



Housing Management and Almshouses Sub (Community and Children's Services) Committee

Date: THURSDAY, 22 MAY 2014
Time: 11.00am
Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

Members: Deputy Billy Dove
Revd Dr Martin Dudley
Deputy the Revd Stephen Haines
Ann Holmes
Deputy Henry Jones
Gareth Moore
Dhruv Patel
Adam Richardson
Elizabeth Rogula
Virginia Rounding
Alderman David Graves

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Lunch will be served in the Guildhall Club at the rising of the Sub Committee

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Reports

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **ELECTION OF CHAIRMAN**
To elect a Chairman pursuant to Standing Order 29.
For Decision
4. **ELECTION OF DEPUTY CHAIRMAN**
To elect a Chairman pursuant to Standing Order 30.
For Decision
5. **TERMS OF REFERENCE**
To receive the Terms of Reference, as agreed at the 9 May 2014 meeting of the Community & Children's Services Committee.
For Decision
(Pages 1 - 2)
6. **MINUTES**
To approve the public minutes and non-public summary of the meeting on 30 January 2014.
For Decision
(Pages 3 - 8)
7. **HORACE JONES HOUSE PRESENTATION**
Presentation of the Director of Community and Children's Services.
For Decision
8. **AMENDMENT TO THE ALLOCATION POLICY**
Report of the Director of Community and Children's Services.
For Decision
(Pages 9 - 12)
9. **CITY OF LONDON ALMSHOUSES - UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 13 - 16)
10. **HOUSING ESTATES - ALLOCATED MEMBERS' REPORT**
Report of the Director of Community & Children's Services.
For Information
(Pages 17 - 24)
11. **HOUSING UPDATE**
Report of the Director of Community & Children's Services.
For Information
(Pages 25 - 28)

12. **REMEMBERING YESTERDAY, CELEBRATING TODAY**
Report of the Director of Community & Children's Services.
For Information
(Pages 29 - 32)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
15. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

Part 2 - Non-Public Reports

16. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 30 January 2014.
For Decision
(Pages 33 - 34)
17. **ASSET MANAGEMENT STRATEGY**
Report of the Director of Community and Children's Services.
For Information
(Pages 35 - 76)
18. **HOUSING PROJECTS PORTFOLIO UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 77 - 88)
19. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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HOUSING MANAGEMENT & ALMSHOUSES SUB COMMITTEE

Constitution

The Chairman and Deputy Chairman of the Community & Children's Services Committee

8 Members to be elected by the Community & Children's Services Committee.

In accordance with Standing Order Nos. 29&30, no Member who is resident in, or a tenant of, any property owned by the City of London and under the control of this Sub Committee is eligible to be Chairman or Deputy Chairman.

Chairmanship

In April 2012, the Grand Committee agreed that the Sub Committee may have power to elect its own Chairman and Deputy Chairman, in accordance with Standing Orders, at its first meeting each Committee year.

Terms of Reference

To be responsible for:-

- (a) discharging the City of London Corporation's function in respect of the management of its existing social housing stock (with the Grand Committee retaining responsibility over policies affecting the City's Strategic Housing responsibilities);
- (b) approving schemes affecting the City's existing social housing stock in accordance with the policies and strategies for investment agreed by the Grand Committee and having regard to the City Corporation's Project Approval Procedure;
- (c) approve policies in relation to the management of housing services to tenants and leaseholders in City estates and review them as necessary;
- (d) the management of the City of London Almshouses (registered charity no 1005857) in accordance with the charity's governing instruments; and
- (d) advising the Grand Committee on:-
 - the general performance of the Social Housing Service and the Almshouses; and
 - its recommendations concerning the Allocation Scheme in the City's Housing Registration process.

Suggested frequency of meetings

A minimum of 4 a year

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HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE
Thursday, 30 January 2014

Minutes of the meeting of the Housing Management and Almshouses Sub (Community and Children's Services) Committee held at Committee Room - 2nd Floor West Wing, Guildhall on Thursday, 30 January 2014 at 1.45 pm

Present

Members:

Deputy Billy Dove (Chairman)
Virginia Rounding (Deputy Chairman)
Deputy Henry Jones
Gareth Moore
Adam Richardson
Revd Dr Martin Dudley (Ex-Officio Member)

Officers:

Ade Adetosoye	-	Director of Community & Children's Services
Eddie Stevens	-	Community & Children's Services
Jacque Campbell	-	Community & Children's Services
Mike Saunders	-	Community & Children's Services
Mark Jarvis	-	Chamberlain's Department
Simon Cribbens	-	Town Clerk's Department
James Goodsell	-	Town Clerk's Department
Philippa Sewell	-	Town Clerk's Department

1. APOLOGIES

Apologies were received from Deputy the Revd Stephen Haines, Elizabeth Rogula and Angela Starling.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

Mr Gareth Moore declared an interest in housing matters, as a tenant of Golden Lane Estate, and Deputy Henry Jones declared an interest in matter relating to the Middlesex Street Estate as he was a residential and business lease holder.

3. MINUTES

RESOLVED – That the public minutes and non-public summary of the meeting held on 27 November 2013 be approved as a correct record.

4. DETAILED OPTIONS APPRAISAL - BOILER REPLACEMENT PROGRAMME 2013-14 AND 2014-15

The Sub Committee received a report from the Director of Community and Children's Services which outlined the boiler replacement programme. In response to Members' queries officers reported that the costs of the works included repairs and replacements, and that a variety of quotes would be obtained to ensure the contract was value for money. In terms of governance,

Members noted that the progress of the project would be monitored by this Sub Committee.

RESOLVED – That Option 1, a structured approach to replacing the boiler units, be approved.

5. **REVENUE BUDGETS 2013/14 AND 2014/15**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services which sought approval for the City of London Almshouses revenue budget for 2014/15.

The Chamberlain reported that the budget indicated a deficit of £26,000 owing to an increase in repairs and maintenance projects and, in response to a Member's query, he confirmed that the Almshouses funds were held separately. A Member requested a longer term programme of works be put together for future reports, and officers confirmed that one was being developed alongside the Asset Management Strategy.

