

HOUSING SCRUTINY SUB-COMMITTEE 2021-22 WORK PROGRAMME

06 July 2021

Item/Topic	Aims/Objectives and recommendations	Lead Officer	Visits	Witnesses	Background information
Homelessness	1. overview of stats for past 3 years with comparable boroughs' stats; housing needs assessment, including joint working between Housing and Children's Services to help cohorts coming out of housing pathways; protocols for those that must leave urgently for domestic violence and other issues	Neil Euesden		•	
Registered Social Landlord (RSL) Joint Working	1. what's possible and what is not	Neil Euesden		•	
Private Rented Sector	1. what controls are we using to work with and raise standards in the sector	Sandra Roebuck		•	

Pre-meet with Lead Officers: week commencing 21.06.21

Draft deadline: 15 June 2021

Final deadline: 23 June 2021

Agenda publication date: 28 June 2021

Work Programming 15.07.21

Briefing reports requested:

- fire safety;
- temporary accommodation;
- resident engagement;
- anti-social behaviour and housing enforcement;
- Community Safety; and,
- Mental Health.

16 November 2021

Item/Topic	Aims/Objectives and recommendations	Lead Officer	Visits	Witnesses	Background information
Empty Homes in the Private Sector	<ol style="list-style-type: none"> 1. Comparison between private and public sectors 2. Metrics – 3 years’ background information and outstanding council tax 3. Identification of empty homes and maximising resources 4. Bringing homes back into use 5. Empty flats above shops 6. Registered social landlords and Council co-working and powers 7. Wider Concerns, e.g., fly-tipping, ASB, homelessness, resident engagement, fire safety, mental health and community safety 	<p>Sandra Roebuck</p> <p>Lisa Pigeon</p> <p>Nigel Lambert</p>	<p>Empty Properties</p> <p>Temporary Accommodation</p>	<ul style="list-style-type: none"> • GLA Deputy Mayor for Housing and Residential Development • Empty homes Network • Homes England • London Housing Panel • Residents 	<p>Survey</p>
Empty Homes in the Public Sector	<ol style="list-style-type: none"> 1. Comparison between private and public sectors 2. Metrics – 3 years’ background information and outstanding council tax 3. Identification of empty homes and maximising resources 4. Bringing homes back into use 5. Empty flats above shops 6. Registered social landlords and Council co-working and powers 7. Wider Concerns, e.g., fly-tipping, ASB, homelessness, resident engagement, fire safety, mental health and community safety 	<p>Neil Euesden</p>	<p>Empty Properties</p> <p>Temporary Accommodation</p>	<ul style="list-style-type: none"> • Capital Letters • Action on Empty homes • Empty Homes • Residents 	<p>Survey</p>
Street Properties and Section 20	<ol style="list-style-type: none"> 1. Street Property Strategy – benefits and challenges, how long been in place and future plans 2. Comparison with neighbouring boroughs 3. Repair strategy in context of street properties – detail processes, issues, number of complaints, 	<p>Neil Euesden</p>	<p>DLO Visit</p> <p>Repairs</p>	<ul style="list-style-type: none"> • TRAs • LEASE - Leasehold advisory service • Residents 	<p>Strategy Performance Indicators</p> <p>Strategy for Repairs</p>

	DLO proposals, responsive repair programme review 4. Leaseholder billing in context of street properties				
Arbitration Panel	1. Processes and comparison to other boroughs 2. Link to repairs and costs of disrepair / disrepair challenges 3. Legal costs in current environment 4. Increasing cases and mitigations, 5. Operation of new contracts, to include under leaseholder discussion	Neil Euesden Bayo Dosunmu	N/A	N/A	

