

Housing and Community Safety Scrutiny Commission

Monday 3 October 2022

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Membership

Councillor Ellie Cumbo (Chair)
Councillor Jane Salmon (Vice-Chair)
Councillor Sam Foster
Councillor Barrie Hargrove
Councillor Esme Hicks
Councillor Portia Mwangangye
Councillor Emily Tester
Bassey Bassey (Co-opted member)
Cris Claridge (Co-opted member)
Ina Negoita (Co-opted member)

Reserves

Councillor Sam Dalton
Councillor Ketzia Harper
Councillor Adam Hood
Councillor Hamish McCallum
Councillor Kimberly McIntosh
Councillor Leo Pollak
Councillor Joseph Vambe

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Contact

Amit Alva on email: amit.alva@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Althea Loderick

Chief Executive

Date: 23 September 2022



Housing and Community Safety Scrutiny Commission

Monday 3 October 2022

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Order of Business

Item No.	Title	Page No.
	PART A OPEN BUSINESS	
1.	APOLOGIES	
	To receive any apologies for absence.	
2.	NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	DISCLOSURE OF INTERESTS AND DISPENSATIONS.	
	Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.	
4.	MINUTES	1 - 5
	To approve as a correct record the minutes of the meeting held on 12 July 2022.	

Item No.	Title	Page No.
5.	ISSUES WITH LEASEHOLDER CHARGES AND THE IMPACT OF THE COST-OF-LIVING CRISIS ON LEASEHOLDERS. <ul style="list-style-type: none"> <li data-bbox="316 383 1225 452">• To hear from David Eyles of the Leaseholders Association of Southwark on leasehold matters <li data-bbox="316 488 1225 591">• To hear from Ina Negoita, co-opted member and leaseholder representative on leaseholder experiences of legacy and current repair issues. <li data-bbox="316 629 1225 824">• To receive a report from Louise Turff, Head of Homeownership Services, Finance and Governance on Issues with Leaseholder charges and the impact of the cost-of-living crisis on leaseholders especially but not limited to rising energy bills and repair issues. <p data-bbox="360 853 1225 922">The report also focuses on how expenditures are accounted for in service charges. <i>(Report to follow)</i></p>	
6.	PROGRESS ON EMPTY HOMES <p data-bbox="264 1064 1230 1167">To receive a report from Perry Singh, Strategy and Business Support Manager, Housing and Modernisation on progress on Empty Homes. <i>(Report to follow)</i></p>	
7.	CABINET RESPONSE TO THE SOUTHWARK HOUSING AND COMMUNITY ENGAGEMENT SCRUTINY COMMISSION (2021-2022) - SOUTHWARK CONSTRUCTION CONSULTATION STRATEGY RESPONSE <p data-bbox="264 1422 1230 1525">To note the Cabinet Response to the Southwark Housing and Community Engagement Scrutiny Commission (2021-2022) - Southwark Construction Consultation strategy response.</p>	6 - 28
8.	CABINET RESPONSE TO THE HOUSING AND COMMUNITY ENGAGEMENT SCRUTINY COMMISSION: LICENSING IN THE PRIVATE RENTED SECTOR IN THE BOROUGH OF SOUTHWARK <p data-bbox="264 1780 1230 1883">To note the Cabinet response to the Housing and Community Engagement Scrutiny Commission: Licensing in the private rented sector in the Borough of Southwark.</p>	29 - 36

Item No.	Title	Page No.
9.	PROPOSED WORK PROGRAMME 2022-2023	37 - 45

To consider the proposed work programme for the 2022-2023 year.

**DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT
THE START OF THE MEETING.**

Date: 23 September 2022



Housing and Community Safety Scrutiny Commission

MINUTES of the OPEN section of the Housing and Community Safety Scrutiny Commission held on Tuesday 12 July 2022 at 7.00 pm at Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

PRESENT: Councillor Ellie Cumbo (Chair)
Councillor Jane Salmon (Vice- Chair)
Councillor Barrie Hargrove
Councillor Esme Hicks
Councillor Portia Mwangangye
Councillor Emily Tester
Bassey Bassey (Co-opted member)
Cris Claridge (Co-opted member)
Ina Negoita (Co-opted member)

**OFFICER
SUPPORT:** Amit Alva, Scrutiny Officer

1. APOLOGIES

Apologies for absence were received from Councillor Sam Foster.

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

There were no items of business which the Chair deemed urgent.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS.

Councillor Jane Salmon and Councillor Esme Hicks disclosed that they are council leaseholders and Ina Negoita (Co-opted member) disclosed that she is the Chair of the Homeowners Northwest Area Forum and also the Leaseholders forum.

The Chair deemed that none of the above interests would prejudice the discussions at this meeting but have been noted as a matter of transparency.

4. SAFER NEIGHBOURHOOD TEAMS

The commission received a presentation from Chief Inspector Boswell from the London Metropolitan Police on Safer Neighbourhood Teams in Southwark. The commission heard from Inspector Boswell on the following topics:

- Overview of Neighbourhood policing
- Structure of Neighbourhood policing
- Partnership Arrangements
- Community Scrutiny

The commission then asked questions on the following points:

- Bicycle gangs during the pandemic and the improvement in policing them.
- Implementation and progress of the Race Action Plan
- Challenges in recruitment of police officers to close the gaps in some wards

Inspector Boswell explained to the commission that the bike group riding around Southwark during the pandemic are called the Pan London ride out bike group which are being monitored by the transport Operational Command Unit (OCU) and will report back to commission with regards to the specific engagement with this bike group. However the focus has mainly been on crimes committed on bikes rather than Anti-Social Behaviour (ASB).

On matters of the Race Action Plan, Inspector Boswell informed the commission that the Met Police have taken steps in recruitment, aiming to create a more ethnically diverse work force which is more reflective of the communities they police, this was supported by the Councils of Southwark and Lambeth and people in the business community and Southwark residents. The commission also heard from Inspector Boswell that as an organisation the Met Police are recognising and embracing the changes needed, to hold to account police officers responsible for inappropriate comments and behaviours. The commission also learnt that the Police officers are engaging with children in schools and the community by engaging them in conversations and participating in sporting activities such as cage football.

The commission also learned that the Safer Neighbourhood Team are working hard to bridge the gap in recruitment of police officers for the vacancies in some wards, this keeping in line with the London mayoral commitments. However the gaps are due to some officers leaving and that there have been ongoing internal recruitment processes to carefully ensure that the right officers be appointed, who are able to effectively engage with the community.

Inspector Boswell then answered the commission's questions on the following topics:

- Impact of the pandemic on neighbourhood policing and the changes arisen
- Impact of the death of Sarah Everard, policing and engagement with women and girls
- Partnership arrangements and Ward panel meetings, engagement with tenants and residents associations

The commission heard that during the pandemic there was a change in crime types and levels of crime. However this has returned to the pre-pandemic status with the increase in footfall of people returning to work and has not resulted in any changes to the policing structure.

The commission heard from Inspector Boswell on the detrimental ramifications of the trust within community on the police following the death of Sarah Everard, Violence Against Women and Girls (VAWG) is a key aspect of the safeguarding strand of community policing and is a priority for the MET police, applications like Walk & Talk and Street Safe have been launched to engage with women and girls to feedback and report on areas where they feel unsafe. At present there is a lead officer within the Safeguarding team for VAWG, however a dedicated liaison officer for VAWG will be considered and reviewed by London Met after suggestions and feedback from this commission.

With regards to ward panels the commission learned that some ward panels are more effective than others, officers have been instructed to actively engage with Ward Panel Chairs. Social media, Met police website and emails are used as a method of circulating information on the work being carried out by the MET police and these processes will be reviewed to understand the differences among wards.

The commission then asked further questions on the following topics:

- Secretarial support for Ward Panels
- Neighbourhood Policing Officer numbers
- Schools team measures on policing youth crime and ASB
- Processes for removing police officers with a record of inappropriate behaviour and replacing them with officers who can engage with the community, especially recruiting Black and Asian Ethnic minority officers.
- Stop and search procedures

Inspector Boswell informed the commission that he would review if there was any secretarial support arrangements for Ward Panels. The commission also noted that there have been budget cuts and austerity measures when it comes to recruiting for neighbourhood policing.

The commission also learned that the Police Schools Team are looking to build relationships early in primary schools rather than just secondary schools, effectively engaging with kids in unsafe areas where they might be prone to crime and robbery. Police are asking schools and kids to use the Street Safe to report and feedback on such areas.

The commission heard from Inspector Boswell that members of the public can complain about police officers directly, there is also an anonymous telephone line to report to the department of professional standards, in addition there are also internal processes for complaints that police officers can lodge about their colleagues. The London MET has opened itself to change and welcome scrutiny from external organisations to resolve the issues around police conduct.