RESOLVED – That the 2014/15 revenue budget be approved.

6. **TENANCY STRATEGY**

The Sub Committee received a report of the Director of Community and Children's Services seeking approval for the draft Tenancy Strategy, which had been developed as required by the Localism Act 2011. Officers reported that, amongst other changes, reforms introduced through the Act had allowed for shorter fixed-term tenancies, although the Strategy before Members proposed that more secure lifetime tenancies remained the predominant offer for new tenants.

In response to a Member's question it was established that an existing lifetime tenant would retain that lifetime tenancy if they moved house, and Members were advised that fixed term tenancies would not affect a tenant's Right to Buy. Officers also highlighted the Equality Impact Assessment and the benefits fixed term tenancies could have for tenants from violent or overcrowded households.

Members discussed the wording of the report, and asked for clarification to be made concerning the intention and some implications of the reforms. Members also discussed the rent levels set by other social housing providers in the area, and that the Localism Act required them to give regard to the City Corporation's Strategy.

RESOLVED – That:

- (1) subject to agreement by the Community and Children's Services Committee, the draft Tenancy Strategy be approved for consultation with social housing providers in the City of London; and
- (2) authority be delegated to the Director of Community and Children's Services in consultation with the Chairman to approve minor changes arising from the consultation, and produce a final version.

7. HOUSING STRATEGY 2014-2019

Members received a report of the Director of Community and Children's Services introducing the five-year draft Housing Strategy which had been approved for consultation by the Community and Children's Services Committee in December 2013 and which would be monitored by this Sub Committee.

Members discussed the strategy in detail, and raised a number of points including:

- **The use of the private rented sector** – officers advised that the Strategy was about all types of housing across the City, including high cost private rental properties, which meet the housing needs of high income residents and workers who would not qualify for social rented properties. The Strategy makes reference to ensuring there is an adequate supply of this type of housing to meet the needs, for example, of City workers whose main home is elsewhere.

Officers also reported that the use of the private rented sector (PRS) can be used as an alternative to social rented. This was always an option for people waiting to be housed and would be covered in housing advice. Members noted that the Central Government now allowed (and actively encouraged) Local Authorities to use the PRS to house homeless people. Currently the City Corporation made little use of private rented properties, except as temporary accommodation whilst waiting for one of our own properties to become available. Officers stated that the Strategy envisioned carrying on in this way, building homes with a view to housing people ourselves, though this depended on the amount of homeless applications received in the future. If these increased there might be little choice but to make greater use of the PRS. For this reason the City Corporation was interested in making sure that the PRS is regulated, through schemes like the Real Lettings Scheme, to ensure that private rented accommodation for vulnerable homeless people meets high standards.

- **What the full range of housing options available were** – Officers advised that they were: home ownership, shared ownership, social rented, 'affordable' rented (i.e. lower than market rent but higher than social rent) and private rent. It was noted that there were variations of these, which would be explored with anyone seeking housing advice to find what best met their needs.
- **Whether the Housing Asset Management Strategy was complete, and for more detail to be provided concerning the schedule of work for Golden Lane Estate** – Officers reported that the Asset Management Strategy was being drafted and would be brought to the next meeting of the Sub Committee.

Officers advised that Golden Lane presented more challenges than any other estate; the complexities (and high cost) of meeting listed building guidelines was one issue, another was the high percentage of leasehold properties on Golden Lane which can make it difficult (and time consuming) to get agreement on projects as homeowners were, naturally, concerned about the cost to themselves.

A 5-year major projects programme was in place and millions of pounds are being spent on Golden Lane on Great Arthur House and the replacement of concrete panels at Cullum Welch. This would be shared with residents at the first Open Meeting in February 2014. With regard to a specific point about windows, officers were waiting for a specification for Great Arthur House which meets listed building guidelines; once this was in place it could be used to replace windows on the rest of the estate.

- **Governance of the Strategy** – Officers advised that, as this was a strategy that covers more than just existing housing stock, it has to be owned by Community & Children’s Services Committee, but Housing Management & Almshouses Sub Committee would be the main Committee for monitoring purposes.
- **Nomination agreements** – Officers reported that when the City built homes in another Borough (e.g. the new homes being built on Avondale, in Southwark) the host Borough has the right to be able to ‘nominate’ people from their waiting list to have a certain number of tenancies, and the City negotiates the number of homes to which they have nomination rights. Once nominated the tenants are ours and all their rent comes to us.
- **What is meant by use of “innovative public and private sector working”?** Officers reported that this was not PFI or anything similar. Instead it referred to development agreements that allow the City to improve existing properties and build new ones by working with private developers on mixed development. Existing stock was aging and the City Corporation was unable to fund renovations as quickly as they were needed. New ways were therefore needed to find ways of leveraging in funding, using the advantage of land value in the City.
- **Order of priority for works** – Officers advised that Portsoken gets the profile because of its demographics, but there should not be a focus on one ward to the detriment of others. The Head of Barbican and Estates advised that work was underway to look at how the One Portsoken model might be rolled out to other wards. In the meantime, it was suggested a reference be added in to Cripplegate as the City’s other most residential ward.
- **Who attended the meeting about housing strategy mentioned and what were the outcomes?** Officers reported that this was a seminar hosted by the Chairman of the Policy Committee and involving the GLA

to discuss how the City might take a lead in encouraging more private rented homes to be built across London by investment. Community & Children's Service Officers were in attendance, but the seminar was not about social housing at all. Some further work was discussed but in the end it was felt that there was insufficient benefit to the City to take it any further.

Officers reported that amendments would now be made to the report to reflect Members' views before being circulated for more general consultation.

8. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

A Member asked a question regarding emergency access to tower block residences in the event of a fire, and the Director of Community and Children's Services replied that this was a known issue and a number of meetings had been set up with the Borough Commander to agree a plan of action. It was also noted that as properties became void, additional fire safety measures were being installed to gradually upgrade the entire housing stock.

Another Member asked a question regarding interaction with tenants and local Councillors in other Boroughs, and officers responded that quarterly residents meetings were held on each estate and that Local Councillors were invited to attend Allocated Member visits and an on-going dialogue was being facilitated.

