



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

**Date:** MONDAY, 18 JANUARY 2016  
**Time:** 1.45 pm  
**Venue:** COMMITTEE ROOMS, WEST WING, GUILDHALL

**Members:** Virginia Rounding (Chairman)  
Ann Holmes (Deputy Chairman)  
Randall Anderson  
Revd Dr Martin Dudley  
John Fletcher  
Alderman David Graves  
Deputy the Revd Stephen Haines  
Deputy Henry Jones  
Deputy Catherine McGuinness  
Gareth Moore  
Dhruv Patel  
Elizabeth Rogula  
Mark Wheatley

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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 2 November 2015.  

**For Decision**  
(Pages 1 - 4)
4. **CITY OF LONDON ALMSHOUSES REVENUE AND CAPITAL BUDGETS 2015/16 AND 2016/17**  
Joint report of the Chamberlain and Director of Community & Children's Services.  

**For Decision**  
(Pages 5 - 12)
5. **SAFEGUARDING POLICY - HOUSING SERVICES**  
Report of the Director of Community & Children's Services.  

**For Information**  
(Pages 13 - 20)
6. **ESTATES SATISFACTION SURVEY 2015**  
Joint report of the Chamberlain and Director of Community & Children's Services.  

**For Information**  
(Pages 21 - 24)
7. **THE CITY OF LONDON HOUSING TENANTS' AGREEMENT AND HANDBOOK**  
Report of the Director of Community & Children's Services.  

**For Decision**  
(Pages 25 - 30)
8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
10. **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

11. **NON-PUBLIC MINUTES**  
To approve the non-public minutes of the meeting held on 2 November 2015.  
**For Decision**  
(Pages 31 - 32)
12. **AVONDALE SQUARE, GOLDEN LANE AND YORK WAY ESTATES, EXTERNAL AND INTERNAL COMMON PARTS REDECORATION**  
Report of the Director of Community & Children's Services.  
**For Decision**  
(Pages 33 - 44)
13. **CCTV INSTALLATION**  
Report of the Director of Community & Children's Services.  
**For Decision**  
(Pages 45 - 54)
14. **AVONDALE SQUARE ESTATE - WINDOW OVERHAUL**  
Report of the Director of Community & Children's Services.  
**For Decision**  
(Pages 55 - 64)
15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
16. **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, 2 November 2015

**Minutes of the meeting of the Housing Management and Almshouses Sub (Community and Children's Services) Committee held at the Guildhall EC2 at 1.45 pm**

### **Present**

#### **Members:**

Virginia Rounding (Chairman)	Deputy Henry Jones
Ann Holmes (Deputy Chairman)	Deputy Catherine McGuinness
Randall Anderson	Gareth Moore
Revd Dr Martin Dudley	Dhruv Patel
John Fletcher	Mark Wheatley
Alderman David Graves	

#### **Officers:**

Philippa Sewell	- Town Clerk's Department
Mark Jarvis	- Chamberlain's Department
Howard Hillier-Daines	- City Surveyor's Department
Ade Adetosoye	- Director of Community & Children's Services
Jacque Campbell	- Community and Children's Services Department
Neal Hounsell	- Community and Children's Services Department
Robert Jacks	- Community and Children's Services Department
David Padfield	- Community and Children's Services Department
Elizabeth Donnelly	- Community and Children's Services Department
Jacqueline Whitmore	- Community and Children's Services Department
Mark Goodfellow	- Experion

### **1. APOLOGIES**

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

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

Deputy Henry Jones declared an interest in matter relating to the Middlesex Street Estate as a lease holder.

### **3. MINUTES**

**RESOLVED** – That the public minutes and non-public summary of the meeting held on 14 September 2015 be approved as a correct record.

## **Matters Arising**

### **Housing and Planning Bill**

In response to a Member's question, officers advised that the Bill was still going through the House of Commons, but an update report would be provided at the Community & Children's Services Committee in January 2016. Officers advised that there would no longer be forced sales of high value properties but Local Authorities would have to pay a sum of money each year instead; studio flats were not exempt from the Right to Buy scheme; and changes to Section 106 monies would affect the Building Programme rather than the HRA Business Plan.

### **Residents' Celebration Day**

The Chairman advised Members that this had taken place on 17<sup>th</sup> October, and had been well attended and very successful.

#### **4. THE RENTAL EXCHANGE**

The Sub Committee received a presentation from Mark Goodfellow from Experion who detailed the Rental Exchange Scheme, which provided social tenants with the opportunity to develop a good credit rating through the sharing of their rental payment data. This would enable residents to access more affordable financial deals.

Members noted that 99% of tenants had no significant arrears on their rent and their credit scores would improve as a result of incorporating rental data, with 1% of tenants having serious arrears on their rent so their credit score would be reduced by approximately 90-140 points. Only 6 tenants were on full Housing Benefit and so would see no effect on their credit score. The Sub Committee discussed the report, including issues regarding data protection, the option for residents to opt out of the service, and the practicalities of implementing the new system.

**RESOLVED** – That authority be delegated to the Director of Community & Children's Services to proceed with full membership of the Rental Exchange and to take the necessary steps to issue fair processing notices to tenants.