The commission also learned that recruitment of Black and Asian Minority Ethnic police officers is a big challenge and that there have been ongoing recruitment events within the community. The police service is endeavouring to be more reflective of the communities they serve.

The commission also heard that the Safer Neighbourhood teams approximately take 300 knives off the streets every year and the focus has mainly been on engaging with the community in a procedural and professional manner.

5. HOUSING REPAIRS CALL CENTRE

The commission received a presentation from Dominic Cain, Director of Exchequer on the Housing repairs call centre. Dominic informed the commission that the housing repairs call centre team has been mainly focused on repeat callers and emergency repairs.

The commission also learned that the Housing repairs team has taken on board the suggestions from the previous scrutiny commission meeting to have warm handoffs for scheduling repairs from the contact centre to the repairs team in the back office.

With regards to call handling from December 2021 to June 2022, answered calls has gone up from 82% to 95% and on average call waiting has gone down from 7.5 minutes to 1.5 minutes.

The commission then asked questions on the following topics.

- Progress on previous commitments to make the contact centre a specialist team under the new strategy for Housing repairs service and an update on key performance indicators
- Handling of Complaints from Tenant Management Organisations (TMO)
- Return to offices for contact centre staff
- High number of repeat callers for housing repairs

The commission heard that there is an ongoing feasibility study of the contact centre and its operations and also that there are performance management targets such as abandonment and call handling targets which are under constant review. TMO complaints will be reviewed and reported back to commission.

The housing repairs contact centre staff are on a gradual process of returning to office working subject to individual risk assessments. Repeat callers is one of the main focuses of the housing repairs team and is under review. Omni channel customer service strategies are also being developed.

6. **WORK PROGRAMME 2022-2023**

The commission proposed the following items for the work programme 2022-2023:

- Housing repairs service including contact centre service, multiple failures, repeated calls, contractors and the new strategy in development. (Interview with Cabinet Member on housing repairs in October 2022 and Dominic Cain to report back on contact centre in February 2023)
- Housing allocations - Empty homes and Overcrowding
- Trust and visibility of the policing in the community
- Interview with the Police Commander for London Borough of Southwark
- Interview with the Fire Commander for London Borough of Southwark
- Final Scrutiny recommendations

Meeting ended at 9:13 pm.

CHAIR:

DATED:

Item No. 13.	Classification: Open	Date: 13 September 2022	Meeting Name: Cabinet
Report title:		Response to the Housing and Community Engagement Scrutiny Commission: Southwark Construction Consultation Strategy Response	
Ward(s) or groups affected:		All wards	
Cabinet Member:		Councillor Darren Merrill, Council Homes and Homelessness	

FOREWORD – COUNCILLOR DARREN MERRILL, CABINET MEMBER FOR COUNCIL HOMES AND HOMELESSNESS

With 16,000 households on the waiting list for a council homes our new council homes building programme is one of the most important areas of the council’s work. In a densely populated borough finding space for these homes is not easy. To get this right, and to ensure the homes are great places to live in for their future tenants, we know we need to work closely with local people. Including working together to identify sites, design the homes and take the opportunity to improve the estates and streets these new council homes are built on too. We are committed to doing this well and to working with residents to learn how we can continue to improve the way we involve them in this process.

The council welcomes the engagement from the Scrutiny panel and further welcomes and accepts the helpful and constructive suggestions and recommendations that have kindly been received as part of this interaction. Southwark Council remains one of the largest and most progressive local authorities in terms of its new home building programme, achieving its set target of 2,500 starts two months earlier than the timescale set. This was achieved against a backdrop and wealth of additional challenges which included Brexit and the associated significant uplift in costs of both materials and labour and, of course, the Covid pandemic. Such challenges caused total turmoil within the building industry (amongst others) and in doing so completely upturned all embedded engagement tools and techniques that had been well established via the well documented charter of principles.

Southwark had to quickly adjust all of its methodologies to meet the needs of our residents and to ensure that they remained at the heart of all that we do, inevitably that was restricted, despite all efforts, by the environmental challenges with which we were faced.

I am delighted that Southwark have continued to develop our programme of much needed housing and that we are in receipt or further guidance to ensure

that our engagement remains full and fresh, continuous improvement and remaining agile and flexible remains at the root to delivering best practice and we will endeavour to do so with our programme.

RECOMMENDATIONS

1. That cabinet accepts the assurance provided by the Cabinet Member for Council Homes and Homelessness of his ongoing commitment for ensuring Southwark Construction has in place robust consultation and engagement strategies for all new homes to be delivered in the future programme with local residents, key stakeholders and any recognised bodies who work closely with the council to engage with/and represent local residents.
2. That the cabinet accepts that Southwark Construction is aware of its duty of care to review its consultation strategy, to adopt best practice arising, from any legislative white papers.
3. That Southwark Construction will review its consultation strategy on an annual basis to see if and where adjustments need to be made to reflect the consultation requirements of its consultees.
4. That the cabinet notes the Planning Department's role, as an independent body, which must fulfil its statutory obligations of consultation on all planning applications and scrutiny of such to ensure they meet with planning policy requirements irrespective of the developer being the council.
5. That the cabinet accepts the limited resources and tools available to the then New Homes Development Team, during the Covid 19 pandemic, for which the two case studies; Kingston estate and Brenchley Gardens estate were being consulted on during this time.
6. That the cabinet recognises that the level of engagement carried out on the two estates case studied and reported on at the meeting of 5 October 2021 were projects where hampered by the pandemic.
7. That the cabinet notes that in giving residents a real say in how the new homes are managed in accordance to the Charter of Principle pledge will include:
 - We will work with residents on an area basis on options for involving you in the longer term management and upkeep of your home.
 - During all new homes consultation we will work with residents to improve localised issues such as reducing Anti-Social Behavior (ABS), improved gardens and accessibility, waste management, outside environmental improvements and play areas. This will ensure that new homes built provide long term benefits to the local community as well as meeting housing demand

- We will always be receptive to engaging with our communities to consider the creation of working groups and longer term management provision that retains residents at the heart of an improved community

BACKGROUND INFORMATION

8. At its meeting on 5 October 2021 the housing and community engagement scrutiny commission received a report from the then Director of New Homes, and Development Manager, Housing and Modernisation Department on New council homes on existing estates as a case study 1, on Brenchley Gardens Estate. The commission also received addresses from the Cabinet Member for Council Homes and Homelessness, councillors of Peckham Rye Ward and representatives of the Tenant Management Organisation (TMO), and Tenants and Residents Association (TRA).
9. At its meeting on 15 December 2021 the housing and community engagement scrutiny commission received the case study 2, on Kingston estate from the Cabinet Member for Council Homes and Homelessness, Development Manager, Head of Development, and Director of New homes, Housing and Modernisation Department.
10. At its meeting on 7 February 2022 the commission received addresses from a resident of the Kingston estate and the Ward Councillor for the area of Kingston estate on the consultation issues during the development project.
11. The commission considered and agreed the set of recommendations at its meeting on 24 March 2022. The rationale and commission recommendations are set out in paragraphs 35 to 53.
12. This reports seeks to respond to the six recommendations arising from the commission's meeting on 24 March 2022.

KEY ISSUES FOR CONSIDERATION

New Homes Development Team cessation

13. The then New Homes programme was originally established in January 2015 when the council agreed its new long-term housing strategy for the borough including specific commitments to increase housing supply, this included building 11,000 new council homes for social rent by 2043.
14. The New Home Development Team and its structure no longer exists and has been superseded with Southwark Construction for which an organogram can be found at appendix 1.

Consultation Strategy – Charter of Principle

15. The Charter of Principle (appendix 2) was approved by cabinet at the meeting held on 18 November 2014 (item 8) following extensive consultation. Over 2,000 residents responded to this consultation and the vast majority of these were council tenants and leaseholders / homeowners. The size and representativeness of the sample gave a high level of confidence that the findings of the engagement exercise reflected the views held by the majority of our residents.
16. The consultation took place with both the formal consultation structures of Tenant and Homeowners Council, Area Housing Forums and more broadly with those not engaged in these formal structures.
17. Cabinet reaffirmed its commitment to engaging as widely as possible with residents as the 11,000 new homes programme progressed at that time Officers were to continue to consult through the formal tenant and homeowner structures and in other ways to ensure that those who are not engaged in the formal structures are able and encouraged to get involved.
18. Since its approval in 2014 and its review in 2019 the Charter of Principles is the foundation upon which all consultation for new homes schemes, through the New Homes Development Team and Southwark Construction has been borne from.
19. At each stage of our schemes, defined by the RIBA Stages, the commitment set out in the pledges have been translated into consultation activities and implemented.
20. Each lead officer for a scheme is required to gather information at the inception of their project, which will not only be used to inform the Cabinet Member for Council Homes and Homelessness but also to aid in the development of bespoke consultation strategy for the scheme.
21. During this feasibility stage engagement will be undertaken with key internal stakeholder such as the Resident Engagement Team and Tenants and Homeowner Involvement Officer, Resident Services Officer and existing TRA and any other parties who provide useful on the ground intelligence which is continued throughout the life of the scheme.