9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no urgent items.

10. EXCLUSION OF THE PUBLIC

RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

Item	Paragraph
11-14	3

11. NON-PUBLIC MINUTES

RESOLVED – That the non-public minutes and summary of the meeting held on 27 November 2013 be approved as a correct record.

12. SHELTERED HOUSING REVIEW UPDATE

The Sub Committee received a report of the Director of Community and Children's Services on the sheltered housing review currently being undertaken.

13. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no questions.

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no urgent items.

The meeting ended at 3.00 pm

Chairman

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Agenda Item 8

Committee:	Date:
Housing Management and Almshouses Sub Committee	22 May 2014
Subject: Amendment to Allocations Policy	Public
Report of: Director of Community and Children's Services	For Decision
Summary	
<p>This report seeks approval from Members for an amendment to the City of London's housing allocation scheme that makes provision for the use of local lettings policies. Such policies allow social landlords the flexibility to make lettings outside of the overarching allocations scheme in line with the agreed "local lettings policy" in order to respond to specific needs or circumstances.</p>	
Recommendation(s)	
Members are asked to:	
<ul style="list-style-type: none">• Approve the amendment to the City's allocations scheme that is proposed.	

Main Report

Background

1. The City's allocation scheme – "City of London Allocations Policy and Tenancy Strategy 2012" – was approved by Community and Children's Services Grand Committee on 12 December 2012. This fulfils a requirement of the Housing Act 1996 for all housing authorities to have an allocation scheme for determining priorities and for defining the procedures to be followed in allocating housing accommodation. Housing allocations must be made in accordance with that scheme.

Current Position

2. The City's allocation scheme sets out the priorities for allocating housing. In accordance with legislation it gives reasonable preference to certain groups, such as those owed a homelessness duty. However, the City's scheme does not make provision for the use of "local lettings policies" and therefore lacks the potential and flexibility to respond to specific circumstances or needs.
3. 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. 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. Such objectives may include:

- to increase the number of lets to those in employment or training
 - to lower child density
 - to balance the number and ages of children to avoid a large concentration of older or younger children
 - to make the best use of stock allowing a level of under-occupation / over-crowding, and
 - to create a balanced neighbourhood.
4. Local lettings policies will normally be time limited and their nature and scope must be published alongside the allocation scheme. Where used, they must not dominate the allocations scheme at the expense of the statutory reasonable preference categories. Overall, the City must still be able to demonstrate its allocation scheme operates to give reasonable preference to those in the statutory reasonable preference categories over those who are not.

Proposals

5. It is proposed that Members approve an amendment to the allocations scheme that will allow for the use local lettings policies. This amendment would see the addition of the wording that is set out in Appendix 1.
6. Such an amendment does not in itself determine the priorities by which properties subject to a local lettings policy are allocated. It merely allows the City to engage in the development of such policies. The detail of an individual local lettings policy will be subject to separate formal agreement. It is proposed that this is through the Housing Management and Almshouses Sub Committee.

Corporate & Strategic Implications

7. The City's Corporate Strategy seeks a world class City which supports our communities through the appropriate provision of housing, and supports a safer and stronger City through supporting community cohesion. This amendment supports the delivery of that vision, and is integral to the City's strategic priorities for housing, its (forthcoming) Homelessness Strategy and its allocations scheme.

Implications

8. There are no additional legal, financial or HR implications arising from this report.

Conclusion

9. In permitting the development and use of local lettings policies, the amendment to the Allocations Policy proposed in this report will ensure it contains the flexibility to respond to specific local needs and/or conditions that may arise.

Appendices

- Appendix 1 – Local Lettings Policies: proposed addition to Allocations Policy

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Appendix 1 – Local Lettings Policies: proposed addition to Allocations Policy

Where the City considers that there is specific need to respond to local conditions, we will engage in and support the development of local lettings policies within our housing stock.

These policies will normally be time limited and the objectives may include targets:

- (a) to increase the number of lets to those in employment or training
- (b) to lower child density
- (c) to balance the number and ages of children to avoid a large concentration of older or younger children
- (d) to make the best use of stock allowing a level of under-occupation / over-crowding
- (e) to enable new schemes to be allocated to a mixture of tenants in order to develop a sustainable community
- (f) to enable the City to manage particular business needs
- (g) to enable households to return to an area they left for redevelopment to take place.

This list is not exhaustive and local lettings plans may be agreed in other circumstances where there is evidence that the local community would benefit from such a plan and there is no significant adverse impact on other communities.

All local lettings and scheme-specific plans will be subject to formal approval. Each will have clear criteria and possibly their own qualification requirements, which are openly published. When a property which is being advertised is subject to a local lettings plan, this will be stated clearly

Any local lettings plan will be agreed for a limited time, after which it will be reviewed, and lettings will revert to the main allocations scheme if appropriate.

Committee:	Date:
Housing Management & Almshouses Sub Committee	22 May 2014
Subject: City of London Almshouses Update	Public
Report of: Director of Community & Children's Services	For Information
Summary	
<p>This report gives Members an information update on the City of London Almshouses, in Lambeth. Some of the information in the report also relates to the eight Gresham Almshouses on the estate.</p> <p>Recommendation</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the report. 	

Main Report

Background

1. In February 2013 the City of London Almshouses Trustees (CoLAT) Committee was merged with the Housing Management Sub-Committee to form the Housing Management & Almshouses Sub-Committee. This report is presented to alternate meetings of the Sub-Committee. It updates Members on operational matters relating to the Almshouses and their residents, and highlights any issues of concern, particularly where funding is required for which is not included in the current year's budget.

Social events

2. Residents enjoyed a trip to a shopping outlet in November in time for Christmas shopping.
3. Residents expressed thanks to the Trustees for the Social Fund which continues to support building a community spirit. At the next scheme meeting residents will discuss summer activities/places they would like to visit. One suggestion already mentioned is a visit to the Poppy Factory as part of the World War 1 commemoration events.

