

## HOUSING SCRUTINY SUB-COMMITTEE SECOND DISPATCH

**Date:** Tuesday 1 March 2022

**Time:** 7.00 pm

**Venue:** Room THB-06, Town Hall, Lambeth Town Hall, Brixton Hill, London SW2 1RW\*

\*In line with legislation and continuing Covid-19 precautions, committee members will attend the meeting in person at Lambeth Town Hall, with members of the public and press, visiting members and officers invited to attend virtually. Instructions overleaf.

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### Members of the Committee

Councillor Mary Atkins (Chair), Councillor Rezina Chowdhury, Councillor Pete Elliott, Councillor Paul Gadsby, Councillor Emma Nye and Councillor Clair Wilcox

### Substitute Members

Councillor Becca Thackray

### Further Information

If you require any further information or have any queries please contact:  
David Rose, Telephone: 020 7926 1037; Email: [drose@lambeth.gov.uk](mailto:drose@lambeth.gov.uk)

**Published on:** Tuesday 22 February 2022

### Queries on reports

Please contact report authors prior to the meeting if you have questions on the reports or wish to inspect the background documents used. The contact details of the report author are shown on the front page of each report.

## **How to access the meeting**

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Reflecting current [government guidance](#) to help prevent the spread of Covid-19, members of the public, visiting Members and officers are invited to attend virtually. If you wish to attend the meeting in person, public access can be made available for limited numbers, but please contact Democratic Services (details on the front sheet of the agenda or [Democracy@lambeth.gov.uk](mailto:Democracy@lambeth.gov.uk)) before the meeting so that arrangements can be made.

## **For Members of the Public**

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Members of the public wishing to make representations at this meeting must inform Democratic Services (see front page for contact details) by 12pm on Monday 28 February 2022.

## **For Members of the Committee**

In line with legislation, committee members will attend the meeting in person at Lambeth Town Hall.

## **For elected Members of the Council**

Councillors who are not members of the Committee but wish to attend the meeting must inform Democratic Services by 12pm on Monday 28 February 2022. Upon doing so they will be invited to attend the meeting virtually.

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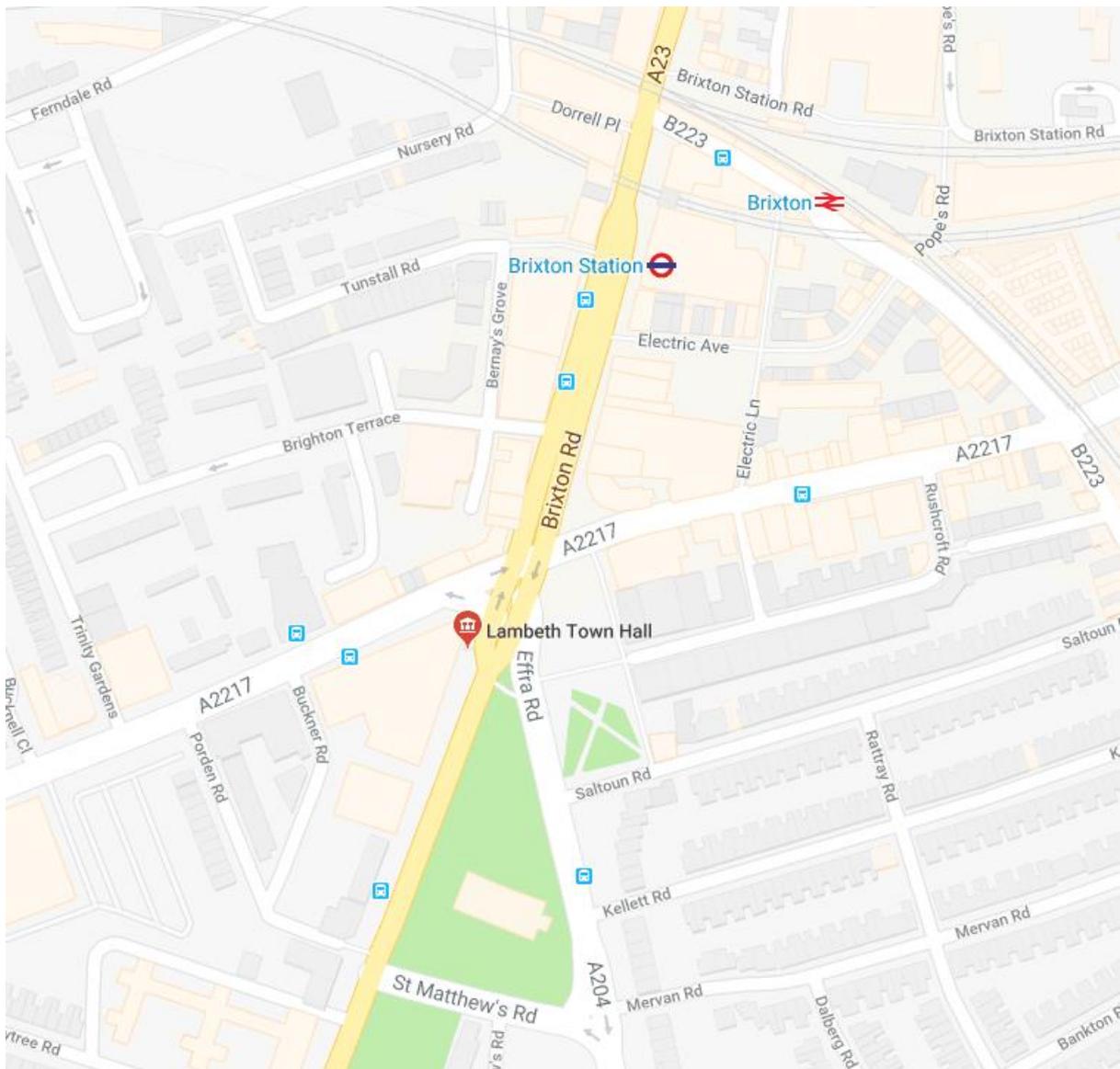
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Please contact Democratic Services for further information – 020 7926 2170 or the number on the front page.