Coronavirus (Covid 19)

22. The world was plunged into an unforeseen and unprecedented global pandemic with coronavirus (Covid 19) with first reporting cases being in January 2020.
23. The UK Government and each of the three devolved governments (in Scotland, Northern Ireland and Wales) introduced public health and economic measures, including new laws, to mitigate its impact. A national

lockdown was introduced on 23 March 2020 and lifted in May 2020, replaced with specific regional restrictions.

24. During the national lockdown the council's maintained its duties and responsibilities – as business as usual. Staff were required to fulfil their day to day duties working full time from home, where possible and adopting to the new ways of working to continue to deliver their area services.
25. There are many impacts which flowed from lockdowns, including not being able to see family and friends, travel or take part in leisure activities. The pandemic has exacerbated existing inequalities and differences and created new ones, as well as exposing critical societal needs and strengths. These can emerge differently across places, and along different time courses, for individuals, communities, regions, nations and the UK as a whole.
26. Whilst the need for homes at affordable rents increased, it should be recognised those with whom the council would normally consult with were themselves experiencing a range of issues arising from the pandemic which resulted in low feedback or in some instances no feedback to information issue by the council.
27. For the New Home Development Team to deliver the much needed homes in accordance with the council's then housing target of having 2,500 new homes on site or completed by May 2022 consultation had to be rethought as the consultation strategy that was in place relied, quite rightly, on face to face consultation and engagement.
28. Amendments were made to the Charter of Principles (appendix 3) to reflect the new era and staff adapted to not only working arrangements and the impact of the pandemic on their day to day lives but sought to bring in new ideas and initiatives that would enable engagement to continue utilising tools that were at their immediate disposal such as Commonplace which became the main consultation platform as it had the ability for residents to feedback via a non-paper method.

Commonplace

29. Commonplace is an interactive consultation platform, used widely by other local authorities, for which the council had an existed unlimited user licence's.
30. This platform allows consultation boards to be uploaded onto the website which is open to the public and our residents can view and comment on the plans in their own time. This, combined with in person consultation events, has been successful in communicating our plans to residents, and stakeholders and keeping them informed of our progress during the pandemic and remains in place. It was acknowledge and recognised that not all residents had the means or know how to use the internet and

paper copies were still issued giving residents the opportunity speak to a member of staff if they had any queries or concerns about the new homes.

31. In addition newsletters and questionnaires included images, site plans and drawings so that residents could visual see what they were being consulted on.

Southwark Construction Branding

32. Our branding has been updated to tie in with the creation of Southwark Construction and our mission to create thousands of new homes. This includes a refresh of all communication templates, hoarding designs, newsletters and letter templates. It is important that our residents receive a positive experience.
33. In documenting the individual scheme responses, we can demonstrate that we are able to confidently mitigate resident concerns and utilise their observations to provide fully localised housing solutions. Further, the programme is committed to working with Resident Project Groups in the designing and delivery of new homes and the improvements in the public realm on the proposed estates.

Overview of Recommendations

34. The six recommendations contained within the report can be summarised as a requirement for those services providing new homes to review existing practices to:
 - improve early engagement
 - to including a lessons learnt at key stages of the consultation process,
 - to include clearer narrative in communication
 - take into account Southwark Group of Tenants Organisation (SGTO) consultation practices.
35. **Recommendation 1** – Given the issues with the written report provided to the Housing and Community Engagement Scrutiny Commission on 5 October 2021, the Cabinet Member takes steps to ensure all officers in housing understand the function of scrutiny and the importance of providing a full and accurate assessment of where things may have gone wrong, for lessons to be learned for the future.
36. **Reply to recommendation 1** – the Cabinet Member can confirm that all officers in housing understand the function of scrutiny and the importance of providing full and accurate assessments of where things may have gone wrong. Whilst there is a formal lessons learnt key milestone report and meeting at completion of a scheme lessons learnt review will be incorporated at key milestones particularly where substantial consultation

has been carried out. Where a Project Group or TRA is in place they will be invited to participate in this process.

37. **Recommendation 2** – Cabinet Member asks officers to build early discussions with key local stakeholders into the new homes process including arranging webinars or online meetings where ward councillors, TMOs and TRAs can explain their perspective on new housing projects, and how councillors seek to input into these.
38. **Reply to recommendation 2** – the Cabinet member confirms that early discussions with key local stakeholders in the new homes process forms part of its standard processes and procedures.
39. On line meetings with ward councillors, TMOs and TRAs also take place throughout the development of the scheme and at key milestones before the scheme is submitted to planning. Once the scheme is on site a representative from the local community or TRA is also invited to attend the monthly progress meetings with the contractors for which they have an allocated slot.
40. **Recommendation 3** – The cabinet should give due consideration to incorporating the principles of the SGTO consultation charter into its own consultation protocols.
41. **Reply to recommendation 3** – The member is committed to ensuring that the housing officers involved in delivering new homes take best practice from SGTO consultation charter and other recognised bodies associated/working closely with the council to meet its objectives.
42. This includes the Greater London Authority (GLA) for whom the council will continue to seek and obtain the funding available from them to deliver new homes and b compliant with their policy requirements for housebuilding which will include the balloting of residents.
43. From 18 July 2018, the Mayor requires any landlord seeking GLA funding for estate regeneration projects which involve the demolition of social homes to show that residents have supported their proposals through a ballot. The requirement applies to projects that involve the demolition of any social homes and the construction of 150 or more homes (of any tenure).
44. The commitment in the SGTO's consultation charter for schemes that fall below the GLA 150 or more homes to be balloting is not a commitment the council can implement because this will have a detrimental impact on the ability of the council to meet its housebuilding target.
45. The Cabinet Member will commit to ensuring that where there are new homes options that residents will consulted in the principle of balloting to select the scheme that will be taken forward to planning.

46. **Recommendation 4** – The Cabinet Member asks officers to implement a consultation protocol which prioritises clear, consistent and timely communications for all development projects where the council is building on existing estates. This protocol should take account of recommendations made in the SGTO consultation Charter.
47. **Reply to recommendation 4** – the Cabinet Member can confirm that a consultation protocol which prioritises clear, consistent and timely communication for all development projects is in place and in is in line with the council’s 6 pledges set out in the Charter of Principles.
48. It should be noted as detailed in the reports presented at the meeting that the discrepancies identified in the case studies; Kingston estate and Brenchley Gardens were in the main a direct correlation to the impact Covid 19 was having at the time and the tools available to the officers to fulfil its consultation obligations.
49. Furthermore for Kingston Estate unresolved historical matters, for which distrust of the council, was having an impact on the officers ability to discuss the new homes scheme with residents when residents felt there were more important unresolved matters that the council should be focusing on.
50. **Recommendation 5** – The Cabinet Member should ensure that the protocol on consultation makes clear that it is the council’s project team who is responsible for consultation with all residents and that TMOs and TRAs are important bodies to consult, but they are not a replacement or proxy for all residents.
51. **Reply to Recommendation 5** – the Cabinet Member can confirm that residents are advised that the council’s project team are responsible for consultation with residents and that the TMOs and TRAs will ensure that the council’s project team’s literature and consultation platform, Commonplace, explicitly states that they are responsible for the consultation with all residents and that the TMOs and TRAs are important bodies to consult, but they are not a replacement or proxy for all residents.
52. **Recommendation 6** – The Cabinet Member should review consultation practice to ensure there is always an easily available non-digital alternative route for residents to find out about proposals and contribute their views. The Cabinet Member should also review the effectiveness and reliability of Commonplace as a tool for engagement.
53. **Reply to Recommendation 6** – It is important that as the 11,000 new homes strategy is developed and delivered, local residents remain at the heart of the programme. The officer’s consultation processes do and will continue to include non-digital routes and other forms, which meet the needs of the individual consultee needs. They will clearly communicate how and why we are building the new homes. They will also continue to

ensure other stakeholders are involved and consulted on plans for new homes building within their communities.

Policy framework implications

54. The new homes delivered through the Southwark Construction Programme are in line with the council's principles and vision for a new housing strategy which is aimed at increasing the availability, affordability and quality of homes in the borough.
55. The long term housing vision for the borough (sets a clear policy direction for the council. The vision comprises four overall principles:
 - a. The council will use every tool at our disposal to increase the supply of all kinds of homes across Southwark.
 - b. The council will demand the highest standards of quality, making Southwark a place where you will not know whether you are visiting homes in private, housing association or council ownership.
 - c. The council will support and encourage all residents to take pride and responsibility in their homes and local areas.
 - d. The council will help vulnerable individuals and families to meet their housing needs and live as independently as possible.

