



Overview & Scrutiny Board

5 February 2018

REPORT

Subject Heading:

Call-in of a Cabinet Decision relating to the approval of the Regeneration Local Lettings Plan & Decant Policy and Possession Procedure

SLT Lead:

Daniel Fenwick – Director of Legal & Governance

Report Author and contact details:

Richard Cursons – Democratic Services Officer

richard.cursons@onesource.co.uk

Policy context:

Housing Regeneration Programme – Local Letting Plan and Decant Policy and Possession Procedure

Financial summary:

The Local Lettings Plan and the Decant Policy and Possession Procedure set out the offering and processes which will enable the Council to seek vacant possession of council tenanted properties. Approximately £6.9 million has been set aside from the Housing Revenue Account resources to meet the costs of re-housing displaced council tenants. Cabinet approval of both the Local Lettings Plan and the Decant Policy and Possession Procedure will allow the Housing Regeneration Programme to progress.

The subject matter of this report deals with the following Council Objectives

Communities making Havering
Places making Havering
Opportunities making Havering
Connections making Havering

[X]
[X]
[X]
[X]

SUMMARY

In accordance with paragraph 17 of the Overview & Scrutiny Committee Rules, a requisition signed by two Members representing more than one Group (Councillors Keith Darvill and Ray Morgon) have called-in the Cabinet Decision dated 17 January 2018.

RECOMMENDATION

That the Board considers the requisition of the call-in of the Cabinet Decision and determines whether to uphold it.

REPORT DETAIL

As per Appendix A

Background Papers List

Appendix A – Cabinet Decision
Appendix B - Cabinet Report

-----Original Message-----

From: CouncillorRay Morgon

Sent: 24 January 2018 13:41

To: CouncillorKeith Darvill; Andrew Beesley

Cc: CouncillorLaurenceWebb@havering.gov.uk

Subject: RE: Requisition of Cabinet Decision dated 17/1/2018 - Approval of the Regeneration Local Lettings Plan, Decant Policy and Possession Procedure ("the Plan")

Happy to countersign Cllr Darvill's requisition.

Regards

Ray

-----Original Message-----

From: CouncillorKeith Darvill

Sent: 24 January 2018 12:20

To: Andrew Beesley

Cc: CouncillorRay Morgon; CouncillorLaurenceWebb@havering.gov.uk

Subject: Requisition of Cabinet Decision dated 17/1/2018 - Approval of the Regeneration Local Lettings Plan, Decant Policy and Possession Procedure ("the Plan")

Dear Andrew,

I wish to call in the decision made on 17/1/2018 for the following reasons:-

- 1) The aim of the Council should be to mitigate the impact on all residents who will be forced to move from their existing property to enable the essential regeneration to take place;
- 2) Council Tenants who hold secure tenancies will be amongst those most severely impacted during the regeneration period;
- 3) The Cabinet should reconsider the Plan as drafted and in particular revise part(para) 4.25 (as amended) of the plan because if implemented as proposed it will impact adversely on some secure tenants who are currently under occupiers and will penalise them at a time when they have endured a forced move.

I have discussed the above call in with Councillors Ray Morgan and Laurence Webb who have both indicated that they will support the requisition. No doubt if you do not hear from them this afternoon they will endorse the above at tonight's Council Meeting.

Regards

Keith Darvill

3. THE LOCAL LETTING PLAN

Cabinet:

1. Noted the outcomes of the consultation carried out on version 7 of the Local Lettings Plan
2. Approved the Local Lettings Plan for the Housing Regeneration Programme
3. Noted the outcomes of the consultation carried out on the Decant Policy and Possession Procedure for the Housing Regeneration programme
4. Approved the new draft Decant Policy and Possession Procedure for the Housing Regeneration Programme

CABINET

Subject Heading:

Approval of the Regeneration Local Lettings Plan & Decant Policy and Possession Procedure

Cabinet Member:

Councillor Damian White: Deputy Leader of the Council and Cabinet Member for Housing

SLT Lead:

Steve Moore: Director of Neighbourhoods

Report Author and contact details:

Neil Stubbings: Programme Director of Regeneration. Telephone: 01708 433747
Neil.stubbings@haverling.gov.uk

Policy context:

Housing Regeneration Programme – Local Letting Plan and Decant Policy and Possession Procedure

Financial summary:

The Local Lettings Plan and the Decant Policy and Possession Procedure set out the offering and processes which will enable the Council to seek vacant possession of council tenanted properties. Approximately £6.9 million has been set aside from Housing Revenue Account resources to meet the costs of re-housing displaced council tenants. Cabinet approval of both the Local Lettings Plan and the Decant Policy and Possession Procedure will allow the Housing Regeneration Programme to progress.

Is this a Key Decision?

Yes

When should this matter be reviewed?

January 2019

Reviewing OSC:

Towns and Communities

The subject matter of this report deals with the following Council Objectives

Communities making Havering	[x]
Places making Havering	[x]
Opportunities making Havering	[x]
Connections making Havering	[x]

SUMMARY

1. This report seeks approval from members for a revised Local Lettings Plan and Housing Regeneration Decant Policy and Possession Procedure following consultation which began in October 2017. These two documents are intrinsically linked and are designed to provide a clear outline of what Council Tenants can expect as a result of the decanting process which the 12 HRA Site Regeneration Programme necessitates. Both documents can be found at Appendix 8.18 of the Business Case that is appended to the report on this agenda, entitled *12 HRA Sites JV Procurement – Entering into a Limited Liability Partnership*
2. The 12 HRA Site Regeneration Programme has already been the subject of previous reports to Cabinet; notably those from June and October 2016. This report accompanies the Cabinet report which seeks approval for the Council to enter into a Joint Venture Limited Liability Partnership (JVLLP) with a Private Sector Development Partner (PSDP) to deliver the Regeneration Programme.
3. The Local Lettings Plan provides a policy framework for council tenants affected by a Regeneration Programme. It sets out the principles and procedures adopted by the Council for the allocation of housing to council tenants affected by a regeneration programme and our offering to those tenants; highlighting the rehousing options available to them.
4. There is a statutory requirement for local authorities to consult on and publish a Local Lettings Plan. Included within this report is a summary of the findings from the consultation exercise.
5. As the Regeneration Programme has now moved into a formal stage with the procurement of a PSDP, to further the progression of the programme, it is essential that the Cabinet agree the Local Lettings Plan as it reinforces the key principles of our rehousing offer to affected Council Tenants.
6. The report also seeks Cabinet approval of a Regeneration Decant Policy Possession Procedure which underscores how the Council will facilitate the vacant possession of the sites.
7. Both documents apply to secure and introductory Council tenants who will lose their home on either a temporary or permanent basis as a result of the Housing

Regeneration Programme. This policy does not apply to leaseholders, freeholders, non-secure tenants living in temporary accommodation and private tenants.

