

Housing and Homelessness Policy and Accountability Committee Minutes



Tuesday 14 November 2023

PRESENT

Committee members: Councillors Jacolyn Daly (Chair), Paul Alexander, Asif Siddique and Adronie Alford

Other Councillors: Councillors Frances Umeh (Cabinet Member for Housing), Wesley Harcourt (Cabinet Member for Climate Change and Ecology) and Ann Rosenberg

Officers:

Jon Pickstone (Strategic Director for the Economy)
Richard Shwe (Director of Housing)
Roy Morgan (Assistant Director of Housing Management)
John Hayden (Assistant Director of Repairs)
Colette Prior (Head of Complaints and Disputes Resolution)
Robert Kyle (Sustainability Asset Manager)
Matt Rumble (Strategic Head of Area Regeneration)
Tim Pryce (Climate Emergency - Energy Lead)
Esther Harris (Fuel Poverty and Energy Efficiency Lead)
Debbie Yau (Committee Coordinator)

Guests:

Helen Dell (Climate Change Commissioner)
Adeola Fadipe (Resident)
Marie Thomas (Resident)

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Sally Taylor.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

The minutes of the meeting held on 25 July 2023 were agreed to be accurate.

4. HOMELESSNESS PREVENTION UPDATE

Jon Pickstone (Strategic Director for the Economy) addressed the Committee. He set out that core issues raised by the three papers (homelessness, complaint management in housing services, and retrofitting housing stock) were common across local authorities. Jon explained that H&F's approach to each issue was founded in partnership, across and beyond the council.

In introducing the homelessness prevention paper, Jon noted that the number of people housed in temporary accommodation in London was increasing as was the number of rough sleepers. Jon also outlined Local Government Association reporting that spending by councils on temporary accommodation had reached a record high in England placing financial pressures on many local authorities.

Roy Morgan (Assistant Director of Housing Management) provided an overview of Homelessness Prevention services within London Borough of Hammersmith and Fulham (H&F), including the four teams providing homelessness prevention services, demand for housing services, prevention of homelessness service offer, and benchmarking exercise.

The Chair asked about the comparison between the actual number of homelessness approaches in 2023/24 and the forecast of the same made in November 2022. Roy Morgan remarked that there was a greater demand involving more complex cases some of which were related to mental health. The housing market also faced greater challenges due to rising cost of living as a result of the high interest rates and CPI.

Responding to the Chair's further question on the teams' coping strategies, Roy Morgan advised that with additional resources, 6 more fixed-term contract staff were engaged to help frontline free up the stock-up case management. A couple of additional case handlers were appointed to deal with assessment to clear the backlogs which had dropped from 249 cases in the summer to the current 150. He remarked that the jobs were demanding and many other authorities were facing the same workforce challenges. To enhance staff resilience, service realignment would be carried out next year to prepare for growth in demand and capacity.

Jon Pickstone advised that the Housing Service, in consultation with Councillors Umeh and Ree, was working closely with the Finance team on an evidence-based approach around budget assessment and resources allocation from the General Fund for 2024/25, including keeping abreast of the wider situation in terms of homelessness and temporary accommodation across London.

Noting the demand for housing services had peaked at the months of June and July (page 14), Councillor Adronie Alford asked about the situation from this September onward. Roy Morgan said that he did not have the data at hand but the trend was steady in the past few months.

Councillor Alford referred to three different homelessness cases she had handled this week and believed that the Council might not have stressed to these residents that by leaving the property before the eviction or the serving of the eviction notice, they had made themselves “intentional homeless”. The message of completing the due process did not seem to be getting through. Roy Morgan trusted that the Housing team must have stressed the importance for them to stay until eviction and they should get the same assurance from the Citizen Advice. In reply to her further question, Roy advised that the residents in the case studies (pages 16 & 17) remained in the same accommodation after the Council resolved their cases.

Richard Shwe commended the work of Citizen Advice and H&F Law Centre which provided valuable assistance to residents to prevent them from becoming homeless.

The Chair asked whether the Homelessness Reduction Act 2017 which put prevention of homelessness on a statutory footing had changed the approach to residents. Roy Morgan confirmed that it had as the requirement gave the Council the opportunity to prevent their homelessness by giving them the required support.

Councillor Asif Siddique asked about the response time to homelessness approach. Roy Morgan noted that it was a statutory duty for officers to deal with homelessness once a case was received. After fact-checking and understanding the root cause of the homeless situation, the Housing team would provide a range of preventative interventions such as enabling residents to stay within their existing accommodation or move on to properties within the Private Rental Sector.

For residents under the “intentional homeless” situation as raised by Councillor Alford, Roy Morgan said that the Housing team would see whether the residents could stay with immediate family/close friends, and having assessed their employment/benefit entitlement, signpost them to private rental schemes or arrange temporary accommodation for them. Sometimes, they might need to be placed outside the borough due to the lack of suitable property in H&F. Addressing Councillor Siddique’s concern about out-of-borough placement for family with members and children working and studying within the borough. Roy Morgan highlighted the pressure on demand for H&F properties, particularly those with 3 beds or more. Unfortunately, the Council had to offer accommodation outside of the borough. At the request of Councillor Siddique, Roy agreed to provide a demographic breakdown of homelessness approaches received in the current year.