Community, equalities (including socio-economic) and health impacts

Community impact statement

56. All communities will be able to participate fully in the development of new homes in their areas at key stages of the development and post the completion of the developments where it is hoped the estate improvement and community benefits provided as part of the development will provide a lasting legacy and provide an improvement to residents' lives.

Equalities (including socio-economic) impact statement

- 57. All officers and consultants appointed will need to adhere to the council's equality and diversity policies.
- 58. All homes provided by the council will be available to people on the council's housing waiting list. The council's equality and diversity policies will be adhered to during the letting process.

Health impact statement

- 59. All new homes will afford residents the opportunity to live in energy efficient homes compliant with the latest policies and regulations.
- 60. Permanent homes will enable residents with health issues and those who may have been in homes that no longer suited their needs the opportunity to move to more suitable homes. This will have a positive health impact on all these households as this address both their physical and mental well-being.
- 61. The provision of new quality homes provides a positive impact on health inequalities, as the new homes will be designed to current quality and space standards that will contribute towards addressing health inequalities.
- 62. The proposals to increase the supply of genuinely affordable, good quality homes will benefit households in need from all Southwark communities, and will increase the housing options available for older people and people with disabilities.

Climate change implications

- 63. On 18 June 2019, the council's cabinet agreed the resolution passed by the council assembly on 27 March 2019 to "declare a Climate Emergency and do all it can to make the borough carbon neutral by 2030." The cabinet noted "that there are considerable financial savings to be made by 'going green', whether it be more energy efficient lighting, smart meters at council properties, or piloting energy generation schemes such as installing solar panels on council properties".
- 64. The government estimates that residential buildings account for 27% of Southwark's carbon emissions. The council's direct emissions account for 12% of the borough's emissions and council housing is the second largest contributor to carbon emissions at 14%.
- 65. Through this strategy it is expected that the carbon reduction on site will be significantly above the London Plan minimum target of 35% reduction in regulated carbon dioxide emissions and the development will contribute to a low carbon future.

Legal implications

66. Please see the legal concurrence of the Director of Law and Governance

Financial implications

67. There are no financial implications arising from the recommendations set out in this report. Southwark Construction will continue to resource the consultation requirements for each scheme through its existing staffing structure, drawing on expertise and support of other key departments as and when required

Consultation

68. Local residents have and will continue to be consulted at each stage of new homes development in line with the Charter of Principles approved by Cabinet.

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Head of Procurement

69. Cabinet notes the recommendations one to eight within this report and that any expenditure arising from this report will require separate gateway reports in line with the Public Contract Regulations 2015 and the council's Contract Standing Orders.

Director of Law and Governance

70. There are no significant legal implications arising from the recommendations in this report. The Director of Law and Governance and her staff will provide advice to officers on any legal and governance issues arising from specific consultation exercises.
71. This report is being considered by the cabinet in accordance with the rules in the council's constitution.

Strategic Director of Finance and Governance

72. The Strategic Director of Finance and Governance notes the response to the report from the Housing and Community Engagement Scrutiny Commission, and in particular the recommendations made as set out in paragraphs 35 to 54 of this report. As outlined in the financial implications of this report, the implementation of these recommendations will be met from existing resources within the HRA.

Other officers

73. Not applicable for this report.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Update on consultation and plans for the delivery of 11,000 new homes	Housing and Modernisation Department	Stuart Davis
Link (please copy and paste into browser): https://moderngov.southwark.gov.uk/ieIssueDetails.aspx?IId=50004735&PlanId=0&Opt=3#AI34451		
Charter of Principle Engagement Plan	Housing and Modernisation Department	Michael Scorer
Link (please copy and paste into browser): https://moderngov.southwark.gov.uk/documents/s49939/Appendix%20%20Charter%20of%20principles%20resident%20engagement%20plan.pdf		

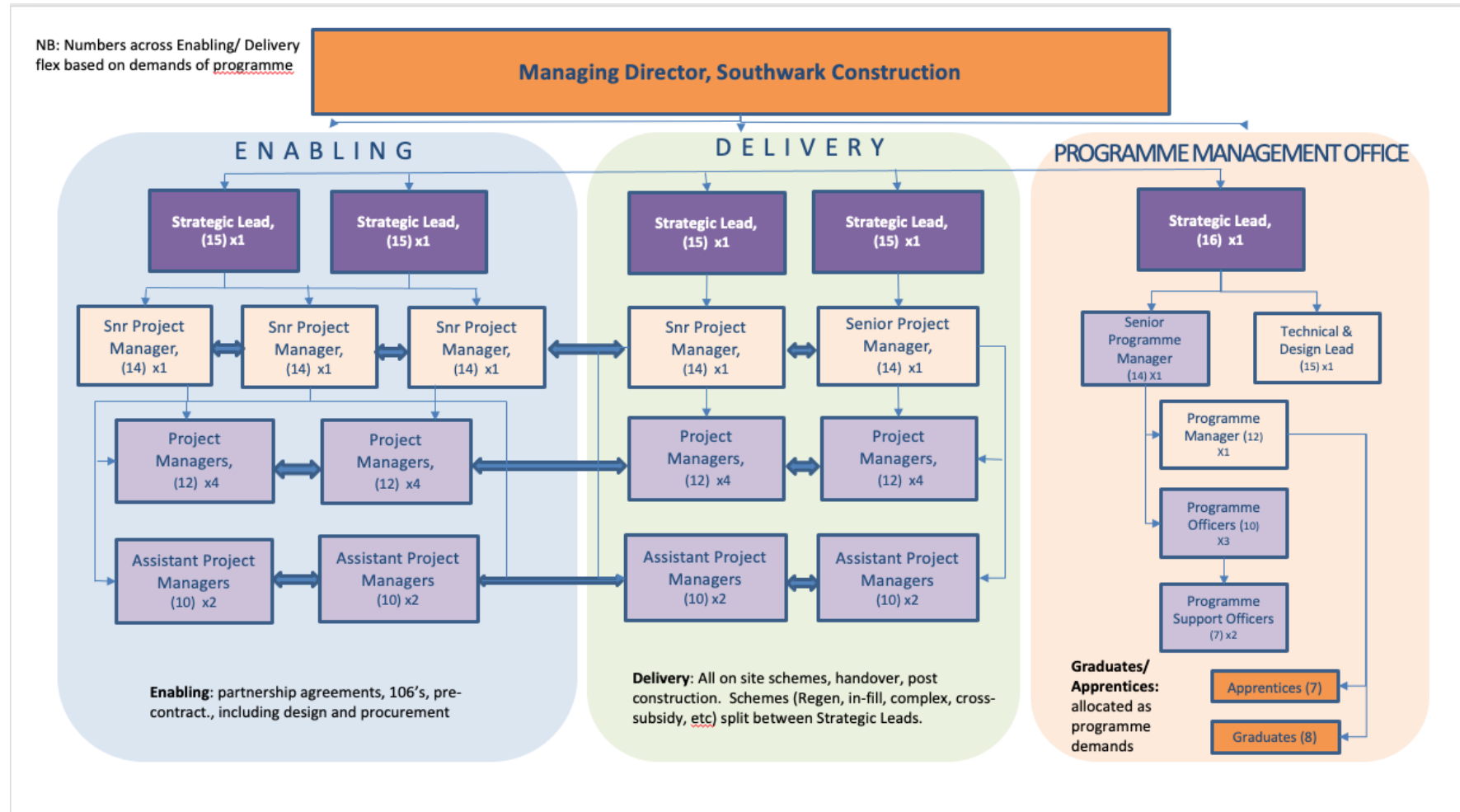
APPENDICES

No	Title
Appendix 1	Southwark Construction Structure Chart
Appendix 2	Charter of Principle
Appendix 3	Charter of Principle (amended for Covid 19)
Appendix 4	Summary of Recommendations

AUDIT TRAIL

Cabinet Member	Councillor Darren Merrill, Council Homes and Homelessness	
Lead Officer	Stuart Davis, Director of New Homes	
Report Author	Lorraine Roach, Development Manager	
Version	Final	
Dated	1 September 2022	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	Yes	Yes
Strategic Director of Finance and Governance	Yes	Yes
Head of Procurement	Yes	Yes
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team		1 September 2022

Appendix 1 - Southwark Construction Structure Chart



CHARTER OF PRINCIPLES

APPENDIX 2

The Charter of Principles sets out our commitment to how the council and our partners will work with residents on our programme of investment and renewal. It contains six key pledges to give people who live and work in Southwark a real say in the programme to build 11,000 new council homes.