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## AGENDA

PLEASE NOTE THAT THE ORDER OF THE AGENDA MAY BE CHANGED AT THE MEETING

	<b>Page Nos.</b>
<b>5</b> <b>Estate Services Improvement Action Plan</b> (All wards)	<b>1 - 14</b>
 <b>Report authorised by:</b> Bayo Dosunmu: Strategic Director for Resident Services	
 <b>Contact for enquiries:</b> Linda Elliott, Head of Estate Services, 020 7926 1878, <a href="mailto:l Elliott@lambeth.gov.uk">l Elliott@lambeth.gov.uk</a>	



## HOUSING SCRUTINY SUB-COMMITTEE 01 MARCH 2022

**Report title:** Estate Services Improvement Plan

**Wards:** All

**Portfolio:** Cabinet Member for Housing and Homelessness: Councillor Maria Kay

**Report Authorised by:** Neil Euesden, Director for Housing.

**Contact for enquiries:** Linda Elliott, Head of Estate Services, 020 7926 1878,  
[l Elliott@lambeth.gov.uk](mailto:l Elliott@lambeth.gov.uk)

### REPORT SUMMARY

This is the estate improvement plan for 2022-2023. It details work we are doing to ensure that we reach our KPI for resident satisfaction for estate cleaning and grounds maintenance. It also presents an overview of the key projects that contribute to our aspiration to make Lambeth estates great places to live and work.

### FINANCE SUMMARY

All of the actions within the Improvement Plan are to be funded from existing approval budgets and there are no additional financial implications arising from the recommendations of this report.

### RECOMMENDATIONS

1. To note and provide comment on the Estate Service Improvement Plan 2022.
2. To discuss a proactive and robust monitoring and planning regime for Lambeth estates.

### SPECIAL CIRCUMSTANCES JUSTIFYING URGENT CONSIDERATION

The Chair is of the opinion that although this report had not been available for at least five clear days before the meeting, nonetheless it should be considered now as a matter of urgency because this item of business was requested by the Sub-Committee and this is the last available meeting of the municipal year.