Cabinet Member Briefing: 13.10.21 or 27.10.21

Draft deadline: 26 October 2021

Final deadline: 03 November 2021

Pre-meet with Lead Officers: 04 November 2021

Agenda publication date: 08 November 2021

01 March 2022

Item/Topic	Aims/Objectives and recommendations	Lead Officer	Visits	Witnesses	Background information
Housing Contracts: Responsive Repairs	<ol style="list-style-type: none"> 1. To detail monitoring, performance indicators of the contracts for Wates (south) and Fortem (north). 2. To include lessons learnt from current contracts, including how to address concerns in future contract design. 3. Detail what tenants/council are responsible for, including leaseholders, to improve understanding of these and communication thereof. 	Neil Euesden		• TBC	TBC
Housing Contracts: DLO	<ol style="list-style-type: none"> 1. DLO Contract Update – to include background data and performance metrics; and lessons learnt from previous arrangements/contracts. 	Neil Euesden	DLO Visit	• TBC	TBC
Estate Services Improvement Action Plan	<ol style="list-style-type: none"> 1. Improvement Plan – maintenance (e.g., estate cleaning, grounds maintenance, and update on estate action projects) and process update. 2. To also include concerns on wider issues, e.g., fly-tipping, ASB, homelessness, resident engagement, fire safety, mental health and community safety. 3. To detail new strategic asset partner to carry out range of works including stock conditioning survey (structural concerns of stock – drains, roofs, planned improvements) and employment of strategic partner (information on this contract, future performance indicators, measures etc.). 	Neil Euesden	Estate	• TBC	TBC
Housing Communications and Portal	<ol style="list-style-type: none"> 1. How do people communicate with the Council as regards repairs and bills for leaseholders and tenants? 2. Customer call centre. 4. Portal and home billing using Portal. 	Neil Euesden	Customer Call Centre	• TBC	TBC
Housing Strategy	<ol style="list-style-type: none"> 1. Roadmap of further improvements 	Tom Tyson			

	2. Housing Crisis strategy and solutions – also to include Government’s approach to the private sector and funding 1. ICT investment				
Anti-social behaviour on Estates	1. Background and comparative data – how many cases 2. From a housing perspective, training for housing officers 2. comes into mental health,	Tim Fairhurst Margaret Akiso			

Cabinet Member Briefing: 02.02.22 or 16.02.22

Draft deadline: 08 February 2022

Final deadline: 16 February 2022

Pre-meet with Lead Officers: 17 February 2022

Agenda publication date: 21 February 2022

Issues for potential future scrutiny

The following matters have been identified by Members at previous meetings:

1. Leaseholders
2. Fire Safety – also to include Government’s approach to the private sector and funding
3. Resident Engagement
4. ICT investment – in housing Strategy (01.03.22), potential referral to OSC
5. Building standards – adjustments from Covid, Grenfell, Disabilities, Climate emergency

Issues for potential future Commissions

1. Empty Flats above Shops
2. Housing Benefit
3. Post-Covid demographic changes and moving out of London

Post-Meeting Actions

17 September 2019 (Contracts and Procurement) Overview and Scrutiny Committee

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
Design of Housing Services After 2020	1. That the committee requests a report on lessons learned from the current contract term, particularly in relation to responsive repairs, including how it is proposed these lessons will be addressed in the new contract design	Andrew Jacques	Extension to April 2020 sought to allow for the final design of the DLO. This will allow for a more complete record of the learning which has been designed into the new contracts and direct delivery arrangements.	TBC – procurement extended due to Covid-19	A
	2. That information be requested regarding the diversity of current engagement mechanisms (including demographics and tenure) and how this compares to the borough's population	Andrew Jacques	This information is being put together and will be reported. This will be updated to reflect the new membership.	TBC – procurement extended due to Covid-19	A
	3. That the committee believes a strong contract management function is essential to deliver improved outcomes and drive value over time, and suggests that consideration be given to establishing a centralised team of specialists to carry this out	Neil Euesden	The council has already created a centralised team that will provide contract scrutiny, cost management and governance oversight across all of the newly procured contracts – as well as the proposed DLO. There are a number of vacant roles in the centralised team that could take 4 – 5 months to fill – hence the request to extend the deadline. This will however still see the roles filled ahead of the new contracts and DLO commencing.	TBC – procurement extended due to Covid-19	A
	4. That further information be requested regarding how the new service design will support the Council's climate change ambitions and contribute to the Council's carbon neutrality	Neil Euesden	Extension requested because although resident services is setting out minimum carbon reduction requirements in its tender invites and method statements,	TBC – procurement extended	A

