



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

Date: MONDAY, 27 APRIL 2015
Time: 1.45 pm
Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

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

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Lunch will be served in the Guildhall Club at 1pm
NB: Part of this meeting could be the subject of audio or video recording

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. **MINUTES**
To approve the public minutes and non-public summary of the meeting on 12 January 2015.

For Decision
(Pages 1 - 4)
4. **GATEWAY 7 OUTCOME REPORT: BOILER REPLACEMENT PROJECT - 2013/14 - 2014/15**
Report of the Director of Community & Children's Services.

For Decision
(Pages 5 - 8)
5. **GOOD NEIGHBOUR SCHEME REVIEW**
Report of the Director of Community & Children's Services.

For Information
(Pages 9 - 12)
6. **TENANCY AND RENTS POLICY**
Report of the Director of Community & Children's Services.

For Decision
(Pages 13 - 30)
7. **RIGHT TO BUY SOCIAL MOBILITY FUND (CITY HOME PURCHASE GRANTS)**
Report of the Director of Community & Children's Services.

For Information
(Pages 31 - 34)
8. **BARBICAN AREA CCTV**
Report of the Town Clerk – Assistant Director Safer City Partnership

For Information
(Pages 35 - 44)
9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

11. **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

12. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 12 January 2015.

For Decision
(Pages 45 - 46)

13. **ESTATE STAFFING UPDATE**

Report of the Director of Community & Children's Services.

For Information
(Pages 47 - 54)

14. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

15. **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 AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE
Monday, 12 January 2015

Minutes of the meeting of the Housing Management and Almshouses Sub (Community and Children's Services) Committee held at Committee Rooms, West Wing, Guildhall on Monday, 12 January 2015 at 1.45 pm

Present

Members:

Virginia Rounding (Chairman)
Ann Holmes
Dhruv Patel

Officers:

Philippa Sewell	Town Clerk's Department
Mark Jarvis	Chamberlain's Department
Ade Adetosoye	Director of Community & Children's Services
Jacqui Campbell	Community & Children's Services
Jacqueline Whitmore	Community & Children's Services
Liane Coopey	Community & Children's Services
Katherine Bowen	Community & Children's Services

1. **APOLOGIES**

Apologies were received from the Deputy Chairman the Revd. Dr Martin Dudley, Alderman David Graves, Deputy Billy Dove, Deputy the Revd. Stephen Haines, Deputy Henry Jones, Gareth Moore, and Elizabeth Rogula.

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

There were no declarations.

3. **MINUTES**

RESOLVED – That the public minutes and non-public summary of the meeting held on 20th November 2014 be approved as a correct record.

Matters Arising

Remembering Yesterday, Celebrating Today

Members noted that staff collections during poppy week were approximately £2,000, and the Chairman asked for a formal note to be sent to staff thanking them for their efforts.

Horace Jones House

Members noted that the handover date had been moved to the end of January 2015 owing to minor issues that were still being addressed. A revised Members' visit had been scheduled for 13th February, and the official opening was still planned for 25th March.

Asset Management Strategy

Members noted that the changes to the Section 106 formula would impact the planned housing developments. The Director of Community & Children's Services advised that the prioritisation list would be reviewed, particularly with regard to unit cost.

4. **CITY OF LONDON ALMSHOUSES UPDATE**

The Sub Committee received a report of the Director of Community & Children's Services regarding the City of London Almshouses in Lambeth. In response to a Member's question, officers confirmed that the level of arrears was not unusual. The Chairman advised that a review was being undertaken to ensure Members were receiving all the appropriate information previously presented to the City of London Almshouses Trustees Sub Committee.

RESOLVED – That the report be noted.

5. **REVIEW OF CITY OF LONDON ALMSHOUSES ELIGIBILITY CRITERIA**

The Sub Committee considered a report of the Director of Community & Children's Services regarding a review of the City of London Almshouses Eligibility Criteria.

Members discussed the proposed changes, and requested that the wording be amended to allow for Trustee discretion regarding exceptional circumstances and that reference to the State Retirement Age be removed as they duplicated the age requirement.

Members agreed that:

- All applicants to the waiting list must:
 - i. Be aged 66 years old or over;
 - ii. Be living in Greater London OR have worked in the City for a period of 5 years or the 12 months prior to the application OR have a child or sibling living in the City of London or the London Borough of Lambeth.
- Members further agreed that Trustees should retain the ability to waive the criteria in exceptional circumstances.

These changes are to take immediate effect.

RESOLVED – That the proposed changes in eligibility criteria for applications to the City of London Almshouses waiting list be approved and implemented, subject to there being no questions raised by the Charity Commission.

6. **NEW HOUSING SERVICE ANTI-SOCIAL BEHAVIOUR (ASB) POLICY**

The Sub Committee considered a report of the Director of Community & Children's Services regarding the new Anti-social behaviour (ASB) Policy, developed specifically for the Housing Service. Detailed procedural guides would be developed in line with this policy and brought to this Sub Committee for approval. Members noted that the "Community Remedy" would be included

in the list of ASB remedies and actions and a clear policy would be developed for it, though no details were currently available.

Members requested amendments to clarify wording, and requested that provision be included for noise, currently classed as “nuisance”, to be re-classified as ASB should it become persistent. Officers advised that, if approved in principle by Members, the draft policy will be taken to the Housing User Board (HUB) for feedback.

RESOLVED – That the draft ASB Policy be approved in principle.

7. WELFARE BENEFITS UPDATE & FINANCIAL INCLUSION PROGRAMME

The Sub Committee received a report of the Director of Community & Children’s Services providing the latest information about the impact of welfare reforms to date, and outlined the work to help residents cope with the introduction of Universal Credit in March 2015.

Members noted that the principal risk from a financial perspective was the expected rise in rent arrears. Officers advised that increased rental arrears would result in more evictions, from City housing, privately rented homes, and from other housing providers, which would impact on the City’s Homelessness Service and could impact on the levels of crime and anti-social behaviour.

Members noted that a Financial Inclusion Programme had been developed with a number of projects designed to assist residents, including: intensive money management support and training, Local Welfare Assistance and small grants, and collaboration with external organisations (i.e. London Capital Credit Union and the National Illegal Moneylending Team).

Members thanked staff for their work to support residents and, at a Member’s suggestion, officers undertook to liaise with the Chamberlain’s Department regarding the possibility of creating charitable monies for loans for vulnerable tenants. Officers also undertook to investigate as to whether charitable monies could be made available from external sources.

RESOLVED – That:

- 1) Officers investigate the option of loans for vulnerable residents;
- 2) Officers investigate external charitable organisations;
- 3) The information article be circulated to Members for inclusion in ward newsletters; and
- 4) The report be noted.

8. CITY OF LONDON ALMSHOUSES REVENUE BUDGETS 2014/15 AND 2015/16

The Sub Committee received a report of the Chamberlain regarding the City of London Almshouses revenue budgets for 2015/16. Members noted that the 2015/16 budget indicated a surplus of £81,000, a reduction of £3,000 compared with the latest budget for 2014/15, owing to an increase in staffing costs. Members also noted that quotes for improving lighting and repairing the roads were £54,000, which had been incorporated into the budget for 2015/16.

RESOLVED – That the 2015/16 revenue budget be approved.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

11. **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
12	3
13-14	-

12. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the meeting held on 20th November 2014 be approved as a correct record.

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 was no other business.

The meeting ended at 2.33 pm

Chairman

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Agenda Item 4

Committees:	Dates:
Housing Management and Almshouses Sub Committee Projects Sub	27 April 2015 06 May 2015
Subject: Gateway 7 Outcome Report: Boiler Replacement Project – 2013/14 - 2014/15	Public
Report of: Director of Community & Children's Services	For Decision

Summary

Project Status	Green
Time Line	The anticipated timeline of this project is as follows: Works completion – 6 th November 2014 Gateway 7 outturn reports – April/May 2015
Programme status	Works complete. Pending approval of Gateway 7 report and project closure.
Approved budget	£278,400
Cost of works	£144,635.55 contract value £76,442.75 Boiler Replacement Works £36,760.52 Variations
Expenditure	Total outturn works cost: £110,373.19 (£2830.08 retention) Staff costs: £13,796.65 Total Cost: £124,169.84 (+VAT)

Summary

At the outset of the project there were 75 properties estimated to require the works. During the project, 42 properties had the works completed and 33 did not have the works completed; reasons included following survey, works were confirmed as not required, or the residents declining the works (some owing to illness and other personal reasons).

The total expenditure was £124,169.84 capital in one financial year, 2014-15.

Recommendations

It is recommended that the lessons learnt be noted and the project be closed.

