair cases relate to damp or water leaks, Lewisham Homes has set up a plumbing task force within the DLO, appointed an external specialist leak detection firm for complex cases and has a new inter-property water leak protocol.
- 8.4. The causes of damp can be multifaceted making the problem difficult to diagnose and treat, with some cases requiring long-term ongoing engagement with the residents. Lewisham Homes has initiated a programme of training and awareness for frontline staff on disrepair and fit for habitation standards. Alongside this Lewisham Homes has also put in place a damp register to proactively manage ongoing cases, and reviewed the Decants and Disrepair policies to reflect lessons learned.

9. Property MOTs

- 9.1. As part of agreed action plan, Lewisham Homes undertook to carry out Property MOTs to 2,000 of the most at risk homes. Carrying out proactive inspections and repair visits is very much in line with the changing expectations of the Government and Regulator for Social Housing for a proactive repairs service.
- 9.2. The concept of the MOT is that trained staff visit homes and proactively complete necessary repairs ensuring that properties remain in a good condition and avoiding the need for future repair visits. Over time this should reduce repair reporting and lower overall repair costs. The current MOT programme commenced in October by contracting Gilmartins to do the work. They initially focused on a list of 850 properties identified as being at risk of damp or being in poor condition.
- 9.3. Lewisham Homes and Gilmartins only managed to complete around 300 surveys and follow up repairs up to Christmas. In part this was due to access problems, with many residents being difficult to contact or refusing the MOT. Where MOT visits have been completed, Lewisham Homes has typically identified a high number of repairs and/or major repairs. This has slowed the number of visits possible but also meant the contractor had to allocate a team of operatives to follow up repairs. The initial MOTs have typically resulted in over £500 of repairs per property.
- 9.4. Lewisham Homes has now engaged a second contractor, Masher Bros, to bring extra capacity and accelerate the programme. The focus remains on completing MOTs to

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the 2,000 worst properties and all households will be contacted and offered an MOT by the end of March 2022. Lewisham Homes plan to eventually carry out property MOTs through the DLO but for the time being has to use external contractors.

10. Financial implications

- 10.1. The Mayor and Cabinet are asked to consider the report which addresses the Housing Select Committee referral of Lewisham Homes Repairs' Service performance, as such there are no direct financial implications.
- 10.2. Repairs to the Council's social housing stock is chargeable to the Housing Revenue Account (HRA) which provides annual resources to undertake both planned and responsive repairs. However, sustained increases in repair volumes and initiating new work streams like property MOTs may not be covered by the existing resources and may have financial implications for the Housing Revenue Account.
- 10.3. Once the results of the MOT's/surveys are known, repairs and follow-up actions will be taken to resolve issues identified. This may require the allocation of additional resources which are not currently forecast within the current HRA budget allocations. Discussions are on-going with Lewisham Homes on how to fund work.

11. Legal implications

- 11.1 The report sets out how Lewisham Homes is seeking to meet the statutory, regulatory and contractual repair requirements of a social landlord on behalf of the Council.
- 11.2 There are no direct legal implications beyond this.

12. Equalities implications

- 12.1 The repairs service is delivered in line with Lewisham Homes Equalities, Diversity and Inclusion (EDI) strategy.

13. Climate change and environmental implications

- 13.1. There are considerable benefits to both residents and the environment through homes which are properly insulated, efficiently heated and free from drafts and other issues. The repairs service seek to improve the performance of properties through timely repairs and correction of issues which hinder this. As noted in this report, the housing stock is mostly older, and thus less efficient, however, outside the scope of this report, measures are being taken to apply for funding to assist Lewisham Homes with making improvements to their stock.

14. Crime and disorder implications

- 14.1 During the year there has been an increase in reports of anti-social behaviour and abusive and aggressive behaviour to staff. Some of this undoubtedly arises out of frustrations over repairs. Improving the repairs service should have a positive impact.

15. Health and wellbeing implications

- 15.1. The condition of a person's home has a major impact on their physical and mental health and wellbeing. Ensuring residents can easily access the repairs service and that the homes are maintained in a good condition will have a positive impact on the residents' health and well-being.

16. Glossary

- 16.1 The following terms are used in this report:

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Term	Definition
DLO	Direct Labour Organisation
Property MOT	A proactive pre-appointed check on the condition of a resident's home to identify repairs.
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.
LBL	'London Borough of Lewisham'

17. Report author and contact

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Housing Select Committee

Housing Strategy 2020-26 and Homelessness and Rough Sleeping Strategy 2020-22 Review

Date: 10 March 2022

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Fenella Beckman, Director for Housing Services

Outline and recommendations

The purpose of this report is to present Housing Select Committee with an update to progress of the Housing Strategy 2020-26 and Homelessness and Rough Sleeping Strategy 2020-2022 action plan.

Housing Select Committee is asked to note this update report.

Timeline of engagement and decision-making

15 September 2020	Both strategies presented to Housing Select Committee
11 November 2020	Both strategies presented to Mayor & Cabinet for final sign off
November 2020	Both strategies published on the council website
10 March 2022	Update presented to Housing Select Committee

1. Summary

1.1. Housing Strategy

1.2. This report gives an update against the actions within the Housing Strategy 2020 – 2026.

1.3. This strategy was presented to Housing Select Committee in September 2020 and then to Mayor and Cabinet in November 2020 and approval given for publication.

1.4. Homeless & Rough Sleeping Strategy

1.5. This report also gives an update against the actions within the Homelessness & Rough Sleeping Strategy 2020-2022.

1.6. This strategy was also presented to Housing Select Committee in September 2020 and then to Mayor and Cabinet in November 2020 and approval given for publication.

1.7. This strategy was introduced as a two-year document so that a long term strategy can be established after the longer term implications of COVID-19 are fully understood. It will be updated in 2022.

2. Recommendations

2.1. Housing Select Committee is asked to note this update report.

3. Policy context

3.1. The contents of this report are consistent with the Council's policy framework. It supports the achievements of the Corporate Strategy objectives:

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

3.1.2. *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.*

3.1.3. *Delivering and defending: health, social care and support - Ensuring everyone receives the health, mental health, social care and support services they need.* The pandemic has brought this to the forefront of much of our work due to new enhanced partnerships with Public Health and other health colleagues. Service delivery through the COVID-19 prism must prioritise the health and wellbeing of our service users.

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4. Background

4.1. The current Housing Strategy was agreed in 2020 and expires in 2026. Following public consultation in early 2020, revisions were made to take account of the Covid-19 pandemic. There have been further changes in the housing landscape and the scale and impact of the housing crisis, a focus on conditions of existing social homes and rising homelessness levels.

4.2. These strategies set out how we will work to tackle the housing crisis and ensure our services support our most vulnerable residents in housing need as well as ensure our residents live in safe and secure homes. These strategies also provide direction on how we will continue to respond to the increases in homelessness in recent years as a result of the critical lack of genuinely affordable housing.

4.3. **The Housing strategy 2020-26**

4.4. The key priorities of the Housing strategy are:

- Delivering the homes that Lewisham needs;
- Preventing homelessness and meeting housing need;
- Improving the quality, standard and safety of housing;
- Supporting our residents to live safe, independent and active lives;
- Strengthening communities and embracing diversity.

4.5. **The Homelessness and Rough Sleeping strategy 2020-22**

4.6. The key priorities of the Homelessness and Rough Sleeping strategy are:

- Prevent homelessness at the earliest opportunity with the most appropriate level of support;
- Support people to access a stable and secure home;
- Support rough sleepers to enable access to services and sustainable accommodation;
- Adapt and be agile in our service delivery to support residents impacted by COVID-19;
- Strengthen partnership working.

4.7. It became clear as we responded to the pandemic that there were short, medium and long-term consequences for our homelessness and rough sleeping services. This caused us develop a shorter term strategy which would be refreshed once the impact of the pandemic was better known.

4.8. In response to the pandemic, colleagues across Housing, Public Health, the NHS and community services formed an operational group to manage the response to COVID-19 in our pathways, shared and hostel accommodation for our most vulnerable residents. This partnership co-developed the two-year strategy, and a longer term strategy will be developed in collaboration with this group during 2022.

5. Update

5.1. Two years into the 2020-26 Housing Strategy, good progress has been made against many of the housing strategy objectives. A full review is available as appendix 1.

5.2. Good progress has also been made against the shorter term Homelessness and Rough Sleeping strategy 2020-22. A full review is available as appendix 2.

5.3. The progress against both strategies has been heavily impacted by the covid-19

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pandemic, meaning that work priorities were changed due to newly emerging priorities and capacity challenges. In addition, the Housing Service underwent a service wide restructure, during 2021 which has had an impact on staffing.

- 5.4. Going forwards, the teams will be back to fuller capacity and workplans are being updated to take account of those actions which have not yet been fully progressed or completed.
- 5.5. The Homelessness and Rough Sleeping strategy 2020-22 will be updated during 2022.

6. Financial implications

- 6.1. This report asks Housing Select Committee to note the update on progress of the Housing Strategy 2020-26 and Homelessness and Rough Sleeping Strategy 2020-2022 action plan. As such, there are no direct financial implications arising from the report.
- 6.2. There are significant costs associated with housing generally, including managing the allocations service, managing the supply and provision of council housing and providing services to those experiencing homelessness or the threat of homelessness. All of these are affected over time by demand. Development of the Housing Strategy 2020-26 and Homelessness and Rough Sleeping strategy 2020-22 helps to manage this demand with the resources allocated for that purpose.

7. Legal implications

- 7.1. The Deregulation Act 2015 abolished the statutory requirement for English authorities to produce a housing strategy as previously required by section 87 of the Local Government Act 2003.
- 7.2. Section 333D of the Greater London Authority Act 1999 provides that any local housing strategy of any London borough has to be in general conformity with the Mayor's London Housing Strategy. A copy of the Mayors London Housing Strategy is available on this link:-
https://www.london.gov.uk/sites/default/files/2018_lhs_london_housing_strategy.pdf
- 7.3. Meeting the Council's statutory housing obligations is reflected in the objectives of the housing strategy: statutory homelessness duty; provision of housing advice and landlord responsibilities.
- 7.4. 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.
- 7.5. In summary, the Council must, in the exercise of its functions, have due regard to the need to:
 - 7.5.1. eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - 7.5.2. advance equality of opportunity between people who share a protected characteristic and those who do not.
 - 7.5.3. foster good relations between people who share a protected characteristic and those who do not.
- 7.6. 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.

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- 7.7. The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at: <https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-codes-practice>
- 7.8. The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:
 - 7.9.1. The essential guide to the public sector equality duty
 - 7.9.2. Meeting the equality duty in policy and decision-making
 - 7.9.3. Engagement and the equality duty
 - 7.9.4. Equality objectives and the equality duty
 - 7.9.5. Equality information and the equality duty

8. Equalities implications

- 8.1. The strategies are high-level directions to drive the council towards achieving its objectives. Whilst the strategies themselves are high-level, there are specific decisions and projects that may have an impact on any of the protected characteristics. Each of these key decisions or projects is accompanied by evidenced-based equalities analysis assessments.
- 8.2. The strategies themselves explicitly reference some priorities and deliverables that would be specifically targeted at groups with protected characteristics; these are aimed at ensuring we are offering appropriate and effective services for people with the noted characteristics. For the purposes of illustration, one strategic deliverable is to “build a wide range of both adaptable and specialist homes to meet people’s varying needs” – this would specifically relate to the provision of homes for people with disabilities and can therefore be considered a positive impact.
- 8.3. We recognise that systemic inequalities have been highlighted throughout the COVID-19 pandemic. Work continues to ensure Housing policies and action plans drive positive changes in promoting equality and fighting injustice.

9. Climate change and environmental implications

- 9.1. Actions around the climate emergency are included as part of the Housing strategy.
- 9.2. In addition to our own actions, we will support the progress of our climate emergency action plan with other colleagues and partners.

10. Crime and disorder implications

- 10.1. One of the key priorities of the Housing strategy is “strengthening communities and embracing diversity”. Actions and deliverables under this priority will promote community cohesion.

11. Health and wellbeing implications

- 11.1.1. One of the key priorities of the Housing strategy is “supporting our residents to lead

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safe, independent and active lives”. Actions and deliverables under this priority help to address the health and wellbeing of residents, through working with health services and other partners to ensure that the varied needs of service users are met.

- 11.2. Additionally, the Homeless and Rough Sleeping strategy was developed in partnership with Public Health, NHS and community colleagues; therefore priorities under this strategy have evolved from a multi-disciplinary lens. The COVID-19 pandemic highlighted the fact that health is a vital consideration in this strategy, particularly our service provision for rough sleepers who have a variety of complex health needs.