#### **5. 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, and noted that the services of Southwark Mediation Centre were being extended owing to the positive reviews it had received from several residents of the Almshouses. Officers also reported that the road repairs and lighting had been completed, satisfaction levels on repairs were being measured, and the London Borough of Islington had offered to manage the tree pruning contractors on the City's behalf.

**RESOLVED** – That the report be noted.

6. **HOUSING UPDATE**

The Sub Committee received the six-monthly report of the Director of Community & Children's Services providing an update on Housing Service performance. Members discussed the report, including timescales for responsive repairs, and asked for the incidents of anti-social behaviour to be reported by Estate.

In response to a Member's query, officers confirmed that two long-standing voids and ten units at Mais House were being 'set aside' to offer as homes to families of Syrian refugees. In effect, this meant they would not be let to anyone else in order to be used as part of the pan-London approach to the crisis with approximately six weeks' notice. The Sub Committee discussed City of Sanctuary, but noted that this was a grassroots charity and it was therefore up to residents themselves if they wanted to become involved.

**RESOLVED** – That the report be noted.

7. **ALLOCATED MEMBERS REPORT**

Members received a report of the Director of Community & Children's Services which provided an update on the City of London Corporation's Social Housing Estates. The report had been compiled in collaboration with Allocated Members, who took an active interest in their estates, championing residents and local staff and engaging with residents.

In response to a Member's question, the Director advised that strong operational links were in place with other boroughs' Health and Wellbeing Boards, but strategic links needed to be strengthened. Officers reported that the final report and recommendation from the City Surveyor was awaited with regard to Great Arthur House; Members expressed their concern with how long this had taken, and were advised by officers that residents had been kept consistently informed and that delays were unavoidable as there was only one company able to make the windows. In response to a query from a Member regarding CCTV on Middlesex Street, officers reported that monies were anticipated for the end of the month.

The Sub Committee thanked the Area Manager for her work, as this was her last meeting.

**RESOLVED** – That the report be noted.

8. **CITY OF LONDON ALMSHOUSES TRUST RISK REGISTER 2015**

The Sub Committee considered a report of the Director of Community & Children's Services which provided the updated Risk Register for the City of London Almshouses Trust charity.

**RESOLVED** – That the register satisfactorily sets out the risks faced by the charity, and appropriate measures are in place to mitigate those risks.

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 were no items of urgent 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.

<b>Item</b>	<b>Paragraph</b>
12 & 13	3
14	-
15	7

12. **NON-PUBLIC MINUTES**

**RESOLVED** – That the non-public minutes of the meeting held on 14 September 2015 be approved as a correct record.

13. **4-6 GRAVEL LANE LEASE**

The Sub Committee considered a joint report of the Director of Community & Children's Services and the City Surveyor.

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

There were no questions.

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

There was one item of urgent business.

**The meeting closed at 3.20 pm**

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Chairman

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**philippa.sewell@cityoflondon.gov.uk**



<b>Committee:</b>	<b>Date:</b>
Housing Management & Almshouses Sub Committee	18 January 2016
<b>Subject:</b>	<b>Public</b>
City of London Almshouses Revenue and Capital Budgets 2015/16 and 2016/17	
<b>Report of:</b>	<b>For Decision</b>
The Chamberlain and The Director of Community and Children's Services	

### Summary

1. This report is the annual submission of the City of London Almshouses revenue budgets overseen by your Committee. In particular it seeks approval for the revenue budget for 2016/17.
2. The overall budget position is summarised below:-

Table 1 : Overall Position	Latest Budget 2015/16 £'000	Original Budget 2016/17 £'000	Movement 2014/15 to 2016/17 £'000
Income	(372)	(372)	0
Expenditure	346	327	(19)
<b>Surplus on income and expenditure account</b>	<b>(26)</b>	<b>(45)</b>	<b>(19)</b>
Decrease in market value of investments	76	0	(76)
Reserve brought forward	(1,599)	(1,549)	50
Reserve carried forward	(1,549)	(1,594)	(45)

3. Overall, the 2016/17 budget indicates a surplus on income and expenditure of £45,000, an increase of £19,000 compared with the Latest Budget for 2015/16. The main reason for this change is a reduction in Repairs and maintenance costs.
4. The reserve is both a contingency against unforeseen expenditure and a provision for the financing of future expenditure.

## Recommendations

5. The Committee is requested to:
- Review and approve the 2016/17 revenue budget to ensure that it reflects the Committee's objectives.

## Main Report

### Management of the City of London Almshouses

6. In accordance with existing practice, the management costs of Property Services provided by the Community and Children's Services Department are excluded. However, the budgets for the Almshouses do include the costs of Support Services provided by the City of London Corporation's central departments and the Community and Children's Services Department.

### Proposed Budget Position 2015/16 and 2016/17

7. The detailed budgets and reserves are set out in Table 2.
8. Income and favourable variances are presented in brackets. Only significant variances (generally those greater than £10,000) have been commented on in the following paragraphs.

