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1. Fire & Gas Safety

Fire risk assessments

- 1.1 Contractors Frankham RMS have completed 19 of the 21 extra high level fire risk assessments commissioned by CityWest Homes (CWH) at high rise blocks. CWH are planning to commence feedback to residents in the new-year.
- 1.2 The fire door replacement contract will be awarded in January 2018, with the schedule of inspections running through until autumn 2018.

Sprinklers

- 1.3 A feasibility study has taken place in Little Venice tower blocks and a summary report with recommendations has been produced which will form the basis of the paper for consideration by Cabinet and the Policy and Scrutiny Committee. Additional analysis will be undertaken and the options will be ranked, based on need and risk, together with information on the response of other boroughs.

Fire safety regulations

- 1.4 CWH continue to monitor and review sector best practice working closely with the DCLG and London Fire Brigade, whilst lobbying government to increase the regulation and responsibilities of leaseholders.

- 1.5 The initial findings from the Dame Hackett led review of Building Regulations was released prior to the Christmas break.

Little Venice towers

- 1.6 The contractor Wates has removed all of the cladding they can reach using the mobile platforms. To remove the remaining higher panels and the rear panels at Oversley and Polesworth House, a combination of bespoke scaffolding and abseiling will now be used. To ensure the majority of cladding was removed by Christmas, Wates were authorised by the Council's Noise Team to perform work via abseil over two weekends in December between 8am and 5pm.
- 1.7 Removing the cladding on Oversley House requires a complicated scaffolding construction as it has a residential building attached to the rear of the block. This work will be completed by the second week in January and all cladding removed by the end of January. The waking watch will remain in place to ensure the safety of residents and provide reassurance until the cladding has been removed from all blocks.

Fire Safety Communications

- 1.8 General fire safety updates and copies of the latest communications sent to residents are available on the CWH website.

2. Regeneration

Church Street

- 2.1 Following approval of the Church Street Regeneration Programme Masterplan and Next Steps Cabinet Report on the 4th Dec 2017, the decision has been called in at the request of the three ward Councillors for review at the Policy and Scrutiny Committee. A response will be provided to all points raised.
- 2.2 Following scheme specific consultation on Ashbridge and Cosway, both projects have been submitted for planning.

Ebury Bridge

- 2.3 Engagement sessions held in late November and mid-December provided the chance for residents to put forward their priorities for any future scheme such as outdoor space, storage and shops. Over 120 residents attended the open invitation drop-ins and met the architects and ranked the elements of the design they saw as most important at Ebury Bridge.
- 2.4 The Ebury Bridge Community Futures Group has now been established and plays a key role in the development of the project. Over the next two months the group will continue to test options put forward ensuring that any renewal work is desirable and deliverable.
- 2.5 January will see further increased engagement with Ebury residents around the emerging options for the future of the estate. Residents will visit other regeneration schemes in London and meet with other residents to gauge their feedback on other renewal schemes. It is anticipated that more detailed proposals will be available for residents to view by the end of January/early February.

Tollgate Gardens

- 2.6 Construction is advancing and remains broadly on track for an overall May 2019 completion date. Practical completion on the first homes is expected in advance of this, with the initial, predominately private, block due to complete in November 2018. The first full social and intermediate block is planned to follow in December 2018.
- 2.7 Following Grenfell, the installation of cladding to the sole remaining block, Tollgate House, will not proceed. Other planned communal works, including a new entrance and installation of new balustrades, will continue. Construction of the new community centre is advanced with structural work due to complete in March 2018. To provide additional support for residents during the redevelopment programme, a dedicated community engagement resource has been put in place.

Infill Programme

- 2.8 Construction of the first family homes for delivery is underway with a total of 10 dwellings onsite. Handover of the completed units is programmed to take place from March 2018 through to June 2018.
- 2.9 Additional properties continue to enter into the design stage and the first phase of the Ward Councillor tours is complete. Potential opportunity sites are undergoing initial feasibility assessment with options and outcomes scheduled for review in February 2018.