NOTE: The breakdown provided by officer is attached in Appendix 1

Councillor Paul Alexander considered it helpful to convey a message on housing in H&F to give borough residents a sense of hope. Richard Shwe (Director of Housing) assured that the Housing team spared no effort in putting the residents first by tackling homelessness issues together, speaking with private landlords, utilising the Council's housing stock etc. Jon Pickstone highlighted that over the longer-term, the Council would be building more homes, including more affordable family-sized homes and would also be considering through planning policy how to increase the numbers of affordable family-sized homes in the borough for which demand was particularly acute.

Councillor Alexander was concerned why the private rented sector in H&F could not meet the demand. Roy Morgan noted that rental in the borough was extremely high, with one bed could be as high as, say, £2,000 pcm. In addition to expensive rent, private landlords were more willing to let privately than getting referral from the Council. As such, it was more cost-effective to work with private landlords outside of the borough. He added that some households had already been assisted by Discretionary Housing Payments in securing landlord/tenant negotiation successfully hence preventing from becoming homeless. Jon Pickstone noted that Local Housing Allowance only covered rents towards the cheaper end of the private rented sector and that some private landlords had exited the market due to changes in economic, financial, and regulatory conditions.

The Chair expressed concern about the standards of temporary accommodation. Richard Shwe advised that the Assistant Director of Housing Standards had raised the relevant issues with all registered landlords, covering both public and private housing, for follow up in the next 12 to 18 months.

Councillor Siddique asked about the possibility for the Council to claim possession of long-vacated properties and put them for more useful purpose. Richard Shwe remarked that it was an area requiring urgent changes as called upon by local authorities throughout the nation. Unfortunately, it did not seem the central government was going to change its way of doing things.

Councillor Frances Umeh (Cabinet Member for Housing) thanked officers' presentation about the short-, medium- and long-term measures devised to tackle the rising trend of homelessness. She appreciated the tailored support offered to prevent homelessness in face of so many challenges, including the soaring rent, the frozen of local housing allowance since 2020 and the rising cost of living.

Councillor Wesley Harcourt (Cabinet Member for Climate Change and Ecology) said that he was a trustee of a local Citizen Advice. He noticed the recent surge of application for advice on homelessness resultant from a recent change to Section 21 Eviction Notice and asked about the way forward for H&F. Roy Morgan undertook to look at the impacts of the change and revert.

ACTION: Roy Morgan

Question from the floor

In reply to the question of Adeola Fadipe, LBHF resident, John Hayden (Assistant Director of Repairs) gave an account on the position of Council's voids and the actions taken, timeframe and personnel involved in turning them over to decent home standards. On what had been done to deal with residents under-occupying properties, Roy Morgan said that officers in housing and temporary accommodation teams who had noted the situation during regular home visits would encourage the households concerned to consider downsizing to smaller accommodation. Adeola Fadipe pointed out that a single parent with a child under 18 on the housing register waiting for a 2-bed might be entitled to one bed once the child turned 18, with the adult dependent living with the parent becoming literally homeless. She and Roy then exchanged views on housing allocation policy and the Council's statutory duty to prevent homelessness.

RESOLVED

That the Committee noted and commented on the report.

5. COMPLAINTS MANAGEMENT IN HOUSING SERVICES

Colette Prior (Head of Complaints and Disputes Resolution) provided an outline of the complaints management in Housing Service, including issues and complaint escalation, regulatory scrutiny and findings, initiation of change and service redesign, the Housing Hub, the Complaints & Disputes Resolution Team, organisation chart, complaints' performance and process, and next steps. Members noted that H&F Policy stated that a response would be made to a Stage 1 complaint within 15 working days, which would be reduced to 10 days if the complaint fell under the Housing Ombudsman's jurisdiction.

Councillor Adronie Alford said she was delighted to see this programme, however, there were still a lot of complaints that went wrong. She was concerned when the complaints mistakes could be stopped from happening. In response, Richard Shwe (Director of Housing) remarked that complaints were always there. He highlighted that the Housing Ombudsman had been referring other local authorities and his teams to exchange views with each other on issues of common concerns. A dedicated Complaints and Disputes Resolution Team had been set up to handle all housing-related complaints and deliver one-stop services through the Housing Hub. All these helped to show that H&F was making improvements in complaints and disputes resolution.

Councillor Alford said she wanted to see that the officers in the dedicated team had learnt to address and resolve the complaints straight away as long-term cases never seemed to get results. Jon Pickstone (Strategic Director for the Economy) acknowledged that there had been backlog of repairs in H&F but that the number of outstanding repairs cases, including aged cases, had been substantially reduced in recent months. The Housing team was working systematically to ensure the repairs were done more punctually and to a higher quality with improved customer care. Couple with the reduction in age

profile of outstanding repairs, this should result in fewer complaints being made. The more focused approach to complaint-handling was improving the quality and timeliness of response once a complaint had been made.

Councillor Paul Alexander appreciated that the Housing team was making positive result. He sought further elaboration about enhancing communication among residents, upgrading record keeping and collaborating by regular in-service audits under the Resident-Centric Approach.

