

Report for: Housing & Regen. Scrutiny Panel – 4 November 2021

Title: Love Lane Ballot update

Report authorised by: Peter O'Brien, AD for Regeneration and Economic Development

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Ward(s) affected: N/A

**Report for Key/
Non Key Decision:** N/A

1. Describe the issue under consideration

1.1 This report updates the Committee on the Love Lane Ballot.

2. Recommendations

2.1 To note the update.

3. Love Lane Ballot

3.1 High Road West is a regeneration scheme that will deliver wide-ranging benefits to north Tottenham. This includes a range of new homes including 500 Council homes, new jobs and employment space, improved community facilities including a Library and Learning Centre, and green and open spaces. The scheme will also see £10 million of social and economic investment into the local community, providing opportunities for local residents and businesses.

3.2 The Council has agreed a substantial funding package with the GLA to deliver the new Council homes and enable the first phases of the scheme to be brought forward. In line with the GLA's Capital Funding Guide and the Council's own commitments to ensure the community is shaping any changes in their local area, a ballot of residents on the Love Lane Estate was undertaken to determine whether they were in favour of the redevelopment of the estate as part of the scheme.

3.3 The ballot took place from 13 August to 6 September. The GLA requirements stipulate that the ballot is administered by an independent body, and the Council appointed Civica Election Services (CES) for this purpose, who have run over 90% of resident ballots undertaken in London. The results announced on 7 September found that the majority of participating voters (55.7% with a turnout of 69.4%) had voted in favour of the proposals. Civica have communicated that they are satisfied that the ballot process was conducted in accordance with GLA regulations.

3.4. In the lead up to and during the ballot period, Council officers aimed to speak to every household once. This was to ensure that voters had received their

Landlord Offer and ballot papers, had the opportunity to ask an officer any questions around the offer, and were aware of where to access support. This included access to an interpreter and/or translated copies of the documents, and independent advice. It was not intended that households would be spoken to on multiple occasions, nor visited more than twice.

- 3.5 The Council has received feedback from residents highlighting that this was a difficult period, with multiple people and groups visiting residents with different views in relation to the ballot. During the ballot period and in response to this, the Council issued a letter and text message to residents to provide reassurance that (i) a Council officer will always have a badge that they will show you and (ii) that they will not ask you what you voted (as the vote is confidential). With the ballot now complete, we will continue to look at ways to ensure that residents have all the necessary support during any similar engagement exercises in future.
- 3.6 We are aware of complaints relating to the ballot and on investigation of incidents cited by residents, many of these were at times and dates when Council officers were not on the estate. Officers also did not at any stage seek to influence or interfere with the independent ballot process in the manner that has been described.
- 3.7. The Council takes its residents' concerns very seriously. If anyone would like to raise a complaint regarding the ballot process, they should get in contact with Civica as soon as possible so the matter can be looked into. Civica can be contacted on [020 8365 8909](tel:02083658909) or electionservices@civica.co.uk.