Main Report

<p>1. Brief description of project</p>	<p>To replace boilers nearing, at, or over 15 years old in tenanted properties at: Dron House, Southwark Estate, Sydenham Hill Estate and Windsor House.</p> <p>The project scope was the replacement of boilers; the variations under the contract were to address full central heating system replacements where these were required and to vary the specification to include an additional item of equipment for cleaning the water supply for each installation where necessary. These variations were allowed for when the budget was set.</p>
<p>2. Assessment of project against success criteria</p>	<ul style="list-style-type: none"> • The boilers identified for replacement have been completed (with the exception of those properties where the works were not necessary, or residents declined the works). N.B. Those residents who declined the works on this occasion will be offered the opportunity to have works completed as part of future contracts, or works can be undertaken as a reactive repair where necessary. • The works were completed on time, to a re-negotiated programme at the request of the contractor. • The works have been completed to budget.
<p>3. Programme</p>	<p>The project was completed within the agreed programme A minor extension (19 working days) of the agreed works programme was granted to the contractor, within the terms of the contract and parameters of the overall programme.</p>
<p>4. Budget</p> <p>Final Account Verification</p>	<p>The project was completed within the agreed budget. The project was a margin of 44.6% under-budget. Verified.</p> <p>The reasons the project has come in under-budget are:</p> <ol style="list-style-type: none"> 1. The initial project scope was more than 90 boilers. Reactive replacements were required as the project was being established, by the point of commencement, only 75 remained. 2. The budget was set using an average amount following reactive boiler replacements carried out by the department. The benefits of economies of scale in this larger contract lowered the cost of each item of work. 3. 44% of the properties (33/75) that were included within the contract were not completed. 4. The budget allowed for variations to each boiler replacement, therefore, the 33 that were not carried out lowered the required spend.

Review of Team Performance

5. Key strengths	The Asset Management and Property Services delivery team worked closely to ensure the contract started strongly and that ongoing liaison was carried out with both residents and the contractor.
6. Areas for improvement	<p>Greater clarity within the works specification with regards to the precise process of determining the replacement equipment for each individual property.</p> <p>Greater influence and quality control over requirements regarding work delivered by the subcontractor. This has already been used to inform strong subcontractor performance related KPIs in an upcoming contract.</p>
7. Special recognition	The Property Services Team Manager who was supervising the contract carried out constructive monitoring and issued clear instructions for improvement on any occasion where required.

Lessons Learnt

8. Key lessons	<p>Greater allowance for economies of scale when predicting future budget requirements for works of this nature.</p> <p>Greater clarity within the works specification with regards to the precise process of determining the replacement equipment for each individual property. This has already been implemented in an upcoming Decent Homes project.</p> <p>The contractor's contact details and works process will be issued to residents in advance of the project to prevent the DCCS Property Services department handling day-to-day management of the works appointments and other minor details.</p> <p>Pricing for each individual boiler replacement was submitted by the contractor as part of the tender, this enabled faster administration processes for payment. This will be replicated in the upcoming tenders for Decent Homes projects.</p>
9. Implementation plan for lessons learnt	Further works of boiler/central heating replacements are planned to be carried out as part of Decent Homes projects in 2015/16 and 2016/17; the lessons learned from this project will be incorporated into the tender, pre-start and delivery phases for those projects.

Contact

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Committee:	Date:
Housing Management & Almshouses Sub Committee	27 April 2015
Subject:	Public
Good Neighbour Scheme Review	
Report of:	For Information
Director of Community and Children's Services	
Summary	
<p>This report provides Members with an overview and evaluation of The Good Neighbour Scheme, which has been operating on Middlesex Street and Golden Lane Estate for almost 2 years.</p> <p>The report highlights what has been accomplished over this time and identifies the next steps in the ambition to roll The Scheme out across all City of London Estates.</p> <p>Key highlights to date include increasing interest in The Scheme and individuals enjoying helping those who live close to them in a way relevant to their interests and lifestyles. The review of The Scheme gives the opportunity to work more closely with residents and providers and address current estate priorities more flexibly and in a way that is unique to the estate and individuals concerned.</p>	
Recommendation	
Members are asked to:	
<ul style="list-style-type: none">• Note the report	

Main Report

Background

1. From extensive consultation, we know that one of the things our resident's value most about their estates is that they are safe, friendly places to live. The Good Neighbour Scheme was set up by officers on Middlesex Street Estate in April 2013 to see if we could encourage people to support individuals in their community. We felt that by providing a framework and support for residents, we would make it easier for them to volunteer.
2. The Scheme recruits volunteers and matches them to vulnerable people who would like some support, or to newcomers who would appreciate a welcome. As well as promoting The Scheme, we provide guidelines, so that volunteers have clear boundaries and understand their roles, and on going staff support. Working with Community Service Volunteers we have provided training for volunteers, including safeguarding, and we also organise security checks.

3. Good Neighbours undertake a range of volunteering depending on the needs of the estate of the individuals involved. Some might focus on befriending – simply calling in to see an isolated neighbour and taking them out occasionally. Some run errands, such as fetching library books, posting letters and doing small amounts of shopping. They might introduce a newcomer of the estate to neighbours or take them to an event or estate meeting, to help them settle in. The Scheme has also encompassed a gardening group, which works on communal gardens for the benefit of residents.
4. All Good Neighbours receive Time Credits for every hour of time that they give and can spend these on a variety of local and national activities.
5. Residents of Golden Lane started some ‘buddying’ and showed interest in The Good Neighbour Scheme so officers rolled out the programme here. There has been considerable interest in The Scheme from other estates, with the long term goal to roll out The Scheme across all City of London Estates.

Current Position – Strengths of the Scheme

6. There are a core group of individuals who volunteer regularly within The Scheme. This volunteering has tended to take the form of more traditional one to one befriending and support. Members within The Scheme have enjoyed having someone to share a coffee with, getting out and about more and on-going support with day-to-day chores . Volunteers have felt that they are making a genuine difference within their community and that being a good neighbour enables help in a way that is manageable with other life commitments.

“Being a good neighbour has allowed me to put a small amount of time in and get so much out in return. It is brilliant, as I get to know a few people but feel like I am helping the whole community” – Middlesex Street Resident

7. Time Credits have been a useful tool in recognising and rewarding volunteers for the hours they put in. The gardening group on Middlesex Street who volunteer through the Good Neighbour Scheme have been looking to expand their membership and feel credits will incentivise people from a variety of backgrounds to get involved. Time Credits have enabled The Scheme to expand quite organically. For example, the Gardening Group plan to use Time Credits to thank a resident for taking photographs as marketing materials for the City in Bloom competition.
8. Officers receive enquiries quite regularly from residents across City of London Estates looking to become involved in The Good Neighbour Scheme. This is because the model is local and people are keen to do something on their estates with those that live around them. The Scheme is unique, built on trust and does operate within a different framework to other befriending schemes.
9. Staff have been vital to the success of the scheme. Having a central point of contact on estates that are knowledgeable about the people who live there

has enabled 'good neighbours' to be matched more easily and with people they trust.

Current Position - Areas for Improvement

10. Evaluations of The Good Neighbour Scheme have come back with one consistent theme for improvement. That is that there are lots of people wanting to volunteer but less willing to ask for help and support. This is natural and happens within schemes like this across the board. Therefore the model needs to be built less on corporation staff and their matching skills and more on individuals who have trust in the community and are able to communicate with vulnerable residents in a way that officers cannot.
11. Residents would like 'good neighbourliness' and the model to be flexible. One of the barriers for people becoming involved has been the rigorous process that needs to be followed. DBS checks have at times been taking over 8 weeks to come back so people lose interest or move onto other volunteering projects. Whilst we do need to have a process in place that provides checks, not all 'good neighbour' activities need to involve this. There have been talks on estates about event days or tidy up days; these can happen more organically and have less rigid checks as people are working in groups. A scheme that can incorporate more groups will allow residents to co-productively identify problems, find solutions and address them. We can also signpost individuals who want to befriend into a different activity whilst they are waiting for checks, therefore becoming less likely to lose them.
12. We have the opportunity to work closely with partners. Housing can work more collaboratively with programmes like Peer Support through the Care Act or Age UK's City Smart intergenerational IT project and support volunteering options currently high on the agenda. By dual badging these volunteering opportunities the scheme will have more variety for resident involvement. It allows scheme flexibility and for volunteering to evolve with the changing culture of estate priorities over time.
13. Residents have ideas and concepts that can be included within The Good Neighbour Scheme. The window replacement project on Great Arthur House is a great example of this. Residents would like to support each other to let Keepmoat in to properties when individuals are not in or to help neighbours with the moving of furniture that is needed. This is a complete one off but through the vehicle of The Good Neighbour Scheme can make such an impact to those volunteering and those having the support. It builds for strong relationships within the block, trust and people being more likely to ask for help in the future if needed.

Next Steps

14. The first step will be to refine and relaunch The Good Neighbour Scheme model on Middlesex Street and Golden Lane. This will incorporate the improvements outlined and also ask people to give further ideas for the development of The Scheme on their estates. Work will continue with current members and partners to seek out new opportunities.