Colette Prior noted that sometimes, residents in Housing Ombudsman cases were not updated regularly. As there were occasions where the repairs target might not line up with the Housing Ombudsman complaint-handling code, the officer would monitor the situation after giving out the timely response until there was a result. At the point of closing the complaints, the residents would be asked how and how often they wanted to be updated. Richard Shwe supplemented that under the Resident-Centric Approach, officers would understand the needs of residents and offer alternative options for things that could not be changed. H&F had also implemented Tenant Satisfaction Measures under the Social Housing (Regulation) Act 2023. The repairs undertaken last month had achieved a satisfaction score of 78% reflecting residents were happy with the repairs service quality.

Councillor Asif Siddique appreciated the establishment of the one-stop Housing Hub. It was also excellent for the Team to achieve a 0% overdue in late September down from 67% in mid-June.

Noting that a feedback loop would continue to operate to communicate Ombudsman findings to relevant teams to foster continuous service improvement, the Chair asked how closely the repairs team and disputes team could work and loop feedback to each other. John Hayden (Assistant Director of Repairs) said his team and the dispute team worked hand in hand. He then explained how the two teams worked through the Stage 1 and Stage 2 process and briefed members on the plan and what to expect in the new year. Richard Shwe highlighted the benefits of co-location with the right trade people in expediting the repairs cases and the resident-centric approach focusing on their needs in delivering quality services.

RESOLVED

That the Committee noted and commented on the report.

6. GREENING OF THE HOUSING STOCK

Matt Rumble (Strategic Head of Area Regeneration) briefed members that Hammersmith and Fulham's council housing accounted for 83% of the organisation's operational emissions and 8% of total borough emissions. Greening the housing stock was therefore important to address the problem of emissions and a 'Retrofit Strategy' was currently being developed that would go alongside the stock conditions survey, both of which shall come under the Asset Management Strategy.

Robert Kyle (Sustainability Asset Manager) outlined the background pertaining to greening of the housing stock, and how this would impact

council policy, including adopting a Fabric First approach to increase the energy efficiency of H&F homes and transitioning to low carbon heating as part of the retrofit strategy.

Tim Pryce (Climate Emergency - Energy Lead) gave a detailed account of the Clean Heat Masterplan which set out a pathway for lowest cost low carbon heat across the borough, including social housing stock. In many cases, heat networks were likely to be the best low carbon heating solution, and these needed detailed planning over several years, public or private finance and significant changes to Planning policy to be rolled out effectively.

Esther Harris (Fuel Poverty and Energy Efficiency Lead) informed the meeting about fuel poverty in social housing, and detailed how the H&F Fuel Poverty Strategy would support residents struggling with the cost of heating their homes. The strategy focused on 4 key action areas: increasing reach, addressing inequalities, maximising resources and supporting households. She then highlighted the actions planned for the next year, including increased engagement and an energy efficiency scheme over winter, and outlined how retrofit supported the strategy.

Matt Rumble and Robert Kyle introduced the adaptation of council's stocks, steps to be taken, and new pilot homes in Lillie Road and Farm Lane.

NOTE: Officers' presentation is attached as Appendix 2

The Chair thanked officers' presentations. While it was pleased to note about the actions to be taken in tackling fuel poverty, she was concerned about the cost of saving carbon through the low carbon heat networks. Tim Pryce remarked that one of the biggest advantages of heat networks and heat decarbonisation was they were likely to be the cheapest option, not to mention cheaper than using individual heat pumps. Esther Harris stressed that this needed to be done after the fabric works carried out to reduce demand for heat.

On the impact of having fabric first works only as raised by the Chair, Robert Kyle said in that case, the Council might not be able to hit the target. While fabric works might help reduce the heat demand of the buildings, the use of gas boilers and cookers in H&F homes would continue using fossil fuels.

Councillor Paul Alexander asked about the procurement systems and vehicles to be deployed to deliver this project. Robert Kyle responded that he believed the capital delivery team was the most efficient vehicle to address the retrofit need and upgrade the Council stocks at the required scale and pace. Another vehicle was to embedding retrofit works in current capital programmes to upgrade the energy efficiency of individual properties, including void units.

Councillor Alexander further enquired about the types of council properties to be involved in the greening project such as street properties and those at Gap sites and Council estates. He pointed out that one third of Council's housing stocks involving leaseholders were least energy efficient and some residents might just want selected initiatives and not the others.

John Hayden (Assistant Director, Housing Repairs) remarked that it might be easier to carry out fabric works for Council's estates than individual street properties. The capital delivery team had to liaise with and convince leaseholders that the benefits of energy efficient homes outweighed the inconvenience caused by the retrofit works. On Councillor Alexander's follow up question about possible legal and financial implications, Richard Shwe (Director of Housing) stressed that the project would be taken forward on a co-production basis.

Councillor Asif Siddique was concerned about the timeline of the project given the Council's target was to achieve net zero carbon emissions by 2030. He asked about the review and consultation, if any, to be carried out during the retrofit works. Matt Rumble highlighted that the Retrofit Strategy covered a broad area and H&F was in the middle of the timeline. Having analysed the archetype of the Council's stocks and understood individual retrofit requirements, the Council's consultant was looking at the best procurement route. He undertook to brief the Committee again in the new year on other policy implications of this strategy.