RECOMMENDATIONS

That Cabinet:

1. **Note** the outcomes of the consultation carried out on version 7 of the Local Lettings Plan
2. **Approve** the Local Lettings Plan for the Housing Regeneration Programme
3. **Note** the outcomes of the consultation carried out on the Decant Policy and Possession Procedure for the Housing Regeneration Programme
4. **Approve** the new draft Decant Policy and Possession Procedure for the Housing Regeneration Programme

REPORT DETAIL

1. Background

- 1.1 In June 2016, Cabinet agreed to the development of new council housing across an initial tranche of 12 HRA Sites, and instructed officers to commence consultation, and to initiate the procurement of a PSDP.
- 1.2 The Housing Regeneration Programme will entail the building of approximately 3,000 new homes for local people. The new homes will be of mixed size and tenure, namely affordable rent, low cost home ownership and private sale.
- 1.3 The Council normally allocates housing on the basis of giving priority to households in the greatest need, as set out in the main provisions of the Council's Allocations Policy. This policy is used to prioritise applicants who register on the housing waiting list and is used as a basis to make nominations to social and affordable rented properties.
- 1.4 Section 166A(6)(b) of the Housing Act 1996, enables housing authorities to allocate particular accommodation to people of a particular description, whether or not they fall within the reasonable preference categories, provided that overall the authority is able to demonstrate compliance with the requirements of s.166A(3). This is the statutory basis for so-called 'local lettings policies' which may be used to achieve a wide variety of housing management and policy objectives.
- 1.5 Section 25.2 of the Council's Allocations Policy (2016) describes how the Council and its partners may decide, in exceptional circumstances, to allocate properties on a different basis through a Local Lettings Plan.

“Local lettings schemes can be put in place for a specific area or on estate new developments which are agreed with the Provider in response to particular local circumstances. They will include a clear commitment to equality of opportunity, the provision of clear and accurate information to applicants and an appeals mechanism”

2. Local Lettings Plan

- 2.1 The Local Lettings Plan is essentially a local allocation scheme designed to meet the needs of a particular community. It sets out our offering to Council Tenants explaining how the Council prioritises the allocation of its housing stock in the instance of regeneration.
- 2.2 The Plan allows the Council to set aside a proportion of available social housing lettings to facilitate the temporary and/or permanent rehousing of council tenants and applies to re-lets and new-build affordable housing opportunities owned and managed by the London Borough of Havering. It will also apply to any other affordable rented opportunities that the Council has nomination rights to.
- 2.3 The 12 HRA Site Regeneration Programme will affect properties on the following sites:

Site Name	Ward	Rented homes
Waterloo Estate	Romford Town	171*
Queen Street	Romford Town	31
Napier and New Plymouth	S. Hornchurch	86
Solar, Serena and Sunrise	St. Andrews	55
Maygreen Estate	Hylands	88
Oldchurch Gdns	Brooklands	64
Delta TMO (Elvet Ave)	Squirrels Heath	45
Farnham, Hildene and Chippenham	Gooshays	0
Royal Jubilee Court	Pettits	79
Brunswick Court	Cranham	47
Dell Court	St Andrews	29
Delderfield	Pettits	14
Total		709

**Waterloo also has 12 hostel TA units – not permanent housing*

- 2.4 The objectives of the Local Lettings Plan are to:
- Facilitate the rehousing of Council tenants living on the sites proposed for regeneration into suitable alternative accommodation
 - Ensure the fair management of the rehousing and payment compensation process
 - Prevent unrealistic expectations for affected households and to ensure that residents are fully informed and aware of the processes which we will

follow when it becomes necessary to decant tenants as a result of the Regeneration Programme.

2.5 The Plan supports the Council's objectives for the Regeneration Programme by:

- Contributing to meeting the wider housing needs of Havering through the regeneration and transformation of the Council's existing stock for predominantly residential use; to provide a choice of good quality housing for people at all stages of life, increasing tenure diversity through affordable rent, shared ownership, open market sale and ownership.
- Delivering high quality residential-led development that is commercially viable and generates receipts for cross subsidy to ensure the programme is sustainable.
- Ensuring the delivery of the development proceeds on time by facilitating the moves of affected tenants from the estates into alternative suitable homes.
- Creating a sustainable community in each regeneration area.

2.6 The Local Lettings Plan will be revised upon completion of each phase of the Regeneration Programme and will cease to apply once the Housing Regeneration Programme has been completed. The Council's main Allocation Scheme will continue to apply throughout and thereafter to all council tenants.

3. Regeneration Decant Policy and Possession Procedure

3.1 The Regeneration Decant Policy and Possession Procedure sits alongside the Local Lettings Plan and provides the basic principles of how the Council will manage any regeneration activities where council tenants are required to move.

3.2 It is a new policy which also applies to all secure and introductory Council tenants who will be rehoused either on a temporary or permanent basis as a result of the Housing Regeneration Programme. It sets out clearly that the Council intends to give Council Tenants the right to return to the redeveloped sites subject to a reassessment of housing need, in accordance with the Council's Allocation Policy.

3.3 Council Tenants who need to be decanted from their homes as a result of regeneration will be moved in a planned way. Each development will have its own development plan and timetable which will impact and influence the rehousing options available to Council Tenants. For example, it may mean that on some sites decants will happen in phases, where some blocks are demolished before others.

- 3.4 The policy reiterates that tenants who move into temporary accommodation will be provided with the same security of tenure that they had in the previous home. Tenants that are moved permanently to alternative accommodation will take on a new tenancy, with their original tenancy status. The policy provides an outline of the legal processes that Housing Services will follow in the delivery of the Decanting process.
- 3.5 This policy does not apply to leaseholders or freeholder owners who will be able to access a dedicated resource to help them through this process and to complete a claim for compensation and Home Loss Payment.
- 3.6 The revised Local Lettings Plan and the proposed Regeneration Decant Policy and Possession Procedure set out the principles for providing an efficient rehousing service for Council tenants. In doing so, it facilitates the requirement for vacant possession on the regeneration sites, and in doing so supports the Council's objective to increase housing supply for local residents.

4. Consultation

- 4.1 The Local Lettings Plan and Regeneration Decant Policy and Possession Procedure has been the subject of consultation with Council tenants and private registered providers of housing in accordance with s166A (13) Housing Act 1996 and s.105 Housing Act 1985. The Council has a statutory duty to consult with affected Council Tenants for a minimum of 28 days however in recognition of the significant impact the Regeneration Programme will have on tenants, formal consultation was carried out for a period of 12 weeks, from October 2017 through to December 2017.
- 4.2 Members will note that this is now version 7 of the Local Lettings Plan and that this is the first time that Housing Services have consulted formally with Council Tenants on it. The Plan has however been discussed informally with stakeholders and affected tenants at various public meetings since the inception of the Regeneration Programme in June 2016. The formalised approach to consultation coincides the requirement to begin more formal processes of gaining vacant possession of the sites in the first tranche of the 12 Site Programme.
- 4.3 The consultation aimed to canvass the views of all residents, but primarily sought the views Council Tenants who are affected by the 12 Site Regeneration Programme. It gave residents the opportunity to have a direct input and shape our offering to Council Tenants who will need to relocate while the Regeneration Programme is in progress. It provides the Council with an opportunity to understand public attitudes, opinions and the satisfaction relating to each document. The consultation comprised of two online surveys designed to obtain feedback on both of these documents