Pledge 1

How we will work with you on developing the principles for housing investment and renewal of our estates

- We will work with you to identify what factors make an estate a success and worth investing in for the future
- We will involve the community area by area as we work with you to consider the options and opportunities for development in each part of the borough.

Pledge 2

How we will work with you on the development of the new homes on your estate

- We will work with you on the design of each scheme and keep you informed every step of the way as the programme progresses
- Consultation and engagement will continue throughout the design and delivery of the programme rather than being a one off exercise at the beginning without further opportunities to give us feedback. We will keep you informed as to how your views have been taken into account
- Each scheme will have a named lead officer so that residents know who to contact
- Consultation will be led by local project groups of residents and local councillors in each area
- We will hold one to one meetings for any resident that wants one
- We will only proceed with submitting a planning application for proposals for this programme where there has been thorough dialogue and consultation with residents.

Pledge 3

How we will involve you in ensuring that the new homes are delivered to a high standard

- For each scheme we will set up a residents' project team of interested residents to regularly meet with us on the delivery of the new homes

- We will involve representatives from the wider community affected by the development of new homes
- We will hold monthly site meetings with resident representatives from the residents' project team
- We will walk around the site with resident representatives and ward councillors a week before
- the handover
- We will carry out a satisfaction survey to find out how satisfied you are with how the projects are delivered, and what we can learn for the future
- We will work with you to ensure we get value for money for every pound spent on the programme.

Pledge 4

Giving you a real say in how the new homes are managed

- We will work with you on an area basis on options for involving you in the longer term management and upkeep of your home.

Pledge 5

We will demand high standards for the quality and affordability of new homes

- The 11,000 homes that we develop for rent will be let at formula or target rent i.e. true council rent levels
- We aim to develop new homes that meet high standards of construction, design and environmental sustainability
- The programme will include homes that fully meet the needs of vulnerable people and people with disabilities. We will make sure that our new homes help people to live independent lives
- We will work with you not just to build new homes but to create great neighbourhoods with a strong sense of community. We will work with you to plan how our investment can create opportunities for improvements to the whole neighbourhood, building communities of which we can all be proud
- We will ensure that the programme supports local employment and skills, sourcing local labour and involving local businesses.

Pledge 6

Your housing options if you are affected by redevelopment of your estate

- We will ensure that leaseholders and homeowners affected by redevelopment get access to dedicated advice, support and information on their options for the future. This will include, where it is necessary, offering a full range of options for rehousing including shared ownership and shared equity, and any loss, compensation or disturbance payments residents may be entitled to
- The programme aims to benefit local people and any tenant or leaseholder wanting to stay in an area where development takes place will be offered options to do so
- We want to make most effective use of the new stock to make sure it is let fairly and in a way that deals with any specific local issues and concerns, and contributes to sustainable and mixed communities. We will work with residents to give them a say on lettings so that, for example, we make provision for those freeing up underoccupied properties, and to ensure that lettings take account of local circumstances
- Where tenants of the new homes want to move they will have the same rights to transfer and exchange their homes as any other Southwark tenant
- At least half of the homes we develop will be available to tenants in housing need on the estate at the first letting to make sure that local residents affected by redevelopment get a fair deal.

APPENDIX 3

CHARTER FOR INFLUENCING AND BENEFITING FROM NEW COUNCIL HOMES DEVELOPMENT (CHARTER OF PRINCIPLES)

The Charter of Principles sets out our commitment to how the council and our partners will work with residents on our programme of investment and renewal. It contains key pledges to give people who live and work in Southwark a real say in the programme to build 11,000 new council homes.

The council remain committed to working with residents on our programme during this period of uncertainty and will follow the advice issued by Central Government as to the precautionary measures and action to take to ensure that residents, staff, and partners are protected from the Coronavirus through face to face and public gatherings.

Our long term commitment to building 11,000 new council homes means that the programme for delivery of these homes must continue so that there are new homes that will continue to meet the increasing housing need in our borough.

When things return to normal we will provide information on all the projects where interim measures were in place and give you the opportunity, via a drop in and questionnaires to provide any feedback you may have but for now we will adapt the way we engage with you whilst seeking to give you every opportunity to work with us in the development of new homes. We acknowledge that we will have to be creative to ensure genuine engagement with you and other residents. We are committed to exploring new methods, and welcome good suggestions from the public on how to do this.

Pledge 1

How we will work with you on developing the principles for housing investment and renewal of our estates

- We will work with you to identify what factors make an estate a success and worth investing in for the future, where appropriate, developing an Estate Improvement Plan
- We will involve the community area by area as we work with you to consider the options and opportunities for development in each part of the borough.

Interim Measures:

We will use our Consultation Hub to involve you in considering the options and opportunities for development in your area.

The council will also assess where some residents, for example vulnerable residents, may need a more tailored approach to consultation and adapt processes to be inclusive.

Where we hold email addresses we will send information via email and ask for feedback to be provided to us via the Consultation Hub and provide links to the webpage (www.southwark.gov.uk/11000homes). We will continue to use the postal service for those who do not have an email address.

Pledge 2

How we will work with you on the development of the new homes on your estate

- We will work with you on the design of each scheme and keep you informed every step of the way as the programme progresses
- Consultation and engagement will continue throughout the design and delivery of the programme rather than being a one off exercise at the beginning without further opportunities to give us feedback. We will keep you informed as to how your views have been taken into account
- Each scheme will have a named lead officer so that residents know who to contact
- Consultation will be led by local project groups of residents and local councillors in each area
- We will hold one to one meetings for any resident that wants one
- We will only proceed with submitting a planning application for proposals for this programme where there has been thorough dialogue and consultation with residents.

Interim Measures:

We will use our Consultation Hub to present the designs for the schemes, display exhibition board, and ask for your feedback your comments. We may ask you specific questions depending on where we are in the designing of the new homes. We will also be available to talk to you by telephone.

We will where requested hold one to one meetings via Telephone, Facetime, Whatsapp or other digital systems that all parties that do not have a charge.

We will continue to consult with your project group representatives on any key decisions that need to be made and hold at least 3 meetings with them.

We will broaden the range of consultation and engagement tools we use.

We will continue to issue newsletters, flyers and information via the post or email.

Pledge 3

How we will involve you in ensuring that the new homes are delivered to a high standard

- For each scheme we will set up a residents' project team of interested residents to regularly meet with us on the delivery of the new homes
- We will involve representatives from the wider community affected by the development of new homes

We will hold monthly site meetings with resident representatives from the residents' project team

▪

We will walk around the site with resident representatives and ward councillors a week before the handover

- We will carry out a satisfaction survey to find out how satisfied you are with how the projects are delivered, and what we can learn for the future
- We will work with you to ensure we get value for money for every pound spent on the programme.

Interim measures: we remain committed to setting up a project group and involving the community either via the Consultation Hub, email or post.

We will continue to hold monthly site meetings where possible with the contractors via digital methods and will invite resident representatives from the residents' project team.

We will ensure that adequate measures for handover of sites are agreed with residents and councillors.

Pledge 4

Giving you a real say in how the new homes are managed

- We will work with you on an area basis on options for involving you in the longer term management and upkeep of your home.

Interim measures: there will be no changes at this time to how we carry out this pledge.

Pledge 5

We will demand high standards for the quality and affordability of new homes

- The 11,000 homes that we develop for rent will be let at formula or target rent i.e. true council rent levels
- We aim to develop new homes that meet high standards of construction, design and environmental sustainability
- The programme will include homes that fully meet the needs of vulnerable people and people with disabilities. We will make sure that our new homes help people to live independent lives
- We will work with you not just to build new homes but to create great neighbourhoods with a strong sense of community. We will work with you to plan how our investment can create opportunities for improvements to the whole neighbourhood, building communities of which we can all be proud
- We will ensure that the programme supports local employment and skills, sourcing local labour and involving local businesses.
- In some cases, where there is a demand or the scheme is of a sensitive nature and a stand alone scheme , we will give an opportunity to influence the selection of architect (from a pre-qualified framework) This needs to be balanced against the benefits of packaging a number of schemes together to ensure value for money and to expedite the programme

Interim measures: there will be no changes at this time to how we carry out this pledge.

Pledge 6

Your housing options if you are affected by redevelopment of your estate

- We will ensure that leaseholders and homeowners affected by redevelopment get access to dedicated advice, support and information on their options for the future. This will include, where it is necessary, offering a full range of options for rehousing including shared ownership and shared equity, and any loss, compensation or disturbance payments residents may be entitled to
- We will carry out an assessment of the housing needs of any block affected by redevelopment with one to one visits to all those directly impact by the redevelopment.
- The programme aims to benefit local people and any tenant or leaseholder wanting to stay in an area where development takes place will be offered options to do so
- We want to make most effective use of the new stock to make sure it is let fairly and in a way that deals with any specific local issues and concerns, and contributes to sustainable and mixed communities. We will work with residents to give them a say on lettings so that, for example, we make provision for those freeing up underoccupied properties, and to ensure that lettings take account of local circumstances. This will involve, in most cases,

agreeing a local letting plans in line with guidance from the overall allocations policy.