## **1. CONTEXT**

- 1.1 There have been a number of changes in the way services are provided on Lambeth Housing Estates:
  - a. Our grounds maintenance service is now carried out by Lambeth Landscapes;
  - b. Internal cleaning is provided by a block cleaning and concierge contract with Pinnacle; and,
  - c. External cleaning now forms part of the SERCO boroughwide waste and street cleaning contract. The contract is managed through Environment team but Housing have a key role to play to ensure that services in estates meet the standards expected.
- 1.2 The attached Estate Improvement Plan seeks to pull in all of the main contracts and SLAs affecting housing estates into one comprehensive plan that drives up satisfaction with services and standards on housing estates.
- 1.3 It also looks at other services that are provided on estates which affect satisfaction with our services, and includes reference to key projects across individual and groups of estates which will impact the quality of services and demonstrate to residents that we are investing in our estates.

## **2. PROPOSAL AND REASONS**

- 2.1 This report is provided to accompany the Estates Services Improvement Plan 2022
- 2.2 The Estates Services Plan is a comprehensive plan to address areas, of strength, areas where service improvement is required and projects that will have a positive affect on estates and satisfaction levels
- 2.3 We understand that enhanced cleaning or improved grounds maintenance are insufficient to drive up satisfaction. We are looking to drive up standards through better cleaning or gm but also by looking at assets such as a block or an estate through the eyes of the residents and stating what is needed to make that block or estate a great place to live. So we have included CCTV, play facilities, block communal repairs and pest control.
- 2.4 Where projects and funding already exist such as Claremont East Estate we will look to ensure that we cover a range of environmental improvements that will improve well being and satisfaction on the estates
- 2.5 We have also included steps we are taking to monitor our estates and drive up performance. This will include the development of estate improvement plans which take a holistic view of the estate and incorporate all factors that could influence satisfaction,
- 2.6 Timescales for this report are included in the plan. These enable the report to be scrutinised

## **3. FINANCE**

- 3.1 This report and the accompanying strategy bring together existing activities and plans into a single Estate Service Improvement Plan and is within existing approved budgets.
- 3.2 There are no additional financial commitments arising from the recommendations of this report.

#### **4. LEGAL AND DEMOCRACY**

- 4.1 Section 105 of the Housing Act 1985 requires the council to have arrangements as it considers appropriate to enable those of its secure tenants who are in its opinion likely to be substantially affected by a matter of housing management to be informed of the proposals and make their views known. A matter is one of housing management if it relates to the management, maintenance, improvement of dwelling-houses or the provision of services or amenities in connection with such dwelling-houses. There are no equivalent consultation provisions in respect of leaseholders, but in the event there is any recharge to leaseholders for the works to the building and or estate, for works or services under a qualifying long term agreement, the council will need to comply with the consultation requirements of section 20 of the Landlord and Tenant Act 1985 and the Service Charges (Consultation Requirements)(England) Regulations 2003.
- 4.2 Section 149 of the Equality Act 2010 requires the Council in the exercise of its functions to have due regard to the need to:
- a. eliminate discrimination, harassment, victimisation and other form of conduct prohibited under the act; and,
  - b. to advance equality of opportunity and to foster good relations between persons who share a relevant protected characteristic (age, disability, gender re-assignment, pregnancy and maternity, race, religion and belief, sex, and sexual orientation) and persons who do not share it.
- 4.3 Having regard to the need to advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share it involves having due regard, in particular, to the need to:
- a. remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
  - b. take steps to meet the needs of the persons who share that characteristic that are different from the needs of persons who do not share it; and,
  - c. encourage persons of the relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- 4.4 Compliance with the above public sector equality duties may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under the Act.
- 4.5 The Equality Duty must be complied with before and at the time that a particular policy is under consideration or decision is taken – that is, in the development of policy options, and in making a final decision. A public body cannot satisfy the Equality Duty by justifying a decision after it has been taken. An Equality Impact Assessment has been made reviewed and updated as discussed in paragraph 7 below.
- 4.6 There were no further comments from Democratic Services.

#### **5. CONSULTATION AND CO-PRODUCTION**

- 5.1 In making decisions and co-producing services, engagement is key. This section enables the consultation that has been undertaken to be highlighted. Include a summary of the views received from external and/or internal consultation.
- 5.2 The overall plan has not gone out to wider consultation for the following reasons

- a. Individual parts of it have been discussed through a series of residents events, consultation by newsletter and email consultation. Residents on specific estates have been consulted on plans that affect the estate that they live on.
- b. For larger projects such as Claremont there have been a series of resident meetings. The details of these meetings have already been included when gaining the necessary authorisation to proceed with the project.
- c. The improvements to biodiversity are jointly led with Parks team and are produced as a result of on site meetings with residents. Ward councillors will also be updated. Additionally, we hold quarterly cross borough gardening forums to a wide group of committed gardeners, and groups such as Open Orchard and Incredible Edible Lambeth.