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
	target, particularly in relation to repairs and maintenance		bidding contractors are being tasked with presenting further carbon reduction solutions in their method statements – and these solutions will not be fully known and form contractual obligations before April 2020.	due to Covid-19	
	5. That information be requested on the housing service restructure and how this will support and complement the new contractual arrangements while ensuring staff morale is not adversely affected	Neil Euesden	The restructure will not be fully developed until April 2020 and there are some services still being designed that may require further tweaks to the clienting structures. Management is working with staff on how best to client the new delivery arrangements and no changes are being made without consultation. Training will also be provided where necessary.	TBC – procurement extended due to Covid-19	A

19 May 2020: Council Response to Covid-19

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
Council Response to Covid-19	That a review of the policy on evictions be conducted and reported back to the committee, including a summary of the views of key housing association partners and clarity on the commitment that no evictions would take place “during the pandemic”	Neil Euesden	In respect of tenancies, we continue to follow Government direction on the suspension of new evictions until 23 August. This means that we are not applying for any new warrants, and we have not rescheduled any evictions which were cancelled due to COVID19. As a result, we do expect to see arrears continue to increase on these types of cases and also on those where we have exhausted all avenues of collection and warrants are the next stage. In terms of possession cases, we can continue with those cases that are still being listed at Court, and we can send through any new applications.	<i>Passed on to Housing Scrutiny Sub-Committee as within its ToR on 08.11.21</i>	A

06 July 2021

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
Housing Needs Update	1. officers regularly report back on targets and performance data and indicators, benchmarked against comparable boroughs.	Neil Euesden		Ongoing	A
	2. officers update the Sub-Committee with report timescales and risk management for the below policies: a. the Homelessness Strategy; b. Housing Needs structure; c. Private sector offers; d. Placement Policy;	Neil Euesden, Lee Georgiou, Charlie Conyers, Paul Davis,		26.10.21	A

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
	e. Young Persons Supported Pathway; f. Temporary Accommodation Strategy data; g. Domestic Violence; and, h. Yung People at risk of Violence movement plan.	Andrew Tonkin			
	3. officers provide evidence on customer preferences in relation to remote service delivery, partnership working and accessing of housing services.	Andrew Tonkin		26.10.21	A
	4. officers update how non-housing staff at remote sites could assist customers, including whether resources were in place to do so, how the success of such sites would be evaluated, and to provide a visit to remote sites to demonstrate this.	Andrew Tonkin		26.10.21	A
	5. officers report back on environmental and health impacts related to the quality of the housing stock evaluation.	Charlie Conyers		26.10.21	A
	6. officers brief the Sub-Committee on future housing demand and forecasts, including waiting list times for properties, and population forecasts and how this may affect future workstreams.	Lee Georgiou		26.10.21	A
	7. officers brief the Sub-Committee on the impact of customer satisfaction, remote working, and the digital divide on residents.	Lee Georgiou		26.10.21	A
Lambeth housing Partnership Programme with Registered Providers	1. Officers to explore the feasibility of a Resident's Panel and report back on proposals.	Lynette Peters, Linda Oginni	RPs to confirm operational contacts to attend operational register provider forums for ward Councillors on the following dates: 13 Oct 2021, 13 Jan 2022 , 13 Apr 2022, 13 Jul 2022, and 13 Sep 2022	26.10.21	G