- Where tenants of the new homes want to move they will have the same rights to transfer and exchange their homes as any other Southwark tenant
- At least half of the homes we develop will be available to tenants in housing need on the estate at the first letting to make sure that local residents affected by redevelopment get a fair deal.
- New homes will be pre-allocated and residents will be able to decide on some of the internal finishes.*

Interim measures: there will be no changes at this time to how we carry out this pledge.

*This will only apply to schemes that have been approved starting design from 01/01/2020

Pledge 7

We demand the best from our contractors

- We will ensure our constructors' are signed up to considerate constructor schemes (it's a requirement)
- Each site will have a named site manager and contact details displayed
- Where residents are going to be affected by works we will ensure that contractors keep residents informed on progress and any disruption that may impact on them

Appendix 4 – Summary of Recommendations

No.	Recommendation	Accepted/ Rejected	If “Accepted”, Action plan for Implementation or if “Rejected”, Reason for Rejection
1.	Given the issues with the written report provided to the Housing and Community Engagement Scrutiny Commission on 5 October 2021, the Cabinet member takes steps to ensure all officers in housing understand the function of scrutiny and the importance of providing a full and accurate assessment of where things may have gone wrong, for lessons to be learned for the future.	Accepted	All officers in housing continue to be trained to understand the function of scrutiny and the importance of providing full and accurate assessments of where things may have gone wrong
2.	Cabinet member asks officers to build early discussions with key local stakeholders into the new homes process including arranging webinars or online meetings where ward councillors, TMOs and TRAs can explain their perspective on new housing projects, and how councillors seek to input into these.	Accepted	Early discussions with key local stakeholders in the new homes process forms part of its standard processes and procedures.
3.	The Cabinet should give due consideration to incorporating the principles of the Southwark Group of Tenants Organisation (SGTO) consultation charter into its own consultation protocols.	Accepted	Housing officers involved in delivering new homes take best practice from Southwark Group of Tenants Organisation (SGTO) consultation charter and other recognised bodies associated/working closely with the council to meet its objectives.
4.	The Cabinet member asks officers to implement a consultation protocol which prioritises clear, consistent and timely communications for all development projects where the council is building on existing estates. This protocol should take account of recommendations made in the SGTO consultation Charter.	Accepted	A consultation protocol which prioritises clear, consistent and timely communication for all development projects is in place and in is in line with the council’s 6 pledges set out in the Charter of Principles.
5.	The Cabinet member should ensure that the protocol on consultation makes clear that it is the council’s project team who is responsible for consultation with all residents and that TMOs and TRAs are important bodies to consult, but they are not a replacement or proxy for all residents.	Accepted	The council’s project team’s literature and consultation platform, Commonplace, explicitly states that they are responsible for the consultation with all residents and that the TMOs and TRAs are important bodies to consult, but they are not a replacement or proxy for all residents.
6.	The Cabinet member should review consultation practice to ensure there is always an easily available non-digital alternative route for residents to find out about proposals and contribute their views. The Cabinet member should also review the effectiveness and reliability of Commonplace as a tool for engagement.	Accepted	The officer’s consultation processes do and will continue to include non-digital routes and other forms, which meet the needs of the individual consultee needs. They will clearly communicate how and why we are building the new homes. They will also continue to ensure other stakeholders are involved and consulted on plans for new homes building within their communities.
No.	New Recommendation	Accepted/ Rejected	Action or Implementation
1.	To annually review the Charter of Principles and make local adjustments and improvements enhance resident consultation and engagement	N/A	This will enable Southwark Construction to amend, improve or incorporate new ways of working seamlessly

Item No. 17.	Classification: Open	Date: 13 September 2022	Meeting Name: Cabinet
Report title:		Response to the Housing and Community Engagement Scrutiny Commission: Licensing in the private rented sector in the Borough of Southwark	
Ward(s) or groups affected:		All	
Cabinet Member:		Councillor Dora Dixon-Fyle, Community Safety	

FOREWORD - COUNCILLOR DORA DIXON-FYLE, CABINET MEMBER FOR COMMUNITY SAFETY

I would like to thank Councillor Edwards and the Housing and Community Engagement Scrutiny Commission for their report and wide-ranging recommendations around property licensing in the private rented sector in Southwark.

The growth of the private rented sector (PRS) in Southwark has been accompanied by an increase in housing and ill health related problems. Rising rents has had a huge impact on affordability and this in turn has led to overcrowding, tenants being made homeless and a deterioration in property conditions. The situation has been made much worse by the pandemic, with overcrowding responsible for increases in the rate of virus transmission and a huge increase in homeless referrals due to financial issues. The increase in energy prices and cost of living crisis has exacerbate these issues and will continue to have detrimental impact on residents in this sector.

The Council is committed to improving the management and condition of privately rented properties in the borough. Around 43,000 homes in the borough are privately rented. Whilst the majority of these are well maintained and safe, a growing minority is sub-standard and dangerous. Even well meaning landlords may not always be up to date with the latest legal and safety requirements. These properties not only endanger the health, safety and wellbeing of tenants, but also cause issues with neighbours requiring many interventions from already stretched Council services. The Council is using all of the tools it has to improve the situation for tenants in this sector and property licensing is integral to the Council's strategy.

The Council is building on the successes of its previous licensing schemes to help as many tenants renting in the private sector as possible. The new schemes require privately rented single-family properties to be licensed for a period of five years. The schemes will allow the Council to deal directly with persons ultimately responsible for maintaining housing standards and managing poor tenant behaviour in these properties. Other benefits include:

- safeguarding a larger proportion of vulnerable private sector residents
- raising housing standards through enforcement
- reaching a wider cohort of landlords and encouraging investment in Southwark's legacy private sector housing stock
- narrowing trends in deprivation
- reduction of antisocial behaviour (ASB) and fly tipping incidents from domestic properties.
- collaborative working between stakeholders to deal with specific issues (e.g. fuel poverty, climate change, mental health)
- providing tailored advice to tenants and landlords to address specific issues that are problematic in Southwark

The licensing schemes will be implemented in two phases. This is illustrated in the table below:

Phase	Wards Covered	Justification for licensing	Timescale	Comments
1	Newington and Champion Hill	Anti -Social Behaviour	1/03/ 2022 to 28/02/2027	In progress. Secretary of State Approval not required as licensing scheme covered less than 20% of the Borough
	Faraday, Goose Green and St Giles	Property conditions		
<p><i>Officers are collating data to demonstrate Phase 1 has led to improvements in the private rented sector. This data is needed to support the Councils application to the Secretary of State for his approval for Phase 2.</i></p>				
Phase	Proposed Areas Covered	Justification for licensing	Timescale	Comments
2	North Walworth, Nunhead & Queens Road, Old Kent Road and Peckham	Deprivation Poor property conditions	September 2023 to August 2028	Secretary of State approval required as over 20% of the Borough will be subject to licensing
	Camberwell Green, Chaucer, Dulwich Hill, Dulwich Wood, London Bridge & West, Bermondsey, Peckham Rye, Rotherhithe, Rye Lane, South Bermondsey and Surrey Docks	Poor property conditions		

RECOMMENDATIONS

1. Cabinet welcomes the recommendations of the Overview and Scrutiny Committee (paragraph 2) and notes the response set out in this report.