## 6. RISK MANAGEMENT

6.1 The below table details potential risks associated with the Estate Improvement Action Plan.

**Table 1 – Risk Register**

Item	Risk	Likelihood	Impact	Score	Control Measures
1	That changing the pruning or cutting regime may lead to more complaints and reduction in satisfaction	3	2	6	Estate newsletters and signage explaining climate change will be provided to reduce the likelihood. Housing staff to receive biodiversity training to mitigate the complaints
2	That there will be leaseholder challenge	3	2	6	A less evere gardening regime is no less expensive as it requires more frequent visits. Explanations will be given when challenged
3	That EV procurement will be affected by the availability of grants	2	2	4	We are working with the transport strategy team to ensure that estates are part of the wider EV procurement
4	That contractors will not be able to deliver the cleaning improvements	2	4	8	A robust monitoring regime will ensure that satisfaction will improve
5	That there will be delays in delivery of the projects	3	2	6	We are working collaboratively with known contractors to deliver the proposals. We have been successful so far.  We have allowed for flexibility within our timescales

**Key**

<b>Likelihood</b>	Very Likely = 4	Likely = 3	Unlikely = 2	Very Unlikely = 1
<b>Impact</b>	Major = 8	Serious = 4	Significant = 2	Minor = 1

## 7. EQUALITIES IMPACT ASSESSMENT

- 7.1 AN EIA has not been completed for this report as all recommendations are part of business as usual or projects that have already been through the approval process. This report seeks to pull all estate services actions together in a comprehensive action report.

## 8. COMMUNITY SAFETY

- 8.1 Not applicable.

## 9. ORGANISATIONAL IMPLICATIONS

### Environmental

- 9.1 All recommendations within the report have been put together to contribute to Lambeth's climate change agenda. Individual items such as EV projects will form part of Lambeth's overall strategy but through this report we are looking to ensure that climate change is at the heart of what we do. We will improve air quality through tree planting and the introduction of hedgerows. All our projects are glyphosate free. Our EV work will tie in with the council's transport strategy. This report ensures that Lambeth's estates are included in the wider strategies for climate change, improving air quality and improving biodiversity

### Health

- 9.2 Parts of the reported actions will have a direct effect on the wellbeing and health of residents. Improved green spaces, cleaner and better maintained areas will positively impact the health of residents

### Corporate Parenting

- 9.3 Not applicable.

### Staffing and accommodation

- 9.4 Not applicable.

### Responsible Procurement

- 9.5 Not applicable.

## 10. TIMETABLE FOR IMPLEMENTATION

- 10.1 Not applicable.

**AUDIT TRAIL**

<b>Name and Position/Title</b>	<b>Lambeth Directorate</b>	<b>Date Sent</b>	<b>Date Received</b>	<b>Comments in paragraph:</b>
Councillor Maria Kay	Cabinet Member for Housing and Homelessness			
Bayo Dosunmu, Strategic Director	Resident Services			
Neil Euesden, Director of Housing	Resident Services	21.02.22	21.02.22	
Hamant Bharadia, Finance	Finance and Property	21.02.22	22.02.22	
Greg Carson, Legal Services	Legal and Governance	21.02.22	22.02.22	
David Rose, Democratic Services	Legal and Governance	14.02.22	22.02.22	

**REPORT HISTORY**

<b>Original discussion with Cabinet Member</b>	Ongoing
<b>Report deadline</b>	16.02.22
<b>Date final report sent</b>	22.02.22
<b>Part II Exempt from Disclosure/confidential accompanying report?</b>	No
<b>Key decision report</b>	No
<b>Date first appeared on forward plan</b>	N/A
<b>Key decision reasons</b>	N/A
<b>Background information</b>	N/A
<b>Appendices</b>	Appendix 1 – Estate Services Improvement Plan