Methodology

- 4.4 Draft versions of the Local Lettings Plan and the proposed Regeneration Decant Policy and Possession Procedure were posted on the Council website together with a link to the survey. The survey was actively promoted from August to December 2017 through:
- Social Media
 - Articles in 'At the Heart' and 'Living' tenant magazines
 - A letter sent out to all council tenants inviting them to respond
 - 1-2-1 decant assessments meetings
 - Housing Services' Tenant Participation Panel
 - Resident Consultation Meetings
- 4.5 To analyse consultation responses the following method was adopted:
- The online surveys links were placed on the Council's home page and Housing Services page.
 - Respondents were asked to self-complete the surveys. Respondents were encouraged to submit a response to all questions
 - Questback, an online survey tool was used as a portal for the data collection exercise. This produced an automatic data report on all findings. The findings were manually analysed to produce data.
 - For all open qualitative responses submitted through the consultation, we have noted the additional comments made.
 - The findings have been analysed based on the total number of respondents who accessed the online survey consultation.
- 4.6 Whilst all responses to the consultation were submitted via the online survey, any resident who did not have access to the online system were helped to fill out a paper based form and the information on those forms was uploaded by Council Officers.

Overview of the Responses

- 4.7 The consultation responses indicated a broad support for the Local Lettings Plan, the Decant Policy and Possession Procedure along with the Regeneration Programme overall. A statistical report of respondents' views and a table of qualitative feedback received during the consultation period is contained in Appendix 1 of this report.
- 4.8 Results show that 92% of respondents understood the implications of the Local Lettings Plan for Council tenants affected by the regeneration programme and felt that the Council were treating tenants in a fair way. Two respondents felt that additions could be made to the Plan, however only one qualified this by suggesting that all properties be allocated to existing Council Tenants.

- 4.9 All respondents (100%) felt that they understood what the Decant Policy and Possession Procedure means for Council Tenants affected by the Regeneration Programme. 92% of respondents felt that the options presented in the Policy was fair to Council Tenants. One respondent disagreed with this.
- 4.10 The survey response rate was lower than anticipated. However, as described above every effort was made to encourage responses by widespread advertising, individual letters sent to tenants plus the matter being raised during 1-2-1 meetings.
- 4.11 The satisfaction of rehoused tenants has been, and will continue to be, monitored throughout the Regeneration Programme. Results thus far demonstrate overall satisfaction with the decanting process. 93% of tenants that had been rehoused advised that they found their initial 1-2-1 discussions informative. Various surveys on the satisfaction with the viewing process, financial package (homeloss and disturbance payments) and the information and guidance provided throughout the process have been carried out. The results to these have consistently provided an excess of 90% identifying their assessment as Good or Fair. Attached at Appendix 2 is a statistical report of the results from the satisfaction surveys and a table of qualitative feedback received from residents.

REASONS AND OPTIONS

5. Reasons for the decision:

- 5.1 The Local Lettings Plan identifies the formal offer which the Council is making to its tenants affected by the twelve estates Regeneration Programme. It is intended to form the basis of future discussion and dialogue with council tenants. The use of a local lettings plan clearly identifies how this can be achieved and ensures there is transparency, fairness and consistency in implementing this objective.

6. Other options considered:

- 6.1 Had the Council chosen not to formally consult and publish a Local Lettings Plan, it would be neglecting a statutory obligation to consult formally with tenants.

IMPLICATIONS AND RISKS

7. Financial implications and risks:

- 7.1 The Council has set aside £6.9m of HRA resources over three years to fund the costs of acquiring vacant possession of the tenanted properties. This will be reviewed as the project progresses to ensure adequate provision is in place.
- 7.2 Obtaining vacant possession in accordance with the project plan is critical to ensure there are no delays to the delivery of the regeneration of the 12 Estates programme. Delays to the programme can have significant financial implications for the Council.
- 7.3 The implementation of the Local Lettings Plan will ensure that housing accommodation is set aside to deal with the associated rehousing requirements should help to reduce the risk of delays with the associated financial consequences.

8. Legal implications and risks:

- 8.1 This Report seeks approval of a Local Lettings Plan and Decant and Possession Procedure Policy.
- 8.2 The principal relevant statutory functions for this purpose are those concerning allocation of housing accommodation under Part 6 Housing Act 1996; and the practical context in which that has to be addressed is the Council's housing allocation scheme.
- 8.3 In practical and general terms, the allocation of housing accommodation for this purpose involves selecting someone to be an introductory or secure tenant of accommodation held by the Council under Part 2 Housing Act 1985, or nominating someone to be an introductory or secure tenant of another local authority's housing accommodation, or nominating someone to be an assured tenant of a private registered provider's housing accommodation.
- 8.4 Accordingly, for example, arrangements in relation to moving long-leaseholders or freehold owners are not within the scope of Part 6 unless and to the extent that they involve new lettings of properties under introductory, secure or assured tenancies as above.
- 8.5 In relation to allocating housing accommodation as defined, the Council are required by s166A (1) to have an allocation scheme, for determining priorities and as to all the requisite procedure; in framing the scheme, s166A (3) requires that, in relation to priorities, the scheme must be framed so as to secure reasonable preference is given to various descriptions of people (including the local lettings plan).

- 8.6 s166A(6) permits, expressly subject to s166A(3) (see further below), what in colloquial terms are known as "local lettings schemes/plans", i.e. for the allocation of "particular" accommodation, such as that in a regeneration area or new development; by reason of s166A(1) and s166A(6), such local lettings schemes, however, form part of the overall housing allocation scheme.
- 8.7 By s166A (14), the Authority are prohibited from allocating accommodation except in accordance with their housing allocation scheme.
- 8.8 The draft Local Lettings Plan therefore sets out the housing allocation rules for secure and introductory tenants affected by the housing regeneration programme, and will, if approved, form part of the Council's overall allocation scheme.
- 8.9 The Decant and Possession Procedure Policy applies to residents affected by the regeneration scheme and sets out the principles and procedures which will guide the decant and possession process, and which reflects the relevant housing legislation.

9. Human Resources implications and risks:

- 9.1 There are no Human Resource implications arising from the implementation of the Local Lettings Plan and Decant Policy and Possession Procedure as these will be delivered through existing resources

10. Equalities implications and risks:

- 10.1 The public sector equality duty under section 149 of the Equality Act 2010 ("PSED") requires the Council when exercising its functions to have due regard to: (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010; and (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and to foster good relations between those who have protected characteristics and those who do not. 'Protected characteristics' include: gender, race and disability, sexual orientation, age, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment. The Council is committed to improving the quality of life for all, and supports wider social and economic growth through social and physical regeneration.
- 10.2 It is the Council's obligation to fulfil a Public Sector Equalities duty and eliminate discrimination in policy and practice. The Council has used the consultation findings to analyse the impact each policy proposal may have on protected characteristics.
- 10.3 Havering is home to a number of different communities. The Local Lettings Plan and Decants policy sets out how the Council will manage the process of moving residents affected by the Regeneration Programme and ensure they are properly compensated.