ACTION: Matt Rumble

In reply to the Chair's question about the impact of the £5 million green investment on greening the housing stock projects, Councillor Wesley Harcourt (Cabinet Member for Climate Change and Ecology) remarked that the Green Investment Scheme of £5 million would be launched soon to fund individual projects to be engaged. He highlighted the competitiveness of government funding and commended the hard work of the small team in enabling the project to secure multiple grants. The Retrofit Strategy was a massive project and the Head of Finance (Environment) was exploring other ways of generating more incomes to fund it. He agreed that decarbonisation should at the same time ease the pressure of the cost of living. It was also imperative to adapt H&F's homes to overheating, flooding and drought risks ensuring them subject to lower risk to climate change impacts over a longer term.

Helen Dell (Climate Change Commissioner) echoed that the subject under discussion entailed complex, wide-ranging and overwhelming issues and this dedicated and brilliant team had not only dealt with the problem by fabric first but taken steps to plan strategically and address fuel poverty. While the project team was facing the imminent 2030 target and big financing challenges, she was confident in the inspiring team and believed that things would work out as planned.

Councillor Siddique expressed his appreciation to the strenuous efforts made by the team. He reiterated his concern for a platform where the residents could learn about the progress of the projects and provide feedbacks. In relation to the retrofit works, Robert Kyle said that since 2019, residents had been engaged on ways to adapt their homes for a changing climate. Forums had been held to gauge the views of leaseholds on their expected outcomes and views such as affordable warm homes as relayed by Councillor Alexander earlier were received. He noted that once the approach was

finalised, residents would then be consulted on their preference in taking forward the retrofit strategy.

Question from the floor

In reply to the question of Marie Thomas, H&F resident about C-standard, Robert Kyle explained that the EPC-C was Energy Performance Certificate – Level C. It was related to the cost of running the property and linked to energy efficiency as well. The Council aimed to achieve EPC-B across H&F.

Marie Thomas expressed residents' preference of replacing windows and repairing roofs to installing entry phones. Robert Kyle noted that they were part of the capital programmes. Richard Shwe highlighted the stock conditions survey which would help identify the areas of need, draw up the Asset Management Strategy and arrange associated works for roofing and window after securing the capital funding.

RESOLVED

That the Committee noted and commented on the report.

7. DATE OF NEXT MEETINGS

The Committee noted the dates of next meetings:

- 30 January 2024
- 26 March 2024

The Chair said that the following items would be considered at the meeting:

- Medium Term Financial Strategy
- Housing Revenue Account Budget
- Housing Ombudsman
- Private Rented Sector Policy

Meeting started: 7.00 pm
Meeting ended: 9.24 pm

Chair:

Contact officer Debbie Yau
 Committee Coordinator
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 E-mail: Debbie.yau@lbhf.gov.uk

Appendix 1: Demographic breakdown of homelessness approaches in 2023

Appendix 2: Greening of the housing stock presentation

Housing and Homelessness Policy and Accountability Committee
Follow-up to meeting on 14 November 2023

At the meeting, officers were requested to provide a demographic breakdown of homelessness approaches received in the current year.

The following data are taken from the Locata Approaches and covers the approaches for calendar year 2023 in respect of all case types: Decision, Final Duty, Prevention, Relief and Triage.

Approaches by Sex

Count of Caseld Sex	Calendar Year		% of Total (No NULLS)
	2023	% of Total	
Female	1211	38.6%	47.8%
Male	1271	40.5%	50.2%
Transgender (Retired)	3	0.1%	0.1%
Not Known / Other / Prefer not to say	49	1.6%	1.9%
NULL	605	19.3%	-
Grand Total	3139		

Age at Approach

Count of Caseld Row Labels	Column Labels	
	2023	% of Total
18 years and under	51	1.6%
18 to 24	420	13.4%
25 to 34	944	30.1%
35 to 44	792	25.2%
45 to 54	510	16.2%
55 to 64	274	8.7%
65 or over	146	4.7%
#N/A	2	0.1%
Grand Total	3139	

Approach by Ethnicity

Count of Caseld	Column Labels		% of Total (No NULLS)
Row Labels	2023	% of Total	
White: English/Welsh/Scottish/Northern Irish/British/Irish/Other	325	10.4%	34.4%
Black/ African/Caribbean/Black British/Other	250	8.0%	26.5%
Asian/Asian British: Bangladeshi/Chinese/Indian/Pakistani/Other	96	3.1%	10.2%
Mixed/Multiple ethnic groups	107	3.4%	11.3%
Any other ethnic group	149	4.7%	15.8%
Don't know / refused	18	0.6%	1.9%
NULL	2194	69.9%	-
Grand Total	3139		

Approach by Household Code

Count of Caseld	Column Labels		
Row Labels	2023	% of Total	
Family	724	23.1%	
Single	2415	76.9%	
Grand Total	3139		