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
<b>1.</b>	<b>Estate Cleaning</b>					
1.1	To raise satisfaction on estates. Performance is currently at 63.5 against a target of 70%.  External Cleaning	<ul style="list-style-type: none"> <li>Carry out a thorough inspection of 50 sites to check customer satisfaction perception against officer grading. This will be repeated at the start of March to check for improvements.</li> </ul>	Contract Managers/ NHOs		January-March 22	The areas of concern are external hard surfaces 21/47 failure rate, play areas 9/22 failure rate refuse areas 8/31 failure .  Many issues with leaves and moss. Officer perception is broadly in line with residents satisfaction and has identified a number of failures
		<ul style="list-style-type: none"> <li>Asking for improvement plans on low performing estates</li> </ul>	Contract Managers/ NHOs		February 22	Improvements requested but team have requested changes to format
		<ul style="list-style-type: none"> <li>Better recording on photobook to be more challenging with our inspections</li> </ul>	Contract Managers/ NHOs		March 22	Has started but some training needs and adjustments required
		<ul style="list-style-type: none"> <li>More regular walkabouts</li> </ul>	Contract Managers/ NHOs		ongoing	Programme has been developed
		<ul style="list-style-type: none"> <li>Recording failures on Whitespace</li> </ul>	Contract Managers/ NHOs		ongoing	Still teething issues but in progress
		<ul style="list-style-type: none"> <li>Insisting on schedules for weeding, moss clearance and drain cleaning. These have yet to be received</li> </ul>	Contract Managers/ NHOs		February 22	Still not received in an acceptable format
		<ul style="list-style-type: none"> <li>Working with colleague in Environment</li> </ul>	Contract Managers/ NHOs		ongoing	Fortnightly meetings held

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
1.2	<b>Internal Cleaning</b>	<ul style="list-style-type: none"> <li>Issuing failure notices</li> </ul>	Contract Managers/ NHOs		ongoing	System in place but needs to be more robust and linked to power BI
		<ul style="list-style-type: none"> <li>Carrying out more regular inspections</li> </ul>	Contract Managers/ NHOs		In progress	rate internal stairwell skirting and lifts 2/5 tracks are dirty.
		<ul style="list-style-type: none"> <li>Giving feedback through notices in blocks acknowledging the dissatisfaction and saying how we put it right</li> </ul>	Contract Managers/ NHOs		End of February	Residents who have raised issues through the survey will receive feedback
		<ul style="list-style-type: none"> <li>Improvement plans on low scoring estates that also look at state of the communal repairs in the block.</li> </ul>	Contract Managers/ NHOs		End Of February	To be coordinated with Community Works
		<ul style="list-style-type: none"> <li>Attention to detail, skirting , lift tracks, lights and bannisters</li> </ul>	Contract Managers/ NHOs		ongoing	Improvements to satisfaction being monitored
		<ul style="list-style-type: none"> <li>Robust monitoring</li> </ul>	Contract Managers/ NHOs/ contractor		ongoing	Improvements to satisfaction being monitored
<b>2.0</b>	<b>Grounds Maintenance</b>					
		<ul style="list-style-type: none"> <li>Winter works to cut back shrubs and tidy up hedges and flower beds</li> </ul>	Parks Team		February 22	Completed
		<ul style="list-style-type: none"> <li>Increased mulching to control weeds</li> </ul>	Parks Team		February 22	Completed
		<ul style="list-style-type: none"> <li>Allowing plants to grow horizontally for better ground cover which will control weeds</li> </ul>	Parks Team		February 22	Completed
		<ul style="list-style-type: none"> <li>Estate signage to tell residents why we are allowing the grass to grow longer</li> </ul>	Parks/contract managers		April 22	Signage ordered
		<ul style="list-style-type: none"> <li>Rewilding areas in consultation with residents through the</li> </ul>	Parks Team		June 22	Project plans written