12. Report author and contact

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Update on the Housing Strategy 2020- 2026
Action Plan to
Housing Select Committee
March 2022

Delivering the homes that Lewisham needs

	Action	Progress	Status
1.1 - Deliver as many social rented properties as possible	Building council-owned homes at social rent	<p>In the Building for Lewisham programme the Council and its partners have a fully costed programme in place which will deliver over 1000 social homes. Design and planning work continues to progress across the programme. Construction contracts have been entered into and starts on sites continue to be achieved as well as completions. Agreed financial hurdles / assumptions continue to be used for all schemes within the programme. Governance, reporting and monitoring arrangements are in place.</p> <p>Covid has impacted the delivery of the programme in a number of ways and the impact of this has slowed down the delivery of some of the Council's schemes. This has been further compounded by impacts related to Brexit (materials and labour) and build cost inflation which is currently impacting across the sector.</p>	Ongoing
	Working with partners to deliver social rent Homes in Lewisham	<p>The social homes being delivered through the Building for Lewisham programme are being delivered by Lewisham Homes, as well as by Housing Associations e.g. L&Q, Peabody, and Phoenix and other partners including community led organisations e.g. RUSS and Deptford Ragged Trust. These partnerships are key to the delivery of social homes in Lewisham.</p> <p>The Council is working successfully to secure funding from partners to support the delivery of social housing – GLA, NHS, OPE.</p>	Ongoing
	Developing underused Council land and assets	Social housing is being delivered on Council land as part of the Building for Lewisham programme both through estate regeneration and delivery on estate infill sites.	Ongoing
	Being innovative in how we deliver homes, Including using modern methods of construction	<p>Precision manufactured housing is being delivered in the following locations:</p> <ul style="list-style-type: none"> • Edward Street – under construction (completion forecast in 2023) • Home Park - under construction (completion forecast in 2022) <p>The Council are participating in an exercise with the GLA to share lessons learnt from this approach with other London Councils.</p>	Ongoing
1.2 -Make places where people want to live	Designing good quality housing and open spaces for residents	Good design quality is embedded into the working practices of Lewisham Homes - the Council's key delivery partner. Lewisham Homes has a project team approach to embedding quality in the development of new housing stock, ensuring that key stakeholders with expertise from sales, housing	Ongoing

		<p>management, repairs and asset investment, environment, compliance and health and safety are involved at each RIBA stage in the quality reviews of each scheme. Sign off from each department is a requirement before submission of a scheme for Planning.</p> <p>Design quality aspirations are embedded in the design briefs and standard documentation used to procure design teams and the construction contractor. Design quality is then monitored through Lewisham' Homes stewardship of the design and construction process.</p>	
	Providing the commercial floorspace, public transport connectivity and social infrastructure needed to allow new neighbourhoods to thrive	Infrastructure to support the new homes and neighbourhoods is being delivered. This includes commercial floorspace, community facilities, public realm improvements, connectivity improvements, GP facilities (at Besson Street). Lewisham Homes and other partners work closely with planning colleagues to ensure that the required infrastructure is provided.	Ongoing
	Building a wide range of both adaptable and Specialist homes to meet people's varying needs	<p>The Stanstead Road scheme (in conjunction with Birnbeck) has provided 4 units for adults with autism and completed in May 21 with positive feedback from residents.</p> <p>The Mayow Road scheme will provide 6 supported living units for adults with severe learning difficulties/autism. Construction is underway.</p> <p>Adaptable homes are being delivered through new build schemes to meet the needs of residents.</p>	Ongoing
	Focussing on designs which are easy to maintain and manage	This is an important focus for Lewisham Homes and our other delivery partners. With regards to the homes that will be maintained and managed by Lewisham Homes, the culture of quality is at the core of the strategic development of these new homes. Key to this is the consideration of life cycle costings, maintenance and management requirements and health and safety.	Ongoing
	Taking a proactive approach to sustainable development, which will keep costs down and create the best environment for our residents.	Lewisham Homes and our other partners work closely with planning colleagues and with the Council's climate resilience team to consider the best approach and are mindful of the impact on residents of these future homes when setting out their strategies. An example of this is the work that Phoenix have done for their scheme at Melfield Gardens. The new homes will be built to 'Passivhaus' standards – an international methodology for designing and constructing the type of buildings needed to address issues including climate change and fuel poverty.	Ongoing
1.3 - Increase the supply of high-quality accommodation	Developing, obtaining and leasing of homes across a range of tenures to	A range of homes are being delivered by the Council and its partners to meet the needs of Lewisham residents. This includes intermediate rental and sale products alongside the delivery of social homes and TA homes.	Ongoing

	support the needs of residents	<p>As at December 2021, 858 social homes were forecast to be delivered or will be under construction within the April 2018 to March 2022 period through the Building for Lewisham programme. This includes 194 TA homes. 137 shared ownership homes and 402 private sale homes are also being delivered or will be under construction in this period.</p> <p>Our first tranche of intermediate rental homes will be delivered at our Besson Street site through our joint venture with Grainger. This schemes has achieved planning permission and is forecast to start construction next year.</p>	
	Developing private rented homes with longer tenancies and rent clarity	This commitment is being delivered through the Besson Street scheme. This JV with Grainger will deliver 114 affordable 10 year tenancies.	Ongoing
	Improving the standards of temporary accommodation	<p>Temporary accommodation is being delivered through the Building for Lewisham programme. This is via acquisitions which will include refurbishment works to improve the standard of the property and via new build where the same specification will apply as with our delivery of other social homes.</p> <p>As at December 2021 the Building for Lewisham programme is on track to expand our in house stock of temporary accommodation. During the period April 18 to March 22 the Council and/or Lewisham Homes have completed on 73 individual property acquisitions for TA. Sydney Arms was also acquired and is now being used for TA (16 TA homes). In addition to these acquisitions the following schemes are being delivered and are currently under construction or due to start imminently - Mayow Road (32 TA homes), Canonbie (6 TA homes), Edward Street (34 TA homes) and Shaftesbury (33 TA homes).</p> <p>Morton House was also acquired during this period and is undergoing refurbishment works to bring into use for TA housing.</p>	On going
	Bringing empty homes back into use where possible	Progress has slipped on this priority as the Empty Homes Officer role has been vacant for over half a year. We are currently in the process of recruiting a new Empty Homes Officer. Once in post, the officer will lead on developing a strategy to reduce the number of Empty Homes in the borough by working with property owners to bring them back into use and to let the property to the local authority to be used as temporary accommodation for those in housing need.	Slipped / Ongoing
	Transforming under-used Lewisham Council assets into much needed accommodation	Under-used general fund assets are considered for housing as part of any options appraisal that is completed. This looks at their ability to enable new housing development or to enable the conversion of housing assets to support temporary accommodation needs.	Ongoing

Sites currently under development on General Fund land include the following schemes which will provide temporary accommodation – Edward Street (34 TA homes), Canonbie (6 TA homes) and Mayow Road (32 TA homes).

Preventing homelessness and meeting housing need

	Action	Progress	Status
2.1-Provide support as early as possible	Continuing to improve the housing options advice service, using a person-centred approach	<p>A well-trained workforce is essential to the effective delivery of Housing Options services. The team have received a number of training both on technical knowledge and the softer skills of effectively supporting vulnerable customers to ensure our approach remains person centred. We have also developed some pathways specifically for vulnerable cohorts such as victims of DA, Rough sleepers and 16/17 year olds approaching as homeless and will continue to review and enhance these.</p> <p>The service works within the parameters of the Homelessness Reduction Act 2017 where each customer supported under prevention & relief duties is issued a personalised Housing plan which is devised with their case worker so that the customer is able to fully appreciate the implications of the options discussed. A Housing Options assessment also includes a person-centred assessment of housing support needs. Where it is identified that a customer has an underlying support need, services should be made available determined by the level of presenting need and signposting and referrals to relevant support agencies will be made in agreement with the customer.</p>	On going
	Working with partners to enable residents in Housing need to seek support as early as possible	The Service utilises the Homelessness forum and other partnership meeting to build links with partners to ensure they are aware of council services and how best we can work in partnership to ensure residents seek support as soon as possible. The service is currently considering co location opportunities in the borough to increase visibility of the Housing service to allow some face to face contact for the most vulnerable customers. The council’s development of the pre eviction protocol with RPs and strengthening of partnership working and knowledge in partners is helping to achieve the aim of providing support as early as possible. The council has developed a new team of officers (Housing Advice & Early Intervention) who are dedicated to supporting residents with a housing need.	On going
	Increasing our effective health and employment partnerships	<p>Employment</p> <p>The Housing Needs and Refugee Service has dedicated employment support officers working within the service. Housing officers refer customers approaching the service in housing need to our employment support team in order to enable residents to maximise their income by gaining employment and training. The Education, Training and Employment (ETE) offer for rough sleepers funded through the Rough Sleepers Initiative (RSI) programme can support up to 30 rough sleepers to access Education, Training & Employment options and is accessible to ineligible rough sleepers whose only route away from rough sleeping will be through securing paid employment.</p> <p>Health</p> <ul style="list-style-type: none"> The Health Inclusion nurse role funded via the RSI programme enables a targeted outreach health offer to people sleeping rough in the borough. By identifying and supporting long and acute 	Ongoing

		<p>physical and mental health care needs the health inclusion team nurse is able to work with partners and clients to enable them to live independently and contribute economically to society.</p> <ul style="list-style-type: none"> • LBL have an established Primary Health Care Pathway funded via Commissioning Care Group (CCG) for service users who are rough sleeping, at risk of rough sleeping, access day centres or accommodated in hostel provision in the borough. • SEL CCG has established robust pathways for the homeless population to access Covid-19 vaccination via a range of initiatives including; on site vaccinations, vaccination passes, and targeted pop up clinics. 	
	Using our information and data to identify residents in need, to help us give personalised support earlier.	<p>The Housing Service has been embedding a new IT system implemented during 2021 which is helping the service to improve the quality of data gathering. During the pandemic the service used data to inform our insight work to prepare for the lifting of the eviction ban. This led to us being in a position to contact and work proactively with household who were at risk of homelessness once the eviction ban was lifted.</p> <p>The service also records information from people accessing the service as Rough sleepers to ascertain their reason for loss of last settled accommodation. This information is used to enhance our prevention work to ensure that we are able to effectively assist single people approaching the service and that we are able to take proactive action to prevent them from becoming homeless.</p> <p>As part of the process of sending out rent increase letters to households in temporary accommodation, the service used the information and data we hold to target households whose rents were going to increase to offer support/advice on accessing housing benefits to help meet the additional costs.</p>	On going
2.2- Support Lewisham residents at times of urgent need	Working with partners to provide a joined-up and effective response	We lead and participate on a number of partnership groups that ensure that we are working with partners to provide a joined up and effective response.	Ongoing
	Ensuring that the needs of vulnerable children and young people , including 16–17 year olds, care leavers and children with no recourse to public funds, are properly addressed within our Service provision	<p>The service has ensured that the needs of vulnerable children and young people including 16-17 year olds, care leavers and children with no recourse to public funds are properly addressed within our service provision. Our Children Social Care and Housing Services Divisions have worked together over the last year to implement a number of joint protocols to ensure we provide tailored support and housing.</p> <ul style="list-style-type: none"> • The Young Persons Joint Working Protocol has been developed to ensure the best outcome for 16/17 year olds by implementing a joint assessment between social workers from the children and young people service and a housing caseworker. The Joint Assessments have been implemented since February 2022 	Completed