15. Sustainability of the new model will rely heavily on having a dedicated officer on each estate trained and supported to empower residents to develop their ideas. Officer time going forward will be less about filling in paperwork and matching skills and more about signposting into different Good Neighbour Scheme options, giving individuals choice. To support with more individuals likely to be asking for help on their estates we can use Time Credits to reward those who champion the scheme and tell others about it. For example, being a block representative who chats with others in their immediate area, updates noticeboards and keeps people in the loop. Some may also want to help with basic administration and learn new skills through doing so.
16. We need to review where we have our DBS checks carried out so we are comfortable with the timescales involved. Community Service Volunteers can no longer carry these out for us so this is an opportunity to make our processes streamlined and as consistent as possible.
17. We will do further evaluation of The Scheme, particularly around social isolation and the link with housing, health and social care, with the view to roll the model out across all City of London Estates.

Appendices

- None

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Committee	Dated:
Housing Management and Almshouses Sub Committee	27 April 2015
Subject: Tenancy and Rents Policy	Public
Report of: Director of Community and Children's Services	For Decision

Summary

This report seeks approval for the draft Tenancy and Rents Policy, which sets out the City's policies in relation to its stock of social rented homes – both within the Square Mile and outside.

It has been developed in order to bring the City's policies in relation to tenancy and rent in line with its *Tenancy Strategy* and updates policy in the light of changes to government legislation. The policy sets out the types of tenancy the City will offer, the policy for increasing rents and covers issues such as succession, fraud and tenancy demotion.

The key changes include:

- the addition of "flexible tenancies" as type of tenancy available for use by the City
- the City's willingness to apply to the Court to "demote" tenancies in response to anti-social behaviour and threats to staff
- reduced entitlement to succession for new tenants, and
- an approach to increasing rents that is in line with the government's policy of inflation plus one per cent.

Recommendation

Members are asked to:

- approve the Tenancy and Rents Policy.

Main Report

Background

1. The City of London published its *Tenancy Strategy* in 2014 in fulfilment of the requirements of the Localism Act 2011. The City is now publishing a Tenancy and Rents Policy to:

- bring the City's approach to tenancy and rent policy in line with its strategy
- update policy in the light of changes to government legislation or guidance
- reflect any changes in practice within the City, and
- introduce new policies.

2. It also fulfils the requirement of the *Regulatory Framework for Social Housing in England 2012* that the City publish a tenancy policy outlining the approach to flexible tenancies and other tenancy management policies for its own stock.

Proposals

3. A draft City of London Tenancy and Rents Policy has been prepared for Members' consideration (see Appendix 1). The policy covers:
 - the types of tenancy the City offers
 - joint tenancies
 - tenancy demotion
 - tenancy succession
 - mutual exchange
 - transfers
 - social housing fraud
 - rent policy.
4. The policy extends existing practice and policy in the City, and makes a number of changes or additions to reflect changes in legislation or government policy. The key changes are set out in the paragraphs below.
5. The revised policy adds the "flexible tenancy" introduced by the Localism Act 2011 to the types of tenancy offered by the City. In line with the City's *Tenancy Strategy* such tenancies will only be offered in very limited circumstances and do not have any impact on existing tenants. The policy sets out the types of circumstance in which a flexible tenancy might be used, and when the City would not renew such a tenancy.
6. The policy also sets out the City's willingness to seek a demotion order from the Court where a tenant of the City is engaged in anti-social behaviour. If the court grants a demotion order, the tenancy will cease to be a secure tenancy and become a demoted tenancy for an initial period of twelve months. A demoted tenancy has fewer rights and can be more easily ended if the problems that led to demotion continue.
7. The Localism Act introduces changes to the right of succession for tenancies granted from 1 April 2012. The City's policy reflects these changes, which remove the right of a member of the family to succeed the tenancy of a deceased tenant, allowing only one statutory succession to a spouse or civil partner of the deceased tenant.
8. The City's policy for increasing social rents is set in line with government policy. This sets increases at the level of the Consumer Price Index (CPI) rate of inflation plus 1 per cent for the next ten years from April 2015. The service charges for properties will rise in line with the cost of providing services.
9. The development of the policy has been supported through consultation with the Housing User Board – a consultative group of City tenants and leaseholders.

10. An Equality Impact Assessment was undertaken for the preparation of the Tenancy Strategy which remains relevant to this policy.

Corporate & Strategic Implications

11. 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 policy supports the delivery of that vision.

Conclusion

12. The City of London Tenancy and Rents Policy has been developed to bring up to date current policy and practice and ensure it is in line with both the City's *Tenancy Strategy* and changes introduced by the Localism Act 2011.

Appendices

- Appendix 1 – Tenancy and Rents Policy

Simon Cribbens

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City of London

Tenancy and rent Policy

Document status:	draft
Prepared by:	Simon Cribbens
Reviewers:	Jacque Campbell, Robert Jacks, Martin Goodwin
Owner:	Jacque Campbell
Approved by:	Housing Management and Almshouses Sub Committee
Implementation date:	
Review date:	+ 12 months
Document end date:	tbc
Version:	Committee draft

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DRAFT

1 Introduction

- 1.1 The *City of London Tenancy Strategy* was prepared and published in fulfilment of the requirements of the Localism Act 2011. It sets out the matters to which the City of London Corporation (the City) and other social housing providers in the Square Mile are to have regard in formulating their policies on tenancies and their local approach to rent levels.
- 1.2 In response, this documents sets out the tenancy and rent policies of the City (in its function as a social landlord). These policies apply only to the City's stock of social rented homes – both within the Square Mile and outside. It has been developed in order to:
- bring the City's approach to tenancy and rent policy in line with its strategy
 - update policy in the light of changes to government legislation and/or guidance
 - reflect any changes in practice within the City, and
 - introduce new policies.
- 1.3 It also fulfils the requirement of the Regulatory Framework for Social Housing in England 2012 that the City publish a tenancy policy outlining the approach to flexible tenancies and other tenancy management policies for our own stock.
- 1.4 It should be noted that this policy does not deal with the allocation of tenancies. This is dealt with by the separately published Housing Allocations Policy.

2 Tenancy Strategy

- 2.1 The *City of London Tenancy Strategy* sets out an expectation that lifetime tenancies should remain the predominant offer for those moving into social housing in the Square Mile. However, the strategy recognises and allows for the use of flexible tenancies for a fixed-term period in limited circumstances, and in doing so sets out groups for which such a tenancy would not be appropriate.
- 2.2 This policy sets out the City's response to the expectations of the strategy in relation to its own stock of social homes in the Square Mile and other London boroughs.

3 Types of tenancy

Introductory tenancy

- 3.1 The majority of new City of London social housing tenants will be introductory tenants for the first 12 months of their tenancy.

- 3.2 During an introductory tenancy a tenant has less security and fewer rights. For example:
- their home is at much higher risk of repossession if they do not keep to the tenancy agreement;
 - they cannot buy their home;
 - they cannot exchange homes with other tenants;
 - they cannot take in lodgers or sublet all or part of the property; or
 - they cannot make improvements to the property without the City's permission.
- 3.3 An introductory tenancy will automatically become a secure tenancy (or where a new property is advertised as such, a flexible tenancy) after 12 months unless:
- the tenancy has not been conducted satisfactorily and is being extended for six months; or
 - we are taking action to end the tenancy.
- 3.4 Where a tenant breaches the terms of an introductory tenancy, the City will let the tenant know so that they can take action to remedy the situation. If the tenant fails to do so, the City may decide to end an introductory tenancy. Where a breach is very serious, such as drug dealing or assault, the City may take action to end an introductory tenancy without providing the tenant an opportunity to take remedial action.
- 3.5 The City may seek to end an introductory tenancy in circumstances where a tenant:
- obtained their tenancy by making false statements, deliberately or by mistake or omitted to provide information which resulted in their obtaining a tenancy by false means
 - does not pay their rent
 - uses their home for illegal purposes
 - causes nuisance or annoys their neighbours
 - damages their home or a communal area where they live
 - breaches other conditions of their tenancy, or
 - is engaged in other anti-social behaviour.
- 3.6 If the City evicts someone with an introductory tenancy for any of these reasons, it will not offer them another home.
- 3.7 If the City decides to end an introductory tenancy it will issue the tenant with notice that it is taking court action to do so. Tenants have the right to ask for a review of the case, but must request this within 14 calendar days of receiving the notice. Such a review will be undertaken by a senior housing officer not directly involved in the initial

decision and will be concluded no later than the expiry date of the Notice of Possession Proceedings.

Secure tenancy

3.8 The City supports and encourages the use of secure tenancies as the predominant social housing offer to new tenants (subject to completion of an introductory tenancy). A secure tenancy lets a home to a tenant for an indefinite period rather than for a fixed term. Such tenants can normally live in the property for the rest of their life, as long as they do not break the conditions of the tenancy. Secure tenants can only be asked to leave if the City has a court order to remove them.

3.9 Secure tenants can:

- rent out rooms where this does not cause overcrowding - but cannot sub-let the whole property
- buy their property through the Right to Buy scheme (subject to some exclusions such as sheltered accommodation)
- swap their homes with another council or housing association tenant - with the City's permission
- transfer their tenancy to someone else in certain circumstances
- make improvements to their home (only with permission from the City for some types of work).