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
		council's biodiversity strategy				
		<ul style="list-style-type: none"> <li>Increased monitoring by contract managers and housing officers</li> </ul>	Contract Managers/ NHOs		February 22	Completed
		<ul style="list-style-type: none"> <li>New planting including trees</li> </ul>	Parks Team		April 22	Plans in place
		<ul style="list-style-type: none"> <li>Better comms with residents through TRA meetings and quarterly gardening forum</li> </ul>	Ian Ross/Linda Elliott		ongoing	Gardening Forums are held quarterly with guest speakers and lively exchange of information.
<b>3.0</b>	<b>CCTV</b>					
3.1	To identify problematic individuals/capture incidents as/when they occur	<ul style="list-style-type: none"> <li>Utilisation of re deployable cameras through a fair system across all estates</li> <li>Monthly monitoring of use of cameras</li> <li>Additional CCTV</li> </ul>	Linda Elliott/ Lesley Ambler		ongoing	Monthly meeting in place to ensure compliance and to consider all requests for cameras
		<ul style="list-style-type: none"> <li>Refresh all cameras so they are future ready</li> </ul>	Linda Elliott/PPA RS		22-24	Part of Boroughwide camera refresh will see all cameras upgraded. Contract to be let imminently
<b>4.0</b>	<b>Electric Vehicle Charging and Transport Strategy</b>					
4.1	EVC strategy working with overall transport strategy for the council	<ul style="list-style-type: none"> <li>Rollout the installation of EVC's on housing estates, following a pilot in 2021 – where 22 EVC's were installed on 11 estates. The pilot was 75% funded by the Office for Low Vehicle Emission and 25% funded by the Council.</li> </ul>	Linda Elliott Eliot Quinn		Oct 22	Estates are now recognised as part of the overall transport strategy in the council
<b>5.0</b>	<b>Pest Control</b>					
5.1		<ul style="list-style-type: none"> <li>Revise the SLA with Environment and introduce measures to manage the effectiveness of works carried out</li> </ul>	Linda Elliott/ Judith		June 22	Monthly SLA meetings in place

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
			Grant/ Doug Perry			
6.0	<b>Play Strategy</b>					
	Ensure that Lambeth Housing's play areas are fit for purpose, well maintained and improve the health of residents	<ul style="list-style-type: none"> <li>Two contracts in place for monitoring and repair</li> </ul>	Linda Elliott		Aug 22	All play areas are compliant and are low risk
		<ul style="list-style-type: none"> <li>Working with colleagues to deliver football programmes</li> </ul>	Dermot Collins/Linda Elliott			All play areas Programmes in place for Summer
7.0	<b>Estate projects</b>					
7.1	Claremont East – Environmental Improvements	<ul style="list-style-type: none"> <li>Renewal of the roadway – Ringway, term contractor for highways</li> <li>Traffic calming measures</li> <li>New bin stores - DLO</li> <li>Demolition of pram sheds – DLO</li> <li>Renewal repair of fences - DLO</li> <li>Additional landscaping and planting – Grounds Maintenance Team</li> <li>Removal of Japanese Knotweed</li> </ul>	Linda Elliott/ Dan Thomas		Nov 22	Project Group set up Collaboration with Highways and Housing. Budget is 500k
7.2	China Walk – Environmental Improvements	<ul style="list-style-type: none"> <li>Renewed benches Wedgewood House, privet hedges, bollards with lighting, paint railings, Dresden House, installation of cycle storage</li> </ul>	Lesley Ambler		Nov 21	completed
7.3	Myatts Field (Section 106)	<ul style="list-style-type: none"> <li>Improvements to disused and existing garages, improvements to play areas, new gym equipment, additional planting, new refuse facilities with green roof, contribution to Boiler Garden Project</li> </ul>	Lesley Ambler		April 22	Nearly completed.
7.4	Springfield (Pocket Parks)	<ul style="list-style-type: none"> <li>Improvements to trim trail play area near Donnington - new play equipment. Creation of paths</li> <li>Make entrances by Donnington</li> </ul>	Lesley Ambler		June 22	Planning stage