		<ul style="list-style-type: none"> • The service has worked in partnership with children’s social care and the adults commissioning team to develop a move on offer of social housing studios to care leavers, this was implemented at the end of 2021 • The No Recourse to Public Funds team work closely with Children social care to support young people with no recourse to ensure they are not street homeless and are provided with adequate support. 	
	Ensuring appropriate solutions are available for people fleeing domestic abuse	All new homelessness applications are assessed on the day which ensures victims of DA are seen by an officer on the day. The Local Authority commissions refuge spaces for those who need to flee to a refuge. Since the implementation of the DA Act officers have been trained to ensure they are aware of their duties and how to carry out risk assessments and support victims of DA. We carry out a suitability assessment in all cases where we will offer accommodation to ensure the area considered for placement is safe. The service also commissions floating support to families who can be referred to if beneficial and needing to relocate. The Service also liaises with other local Authorities and Safer London to facilitate reciprocal arrangements for those residents with secure tenancies to try where possible to prevent them from having to make homelessness applications.	Ongoing
	Supporting rough sleepers to access services and accommodation	<p>The Council’s Rough Sleeping Team and our partners together provide a comprehensive service with a range of initiatives to support our residents who are street based or rough sleeping to access services and accommodation. These include:-</p> <ul style="list-style-type: none"> • Rough Sleeping Coordinator – this role is integral to ensuring oversight and effective implementation of the RSI initiatives. It also includes coordination of rough sleeper caseloads across the team and linking in with other partners internally and externally • LBL’s 2 Rough Sleeping Navigators (caseworkers) support rough sleepers facing range of issues including those with complex needs or immigration issues. They are able to provide a consistent approach to meeting the needs of rough sleepers in Lewisham, as well as to develop creative partnership approaches to resolving barriers to moving rough sleepers off the streets. • The Substance Misuse Rough Sleeping team (Public Health grant funded) includes a complex needs worker to work with entrenched rough sleepers with complex needs, and a Building Recovery in Community worker to support rough sleepers to move into recovery. • Personalisation funding has helped to reach hard to reach rough sleepers on the street, enabling us to apply for official documentation which aids their homeless application and helps secure accommodation, employment and training, and benefit entitlement. • There is an internal tracker meeting and the Rough sleeping pathway meetings with relevant stakeholders to discuss the individual situations relating to each rough sleepers working with the service and review emerging needs • The targeted Rough Sleeper Pathway funded via RSI programme provides an alternative to a night shelter offer. This service is delivered jointly by LBL and 2 non commissioned supported housing 	Ongoing

		<p>providers in the borough providing 15 complex needs bed spaces, 8 medium need, and 30 move on bed spaces.</p> <ul style="list-style-type: none"> • LBL commissioned Supported Housing services offering 24 hour, medium and low support options which can be used to provide short – medium term accommodation options to alleviate rough sleeping. • LBL also work closely with a range of exempt supported housing providers in the borough operating on EHM income to enhance the options available to prevent homelessness & rough sleeping 	
	Ensuring our social homes are let in the most effective way to meet housing need.	The local Authority's allocations of social homes is carried out in accordance with its Allocation Policy. Our new Allocation policy is due for implementation in 2022 has been through extensive consultation with residents and main stakeholders to ensure social lets are done in the most effective and equitable way.	Ongoing
2.3 -Reduce the number of households in temporary Accommodation	Decreasing our use of nightly paid bed and breakfast	<p>The focus of the service is on early intervention to enable residents to remain in their existing accommodation and prevent homelessness. Where we are not able to prevent homelessness, the service is aiming to place those households into new private rented sector properties and avoid the TA journey. For those households who end up in temporary accommodation, we are working to place into our leased and private managed accommodation and reducing the use of nightly paid accommodation.</p> <p>Although we have seen an overall decrease in the number of households in Temporary Accommodation, the number of households in nightly paid accommodation has steadily increased since August 2021. A short term TA Cost Reduction Project team is being set up to work to identify actions that can be implemented in the short, medium and long term to reduce the overall spend on TA. It is expected that this work will include options to enable the service to reduce the use of nightly paid accommodation.</p>	Ongoing
	Reviewing the use of shared temporary accommodation	During the pandemic the service reviewed the health and support needs of those who were vulnerable and occupying properties that are shared and worked to re-house them into more suitable self-contained accommodation. Since then the service has continued to be mindful of placements of vulnerable people with health issues in accommodation with shared facilities, only doing so in emergencies and for the shortest period. We prioritise placements in self-contained accommodation for our vulnerable homeless households. Going forward we will be seeking to reduce the use of shared TA as much as possible.	Ongoing
	Making the best use of the private rented sector to solve housing need	The Council is not able to meet the demand we receive from residents for social housing and so we have to make the best use of the private rented sector to solve housing need. The TA team work closely with landlords to access accommodation within the private rented sector for our homeless	Ongoing

		households. In addition the Council is a member of Capital Letters together with 20 other London boroughs and we together work with landlords across the region to access homes to solve housing need.	
	Increasing the availability of much-needed specialist accommodation	<p>In 2016 the London Plan was revised and requires 90% of all new build housing in London to meet an accessible and adaptable dwelling standard, with the remaining 10% being wheelchair user dwellings. All new build homes are therefore delivered in accordance with this requirement.</p> <p>We are working with a number of partners under the Building for Lewisham Programme to deliver different types of social housing in order to meet a range of needs across the borough. This includes</p> <ul style="list-style-type: none"> • building homes which cater to the needs of older people who want to remain independent in a home of their own • providing specialised housing for people with learning disabilities • building accommodation for Lewisham's homeless households • In terms of specialist housing there are two recent/current examples of work we are doing to deliver specialist housing for people with learning difficulties:-The Mayow Road scheme will provide 6 supported living units for adults with severe learning difficulties/autism. Construction is ongoing and completion is expected in October 22. • The Stanstead Road scheme (in conjunction with Birnbeck) has provided 4 units for adults with autism and completed in May 21. 	Ongoing

Improving the quality, standard and safety of housing in Lewisham

	Action	Progress	Status
<p>3.1 - Improve standards in the PRS</p>	<p>Expanding our licensing regime</p>	<p>Following Mayor and Cabinet approval in March 2020, we have launched a new additional HMO licensing scheme. This has greater range than the previous one, taking in all HMO properties that do not fall into the national mandatory scheme. It will cover properties that have three or four residents living in at least two separate households as well as HMOs that are flats in large purpose built blocks. The launch of the new additional HMO scheme was delayed as a result of the Covid pandemic but is now going ahead and will be live from 4th April 2022. The service is already receiving applications from landlords for licensing under the new scheme.</p> <p>Our officers visit every HMO before it is licensed to ensure that the property is free from Category 1 hazards and complies with licensing standards. Every HMO licence holder is required to be “fit and proper” (free from serious criminal convictions and adverse regulatory findings). The new additional HMO licensing scheme will be a major contribution to raising housing standards in part of the HMO estate in the borough that has been unregulated previously.</p> <p>Selective Licensing of non HMO Properties</p> <p>Lewisham has started on the journey towards selective licensing of non HMO properties in some wards within the borough. This is a lengthy process, involving obtaining an up to date stock condition survey, undergoing public consultation and ultimately making a submission to the Secretary of State for permission to launch the schemes. We are currently at the consultation stage, which started in November 2021 and will end in May 2022.</p> <p>Lewisham’s proposal is for three schemes, covering most wards in the borough. There are statutory designation criteria each scheme has to meet, which include repeated antisocial behaviour (“ASB”), poor housing conditions and deprivation. The designations in Lewisham’s three schemes are based upon the stock condition survey. Lewisham’s proposed 3 schemes are:</p> <ul style="list-style-type: none"> • Designation 1 - This is based upon there being evidence of high and repeats ASB and poor housing conditions in these wards: - Catford South, Rushey Green, Lewisham Central, New Cross, Brockley and Perry Vale • Designation 2 - This is based upon there being evidence of poor housing conditions in these wards:- Evelyn, Ladywell, Lee Green, Crofton Park, Sydenham • Designation 3 - This is based upon there being evidence of high levels of deprivation in these wards: - Whitefoot, Downham, Grove Park, Bellingham, Forest Hill <p>The next step in this process is to prepare the application for permission to launch these schemes. This will be done after the consultation closes in May 2022.</p>	<p>Ongoing</p>

	<p>Working with landlords and landlord associations to improve standards and practice across the borough</p>	<p>Hazard Enforcement - Our Licensing and Housing Enforcement officers have responded to 457 complaints regarding disrepair since April 2021. Our officers can only intervene in non HMO properties or properties under the control of Registered Social Landlords where there are serious hazards on the premises. This means that not every reported incident of disrepair will result in enforcement action. Our service focusses its resources where it can achieve positive change for our residents. We signpost residents to independent legal advice or to third sector organisations such as CAB or Shelter where we have no powers of enforcement.</p> <p>Officers will work with landlords in order to raise housing standards, and will serve statutory enforcement notices or civil penalties only where the collaborative approach fails or the specific circumstances set out in the Enforcement Policy apply.</p> <p>Resources for Landlords - Our licensing service provides landlords with online resources to help them run their businesses and comply with local and national regulations. These include a "Model" ASB policy and a landlord's handbook. Licensing officers will signpost landlords who need assistance in carrying out repairs to their properties to the Housing Improvement Team. We also have a Landlord Forum where we work in partnership with landlords. Landlords are given information about new legislation, good practice guidance and signposting to help and information to help them improve the standards of their properties and ensure that they are meeting the standards required.</p>	<p>Ongoing</p>
	<p>Using data from our licensing schemes to improve our service</p>	<p>After a delay due to the covid-19 pandemic, the Additional licensing scheme is due to go live on 4th April 2022. Data collected from the scheme will be used to inform where HMO properties are located and to establish further opportunities for service improvements.</p>	<p>Ongoing</p>
<p>3.2 - Invest in homes in Lewisham</p>	<p>An ambitious programme of works to improve the condition of our social homes and estates, delivered through our partners</p>	<p>Lewisham Homes and RegenterB3 both have a programme of works in place to ensure Council owned homes and communal areas are maintained and improved. Regenter B3 identify and update annually a programme of lifecycle works which take place in order to ensure the properties are maintained at the required standards.</p> <p>The Council has allocated an additional £30m last year to enable Lewisham Homes to accelerate the programme of capital works to improve our stock. This was following the receipt of the stock condition survey commissioned by Lewisham Homes which gave us an insight into the condition of our stock. There is also work taking place to develop a HRA Business Plan which we will use to help us to better allocate our resources against priorities. The HRA Business Plan is due to come to this Committee in the summer</p> <p>The Council and LH are working together on a joint Asset Management Strategy. When completed the strategy will set out how we will work together to achieve 100% decency by September 2022 in</p>	<p>Ongoing</p>

		addition to the work we are doing to ensure we are meeting the requirements of the new legislation on building safety and fire related health and safety works.	
	Making the best use of grants and loans for private homeowners to improve the quality and standard of their homes	The Housing assistance team administer a range of grants to eligible homeowners up to £30,000. Applicant's homes are thoroughly assessed by Surveyors to identify category 1 & 2 hazards. The hazards are then eliminated as far as the grant/loan will allow. Home Improvement grants and loans are promoted at every opportunity.	Ongoing
3.3 - Lead on health and safety and fire safety	Working with London Fire Brigade and other partners to improve fire safety	Licensing and Housing Enforcement have a designated single point of contact with the Fire Brigade and have carried out a number of joint inspections, most significantly of the number of HMOs above commercial premises on Rushey Green. We consult with LFB before issuing every HMO licence.	Ongoing
	Ensuring the fire safety of our own homes	Lewisham Homes and RegenterB3 both undertake regular programmes of FRA's to ensure fire safety compliance across the stock they manage. Works identified through the FRA's are prioritised and monitored to ensure they are undertaken within specify timescales. Both providers present fire compliance updates at their respective operational clienting meetings with the Council and to Strategic clienting Board for scrutiny.	Ongoing
	Ensuring private landlords are held accountable for health and safety breaches	We work with landlords to get them to eliminate hazards and raise housing standards. Where negotiation fails, we use our powers under part 1 Housing Act 2004 to serve statutory notices to require landlords to carry out work (Improvement Notices). In the worse cases, we can use Prohibition or Emergency Prohibition Orders to stop all or part of the property being used as residential accommodation. Our HMO licences have condition that requires landlords to carry out repairs within a reasonable time. A breach of this condition is criminal offence, and landlords could be prosecuted or issued with a Civil Penalty Notice of up to £30,000.	Ongoing
3.4 - Lead on addressing the climate emergency	Improving the energy efficiency of the homes we own, promoting efficiency measures and tackling fuel poverty	The Council is working to improve the energy efficiency of the homes we own. In addition to update 3.2 above, the service is working with corporate colleagues and our housing management partners to implement the recommendations of the Housing Retrofit Task and Finish Group.	Ongoing
	Supporting homeowners to access government grants to	All surveyors have undertaken energy redress and warm home scheme training. Housing Assistance Team staff proactively signpost or refer homeowners to other council departments or organisations who provide grants/assistance to improve energy efficiency of their homes.	Ongoing

	improve the efficiency of their own homes		
	Taking measures to reduce the carbon footprint of housing.	When the Housing Assistance Team act as an agent to undertake repairs within a residents home all practical measures are taken to reduce the carbon footprint within the property. The service is going to be working with colleagues to implement the recommendations of the Housing Retrofit Task and Finish Group across all our activities.	Ongoing