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
	2. Communications be improved with Members such as with dedicated inboxes to aid responsiveness at RSLs.	Lynette Peters, Linda Oginni	To explore solutions to enhance response times for member enquiries either via a dedicated inbox and/or responding within a 10-day turnaround period.	26.10.21	A
	3. Officers ask that climate emergency mitigations and lowering environmental impacts were key aims of the Partnership, and that this was circulated to the Sub-Committee for information.	Lynette Peters, Linda Oginni	Factored into existing workstreams. Feeding into Climate Action Plan and actions that could mitigate environmental impacts such as decarbonisation, retrofitting, improving energy efficiency in homes,	26.10.21	G
	4. Officers ask that the Partnership defined clear aims and that good practices were shared within the Partnership and Sub-Committee and ensure that these were acted upon.	Lynette Peters, Linda Oginni	Clear aims via MoU Ongoing activity through workstreams and evidence of this e.g. Health and Wellbeing Board, Event for Councillors Providing more examples of good work happening across the borough	26.10.21	G
	5. The Steering Group minutes and agenda of meetings be published to improve the transparency for, and participation of, residents and councillors.	Lynette Peters, Linda Oginni	Attached in email 08.11.21 with link to future agenda and minutes.	Ongoing	G
	6. The logging and capturing of Registered Provider-related casework and how this could be shared with or involve ward councillors be explored.	Lynette Peters, Linda Oginni	To be explored in future LHP meetings.	26.10.21	A
	7. Regular discussion of complaints and key performance indicators by and across Registered Providers, e.g., housing repairs, voids, and ASB, be explored.	Lynette Peters, Linda Oginni	Councillor forums	26.10.21	G

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
			Participation on workstreams, especially on Neighbourhoods and Community Safety		
	8. Officers to report back to the Sub-Committee on published key performance indicators to provide a framework for future scrutiny.	Lynette Peters, Linda Oginni	Housemark Provision of figures quarterly	Ongoing	A
	9. Officers to report back to the Sub-Committee on repairs and disrepairs in a subsequent report.	Neil Euesden	Added to 16.11.21 agenda.	16.11.21	G
	10. Officers to ask the Partnership to mitigate the issues arising from the joint tenure of estates and improve such working arrangements to benefit residents.	Lynette Peters, Linda Oginni	Collaboration on issues especially via contact book Working together to improve community safety and wellbeing	Ongoing	G
	11. Officers to provide a briefing for councillors on the work and progress of the Partnership to date and to circulate the Annual Report to the Sub-Committee.	Lynette Peters, Linda Oginni	Update on progress of the partnership to be provided to the committee. Annual review will be provided at the end of the year.	31.12.21	A
	12. Officers to ensure that all residents on joint-tenure estates benefitted from the improved engagement and explore circulating a Partnership contact book with them.	Lynette Peters, Linda Oginni	Information to be updated on Lambeth Website with generic contact details of all RPs in the borough.	26.10.21	G
	13. Officers to circulate the Partnership Contact Book to all partners, councillors and officers.	Lynette Peters, Linda Oginni	Book to be sent Quarterly.	26.10.21	G
Private Rented Sector	1. The Director of Housing Services to provide lessons learnt from the representation received regarding Housing communications.	Neil Euesden		26.10.21	A

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
	2. Relevant (Enforcement) Key Performance Indicators be regularly shared with the Sub-Committee.	Mark Preston		Ongoing	A
	3. To improve communications with both private- and public- sector tenants placed in the private sector to raise awareness of how to report a rogue landlord and/or letting agent.	Nigel Lambert		26.10.21	A
	4. Officers to provide timeframes of future Private Sector Enforcement and Regulation workstreams to monitor progress, including co-working with and supporting of landlords.	Nigel Lambert		26.10.21	A
Work Programme	1. To hold a work programming session to develop the work programme, identify and prioritise items.	David Rose		26.10.21	G

16 November 2021

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
Empty Homes	1.				
	2.				
Street Properties Repair Strategy and Billing	1.				
	2.				
	1.				
	2.				
	1.				
	2.				

01 March 2022

Report Title	Outcome & Actions Arising	Lead	Action status	Deadline	RAG Status
Performance of New Housing Contracts	1.				
	2.				
	1.				
	2.				