Flexible tenancy

3.10 In a limited number of circumstances the City may offer a flexible tenancy. This type of tenancy is offered for a fixed-term period following an introductory tenancy. The ability to offer fixed-term flexible tenancies does not affect existing tenants who remain secure. The City supports the limited use of flexible tenancies where they are appropriate to local or scheme-based approaches. Examples of circumstances in which flexible tenancies may be offered include:

- schemes targeting low income households in employment
- schemes linked to a specific support programme
- properties that are only available for a limited period such as those subject to major works or demolition
- some new developments using a local lettings policy to achieve one or more of the objectives for their use set out in the City of London Allocations Policy
- where this is a condition of grant received from the Greater London Authority.

3.11 It is not intended that a flexible tenancy becomes the predominant offer to all new tenants. Their use will be subject to agreement by the appropriate Committee of the

City and operated through an agreed local lettings policy or other mechanism in line with the City's allocations policy.

3.12 The City will not use a flexible tenancy for certain vulnerable groups. Examples of such groups include older people, adults with learning difficulties, adults with permanent support needs, households containing someone with long-term support or care needs and care leavers (adults who have spent time in the City's care as a child) .

3.13 Flexible tenants can:

- rent out rooms with the City's permission - but cannot sub-let the whole property
- buy their property through the Right to Buy scheme (subject to the same exclusion that apply to secure tenants)
- swap their home with another council or housing association tenant - with the City's permission
- transfer the tenancy to someone else in certain circumstances.

3.14 City flexible tenancies will generally be offered for a fixed-term period of five years in addition to any introductory period, unless exceptional circumstances require a shorter period. At the end of the fixed period the City may decide to:

- offer another flexible tenancy
- offer a secure tenancy
- not renew a tenancy

3.15 The City expects a large proportion of flexible tenancies to be renewed where tenancy conditions have been met and the tenant's (or tenants') circumstances have not substantially changed. However, there should not be a presumption that a tenancy will be renewed.

3.16 If the City decides not to renew a tenancy it will explain the reasons for this decision and give the tenant(s) a chance to challenge the decision.

3.17 At least eight months before a flexible tenancy is due to expire the City will undertake a tenancy review interview with the tenant(s) where they have indicated they wish to renew their tenancy.

3.18 Types of circumstances where the City would not renew the flexible tenancy:

- i. a household member has been convicted of criminal activity inside or in the vicinity of the property within the term of the tenancy being reviewed
- ii. a breach of tenancy terms, for example, involving ASB or substantial rent arrears
- iii. the property is under occupied by one bedroom or more*
- iv. the property is overcrowded*

- v. the property is an adapted property allocated to (or adapted for) someone with a disability who no longer lives in the property*
- vi. the tenant's / tenants' household income is greater than the household income threshold set by the Greater London Authority for the 'First Steps' scheme and in place at the time the decision is made, or the qualifying income set in the City's Allocations Scheme (whichever is higher).

3.19 In circumstances iii, iv, v (*) set out above, where:

- the review in other matters recommends the tenancy should be renewed, and
- the tenant has not already refused two reasonable transfer offers

the tenant should complete a transfer application (if not already completed) and remain in the property on a new flexible tenancy until they are able to transfer to a more suitable property.

3.20 Following the review meeting the City will review the tenant's (or tenants') circumstances (including those of their household) and will take the considerations set out above into account.

3.21 The City will issue a renewal decision notice to the tenant on whether they will renew the tenancy or not at least three months before the end of the tenancy term.

3.22 In the event that the City has made a decision not to renew the tenancy, the City will issue a notice to the tenant(s) giving at least two months notice stating that the landlord requires possession. This notice must be issued on or before the tenancy term expires. Where tenancies are not renewed the City will provide advice and support on future housing options either directly or indirectly by signposting to other services.

3.23 A tenant may request in writing a review of the renewal decision notice and will have 21 days from receipt of the renewal decision notice to request a review.

3.24 The review will consider whether the decision is in accordance with the City's Tenancy Strategy and this tenancy policy. Such a review will be undertaken by a senior housing officer not directly involved in the initial decision and will be concluded no later than the end date of the original flexible tenancy.

3.25 Where the City renews a tenancy, these should generally be for the same period that they were originally granted. In exceptional circumstances, a two year tenancy may be granted following a five year term if there has been a breach of one or more of the conditions of tenancy.

4 Joint tenancies

- 4.1 The tenancies listed above could be granted on a joint tenancy basis in the following circumstances:
- the proposed joint tenants are both eligible for housing as defined by legislation and
 - where the proposed joint tenants are married or civil partners or
 - where the proposed joint tenants live together as partners and the relationship is an 'established' one i.e. evidence is produced showing they have lived together, for at least 12 months prior to the joint tenancy application.
- 4.2 In the event of a relationship breakdown in a joint tenancy all of the tenants on the tenancy agreement remain jointly and solely liable for the rent. If one joint tenant leaves and stops making payments towards the rent, the City will ask the remaining to pay the full amount. Failure to pay the full rent may risk eviction.
- 4.3 Joint tenants should seek independent advice where a relationship breaks down. Once a tenancy has been granted in joint names the parties cannot simply agree to "take people off" the agreement. It might be possible to voluntarily transfer the tenancy into one name if both parties, and the City, agree to do this.
- 4.4 If one of the joint tenants gives notice to the City to end the tenancy, this is likely to end the tenancy for both joint tenants. The City has the discretion to grant a sole tenancy to the remaining tenant, and will consider this where the City is satisfied such a decision reflects good use of the City's housing stock (i.e. the property would not be subsequently under-occupied) and is in line with our priorities for meeting housing need.
- 4.5 A tenant who is removed from a joint tenancy - whether voluntarily or by order of the court – should seek housing options advice from the local authority in which their home is situated. Those who qualify may wish to apply to the City's housing waiting list. However, it should be noted that the City's allocations scheme does not award any additional preference for applicants in this circumstance and there is no duty for the City or another local authority to provide alternative accommodation other than where determined by homelessness legislation.

5 Demoted Tenancy

- 5.1 Tenants of the City (and of other local authority and housing association landlords) can have their tenancy demoted. Demoted tenancies were introduced by the Anti-Social Behaviour Act 2003 to help local authorities deal more effectively with anti-social behaviour.
- 5.2 Where a secure or flexible tenant of the City (or someone who lives with a tenant or visits them regularly) has:

- behaved antisocially or caused nuisance in the area
- threatened to do so, or
- used their home for illegal activities such as drug dealing

the City may apply to the court to obtain a demotion order.

- 5.3 If the court grants a demotion order, the tenancy will cease to be a secure tenancy and become a demoted tenancy for an initial period of twelve months.
- 5.4 It should be noted that where a tenant, a member of their household, or a visitor to their home, is abusive, threatening or violent towards the City of London's staff or contractors engaged in the housing management of an area, the City will seek a demotion of their tenancy.
- 5.5 A demoted tenancy has fewer rights and less protection from eviction than a secure tenancy. If the problems that led to the demotion of a tenancy continue then the City will be able to evict a demoted tenant by serving a notice of seeking possession, and applying to the court on expiry of that notice. Demoted tenants also lose the right to buy and the right to exchange.
- 5.6 If there are no further problems and a tenant keeps to the terms of their tenancy they will become a secure (or flexible) tenant again at the end of the 12 month period.

6 Tenancy Succession

- 6.1 When a tenant dies the tenancy can sometimes be passed on to another member of the family and this is known as succession. The Localism Act has changed the law relating to succession for new secure and flexible tenancies granted from 1 April 2012. Therefore there are different succession rights in law for those whose tenancy (secure or flexible) began on or after 1 April 2012, than for those whose tenancy began before that date.
- 6.2 Succession relates to a tenancy and not a property. Where the property of the deceased tenant is too large for the succeeding tenant (and they are not a spouse or a civil partner of the deceased tenant) and/or it has adaptations that are no longer required, the City will give the successor priority within the Housing Allocation Policy to bid for a suitable alternative. The statutory successor can bid for alternative properties for six months after which if no property is selected a direct offer will be made.

For secure tenancies granted before 1st April 2012

- 6.3 The legal framework for secure tenancies granted before 1st April 2012 allows for one statutory succession to either:
- the deceased tenant's spouse or civil partner provided they were residing with the deceased tenant at the time of their death as their main home, or

- a member of the deceased tenant's family who had been residing with the deceased tenant for twelve months prior to the tenant's death as their main home.

6.4 Family members are defined as; parents, grandparents, children, grandchildren, siblings, uncles, aunts, nephews and nieces and partners. The law does not allow for joint succession, so if there are a number of potential joint successors they need to choose who will take over the tenancy. If they cannot choose, the landlord is able to do so.

For all new tenancies granted on or after 1 April 2012

6.5 For all new tenancies granted on or after 1 April 2012 the statutory right of succession of a member of the family has been removed. The law allows one statutory succession to a spouse or civil partner of the deceased tenant, who was living in the property as their main home at the time of the tenant's death.