Christmas hampers

4. The Christmas hampers were delivered by Trustees in December. Residents are thankful for the gift; however some have asked if we could review the contents of the hamper if they are fortunate to receive them again in 2014. They felt more everyday items would be more useful than some of the luxury goods usually in a gift hamper. This option will be investigated in good time for this year's delivery.

Garden work

5. The last visit from the company treating the Japanese Knotweed problem has taken place. Unfortunately, we have discovered one new small growth which has been treated but in the main the garden is clear.
6. The trees will have a light pollard this year once permission is received from the Tree Conservation Officer (Lambeth).

Community Facility & Office

7. The planning application submitted to the London Borough of Lambeth, to change the former Deputy Matron's flat to an office and community meeting place was agreed at the end of April. Residents have been consulted about the layout and options for use of the hall. Now permission is granted the builders are ready to start the work within the next few weeks. Residents will then be consulted on soft furnishings and décor. They look forward to inviting Members to an opening celebration soon.

Supporting People funding

8. After the withdrawal of the Supporting People grant from London Borough of Lambeth in April, the funding lost has been recouped by transferring these costs to Housing Benefit funding. Matron is also monitoring the payments of Housing Benefit to ensure residents are not adversely affected financially by these changes. It appears there are four residents, who are in employment and therefore not receiving Housing Benefit, who fall in to this category. Matron is negotiating with Lambeth officers regarding discretionary payments which may be available to these residents (at the rate of £16 per week for the next 3 years). We will update Trustees when Lambeth officers have indicated they are able to make the discretionary payments or not.

Essential works to Rogers properties

9. Following work to identify the source of damp problems and water ingress to the 'Rogers Cottages', our Property Services Team have started work with a "pilot" property for the essential repairs. The resident who volunteered to be the test property has vacated her home for a period of two weeks. Her belongings have been packed and stored by a removal company for the duration of the works. It is anticipated the work required will take less time for subsequent properties once the true nature of the works is established. This work once complete will make a considerable difference to energy costs for the residents.

Staffing

10. As previously reported we have now increased the gardening support on the estate. Since April our gardener is working full time at the Almshouses. He was previously on site for 3 days per week, but due to changes in staff duties on other estates he is now undertaking his duties solely at the Almshouses and Gresham Almshouses.

Road repairs and lighting

11. The surface of the roadway on the estate has been deteriorating for several years. Over the winter months it has been further damaged due to subsidence near the root barriers and raised tree roots. This is causing concern as the tarmacadam is disintegrating which is a trip/fall hazard as well as causing damage to vehicles using the estate. Our Health and Safety Advisor has prepared a report outlining concerns to residents and visitors. As a result of the report, the Property Services team will commission a survey of the damage and repairs required. It is anticipated the road surface may have to be replaced which would include work to manage the tree roots to prevent damage in the future. One eighth of the cost of this survey will be met by the Gresham Trust, but the remaining seven eighths will come from CoLAT funds.
12. Depending upon the level of repair, this may be an ideal opportunity to consider installing some low level lighting to the estate paths/roadways. Lighting is currently supplied by outside lights on the buildings and there is no path/road lighting. Subsequently during the winter months the estate is very dark; with the current deteriorating state of the roadway this forms a greater hazard to residents' safety.

Vacancies and applications

13. There is currently one vacant property which is due to be occupied shortly. There are 4 applicants on the Waiting List, all of whom have been approved, and 3 other applicants in the assessment process.

Financial implications

14. The cost of the survey referred to in paragraph 11 has not yet been established. If the cost is likely to exceed the allocated budget for 2014/15, officers will consult with the Chairman of the Housing Management & Almshouses Sub-Committee and may bring a further paper, requesting additional funds, to Members.

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Agenda Item 10

Committee:	Date:
Housing Management & Almshouses Sub-Committee	22 May 2014
Subject: Housing Estates – Allocated Members’ Report	Public
Report of: Director of Community & Children’s Services	For Information
Summary	
<p>This report, which is for information, provides an update for the Committee on events and activities on the City of London Corporation’s social housing estates.</p> <p>The report is compiled in collaboration with Allocated Members, whose role is to take an active interest in their estate, to champion residents and local staff and to engage with housing issues in order to play an informed part in housing-related debates within the Committee.</p>	
Recommendation	
<p>Members are asked to note the report.</p>	

Main Report

Background

- The Allocated Members Scheme was introduced in 2000, when Members of the Community & Children’s Services Committee were allocated to different City of London Corporation housing estates. The purpose of the scheme was:
 - To give residents and staff a named Member to ‘champion’ their estate
 - To allow Members to take an interest in the estate, its residents and staff
 - To develop a group of members with housing knowledge & experience to contribute to the CC&S Committee.
- This report is presented to the Housing Management Sub-Committee twice a year.

General Estate Matters

- We appointed five new apprentices last year on a two year apprenticeship scheme. Between them they are working in a variety of departments within the housing department and undertaking a wide range of housing issues, gaining knowledge and experience in the workforce and improving their own skills and talents.
- We carried out the 2013/14 Estate Satisfaction Survey at the beginning of the year and the survey was completed by a total of 932 households; this represents a 33.46% return rate, a significant improvement on previous years. Residents were also consulted on our current Pets Policy, which does not allow residents on any estates to keep cats or dogs. Analysis of the returns will be undertaken on the qualitative feedback on an estate by estate basis and we will be taking the appropriate action required. A report on the survey results will be brought to Members when the analysis and action plans are complete.
- The 2013 Residents' Celebration Day took place on the 5th October in a packed out Livery Hall. The event was hailed as an outstanding success by residents' and staff. Awards were presented to residents by Virginia Rounding, Deputy Chair of the Housing Management and Almshouses Sub-Committee and Ade Adetosoye, Director of Community and Children' Services.
- This year marks the centenary of the outbreak of WW1. To recognise this anniversary we will be undertaking a variety of activities on each estate under the title 'Poppy Project'. We are working together with the Royal British Legion and their partners the Commonwealth War Graves Commission on one of their major campaigns called 'Every Man Remembered' which aims to attract donations in memory of every fallen man and woman to ensure they are remembered by those alive today. We will sponsor a fallen serviceman or woman for each estate, through research we hope to identify someone who was born and lived in the areas of each estate to develop a connection with that service person. We have supported residents to have Poppy Parties throughout the summer to commemorate their serviceman.
- We are in the process of up-dating the 'Tenants' Agreement and Handbook' as part of our management function. The review will take account of any changes in Housing Law and strengthen the Estate Management service. The style will be slightly different as each section will be a booklet in its own right to enable distribution separately or as a collection.
- We would like to welcome Kirsty Leitch, who joined the City of London as a Community Development Officer to work alongside each of the Estate Managers to develop ideas and involve residents in community activities on their estates. This role is to support a much wider range of resident involvement on our estates.

