

Supporting communities in
Lambeth: G15 impact report





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G15 Foreword

Geeta Nanda OBE, Chief Executive of Metropolitan Thames Valley Housing (MTVH) and Chair of the G15 group.

The members of the G15 provide homes to one in ten Londoners across all the 32 boroughs that make up this great city. Some of our members have been at the heart of London life for more than 100 years, and we're leading the charge to build the affordable homes people need to support the city's future.

Our members are also playing a critical role in improving people's lives and transforming communities by doing far more than simply providing good quality homes. We work with our residents to support them into jobs and training, we invest in tackling fuel poverty, and we play a leading role in achieving financial and digital inclusion. Often those activities are performed through highly productive partnerships with local authorities and community organisations. This partnership working proved invaluable during the pandemic in reaching the people who needed support the most.

This wider role that housing associations play in and with communities is a long standing one. It's at the heart of our social purpose and it's what sets us apart from other landlords.

This impact report takes just one borough, Lambeth, as an example to demonstrate the breadth and depth of the work G15 members are doing on the ground in coordination with others every day. It shows both what housing associations are already doing, but also what else we can do by working with others towards our shared ambition of supporting more people to live well.

As we focus on meeting the challenges that lie ahead, housing associations will play a critical role in meeting them. We know that working alongside local councils, City Hall, and other stakeholders will be crucial to ensuring the greatest impact is achieved.



Lambeth Council Foreword



Councillor Maria Kay

Cabinet Member for Housing and Homelessness and Chair of the Lambeth Housing Partnership.

As the Cabinet Member for Housing and Homelessness, I recognise the crucial role of partnerships in achieving Lambeth's vision. Greater collaboration enables us to maintain Lambeth as an excellent place to live, work, and visit, with a vibrant and diverse community that we are all proud to represent. The Covid-19 pandemic posed significant challenges for housing providers and residents. It also demonstrated how partners and the council came together to support those residents in the greatest need. This is the kind of partnership working Lambeth wants to replicate and continue to build on. This report is an excellent example of how partnership works in practice with various housing partners.

The Lambeth Housing Partnership was established primarily to strengthen our strategic engagement with housing associations and harness our partners' expertise in various priority areas.

As Chair of the partnership, I've been keen to ensure that our workstreams explore how we can practically ensure that all residents benefit from the borough's investment and regeneration, including reducing health and social inequalities, particularly in our Black and Multi-Ethnic communities, collaborating on climate change mitigation measures, increasing job opportunities, improving

quality of life, and promoting the development of strong, sustainable neighbourhoods through collaborative efforts to make Lambeth safer and reduce violence affecting our young people.

Lambeth is developing its Housing Strategy, which details how the borough will use a range of growth opportunities to address inequality and the housing crisis. A number one priority is to ensure that resident needs are at the forefront of service delivery and to drive continual improvement. The Lambeth Housing Partnership will support us to accomplish this goal and establish a model for fostering better and more successful collaboration between the Council and housing associations.

I am committed to ensuring that those who grew up in Lambeth, have roots in Lambeth, and have already made significant contributions to the borough can remain here. We rely on numerous collaborative initiatives, such as the G15 and our own housing partnership, to ensure that we continue to deliver on the borough's vision, which we cannot accomplish alone. We recognise the challenge of having to do more with less, which is why the Lambeth Housing Partnership, which includes several G15 members, is essential.

Introduction

As housing associations, we've an inherent social purpose to support our customers to live well. Going beyond the core landlord services keeps people in their homes and creates stability. The pandemic has highlighted how creative we can be in the way we respond to the needs of our residents and communities.

We know we must listen to and engage with our residents, empowering them to define their needs and solutions.

Working with local authorities and other partners is critical to ensure we're responding in the right way to support community and neighbourhood improvement.

This report provides examples which showcase projects and services that have had a positive impact for G15 residents in Lambeth as well as the wider community.



About the G15



The G15 is a group of London’s largest housing associations. We’re the collective voice of some of the leading organisations in the housing sector.