Table 2

Actual 2014/15 £'000	City of London Almshouses Trust	Latest Budget 2015/16 £'000	Original Budget 2016/17 £'000	Movement 2015/16 to 2016/17 £'000	Paragraph Ref
<b>74</b>	<b>Expenditure</b> <b>Employees</b>	<b>78</b>	<b>85</b>	<b>7</b>	
228	Repairs and maintenance	170	145	(25)	14
4	Energy Costs	11	11	0	
7	Rents	8	8	0	
3	Council Tax	4	4	0	
7	Water	7	7	0	
8	Cleaning and Domestic Supplies	12	12	0	
1	Grounds Maintenance Costs	16	14	(2)	
<b>258</b>	<b>Total Premises Related Expenses</b>	<b>228</b>	<b>201</b>	<b>(27)</b>	
(59)	Equipment, Furniture and Materials	2	2	0	
6	Communications and Computing	7	7	0	
0	Fees and Services	0	0	0	
0	Advertising	1	1	0	
0	Clothes, Uniform & Laundry	1	1	0	
3	Grants & Subscriptions	0	0	0	

3	Hospitality	8	9	1	
(47)	<b>Total Supplies and Services</b>	<b>19</b>	<b>20</b>	<b>1</b>	
20	<b>Recharges for Support Services</b>	<b>17</b>	<b>17</b>	<b>0</b>	
3	<b>Capital Charges</b>	<b>4</b>	<b>4</b>	<b>0</b>	
<b>308</b>	<b>Total Expenditure</b>	<b>346</b>	<b>327</b>	<b>(19)</b>	
	<b>Income</b>				
(311)	Contributions and Service Charges	(327)	(327)	0	13
(44)	Investment Income	(45)	(45)	0	16
<b>(355)</b>	<b>Total Income</b>	<b>(372)</b>	<b>(372)</b>	<b>0</b>	
<b>(47)</b>	<b>Net (Surplus)</b>	<b>(26)</b>	<b>(45)</b>	<b>(19)</b>	
	<b><u>Reserves</u></b>				
(1,484)	Balance Brought Forward	(1,599)	(1,549)	50	
(47)	Income and Expenditure Account	(26)	(45)	(19)	
(68)	Increase / Decrease in Market Value of Investments	76	0	(76)	
<b>(1,599)</b>	<b>Balance Carried Forward</b>	<b>(1,549)</b>	<b>(1,594)</b>	<b>(45)</b>	

9. Officers previously reported deterioration in the roadway on the estate, as well as a proposal to improve the lighting for residents' safety and security at the same time as repairs could be effected.
10. Due to the remedial work at the Rogers Cottages and the communal hall project, the survey was delayed.
11. The total cost of brickwork and concrete repairs will be £55k. This has been incorporated into the budget for 2015/16.
12. Overall there is an Increase in reserves of £45,000.
13. The contribution and service charge budgets have been increased using the same percentage increases which have been applied to the Housing Revenue Account rent income.
14. Details of repairs, maintenance and improvements are set out in Annex A.

### **Manpower Statement**

15. Analysis of the movement in manpower and related staff costs are shown in table 3 below.

Table 3

	Latest Budget 2015/16		Original Budget 2016/17	
	Manpower Full-Time Equivalent	Estimated Cost £'000	Manpower Full-Time Equivalent	Estimated Cost £'000
Housing Management	0.36	14	0.36	17
Matrons - Employees	1.05	43	1.05	46
Gardener	0.80	21	0.80	22
<b>Total Employee Costs</b>	<b>2.21</b>	<b>78</b>	<b>2.21</b>	<b>85</b>

**Investments**

16. The Trust holds 135,697 units in the Corporation's Charities Pool with a market value as at 30 September 2015 of £ 1,053,009. The distribution rate for the first six months of 2015/16 was 4.0%. Cash is held by the Chamberlain on behalf of the Trust and is invested with other City of London funds on the London Money Markets. In this way, the Trust benefits from the higher interest rates that the City of London can obtain. The budget assumes interest on cash balances of 0.50% for 2015-16 and 0.50% for 2016-17 onwards. Interest is credited annually based on the Trust's average cash balance.

**Draft Capital and Supplementary Revenue Budgets**

17. The latest estimated costs for the Committee's draft capital and supplementary revenue projects are summarised in the Table 4 below.

Table 4

<b>Project</b>	<b>Exp. Pre 01/04/15 £'000</b>	<b>2015/16 £'000</b>	<b>2016/17 £'000</b>	<b>Later Years £'000</b>	<b>Total £'000</b>
<u>Pre-implementation</u>					
Sheltered Units refurbishment		7			7
<b>TOTAL CoL ALMSHOUSES</b>	0	7	0	0	7

18. Pre-implementation costs comprise consultancy fees to identify the refurbishment works required. The implementation phase will be subject to further approvals including the identification of funding.

19. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2016.

**Background Papers:**

Estimate Working Papers                      Chamberlain's

**Appendices:**

Annex A - Details of repairs, maintenance and improvements

**Contact:**

Contact Officers:

Chamberlain's Department –

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Community and Children's Services Dept. –

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<b>REPAIRS, MAINTENANCE AND IMPROVEMENTS</b>		Latest Budget 2015/16 £'000	Original Budget 2016/17 £'000
<u>Breakdown and Emergency Repairs</u>			
Building	E	44	44
Electrical	E	8	8
		52	52
<u>Contract Servicing</u>			
Building	E	5	5
Electrical	E	10	10
		15	15
<u>Cyclical Works</u>			
Disabled adaptations	E	6	6
Internal decorations	A	5	5
		11	11
<u>Projects</u>			
External repairs & redecoration	E	5	5
Asbestos Management	E	5	5
Road repairs/Landscaping	D	25	25
Five year electrical test and inspections	E	2	2
Lighting	D	0	0
Warden Call-Out System	E	0	30
Brickwork and Concrete Repairs	E	55	0
		92	67
<b>Total Repairs, Maintenance and Improvements</b>		<b>170</b>	<b>145</b>