Avondale Square Estate - Allocated Member, Virginia Rounding

The Estate Manager, Wendy Giaccaglia has been in post for nearly a year and I have met with her to discuss effecting residents at Avondale Estate as well as attending Estate Walkabouts.

Progress continues on the new community hall, estate office and new homes with design meetings with the appointed architects and contractors. These meetings have been very helpful in both having a better understanding of materials and methods for the building work as well as reminding everyone of the need to keep residents and other stakeholders informed each step of the way.

The Affordable Housing Manager continues to give updates to residents on the proposed development of Eric Wilkins House and George Elliston House and I am pleased to announce that planning permission for the project has now been granted by the London Borough of Southwark. This work will allow windows and roofs on these blocks to be replaced, and will provide a number of new homes.

The first Avondale Square Estate Open Meeting for Residents was held in February. Over 30 residents came to hear updates on the planned developments on the estate and major works. A discussion also took place to identify resident priorities for the estate for the next financial year so that a new Estate Plan can be produced. One of the guest speakers was from New Leaf who wanted to encourage our residents to grow their own vegetables and to enhance the green area around the estate. This has proven to be very successful with four new raised beds created on the green at the entrance to the estate, built and planted by residents.

The Estate Walkabouts are held every quarter with residents and estate staff in attendance. The findings on the estate walkabouts are updated in the weekly bulletins, and the estate staff are also using, Twitter and Facebook to provide updates.

Residents in several blocks have benefitted from Government sponsored cavity wall insulation, thereby increasing energy efficiency and reducing the impact of fuel poverty.

In January, two tenants from Avondale Estate and the Estate Manager, Wendy Giaccaglia received Certificates of Recognition for the work they had undertaken to increase community spirit on the estate. The Deputy Mayor of Southwark Council presented the awards on behalf of the South Bermondsey Partnership.

Golden Lane – Allocated Members, Gareth Moore, Angela Starling

The Estate Manager, Laurence Jones, has now been in post for almost a year. We are pleased to say he has made a significant impact on the day to day running of the estate and we look forward to continuing to work with him

The first of the new estate Open Meetings was held on Thursday 27 February 2014 and was very well attended by over 50 residents. Chaired by Eddie Stevens, staff

were able to provide residents with an overview of the new asset management strategy, future plans for Golden Lane Estate, the department's rents policy and also respond to issues which will affect the City of London and Golden Lane Estate. The next meeting is scheduled for Tuesday 13 May 2014.

Whilst work continues on the asset management strategy, Laurence is currently working with the technical team to identify areas on the estate and within the blocks which are in urgent need of redecoration and to put a plan in place to complete the necessary work.

We are pleased that the re-cladding of Great Arthur House continues to gather pace. Residents were involved in the tender and interview process and Officers are due to make a recommendation on the preferred contractor shortly. Following this, the statutory Section 20 consultation with residents will take place along with an open meetings to discuss all aspects of the work to be carried out. As yet no firm dates have been set for these.

The lease on the Golden Lane Community Centre was due for renewal at the end of April 2014. Officers are currently reviewing the lease document and working with the Association's committee to offer a lease extension. This will allow for extensive consultation to take place to find out what changes residents would like to see in the Community Hall and how it is used in the future.

Plans are in hand for the redevelopment of the children's sunken play area, to make this an attractive and safe location for under-fives to enjoy. We are currently trying to source funding for this work and, once established, we will be able to consult residents on the proposals and complete this project.

Holloway & York Way Estates – Allocated Member, Deputy Catherine McGuinness

The Estate Manager, Michelle Warman, has now been in post and with the City of London for almost a year. We meet on a regular basis to discuss issues facing the residents at both estates and I have attended Estate Walkabouts.

Both estates held Open Meetings in March (York Way) and April (Holloway) which were well attended. The issues raised at the meetings were dealt with by the officers and feedback given to all residents via the weekly bulletins in the notice boards.

Welfare Reform has impacted greatly on many of our residents and to support those who may find themselves in financial difficulty three Money Matters Events have been held on the estates. I attended one of these events and was pleased with the advice and support that was on offer from a variety of organisations; the Credit Union, CityAdvice, Trading Standards as well as officers from Housing Benefits and the Rents Department.

Following on from this representatives of the Economic Development Office – will be going to York Way Estate to speak to young people on the estate about work experience opportunities which offered by the City.

Regular Housing Benefit Surgeries are now being held on the estates to further assist residents with paying their rent and any other financial issues they may have.

Officers are exploring the possibility of building new properties on a site close to Islington Arts Factory which is very close to Holloway Estate. The new properties would be managed from Holloway, and the estate staff have met with colleagues from the City Surveyor's department to discuss various options. I shall update Members as these plans develop.

Officers are also looking at sites on York Way Estate in which Sec. 106 monies could be used to build a new community facility and additional homes.

Middlesex Street Estate – Allocated Member, Deputy Henry Jones

The Estate Manager, Paul Richardson, has now been in post for almost a year and I have worked with Paul in the past. He has greatly assisted with the day to day management of the estate and I look forward to continuing to work with him.

Following on from Phase II of the Affordable Housing Project the car park ramp removal project has been given the go-ahead. A workshop was held at Middlesex Street Estate in March which was very informative for the residents as it introduced the project team. The newly created space will be an asset to the estate and surrounding area as it will be a much needed community space with possible grass, plants, flowers and benches. The exact design will be influenced by our residents and we will be sure to listen to their suggestions. The work is anticipated to commence during the Summer 2014.