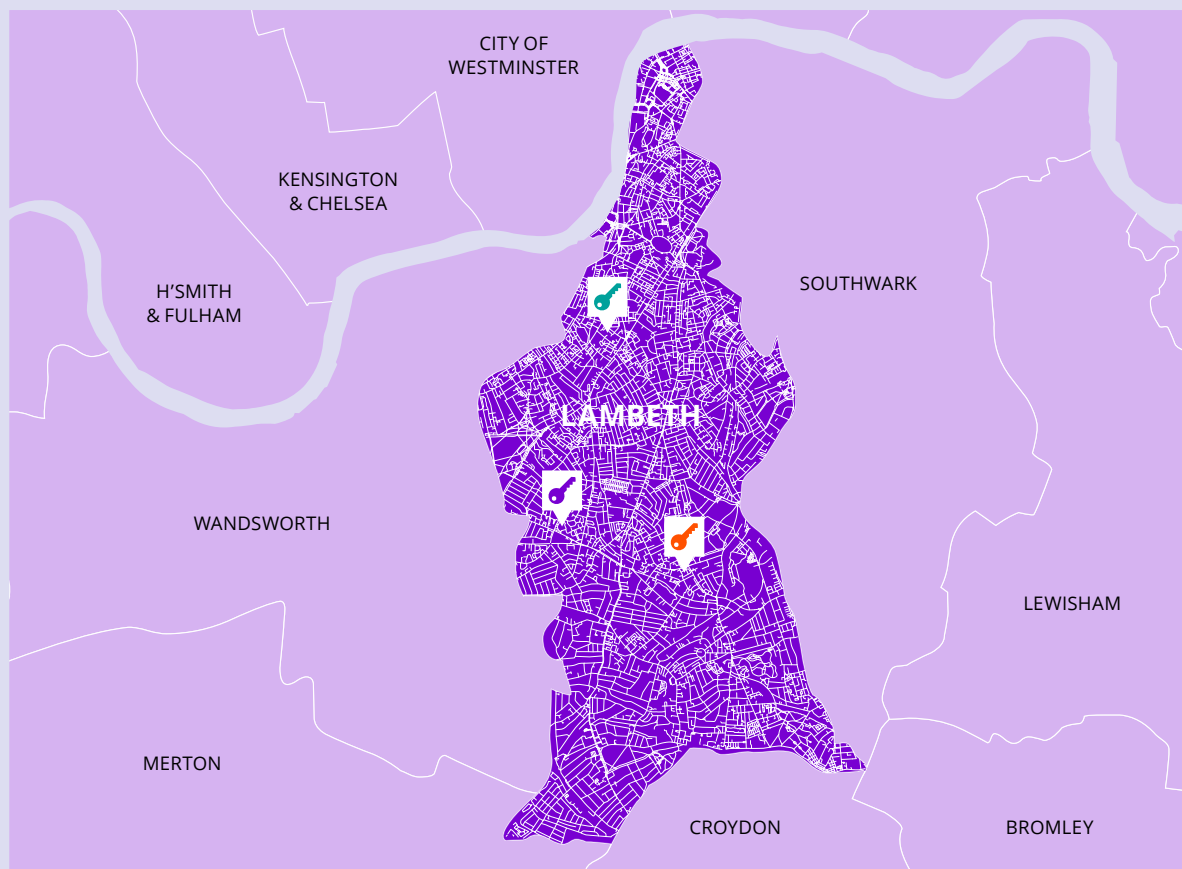
Our members house one in ten Londoners and are the largest providers of affordable homes in the capital. We build a quarter of all London’s new homes and own or manage more than 650,000 homes. Housing associations were set up to support people in housing need and this remains at the heart of everything we do today.

We’re independent, charitable organisations and all the money we make is reinvested in building more affordable homes and delivering services for our residents.

Each G15 member is different, but we’re all striving towards the same goal – to help solve the capital’s housing crisis and improve the lives of Londoners.






The G15 in Lambeth



Over 20,000 homes in Lambeth are managed by G15 members

Key estates in Lambeth

-  Clapham Park Estate (Metropolitan Thames Valley): 2,300 homes
-  St Martin's Estate (Metropolitan Thames Valley, Optivo, Notting Hill Genesis): 1,100 homes
-  Studley Estate (Hyde): 1,000 homes

Major upcoming developments

- Continued regeneration of Clapham Park Estate. This will feature more than 4,000 homes, half of which will be affordable (Metropolitan Thames Valley)

Financial Shield: piloting a new way to improve mental, physical and financial well-being

Four G15 members (Hyde, Metropolitan Thames Valley, Optivo and Southern) are supporting a pioneering new scheme to improve the mental, physical and financial well-being of people in Lambeth and Southwark.