Supporting our residents to lead safe, Independent and active lives

	Action	Progress	Status
4.1 - Help residents to be independent	Working alongside our health and social care partners to support people to stay in their home where appropriate	Housing Assistance Team continue to work with internal and external partners to provide eligible disabled residents homes, with recommended adaptations, to enable them to safely access the facilities within their homes. Since 2018 to date the team have completed 297 major adaptations and 314 repairs to eliminate category 1 & 2 hazards within resident's properties.	Ongoing
	Assessing our own stock for adaptations and increasing the number of adapted properties	We routinely assess our own stock especially when void to identify properties that are suitable for adaptations. Housing Assistance Team work closely with the Council Allocations team, housing partners and occupational therapist in order to identify voids and housing stock suitable for adaptations in order to match to housing applicants with mobility issues. OTs carry out a number of adaptations to existing tenant's properties to ensure they can live independently. Housing providers are responsible for undertaking and funding minor adaptations to tenants' properties such as installation of grab rails. OT assess and undertake all major adaptation works. In 2019/20, 80 major adaptations were completed. In 2020/21 67 and in 2021/22 there have been 92 to date.	Ongoing
	Reviewing our supporting housing pathway, and ensuring people have a smooth journey in and out of supported accommodation	The Housing service work closely with commissioning services to capture demand and ensure that the supported housing provision meets the needs identified. There are regular tracker meetings including Housing/Commissioning and providers to ensure those ready for move on are supported in a timely way to manage flow.	Ongoing
4.2 - Ensure our work supports the physical and mental wellbeing of Lewisham residents	Working with social care and other related services to ensure a joined-up approach and understanding of support available to enable independent living	<p>We work closely with social care and other related services to ensure a joined up approach and understanding of support available to enable independent living. Our Housing Assistance team work very closely with Adult Social care and the Occupational Therapists team to ensure that residents are supported to stay in their own homes for longer through adapting their homes to meet their needs.</p> <p>In addition, our Health and Housing Coordinator is based at University Lewisham Hospital to ensure there is a joined-up approach for residents, with housing issues, being discharged from hospital, and to ensure those issues do not prevent timely discharge. Promoting choice and independence to enable people with health and housing issues, access suitable housing which meets their needs, upon discharge from hospital. Also to reduce re-admission rates and the risk of people falling between the gaps in services on discharge from hospital, by liaising with community healthcare teams to ensure that patients remain connected with health and housing teams after discharge. Health and Social inequalities are identified and reduced to help avoid readmission.</p>	Ongoing

	<p>Promoting an active lifestyle through work with our social care and health teams, and with housing providers</p>	<p>We have supported pilot projects to residents either following discharge, or to avoid admission which enable residents to remain in their own homes or in the community by providing virtual health coaching and monitoring physiological indicators. The aim of the project was to reduce the need for GP, district care and social care support and for participants to achieve a higher degree of self-management. Another project targeted Lewisham residents over the age of 65 years by providing therapeutic exercise programmes in order to reduce falls and falls related injuries which have been estimated to cost the UK £4.4 billion per year.</p>	<p>Ongoing</p>
	<p>Ensuring housing providers, including Lewisham Homes, are consistent and effective in their approach to supporting vulnerable residents.</p>	<p>The Emergency Housing Panel considers cases where people need to move in an emergency, and 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.</p>	<p>Ongoing</p>

Strengthening communities and embracing diversity

	Action	Progress	Status
5.1 - Ensuring residents have a meaningful voice	Introducing a residents charter to guarantee the rights of residents on estates we are re-developing	<p>A Landlord Offer was agreed for Achilles residents and formed part of the estate regeneration ballot preparation. All residents impacted were given a right to a new home and there is an increase of affordable housing forecast on this estate.</p> <p>A Resident's Charter was adopted by the Council in July 2019 (by M&C). Link here: https://lewisham.gov.uk/inmyarea/regeneration/building-affordable-homes/the-resident-charter-for-estate-regeneration</p>	Ongoing
	Promoting the rights of residents in the private rented sector. We will do this by supporting a private renters union	The Council is currently supporting the creation of a private renters union as part of the consultation with residents on the selective licensing scheme. Residents interested in being part of the private rented unions will be invited to attend a meeting to take this forward during March 2022.	Ongoing
	Giving residents a stronger voice through active participation in the future of their estates. We will do this through co-design of new estates, ballots and steering groups	<p>In 2019-20 the Housing Select Committee carried out an in depth review of engagement in housing development. Following this review the committee considered that there was an opportunity to implement new practices to build on the good work that was already developed and made 12 recommendations to further improve resident consultation. Mayor and Cabinet considered the Housing Select Committee's recommendations and officer responses on 14 September 2021 and have approved the report. Housing Select Committee considered the officer responses at the Housing Select Committee meeting on the 16 September 2021.</p> <p>The Achilles Estate Regeneration ballot was carried out between 18 October 2019 and 11 November 2019. 92% of eligible residents voted which represents 81 of 88 eligible voters on the estate. Of the 81 residents who voted, 72.8% voted "Yes" in favour of regenerating the Achilles Street Estate. This means that 59 eligible residents support the redevelopment proposals. The outcome of the ballot was reported to Mayor and Cabinet on 15 January 2020.</p>	Ongoing
	Continuing to support existing residents associations and encourage the creation of new ones	Lewisham Homes and RegenterB3 actively support existing Tenant and Resident Associations (TRA's). They attend meetings and feedback on issues raised. Officers also provide guidance and training as necessary. Both Housing providers work proactively to encourage the formation of new associations, including undertaking	Ongoing

		publicity and door knocking campaigns. Lewisham Tenant Fund (LTF) also provide training and set up support for all new TRA's. They can also provide on-going guidance to establish TRA's on request. LH currently have 28 established TRA's and RegenterB3 have 2. RegenterB3 also have a large resident panel.	
	Delivering social value as part of new and ongoing works delivered by ourselves and with our partners.	The Lewisham Council Social Value Policy sets out how the Council will meet the requirements of the Public Services (Social Value) Act 2012 to consider when procuring higher value services how that procurement could improve the social, economic and environmental well-being of the borough. Our partners prioritise social value for their contracts and within their work, such as Lewisham Homes contract at Hatfield and Gerrard and RegenterB3 for contributions to the local community. In addition, a number of our key RP partners support the Housing Associations' Charitable Trust's (HACT) social value roadmap.	Ongoing
5.2- Embracing diversity and addressing inequality	Working with our housing partners to ensure they recognise diversity and equality in their services, for example through disability and LGBTQ+ inclusive service provision	The Council has recently updated its Corporate Equality Policy and the Housing service will be working with our partners to ensure that the principles of the new policy continues to inform our work. The service is going to be implementing the new Allocations Policy, the new Location Priority Policy (if approved) and the new Procurement Policy currently in development, and we will work to ensure that together with our partners we recognise diversity and equality in our services.	Ongoing
	Supporting refugees and migrants through our resettlement programme and by becoming a sanctuary borough	The support contract with Refugee Council provides an intensive resettlement and integration service and has robust key performance indicators modelled on the local authority's corporate strategy. The council also separately commissions tailored ESOL provision and vocational training packages.	Ongoing
	Ensuring Housing policies and action plans drive positive changes in promoting equality and fighting injustice	An Equalities Analysis Assessment is an integral part of a Housing Policy review, to ensure that any new or updated policies promote equality and fight injustice and an assessment is completed for each policy. For example, the Housing Allocation Policy consultation sought to obtain responses representative of Lewisham's diverse population and reflective of all groups represented on the housing register and in temporary accommodation.	Ongoing
	Working with partners to address BAME inequalities in our communities	The equalities data we hold for housing register applicants and those in social housing is not as developed as we would like. In part, collection of this data is difficult as it is not compulsory for residents and applicants to provide it. Going forwards, we will work with partners, and use data gathered to help inform our housing policies.	Ongoing

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Update on the Homelessness Strategy 2020- 2022 Action Plan to
Housing Select Committee

March 2022

Prevent homelessness at the earliest opportunity with the most appropriate level of support

Action	Progress	Status
<p>1.1 Delivering an improved housing options advice</p>	<p>Successfully creating a face-to-face service provision specifically tailored to individual need</p> <p>The Rough Sleeping team carry out face to face visits to any new rough sleeper in order to undertake an assessment of their needs and to support them with their housing options. The team also visit former rough sleepers in their accommodation or in supported housing as and when issues arise and to address any support needs and to prevent loss of tenancies or any recurrence of homelessness. This service continued to be provided throughout the pandemic in accordance with Government Guidelines to ensure the most vulnerable were not disadvantaged.</p> <p>Officers in our TA Team like the Tenancy Management and Resettlement Officers carry out visits with households who are nominated to view private rented properties and arrange sign ups. They will also attend properties if the tenant is having issues to liaise with landlords and landlord agents.</p> <p>The Health and Housing Coordinator carries out face to face advice sessions and assessments with patients in Lewisham Hospital. Sometimes these are joint sessions with adult social care workers or other health professionals. They also organise MDT and discharge planning meetings in the hospital making sure the patient is present to express their opinion and wishes. Home visits are often carried out with other professionals such as repair teams or cleaning and de-cluttering services.</p> <p>The Housing Enforcement and Intelligence officers work face to face with tenants in the private rented sector and their landlords to prevent illegal eviction and tenant harassment and helping households remain in their homes. The team prevented over 70 unlawful evictions during lockdown. The team have 7 cases pending before the Crown and Magistrates Court and over 20 active investigations at the time of writing. Prosecuting landlords who illegally evict and/or harass their tenants provides significant deterrent to other members of the landlord community who are tempted to deprive their tenants of legal protection.</p> <p>In February 2022, Housing and Children Social Care Directorates implemented a protocol to conduct joint assessment for 16-17 year olds approaching the council as homeless. This assessment is face to face and takes place at Laurence House. This protocol is intended to ensure an effective response to young people who present as homeless or are threatened with homelessness. The joint approach taken by Housing and Children’s services ensures that young people do not get passed between services, that they only have to ‘tell their story’ once and that professionals work together to agree the most effective course of action to support the young person.</p>	<p>Ongoing</p>

		Like the rest of the Council, the Housing Needs and Refugee Services moved to remote working during the pandemic. However face to face service provision continued for our most vulnerable clients. Now that we are coming out of the pandemic the service is exploring opportunities for co-location with third sector partners in the community so that we can continue to meet those residents whose cases would benefit from face to face contact and to ensure that overall our housing options service is specifically tailored to individual need.	
	Raising awareness with partners about the 'duty to refer' obligation and support them to spot the signs of homelessness early so that we can work together to prevent homelessness	<p>The "Duty to Refer" legislation came into effect from 1st October 2018. Since then the service has put information on our website and have engaged with all key stakeholders to inform them of our referral processes. The Duty to refer has facilitated closer working with many of our external partner organisations. Housing officers attend key partnership meetings such as the MARAC/MAPPPA and other stakeholder meetings with key partners whereby we remind them of their duties and ensure that we continue to monitor number of referrals incoming.</p> <p>The Health and Housing Coordinator is based within Lewisham Hospital where they promote multi-agency working, with a case finding rather than case responding approach amongst health professionals. They also attend regular meetings with Lewisham primary healthcare services and other local acute hospitals, where they are kept up to date with any changes to services, reminded of the housing assistance available and encouraged to make duty to refer.</p> <p>The Housing Needs service also engage with DWP (Job centre) leads who use this duty to refer individuals who need additional support or assessments.</p>	Ongoing
	Using data more effectively to identify households at risk of homelessness or repeat homelessness, taking proactive action where possible	<p>The Housing Service has been embedding a new IT system implemented during 2021 which is helping the service to improve the quality of data gathering. During the pandemic the service used data to inform our insight work to prepare for the lifting of the eviction ban. This led to us being in a position to contact and work proactively with household who were at risk of homelessness once the eviction ban was lifted.</p> <p>The service also records information from people accessing the service as Rough sleepers to ascertain their reason for loss of last settled accommodation. This information is used to enhance our prevention work to ensure that we are able to effectively assist single people approaching the service and that we are able to take proactive action to prevent them from becoming homeless.</p>	Ongoing
	Exploring working with local legal advocates and court	Officers in the Homelessness prevention & assessment team have been trained to support residents to complete defence forms in eviction proceedings where there are grounds to defend and by	Completed