6.6 A person that was living with the tenant as their husband or wife will be treated as their spouse and a person who was living with the tenant as if they were civil partners will be treated as the tenant's civil partner.

6.7 Where there is a statutory succession to a flexible tenancy, the tenancy will last until the flexible tenancy ends. The offer of a new flexible tenancy will then be considered in line with the policy for renewing flexible tenancies.

6.8 Where there is no tenancy succession, the City should seek possession of the home within a reasonable time frame, but not more than six months.

6.9 The City will seek to recover repossession of under occupied properties in order to ensure the best use of their stock; this is particularly the case in areas of high housing demand. Housing needs will be assessed in line with the City's standard set out in the Housing Allocation Policy.

6.10 There may be very exceptional and compelling circumstances where the City will use its discretion to grant further succession. Where this is the case it will be agreed by the Director of Community and Children's Services.

7 Mutual exchanges

7.1 All city of London tenants with a secure tenancy agreement have the right to exchange their property with other secure or assured tenants, including the tenants of other landlords subject to certain conditions. Those who are an introductory or demoted City tenant, a housing association tenant whose tenancy agreement forbids it, or renting from a private landlord are not able to exchange. Tenants of sheltered accommodation can only exchange with another sheltered property, and not into general needs accommodation.

- 7.2 When an exchange has been agreed between the parties involved, they must contact their landlord(s) in writing for permission to carry out the exchange. City of London tenants are required to fill out and return a mutual exchange application form. If either of the parties have a joint tenancy, both parties need to sign the form. The City has 42 days from receipt of the mutual exchange application to provide the tenant with a written answer.
- 7.3 If a tenant carries out a mutual exchange without the City's permission they may be forced to move back to their original home or we may take legal action to recover possession of the property.
- 7.4 Mutual exchanges between tenants of social landlords usually take place via a deed of assignment where each tenant steps into the other's shoes and takes over the other tenant's tenancy type and terms.
- 7.5 However, the Localism Act 2011 introduced a new process for mutual exchanges for certain types of tenancies. The new process is for surrender of tenancy and grant of a new tenancy instead of using deeds of assignment. It applies where at least one of the tenants has a:
- fixed term assured shorthold tenancies of more than two years at a social rent granted after 1 April 2012
 - flexible tenancies granted by local authorities after 1 April 2012
- 7.6 The new landlord must grant the tenant(s) whose secure or assured tenancy predated 1 April 2012:
- a secure (not flexible) tenancy, (if they are a local authority) or
 - an assured (not assured shorthold) tenancy (if they are a housing association).
- 7.7 Existing tenants will therefore retain similar security of tenure to that of their original tenancy. Regulations provide that these provisions do not apply where an existing secure or assured tenant chooses to exchange with:
- someone with a flexible tenancy of less than two years
 - someone with a tenancy at an affordable rent, intermediate rent, mortgage rescue properties and shared ownership leases.

Where such an exchange occurs there would be no legal guarantee of security in the new tenancy. The landlord may choose to offer a secure or assured tenancy, but it would be up to the landlord

- 7.8 The City of London may refuse an exchange, but only for the reasons set out in Schedule 14 of the Localism Act 2011. They have 42 days to make that decision. The City can also attach reasonable conditions which need to be met before the exchange can take place.

8 Transfers

- 8.1 City of London tenants who would like to move to another City home can seek a transfer. The housing need of such applicants will be assessed in line with the City's Housing Policy Scheme. Where transfer applicants fall into a "reasonable preference" category they will be placed into the related priority banding. Reasonable preference is the priority given to housing applicants – such as those with a medical need to move, severely overcrowded households and homeless households.
- 8.2 Where a transfer applicant does not fall into any of the reasonable preference categories, their application will be assessed to see if it falls into one of the City's "qualifying groups" – groups we accept onto the housing waiting list as they are important to the City of London.
- 8.3 Existing tenants of the City of London who are under-occupying are a qualifying group for the housing register only where:
- they live in a City of London property with three or more bedrooms and are seeking to 'down-size' by two or more bedrooms, or
 - they live in a City of London two bedroom property and are seeking to down size by one bedroom.
- 8.4 Transfers are not available to those who seek a like for like property. Tenants seeking a move to a property of the same size, or where their wish to downsize does not fit within the above criteria for a housing waiting list qualifying group, should seek a mutual exchange.
- 8.5 In general sheltered housing tenants will only be able to transfer into alternative sheltered accommodation, and not general needs homes, except for the purposes of a management transfer.
- 8.6 A management transfer(s) may be offered in very exceptional circumstances. These circumstances include:
- tenants experiencing violence, serious threats and intimidating behaviour from outside of the home
 - witness protection or removal from a source of serious conflict
 - Social Services referral of a person in need of urgent re housing
 - facilitating the decanting (emptying for renovation or demolition) of a property or properties.
- 8.7 Management transfers will offer a home appropriate to the needs of the household. Only one offer will be made.
- 8.8 Some of the City's properties have rent levels that are below the formula for target social rents (see section 10 below). It is City's policy to raise these rents to the target

formula rent level when they become void as a result of transfer moves. However, where the transfer is

- as a result of either management transfer, or
- to downsize following the removal of the Housing Benefit subsidy for a spare room

the City may use its discretion to limit or not implement an increase in rents to target level where the move is from a property at a rent below the formula level to one that is also below that level.

9 Social housing fraud

9.1 The City of London takes tenancy fraud seriously, not only because it can result in the unlawful occupation of City housing, but also because it deprives legitimate applicants (in many cases, families) of a home and results in them staying in costly temporary accommodation.

9.2 There are three main types of tenancy fraud:

- obtaining a tenancy by deception
- subletting the whole of the property
- fraudulent succession or assignment claims.

9.3 The City has a separate Anti-fraud and Prosecution Policy to tackle social housing fraud. See:

<https://www.cityoflondon.gov.uk/about-the-city/how-we-work/budgets-and-spending/Pages/social-housing-tenancy-fraud.aspx>

10 Rent policy

Affordable Rent product

10.1 In 2010 the Government introduced the Affordable Rent product. This form of affordable housing allows social landlords the flexibility to charge rents of up to 80 per cent of local market levels on both new properties and a proportion of re-lets, as part of an agreement to build new homes.

10.2 The higher rents secured on Affordable Rent properties allow reduced levels of grant funding for development of new housing association and council homes, and are therefore integral to the Greater London Authority (GLA)-funded affordable housing programme. The City is not currently a recipient of housing development funding from the GLA and is therefore under no obligation to consider converting its existing stock to Affordable Rent. The issuing of tenancies at social housing target rents will

remain standard practice. Exceptions may be sought for specific developments of new housing on a scheme-by-scheme basis.

Rent increases in City of London social housing

- 10.3 The Government has published policy setting out their guidance for increasing rents in local authority owned social housing from April 2015 onwards. The Government's policy is that rent levels should increase annually by the level of the Consumer Price Index (CPI) plus 1 per cent for the next ten years. The service charges for properties will rise in line with the cost of providing services.
- 10.4 Social rents are calculated using a national formula rent that takes account of values of properties and local earnings relative to national earnings. These rent levels are described as target social rents. Many of the City's existing social homes are below the level determined by the target rent formula. Where such properties become void, the rent level on re-letting will be set at the target social rent level for that property.
- 10.5 The Government's policy recognises that authorities should have some discretion over the rent set for individual properties, in order to take account of local factors and concerns, in consultation with tenants.
- 10.6 As a result, the policy contains flexibility for authorities to set rents at up to 5 per cent above formula rent (10 per cent for supported housing and sheltered housing). The Government expects authorities to use this flexibility in a balanced way, and not set all rents at 5 per cent (or 10 per cent) above the formula rent.

Rent setting for new properties

- 10.7 The rent levels for new homes developed to be social rented homes will be calculated using the national target rent formula.
- 10.8 As noted above, the City may deliver new homes at rents above a target social rent. Such an approach may be taken where homes are being developed to meet the needs of groups on low to middle incomes, or where in future the conditions of any grant received requires a mix of rent levels.
- 10.9 Rents for new homes will be increased in line the policy set out in 10.3.

Committee	Dated:
Housing Management and Almshouses Sub Committee	27 April 2015
Subject: Right to Buy Social Mobility Fund (City Home Purchase Grants)	Public
Report of: Director of Community and Children's Services	For information

Summary

This report informs Members of the outcome of the City of London's bid to the Right to Buy Social Mobility Fund. The fund invited bids to provide a local cash incentive scheme to Right to Buy eligible tenants, to enable them to purchase a property on the open market.

The City of London was one of 42 successful bidders, and has been allocated £600k to support twenty grants of £30k.

The City's scheme (City Home Purchase Grants) will prioritise older tenants, those seeking to move for employment opportunities, and those who could only fulfil their ambition of home ownership with a Home Purchase Grant.