Key: E = Essential A = Advisable D = Desirable

2016/17 REPAIRS, MAINTENANCE AND IMPROVEMENTS -  
EXPLANATION OF WORKS

Breakdown and Emergency Repairs

Building - £44,000

Responsive repairs currently undertaken by Linbrook Services Ltd

Electrical - £8,000

Responsive repairs currently undertaken by Linbrook Services Ltd

Contract Servicing

Building - £5,000

Servicing and Maintenance of Gas Appliances: The current contractor is Carillion - Planned Maintenance Engineering operating under a partnering agreement.

Fire extinguishers: The current contractor is L.W. Safety Ltd. The contract is market tested annually.

Chlorination of water tanks: The current contractor is Hertel UK. The contract is market tested annually.

Electrical - £10,000

Fire Alarms and Warden Call Systems: The current contractor is Beacon Alarms and the contract is market tested periodically. Also included is the rental of a British Telecom line in respect of the fire alarm system

Cyclical Works

Disabled Adaptations - £6,000

Provision for adaptations to the properties when required.

Internal Decorations - £5,000

Provision for internal decoration of properties when required.

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<b>Committee:</b>	<b>Dated:</b>
Housing Management & Almshouses Sub-Committee	18/01/2016
<b>Subject:</b> Safeguarding Policy – Housing Services	<b>Public</b>
<b>Report of:</b> Director of Community and Children’s Services	<b>For Information</b>

## Summary

1. Local authorities have a statutory responsibility for safeguarding adults at risk of abuse or neglect and safeguarding and promoting the welfare of all children and young people. The City Corporation’s approach to the legislative requirements is set out in its corporate safeguarding policy. Statutory guidance on safeguarding requires the cooperation of a significant number of public services and agencies. Officers have therefore created a policy for safeguarding for the City Corporation’s housing services, specifically the Housing and Neighbourhoods Division and Barbican and Property Services Division. The policy complements the City’s corporate safeguarding policy and reflects legislation and guidance on safeguarding for both children and adults at risk. It sets out the City Corporation’s aims, roles and responsibilities in ensuring effective safeguarding across its housing services in partnership with other agencies. The policy is supported by detailed procedures for staff. It will assist in ensuring ensure the effective implementation of safeguarding arrangements and the development of staff.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

2. Local authorities have a statutory responsibility for safeguarding adults at risk of abuse or neglect and safeguarding and promoting the welfare of all children and young people in their area. The Care Act 2014 and the 1989 and 2004 Children Acts make it clear that safeguarding is everyone’s responsibility and that professionals, organisations and local authorities must work in partnership when carrying out their duties under the legislation.

### Current Position

3. The City Corporation’s overall approach to these requirements is set out in its corporate safeguarding policy and overseen by the City and Hackney Safeguarding Children Board and the City and Hackney Safeguarding Adults Board.
4. The multi-disciplinary approach set out by the guidance on safeguarding legislation requires the cooperation of a significant number of public services and agencies. The role and responsibilities of each of these varies. Officers have

therefore created a policy for safeguarding for the City of London Corporation's housing services, specifically the Housing and Neighbourhoods Division and the Barbican and Property Services Division.

5. The policy complements the City's corporate safeguarding policy. It draws on and reflects the relevant legislation and guidance on safeguarding for both children and adults at risk and sets out the City's housing services aims, role and responsibilities in ensuring effective safeguarding in partnership with other agencies. It indicates how the City's housing services may be involved in identifying instances of abuse or neglect, how the services will respond to such instances and how it will share information and work with others. The policy document is attached as Appendix 1.
6. The policy will be owned by the Housing and Neighbourhoods Division but for practical purposes will also apply to staff in the Barbican and Property Services Division. The policy is supported by detailed procedures for staff. Comprehensive training in safeguarding has been provided for all housing staff. Selected managers have been appointed as safeguarding leads to ensure to ensure the effective implementation of safeguarding arrangements and support staff in delivering the policy objectives. The policy document will assist in the induction and training of new staff and the continued development of existing staff.

### **Corporate & Strategic Implications**

7. The policy supports the corporate safeguarding policy and contributes to the delivery of a number of priorities within the Department of Community and Children's Business Plan and the Children and Young People's Plan.

### **Implications**

8. There are no financial legal or HR implications.

### **Conclusion**

9. Safeguarding legislation requires a multi-disciplinary approach and the close cooperation of numerous public services. A housing-specific policy on safeguarding will complement the City Corporation's corporate safeguarding arrangements policy, clarify aims, role and responsibilities across its housing services in ensuring effective safeguarding in partnership with other agencies.