13 December 2023



Greening the housing stock

Housing and Homelessness Policy and Accountability Committee

14.11.23



Background

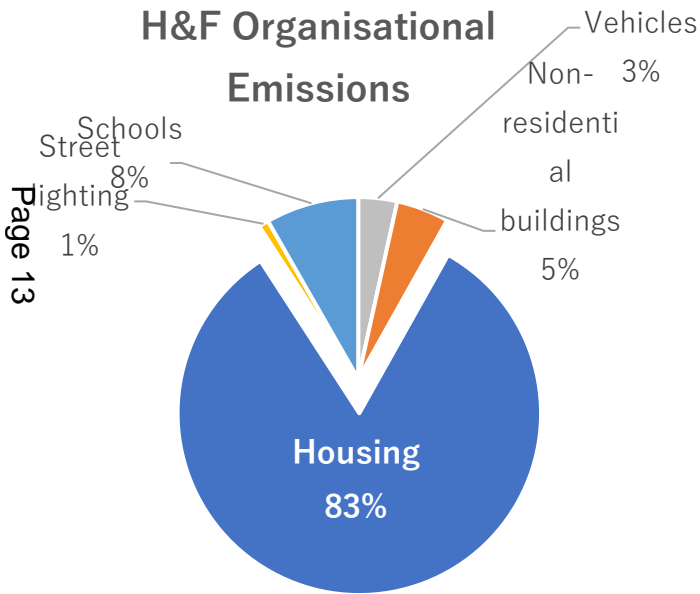
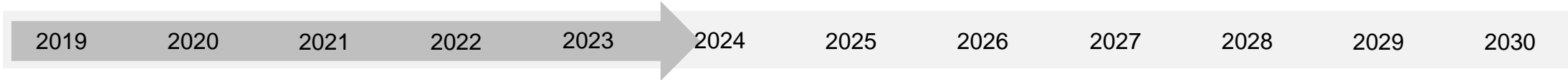
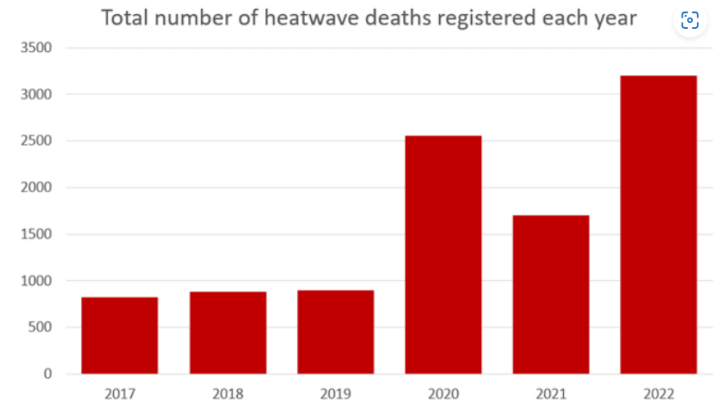


Figure 6 - Graphic demonstrating the government's fuel poverty targets for England

H&F's housing stock accounts for **over 3/4** of H&F's organisational carbon emissions

As of 2020 it is estimated that **13.2%** of households in England are fuel poor



Heat related deaths are **increasing** in the UK and around the world



How will this impact council policy?

Drive **energy efficiency** of the building stock, considering a fabric first approach



How best to transition to **low carbon heating**

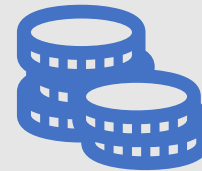


Retrofit Strategy

Develop a plan to starting **adapting** the stock for a changing climate



A key enabler to support deliver the **fuel poverty strategy**





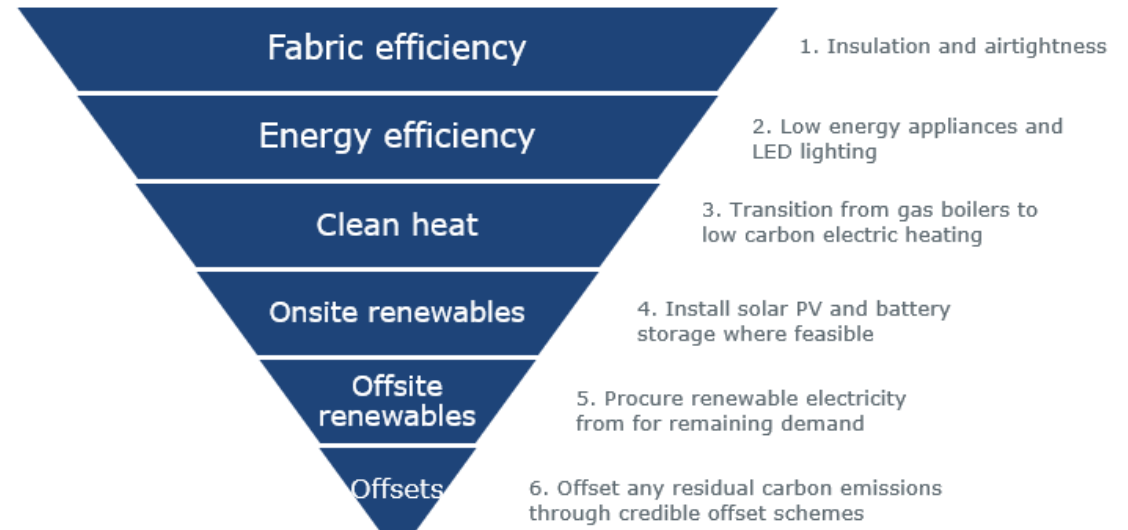
Energy efficiency



Fabric First is an approach to retrofitting homes that aims to reduce demand for heat and power as far as possible, through insulation and airtightness combined with adequate ventilation.