	services with a view to getting information at the earliest opportunity, and also promoting better outcomes for residents	referring/sign posting to local legal advocates to work with residents to prevent homelessness. A project team was set up during the pandemic to help prepare for the lifting of the eviction ban. The team's focus was on taking steps to manage anticipated demand and actions to prevent homelessness from the private rented sector through using and analysing data from the courts. This data gave us early indications of the numbers of eviction cases that were waiting for court dates and that informed our service planning.	
	Improving outreach provision prevention work in the borough.	As set out above, the Rough sleeping team, some officers in the TA team, the Health and Housing Coordinator, the Rogue Landlord officers all undertake outreach work in the borough. The Housing Needs service is currently consulting with local partners through the Homelessness Forum to identify suitable sites for officers to co-locate in the borough for certain days or half days in order to enable greater access to the service and to increase proactive homelessness prevention activity.	Ongoing
1.2 Supporting those at risk of homelessness to remain where they are by	Working with housing benefit colleagues to ensure discretionary housing payments are available to more households threatened with homelessness	Officers in the Housing Needs and Refugee services work very closely with colleagues in the Council's Housing Benefits Service. Referrals are made for Housing Benefits & Council Tax Support by Housing officers where it is believed the applicant may be eligible for DHP which would potentially prevent them becoming homeless. The services regularly work together to achieve positive prevention outcomes. The two services are currently working closely together to support eligible residents with assistance from the Household Support Fund.	Ongoing
	Regularising our offers of financial support to those who are homeless or threatened with homelessness in the PRS so that finance is more easily accessible, e.g. through our partnership with the credit union	The service has a long standing relationship with the Lewisham Plus Credit Union. The service refers customers to the credit union for assistance with low cost loans. The service also uses the Credit Union as a partner to support the Council in its work with landlords, to prevent homelessness as well as working with clients to provide rent deposits / one off payments towards securing a home or to prevent their homelessness through other means.	On-going
	Developing our mediation service to work with landlords, family and friends	Homelessness prevention & assessment officers regularly mediate with landlords/ family and friends to prevent homelessness and negotiate with the host with a range of options. Where there is scope to negotiate with landlords to further renew tenancies our Procurement and resettlement officers are also on hand to facilitate and correspond with landlords on more complex cases.	On-going

	where relationships have broken down		
	Developing partnerships with local landlords to reduce PRS eviction	<p>The Council works closely with local landlords and landlord agents to resolve the housing needs of our clients. There are forums such as the Landlord Forum where the Council and partner organisations meet with local landlords to update on new legislative requirements on landlords as well as information sharing.</p> <p>The Council also meets regularly with the larger portfolio landlords on issues of joint interest and through these we have been able to work with them to reduce evictions especially those linked to rent arrears.</p> <p>The Council is a member of Capital Letters which is a membership organisation of 20 London Boroughs. Capital Letters works with London boroughs and landlords across the region, to help families find a secure and settled home. The Tenancy Sustainment team at Capital Letters work very closely with local landlords and households whose tenancies are at risk, to ensure that these households continue to maintain their tenancies and do not get evicted.</p>	Ongoing
	Building trust with our clients so that they feel able to make contact early on	<p>Early intervention is at the heart of the work of the Housing Services Division. Early intervention has the potential to prevent homelessness and to avert our clients being in crisis situations. We are working with our third sector partners as well as statutory partners, other housing providers and internal partners e.g. children’s social care, adult’s social care, to build trust with our clients so that they feel able to make contact early on.</p> <p>The Housing pages on the Council website are regularly updated to reflect helpful information to residents to empower them to make decisions about their housing situation. The newly created Housing Advice and Early Intervention Team have been set up to support our residents get timely information and advice and we strongly encourage residents to contact the service before they become homeless. The service regularly attends key stakeholder meetings and forums (e.g. Homelessness Forum) where we encourage our partners who are advocates for their clients, or who are referring their clients to make contact with our service early on. The Housing Advice and Early Intervention Team undertake initial assessment of circumstances and provide information, advice, signposting, referrals alongside practical assistance as necessary. Whilst previous processes did include homelessness prevention actions, those processes typically triggered after referral at the first interview with Housing Solutions Officers. This meant there were delays of days or weeks for prevention action.</p>	Ongoing

Focussing more prevention effort earlier in the process, and if possible before a person is homeless is likely to result in positive outcomes.

Support people to access a stable and secure home

	Action	Progress	Status
2.1 Strengthening our support for households to find a home in the private rented sector.	Increasing the procurement of properties in the private rented sector as an alternative to temporary accommodation	<p>The Housing Strategy sets out the case that for the majority of our families, the private rented sector will be the solution for their housing needs. The Council is not able to meet the demand for social homes, there are over 10,000 households on the register and we let just under 1000 homes last financial year. With average waiting times for a two bed property Band 3 now 10 years approximately and three bed Band 3 properties now 13 years approximately, keeping families in temporary accommodation is an not a viable options. We are therefore increasing the procurement of properties in the private rented sector as alternative to temporary accommodation. The Procurement officers and the TA Team are leading this work. The service also works closely with Capital Letters who have targets to procure suitable properties in the private rented sector for our homeless households.</p> <p>The Housing Select Committee is due to receive the Council’s TA Procurement Strategy later this year, (2022). The document will set out the approach the Council will take in order to meet the anticipated demand for properties for our homeless households.</p>	Ongoing
	Continuing to develop effective tools to support residents to search and secure private rented sector accommodation independently	The Housing Needs service have introduced the “Entitled To “affordability tool in the service. This tool enables clients to complete a benefit calculation, income and expenditure assessment and helps as to identify ways in which we can maximise income through direct intervention or through signposting to partners. The tool makes it much easier for officers to identify properties that clients are able to afford and our clients have fed back that the tool enables them to see how their affordability assessment has been carried out and why a particular PRS property has been identified as affordable for them.	Ongoing
	Engaging with landlords in order to increase number of properties available for housing benefit recipients and at Local Housing Allowance (LHA) rates	The Service works proactively to engage with landlords in order to increase the number of properties available for housing benefit recipients and at LHA rates. In addition to our experienced TA Procurement officers who have extensive links with single, small portfolio and large portfolio landlords, we work with local agents and the service also works with organisations such as Capital Letters to procure properties and to increase supply. Products such as the Landlord Incentive Scheme, Rent Deposit Schemes enable us to engage with landlords and to support our clients.	Ongoing

Support people to access a stable and secure home

	Action	Progress	Status
	Working with landlords to bring about longer term minimum tenancies.	This action has been deferred due to capacity within the team. In addition we will need to work with other local boroughs through London Councils and Capital Letters to be successful as landlords operate across the sub region / region and this action will need to be implemented working in collaboration with other London boroughs. We aim to take this forward in the next year.	Deferred
2.2 Reviewing our policies and practices around temporary accommodation and housing allocation	Expanding our in-house stock of temporary accommodation through development and acquisition	As at December 2021 the Building for Lewisham programme is on track to expand our in house stock of temporary accommodation. During the period April 18 to March 22 the Council and/or Lewisham Homes have completed on 73 individual property acquisitions for TA. Sydney Arms was also acquired and is now being used for TA (16 TA homes). In addition to these acquisitions the following schemes are being delivered and are currently under construction or due to start imminently - Mayow Road (32 TA homes), Canonbie (6 TA homes), Edward Street (34 TA homes) and Shaftesbury (33 TA homes).	Ongoing
	Reviewing the use of temporary accommodation with shared facilities	During the pandemic the service reviewed the health and support needs of those who were vulnerable and occupying properties that are shared and worked to re-house them into more suitable self-contained accommodation. Since then the service has continued to be mindful of placements of vulnerable people with health issues in accommodation with shared facilities, only doing so in emergencies and for the shortest period. We prioritise placements in self-contained accommodation for our vulnerable homeless households. Going forward we will be seeking to reduce the use of shared TA as much as possible.	Ongoing
	Reducing the use of nightly paid accommodation	<p>The focus of the service is on early intervention to enable residents to remain in their existing accommodation and prevent homelessness. Where we are not able to prevent homelessness, the service is aiming to place those households into new private rented sector properties and avoid the TA journey. For those households who end up in temporary accommodation, we are working to place into our leased and private managed accommodation and reducing the use of nightly paid accommodation.</p> <p>Although we have seen an overall decrease in the number of households in Temporary Accommodation, the number of households in nightly paid accommodation has steadily increased since August 2021. A short term TA Cost Reduction Project team is being set up to work to identify actions that can be implemented in the short, medium and long term to reduce the overall spend on TA. It is expected that this work will include options to enable the service to reduce the use of nightly paid accommodation.</p>	Ongoing

Support people to access a stable and secure home

	Action	Progress	Status
	Reviewing our allocation policy and temporary accommodation placement policies. We will make best use of our limited social housing and incentivise residents to work with us to prevent homelessness.	The Allocation Policy and the Location Priority Policy have both been reviewed and agreed by Housing Select Committee and Mayor and Cabinet in the case of the Allocation Policy. The Location Priority Policy is due to be presented to Mayor and Cabinet in summer 2022.	Completed
2.3 Ensuring our supported housing pathways and specialist housing meet the needs of our vulnerable residents	Reviewing the demand for and use of our supported housing pathways	Lewisham has extensive supported housing pathways to meet the demand of residents who have a housing need. The demand is reviewed throughout the commissioning process; from time to time we experience a waiting list however access is usually facilitated within reasonable time. The Health and Housing Coordinator works in partnership with the NHS – local hospitals, Adult Social Care and other agencies to ensure hospital discharges processes are streamlined, support needs are quickly assessed, so that appropriate pathways are being identified and inequalities are being addressed for better long term outcomes for clients who are in hospital.	On-going
	Reviewing housing provision and pathways for young people including:- 16–17 year olds, care leavers and children with no recourse to public funds	Children Social care and Housing have worked together to implement a number of joint protocols to ensure we provide tailored support and housing. <ul style="list-style-type: none"> • The Young Persons Joint Working Protocol has been developed to ensure the best outcome for 16/17 year olds by implementing a joint assessment between social workers from the children and young people service and a housing caseworker. The Joint Assessments have been implemented since February 2022 • The service has worked in partnership with children’s social care and the adults commissioning team to develop a move on offer of social housing studios to care leavers, this was implemented at the end of 2021 • The No Recourse to Public Funds team work closely with Children social care to support young people with no recourse to ensure they are not street homeless and are provided with adequate support. 	Ongoing
	Reviewing service provision for those fleeing domestic	The service is operating in line with the Domestic Abuse Act 2021. A review of services is being undertaken in partnership with the Violence Against Women and Girls service. Training has been provided to housing officers to increase awareness of domestic abuse in 2021 and again earlier this	Ongoing

Support people to access a stable and secure home

	Action	Progress	Status
	abuse to ensure it is suitable and appropriate	year - 2022. A rehousing pathway has been developed from the Local Refuge for those ready for move on.	

Support rough sleepers to enable access to services and accommodation

	Action	Progress	Status
3.1 Developing the support we offer to rough sleepers	Expanding our interventions for chaotic, entrenched rough sleepers in need of long term support	The Housing First service funded via the RSI programme offers long term accommodation with support to provide solutions for our most entrenched and complex rough sleepers and is currently able to support up to 60 service users. The Substance Misuse Rough Sleeping team (Public Health grant funded) includes a complex needs worker to work with entrenched rough sleepers with complex needs, and a Building Recovery in Community worker to support rough sleepers to move into recovery. We have 15 complex needs bed spaces in the Rough Sleeper Pathway and have recently submitted a bid as part of RSI5 to increase this to 20 spaces. Navigators are able to provide intensive support to the most complex rough sleepers to sustain placements and remove barriers to placing.	Ongoing
	Developing a robust private rented sector offer with move-on assistance	Rough sleepers re-settled into PRS are provided with up to 6 months tenancy sustainment support which is currently funded via the RSI programme to ensure rough sleepers are successfully resettled into accommodation and do not return to rough sleeping. The service remains responsive to the clients and the landlords to ensure that arrangements do not breakdown. The team carry out extensive suitability assessments to ensure that those referred to the PRS are ready and are able to sustain their tenancies. The team also refer and signpost individuals for support in the community.	Ongoing
	Reviewing our use of shared facilities accommodation in light of COVID-19	The service developed a rough sleeping pathway with one of our known providers using supported housing which is not shared. We have moved away from using shared sleep sights and also use hotels and self-contained rooms/flats to accommodate rough sleepers where possible during the cold weather.	Ongoing
	Building on our current outreach offer to ensure it reflects the needs of rough sleepers in Lewisham	London Street Rescue (LSR) and the rapid response team including the in house navigators conduct regular outreach. The team have access to personalisation funds to use in their outreach visits to develop tailored offers to rough sleepers and this has been successful as 85 rough sleepers have been assisted in the last year. LSR Outreach Service is ceasing from 30th September 2022, which affects Greenwich, Lewisham, Bexley and Bromley. All four Boroughs rely on the LSR service as their only outreach provision, and the contract ending is a source of particular concern with no confirmation of funding/continuity of service. This gap could be addressed by funding a sub-regional outreach service to cover Greenwich, Lewisham, Bexley and Bromley as set out in the RSI bid of Lambeth, to start on 1st October 2022. This has been put forward to Central Government.	Ongoing