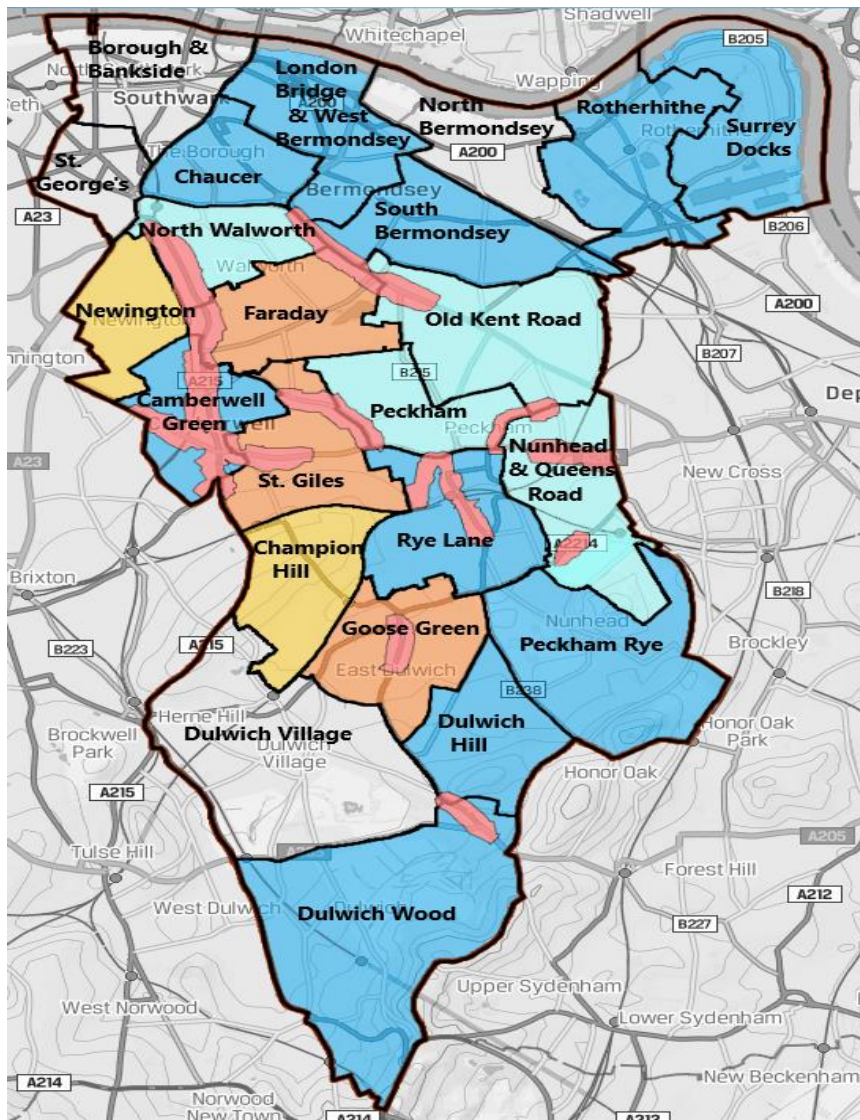
BACKGROUND INFORMATION

1. At its meeting on 23 November 2021 the Housing and Community Engagement Scrutiny Commission received a report from the Cabinet member for a Safer Cleaner Borough on private rented housing. The commission also received a presentation from the Private Sector Housing Enforcement Manager and Director of Environment on private rented housing, including licensing and the renter's union.
2. The commission considered and agreed the set of recommendations at its meeting on 24 March 2022. The recommendations were as follows;
 - Carry out an assessment of the impact on the private rented sector, which once fell under regulation (between 2016 and 2020) but is now outside of regulation.
 - Landlords who apply for the current "gold standard" license receive a reduction in their fee as an incentive. Consider extending this incentive to landlords who offer affordable housing to refugees arriving in the borough. This recommendation is clearly of a more urgent nature because of recent tragic developments in Ukraine.
 - Consider extending landlord licensing to cover inhabitable homes that have been empty for more than three months.
 - Work with the Leader and Cabinet colleagues to investigate what steps could be taken via the council's HR processes to strengthen Southwark's recruitment in this area.
 - Consider that the rental properties having a higher ranking on their energy performance certificate receive a reduction in their licensing fees to encourage landlords to improve energy efficiencies of their properties.
3. This report sets out the council's consideration of these recommendations and updates the Cabinet on the steps that are being taken.

RESPONSE TO RECOMMENDATIONS

4. Recommendation 1- Carry out an assessment of the impact on the private rented sector, which once fell under regulation (between 2016 and 2020) but is now outside of regulation. Review whether housing conditions have deteriorated as a result of this and develop a roadmap to bring further wards within the scope of the new Private Rented Sector (PRS) scheme, particularly those areas covered by the 2016-2020 regulations.
5. The areas covered by the 2016-2020 selective licensing scheme have been considered and included as part of Phase 1 and Phase 2 of the current, and new, schemes as indicated in the map below. The only area, which was included in the previous scheme but will not be covered by the new scheme, is a very small area in Dulwich Village ward where the Telephone Exchange building is located (512 Lordship Lane). This is not

a residential building and the exclusion of this area will therefore have no impact.



Key:

Pink	Areas subject to selective licensing from 2016 to 2020
Orange and yellow	Wards subject to selective licensing under Phase 1 from 1 March 2022 for 5 years
Light and dark blue	Proposed wards for selective licensing for Phase 2 subject to Secretary of State for Levelling Up, Housing and Communities approval in 2023

6. **Recommendation 2-** Landlords who apply for the current “gold standard” license receive a reduction in their fee as an incentive. Consider extending this incentive to landlords who offer affordable housing to refugees arriving in the borough. This recommendation is clearly of a

more urgent nature because of recent tragic developments in Ukraine.

7. The service will amend its fee structure to offer an additional discount on application specifically for landlords of host properties for refugees. Therefore, any landlord who hosts a Ukrainian guest (or any other refugees) in a licensable property will be eligible to receive a 30% discount on their Part A fee. These landlords will also be eligible for the following discounts as appropriate:
 - i. Part B fee 50% discount if they are a Gold Standard Charter landlord
 - ii. Part B fee 50% discount if they are signed up to the Finder's Fee scheme

Note: Licensing fees are paid in two parts. Fee A is paid on application and Fee B is paid when the final license is issued.

8. Recommendation 3– Consider extending landlord licensing to cover inhabitable homes that have been empty for more than three months. Some elements will not be relevant to them but extension of those elements, which could help tackle negative environmental impacts and discourage landlords from leaving homes empty.
9. There is currently no provision under the Housing Act 2004 to allow Local Authorities to licence empty homes.
10. Recommendation 4 - Work with the Leader and Cabinet colleagues to investigate what steps could be taken via the council's HR processes to strengthen Southwark's recruitment in this area.
11. There is a recognised national shortage of suitably qualified staff in this area. This continues to have an impact on recruitment. The service has reallocated existing staff and resources to ensure successful delivery of Phase 1 of selective licensing. Additional agency staff are being recruited to process applications and free up existing staff to undertake targeted enforcement to support the evidence needed for Southwark's application to the Secretary of State for Phase 2.
12. Where there are vacancies in the existing structure the service is seeking to carry out targeted recruitment campaigns with the option of adding a market factor supplement for these hard fill posts.
13. Officers are currently mapping out resources needed for the implementation of phase 2 in 2023, in readiness for the Secretary of State's approval of Southwark's application.
14. Recommendation 5 - Consider that the rental properties having a higher ranking on their energy performance certificate receive a reduction in their licensing fees to encourage landlords to improve energy efficiencies of their properties.

15. Landlords are encouraged to improve the energy performance of their properties above the minimum requirement through the Gold Standard Charter status. These landlords receive a 50% refund on their Part B Payment.
16. The Council's private sector housing team are responsible for enforcing Domestic Minimum Energy Efficiency Standard (MEES) Regulations that set a minimum energy efficiency level for domestic private rented properties. From 1 April 2020, landlords can no longer let or continue to let properties covered by the MEES Regulations if they have an EPC rating below E, unless they have a valid exemption in place. Where a landlord has failed to fulfil their obligations under the MEES Regulations, a compliance notice will be served on the landlord. If a breach is confirmed, the landlord may receive a financial penalty.

Community, equalities (including socio-economic) and health impacts

Community impact statement

17. Anti-social behaviour and poor housing conditions have a direct impact on the communities of Southwark. The responses provided above set out the actions that the council is taking to support those who are affected by these issues.

Equalities (including socio-economic) impact statement

18. All tenants and landlords in Southwark are entitled to expect consistently good standards of advice and service. The responses to the recommendations in this report will support this.

Health impact statement

19. The Council is committed to promoting and improving the health of residents. The actions set out in this report around ASB and raising housing standards both contribute towards meeting this commitment.

Climate change implications

20. Public Protection initiatives such as property licensing schemes support the aims of the Councils Climate Change Strategy. Licensing mirrors the Councils commitment to raise property standards, reduce fuel poverty and encourage energy efficiency for residents. There is considerable scope for improving energy efficiency in the private rented sector through licensing.

21. Resource implications

Additional resources are required to support the council's case for Phase 2 of selective licensing. These will be absorbed through existing property licence fees.

Legal implications

22. There are no legal implications.

Financial implications

23. Any financial implications from the actions and proposals in this report have will be met through property license fees

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**Head of Procurement**

24. Not applicable

Director of Law and Governance

25. Not applicable

Strategic Director of Finance and Governance

26. The Strategic Director of Finance and Governance notes the responses to the Housing and Community Engagement Scrutiny Commission: Licensing in the private rented sector in the Borough of Southwark (non-key)

27. The Strategic Director of Finance and Governance also notes the additional financial implications arising from the need for frontline staff to process applications and provide much needed support for enforcement staff.