We know financial hardship can exacerbate mental and physical health issues and vice-versa. Despite this, interventions are often delivered in isolation. Financial Shield aims to change that by piloting a more joined-up approach.

Funded by Impact on Urban Health and led by the Centre for Responsible Credit, it brings organisations together to signpost and deliver services. These include Primary Care Networks, social prescribing teams, creditors, Citizens Advice Southwark, and AGE UK Lambeth.

The four participating G15 members are playing an integral role. They:

- Identify postcode areas with the highest concentrations of rent arrears. GP practices serving these postcodes identify working-age patients with, or at risk of, long-term health conditions and proactively message them with an offer of support
- Refer residents with multiple debts to the scheme's Financial Support Link Workers (FSLWs). FSLWs work with residents and financial inclusion staff to secure additional benefits and discretionary payments. They create manageable repayment plans to gradually clear arrears

- Pause arrears procedures for up to 60-days. Together with the suspension of council tax and any housing benefit overpayment recovery, this provides residents with the time to get back on track
- Ensure repayments agreed between residents and Link Workers are split equitably between participating creditors. This prevents participating creditors competing for payments (e.g., rent arrears and Council Tax) and has been established through the Joint Debt Protocol.

Around 2,000 residents in Lambeth and Southwark are taking part in the Financial Shield pilot, which runs until September 2022. The pilot aims to achieve substantial improvements in people's health, financial situation, and debt levels, as well as cost savings to the NHS and creditor agencies. An independent evaluation will assess whether similar schemes should be rolled out nationally.



Tackling violence affecting young people

Stockwell and Kennington are recognised hotspots for violence between rival gangs, including those from the neighbouring boroughs of Southwark and Croydon. Our strategy has been to recognise violence as a public health problem. This approach seeks to reduce violence by tackling its root causes, such as deprivation, adverse childhood experiences and lack of opportunity.

Estate of Mine

Hyde's Successful Places Team is working to improve the lives of young people, their families and surrounding communities in Stockwell and Kennington. 'Estate of Mine' is Hyde's innovative, multi-agency programme to tackle ingrained social problems including deprivation, social exclusion, and youth violence through long-term, inter-connected projects. Funding comes from partners including the Battersea Power Station Foundation, the Mayor's Young Londoners' Fund, Berkeley Foundation, Optivo and Hyde's Charitable Trust.

The Ambition project, led by Active Communities Network, works with young people aged 15 to 24 to support them in following a positive route and helping them to plan their future. Youth specialists work with young people to overcome any barriers they face and discuss long-term goals including education, training, and employment. Personal and careers development sessions often use sport or trips away as a hook.

Besides improving the lives of young people in Stockwell and Kennington, Hyde aims to create an evidence-based model which can be replicated.

Key outcomes to date include:

- Engagement of over 250 young people in personal development and training opportunities. Of these, at least 24 have secured work experience or employment, with nine having received a bursary of £1,000 from Hyde to support their progression
- Joint working with Girlhood Active, a targeted young women's project
- The creation of the north Lambeth practitioners' network with over 20 active local providers to strengthen local referral networks and enhance collaboration.