### **Appendices**

Appendix 1 - City of London Housing Service Safeguarding Policy Children & Adults at Risk

### **Paul Jackson**

Interim Projects and Improvements Manager]

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City of London Housing Services

Housing and Neighbourhood Division  
Barbican and Property Services Division

**Safeguarding Policy  
Children &  
Adults at Risk**

## 1. Introduction

Local authorities have a statutory responsibility for safeguarding adults at risk of abuse or neglect and safeguarding and promoting the welfare of all children and young people in their area. The Care Act 2014 and the 1989 and 2004 Children Acts make it clear that safeguarding is everyone's responsibility and that professionals, organisations and local authorities must work in partnership when carrying out their duties under the legislation. The City Corporation's overall approach to these requirements is set out in its corporate safeguarding policy and overseen by the City and Hackney Safeguarding Children Board and the City and Hackney Safeguarding Adults Board.

## 2. Safeguarding policy for housing services

This policy complements the City's corporate safeguarding policy. It draws on and reflects the relevant legislation and guidance on safeguarding for both children and adults at risk and sets out the City's aims, role and responsibilities in ensuring effective safeguarding across its housing services in partnership with other agencies. The policy is owned by the Housing and Neighbourhoods Division but for all practical purposes will apply also to staff within the Barbican and Property Services Division. It includes:

- definitions of safeguarding and those who may be at risk;
- types of abuse and neglect;
- how the housing service may be involved in identifying instances of abuse or neglect;
- how we will respond to instances of abuse and neglect;
- how we will share information and work with others.

The policy is supported by guidance and procedures for staff. These are documented separately.

## 3. Definitions

For the purposes of this policy safeguarding is taken to mean protecting children and adults at risk from abuse, neglect, maltreatment or significant harm. The following, more detailed definitions of safeguarding reflect the relevant legislation or official guidance.

### Safeguarding children

In the Government's guidance 'Working together to safeguard children' (March 2015) safeguarding and promoting the welfare of children is defined, as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

### Safeguarding adults

The Care Act 2014 defines safeguarding as protecting an adult's right to live in safety, free from abuse and neglect and promoting the adult's wellbeing. It is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of harm, abuse, neglect or exploitation. Harm includes not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.

## 5. How we identify children or adults who may be at risk

Government guidance provides examples of the personal circumstances or care and support needs of children and adults which may help identify them as needing early help or being particularly at risk.

### Children who may be at risk

Government guidance in 'Working Together to Safeguard Children' 2015 defines a child as being anyone who has not yet reached their 18th birthday. It indicates that providing early help is crucial in safeguarding children and requires all staff to understand their role in identifying emerging problems and sharing information with other professionals. We will ensure housing staff are alert in particular to the potential need for early help for a child who:

- is disabled and has specific additional needs
- has special educational needs;
- is a young carer;
- is showing signs of engaging in anti-social or criminal behaviour;
- is in a family circumstance presenting challenges for the child, such as substance abuse, adult mental health problems and domestic violence;
- has returned home to their family from care;
- is showing early signs of abuse or neglect.

### Adults who may be at risk

An adult at risk is a person aged 18 years or over who has needs for care and support (whether or not the local authority is meeting any of those) and is at risk of and unable to protect themselves from abuse or neglect. These care and support needs may include for example a person who:

- is elderly or frail due to ill health;
- has a physical disability, sensory impairment or a long-term illness/condition;
- has a mental health needs including dementia or a personality disorder;
- has learning disability;
- is unable to demonstrate capacity to make a decision and is in need of care and support;
- has a dependency on alcohol, illegal drugs or medication;
- is unable to take care of themselves safeguard themselves against significant harm or exploitation.

### Types of abuse

We recognise that abuse and neglect can take many forms. Our approach to safeguarding will take include the following types of abuse and neglect:

- **physical abuse** – including hitting, slapping, pushing, kicking, misuse of medication, restraint, inappropriate sanctions;
- **sexual abuse** – including rape, sexual assault, sexual acts to which a person has not consented, could not consent or was pressurised into consenting;
- **psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, withdrawal from services or supportive networks;
- **financial or material abuse** – including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

- **neglect and acts of omission** – including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition, and heating;
- **discriminatory abuse** – including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment;
- **institutional abuse, neglect and poor professional practice** - this may take the form of isolated incidents of poor or unsatisfactory professional practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other.

## **6. How the Housing Service may be involved in the prevention of abuse**

Safeguarding issues may be brought to the attention of staff directly by residents, neighbours, contractors or other agencies in contact with residents or their families. In addition, housing staff working with residents or entering residents' homes to carry out inspections or interviews may encounter situations causing concern for someone's welfare. For example:

- children or adults at risk whose care needs appear to be neglected or who appear to be subject to deliberate mistreatment;
- children or adults who say they are being abused;
- signs of self-neglect in adults living alone such as hoarding, unsanitary conditions, or alcohol or substance misuse;
- neglect of a person's needs because those around them are unable to be responsible for their care, for example if a carer has difficulties caused by debt, alcohol or mental health problems;
- difficulties in maintaining tenancy such as arrears or neighbour problems or harassment which may be linked to a learning difficulty or mental health problems and giving rise to exploitation, financial abuse or harassment;
- Where there is known or suspected domestic abuse.

We will ensure staff are trained to identify the wide range of circumstances in which potential victims of neglect or abuse may present.

## **7. How we will respond to suspected or alleged abuse or neglect**

We recognise that abuse, neglect or harm can arise in range of settings and may be perpetrated by a wide range of people including relatives and family members, professional staff, volunteers, other service users, neighbours, friends and associates, or strangers. The Housing Service will endeavour to safeguard children, young people and adults at risk in the following ways.