- Focus on reducing the heat demand of the building (over 60% of energy in a home is used for space heating).
- Reduces carbon and saves tenants energy bills, supporting fuel poverty.
- Once building is thermally efficient, it will be ready for low carbon heating.

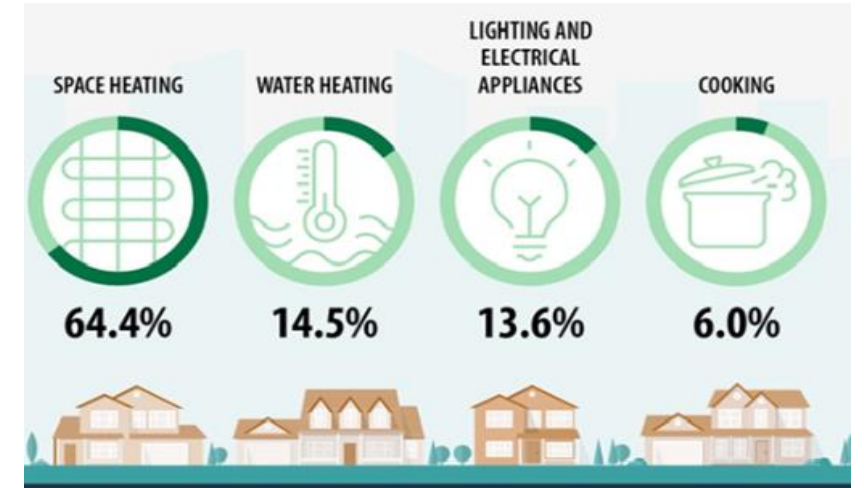
Energy hierarchy





Low carbon heating

- Space heating and hot water account for 79% of emissions.
- Changing the heating source is necessary to decarbonise.
- Solutions: electrifying heat or sharing low carbon heat.
- Currently H&F housing is predominantly heated using gas.



Air source heat pump



Heat networks



A fabric first policy



Transitioning to low carbon heating accounts for 75% of the cost of decarbonization.



If not well insulated an electrically heated building will increase energy bills.



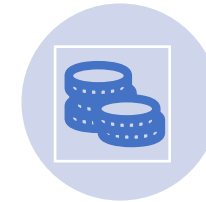
Air source heat pumps and district heating work most efficiently in well insulated buildings.



Fabric first will result in reduced emissions and support fuel poverty.



70% of H&Fs boilers do not reach the end of their useful for five years.



Government grant funding is largely focussed on fabric



Clean Heat Masterplan

Lowest cost low carbon heat

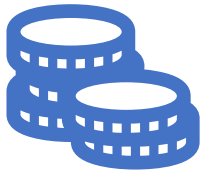
H&F completed a heat masterplan with RBKC and the GLA in 2023. Study carried out economic modelling to ascertain the potential for heat networks in H&F and K&C.

- In most of H&F, heat networks, such as that on the new Civic Campus, are likely to be a **more cost-effective solution for low carbon heat** than individual heat pumps on each building.
- Areas of the borough with particularly high potential include:
 1. Area around Earls Court, including the West Ken estate (can be extended into RBKC)
 2. White City/ Shepherds Bush
 3. Hammersmith Town Centre.
- Many of the **larger H&F housing estates**, including White City, Bayonne, Edward Woods and Charecroft, are good candidates for heat networks using heat from sources such as air, ground, aquifer, river and sewers.
- H&F has won £120k funding from the GLA to carry out detailed design for a **low carbon heat network at Bayonne (aka Brecon) estate. Earls Court and OPDC also developing heat networks** which e.g. West Kensington, Gibbs Green, White City Estate could connect to in time.

