

The Lambeth 500+ is a consultative group, free to join for any resident who receives services from Lambeth Housing Management. Members are contacted by e-mail and text and are able to provide feedback on the housing management issues that they are most interested in. If you would like to become a member of the Lambeth 500+ you can e-mail [lambeth500@lambeth.gov.uk](mailto:lambeth500@lambeth.gov.uk).

The table below shows the topics that we have consulted on in the third quarter of this financial year.

| What we have consulted on – September to December 2017   |   | What happened?   |
|--|---|--|
| <p><b>Lambeth Local Plan consultation</b></p>         | <p>The existing Lambeth Local Plan, adopted in 2015, contains a strong vision for the development of the borough to improve opportunities for local people. Together with the Mayor’s London Plan and our neighbourhood plans, the Lambeth Local Plan sets out the vision and robust planning policies needed to direct and guide development in the borough over the next 15 years to meet our future needs.</p> <p>The Lambeth 500+ were asked to input to a recent review of the plan.</p> | <p>Lambeth 500+ member feedback was passed onto the authors of the local plan for consideration.</p>   |
| <p><b>Communal areas fire safety procedure</b></p>  | <p>Following the fire at Grenfell Tower in the summer of last year, we have been reviewing our policies and procedures relating to fire safety. With the help of the London Fire Brigade, we have updated our communal areas procedure.</p> <p>This was sent to Lambeth 500+ for comment.</p>   | <p>Feedback was provided by Lambeth 500+ members. This was then incorporated into a final draft.</p> <p>Member feedback was positive about the changes proposed and for more of our resource to be focused on ensuring fire safety.</p>                            |
| <p><b>Lambeth 500+ newsletter</b></p>               | <p>We understand that because we consult on a wide variety of issues, our output can be a little irregular. Some Lambeth 500+ members have said that they would like more regular emails from us.</p> <p>We will now be issuing residents a monthly newsletter, apart from months where this performance report is sent.</p>  | <p>The first issue was sent out in late December 2017. This included updates on:</p> <ul style="list-style-type: none"> <li>• The new Universal Credit service</li> <li>• Resident engagement</li> <li>• Community food growing schemes in the borough.</li> </ul> |

## Planned consultation activity

| Our plans   | What are we going to be asking the Lambeth 500+ over the next couple of months?  | Delivery date |
|---|--|---------------|
| <b>Anti-social behaviour (ASB)</b><br> | <p>A programme of work around anti-social behaviour (ASB) will be led by the area offices to review how we respond to ASB issues and complaints.</p> <ul style="list-style-type: none"> <li>Lambeth 500+ members will get to have their say on existing and developing practices around ASB</li> <li>A workshop will take place focusing on ASB, which will be held in the north area.</li> <li>We will create a Lambeth 500+ virtual panel on ASB to challenge issues and encourage better practice.</li> </ul> | February      |
| <b>Annual Lambeth 500+ survey</b><br> | <p>We will be developing a survey to find out what members think about being part of the Lambeth 500+. We will:</p> <ul style="list-style-type: none"> <li>Ask Lambeth 500+ members to complete the survey</li> <li>Ask members what future projects the Lambeth 500+ should do.</li> </ul>  | February      |
| <b>Capital improvement works</b><br> | <p>This project aims to showcase the improvements made and request feedback and comment from members:</p> <ul style="list-style-type: none"> <li>Create feedback loop for Capital Works</li> <li>Ask Lambeth 500+ members to rate the works on their estate, the effectiveness of communications received</li> <li>Ask members how they would like to be communicated with around capital works, seek improvements and come up with a communications plan to incorporate these findings.</li> </ul>              | March         |

## Wednesday Walkabouts

In 2015 we introduced 'Wednesday Walkabouts' to provide a more visible presence on our estates. Housing staff and contractors visit a different estate every two weeks to talk with residents about issues that are important to them. They report repairs and cleaning problems to our contractors to help us provide a better service.

Following the Grenfell Tower fire, there has been an increased focus on fire safety and until further notice, walkabouts will focus on fire safety. We will continue to collect information about other issues and get residents' feedback on the services we are providing, such as estate cleaning and grounds maintenance.

## Planned walkabouts

| North area  |                                   | Central area |  | South area  |                     |
|-------------|-----------------------------------|--------------|--|-------------|---------------------|
| 7 February  | Myatts Field South and Lawn Court | 7 March      | Angell Park Gardens and Wiltshire Estate | 21 February | Albert Carr Gardens |
| 21 February | Black Prince Road                 | 11 April     | St Alphonsus Estate and Park Court       | 28 March    | Rosendale Estate    |
| 7 March     | Kennings Estate and Penwith Manor |              |  |             |                     |