### **Agreed procedures**

We will provide guidance and appropriate safeguarding procedures for housing staff to ensure the timely reporting, management and referral of concerns or suspicions of abuse and neglect of children, young people and adults at risk. Procedures will include guidance and arrangements for supporting children and adults at risk and working with different agencies across different local authority areas.

### **Recruitment, induction and training of staff**

We will ensure the selection and recruitment of staff, contractors and agencies takes into account the need to promote the safeguarding of children and adults. All members of frontline staff who have regular contact with adults at risk or children will be subject to employment

checks and Criminal Records Bureau checks, where appropriate. As part of their induction into the Housing Service, all appropriate staff will be required to read and understand this policy and related guidance and procedures. Staff will receive training in the legal responsibilities and duties in relation to safeguarding and how to identify signs of abuse and neglect, recognise harm and make appropriate referrals.

### **Management and supervision**

We will provide direction about the services' responsibilities and the promotion of effective practice in relation to safeguarding through regular management and supervision of staff and contractors, the monitoring of performance, reporting, complaints and annual review of policy and notable practice. Managers will ensure through regular supervision that policy and procedure is adhered to and that adequate arrangements with other parts of the Corporation and other agencies are in place to ensure effective safeguarding and communication. We will ensure that all staff are enabled to challenge inappropriate behaviour in others, are able to access whistle blowing procedures and that any issues relating to the conduct of staff are addressed through appropriate procedures.

### **Sharing information**

We will ensure that all housing staff understand government guidance for sharing information with other professionals and that information is shared effectively and efficiently to support early identification and assessment of any concerns. We will ensure the information we share is necessary for the purpose for which we are sharing it, is shared only with those who need to have it, and is accurate and up-to-date and shared securely. We will be open about what and with whom information will, or could be shared, seeking consent and respecting confidentiality except where we consider safety or well-being to be at risk. Staff will seek advice if in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible. We will keep secure records of information we what we have shared.

### **Working with others**

We recognise that safeguarding is achieved through good interagency and multidisciplinary working with other organisations and across local authority boundaries. As a provider of social housing and support services we will build and maintain partnerships and effective referral procedures with other local authorities and agencies to safeguard children and adults at risk.

### **Monitoring and review**

This policy and its related guidance and procedures will be kept under review and amended to reflect any change in legislation, national guidance or local practice as necessary.

**Document Status:** Draft for approval

**Prepared by:** Paul Jackson

**Document owner:** Jacquie Campbell

**Approved by:** Housing Management and Almshouses Sub-Committee

**Implementation date:** 18 January 2016 (subject to approval)

**Review date:** +12 months

**Document end date:** +3 years

**Version** 1.0



<b>Committee</b>	<b>Dated:</b>
Housing Management & Almshouses Sub-Committee Committee	18 01 2016
<b>Subject:</b> Estates satisfaction survey 2015	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services Chamberlain	<b>For Information</b>

## Summary

This report summarises the findings of estate surveys of the City's general needs and sheltered housing for 2014/15. Satisfaction with services is generally high amongst all residents. A large majority, 80% or more, are satisfied with the overall service, and satisfaction levels with customer service and the provision of information are particularly good. There is a marked difference in the perception of value for money between tenants and leaseholders and satisfaction levels vary across estates. It is likely that these findings are being driven by repairs and maintenance issues, an area where residents were least satisfied. The findings of the survey will be used to target action in service areas where the need for improvement has been identified.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. The estate survey is carried out annually and is sent to all tenants and leaseholders of the City's general needs and sheltered housing. The survey measures resident satisfaction across all estates and a range of service areas, and gathers suggestions for improvements or changes to the way we operate.
2. Some changes have been made to the survey since last year to improve the usefulness of the data: there are now more questions; the choice of responses to the questions has been modified to create a clearer distinction between satisfaction levels, and the latest survey now includes returns from residents in sheltered housing as well as those in general needs housing. In addition, the rate of return across general needs housing estates this year (17%) is markedly lower this year than last year (32%) – a likely consequence of the inclusion of a question about a highly controversial issue ( pets) in last year's survey
3. These factors require caution when comparing this year's figures with last year's (where available) and, similarly where reference is made in this report to regional benchmark data which is gathered in a slightly different way and has been

provided for contextual purposes only. From 2016 the City will be using the Housemark STAR survey which in future will allow more meaningful comparison, with other social housing providers.

### Current position

4. A summary of the 2014/15 survey questions and satisfaction ratings (together with the 2013/14 ratings) are set out in Table 1 below. Respondents were asked to answer the questions choosing from the following categories: very satisfied, satisfied, dissatisfied, very dissatisfied. The figures provided show the percentages of residents who were either very satisfied or satisfied in response to the questions asked. Residents were also asked to provide additional comments in the form of positive feedback or suggestions for improvements if they wished.

