

Overview and Scrutiny Committee

Date of Committee: 23 March 2016

Report title: Resident Involvement in Housing Scrutiny Commission Final Report

Wards: All

Report Authorised by: Strategic Director, Corporate Resources: Jackie Belton

Portfolio: Cabinet Member for Housing: Councillor Matthew Bennett

Contact for enquiries: Gary O'Key, Lead Scrutiny Officer, Corporate Resources, 020 7926 2183, gokey@lambeth.gov.uk

Report summary

This report presents the final report of the Resident Involvement in Housing Scrutiny Commission and seeks formal sign off from the committee prior to its presentation to Cabinet, scheduled for 9 May 2016.

Finance summary

None arising from this report.

Recommendations

- (1) To approve the Resident Involvement in Housing Scrutiny Commission report (attached at Appendix 1) for presentation to Cabinet on 9 May 2016 subject to any comments from members

1. Context

- 1.1 In November 2014 Cabinet agreed, subject to consultation with residents and other stakeholders, to bring housing services back in house following the expiry of the Lambeth Living management agreement in June 2015. This decision was taken with the aim of providing a solid basis for improvements to the service and allowing better integration between housing and other council services.
- 1.2 As part of the consultation around this decision, surveys were sent to 26,671 households asking a variety of questions, including on resident engagement and control. 1744 surveys were returned and the responses indicated that many people were interested in being involved but were not satisfied with existing arrangements and felt their opinions were not being listened to.
- 1.3 The Resident Involvement in Housing Scrutiny Commission was set up in April 2015 with the aim of establishing how best residents could be involved in the governance, scrutiny and delivery of housing-related works and services, in order to drive up satisfaction and improvement.
- 1.4 The Members of the commission were as follows:
 - Councillor Jacqui Dyer (Overview and Scrutiny Vice Chair) – Co-chair;
 - Councillor Mary Atkins – Co-chair;
 - Councillor Joanne Simpson;
 - Councillor Amelie Treppass;
 - Councillor Anna Birley;
 - Councillor Louise Nathanson – Opposition Member;
 - Jennifer Thomas – Tenant Co-optee;
 - Malcolm Baker – Tenant Co-optee; and,
 - Melissa Madjitey – Leaseholder Co-optee.

Councillor Matt Parr also attended the majority of commission meetings as an advisory member in his capacity as the Overview and Scrutiny lead for Housing, Jobs and Investment and a former Lambeth Living Board member.

- 1.5 Over the course of its meetings the commission conducted extensive desk-based research and heard from a variety of invited contributors including academics, housing associations and national organisations identified as purveyors of good practice, other local authorities, officers and others. These included:
 - Dr Tony Manzi, University of Westminster;
 - Kate Dodsworth, AmicusHorizon;
 - Jemma Moulard, Family Mosaic;
 - Margaret Pierre-Jarrett, High Trees Community Development Trust;
 - Tim Morton, Engage Associates;
 - Michael Simms, Tenant Participation and Advisory Service (TPAS); and,
 - Faisal Butt, former Lambeth Living Board member and Housing Service Development Manager at the London Borough of Camden.

- 1.6 In response to the evidence gathered the commission formulated a set of draft recommendations, which were further developed as a result of consultation (details of which are contained within section 5).
- 1.7 The Commission also held a specific meeting on 22 October 2015 looking into resident involvement in estate regeneration processes. The meeting heard from a variety of contributors including the Chair of the London Assembly Housing Committee, a lecturer in critical urban geography, local councillors, senior officers and residents. A separate series of recommendations were drafted and consulted on prior to their finalisation.
- 1.8 A final report was then drafted presenting the Commission's findings. This is attached at Appendix 1.
- 1.9 There has been ongoing liaison between the Commission, the Cabinet Member for Housing and senior officers throughout the process to ensure joined up working. The Commissioning Director, Director of Housing Management and Cabinet Member have all attended meetings of the Commission and further informal liaison has taken place with the co-chairs. The Lambeth Housing Management report to Cabinet in November 2015, which looks at resident involvement among other issues, acknowledges the work of the Commission and includes its draft recommendations as an appendix.

2. Proposal and Reasons

- 2.1 It is proposed that the committee approves the Commission report for presentation to Cabinet – currently scheduled for Monday 9 May 2016 – subject to any comments from members.
- 2.2 Officers from Housing are in the process of preparing an action plan to accompany the commission report, responding to the recommendations made therein. Cabinet will be asked to approve the action plan at the same meeting.
- 2.3 Following agreement of the action plan at Cabinet, further updates will be sought after 6 months and 12 months detailing progress made in relation to the recommendations.

3. Finance

- 3.1 There are no direct financial implications arising from this report; however, the final report of the Commission, when reported to Cabinet, will have an action plan attached providing the departmental response to the recommendations made, and this is likely to need more detailed consideration as to the financial impact.