3. Affordable Housing

- 3.1 A total of 72 new build affordable homes have been delivered in Westminster since 31st March 2017, including the 22 new affordable homes recently delivered at Ladbrooke Grove by Westminster Community Homes (WCH). In addition, 20 homes have been purchased on the open market for use as affordable housing and works are currently being carried out on these properties to bring them up to letting standard.
- 3.2 WCH's new affordable housing scheme at Ladbrooke Grove provides intermediate homes for rent for local Westminster workers and residents. Weekly rents on 1 bed homes range from £210 to £250 and £285 for a 2 bed. Referrals to these homes will come through Home Ownership Westminster, the City Council's intermediate housing service.

4. Housing Policy

Draft London Plan

- 4.1 The Mayor has published his draft London Plan for consultation, setting out his policy proposals for the spatial development of London over the period to 2041. On housing, it sets a 10 year (2019-29) housing delivery target for Westminster of 10,100 (1,010 pa) of which it is expected that 5,290 (529 pa) will come from small sites of less than 0.25 hectares.
- 4.2 The approach the draft takes to affordable housing has already been trailed in the Mayor's draft Housing Strategy and his Supplementary Planning Document on Affordable Housing and Viability reported to previous meetings. It sets a strategic

London wide target for 50% of all new homes to be affordable with an approach to viability that seeks to incentivise provision of 35% or more (50% on public land).

- 4.3 The Mayor has asked for comments on the draft by 2nd March 2018. Officers are currently reviewing the document and will be preparing a response.

Homelessness Reduction Act 2017 and Draft Homelessness Code of Guidance for Local Authorities

- 4.4 The Homelessness Reduction Act 2017 places a new duty on local authorities to help prevent the homelessness of all families and single people, regardless of priority need, who are eligible for assistance and threatened with homelessness. The Council's Housing Options teams continue to prepare their services for the new changes, ready for implementation on 3rd April 2018.

- 4.5 To support local authorities in delivering their new legislative duties, the Department for Communities and Local Government have drafted a Code of Guidance. This is an important document as it sets out how authorities should carry out their homelessness functions under the new law.

- 4.6 The Council submitted its comments to this consultation on 11th December 2017. The response supported the strengthening of the advice and earlier prevention intervention to be positive and proportionate, and welcomed the emphasis on comprehensive targeted tailored advice and information for those at risk of homelessness.

Funding Supported Housing Policy Statement and Consultation (October 2017)

- 4.7 DCLG is consulting on a new funding model for supported housing until 23rd January 2018 and the Council will be submitting a response.

London Housing Strategy draft for public consultation

- 4.8 The Mayor consulted on a new strategy until 7th December and the Council submitted a response.

- 4.9 Key proposals include supporting more intensive use of London's available land, protecting the Green Belt and prioritising higher density schemes and development on brownfield sites.

5. Homelessness and Rough Sleeping

Housing Options

- 5.1 Officers have successfully mobilised the new Housing Options service, led by Places for People (PfP), in partnership with Shelter and The Passage.
- 5.2 The Passage are now fully operational delivering the assessment and advice hub for single people who are homeless or at risk of becoming homeless. Shelter is working across the community to identify customers experiencing some difficulties and the early signs that may lead to homelessness in the future. Shelter's work includes joint working with family services through the Family Hubs programme. This area of work will be further expanded and developed during 2018.

Rough Sleeping & Supported Housing

- 5.3 Over the last quarter, work has taken place to review what more can be done to support revolving door rough sleepers in hostels who have moved in and out of services without being able to take meaningful steps forward in their lives.
- 5.4 It is hoped this learning and better understanding of what works for people who have experienced multiple and compounding disadvantage, can support wider work within the Council, especially the One Front Door programme's emphasis on delivering new ways of working with residents accessing multiple Council services, to effect meaningful change.

New Partnerships

- 5.5 We are working in partnership with Revolving Doors Agency (RDA) to deliver an exciting and innovative peer research project to explore issues around criminality and victimhood within the homeless population. The research will focus on individuals currently living in Westminster supported accommodation and on the streets in Westminster and RDA will work closely with WCC hostel staff and outreach teams to engage individuals. The findings from the researchers will inform service

development to better enable and support individuals to speak up when a crime is committed against them or when they are witness to a crime. The research will begin in January 2018 and we expect a report to be complete and published in July 2018.