	<p>Expanding support to help regularise the immigration status of rough sleepers where appropriate</p>	<p>Lewisham has a cohort of rough sleepers who are ineligible for support from the local authority which presents barriers to resolving their rough sleeping. Current numbers are: 6 Non-EEA Nationals with complex immigration issues (All have been referred to LRMN) and 5 EEA Nationals, 4 of whom have had their cases escalated to Home Office by Navigators.</p> <p>LBL currently accesses specialists Legal & Immigration advice via the Lewisham Refugee & Migrant Network who work in collaboration with the Southwark Law Centre (GLA commissioned service). The GLA / London Councils are looking to commission a pan London Immigration advice offer which LBL will be able to access.</p> <p>Navigators play a key role in supporting rough sleepers to resolve any eligibility issues, regularly support rough sleepers to follow Home Officer guidance and to liaise with relevant Embassies as needed to move individual status issues forward as quickly as possible.</p> <p>The EUSS application is completed by either, Navigators, Thames Reach Immigration support or Lewisham Migrant and Refugee Network. Navigators escalate the cases to the Home Office who then escalate the case to the EUSS Vulnerability Team. We have had great success with this having successfully obtained settled status for 26 rough sleepers. We use our funding to obtain relevant documentation in support of their application.</p>	Ongoing
	<p>Ensuring that our range of support and housing offers can help all rough sleepers, from all circumstances, to start a journey to sustainable accommodation.</p>	<p>The following are the range of support and housing offers as well as initiatives that we use to help all rough sleepers from all circumstances to start a journey to sustainable accommodation:-</p> <ul style="list-style-type: none"> • Rough Sleeper Co-ordinator – to ensure oversight of the case load and that interventions are targeted appropriately • Navigators – ensuring each rough sleeper has a personalised support plan to address unmet needs • Rough Sleeper Substance Misuse Team – provides rapid access to assessment, harm minimisation, & drug / alcohol treatment options • The Rough Sleeping Pathway – provides a direct accommodation offer to alleviate rough sleeping, and support to develop personalised move on plans to prevent a return to rough sleeping • The Procurement officers & procurement funding – provides targeted resources to find suitable affordable PRS options to move rough sleepers into long term accommodation options to prevent a return to rough sleeping • The Housing First service - provides personalise bespoke long term housing solutions to prevent a return to rough sleeping for complex and multiply excluded rough sleepers. 	Ongoing

		<ul style="list-style-type: none"> • The ETE offer -provides rough sleepers with support to access education and employment opportunities to support them to develop longer term skills to prevent a return to rough sleeping • RS Outreach Health nurse - enables a targeted outreach health offer to people sleeping rough in the borough undertaking enhanced health needs assessments, identification and early intervention and management of health needs liaising and linking in with key health service providers • Effective partnership working - leading to an improved recovery package for those at risk of returning to the streets, through information sharing to ensure partners work together to develop a holistic recovery package. 	
3.2 Embedding new ways of working with health and commissioning partners	Creating a new Strategic Rough Sleeping group to drive this agenda, alongside public health and NHS colleagues	<p>The Strategic Rough Sleeping Group has been set up. The Group meets monthly and includes representatives from Housing Needs and Refugee Services, Housing Partnerships and Service Improvement, Public Health, the CCG and Joint Commissioning, colleagues from mental health, substance misuse and supported housing services.</p> <p>In addition to the new Strategic Rough Sleeping Group, there are other multi-agency partnerships where the rough sleeping agenda is covered. This includes the Lewisham’s mental health alliance, Domestic Abuse and Violence against Women and Girls Board, Integrated Offender Management Partnership, and meetings of the local VCS partnership groups such as the Homelessness Forum.</p>	Completed
	Establishing a director level reference group to oversee our rough sleeping action plan, while ensuring a systemic approach is taken to end rough sleeping	The Strategic Rough Sleeping Group has oversight of the rough sleeping action plan and ensures a systematic approach is taken to end rough sleeping.	Completed
	Developing the way we support former rough sleepers to retain long-term tenancies according to their specific needs	<p>Lewisham has commissioned a floating support service to help former rough sleepers to retain their tenancies. The funding is for a capacity of 50 floating support cases for rough sleepers. There are currently 47 former rough sleepers being supported. The support was expected to be for six months but the average time former rough sleepers spend being supported is 13 months. The longer support period reflects the higher levels of support needed from the service.</p> <p>This service has been successful in supporting 90% of service users to maintain their tenancies. In addition, two mini audits undertaken on the service carried out in 2021 which included an audit of case files and observing home visits found that the service was providing good quality meaningful support.</p>	Ongoing

	Ensuring continuous development of rough sleeping services, all the while adapting and improving them according to lessons learnt, both generally and through what we have learnt from COVID-19	<p>The work of the Council’s rough sleeping services and progress against the Ending Rough Sleeping Plan is continuously “reviewed” through our internal service improvement programme, through discussions and at the Strategic Rough Sleeping Group, through feedback from our partners at forums such as the Homelessness Forum and through regularly discussions with our DULUP Rough Sleeping Advisor.</p> <p>The service has recently submitted a bid to Government for Rough Sleeping Initiative 5 funding. The process of developing the bid included a review of our delivery of existing services, the lessons learnt over the last two years, agreement with our partners on what outcomes we wanted from the service for the next three years and used this to develop our RSI5 bid.</p>	Ongoing
	Working with health partners to ensure that health pathways meet the varied and complex needs of rough sleepers	As mentioned above the Rough Sleeping Strategic Group meets regularly including representations from Health partners to ensure the needs of rough sleepers are met and that key services are developed in a holistic way.	Ongoing
	Striving, with health partners, to address health inequalities experienced by rough sleepers	Ensuing LBL have a targeted health offer to work with people experiencing rough sleeping is a key part of ensuring we have a holistic approach to meeting need. Given this, colleagues in the CCG have secured funding to ensure the Outreach Nurse post currently funded via RSI can be continued via Health Inequalities funding to continue the Outreach Nurse role from 2022- 2025.	Ongoing

Adapt and be agile in our service delivery to support residents impacted by COVID-19

	Action	Progress	Status
4.1 Striving for innovation and continuous improvement	Providing innovative solutions to those with complex immigration statuses facing homelessness	Whilst confined by certain statutory restrictions the Housing Service has always acted where it can to prevent destitution. The Rough Sleeper team for example has successfully resolved a large number of cases affected by the no recourse to public funds restriction, particularly during the Brexit transition period, when the navigators secured settled status for many vulnerable individuals. Providing and collating the evidence was a frequently a challenging task given the problems involved in securing key documents but effective multi-agency working ensured high rates of success, ensuring that EEA nationals were not left destitute. A significant amount of casework also involves liaising with the Home Office to ensure rough sleepers can be assisted to access s4 and s95 support in situations where no assistance can be provided under the Housing Act	Ongoing
	Consulting with those experiencing homelessness during the pandemic to ensure effective and efficient service provision	The service uses the complaints and compliments register to inform any service improvement plan to ensure services are tailored to the needs of residents. Extensive consultation took place with residents to inform the priorities within the Housing Allocation Policy.	Ongoing
	Reviewing the impact of our work and adapt according to lessons learnt	As set out above, the service continuously “reviews” the impact of their work through feedback from stakeholders, internal service improvement initiatives, complaints/compliments feedback. The process of developing a new homelessness and rough sleeping strategy will give the service an opportunity to fully review the impact of the work it does and adapt according to lessons learnt.	Ongoing
4.2 Creating new ways of working with health and public health bodies	Building on work done by the Rough Sleeping COVID-19 response taskforce	We are taking forward the cross partnership work that was developed during Covid 19 when LBL, the NHS South East CCG and partners came together to provide an effective multi-agency response to the covid-19 pandemic. LBL and the CCG worked with GPs and the Health Inclusion Team (HIT) to deliver a joined up, health focused response. In the early part of the first lockdown 136 people were taken off the streets in the borough and placed in safe, single room accommodation in hostels and other properties. Other rough sleepers, identified at later stages of the crisis, were also brought into safe accommodation. The Lewisham response was specifically praised in the Kerslake Commission report. This work is now being taken forward through the work of the Rough Sleeping Strategic Group.	Ongoing

	Strengthening health pathways and service provision to ensure they are able to address the needs of clinically vulnerable people whilst keeping them safe from COVID-19	In addition to information set out above relating to moving vulnerable households out of shared accommodation to self-contained accommodation Lewisham participated in Protect and Vaccinate scheme as well as the “Everybody In” initiative to ensure we are able to support the needs of clinically vulnerable people who were homeless during the pandemic.	Ongoing
	Ensuring effective partnerships and coordination with health and other public bodies (see Priority 5)	As set out above through the work of the Rough Sleeping Strategic Group and the other multi-agency partnership group that we attend. In addition, we have further developed effective partnerships with Probation through MAPPA. The implementation of the duty to refer also has enabled closer partnership working across the sector.	Ongoing
4.3 Ensuring our supply of housing meets new needs as a result of the pandemic	Ensuring service provision for those fleeing domestic abuse is able to meet potential increased demand due to pandemic lockdowns	The Council has developed a Domestic Abuse pathway tailored specifically for social housing tenants, those who are fleeing from PRS family homes or emergency referrals from other boroughs. We also facilitate timely move-on from the refuge and this in return frees up places for new referrals into the local refuge. The service provides on the day appointments for all emergency homeless households including victims of domestic abuse, to ensure that a thorough assessment of their needs is undertaken and they are helped to move to suitable emergency accommodation. In addition there is a floating support contract in place that enables the service to provide support to households fleeing domestic abuse who have to move outside the borough.	Ongoing
	Developing and acquiring new accommodation options for rough sleepers	<p>The Council secured £2.3m from the GLA through RSAP which enabled us to acquire Sydney Arms, a former public house, and convert it into 16 homes which is being used as move-on accommodation for former rough sleepers. The GLA funding also paid for a RS Navigator to support the service users in the scheme. The council was commended by partners including the DLUHC and GLA on its ability to turn around this scheme at such short notice, and to do so successfully. The scheme has been mentioned as an exemplar in the Rough Sleeping Accommodation Programme.</p> <p>In addition the targeted Rough Sleeper Pathway funded via RSI programme provides an alternative to a night shelter offer. This service is delivered jointly by LBL and 2 non commissioned supported housing providers in the borough providing 15 complex needs bed spaces, 8 medium need, and 30 move on bed spaces.</p> <p>Finally some of the new build homes being delivered by Lewisham Homes on behalf of the Council will be used as Temporary Accommodation for our homeless households including rough sleepers.</p>	Ongoing

Strengthen partnership working

Action	Progress	Status
<p>5.1- Establishing new ways of working across partnerships to collectively reduce the risk of homelessness for families and individuals at risk</p>	<p>Lewisham has a vibrant voluntary sector and a very strong local homelessness forum which is committed to working together to prevent homelessness and end rough sleeping. This group comes together regularly to discuss strategic issues facing the sector, identify local needs, consult on approaches locally and co-produce solutions. Many of the organisations on the forum are advice agencies who work directly with residents and they are able to support the council with effective early intervention so that collectively we are reducing the risk of homeless for families and individuals.</p> <p>LBL Housing meet regularly with other Registered Providers through the RP Partnership facilitated by the Housing Partnerships team. Over the last year we have been developing a Pre-eviction protocol with registered providers across Lewisham to improve joint working between Housing Options and Social Housing providers whose tenants may threatened with homelessness to avoid reactive responses and with a particular focus on preventing and relieving homelessness. There has been good engagement with our RP partners and work to develop the protocol is due to finish in the coming year.</p> <p>Finally housing department is represented at key multi-agency groups such as MARAC (Multi Agency Risk Assessment Conference) and MAPPA (Multi Agency Public Protection Arrangements), VAWG Board, (Violence Against Women and Girls) and through these groups we are able to work collaboratively with other organisations to support families and individuals and reduce the risk of homelessness.</p>	<p>Ongoing</p>
<p>5.2 -Agreeing a joint working protocol with children’s social care to ensure the safety and security of young people faced with homelessness</p>	<p>As mentioned above in 2.3 a number of protocols have been developed with Children Social Care to ensure the safety and security of young people faced with homelessness.</p>	<p>Completed</p>
<p>5.3 - Ensuring that local delivery plans in response to the COVID-19 pandemic are developed with public health, social care and health colleagues, and that these plans are coordinated with local and regional NHS colleagues</p>	<p>LBL, the NHS South East CCG and partners came together to provide an effective multi-agency response to the covid-19 pandemic. LBL and the CCG worked with GPs and the Health Inclusion Team (HIT) to deliver a joined up, health focused response. In the early part of the first lockdown 136 people were taken off the streets in the borough and placed in safe, single room accommodation in hostels and other properties. Other rough sleepers, identified at later stages of</p>	<p>Ongoing</p>

	the crisis, were also brought into safe accommodation. The Lewisham response was specifically praised in the Kerslake Commission report.	
5.4 -Working with public health and substance misuse services to improve targeted support for individuals with these specific needs	The housing Service works closely with both partners to discuss demand and ensuring a holistic service is in place for those with specific needs who are homeless or threatened with homelessness. Representatives from these services attend the Rough Sleeping Strategic Group as well as the other external multi-agency partnership groups where rough sleeping issues are discussed.	Ongoing
5.5- Partnering with other local authorities to address additional need brought about by COVID-19	Proposals are being developed within the South East Sub-Region to commission a sub-regional Outreach offer to replace the LSR service which will work across Lewisham, Greenwich, Bexley & Bromley. Funding for this service is being incorporated in a Sub-Regional RSI application.	Ongoing
5.6 -Partnering with other local authorities to secure private rented accommodation for homeless households	We have partnered with 21 other local authorities through Capital Letters to secure private rented accommodation for homeless households	Ongoing
5.7 -Developing future strategy and service provision in collaboration with those with lived experience of homelessness	The Allocation Policy was developed with input from service users with lived experience of homelessness. Future strategy, especially the new Homelessness and Rough Sleeping strategy due to be developed in 2022 will be done in collaboration with those with lived experience of homelessness.	To Action

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Housing Select Committee

End of administration work programme report

Date: 10 March 2022

Key decision: No.