4. Legal and Democracy

- 4.1 There are no direct legal implications arising from this report. Separate legal clearance will be sought in relation to the commission's final report to Cabinet.

- 4.2 The final report of the commission has already been entered onto the Forward Plan, meaning the mandatory 28 days' notice has been given.
- 4.3 The Council's Constitution requires that all key decisions, decisions which involve resources between the sums of £100,000 and £500,000, and important or sensitive issues, must be published on the website for five clear days before the decision is approved by the Director or Cabinet Member concerned. Any representations received during this period must be considered by the decision-maker before the decision is taken.

5. Consultation and co-production

- 5.1 During the course of investigating best practice in resident involvement, the Commission received input from a wide variety of people including (but not limited to) those outlined in paragraph 1.5 above. Three local residents, chosen to reflect the range of tenures, were also co-opted onto the Commission at the start of the process and have attended the majority of meetings, with their contributions providing valuable insight.
- 5.2 The commission's recommendations were also consulted on to gather user feedback. This was done by a range of means including by email (with a variety of stakeholders including existing tenant and leaseholder representatives), via local councillors, at area forum and TRA network meetings, via social media and by way of an online survey. In addition to this a specific public consultation meeting was held on 6th October 2015 during which local residents took part in round table workshop sessions with councillors and officers.
- 5.3 In response to the feedback received, the recommendations were revised to address the comments made. This included specific suggestions regarding training, devolved budgets, estate walkabouts and benchmarking of performance indicators, as well as more general comments regarding access to information, organisational culture and the use of plain English.
- 5.4 The recommendations in relation to estate regeneration were consulted on via existing Resident Engagement Panel contacts on the affected estates. Five detailed responses were received representing five of the six estates and these were used to shape the final recommendations.

6. Risk management

- 6.1 None

7. Equalities impact assessment

- 7.1 No equalities impact assessment is needed specifically for this report. The Commission's proposals do however seek to achieve a positive impact with respect to equalities, including opening up involvement processes and mechanisms to a wider range of people who are more broadly representative of the Borough's residents.

8. Community safety

8.1 None.

9. Organisational implications

9.1 Environmental
None.

9.2 Staffing and accommodation
None.

9.3 Procurement
None.

9.4 Health
None.

10. Timetable for implementation

10.1 The expected timetable is as follows:

23 March 2016	Final commission report approved by Overview and Scrutiny Committee.
9 May 2016	Commission report to be presented to Cabinet alongside action plan responding to the recommendations.
November 2016	Six month update report on progress against recommendations.
May 2017	Twelve month update report on progress against recommendations.

Audit trail				
Consultation				
Name/Position	Lambeth cluster/division or partner	Date Sent	Date Received	Comments in para:
Mark Hynes, Director, Corporate Affairs	On behalf of Strategic Director, Corporate Resources	02.03.16	02.03.16	
Martin Crump, Finance	Finance Business Partnering	02.03.16	03.03.16	
Andrew Pavlou, Legal Services	Corporate Resources	02.03.16	03.03.16	
David Rose, Democratic Services	Corporate Resources	02.03.16	03.03.16	4.3
Councillor Jacqui Dyer	Commission Co-Chair / OSC Vice Chair	01.03.16		
Councillor Mary Atkins	Commission Co-Chair	01.03.16	02.03.16	
Councillor Anna Birley	Commission member	02.03.16		
Councillor Amelie Treppass	Commission member	02.03.16		
Councillor Joanne Simpson	Commission member	02.03.16		
Councillor Louise Nathanson	Commission member	02.03.16		
Councillor Matt Parr	OSC Vice Chair for Housing	02.03.16		
Jennifer Thomas	Commission member	02.03.16		
Malcolm Baker	Commission member	02.03.16		
Melissa Madjitey	Commission member	02.03.16		
Councillor Ed Davie	OSC Chair	02.03.16		
Councillor Matthew Bennett	Cabinet Member for Housing	02.03.16		
Rachel Sharpe, Commissioning Director	Neighbourhoods & Growth	02.03.16	09.03.16	Appendix 1
Neil Wightman, Director of Housing Management	Neighbourhoods & Growth	02.03.16	09.03.16	Appendix 1

Report history	
Original discussion with Cabinet Member	16.04.15
Report deadline	10.03.16
Date final report sent	10.03.16
Report no.	187/15-16
Part II Exempt from Disclosure/confidential accompanying report?	No
Key decision report	No
Date first appeared on forward plan	N/A
Key decision reasons	N/A

Background information	Cabinet report 84/14-15: Lambeth Housing Management Services (10 Nov 2014) Cabinet report 175/14-15: Lambeth Housing Management Services (13 April 2015)
Appendices	Appendix 1 – Resident Involvement in Housing Scrutiny Commission final report