**Estate Satisfaction Survey 2014/15 – Table 1**

Question	General Needs 2013/14	General Needs 2014/15	Sheltered 2014/15
How satisfied or dissatisfied are you with the overall service we provide as your landlord?	82%	81%	95%
How satisfied are you with the cleanliness of your estate?	76%	74%	93%
How satisfied are you with the customer services provided by your estate staff?	82%	80%	n/a*
How safe do you feel on your estate?	69%	70%	77%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	n/a**	80%	97%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	n/a**	30%	n/a
How satisfied or dissatisfied are you with the way the City's Housing Service deals with repairs and maintenance?	n/a**	68%	89%
How satisfied or dissatisfied are you with the way the City's Housing Service listens to your views and acts upon them?	n/a**	67%	88%
How satisfied or dissatisfied with the information provided by the City's Housing Service about your housing?	n/a**	82%	97%
To what extent do you agree or disagree with the following statement? 'I am proud of my neighbourhood'	n/a**	76%	89%

## Summary findings and analysis

5. Most residents who responded are proud of where they live, feel safe and are satisfied with the housing service they get from the City.
6. Satisfaction with services is generally high amongst all residents. A large majority, 80% or more, are satisfied with the overall service. This equates with other top performing housing providers in London. Satisfaction with the information and the customer service they receive from estate staff is at similarly high levels and there has been a slight increase in the percentage of general needs residents (70%) who feel safe or very safe on their estates. Sheltered housing residents are uniformly more satisfied with services, registering satisfaction levels in some areas up to 20% higher than general needs tenants.
7. A number of respondents across a range of estates also provided positive comments about the service they received describing estates as clean and tidy and staff as pleasant, friendly, helpful and 'top notch'.
8. Residents were least satisfied with repairs and maintenance (68%). This is slightly below the middle performing housing providers in London (70%) but above the lower quartile. However, this figure should be treated with extreme caution. The vast majority of repairs are carried out within tenants' homes and, when satisfaction with these repairs is measured, as it is after each job, it is very high. The figure of 68% includes the views of leaseholders, who can only comment on communal repairs, which can be far more complex.
9. Satisfaction with the way the City listens to resident views was also amongst the lowest scores (67%) although this compares favourably with other top-performing providers in London (63%). Elsewhere, there has been a slight dip of 1-2% in satisfaction since last year with estate cleanliness and customer services.
10. Within the overall scores there are noticeable variations between tenures and estates. There is, for example, a marked difference amongst tenures in the perception of value for money, with satisfaction levels amongst tenants of 88% compared to only 30% for leaseholders. This low satisfaction rate for leaseholders is common, particularly in London, where a 2012 report from the London Assembly identified the perception of leaseholders that service charges are artificially inflated as being an issue and highlighted one London borough where satisfaction was only 7%. (*Highly Charged – Residential leasehold service charges in London*, London Assembly Planning & Housing Committee, March 2012).
11. Satisfaction levels also vary geographically across the City's housing estates with lower overall satisfaction ratings tending to be concentrated in a small number of the City's estates, notably the larger ones such as Golden Lane (62%) and Middlesex Street (53%), and Holloway (61%). This may reflect the level of major work needed on those estates.
12. From the additional feedback provided by respondents it appears likely that many of the issues raised – repairs, windows, communal areas, cleaning, and security

– are related to known wider maintenance issues and are driving poorer overall satisfaction on these estates. Similarly there is a high degree of correlation on these estates between dissatisfaction amongst leaseholders with value for money and dissatisfaction with repairs and maintenance. However, where it is possible to make improvements to cleanliness, gardening and other estate management issues, then Estate Managers will include these in their plans.

## **Conclusion and next steps**

13. Dissatisfaction with repairs and maintenance is clearly a significant factor behind low satisfaction levels on some estates and dissatisfaction amongst leaseholders with value for money. The survey data will allow officers to target remedial measures more effectively in those specific areas where there is the greatest potential for service improvements and an increase in residents' satisfaction.
14. The need for continued improvement in maintenance and in stock condition is recognised and has now been incorporated into the City's cyclical and planned maintenance programmes, including for example window replacement and environmental improvements and improvements to communal facilities on some estates.
15. The survey data has been collated into individual estate reports. Officers will use these to incorporate remedial measures into service plans and individual estate plans for 2016 to ensure the key findings from the survey are addressed.
16. A preliminary review of financial data relating to service charges is already underway. This will be followed by a comprehensive review of service charges across the City's entire stock to help underpin improvements in value for money for both tenants and leaseholders. The review will also look at improving transparency – identified as a key to improving leaseholder perceptions in the London Assembly report.

## **Appendices**

- None

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<b>Committee(s)</b>	<b>Dated:</b>
Housing Management and Almshouses Sub	18/01/2016
<b>Subject:</b> The City of London Housing Tenants' Agreement and Handbook	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>

## Summary

This report, which is for decision, presents Members with the updated City of London Housing Tenants' Agreement and Handbook.

The document has been updated to reflect changes in legislation and government guidance such as the Localism Act and welfare reform policy, to bring it in line with developing local housing management practice, policy and procedures, and to reflect the City's refreshed Allocations Scheme.

The main updates relate to the additional types of tenancies the City of London can offer and revert to, welfare reform and in particular universal credit, sheltered housing and the revised Complaints and Pets policies.

Tenant members of the Housing User Board were consulted during November 2015. Responses received support the updates proposed.

The Tenants' Agreement and Handbook are 'live' documents, which are subject to changes in legislation and policy. It will need to be revised later in 2016 to take into account the changes proposed in the new Housing Bill. As there is no timescale yet for those changes to be adopted, we are presenting the current changes now, but will bring more revisions back to Members as the new measures are confirmed.