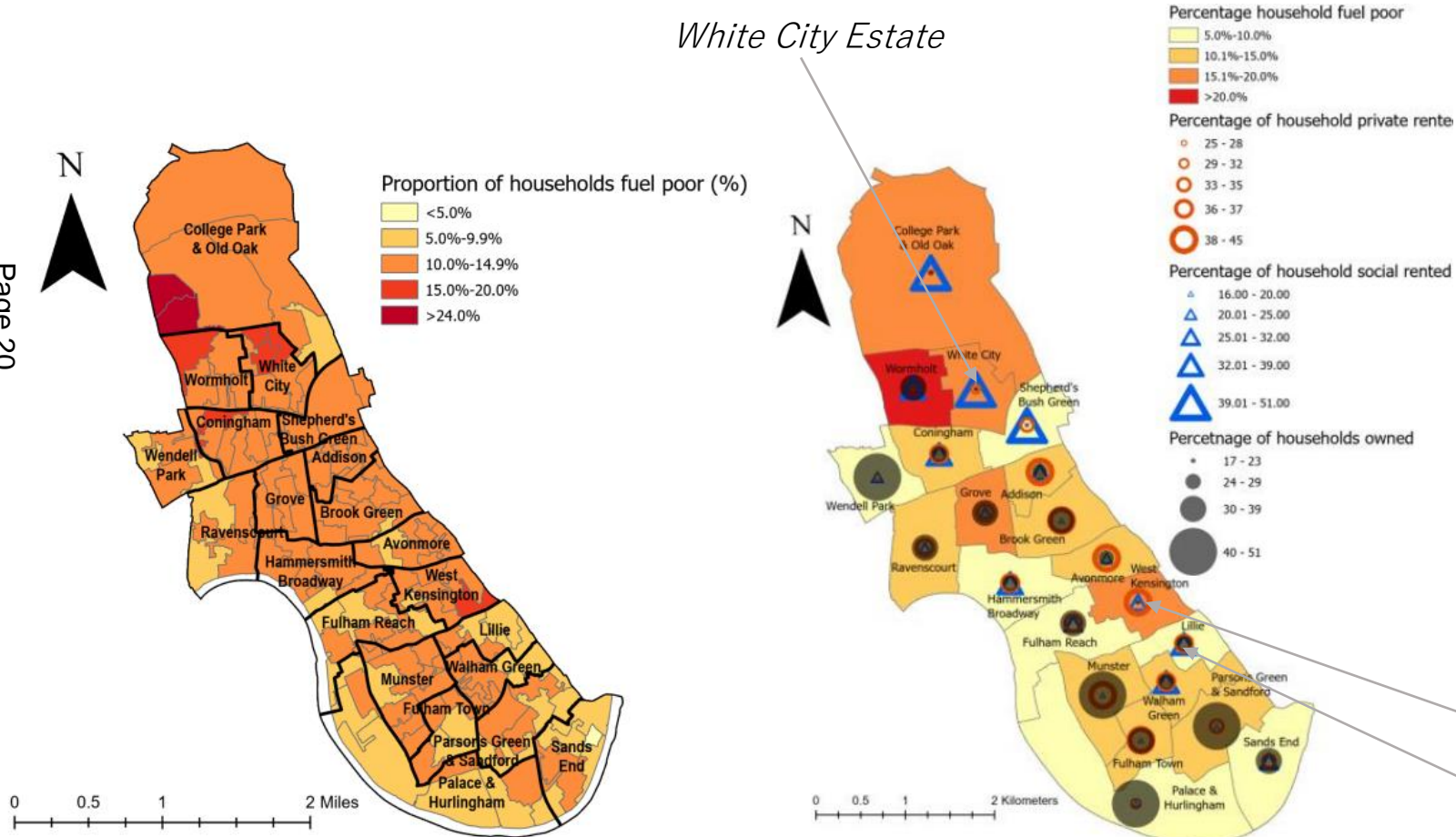


How might this affect council policy?

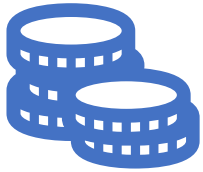
- **Planning:** New planning powers as a heat zoning co-ordinator. H&F could mandate heat networks for major new developments in future and encourage larger buildings to connect to existing heat networks. High decarbonisation potential but would need resources and expertise in Planning team.
- **Timelines:** Implementing heat networks is a multi-year project.
- **Finance:** Even where they are the cheapest low carbon option, the cost of heat networks is still significant. H&F could invest in its own heat networks for council assets, or create concession agreements with private entities to design, build and operate networks.