- 10.4 The Regeneration Programme is intended to positively transform the lives of residents of all backgrounds and protected characteristics. The Local Lettings Plan and Decant Policy and Possession Procedure gives clear guidance to staff on the need to identify vulnerable, disabled or disadvantaged tenants and ensure they receive the appropriate level of support and guidance throughout the process of moving. This could include practical help with moving their possessions, or support with translating or explaining information and forms. Every affected resident is offered the opportunity to discuss what they need to ensure every aspect of their move goes smoothly.
- 10.5 The Council has carried out wide ranging consultation with affected residents, Members and the public on both the Local Lettings Plan and Decant Policy and Possessions Procedure. The responses have been analysed and reported in Appendix 1 and includes information on the protected characteristics of the respondents.
- 10.6 In addition, detailed EIAs relating to general needs and sheltered accommodation have been completed. These EIAs include the activities covered in the Local Lettings Plan and Decants Policy and Possession Procedure, and are attached at Appendix 8.5 of the Business Case that is appended to the report on this agenda, entitled *12 HRA Sites JV Procurement – Entering into a Limited Liability Partnership*.
- 10.7 The EIAs are also accompanied by an Action Plan which sets out what the Council will do to address any emerging concerns or risks as the regeneration programme continues. This plan will be kept under review by the Regeneration Project Board on a monthly basis.

BACKGROUND PAPERS

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Havering

LONDON BOROUGH

London Borough of Havering Council

Consultation Report January 2018

In review of the Housing Regeneration Programme:

- Local Lettings Plan
- Decant Policy & Possession Procedure

**HOUSING POLICY CONSULTATION
SUMMARY REPORT AND RESULTS 2018**



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INTRODUCTION

This report sets out key findings from a 12 week consultation and engagement exercise, aimed to canvass the views of local residents on proposed the Regeneration Local Lettings Plan (LLP) and Decant Policy and Possession Procedure (DPPP).

The consultation enabled residents to have a direct input and to shape our offering to Council Tenants who will need to relocate as a result of the Regeneration Programme. It provides the Council with an opportunity to understand public attitudes, opinions and the satisfaction relating to each document. Residents were asked to respond to the consultation questions attached at Appendix 1.

Sample limitations

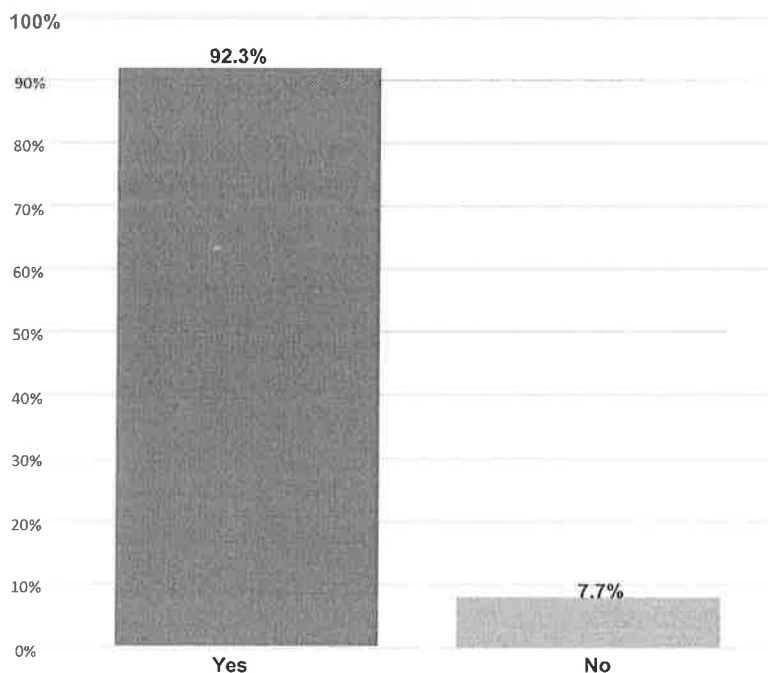
The survey response rate was lower than anticipated. This may be because this is a revised version of the LLP which has been informally consulted upon since June 2016. The self-completion nature of the survey may have also limited the response rate.

PART 1: LOCAL LETTINGS PLAN RESULTS

Section 1.1 Quantitative Responses

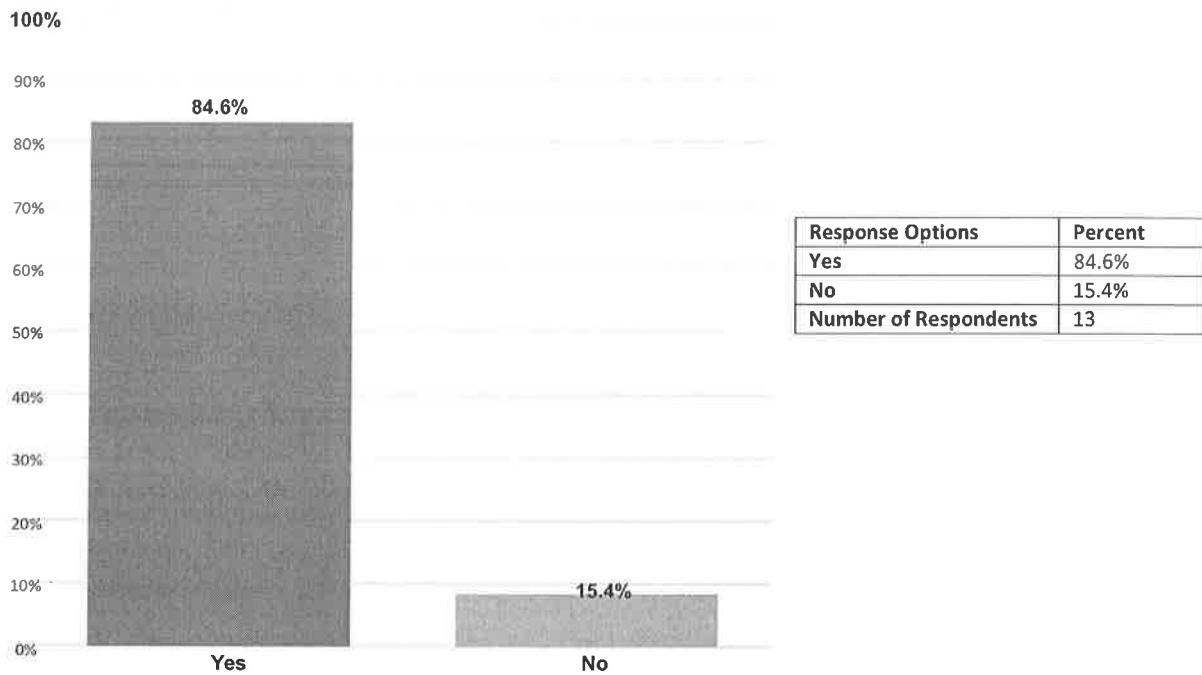
The responses to the consultation indicate overall approval of the Local Lettings Plan (LLP).

Q1. Results show that the 92.3% understood the implications of the LLP for Council tenants affected by the regeneration programme.