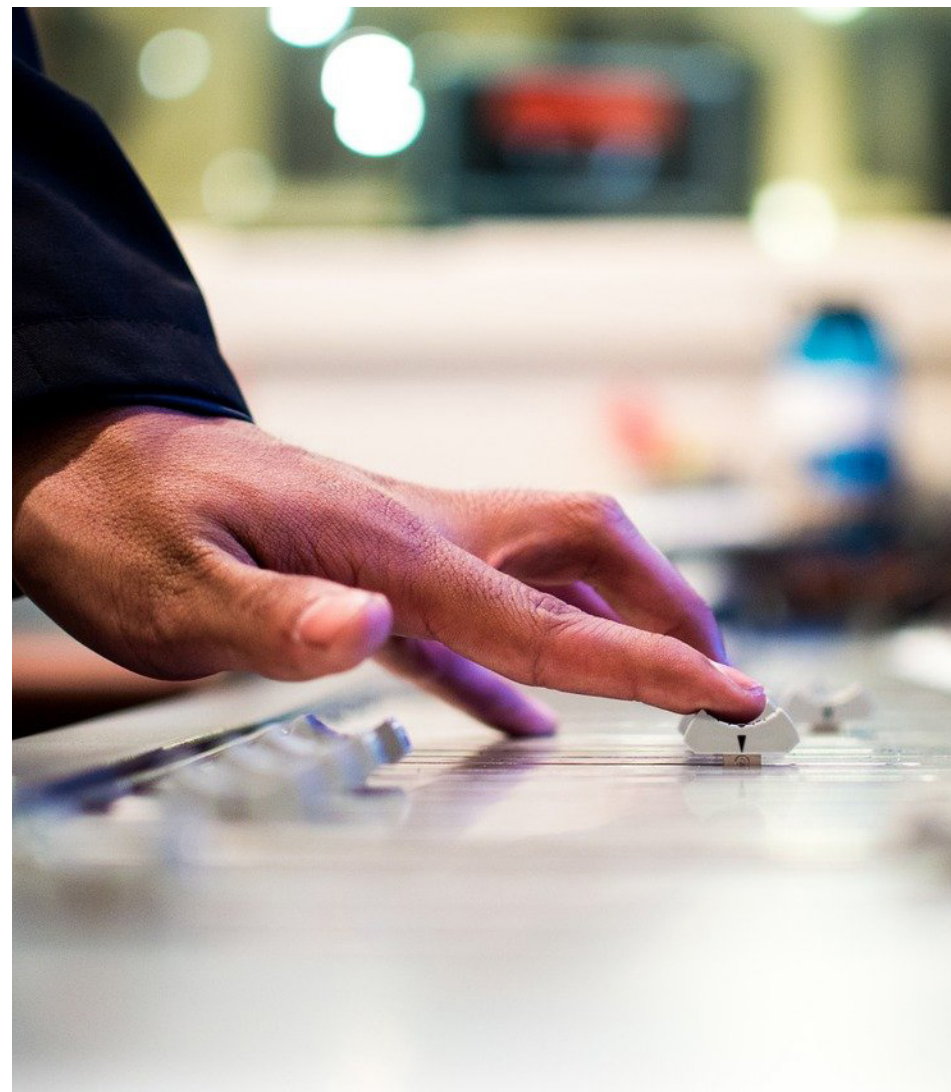
Inspiring and motivating young people

Metropolitan Thames Valley (MTVH) has teamed up with registered charity, Code 7, to offer coaching opportunities to young people on the Moorlands and Clapham Park estates.

Code 7 specialises in engaging and mentoring young people from excluded communities. It does so through taster sessions in music production, sound engineering and other creative exercises. In response to participant feedback, recent workshops have also featured boxing to boost young people's confidence and self-esteem.

Code 7 caseworkers work with the young people to help them access opportunities and overcome barriers. Many caseworkers are residents from the local community, making them credible and authentic sources of advice.

Since starting in late 2020, the partnership has supported several young people into paid employment and accredited courses in line with their aspirations. Engagement with the programme has been excellent, especially from young men who are typically harder to engage.



Access to training and employment opportunities

G15 members have a range of initiatives to encourage our residents and people in our communities to fulfil their potential through jobs and training.

Love London Working

Led by Clarion, in partnership with 8 other housing associations, Love London Working is a pan-London employment support programme.

881 Lambeth residents have enrolled on the programme since its inception in 2016 with 254 securing jobs. Participants work with our teams to complete an individual assessment followed by tailored support. This includes access to:

- Counselling and support for mental health and family issues
- Health and lifestyle advice
- Wellbeing workshops
- Financial advice and 'better off in work' calculations
- Support to improve confidence, self-esteem, and motivation
- Childcare, including access to mobile crèches
- Skills training, including IT and ESOL training.

After starting work, participants are mentored for 26 weeks to help them manage the transition into work and sustain employment. Love London Working is jointly funded by the European Social Fund (ESF) and the nine delivery partners until March 2023.