Only tenants of the City of London are eligible, and purchases must complete or exchange contracts in the 2015-16 financial year.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Right to Buy Social Mobility Fund was announced by the Chancellor of the Exchequer, George Osborne, on 20 February. The Fund makes £42 million available in 2015/16 for which English local authorities were invited to submit bids for funding to provide a local cash incentive scheme to Right to Buy eligible tenants.
2. The scheme provides a one-off cash payment, not exceeding £30,000 per application, to eligible tenants in place of their Right to Buy discount, to enable them to purchase a property on the open market. The objective is to provide tenants with the opportunity to purchase a property of their choice and in doing so free up a social property which can be re-let to new tenants.

3. The Government set out criteria giving give greater priority for funding to bids that prioritise older tenants, tenants wishing to move closer to the labour market, and tenants who cannot get a mortgage because of the type of property they live in e.g. properties of non-standard construction.
4. On 27 March 2015 the Government announced the outcome of the bidding process. The City was one of 42 local authorities to be successful, and has been allocated £600k to support the City Home Purchase Grant scheme set out in the City's bid.

Current Position

5. The City Home Purchase Grant scheme will offer cash sums of £30k to secure tenants of the City who are eligible for Right to Buy. The grant can only be used to purchase a home on the open market and cannot fund the purchase of the tenant's existing home.
6. City Home Purchase Grants will prioritise tenants wishing to move to access working opportunities, and older tenants wishing to buy a home. Applicants will need to demonstrate their ability to purchase a home, and a commitment to achieving a move within the 2015-16 financial year. We will give additional priority to those who can demonstrate that home ownership would otherwise be impossible without a City Home Purchase Grant.
7. The City's scheme will make payment to the applicant's solicitor on exchange for release on completion. Payment will not be made directly to the applicant. The City Home Purchase Grant scheme will support people to buy a home anywhere in the UK.
8. The City's scheme will only support applications that can demonstrate that all members of the households will be adequately housed as a result of a move, and their existing home will be returned vacant to the City. We will not support applications from sheltered housing schemes, tied accommodation and other OAP designated dwellings as such homes are not eligible for Right to Buy.
9. The City Home Purchase Grant scheme will be promoted through a leaflet delivered to every general needs home in our stock. This will be supported by information on the City's website and promotion through our tenant newsletter and the Facebook pages for each of our estates.
10. Following promotion of the scheme, the City will create a six week window of opportunity to bid, and will then process and prioritise applications. Twenty City Home Purchase Grants will be available.

Corporate & Strategic Implications

11. 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. The City Home Purchase Grant scheme will support the City to maximise the supply of its

housing stock available to those within its community of residents and workers in housing need.

Conclusion

12. The City wants to support those who aspire to home ownership. Very high property values, and limited shared ownership opportunities, mean that this aspiration is best met by supporting our tenants to buy on the open market in an area of their choice, which suits their needs and their means.
13. The City Home Purchase Grant Scheme will support people to buy a home anywhere in the UK. It will provide the City with the opportunity to meet its housing needs, including providing more opportunities for low income workers in the City.

Appendices

- None

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<p>Committee(s): Police Committee Communities and Children Services Committee Housing Management & Almshouses Sub Committee Residential Consultative Committee Barbican Residential Committee Safer City Partnership</p>	<p>Date(s): 26 March 2015 17 April 2015 27 April 2015 18 May 2015 1 June 2015 8 June 2015</p>
<p>Subject: Barbican Area CCTV</p>	<p>Public</p>
<p>Report of: Town Clerk – Assistant Director Safer City Partnership</p>	<p>For Information</p>
<p><u>Summary</u></p>	
<p>This report sets out proposals to install an additional 24 cameras to improve the CCTV coverage of the public walkways and the area around the Barbican Estate including Golden Lane Estate area.</p> <p>This has been triggered by recent incidents of crime being reported, some of an indecent nature, on the Barbican Estate near the School for Girls which has subsequently highlighted the fact of there being a lack of camera coverage in this area.</p> <p>The installation of additional cameras would cover the public spaces of the Barbican area and would not target any particular property or building.</p> <p>Profiling data has been produced by the City of London Police to establish a need for investment as outlined above and an assessment of the area has been done to identify the strategic locations of where best to locate any additional cameras. It is estimated that the installation of additional cameras will cost around £215k.</p> <p>As a project that aims to prevent crime, assist in the detection of crime and one which would also benefit the community as a whole in making the area feel safe, the project aligns with the criteria required to obtain funding through the Proceeds of Crime Act (POCA).</p> <p>An application for POCA funding will be made to the next board in May 2015. The project will follow the corporate project gateway process.</p> <p>When delivered this project will become an integral part of the current Ring of Steel upgrade CCTV system monitored by the police and accessed by the City Corporation. The on-going revenue maintenance costs will be apportioned between the two organisations in line with the current arrangements. The cameras will act as a deterrent to criminals and assist in the reduction of crime not only in the Barbican area but supporting crime reduction across all the City of London and has the support of the City Police.</p> <p>Comments will be sought/ have been received through the consultation process to assist with the delivery of this project. The relevant committees and groups are listed in the consultation section of this report.</p>	

Recommendations

To note:

- The proposed installation of additional CCTV as set out in this report on the basis that it can be funded by a successful POCA bid.
- The project will be delivered through the Corporate Project Gateway process.
- That this project will become part of the Ring of Steel upgrade project to ensure it is integrated into the City of London Police CCTV system and can be accessed by the City Corporation.

Main Report

Background

1. The issue of CCTV installation on/around the Barbican Estate has been discussed by the Barbican Estate Security Sub Committee previously over recent years. At that time, when previously considered, it was not seen as being required and equally there were concerns aired that there may be increases to the service charges for estate residents to pay for the installations. More recently however, in response to a number of reported incidents, a number of elected Members have asked for a review of CCTV requirements.
2. To assess the business case, a local crime profile report was produced by the City of London Police for an area extending beyond the Barbican Estate which includes the area immediately adjacent to include Golden Lane Estate, (See appendix 1 Map showing area). The report produced shows the number of crimes across all 'crime categories' reported to the police for 2013 calendar year period. The number of crimes recorded was 508 (see appendix 2), it must be noted these records predominantly relate to crimes around the Barbican Estate.
3. The map "Crime by location in the study area" provides information on all the different crimes in the Barbican area. Among these crimes there are some which are categorised as sexual offences. The offences are not of a serious physical nature but are related to victims under the age of 16. This is partly attributed to the location of the City of London School for Girls being in close proximity.
4. A map has been produced to show where the current locations are of CCTV cameras (see appendix 3), it can be seen that there is 'inadequate provision of CCTV cameras along the public walkway'.

Current Position

5. From the local crime profile data trends are emerging showing that some crime numbers are being repeated on an annual basis in and around this area. It is thought that some perpetrators exit the tube stations close by and are able to

get inside the Barbican Estate and exit the area undetected as there is no or very little coverage of CCTV around the entrance and exits of the public walkways making the pursuit of such individuals more difficult.

6. The City of London Police invests heavily in resources in preventing and detecting crime. As current pressures on police numbers and financial resources increase, greater emphasis is being placed on the use of modern technology such as CCTV to assist with the prevention and detection of crime. Additionally, the City is experiencing times of raised threat levels relating to terrorism and extremism, this been well documented in the media recently. Clearly improvements in the coverage of CCTV across the City will benefit the City's response to these threats.
7. The City is presently looking at all of the security measures currently in place to ensure they are fit to meet the security threats and challenges of today and of the future. The assessment of CCTV across the City shows that there is relatively good coverage, however there is undoubtedly a gap in coverage on and around the Barbican Estate/ Ward area and it would therefore be prudent to extend the coverage across these areas.

Proposals

8. Working closely with the City of London Police, a strategic assessment of camera locations was undertaken to identify additional overt CCTV camera coverage on or around the public walkways within the Barbican and Golden Lane Estates. Appropriate signage will be installed in line with the requirement for the use of overt CCTV.
9. It is intended that the cameras are used to protect the public areas/ walkways in the prevention and detection of crime. The equipment will be integrated into the existing Ring of Steel CCTV system, the monitoring, data management/ controller will be the City Police and accessed by the City Corporation and by involving project officers of the 'Ring of Steel upgrade project' the proposed cameras will be of the same specification and quality to ensure compatibility. Within this proposal it has been identified that an additional 24 cameras will be installed. The locations of the additional cameras can be seen on the map in appendix 4. This project will follow the established corporate project gateway process to enable delivery.
10. When delivered this project will become an integral part of the current Ring of Steel upgrade CCTV system monitored by the police and accessed by the City Corporation. The on-going revenue maintenance costs will be apportioned between the two organisations in line with the current arrangements, officers are liaising with colleagues in the Chamberlains department to formalise this arrangement.
11. Being conscious of the listed building status of the Barbican, wireless cameras will be considered for use where possible in order to minimise any interference with the fabric design of the building. Approval will need to be obtained from City of London Corporation Planning department regarding the buildings that are

listed by British heritage with planning officers already engaged in the project providing advice.