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
		<ul style="list-style-type: none"> <li>accessible - remove steps to Donnington and install ramp</li> <li>Partly remove fence near Lostock and Install ramp</li> </ul>				
7.5	Digital advertising	<ul style="list-style-type: none"> <li>Introduce digital advertising boards on 3 estates, Oaklands, Holderness and Notre Dame</li> <li>Connect with commercial team to generate income stream</li> <li>Look at key messages in housing and environment using boards to reach residents</li> <li>Monitor results</li> </ul>	Linda Elliott/ Rachel Rehling			Planning stage but success measured on access to key messages on recycling
7.6	Electrical Vehicle Charge Points on Estates	<ul style="list-style-type: none"> <li>Rollout the installation of EVC's on housing estates, following a pilot in 2021 – where 22 EVC's were installed on 11 estates. The pilot was 75% funded by the Office for Low Vehicle Emission and 25% funded by the Council.</li> </ul>	Lesley Ambler/ Dan Thomas		April 23	Contractor to be procured jointly with Transport team
7.7	Estate Road survey	<ul style="list-style-type: none"> <li>We have commissioned highways to carry out a survey of all estate roads with a view of outing together a priority list for repairs and renewals. We will be filling in potholes in the meantime</li> </ul>	Dan Thomas/ Linda Elliott		May 22	Programme in place to carry out repairs and road renewals
7.8	St Matthews B road project	<ul style="list-style-type: none"> <li>Introducing suds gardens and biodiverse planting along major roads in the borough including St Matthews</li> </ul>	Helen Firminger			Waiting result of grant application
7.9i	St Matthew Community Garden	<ul style="list-style-type: none"> <li>New community garden installed by our own repairs project team in consultation with residents</li> </ul>	Dan Jeffery		April	With TRA
7.10	Cycle stores	<ul style="list-style-type: none"> <li>New purpose built cycle stores with smart locks</li> <li>Convert available space</li> </ul>	Karreene Brown/ Simon Hannah			4 installed with further sites identified
8.0	<b>Communal Repairs</b>					
8.1	<b>Improve resident perception and</b>	<ul style="list-style-type: none"> <li>Environmental action days to identify estates with communal repairs and</li> </ul>	Merline St Rose/		ongoing	Programme over the summer

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
	<b>satisfaction</b>	complete repairs on the day	Linda Elliott/ Muhem Miah			months
		<ul style="list-style-type: none"> <li>Collaborative improvement plans to include cleaning, gm, play and communal repairs</li> </ul>	Merline St Rose/ Linda Elliott/		March 22	Satisfaction survey
		<ul style="list-style-type: none"> <li>Stock condition survey of estate roads with community works</li> </ul>	Merline/ Linda/ Dan		May 22	Satisfaction survey
		<ul style="list-style-type: none"> <li>Improved action plans for all estates</li> </ul>	Area Teams/ Estate Services		May 22	Satisfaction survey
9.0	<b>Community gardens</b>	•				
9.1	<b>Encourage community gardening to improve health and well being</b>	<ul style="list-style-type: none"> <li>List of all gardens</li> <li>Promotions</li> </ul>	All		ongoing	Advice to be shared through garden group
10.0	<b>Environmental Action Day</b>	•				
10.1	Day of Engagement and action to improve satisfaction on estates	Multiple teams across housing including Lambeth Parks, Pinnacle, Serco, Community Works, project repairs team and area teams will carry out estate improvements as well as engaging with residents on matters such as asb, rent queries and consultation on improvements	Linda Elliott/ Muhem Miah/ Area Teams		ongoing	Successful day on Woodvale, day planned for Tanswell on 17 February 22
11.0	<b>Fibre to Property broadband</b>					
11.1	Maximise access to high speed broadband throughout estates	Install fibre broadband across all estates. Working with suppliers.	Linda Elliott/ Matt Simms		2024	9000 properties can now access broadband. Also free Wi-Fi in perpetuity to community rooms. TRA halls and sheltered unit common room
11.2	Maximise social value	Ensure TRAs and community group	Linda		ngoing	All community spaces have

Ref	OBJECTIVES & KEY ISSUES	ACTIONS	Lead / officers	RAG	Timescale	Control Measures/Comments
	from suppliers	take up the offer of free wifi and training	Elliott/ Matt Simms			been identified for free wi fi in perpetuity. Digital inclusion training will start with sheltered units in March
<b>12.0</b>	<b>St Matthew VAWG</b>					
	Improve safety for women and girls on the border between Rush Common and St Matthews Estate	<ul style="list-style-type: none"> <li>• Luminescent glow in dark paving paint</li> <li>• Lighting improvements to estate entry and car park</li> <li>• Signage to Rush Common</li> <li>• Purpose built estate refuse enclosures notice board</li> </ul>	Linda Elliott		March 22	Part of council's VAWG strategy

- Red = No progress made, work just begun
- Amber = Action started, work ongoing
- Green = Work ongoing and near completion/ Work Completed

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