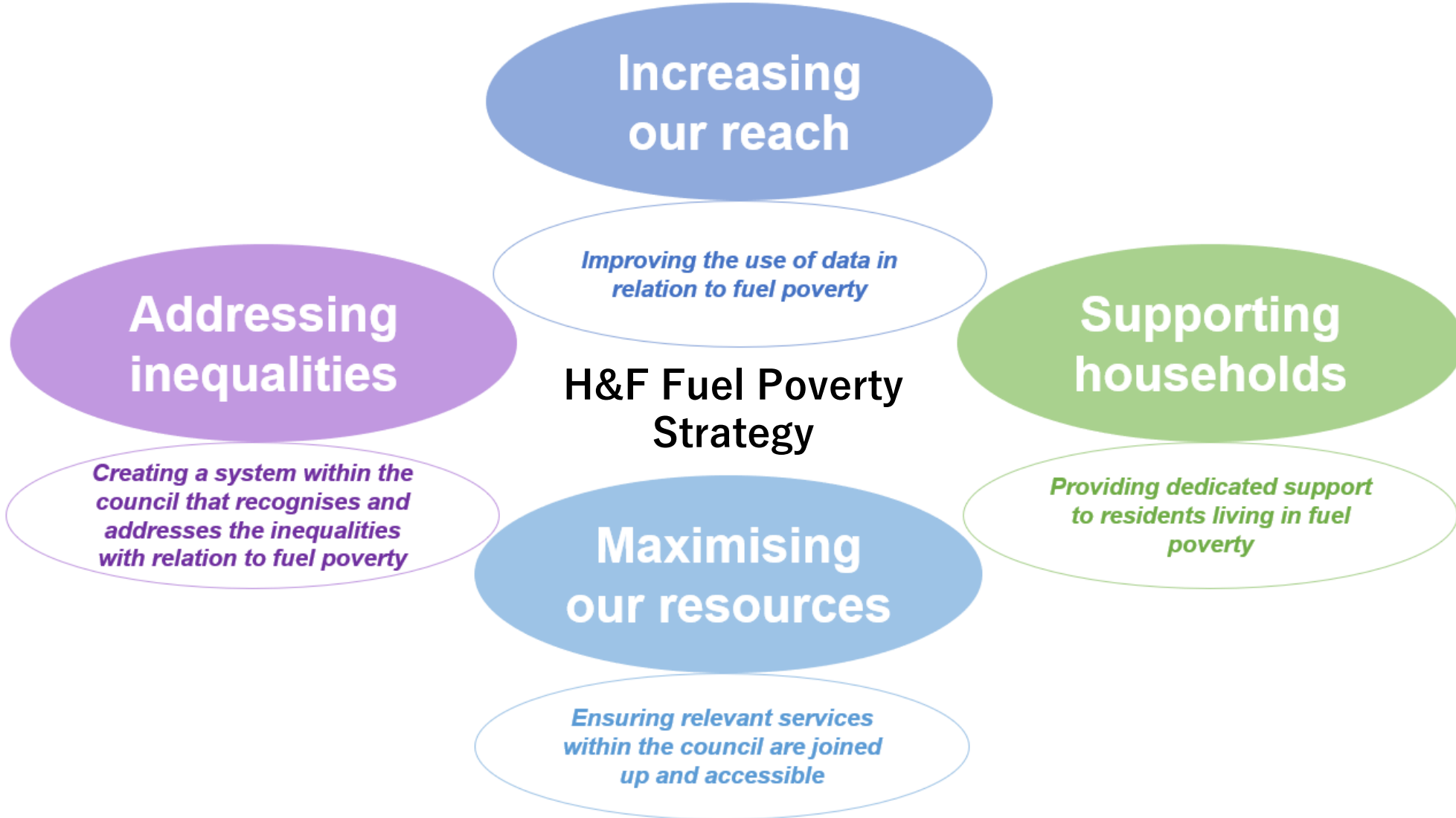
Fuel Poverty in social housing

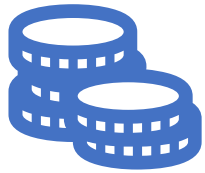


- **Social renters are more likely to be fuel poor than owners or private renters – this is demonstrated by a relationship between the proportion of social renters and fuel poverty by ward**
- The retrofit strategy needs to be implemented in a way that will support residents in getting out of fuel poverty, **working in tandem with the fuel poverty strategy**



Fuel Poverty



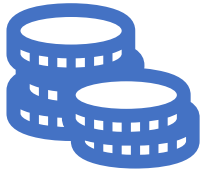


Fuel Poverty Strategy

The next year in H&F

The publication of the Fuel Poverty Strategy is an indication of the drive to make change, and the need to take action in light of the energy price and cost of living crises. In the next year, we plan to:

1. Run an **H&F small energy efficiency measures scheme** that will empower residents to improve their own energy efficiency and achieve bill savings on their own terms.
2. **Increase the presence of fuel poverty support in the borough** by running energy advice and support sessions, coordinating with the Cost-of-Living team to provide holistic support to residents.
3. Work with external groups to **seek funding** to support community-based projects supporting residents in become more fuel secure.
4. **Expand promotion of available funding** to support retrofit and energy efficiency works.
5. Launch the **fuel poverty dataset** and begin to use this for targeting.
6. **Reach all homes** through leafletting and other broad campaigns.



How retrofit supports this policy

- Focussing on fabric will support the overall aims of the Fuel Poverty strategy by reducing energy bills.
- Utilise the **fuel poverty dataset** to prioritise areas that are most in need of energy efficiency within H&Fs stock.
- Focus on a neighbourhood approach to retrofit where homes of different tenure are upgraded in the same programme.
- The transition to low carbon heat must be carefully planned to ensure there is not an increase in fuel poverty.



Adaptation

- Floods and record break temperatures are becoming more and more frequent. London seen an increase of 1.9 degrees since 1960.
- By adapting our homes to overheating, flooding, and drought risks as we retrofit, our residents and buildings will experience much lower risk to climate change impacts.
- Adaptation is an emerging priority for the industry



Step 1: incorporate adaptation into the capital delivery programme, considering upgrades on a case-by-case basis.

Step 2: establish better data, metrics and develop policy and implementation plan for the stock. Out of scope of the initial strategy.



Development and adaptation

Lillie Road and Farm Lane have both achieved planning permission and are now out to tender for a construction partner. 42 and 31 new homes

Over heating

- Designed to mitigate the risk of overheating.
- Low glazing to reduce the amount of solar gain during summer.
- Balconies provide shading to the flats below.

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Water

- SUDS - a combination of an attenuation tank and permeable paving.
- Surface water drainage systems will be able to accommodate storms up to the 1 in 100-year event.
- In Farm Lane, a blue roof on the main building, will assist with the interception and retention of precipitation, helping reduce the flow rate and volume of surface water runoff.

Biodiversity

- The two schemes will increase biodiversity with native species planting, green roofs and vertical greening.
- The landscape design approach for the sites are for all surfaces to be permeable or planted.





Summary

Greening the housing stock is needed to reduce emissions, support with fuel poverty and adapt to a changing climate.

A retrofit strategy is being finalised and will address the steps needed to embed this in the organisation.

This will influence council policy in relation to 4 key areas:

1. **Energy efficiency** – prioritise upgrading the fabric of H&Fs housing.
2. **Low carbon heating** – establishing how to transition the stock to low carbon heating.
3. **Fuel Poverty** – supporting the council's commitment to reduce fuel poverty.
4. **Adaptation** – ensuring buildings are adapted for a changing climate.



Thank you