Financial and Risk Implications

12. An estimated cost of £215,000 has been received for the 24 new cameras which includes installation. A breakdown of the costs can be seen in appendix 5
13. This Project is a good fit with the criteria set out to be able to apply for funding via POCA (Proceeds of Crime Act) administered by the City of London Police. Projects wishing to be funded by POCA have to meet one of the three criteria which are; drive up performance on asset recovery, to fund local crime fighting priorities and reduce crime and for the benefit of the community.
14. As a project that aims to prevent crime, assist the detection of crime and would also benefit the community as a whole in making the area feel safe the project meets the criteria required to obtain funding through the Proceeds of Crime Act (POCA). An application for POCA money will be made for the funding of the project at the next board in May 2015.

Legal Implications

15. Advice will be sought to ensure that compliance with the data protection act is maintained and the comptrollers will be consulted throughout the delivery of this project to ensure that any issues relating to privacy are addressed.

Property Implications

16. The project will engage with the Planning Department, Housing and any other bodies relating to the listed status of the Barbican.

HR Implications

17. After an initial assessment there are no HR or equality impacts.

Strategic Implications

18. This project matches the strategic aim of the Corporate plan “to provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes” By making the police more efficient with equipment that is necessary to protect and keep safe the City of London improving the quality of their work and service.
19. It is also a policing priority to reduce crime and to protect the City from terrorism. Better CCTV in the Barbican area could potentially reduce crime not only in that area but in the city as a whole.
20. Improvements in CCTV coverage in the Barbican area would also meet the objectives of the Safer City Partnership plan which are: reducing anti-social behaviour, reducing re-offending, Night-time economy issues, Counter Terrorism

Consultees

21. It is intended that this report will follow the recognised consultation process for Barbican related projects and will be presented for information and comment to:

- Police Committee – 26 March 2015
- Communities and Children Services Committee – 17 April 2015
- Housing Management & Almshouses Sub Committee - 27 April 2015
- Residential Consultative Committee – 18 May 2015
- Barbican Residential Committee – 1 June 2015
- Safer City Partnership – 8 June 2015

Conclusion

22. In order to support the City of London Police in their day to day delivery of policing and to further improve the security of the City the increase in numbers and improved coverage of CCTV in the Barbican area will help to prevent a deter crime in that area.

23. The overall crime prevention and detection in the city could also be affected by this improvement, as criminals would not be able to 'hide' or 'disappear' via the Barbican area. Tracking perpetrators of crimes that are reported as being 'in progress' may also be improved for the reasons outlined above.

24. The use of technology in this way helps the City Police deliver an effective policing service in times of increasing financial challenges.

Background Papers:

- Crime and Disorder Barbican Estate 2013
- City of London Corporate Plan
- Safer City Partnership plan
- City of London Policing plan

Appendices

Appendix 1 – Map of Barbican Area

Appendix 2 – Crime by location Type in the study area

Appendix 3 – Barbican area CCTV cameras (Police and Corporation)

Appendix 4 – Map of Proposal of CCTV

Appendix 5 – Estimated costs

Contact:

Doug Wilkinson MBA CMgr MCM

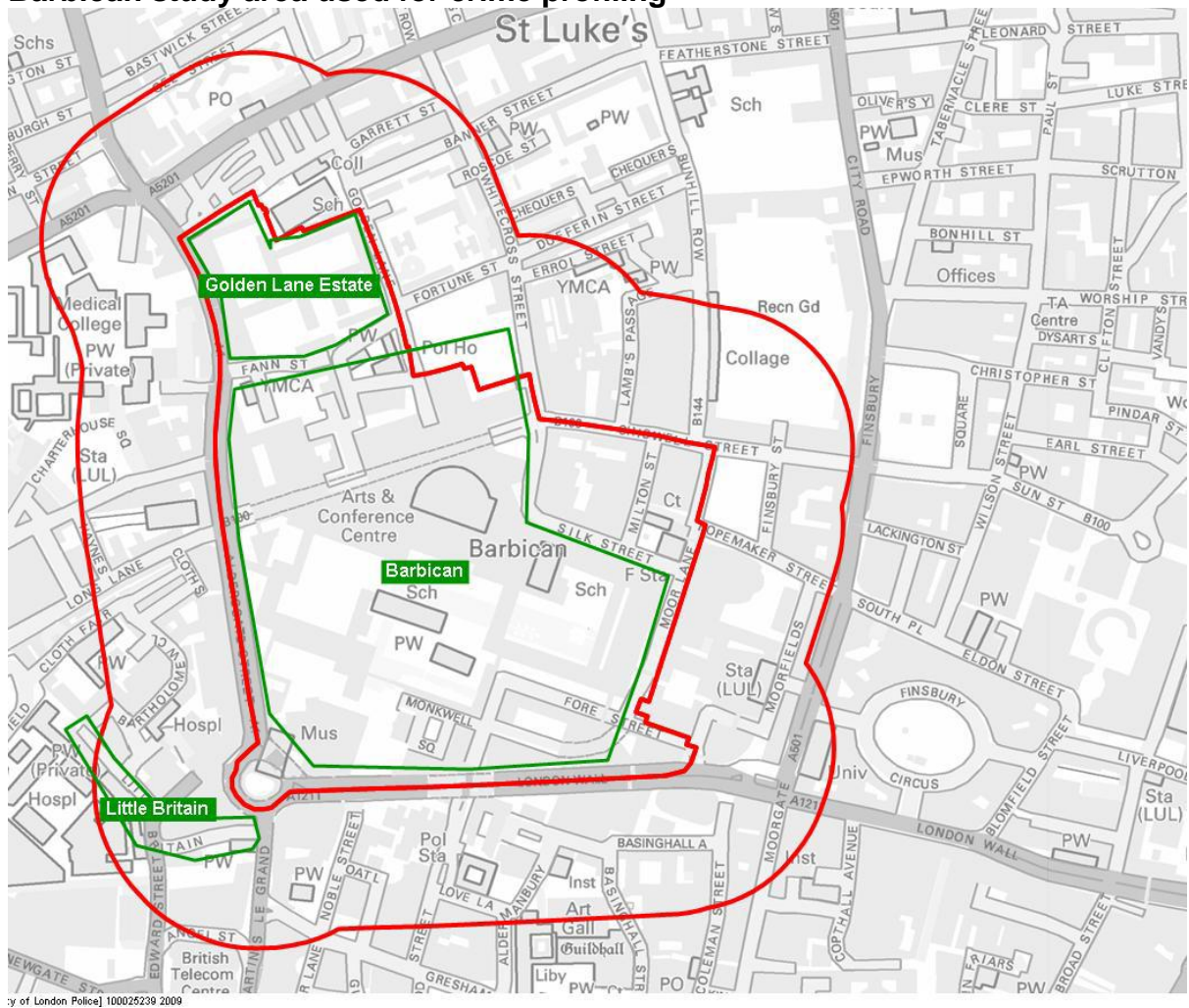
Assistant Director, Street Scene, Strategy & Safer City Partnership