Offering avenues into the construction industry

Metropolitan Thames Valley has committed to making 260 apprenticeships available over the course of the multi-million-pound regeneration of Clapham Park. They're doing this through partnership working with Lambeth Council, as well as construction partners, supply chain and training providers.

A dedicated Love London Working officer will also be stationed at Clapham Cube community centre to deliver tailored support to individuals.



Other projects and initiatives

G15 members work to deliver a range of programmes that support residents and tackle disadvantage.



MTVH is the largest G15 stockholder in the borough. It delivers numerous tailored initiatives to support the residents and communities of Lambeth.

Here are some recent examples:

- Working with St Martin's Tenants and Residents Association to improve green spaces and increase biodiversity in collaboration with local partners
- Running a focussed initiative for Black and Multi-Ethnic young people to explore their experience of social inequality, through **'My Voice, My Truth'**
- Providing parenting support for residents with teenage children through a 12-week **'Strengthening Families'** course at Clapham Park
- Partnering with Tutors United to deliver free tutoring in Maths and English to children in years four, five and six

- Running the free Clapham Park 'School's Out' summer events programme. This incorporated the **'Elevating Success'** project offering young people opportunities to take part in cooking, filmmaking and games
- Offering discounted gym membership at Clapham's Anytime Fitness
- Working in partnership with The Kier Group to host a careers event at Clapham Park Cube.



- Hyde are working with the Battersea Power Station Foundation to hold several pilot projects to support solutions to childhood obesity under the **'Healthy Starts, Successful Futures'** partnership. These include the 'Community Food Bus' led by Be Enriched, which distributes affordable, healthy produce and provides referral services for Hyde's residents and local communities
- Hyde are also behind **'Project HE:RO'**, providing a full-time health mentor at Allen Edwards Primary School in Stockwell. The mentor delivers 121 support and fosters connections between the school and community to maximise opportunities for young people to be healthy and active.



- Optivo's Fresh Visions Youth team delivered an activity programme over the summer of 2021 aimed at 10-16-year-olds
- The Optivo Youth Team offers weekly activities for young people on its Church Manor and Lansdowne Green Estates. This includes arts and crafts, team building and sports
- Optivo has commissioned external youth provider Code 7 to deliver jobs, training, and music mentoring support for those aged 16yrs+ at Church Manor. They've also partnered with the Lambeth Public Protection Team to manage hot spot areas for unlicensed music events.

Working with our partners in Lambeth

The Lambeth Housing Partnership includes seven members of the G15 - Hyde, L&Q, MTVH, Network, Notting Hill Genesis, Optivo and Peabody.

The partnership brings together senior council figures with representatives of 10 housing associations owning or managing homes in the borough.

Its aim is to find more effective and cost-efficient ways of providing services and collaborating to deliver the Borough Plan.

Three of the partnership's work-streams are chaired by G15 staff members:

- Housing Growth
- Neighbourhood & Community Safety
- Homelessness, Health & Resilience.

Staff from all seven G15 members sit on the partnership's steering group.



Key achievements to date

- Identifying potential development opportunities to inform the borough's Growth Strategy. This is a joint enterprise between the Council's Regeneration Team and the Housing Growth workstream
- Sharing information on support available to Lambeth residents, with a particular focus on tenancy sustainment. Members of the Homeless, Health and Resilience workstream have shared details of their financial support offers and their support available to residents experiencing domestic abuse
- Members of the Neighbourhood and Community Safety workstream ran a borough-wide summer activity and youthwork programme this year to reduce youth violence.

Conclusion

We've used Lambeth as a case study to demonstrate the breadth and depth of G15 members' community activities. Projects such as Financial Shield and Estate of Mine show how productive partnerships between our members, local authorities and other stakeholders can make a genuine difference in the communities we serve. The Lambeth Housing Partnership underlines the added value gained by combining housing association and local authority specialisms, expertise and resources.

In highlighting these projects, our aim is to make the case for more joint working between housing associations, local authorities and other stakeholders. So often, the social issues we're seeking to address are complex and ingrained. Working together we stand the best chance of tackling the root causes and making a tangible, lasting difference to communities. G15 members are committed to more partnership working and look forward to leading and joining new partnerships over the coming years.

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