The estate staff have worked with Open Spaces and the Petticoat Square Gardeners Club to continue to improve the podium area on the estate. We are all working towards 'City in Bloom' when we are sure that the estate will look colourful and attractive.

In March 2014 work was undertaken to redecorate the entrance lobbies to the estate and new entrance doors were fitted which have greatly enhanced the building and the overall image of the estate. This has been an important improvement that the residents have long asked for.

We are now progressing with Phase Three of the Affordable Housing Project at Middlesex Street Estate. An effective consultation and information programme was outlined at the Open Evening in April 2014 and will continue.

Small Estates – Allocated Member, Elizabeth Rogula

The Estate Manager, Angela Smith, has now been in post for almost a year. I am pleased to say she has made a significant impact on the day to day running of the estate and I look forward to continuing to work with her.

I visited all three estates on 13th February 2014 along with Bob Jacks, Area Manager and Angela Smith to meet up with the estate staff. I was very pleased with the staff and their commitment to their estates and residents who live there. The visit was finished off with lunch at Isleden House.

Open Meetings on all three estates have been arranged, starting in July so I will feedback in my next report.

At Dron House planning permission has now been given by the London Borough of Tower Hamlets to convert the existing community hall and estate office into a one three bedroom flat and a multi-functional estate office/community room. Contractors have now been appointed to undertake these works and should be on site by this summer.

At Isleden House we are still looking to converting some little used space into affordable housing. Following an initial refusal from Islington Council further development plans have been drawn up and consultation meeting have taken place. It is hoped that this new scheme will meet with the Council's approval.

Windsor House continues to progress well. The asset management team have indicated that works to replace the existing windows and external painting of the building is likely to begin within this financial year.

Southbank Estates – Allocated Member, Adam Richardson

I have met on several occasions with the Estate Manager, Sonia Marquis. The January Estate Walkabout was well attended by residents, Sonia, Kirsty Leitch and myself and was a good opportunity for me to meet with more residents.

Officers have met with residents from Sumner Building to explore the possibility of using Sec.106 monies to build some additional new homes within the grounds of Sumner Buildings. This is an exciting time and I look forward to telling Members more about these projects as they unfold.

There are several development projects being proposed around the Southbank area including works to the Tate Modern which all impact on our residents. I have been in discussion with the local Councillor, Adele Morris, to make sure that the interests of the City and the estate residents are represented.

The Door Entry Phone system at Sumner Building is almost complete which will add extra security for our residents.

Last year the Southbank Estates became the first City of London Estate to have a 'No cold calling Zone' implemented by the local council and supported by the local Police. This was due to the hard work undertaken by the Estate Officer, Laurie Smith in partnership with officers from the London Borough of Southwark.

Sydenham Hill Estate – Allocated Member Billy Dove

Both, Sonia Marquis, the Estate Manager and I are new to Sydenham Hill and have been working with the residents for almost a year. I am pleased to say Sonia has made a significant impact on the day to day running of the estate and I look forward to continuing to work with her.

A new Estate Office has been created at Lammas Green, enhancing the service that is provided at Sydenham Hill Estate. Sonia is spending two days every week working at the estate along with Jennifer Jenkins, Income Recovery Officer who is there one day per week assisting residents with their Housing Benefit claims, income issues or any other money matter.

Following consultation with residents and a drop-in session it has been agreed that the Community Hall at Lammas Green will be managed by the manager of a nursery which takes place in the hall 5 days a week Residents will still have preferential rates if they wish to hire the hall and all estate –wide events (such as residents meetings, consultation meetings, estate social events) will be free of charge.

Following a review of all our gardening services it has been decided that the gardening at Lammas Green and Mais House will be outsourced to a local gardening company. Davio Campi, the Estate Officer for Sydenham Hill will oversee the gardening contract along with his cleaning and management duties.

Sheltered Housing – Allocated Member, Billy Dove

The Sheltered Housing Manager, Jacqueline Whitmore, has now been in post for almost a year. I am pleased to say she has made a significant impact on the day to day running of the sheltered schemes and I look forward to continuing to work with her.

We created a new post of Sheltered Housing Officer, whose principal duty is to provide cover on the schemes when the manager is not on duty, for instance on annual leave. This has improved continuity of service as residents have a familiar face to provide their support when the regular manager is off. One of our first apprentices, Elise Cassar was successful in her application and has worked on each estate since her appointment. The residents are very happy with this arrangement.

Lesley Webster the previous manager at Mais House is now managing Isleden House and we are currently recruiting to the vacant position.

As Patron of the Connaught Operatic Group, a charity which performs at various venues throughout the City, giving high quality entertainment for older people, I asked that they perform for our residents at Isleden House during the Christmas festivities. They gave an early performance followed by an excellent buffet tea. To the delight of the residents they performed a variety of popular older songs and light opera, encouraging the residents to sing along.

I am pleased to say that work has started to renew the call alarm systems at our sheltered schemes and has been completed at Harman Close. It is vital that our residents feel that help is at hand in an emergency, and efficient, modern alarm systems will help to ensure that they are supported at all times. Fire alarm systems are also being renewed to ensure residents' safety is foremost in their homes.

There are a number of exciting projects starting at the City of London & Gresham Almshouses. The former staff flat has been converted into a community meeting space and office space. Residents are delighted to have a community space and have contributed to the planning, so that they can have exactly what they want and need.

Scheme Managers are holding regular meetings with residents to involve them in new activities of their choosing. Isleden House residents have decided to play cards on one afternoon instead of bingo and numbers of attendees have increased since the change. Mais House residents have been encouraged to start a movie club and Elise has been negotiating with 'Young at Heart' to reinstate their exercise class. At Harman Close the residents planted their first vegetables in the planters built last summer. They will be producing salad and vegetables throughout the coming summer months.

Consultees

This report was compiled in consultation with the Allocated Members, managers and staff of the CoLC's housing estates. The Town Clerk, Chamberlain and Comptroller & City Solicitor have been consulted in the preparation of this report.