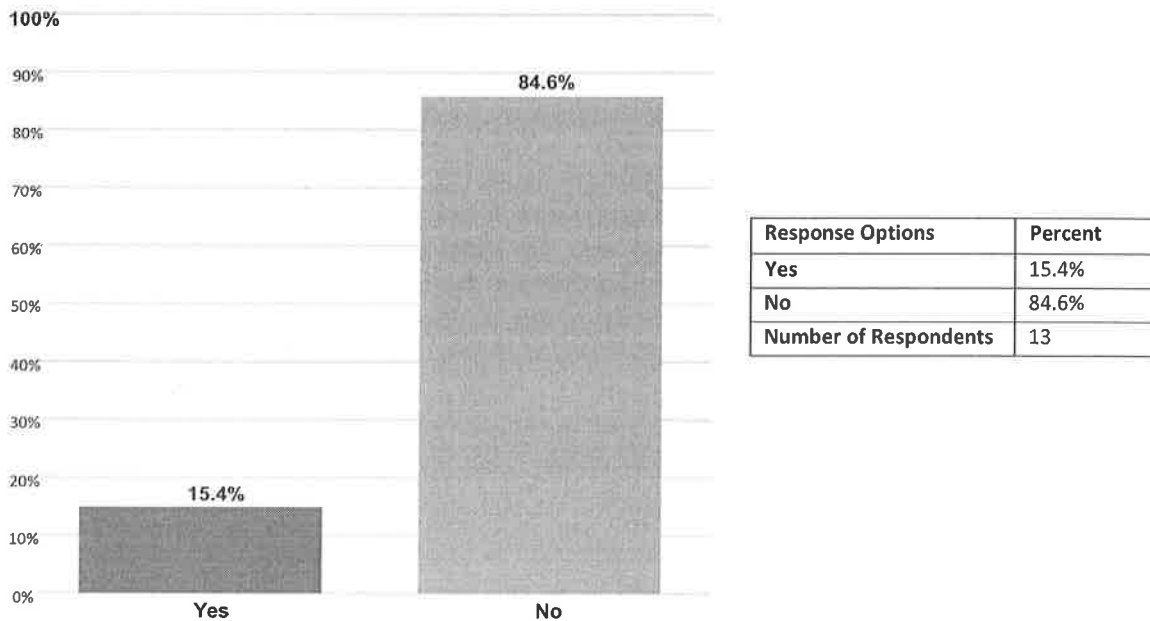


Response Options	Percent
Yes	92.3%
No	7.7%
Number of Respondents	13

Q2. Results show that the 84.6% of respondents thought that the rehousing options in the LLP were fair for Council tenants affected by the regeneration programme.



Q4. The majority of respondents felt that there was nothing further than could be added to the LLP (84.6%). Two of the 13 respondents felt as though more information should be included in the LLP, though only one suggestion was made. This has been discussed in section 1.2.



Section 1.2 Qualitative Responses

Q3. What do you think could make the Local Lettings Plan fairer to Council Tenants?

'Ensure that existing residents are given properties in the same area once the regeneration has happened as this seems to be a case of social cleansing if not.'

Residents that have been moved from a regeneration site will have the Right to Return i.e. an opportunity to move into a new property on the redeveloped site. This intention has been stated within **Option 6** of the LLP *'Move to a new property in the new Development once completed'*. In order to facilitate and give tenants as many options as possible should a tenant want to move to a Housing Association or Council Tenancy in another borough, they will still be given priority to return.

'I would like to see more shared ownership for people to buy houses and flats who have difficulty buying.'

C.300 Shared Ownership / Low Cost Home Ownership properties will be developed as part of the regeneration programme.

'The Local Lettings Plan should be applied equally to all secure tenants on the regeneration estates and all under occupiers should qualify for an additional bedroom above their assessed need.'

The LLP forms part of the Council's Allocation policy which gives under occupying tenants the opportunity to retain one more bedrooms above their housing need. This is to give the opportunity for tenants losing several bedrooms to move into accommodation more suitable and affordable **and** to give families who need larger sized properties the opportunity to take up such accommodation. This only applies to households we have identified as "under-occupiers" rather than all tenants and is being applied equally to all under-occupiers on the regeneration sites.

'In point 4.27, the amounts paid for each room given up should be the same because this would incentivise tenants to give up additional rooms if all under occupiers are treated equally and qualify for an additional bedroom above their assessed need, which is the fair thing to do; those giving up more rooms receive more money rather than entitlement to additional rooms.'

Extensive research was carried out with a decision agreed by the Council of the need to increase the downsizing incentive. Surrounding boroughs were contacted and it was deemed that a sliding scale in terms of payment for rooms given up was the most ideal solution to downsizing. It has to be noted that there has been a considerable increase in the incentive payments having risen from £250 per room to £1000 for the first room being given up. It is agreed that this is the best way to free up much needed larger sized properties thus enabling the Council to make best use of the family sized accommodation that it has

Q5. Having read the Local Lettings Plan do you think there is anything else that should be included in it?

'All properties to be given to local existing Council Tenants.'

Properties developed as part of the Regeneration Programme will primarily be for local people. In the first instance, all Council stock built on the sites will be offered to residents that have been moved as part of the Regeneration Programme and have expressed an interest to return. Subsequent affordable housing (including affordable rented and shared ownership stock) will be

allocated to residents on the Housing Register who meet the eligibility criteria. Properties for open-market sale will be priced in line with the local property market.

Q6. If you have any further comments on the LLP, please state below.

'Please check your point 4.23 re: Bedroom Standards. It seems to state 1 bedroom for 10-20 year olds of the opposite'

We recognise that this paragraph could be written in a simpler way. This has been amended in LLP to ensure better clarity and understanding. To clarify, the bedroom standard allocates a separate bedroom to each pair of adolescents aged 10-20 years of the opposite sex.

'To ensure that tenants can still downsize if they are in arrears'

Should a tenant affected by the Regeneration Programme choose to downsize to a smaller property that meets their housing need, they will be entitled to a downsizing payment of £1000 for the first room and £500 for any subsequent room returned to the Housing Service. Any rent arrears will be deducted from this payment. This applies to any Council Tenant irrespective of whether they are affected by the Regeneration Programme. The use of the downsizing payment to clear/or contribute to the clearance of rent arrears has been made clear in the revised version of the Local Lettings Plan.

'The court costs involved with changing from a joint to sole tenancy – if one tenant is not living in the property and cannot be found, who pays legal fees, usually the tenant. As the tenant is having to move as a result of the regeneration programme, will Havering Council pay?'

For tenants affected by the Regeneration Programme, the Council will pay court costs associated with amending a tenancy from a joint to a sole tenancy or vice versa.

'Regarding section 5 on page 14 of the LLP and at the end of the last meeting at the Salvation Army, residents asked whether - if they are rehoused before offers have been made - they will still be found accommodation in line with what is on their form.'

In accordance with section 5, all tenants will receive 2 offers of accommodation before any order for possession is enforced. Tenants are also being given further opportunity to update their decant assessment form and also the opportunity to understand where all the voids have become available since April 2017. This gives tenants the chance to be more flexible with their areas of preference. This was the basis of the discussion that at the last meeting.

'At the very first drop-in at the Salvation Army, residents were told different things, e.g. that they would get like for like regarding number of bedrooms or that it would be according to housing need. It took a very long time before it was made known to residents what the policy was and it turned out to be neither option.'