Class: Part 1

Ward(s) affected: none specific

Contributor: Assistant Chief Executive

Outline and recommendations

The Committee is asked to:

- note the completed work programme for 2021-22 (appendix B)
- reflect on the work programmes for the previous years of the administration (appendix B)
- note the four strategic themes of the borough's recovery plan: 'Future Lewisham' and the Council's corporate priorities for 2018-22
- put forward suggestions for the draft 2022-23 work programme
- note the information set out in appendix D on the Big Issue's Campaign to Stop Mass Homelessness

Timeline of engagement and decision-making

There were 22 meetings of the select committee in the years 2018-22. At each meeting, the Committee discussed, prioritised and agreed the work programme for subsequent meetings.

1. Summary

- 1.1. Local government elections are due to take place in May 2022. This meeting of the Housing Select Committee is the final scheduled meeting of the municipal year 2021-22 and as such it is also the last of the 2018-22 administration.
- 1.2. Members are asked to note the work that has been completed over the course of the administration – and put forward suggestions for members of the incoming committee

in the new administration (2022-26).

2. Recommendation

- 2.1. The Committee is asked to note the completed work programme for 2021-22 – in addition to the completed work programmes in the preceding years – and put forward suggestions for the draft 2022-23 programme.

3. Policy context

- 3.1. The [Corporate Strategy for 2018-2022](#): set out these priorities:

- [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 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.

- 3.2. The Committee should also note and take into account the four strategic themes of the borough's Covid-19 recovery, 'Future Lewisham':

3.3. 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.

3.4. 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.

3.5. 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.

3.6. 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.

4. Housing Select Committee 2018-22

- 4.1. There were 22 formal Committee meetings in the years 2018-22. Meetings lasted for a total of more than 40 hours (with the average meeting lasting around two hours).

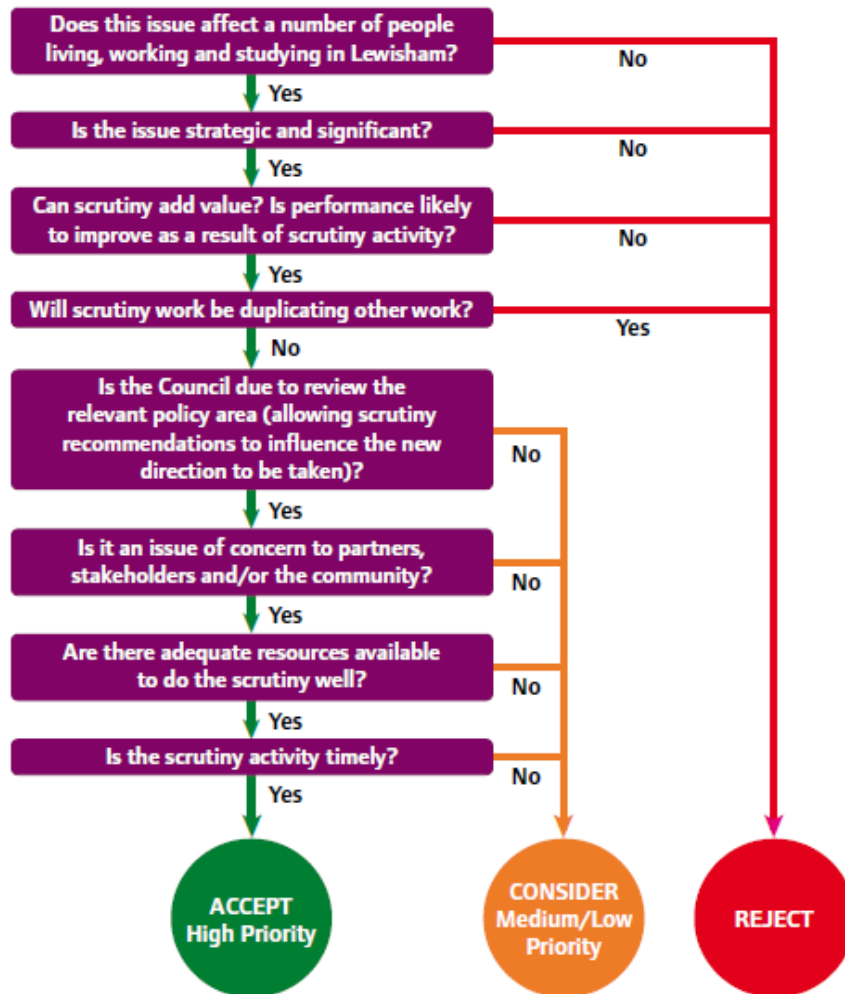
Meeting	Start	End	Duration	Reports	Pages
05/07/18	19:30	21:45	02:15	5	126
18/09/18	19:30	21:30	02:00	5	104
31/10/18	19:30	22:05	02:35	5	414
17/12/18	19:30	21:00	01:30	5	148
31/01/19	19:30	21:30	02:00	3	64
06/03/19	19:30	21:00	01:30	4	96
01/05/19	19:30	21:30	02:00	2	116
04/06/19	19:30	21:30	02:00	4	88
10/07/19	19:30	21:30	02:00	2	64
18/09/19	19:30	22:10	02:40	5	258
30/10/19	19:30	21:35	02:05	3	154
16/12/19	19:30	20:30	01:00	3	238
30/01/20	19:30	21:15	01:45	4	238
12/03/20	19:30	21:25	01:55	3	88
15/09/20	19:00	20:20	01:20	3	184
18/11/21	19:00	20:20	01:20	1	322
28/01/21	19:00	21:25	02:25	2	342
09/03/21	19:00	20:15	01:15	1	62
07/06/21	19:30	20:50	01:20	1	84
16/09/21	19:30	21:30	02:00	3	180
09/12/21	19:30	21:10	01:40	2	76
20/01/22	20:15	21:45	01:30	3	70
Average			01:49	3.3	167
Total			40:05:00	69	3516

- 4.2. Members considered 69 reports – totalling more than three thousand pages of reading, reporting and analysis.
- 4.3. The Committee’s latest finish was in September 2019 – following extended discussions on the issues of: budget cuts; resident engagement in housing development; the Syrian refugee programme; and out-of-borough temporary accommodation.
- 4.4. The Committee made 5 referrals to Mayor and Cabinet. See appendix C – for a full list of the Committee’s referrals.
- 4.5. Over the course of the administration the Committee had two chairs – Councillor Susan Wise (2018-19) and Councillor Peter Bernards (2019-22)
- 4.6. The coronavirus pandemic resulted in some disruption the committee meeting cycle in early 2020 – but meetings quickly moved online – and subsequently into a ‘hybrid’ format, with some members attending remotely and some in person.
- 4.7. In the last year of the administration, the scrutiny process was modified as part of the response to the [Local Democracy Review](#). This resulted in the creation of ‘task and finish groups’ to carry out in-depth scrutiny – and a reduction in the frequency of formal committee meetings.
- 4.8. Nonetheless, the Committee has looked at a number of issues in depth over the course of 2018-22, including:
- 4.9. *Implementation of the Homelessness Reduction Act – 2018-2022*
- 4.10. *Resident engagement in housing development – 2019-2022*
- 4.11. *Out of borough temporary accommodation placements – 2018-2022*
- 4.12. *Social housing allocations policy and overcrowding – 2020-2021*
- 4.13. *No recourse to public funds 2019-2020*
- 4.14. *Lewisham Homes’ repairs service – 2021-2022*

5. Planning for the next administration

- 5.1. A work programme report will be put forward at the first Housing Select Committee meeting of 2022-23. The report will take account of the Committee’s previous work and will draw on a range of sources for ideas and suggestions, including:
 - items suggested by the Committee in the course of the previous year
 - items suggested by Council officers
 - issues arising as a result of previous scrutiny
 - those items that the select committee is required to consider by virtue of its terms of reference
- 5.2. The new Committee will also need to give consideration to decisions due to be made by Mayor and Cabinet.
- 5.3. Members are asked to put forward suggestions for the Committee to consider in 2022-23 – having regard to the scrutiny prioritisation process:

Scrutiny work programme – prioritisation process



6. Financial implications

- 6.1. There are no financial implications arising as a result of the implementation of the recommendations in this report.

7. Legal implications

- 7.1. 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.

8. Equalities implications

- 8.1. The [Equality Act 2010](#) (The Act) legally protects people from discrimination in the workplace and in wider society. It replaced the previous anti-discrimination laws with a single act, making the law easier to understand and strengthen protection in certain situations. 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.
- 8.2. The Act also imposes a public sector equality duty. This means that in public bodies, of which this Council is designated, they must consider all individuals in carrying out their

day-to-day work when shaping policy, in delivering services and in relation to their own employees. It also requires public bodies to:

- Have due regard to the need to eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

8.3. The Council recognises diversity is one of its strengths and is committed to creating a more inclusive community. Therefore, having due regard to the Act, is confirmation of the Council's commitment to eliminating all forms of discrimination against any group within the community and to actively promote an equality of opportunity and positive community partnership.

8.4. The delivery of the Council's equalities objectives is to be achieved through the delivery of all of the Council's strategies, plans and procedures. As such, all select committees and other scrutiny bodies, when planning their work and scrutinising items, bear in mind the delivery of the Council's equality objectives.

8.5. Scrutiny tries to make sure that its work reflects the diversity of Lewisham's communities and that the views of residents are fairly represented in scrutiny processes. Any recommendations arising from scrutiny work support the Council's corporate strategy and reflect the needs of local residents

9. Climate change and environmental implications

9.1. There are no direct climate change or environmental implications arising from the implementation of the recommendation in this report. However, in February 2019 Lewisham Council declared a Climate Emergency and proposed a target to make the borough carbon neutral by 2030. Items on the work programme will have climate change and environmental implications and all reports considered by the Committee should acknowledge this.

9.2. At the Overview and Scrutiny Committee meeting held on 30 November 2021, it was recommended that each select committee should appoint a climate change champion to ensure that (a) the annual work programme takes climate change matters into account; and (b) officers are given appropriate steers in relation to the reports for specific items, to ensure they include relevant climate change considerations. The Committee considered this recommendation at its meeting in January 2022 and appointed Cllr Leo Gibbons to this important role.

10. Crime and disorder implications

10.1. There are no crime and disorder implications arising from the implementation of the recommendations in this report.

11. Health and wellbeing implications

11.1. There are no health and wellbeing implications arising as a result of the implementation of the recommendations in this report.

12. Background papers

12.1. Full details of the committee's agendas, decisions and minutes on the Council's website [link to the committee pages on the Council's website](#). Meeting dates:

13. Glossary

13.1. [Link to Oxford English Dictionary here.](#)

Term	Definition
Municipal year	A term used in local government to describe the period between annual general meetings of the Council (typically May to April the following year).