## Recommendation

Members are asked to:

- Approve the updated City of London Housing Tenants' Agreement and Handbook.

## **Main Report**

### **Background**

1. The previous Tenants' Agreement and Handbook was approved by Members and formally introduced to City of London Housing Revenue Account tenants in August 2000. The document was subsequently revised and updated in September 2006.
2. The Tenants' Agreement and Handbook provides comprehensive and detailed information about being a City of London tenant as well as providing useful information about keeping a home in a good and safe condition. It also signposts tenants to whom they should contact if they should experience a problem or difficulty.

### **Current Position**

3. To reflect changes in legislation and government guidance such as the Localism Act and welfare reform policy, to bring it in line with developing local housing management practice, policy and procedures, and to reflect the City's refreshed Allocations Scheme, it has been necessary to update the document further.
4. A consultation exercise was carried out during November 2015 on the proposed updates. All tenant members of the Housing User Board were e-mailed the Agreement and invited to take part by commenting on the document. The Agreement was available on-line, with paper copies being sent on request.
5. Responses received during the consultation were complimentary of the Agreement and supportive of the proposed updates. Some of these responses suggested further revisions. Where practicable, these revisions have been incorporated in the updated Agreement.

### **Changes to the Agreement and Handbook**

6. By far the most significant changes to the Agreement are those contained within the section on Rent, Universal Credit and Housing Benefit. This section has been updated to reflect the changes made by the 2012 Welfare Reform Act.
7. From March 2015, Universal Credit started to replace a wide range of benefits and tax credits for people of working age. It is a single, monthly payment that includes help with a tenant's rent and which is paid direct to the individual claimant.
8. Universal Credit brings together six benefits and tax credits and replaces them with a single monthly payment. It is replacing the following:
  - Income based Jobseekers Allowance;
  - Income related Employment and Support Allowance;

- Income Support;
- Child Tax Credit;
- Working Tax Credit;
- Housing Benefit.

9. Changes have also been made to the section on Sheltered Housing. Whilst not driven by any Acts, legislation or guidance, this section has been updated to reflect local housing management good practice, policy and procedures within our sheltered schemes.

10. In a limited number of circumstances the City may now offer a Flexible Tenancy to new tenants or a Demoted Tenancy to existing tenants.

11. A Flexible Tenancy can be offered for a fixed-term period following an introductory tenancy. The City supports the limited use of fixed-term flexible tenancies where they are appropriate to local or scheme-based approaches. Examples of circumstances in which fixed-term, 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 a grant received from the Greater London Authority.

12. If a secure tenant engages in anti-social or illegal behaviour, we may apply to the court to ‘demote’ their tenancy. A Demoted Tenancy is similar to an introductory tenancy. If there are any further problems with the tenancy then we may take action to evict the tenant from their home subject to the right of the tenant to seek a review of this decision. If 12 months pass without any further action being taken against the tenant they will automatically become a secure tenant again.

13. Other changes include reference to the new Complaints and Pets Policies endorsed last year by your Committee and more general amendments to reflect other housing management guidance and good practice.

Table of changes

Previous Agreement	Proposed Agreement
<p><u>Tenancy Agreement.</u></p> <p>Reference only to Introductory, Secure and Non-secure tenancies</p>	<p><u>Tenancy Agreement.</u></p> <p>Flexible and Demoted Tenancies have been added.</p>

<u>Rent and Housing Benefit</u>	<u>Rent, Universal Credit and Housing Benefit</u>  This section has been updated to reflect the changes made to personal benefits by the Welfare Reform Act 2012 and in particular the introduction of Universal Credit
<u>Services for the elderly and disabled people</u>	<u>Sheltered Housing</u>  This section has been rewritten and re-titled to reflect good management practice in sheltered housing.  Reference to disable decorations allowance has been moved to the Repairs and Maintenance section
<u>Code of Customer Care</u>  This section previously included the Complaints process	<u>Making a Complaint</u>  This is a new section specifically detailing the process by which residents can make a complaint
<u>Living with your Neighbours</u>  The department's Pets Policy was included in this section. The previous policy did not allow cats or dogs	<u>Living with your Neighbours</u>  This section now includes the revised Pets Policy, allowing up to 2 house cats

### **Corporate & Strategic Implications**

14. The proposed updates will help continue to deliver one of the five strategic priorities of the Department of Community and Children's Services. This is:

- Homes and Communities : Developing strong neighbourhoods and ensuring people have a decent place to live.

### **Resource Implications**

15. As a result of reproducing a document of this size there will be a small financial implication due to reprinting the Agreement and Handbook. Whilst every effort will be made to issue the Agreement electronically, it is inevitable that hard copies will be required by some new tenants. An estimated budget of £5000 will therefore be required. This will be met from local risk budgets.



## **Legal Implications**

16. The Comptroller and City Solicitor has been consulted in the preparation of this report and throughout the process of updating the Agreement, and has no further comment to make.

## **Conclusion**

17. This report presents the updated Tenants' Agreement and Handbook. The updates have been necessary as a result of changes in legislation, good practice and government guidance. These changes have been consulted upon and endorsed by the Housing User Board.

## **Appendices**

- Appendix 1 – Tenants' Agreement and Handbook - sent electronically by email to Members.

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