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Committee:	Date:
Housing Management & Almshouses Sub Committee	22 May 2014
Subject: Housing Update	Public
Report of: Director of Community & Children's Services	For Information
<p>Summary</p> <ul style="list-style-type: none"> • This six monthly update on Housing Service performance and management information, keeps Members up to date with progress against key areas of work. The report covers performance for the second half of the financial year – 1 October 2013 to 31 March 2014. • In some areas, however, it has not been possible to extract the performance information for the specified period. In these cases the final performance at the end of the year has been used. • Members may wish to note that: <ul style="list-style-type: none"> ○ Performance on responsive repairs has met or exceeded targets; ○ Performance on the percentage of properties with gas safety certificates has improved since last year; ○ Residents remain satisfied with the services we provide; ○ Performance on rent collection has exceeded target despite the impact of welfare benefit reforms; ○ We continue to see a large increase in Right to Buy applications and completions since the Government introduced larger discounts and new eligibility criteria; ○ Performance on benefit claims has exceeded targets. <p>Recommendation</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the report. 	

Main Report

Background

1. This report is presented to the Housing Management & Almshouses Sub-Committee every six months. It provides Members with an overview of Housing Service performance and progress on key issues, plus some additional information of interest.

2. This report covers the period 1 October 2013 to 31 March 2014. It has been organised to give Members information on each of 6 areas of work:

- Repairs & Maintenance
- Estate Management, Resident Involvement & Revenues
- Allocations
- Affordable Housing & Major Projects
- Benefits
- Finance

Repairs & Maintenance

3. Performance information on our responsive repairs service is collected and reported quarterly. The service is run by our contractor, Wates (formerly Linbrook).

Performance indicator	Target	Six month	Year end
'Immediate' repairs (complete within 2 hours)	100%	100%	100%
'Emergency' repairs (complete within 24 hours)	95%	97%	98%
'Urgent' repairs (complete within 3 working days)	95%	95%	96%
'Routine' repairs (complete within 5 working days)	93%	96%	96%
'Routine' repairs (complete within 20 working days)	96%	98%	98%
% of jobs for which post-work inspections were carried out	15%	15%	15%
Average time taken to complete works in empty properties to prepare for relet)	<10 working days	6 working days	9.8 working days

4. Gas servicing is done by our contractor, Carillion, who work closely with City staff to gain access to properties and carry out the necessary checks. 96.6% of our properties now have up to date CP12 gas safety certificates. Our target is 100%, but the performance so this year is a significant improvement on the 2012/13 figure of 93.4%.

Estate Management, Resident Involvement and Revenues

5. Satisfaction with estate services (cleaning, appearance of the estate and customer service) are measured annually and have been included in this report for the first time.
6. The 2013/14 Estate Satisfaction Survey was completed by a total of 932 households; this represents a 33.46% return rate. The table below shows the headline quantitative results, which show that residents remain generally satisfied with the services we provide. We will now be doing detailed analysis of the data on an estate by estate basis, and building actions to improve satisfaction further into Estate Plans. Where there are results we would like to explore further, such

as the feedback on safety on our estates, we will carry out more in-depth consultation to find out more about any concerns.

Question	Number of Respondents	Results
How satisfied are you with the services we provide on your estate?	905	81% are either very satisfied or satisfied
How satisfied are you with the cleanliness of your estate?	919	75.52% are either very satisfied or satisfied
How satisfied are you with the appearance of your estate?	904	70.24% are either very satisfied or satisfied
How safe do you feel on your estate?	908	69.39% feel either very safe or safe
How satisfied are you with customer services provided by your estate?	897	81.5% are either very satisfied or satisfied
Would you like to be more involved in the running of your estate?	801	72.91% said they do not want to be more involved

Performance on other relevant indicators is below:

Performance indicator	Target	Year end performance
% Rent collected	98.5%	98.6%
% Tenants with more than 4 weeks rent arrears	<7%	6.3%

7. There were 32 incidents of anti-social behaviour on our estates during the six months. Most of these were minor issues which would not be classed as anti-social behaviour by the police. We are developing a new anti-social behaviour policy to reflect changes in legislation and to ensure we are dealing with and reporting anti-social behaviour consistently and according to good practice guidelines.
8. 21 Right to Buy applications were made during the 6 month period. None of these applications resulted in sales. However, 10 applications received prior to the period did complete during the last six months. The figures during the second half of the year continue to be considerably higher than last year, when a total of 28 Right to Buy applications were received for the whole year, and only one resulted in a sale.

Residents' Open Meetings

9. Residents' Open meetings have now started on the estates. To date, meetings have been held at Golden Lane, York Way, Middlesex Street, Holloway and Avondale Square Estate. The purpose of the meetings is to ensure greater transparency, wider communication and engagement with all our residents. The feedback from all meetings so far has been very positive.

Allocations

10. The number of people currently on our waiting list is 990. There have been 59 vacancies during the last six months. The average time taken to relet a property from the day the keys are handed back to the day they are given to a new tenant

during this period was 27 days. This figure has increased during the last six months mainly as a result of some properties needing more extensive repairs. The target is 24 days.

Affordable housing & major projects

11. This area of work was the subject of a more detailed report to the Community and Children’s Services Committee in March 2014. However, highlights in this area of work during the last 6 months are:

- A planning application was submitted to the London Borough of Southwark in December 2013 to develop 13 flats (4 one-bedroom, 7 two-bedroom and 2 three-bedroom flats) at George Elliston and Eric Wilkins Houses at an estimated cost of £4.3M
- A pre-planning application was submitted to London Borough of Islington in December 2013 to develop 34 units (6 studios, 5 one-bedroom and 23 two-bedroom flats) at Islington Arts Factory at an estimated cost of £8M.

Benefits

12. There are currently 1069 households in the City and on our housing estates claiming benefits. Performance on our indicators is as follows:

Performance indicator	Target	Six month	Year end
Average time taken to process new benefit claims	28 days	19 days	18.3 days
% New claims decided within 14 days	90%	96%	96%
Average number of days taken to process notification of changes of circumstance	10 days	9 days	9 days

Finance

13. The financial outturn on the Housing Revenue Account (HRA) and Capital Budgets will be the subject of a separate report from the Chamberlain. However, budgets have been tightly managed this year and no significant under or over spends are expected.