Young Persons' Supported Housing Pathway

5.6 We have re-tendered and remodelled our Young Persons Supported Housing Pathway which will commence in April 2018. This will incorporate emergency and assessment beds to offer early intervention and prevent street homelessness. There will also be a greater focus on supporting young people to become resilient and move into employment to achieve positive outcomes.

Mental health supported housing

5.7 The Mental Health Supported Housing Pathway is currently under review. We are intending to procure and reconfigure the majority of the commissioned Mental Health services to ensure that all clients with severe and enduring mental illness experience an improved transition through the housing pathway in terms of the level of support they receive and with distinct timescales on move on.

Rough Sleeping count

5.8 Officers facilitated the more recent street count on 23rd November with independent verifiers to ensure consistency and accuracy of reporting. The total number found bedded down was 217; this is a 17% decrease from the same time last year.

Prevention Trailblazer

5.9 We have completed the first phase of our research and key findings include: highlighting a pathway from private rented sector to Housing Options; the need to ask the right questions in order to identify key issues and find effective solutions; and the need for clear messaging from housing/advice providers.

5.10 This research will form the basis of our phase two: understanding of how knowledge is spread through community networks and how we can utilise this for effective early intervention and resilience building.

5.11 Findings from this research will be shared via the Prevention working group.

6 CityWest Homes (CWH)

Service Transformation

- 6.1 The new frontline operating model, comprising of contact centre and specialist teams, has been in place for nearly 6 months now. Following the launch of the new customer service centre in June, call waiting times have been longer than is acceptable and CWH are continuing to receive more calls than predicted. Continuous changes have been made to improve the service week by week and since the customer service centre launched, CWH have:
- tripled the number of customer service centre staff dealing with repairs calls
 - recruited a dedicated team to manage email queries
 - provided additional training for staff
 - improved IT and phone systems to deal with enquiries more efficiently
- 6.2 They are also recruiting more staff for January, which is traditionally the busiest month for repairs, and introducing queue buster technology to automatically call residents back in line with their place in the queue so they don't have to wait on the phone
- 6.3 Refurbishment of 3 of the 4 Area Service Centres is now complete. Work to the North Area Service Centre in Maida Vale and to CWH's Head Office will complete in February 2018. The reception desks at Church Street, Grosvenor, Lillington and Longmore, Little Venice, Paddington, St Johns Wood and Westbourne Park have now closed. There has been very little negative feedback from the front office closures.
- 6.4 CWH launched its refreshed website in June 2017 and it now receives on average 5,300 sessions per week with a session lasting over five minutes. There has been an increase in traffic to the site since September with an additional 750 sessions per week. The contact centre has received almost 1,000 online forms, showing that there is an appetite for online services.

- 6.5 From December 2017 CWH is starting its roll out of online services across the city, providing access to services at any time and through any device. Tenants and lessees in the pilot area are now able to: contact CWH through a secure digital channel; view rent and service charges; view repairs history (from registration date); view and update contact details; view tenancy details; raise ASB complaints; report feedback on the service; and order swipe card & set up DD.

Major Works contract re-let update

- 6.6 Leaseholder consultation on the two new major works concluded with 68 observations, all of which are being responded to.
- 6.7 The contracts, with The United Living for the South and Axis Europe for the North of the borough, are now in the process of being engrossed and remain on programme.
- 6.8 The appointed contractors will carry out all major works to properties over the next 10 years, with the exception of a small number of schemes procured in the last year that are yet to complete. The new contracts are forecast to deliver an estimated £28m of savings, which will be passed on to both the HRA and leaseholders where appropriate.

7. SHSOP

- 7.1 The City Council's appointed contractor, Durkan Ltd, are completing design work for the Beachcroft scheme. Onsite works have commenced with hoarding erected and demolition work is due to commence in January.
- 7.2 A 'Meet the Contractor' event was held on Monday 20th November; 6 residents attended, predominantly from Oak Tree House. Further communications regarding site access arrangements and emergency vehicle access are to be sent to residents.
- 7.3 The Council is currently working up preferred options for the Carlton Dene and Westmead sites. Following this, a procurement and delivery strategy will be developed, as well as an outline business case recommending approval of the preferred development option.