

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. 	
	<p>Ensuring appropriate solutions are available for people fleeing domestic abuse</p>	<p>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.</p>	<p>Ongoing</p>
	<p>Supporting rough sleepers to access services and accommodation</p>	<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 	<p>Ongoing</p>

		<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 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	<p>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.</p> <p>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.</p>	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