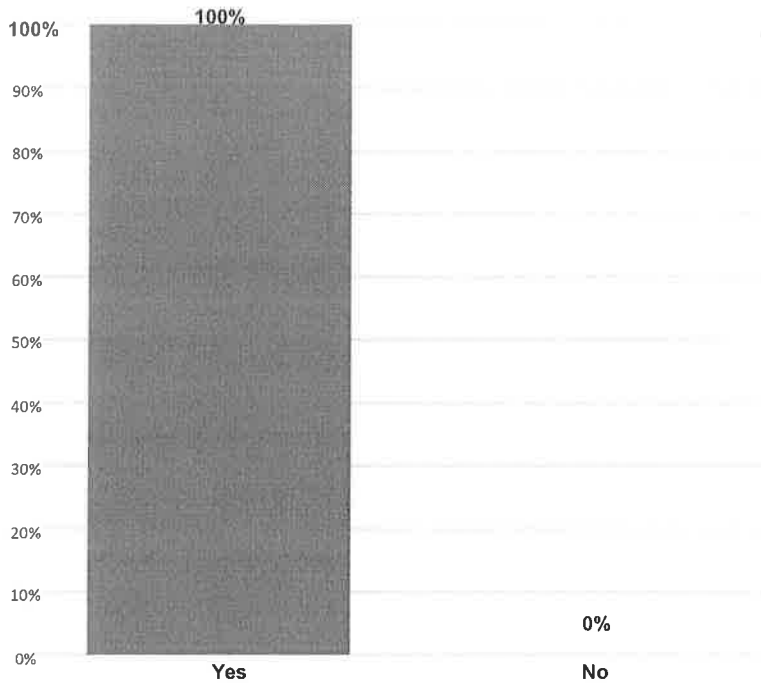
The LLP forms part of the Council's Allocation Policy. In paragraphs 4.20 and 4.21 of the LLP the size and type of property allocated to an applicant will depend on the size of the household and will be in line with the Council's Bedroom standard. The current version of the LLP supersedes all previous versions.

PART 2: DECANT POLICY & POSSESSION PROCEDURE

Section 2.1 Quantitative Responses

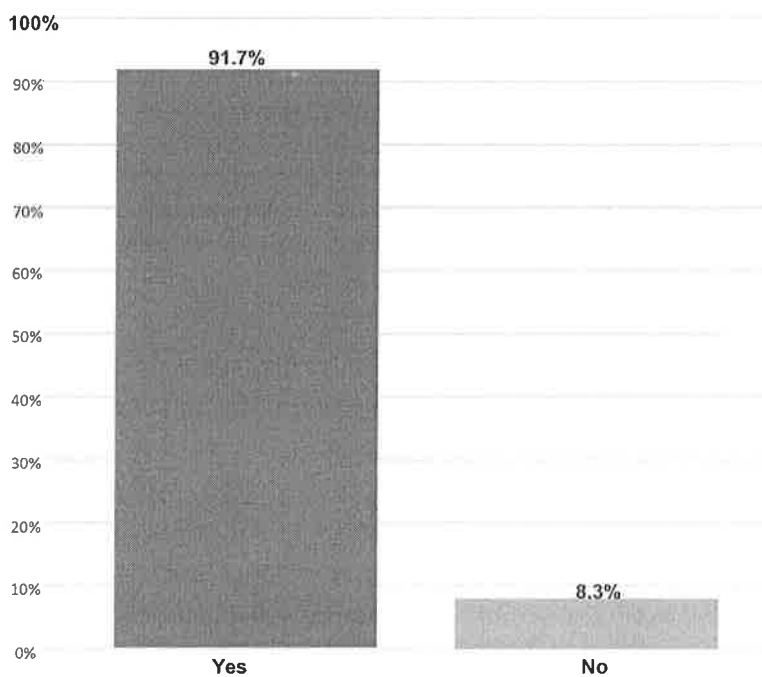
The responses to the consultation indicate overall approval of the Decant Policy and Possessions Procedure (DPPP).

Q1. Results show that all respondents (100%) understood the implications of the LLP for Council tenants affected by the regeneration programme.



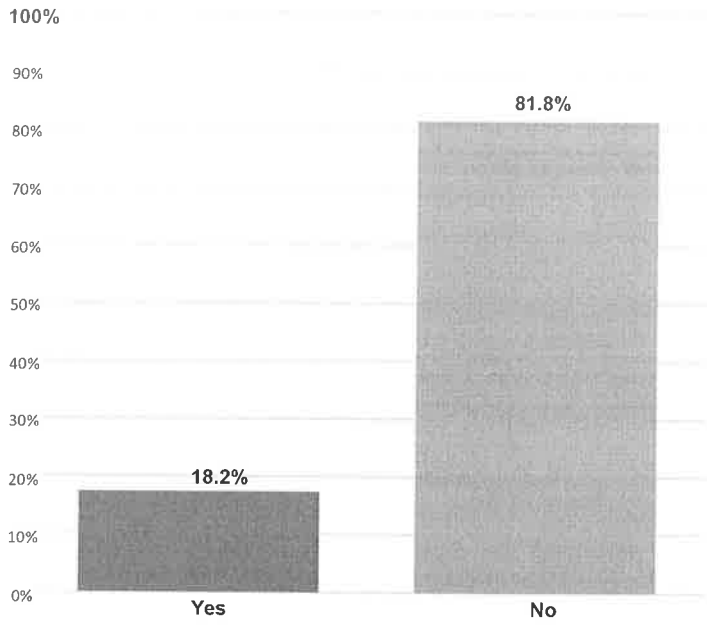
Response Options	Percent
Yes	100%
No	0%
Number of Respondents	12

Q2. Results show that the 91.7% of respondents thought that the DPPP was fair for Council tenants affected by the regeneration programme.



Response Options	Percent
Yes	91.7%
No	8.3%
Number of Respondents	12

Q4. The majority of respondents felt that there was nothing further than could be added to the DPPP (81.8%). Two of the 11 respondents felt as though more information should be included in the LLP, though only one suggestion was made. This has been discussed in section 2.2



Response Options	Percent
Yes	18.2%
No	81.8%
Number of Respondents	11

Section 2.2 Qualitative Responses

Q3. What do you think could make the Decant Policy and Possessions Procedure fairer to Council Tenants?

'Doesn't give all options'.

This response underlines a flaw in the way the consultation question was framed.

Point 1.3 of the DPPP refers readers to the LLP for full details of the rehousing options for Council Tenants. It is intended that both documents complement one another and remain separate stand alone documents, each serving a different purpose and intention.

Q5. Having read the Decant Policy and Possessions Procedure, do you think there is anything else that should be included in it?

'I live in Beehive Court, I have been moved without the option to remain as part of this programme – yet Beehive is not listed'

This comment has been made by a tenant who is not affected by the Regeneration Programme. This resident has been contacted to identify whether the tenant has any needs which still need to be addressed.

Q6. If you have any further comments on the DPPP, please state below.

The two responses to this question were about Council tenants' individual cases. Both response were concerning their individual eligibility for financial compensation and have been dealt with by Council Officers.

PART 3: RESPONDENT EQUALITY AND DIVERSITY PROFILE

Housing Services received Equality and Diversity information from 10 of the 13 respondents who answered the questionnaires.