E Mail: doug.wilkinson@cityoflondon.gov.uk

Direct Line: 0207 332 4998

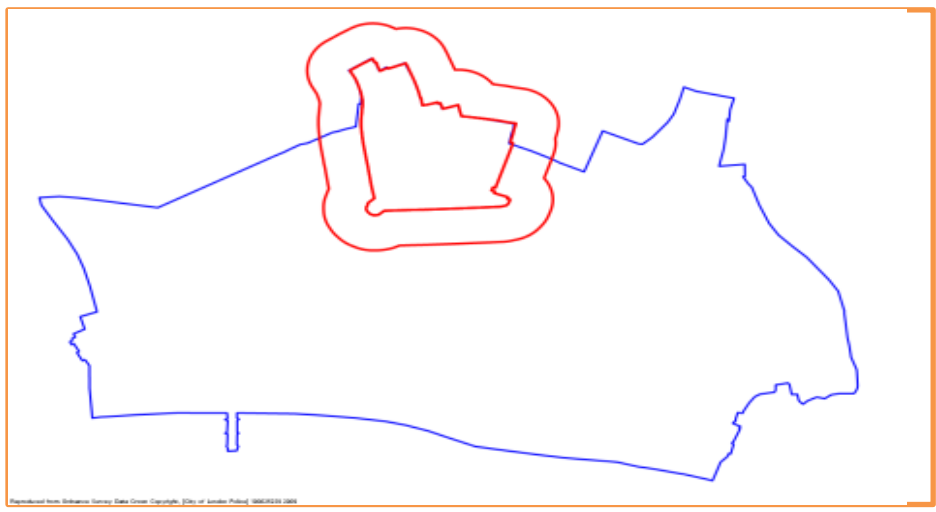
Mobile: 07990567275

Barbican study area used for crime profiling



City of London Police | 100025239 2009

City of London – Barbican area

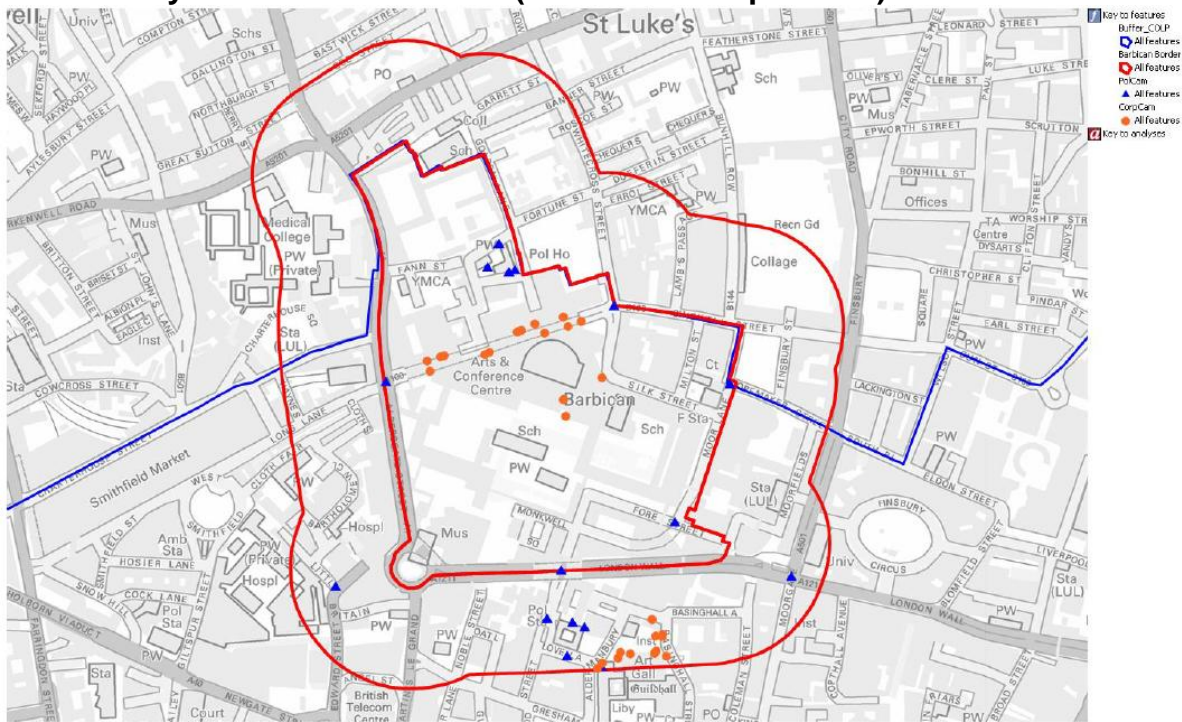


Crime by location type in study area

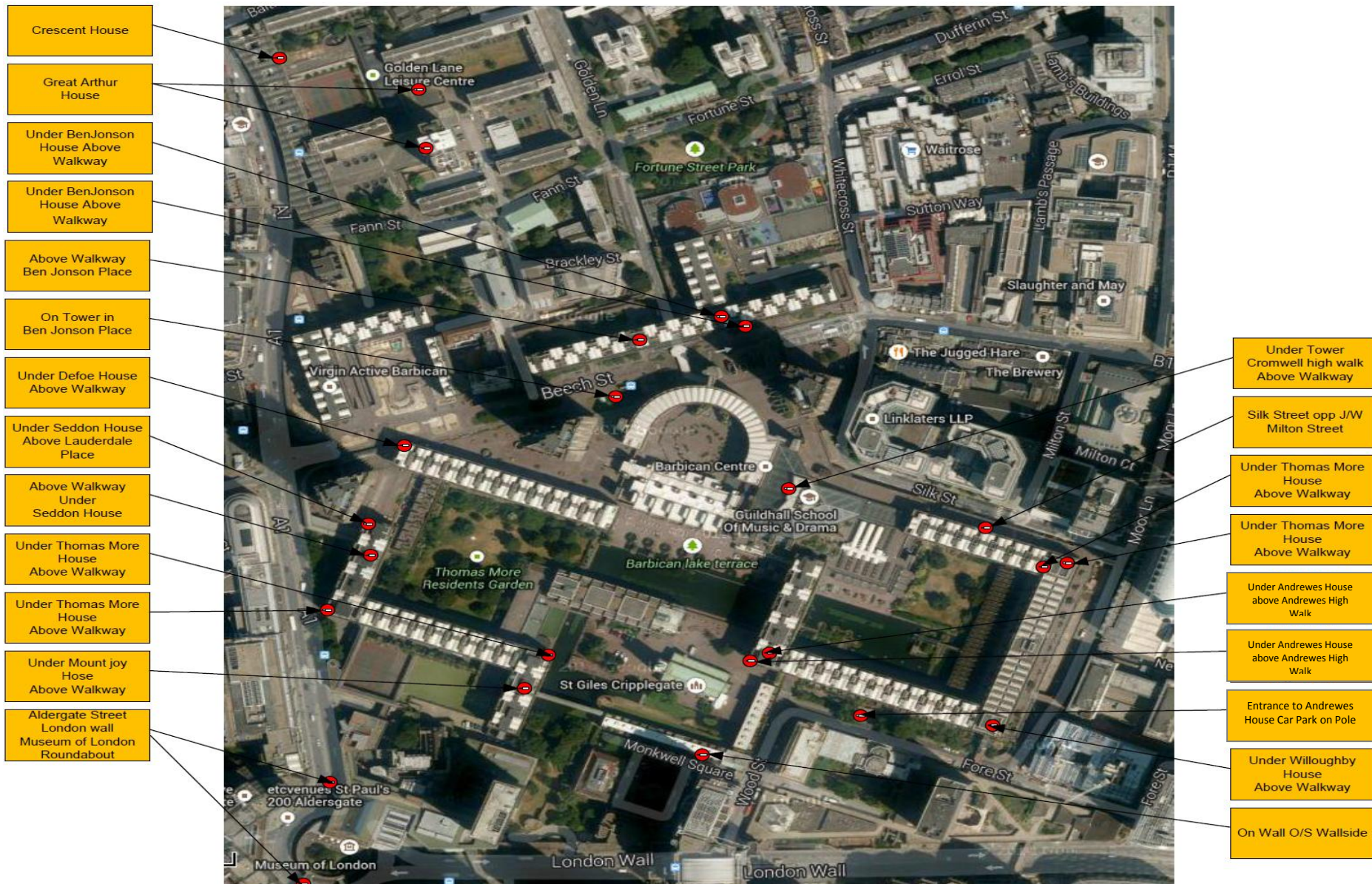
Location Descriptor	Burglary - (i) in a dwelling	Burglary - (ii) in other building	Criminal damage	Drug offences	Fraud and forgery	Miscellaneous Offences	Other offences	Robbery	Sexual offences	Theft and handling stolen goods	Violence against the person	Grand Total
Street			4	21		9	7	3	2	84	31	161
Licensed Premises		2			1			1		64	14	82
Business		9	4			3	2		1	35	3	57
Barbican			1			1				28	7	37
Fitness Club			1	1	1	2			1	25	3	34
Residential Block		4	6							11	7	28
Residential Address	10		2						1	6	9	28
Retail		1			2	1				16	2	22
Education		2								12	1	15
Car Park			1							12		13
Food					1				1	7	2	11
Cycle bay										5		5
Building Development										5		5
POLICE			1							2		3
Telecoms										1	1	2
Gaming			1								1	2
Hospital						1						1
Transport										1		1
Church										1		1
Grand Total	10	18	21	22	5	17	9	4	6	315	81	508

84.1% of offences

Current City Base CCTV cameras (Police and Corporation)



BARBICAN CCTV PROPOSED LOCATIONS



Estimated costs

Schedule No. 1	Barbican Centre New CCTV - Budgetary Proposal			
Item No.	Description	Qty	Unit Price (£)	Total (£)
1-1	IP PTZ Camera - Budgetary	24.00	8,287.00	198,888.00
	<p>Supply Installation and Commissioning of: 1 x IndigoVision Ultra 2k IP PTZ Cameras 1 x IndigoVision Licenses SUP 1 x Enclosure and PSU 1 x Bracketery Allowance 1 x IP Wireless Link (Pair) 5Ghz upto 8km 1 x Cabling Allowance 1 x Containment Allowance 1 x IP Switch Equipment 1 x Lot Project Services</p> <p>NOTE: 1 - The site will require a thorough site survey prior to providing a detailed design. Mainly as the site has numerous restrictions and technical dependencies on other projects which could cause major changes to the design. 2 - A 230V fused super will be required and to be provided by the client within 10m of camera location. 3 - An allowance has been made for access lift equipment. 4 - Any permissions required prior to installation to be in place by the client. 5 - Recording equipment has not be considered for this project as it may be done via a separate project. However we would suggest to create an allowance for these aspects.</p>			
1-2	Recording Equipment	1.00	15,291.00	15,291.00
	Estimated Cost For recording Equipment assuming a central recording location recording at 31 days real time at 1080P			
Total for this schedule net, excluding VAT				214,179.00

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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