14. Report author and contact

14.1. If you have any questions about this report please contact John Bardens (Scrutiny Manager) john.bardens@lewisham.gov.uk (020 8314 9976)

15. Appendices

- Appendix A –select committee terms of reference
- Appendix B – completed select committee work programmes 2018-22
- Appendix C – select committee referrals to Mayor and Cabinet 2018-22

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 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:

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:

- a) review and scrutinise decisions made or other action taken in connection with the discharge of the Council of its housing function
- b) make reports or recommendations to the authority and/or Mayor and Cabinet with respect to the discharge of these functions
- c) make recommendations to the authority and/or Mayor and Cabinet proposals for housing policy
- d) 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
- e) to establish links with housing providers in the borough which are concerned with the provision of social housing

Appendix B – completed work programmes 2018-22

Work programme 2018-19

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

Housing Select Committee work programme 2018/19

Programme of work

Work item	Type of item	Priority	Strategic priority	Delivery deadline	05-Jul	18-Sep	31-Oct	17-Dec	31-Jan	06-Mar
Lewisham Future Programme	Standard item	High	CP8	Ongoing			Savings			
New Homes Programme	Standard item	Low	CP8	Ongoing						
Election of the Chair and Vice-Chair	Constitutional req	N/A	CP8	Jul						
Committee work programme 2018/19	Constitutional req	High	CP8	Jul						
Housing in Lewisham overview	Standard item	Low	CP8	Jul						
Lewisham Homes	Performance monitoring	Low	CP8	Jul	Annual report & business plan					
Brookley PFI	Performance monitoring	Low	CP8	Jul	Annual report & business plan					
Milford towers leasing arrangements	Standard item	High	CP8	Jul						
Landlord licensing	Standard item	High	CP8	Sep						
Capital Letters – Collaborative Plan London Accommodation Procurement Initiative	Standard item	High	CP8	Sep						
Engaging residents on estate redevelopments	Standard item	Medium	CP8	Sep						
Building Council Homes for Londoners. Lewisham funding bid	Standard item	Medium	CP8	Sep						
Lewisham Homes business plan	Standard item	Medium	CP8	Oct						
Lewisham Local Plan	Standard item	Medium	CP8	Oct						
Housing Assistance Policy refresh	Standard item	Medium	CP8	Oct						
Lewisham HMO Review and Evidence Paper	Performance monitoring	Medium	CP8	Dec						
Fire safety in tall buildings	Performance monitoring	Medium	CP8	Dec						
Homelessness Reduction Act progress update	Performance monitoring	Medium	CP8	Dec						
Housing delivery models review update	Standard item	Medium	CP8	Dec				Update		
Lewisham Homelessness Forum	Standard item	Medium	CP8	Jan						
Proposed rent and service charge increases	Standard item	Medium	CP8	Jan						
Housing strategy update	Standard item	High	CP8	Mar						
Proposals for private rented sector licensing in Lewisham	Standard item	High	CP8	Mar						
Annual lettings plan	Standard item	Low	CP8	Mar						

Work programme 2019-20

Housing Select Committee work programme 2019/20

Work item	Type of item	Priority	Delivery	01-May	04-Jun	10-Jul	18-Sep	30-Oct	16-Dec	30-Jan	12-Mar
Budget cuts preparalr	Standard item	High	Ongoing	Shaded	Shaded	Shaded	Shaded	Shaded	Shaded	Shaded	Shaded
Confirmation of Chair and Vice Chair	Constitutional req	High	Apr	Shaded							
Work programme 2019-20	Constitutional req	High	Apr	Shaded							
Lewisham Homes annual business plan	Standard item	High	Apr	Shaded							
New Homes Programme update	Information item	High	Apr	Shaded		Shaded		Shaded		Shaded	
Resident engagement in housing development	In-depth review	High	Dec		Shaded		Shaded	Shaded		Shaded	
Lewisham Homes Acquisitions Programme	Performance monitoring	High	Jun		Shaded						
Lewisham Homes annual report	Performance monitoring	High	Jun		Shaded						
Brackley PFI annual report and business plan	Performance monitoring	High	Jun		Shaded						
New Homes Programme update	Standard item	High	Jul			Shaded					
Private rented sector licensing: consultation update	Standard item	High	Jul			Shaded					
Effects of housing people out of the borough	Performance monitoring	High	Sep				Shaded				
Independent review of the Syrian Refugee Programme	Standard item	High	Sep				Shaded				
Response to the borough-wide licensing consultation	Policy development	High	Sep				Shaded				
No Recourse to Public Funds (NRPF) review	Performance monitoring	High	Sep					Shaded			
Lewisham Housing Strategy	Policy development	High	Dec						Shaded		
Housing and mental health review update	Performance monitoring	High	Dec						Shaded		
Overcrowding	Standard item	High	Jan							Shaded	
Rent and service charge increases	Standard item	High	Jan							Shaded	
Lewisham Homes business plan	Performance monitoring	High	Mar								Shaded
Homelessness Reduction Act progress update	Performance monitoring	High	Mar								Shaded
Annual letting plan	Standard item	High	Mar								Shaded

Housing Select Committee work programme 2020/21 - work programme

Item	Type	Priority	Delivery	15-Sep	18-Nov	28-Jan	09-Mar
Confirmation of Chair and Vice Chair	Constitutional req	CP2	Sep				
Financial stabilisation - budget update and medium term plan	Standard item	CP2	Sep				
The Impact of COVID-19 on Housing	Standard item	CP2	Sep				
Housing Strategy 2020-26 and Homelessness and Rough Sleeping Strategy 2020-22	Standard item	CP2	Sep				
Work programme 2020-21	Constitutional req	CP2	Sep				
Budget cuts proposals	Standard item	CP2	Nov				
Overcrowding referral	M&C response	CP2	Nov				
Allocations policy	Standard item	CP2	Nov				
Homelessness	Standard item	CP2	Jan				
Shared ownership	Standard item	CP2	Jan				
Fire safety	Performance monitoring	CP2	Mar				
Lewisham Homes business plan	Standard item	CP2	Mar				

Housing Select Committee work programme 2021/22

Item	Type	Priority	Delivery	07-Jun	16-Sep	09-Dec	20-Jan	10-Mar
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					
Rent and service charge increases	Standard item	CP2	Nov					
Support to families with children in education impacted by homelessness	Standard item	CP2	Nov					
Lewisham Homes repairs	Standard item	CP2	Jan					
Shared ownership	Standard item	CP2	Jan					
Location Priority Policy	Standard item	CP2	Jan					
Progress update on housing and homelessness strategies	Standard item	CP2	March					
Ethical lettings	Standard item	CP2	March					

Appendix C – referrals to Mayor and Cabinet 2018-22

Over the course of 2018-22 the Committee made 5 referrals to Mayor and Cabinet:

Lewisham Homes repairs – 20 Jan 2022

<https://councilmeetings.lewisham.gov.uk/ieListDocuments.aspx?CId=135&MId=6520&Ver=4>

Budget cuts – 18 Nov 2020

<https://councilmeetings.lewisham.gov.uk/ieListDocuments.aspx?CId=135&MId=6308&Ver=4>

Resident engagement in housing development – 30 Jan 2020

<https://councilmeetings.lewisham.gov.uk/ieListDocuments.aspx?CId=135&MId=5592&Ver=4>

Overcrowding – 30 Jan 2020

<https://councilmeetings.lewisham.gov.uk/ieListDocuments.aspx?CId=135&MId=5592&Ver=4>

Private rented sector licensing – 6 Mar 2019

<https://councilmeetings.lewisham.gov.uk/ieListDocuments.aspx?CId=135&MId=5205&Ver=4>

Appendix D – The Big Issue Campaign to Stop Mass Homelessness

The *Big Issue Campaign to Stop Mass Homelessness* is petition to Government launched in July 2021.

The following information is taken from the Big Issue website and petition page to provide further information:



Stop Mass Homelessness: our nine-point plan explained

01. Pay off £360m in rent arrears

With one in eight renters currently in debt to their landlord, the economic shock of Covid is hitting many hard. One campaign that is hoping to make a difference is Generation Rent's aim to end the rent debt crisis via means-tested grants. "The number of private renters getting Universal Credit has doubled since the start of the pandemic, and the level of support it provides is not enough to cover the rent," said Generation Rent's director Alicia Kennedy. "That means people getting behind on rent and at risk of eviction. Even if their income recovers, it will be impossible to pay off all this debt while staying on top of other bills. The government must step in and clear this rent debt and let renters get on with their lives. Otherwise society will pay a higher price through a homelessness crisis."

02. Suspend no-fault evictions until a Renters' Reform Act is passed

With so many people struggling to pay their bills, there could be an avalanche of evictions. We need to protect those whose income has been temporarily hit to make sure that steps being taken in the short term don't have a damaging long-term impact. The Westminster government promised to scrap no-fault evictions – where landlords can end a tenancy without giving a reason – in 2019, but they are yet to make it law. Delivering that promise is needed now more than ever.

03. Make permanent the £20 Universal Credit uplift

Anti-poverty experts welcomed a £20 weekly increase in payments for those claiming Universal Credit and Working Tax Credits, introduced at the start of lockdown last year. It was initially expected to end in April this year, but at the spring Budget Chancellor Rishi Sunak extended the increase until September. If the increase is taken away, it would mean that 6.2 million families could face a £1,040 cut to their annual income, just as furlough is also due to finish. According to the Joseph Rowntree Foundation it would result in another half a million – including 200,000 children – pushed into poverty. It will disproportionately affect single parents, BAME families and households including a person who is disabled. The move already has cross-party support, with six former Work and Pension Secretaries, including Universal Credit mastermind Iain Duncan Smith, writing a joint open letter this month urging Boris Johnson not to phase out the increase. This could be the first time we agree on something.

04. Improve access to Discretionary Housing Payment and unfreeze Local Housing Allowance

[Discretionary Housing Payments](#) can be used by local authorities to provide more support to cover the cost of housing for people on Universal Credit or housing benefits. But more people need to know about them. If, as anticipated, large numbers of additional households present with debts built up during the pandemic, further funding for the scheme will be needed to prevent adding to the number of homeless individuals and families. Housing benefits are calculated using a Local Housing Allowance. In theory, this allows the amount paid by a council to support someone on housing benefit to vary depending on the local housing market. The problem is the Chancellor has frozen the rates. As rents increase and many earnings decrease, there is no flexibility in the support. This saves the Treasury money, but means the majority of private rented properties will be out of reach to anybody reliant on benefits.

05. A Future Generations Act to end short-term thinking in government policy

Tackling the big issues both the UK and the world are facing, such as the climate crisis and housing, requires long-term thinking that is at odds with the five-year election cycle we have. That's where the Future Generations Bill comes in. Decisions made by the politicians in power right now will have huge consequences not only for society today but also for the generations that follow. Big Issue founder John Bird's Wellbeing of Future Generations Bill recently had its second reading in the House of Lords and needs to be made law to ensure future generations are considered in policy plans.

06. Expand social housing and encourage innovative ways to increase housing stock

The 2021 Crisis Homelessness Monitor claimed that the best way to reduce homelessness long-term is a large expansion of housing supply – including, of course, an increase in social housing. Supply of social housing stock has fallen over the decades. We need housing policy built with those at the bottom of the housing ladder in mind. It is also a time for innovative thinking. Filling empty properties, repurposing existing buildings, making sure standards are kept high. New-builds, as well as being affordable, must be environmentally sustainable. Building more homes can also help reduce the costs of living – if they are built in an energy-efficient way. There is no point in people having a home that they can't afford to heat and ending up in fuel poverty.

07. Improve support for financial literacy education

A home for everyone is vital, being able to stay there depends on managing household budgets and bills. However research has shown that almost half of the UK population lacks basic financial literacy. The stress this causes also has negative consequences for people's physical and mental health. While schools have a role to play, it's adults who can have most difficulty accessing and understanding the information they need. Organisations such as The Money Charity offer financial literacy training, but other than that, help can be difficult to find.

08. Increase support for ethical property and letting firms

Housing is a human right but the current property market allows rogue landlords and letting agents to thrive. Debates about the benefits of landlord registers – like the one in operation in Scotland – continue, but more could be done to reward good practice. Government could provide more support for social purpose letting agencies that aim to improve conditions for tenants and support them as much as possible to maintain their housing. Homes for Good is a leading example of this kind of work and is being supported by our social investment arm Big Issue Invest.

09. Invest to create new green jobs

Creating sustainable jobs for people is the best way to guarantee financial security in the future. Research from Green New Deal UK found that £68bn of investment would generate 1.2 million jobs in the next two years.

Pledge your support for the campaign to stop mass homelessness by signing our petition here: bigissue.com/stop-mass-homelessness

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