- 70% out of the ten respondents were female, 30% male.
- 60% of the ten respondents were married, the remaining 40% of the respondents declared their marital status as single
- 70% of all respondents were of working age. The largest number of responses came from residents aged 45 – 54 years of age, this was closely followed by residents who belonged to 25 – 34 year age group (20%), Residents who identified themselves as belonging to the 25 -34 years of age and the 55 – 64 age group respectively accounted for 10% of responses. Respondents aged 65 and above accounted for 30% of responses.
- A total of 100% of respondents identified themselves as heterosexual in their sexual orientation.
- The majority of respondents (78%) identified their religious belief as Christian, with 11% identifying their religious belief as Buddhist. A further 11% declared that they did not have a religion or a faith.
- 89% of respondents identified themselves as being White British in their ethnic origin. The other respondents identified themselves as originating from another White ethnic background. We did not receive any equality or diversity information from any other protected racial or ethnic characteristic in support of this consultation
- 25% of those responding considered themselves to have a disability, impairment or health condition.

APPENDIX 1: CONSULTATION QUESTIONS

Housing Regeneration Programme - Local Lettings Plan Consultation Questionnaire

Please enter your e-mail address:

The aim of the Local Lettings Plan is to clearly explain to Council tenants how the Council will manage their rehousing and compensation entitlements during the Housing Regeneration Programme.

Having read the Local Lettings Plan, do you understand what this means for Council tenants affected by the Housing Regeneration Programme?

- Yes
 No

The Local Lettings Plan sets out six options for Council tenants to be rehoused after leaving their current home.

Do you think the rehousing options presented in the Local Lettings Plan are fair to Council tenants affected by the Housing Regeneration Programme?

- Yes
 No

If you answered no, what could make the process fairer?

Having read the Local Lettings Plan do you think there is anything else that should be included in it?

- Yes
 No

If you answered yes, please give details

If you have any comments about the Local Lettings Plan, please state below.

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Housing Regeneration Programme - Decant Policy and Possession Procedure Consultation Questionnaire

Please enter your e-mail address:

The aim of the Decant Policy and Possession Procedure is to clearly explain to Council tenants how the Council will manage their rehousing needs during the Housing Regeneration Programme.

Having read the Decant Policy and Possession Procedure, do you understand what this means for Council tenants affected by the Housing Regeneration Programme?

- Yes
- No

The Decant Policy and Possession Procedure sets out the options for Council tenants to be rehoused after leaving their current home.

Do you think the rehousing options presented in the Decant Policy and Possession Procedure is fair to Council tenants affected by the Housing Regeneration Programme?

- Yes
- No

If you answered no, what could make the process fairer?

Having read the Decant Policy and Possession Procedure do you think there is anything else that should be included in it?

- Yes
- No

If you answered yes, please give details

If you have any comments about the Decant Policy and Possession Procedure, please state below.

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Havering

LONDON BOROUGH

London Borough of Havering Council

Decant Satisfaction Report January 2018

In review of the Housing Regeneration Programme Decant Process

SUMMARY REPORT AND RESULTS 2018



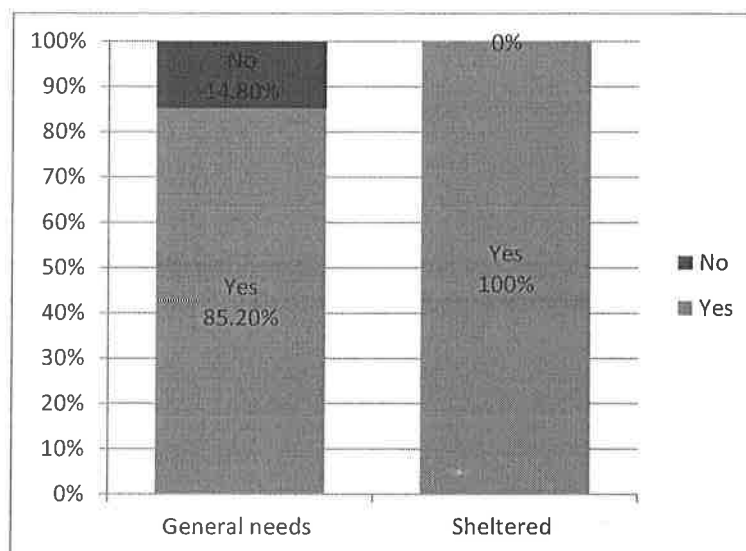
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1. INTRODUCTION

- 1.1 This report sets out the key findings from the decant satisfaction survey, which has been completed by Council Tenants at the end of the decant process to gage their content with each stage of the process.
- 1.2 The survey is an opportunity for tenants to provide the Council with an understanding of public attitudes, opinions and the satisfaction relating to the decant process and basis for which lessons can be learned, and services improved.

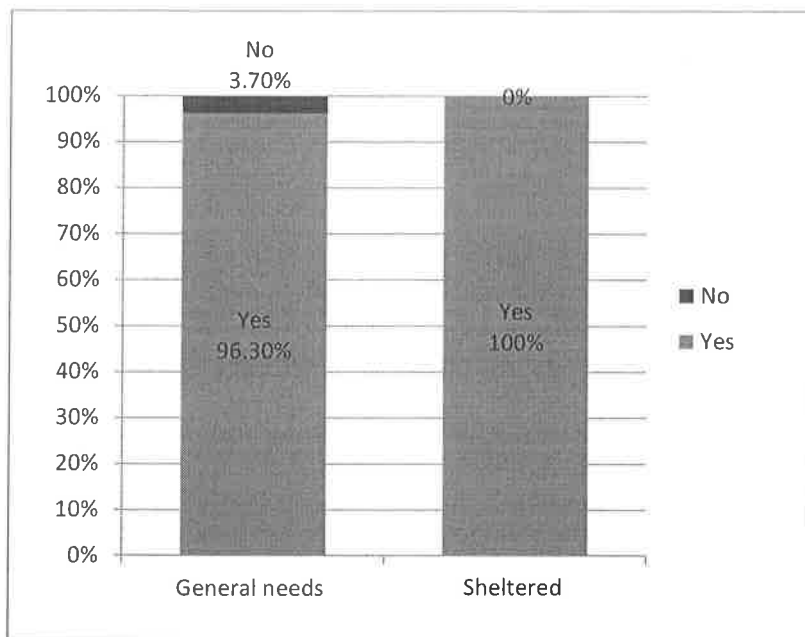
2. KEY FINDINGS AND RESULTS

- 2.1. Results show that overall 94% of Council tenants found their initial one-to-one discussion with their assigned housing officer informative. 4 of the 63 of respondents were dissatisfied with their initial discussion, stating that little or no information was shared with them at this point.



	General needs	Sheltered	Cumulative
Yes	85.20%	100%	59
No	14.80%	0%	4
Number of Respondents	27	36	63

2.2. Results show that overall 98.3% of respondents were happy with the manner in which they were being kept updated throughout the decanting process e.g. newsletters, meetings, social media etc. Comments provided in response to this question advised that content was not informed enough; however no specific content or other communication methods were suggested at this point.

