



Housing Select Committee

17 November 2022

Future of Housing Managed by Lewisham Homes

Engagement Programme

- Engagement activities taken place in every ward across the borough with housing stock between August – early October
- Drop-in sessions were held by the external organisation overseeing the consultation to support residents with filling out the survey between 22-24th September
- Residents were also contacted by telephone and face-to-face to encourage responses to the survey and assist residents
- Council officers have also met with
 - Leaseholder forum
 - TRA Chairs
 - Resident Scrutiny Committee
 - Independent Living quarterly meetings

Results for the ‘test of opinion’ question

Question: Do you support the proposal to bring housing management services into direct management by Lewisham Council?

	Yes	No	Don't know
Tenants	71%	7%	22%
Leaseholders	69%	5%	26%
Total	71%	6%	23%

Response Rate

	Tenant	Leaseholder	Total
Total number of residents	11,879	5,310	17,189
Number of responses	2,617	1,046	3,663
% of total population	22%	20%	21%

- For comparison, the response rate to similar consultations in Hackney was 18%, Brent 20% and Haringey 7%.

Geographic Variance

Ward	Sample %	Response Rate Achieved %	Variance %
Bellingham	2%	2%	
Blackheath	11%	11%	
Brockley	3%	3%	
Catford South	0%	0%	
Crofton Park	1%	1%	
Deptford	17%	17%	
Evelyn	14%	14%	
Forest Hill	5%	5%	
Hither Green	2%	2%	
Ladywell	2%	1%	-1%
Lee Green	3%	3%	
Lewisham Central	1%	1%	
New Cross Gate	6%	7%	1%
Perry Vale	7%	7%	
Rushey Green	2%	2%	
Sydenham	10%	11%	1%
Telegraph Hill	13%	13%	
Grand Total	100%	100%	

Demographic Variance

	Sample %	Response Rate Achieved %	Variance %
Disability			
No	88%	86%	-2%
Yes	12%	14%	2%
Grand Total	100%	100%	

	Sample %	Response Rate Achieved %	Variance %
Ethnicity			
Asian/Asian British	6%	5%	-1%
Black/Black British	43%	44%	1%
Mixed/Multiple ethnic groups	5%	4%	-1%
Other ethnic group	4%	4%	
Refused/blank	12%	10%	-2%
White/White British	31%	33%	2%
Grand Total	100%	100%	

	Sample %	Response Rate Achieved %	Variance %
Age band			
16-34	10%	7%	-3%
35-54	40%	33%	-7%
55-74	38%	44%	5%
75+	11%	15%	4%
Refused/blank	1%	1%	
Grand Total	100%	100%	

Why was the proposed change supported?

- Appetite for housing services to improve and be delivered more efficiently
- Key priorities for tenants:
 - Repairs carried out promptly and 'right first time'
 - Improvements to homes
- Key priority for leaseholders:
 - Providing value for money
 - Calls and correspondence responded to promptly
 - Communal spaces well maintained

Cost-benefit Analysis

- The scope of the cost-benefit analysis only includes any costs or savings associated with the transfer of the housing management services
- Immediate savings would be made through the changes to governance structures and no longer servicing Lewisham Homes' board
- There will be opportunities to rationalise shared services and make savings through integrating with existing council services
- Costs would be incurred to transfer services and responsibilities – particularly legal, HR and project management requirements
- Any costs associated with rebranding could be minimised and align with existing programmes of renewal and procurement of uniforms, signage and vehicles

Next Steps

- The paper will go to M&C on 7 December
- If recommendations approved:
 - Trigger negotiation to end management agreement
 - Develop programme, with Lewisham Homes, to transfer the services which will balance the need for pace with the need for ensuring continuity of services and ensuring Council ready to receive additional staff
 - Work with Lewisham Homes Board and management team to ensure minimum disruption
 - Develop governance/resident involvement to meet new consumer standards and work with Council
 - Develop new housing leadership structure within Council



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