28. All staffing and other related costs to be contained within existing departmental revenue budgets.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Housing and Community Engagement Scrutiny Commission agenda and minutes – 23 November 2021	Southwark Council Website	Anju.Sidhu@southwark.gov.uk
Link: https://moderngov.southwark.gov.uk/ieListDocuments.aspx?CIId=551&MIId=7029		

APPENDICES

No.	Title
None	

AUDIT TRAIL

Cabinet Member	Councillor Dora Dixon-Fyle, Community Safety	
Lead Officer	Matt Clubb, Director of Environment	
Report Author	Anju Sidhu, Head of Service for Regulatory Services	
Version	Final	
Dated	1 September 2022	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	N/a	N/a
Strategic Director of Finance and Governance	Yes	Yes
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team	1 September 2022	

Item No. 9.	Classification: Open	Date: 23 September 2022	Meeting Name: Housing and Community Safety Scrutiny Commission
Report title:		Work Programme 2022-23	
Ward(s) or groups affected:		N/a	
From:		Scrutiny Officer	

RECOMMENDATIONS

1. That the housing and community safety scrutiny commission note the work programme as at 23 September 2022 attached as Appendix 1.
2. That the housing and community safety scrutiny commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions,

initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
 - f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
 - g) consider any matter affecting the area or its inhabitants
 - h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
 - i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
 - j) conduct research and consultation on the analysis of policy issues and possible options
 - k) question and gather evidence from any other person (with their consent)
 - l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
 - m) conclude inquiries promptly and normally within six months
4. The work programme document lists those items which have been or are to be considered in line with the committee's terms of reference.

KEY ISSUES FOR CONSIDERATION

5. The Housing service areas that fall within the scope of the Housing and Community Safety Scrutiny Commission are:
- Resident Services (which includes area management, strategy and business support, strategic business and support housing services).
 - Customer Experience Division (which includes the Contact Centre; Customer Resolution and Specialist Services, My Southwark Home Owners and the Housing Solutions Services).
 - Asset Management Division (which includes New Homes; Investment, Repairs & Maintenance and Engineering).

6. As of 6 July 2022 the commission also now has within in its remit the area of community safety.
7. The cabinet portfolio elements relating to this commission are listed below:

Housing (Councillor Darren Merrill)

- Southwark's Housing Strategy
- Management of the council's homes, including sheltered and extra care homes
- Council housing repairs and major works services
- Delivery of new council homes, including older people's homes
- Tenant and homeowner involvement, including relationships with Tenants and Resident Associations (TRAs) and Tenant Management Organisations (TMOs)
- Services and advice for council tenants, leaseholder and freeholder
- Maintenance of tenants and residents halls and related facilities on our estates
- Housing allocations and lettings
- Management of council owned temporary accommodation
- Homes for Gypsy, Roma and traveller communities
- Housing fire safety, cladding and remediation
- Relationship with housing associations
- Tackling empty homes and absentee landlords

Community Safety (Councillor Dora Dixon-Fyle)

- Reducing crime, anti-social behaviour and noise nuisance
- Violence Against Woman and Girls (VAWG)
- Community Harm and Exploitation Hub
- Modern day slavery
- Community wardens
- The Southwark Young Advisors
- Public spaces protection orders (PSPOs)
- Strengthening community relations with the police and promoting equitable policing
- Private rented housing and short-term lets
- Licensing, Trading Standards, Environmental Health and gambling

Climate Emergency and Sustainable Development – Councillor Helen Dennis (Housing related portfolio area)

Delivering commitments

- Use our planning powers to robustly require new social rent homes

Parks, Streets and Clean Air – Councillor Catherine Rose (Housing related portfolio area)

Delivering commitments

- A new right to community gardens or food growing plots on estates

- Set out in Appendix 1 (Work Programme) are the issues the housing scrutiny commission is due to consider in the 2022-23 municipal year.
- The work programme is a standing item on the housing scrutiny commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Housing and Community Safety Scrutiny Commission	Southwark Council Website	Amit Alva 020 7525 0496
Link: https://moderngov.southwark.gov.uk/ieListMeetings.aspx?CIId=605&Year=2022		

APPENDICES

No.	Title
Appendix 1	Work Programme 2022/23

AUDIT TRAIL

Lead Officer	Amit Alva, Scrutiny Officer	
Report Author	Amit Alva,	
Version	Final	
Dated	23 September 2022	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No

Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Scrutiny Team	23 September 2022	

Housing and Community Safety Scrutiny Commission Work Programme – 2022/23

Meeting	Agenda items	Comment
12 July 2022	Housing Repairs Call Centre report on: <ul style="list-style-type: none"> • Waiting times • Staff capacity • Impact of the pandemic • Main Issues faced over longer term 	Commission received report from Ade Aderemi, Head of Customer Services.
	Safer Neighbourhood Teams <ul style="list-style-type: none"> • Co-ordination and support provided to the Safer Neighbourhood police teams • Structures and number of people in such teams, turnover levels of police officers • Ward specific differences amongst the police teams • Community cohesion role of the police teams in the wards and key competencies required • Impact of pandemic 	Commission interviewed Chief Inspector, Steve Boswell in charge of all Safer Neighbourhood Teams from the London MET Police.
	Work Programme	Considered at each meeting.

<p>3 October 2022</p>	<ul style="list-style-type: none"> • To hear from David Eyles of the Leaseholders Association of Southwark on leasehold matters • To hear from leaseholder representatives on leaseholder experiences of legacy and current repair issues • Issues with Leaseholder charges and the impact of the cost-of-living crisis on leaseholders especially but not limited to rising energy bills and repair issues 	<p>Officer attending Louise Turff, Head of Homeownership Services, Finance and Governance to present a report on how expenditures are accounted for in service charges and also any repair issues</p>
	<ul style="list-style-type: none"> • Progress on Empty homes 	<p>Progress made on the utilisation of empty homes.</p> <p>Officers attending Perry Singh, Strategy and Business Support Manager, Housing and Modernisation.</p>

<p>21 November 2022</p>	<ul style="list-style-type: none"> • Interview with Cabinet Member for Council homes and homelessness • Housing Allocation Statistics & Overcrowding • The projected impact of the cost of living crisis on Southwark council housing tenants, report covering but not limited to: <ul style="list-style-type: none"> ○ Increase in Domestic Abuse and the impact of the change of providers from Solace to Refuge. ○ Increase in Anti-Social Behaviour 	<p>Interview with Councillor Darren Merrill including a holistic overview of key strategies and projects under the Cabinet member portfolio for Council Homes and Homelessness. Including the following topics but not limited to</p> <ul style="list-style-type: none"> ➤ Housing repairs service including the contact centre service, multiple failures, repeated calls, contractors and an update on the new strategy in development. (To be confirmed). <p>To receive a report/update from officers on Housing Allocation Statistics & Overcrowding.</p> <p>To receive a comprehensive report from officers on the projected impact of the cost of living crisis on Southwark Housing. The report to include Domestic Abuse (impact of changing providers from Solace to Refuge) and Anti-social behaviour.</p>
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	Proposed Items for upcoming meetings	
	<ul style="list-style-type: none"> • Impact of the cost-of-living crisis on the Council houses and private rented sector • Temporary accommodation • Interview with Cabinet Member for Community Safety. (Safer Southwark - Community Safety Plan Review) • Interview with the Police Commander for London Borough of Southwark (Trust and visibility of the policing in the community) • Interview with the Fire Commander for London Borough of Southwark • Housing Repairs service overall strategy review including contact centre repeated calls (multiple failures), to be confirmed for 15 February 2023 meeting. • Final Scrutiny recommendations 	<p>Attendance of Cabinet member and officers for these items to be confirmed.</p>

Housing and Community Safety Scrutiny Commission

MUNICIPAL YEAR 2022-23

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Amit Alva Tel: 020 7525 0496

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Electronic Copy		Aine Gallagher – Cabinet and Public Affairs Manager	
Members		Joseph Brown- Senior Cabinet Officer	
Councillor Ellie Cumbo (Chair) Councillor Jane Salmon (Vice-Chair) Councillor Emily Tester Councillor Barrie Hargrove Councillor Esme Hicks Councillor Sam Foster Councillor Portia Mwangangye		Pavle Popovic – Liberal Democrat Group Office	
		Euan Cadzow-Webb - Liberal Democrat Group Office	
Reserves Members		External	
Councillor Leo Pollak Councillor Sam Dalton Councillor Joseph Vambe Councillor Ketzia Harper Councillor Kim McIntosh Councillor Hamish McCallum Councillor Adam Hood		Caroline Vicent	
Co-Opted Members			
Bassey Bassey (Southwark TMO) Cris Claridge (Tenants Forum) Ina Negoita (Homeowners Forum)			
		Dated: July 2022	