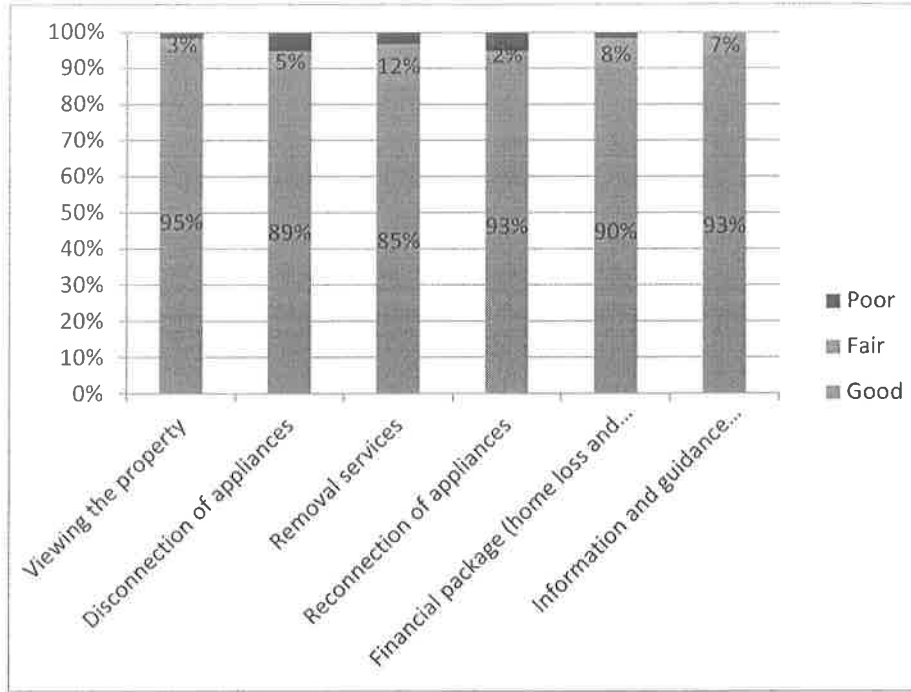


	General needs	Sheltered	Cumulative
Yes	96.30%	100%	59
No	3.70%	0%	1
Number of Respondents	27	33	60

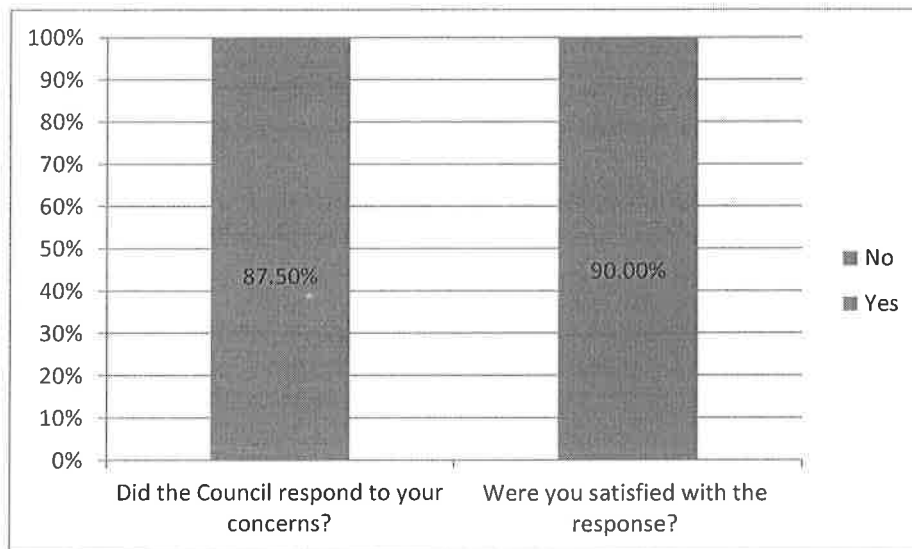
2.3. Various surveys to gauge satisfaction of the decant process (i.e. the viewing process, financial package (homeless and disturbance payments) and the information and guidance provided throughout) have been carried out.

The results to these have consistently demonstrated an excess of 90% of respondents identifying their assessment of each stage of the process as Good or Fair. Results show a greater satisfaction amongst tenants living in Sheltered Accommodation.

Of the 13 qualitative responses received, seven were negative. Four of these were concerned with the connection and reconnection services which could be resolved by booking appointments for both with the tenants as part of the moving process. Two negative comments were made in regards to payments – one for a delay in payment and the second in regards to the repair recharges deducted from the payment. One comment of dissatisfaction was made as a result of dissatisfaction the service received during the removals process.

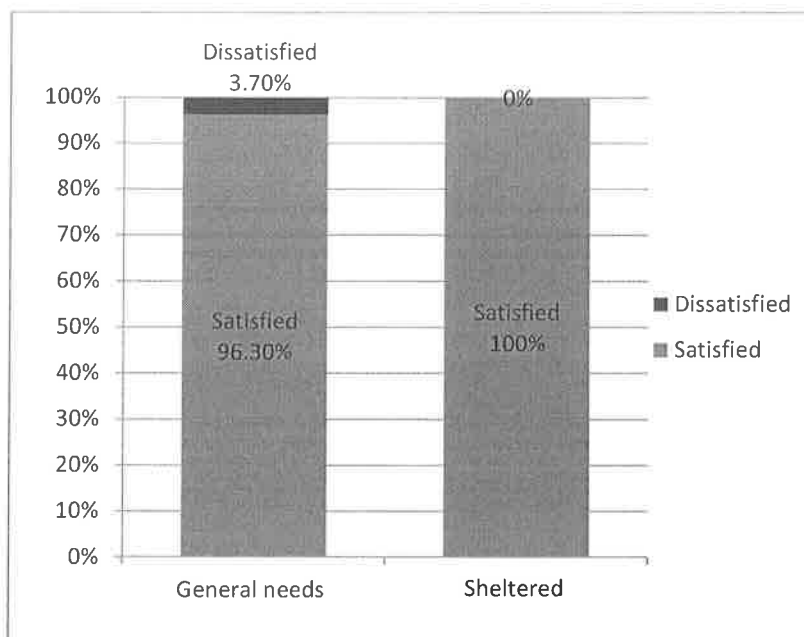


2.4 Where tenants have raised concerns during the decant process, survey results show that Council officers are responding to them and that tenants are satisfied with the responses they have received. Council response satisfaction with responses is currently at 90%.



	Yes	No	Cumulative
Did the Council respond to your concerns?	87.50%	12.50%	8
Were you satisfied with the response?	90.00%	10.00%	10

2.5. Overall, 98% of respondents expressed that they were satisfied with the decant process.



	General needs	Sheltered	Cumulative
Satisfied	96.30%	100%	56
Dissatisfied	3.70%	0%	1
Number of Respondents	27	33	57

3. CONCLUSION

Overall results suggest tenant satisfaction with the decant process. Where dissatisfaction has been expressed on a case-by-case basis, results suggest that this is been adequately addressed by regeneration staff. Consultation will continue to be an important part of the regeneration programme to ensure that all stakeholders are kept up to date with its progress and engagement with tenants during the decant process will continue to be monitored.

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