Appendices

None

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Committee:	Date:
Housing Management & Almshouses Sub Committee	22 May 2014
Subject:	Public
Remembering Yesterday, Celebrating Today	
Report of:	For Information
Director of Community & Children's Service	
<p>Summary</p> <p>2014 marks the 100th anniversary of the start of the First World War. The Housing Service will be using this opportunity to run a programme of community development work on our estates. This programme is titled 'Remembering yesterday, Celebrating Today' (RYCT) and will be run in partnership with other CoL departments, the SPICE project and the Royal British Legion. The project will run for four years.</p> <p>The activities for each estate will be developed in consultation with local staff and residents and will aim to appeal to all ages. There will be a summer event to mark the anniversary on each estate and the annual Residents' Celebration Day will be themed to tie in with the project.</p> <p>Recommendation(s)</p> <p>Members are asked to note the report.</p>	

Main Report

Background

1. 2014 is the centenary of the beginning of WW1. There will be a number of national activities taking place to commemorate the anniversary and to recognise the sacrifice of those who fought, and their families.
2. Following the success of last year's community projects on some of our estates, and the appointment of our new Community Development Officer, Kirsty Leitch, the Housing Management Team will be using the opportunity of this anniversary to bring residents together on each estate for a series of activities and events. We have titled this programme of work 'Remembering Yesterday, Celebrating Today' (RYCT).
3. The aims of the project will be:
 - a. To provide opportunities for residents to get to know each other;
 - b. To encourage a sense of identity and heritage with projects which celebrate the past and the present of life in the local area;

- c. To motivate more residents to take part in volunteering activities and to promote the use of time credits;
 - d. To support activities which will bring different generations of residents together and foster better understanding;
 - e. To improve the wellbeing of residents by strengthening community spirit and encouraging them to feel proud of their estate.
4. The project will run for 4 years. This year will be particularly high profile, with so much publicity already in place for the anniversary. Extending the work beyond the first year allows us to run more activities and to develop the capacity of residents and local staff to manage community programmes so that these are sustainable in the longer term.

The Project

5. The Royal British Legion is running a campaign entitled 'Every Man Remembered', where members of the public are asked to donate in memory of a soldier who fell in WW1. We are using this as the starting point for RYCT. Each estate has identified a soldier who lived in the area where each estate now stands, and the Housing Service has made a donation in his memory.
6. Estate staff are now working with residents to find out more about the soldier's family and to research what it would have been like living in that area during the war. With support from the London Metropolitan Archives, the Guildhall Library and local library services, we will be sourcing photographs and gathering information to create exhibitions and web pages which will be of interest to residents of all ages.
7. A group of interested residents is being brought together on each estate to identify activities and events they would like to organise, with support from staff. Ideas being explored include:
- a. Collecting and recording memories from people whose relatives were alive during WW1 or who were young children at the time;
 - b. Cookery demonstrations using recipes popular at the time;
 - c. Tea dances and concerts featuring music of the era;
 - d. Creating a choir of residents to learn and perform songs from the time;
 - e. Craft activities such as sewing bunting and making crocheted and fabric poppies;
 - f. A photography competition, capturing the spirit of the estate;
 - g. Talks on the war or life in London at the time;
 - h. Poppy planting, with help from Open Spaces;
 - i. Working with local artists to create a permanent reminder of the anniversary, perhaps in the form of a mural or mosaic.

8. During the summer, we will support residents to hold a Poppy Picnic on each estate, with help from the Royal British Legion, to bring residents together and to celebrate their community.
9. The City Read campaign run by the Library Service will, this year, be promoting a novel 'My Dear, I wanted to tell you', which is set during the war. We aim, with support of colleagues from City libraries, to get some of our residents to read the book, either individually or in book groups, and to share their views of it through social media.
10. We are also exploring, with the help of the Royal British Legion, the possibility of contacting local service men and women who have been injured in a recent/current conflict and who might be willing to work with the estate residents. This would make the link to current events and underline the work done by the Legion to support injured ex-servicemen and women today.
11. Events and activities will run throughout the year. Residents' Celebration Day, which will be held in October, will have a WW1 theme and we expect to hold some events during Remembrance itself.

Time credits and fundraising

12. Residents who participate will earn time credits for doing so. We will also be recruiting residents to be collectors for the Royal British Legion during Poppy Week, in November, and they, too, will earn time credits.
13. If residents wish to use some of their activities to raise funds for the Royal British Legion or other charities supporting service men and women, we will support them in this.
14. Through the year, opportunities will be found for residents to spend their time credits on activities which link to the overall theme. These might include:
 - theatre tickets to productions such as Warhorse;
 - entrance to special exhibitions;
 - tickets to the Royal British Legion's annual Christmas celebration, which is held at the Guildhall.

Resources and project management

15. Direct costs are likely to be low. An initial donation of £220 has been made to the RBL in memory of the 11 soldiers chosen. Seed funding for projects and events will come from the project development budget held by SPICE and also small development budgets held by each Estate Manager. Resident's Celebration Day already has its own budget.
16. The BBC have launched a website <http://www.bbc.co.uk/ww1> which provides information we can use to support all our activities. The Royal British Legion will also provide help and we will ask colleagues from the Library Service,

Museum of London and London Metropolitan Archives for assistance with research.

17. Estate Managers and their teams have already received community development training to help them implement the programme and to work closely with their residents. The Project Sponsor will be Jacquie Campbell, the Head of Housing Management, who will lead an officer working group to co-ordinate the programme of work. Kirsty Leitch, the Community Development Officer and Kaimi Ithia, the department's Strategic Communications Manager will be supporting the estate staff throughout the year.

Member support

18. We are extremely excited about this project, and hope that Members will support us in any way they can, perhaps by attending events and taking part in some activities.

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Agenda Item 16

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Agenda Item 17

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Agenda Item 18

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