

HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE

Monday, 26 September 2016

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, 26 September 2016 at 1.45 pm

Present

Members:

Virginia Rounding (Chairman)	John Fletcher
Ann Holmes (Deputy Chairman)	Deputy the Revd Stephen Haines
Randall Anderson	Dhruv Patel
Deputy John Barker	

Officers:

Philippa Sewell	-	Town Clerk's Department
Ade Adetosoye	-	Director of Community & Children's Services
Jacque Campbell	-	Community & Children's Services Department
Amy Carter	-	Community & Children's Services Department
Wendy Giaccaglia	-	Community & Children's Services Department
Liam Gillespie	-	Community & Children's Services Department
Paul Jackson	-	Community & Children's Services Department
Anne Mason	-	Community & Children's Services Department
Sonia Marquis	-	Community & Children's Services Department
Paul Murtagh	-	Community & Children's Services Department
Jacqueline Whitmore	-	Community & Children's Services Department

1. APOLOGIES

Apologies were received from Deputy Billy Dove, Deputy Henry Jones, Deputy Catherine McGuinness, Gareth Moore, Deputy Elizabeth Rogula, and Mark Wheatley.

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 4 July 2016 be approved as a correct record.

Matters Arising

DWP Grant

Members were pleased to note that the carry-forward had been agreed, and the same level of support to vulnerable households transitioning to universal credit could continue.

Housing and Planning Act

The Chairman asked officers to keep liaising with the Government to ensure the views of the Corporation, as a non-party political organisation, were known.

Communications Strategy for Projects

Officers advised that a communications strategy had been drafted for major works and developments and a Communications Officer was being recruited to oversee its delivery. In response to a Member's questions, officers undertook to bring the draft strategy to this Committee at their next meeting and include an update on the Middlesex Street works on the next monthly communication to residents.

4. **PRESENTATION: SOUTHWARK MEDIATION**

The Sub Committee received a presentation from Dave Walker from Southwark Mediation Centre, an independent service which had been working with the Corporation for approximately three years. Mr Walker advised that he had been involved in a variety of cases from neighbourhood disputes, to facilitating contractor meetings, and sought to improve relationships and communication overall, rather than solving one particular problem at a time. Members noted that the City of London Corporation took a proactive approach to solving disputes, asking for the Mediation Services to get involved early in order to pre-empt communication problems. Mr Walker advised that changing how officers and residents interacted with one another had positively affected their on-going relationship and allowed them to communicate more effectively.

In response to Members' questions, Mr Walker advised mediation could be a lengthy process, particularly when large groups of individuals were involved, as he needed to ensure all viewpoints were being communicated. Members noted that approximately 9 in 10 disputes could be resolved through mediation, but Mr Walker advised that those that couldn't be resolved still benefitted from exploring the option.

The Chairman thanks Mr Walker for his presentation, and Members noted that a conference showcasing the Centre's Youth Mediation Project and other work was being held on 10 October.

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 in Lambeth.

RESOLVED – That the report be noted.

6. **MAIS HOUSE DECANT PROGRAMME - UPDATE**

The Sub Committee received a report of the Director of Community & Children's Services regarding decanting the sheltered housing scheme at Mais House, which began in May 2016.

RESOLVED – That the report be noted.

7. **ANNUAL REPORT FOR TENANTS 2015-16**

The Sub Committee received a report of the Director of Community & Children's Services regarding the Annual Report for Tenants 2015-16.

RESOLVED – That the report be noted.

8. **COMPENSATION POLICY**

The Sub Committee considered a report of the Director of Community & Children's Services regarding the Compensation Policy. In response to Members' questions, officers undertook to clarify that Barbican leaseholders were not included and confirmed mediation was included in the Complaints Policy.

RESOLVED – That the Compensation Policy be approved for use as part of the Complaints management process.

9. **SELF-NEGLECT (AND CHRONIC HOARDING) PROTOCOL**

The Sub Committee received a report of the Director of Community & Children's Services regarding the Self-Neglect Protocol. Members noted how complex hoarding and self-neglect cases were, and congratulated officers on their handling of a recent case.

RESOLVED – That the report and protocol be noted.

10. **FIRE SAFETY PROTOCOL - COMMUNAL AREAS IN RESIDENTIAL BLOCKS**

The Sub Committee considered a report of the Director of Community & Children's Services regarding the Fire Safety Protocol for communal areas in residential blocks. In response to the Chairman's suggestion, officers confirmed that photographs would be included in the guidance sent to residents.

RESOLVED – That the protocol be endorsed for immediate adoption and implementation.

11. **GATEWAY 3/4 OPTIONS APPRAISAL: MIDDLESEX STREET ESTATE, PETTICOAT TOWER, REPLACEMENT OF WINDOWS AND BALCONY DOORS**

The Sub Committee received a report of the Director of Community & Children's Services regarding the replacement of windows and balcony doors on Petticoat Tower, Middlesex Street Estate. In response to a Member's query over the full history of the works, officers offered to brief Members outside of the meeting.

RESOLVED – That:

- a) the budget of £787,500 be noted;
- b) Option 2, to replace the existing windows and door with an equivalent layout with double glazing, be approved for proceeding to Procurement and Gateway 5; and
- c) £14,000 be approved for staff time, surveyor costs, and Principal Designer costs.

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

In response to a question, officers undertook to liaise with the Chairman about organising this year's Christmas Hamper visit to the Almshouses.

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

There was no other business.

14. **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
15-17, 19	3
18	-

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the meeting held on 4 July 2016 be approved as a correct record.

16. **THAMES WATER CONTRACT**

The Sub Committee received a report of the Director of Community & Children's Services.

17. **HORACE JONES HOUSE, TOWER BRIDGE - FIRST YEAR UPDATE**

The Sub Committee received a report of the Director of Community & Children's Services.

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

There were no non-public questions.

19. **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 other business.

The meeting ended at 2.43 pm

Chairman

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