



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

Date: MONDAY, 27 NOVEMBER 2017
Time: 2.00 pm
Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

Members: Randall Anderson (Chairman)
John Fletcher (Deputy Chairman)
Mary Durcan
Marianne Fredericks
Alderman David Graves
Barbara Newman
Dhruv Patel
Susan Pearson
Deputy Elizabeth Rogula
Deputy John Tomlinson
Deputy Henry Jones

Enquiries: Julie Mayer: 020 7 332 1426
julie.mayer@cityoflondon.gov.uk

Lunch will be served in the Guildhall Club at 12.45PM

**PLEASE NOTE; THERE WILL BE A BRIEFING SESSION ON THE
MAJOR WORKS PROGRAMME AT 1.30 PM**

**John Barradell
Town Clerk and Chief Executive**

Member Briefing Session - Major Works Programme

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 26 September 2017.
For Decision
(Pages 1 - 8)
4. **TERMS OF REFERENCE AND FREQUENCY OF MEETINGS**
Town Clerk to be heard.
For Decision
(Pages 9 - 10)
5. **HOUSING ESTATES - ALLOCATED MEMBERS REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 11 - 20)
6. **PROPERTY AND HOUSING SERVICES RISK REGISTER UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 21 - 28)
7. **FIRE SAFETY UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 29 - 32)
8. **FIRE PROTOCOL**
Report of the Director of Community and Children's Services.
For Decision
(Pages 33 - 50)
9. **ESTATE SATISFACTION SURVEY DATA REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 51 - 78)
10. **CITY OF LONDON ALMSHOUSES REVENUE AND CAPITAL BUDGETS 2017/18 AND 2018/19**
Joint report of the Chamberlain and the Director of Community and Children's Services.
For Decision

11. **GREAT ARTHUR HOUSE PROGRESS UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 89 - 92)
12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
14. **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
15. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 26 September 2017.
For Decision
(Pages 93 - 94)
16. **MAIS HOUSE DECANT PROGRAMME UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 95 - 98)
17. **PERMISSION TO WITHDRAW ALMSHOUSES LICENCE**
Report of the Director of Community and Children's Services.
For Decision
(Pages 99 - 100)
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
19. **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**
Tuesday, 26 September 2017

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

Present

Members:

Randall Anderson (Chairman)
John Fletcher (Deputy Chairman)
Mary Durcan
Marianne Fredericks
Alderman David Graves
Barbara Newman
Dhruv Patel
Susan Pearson
Deputy Elizabeth Rogula

Officers:

Julie Mayer	-	Town Clerk's Department
Mark Jarvis	-	Chamberlain's Department
Jacque Campbell	-	Community and Children's Services
Paul Murtagh	-	Community and Children's Services
Amy Carter	-	Community and Children's Services
Paul Jackson	-	Community and Children's Services
Adam Johnstone	-	Community and Children's Services
Jacqueline Whitmore	-	Sheltered Housing Manager

1. APOLOGIES

Apologies were received from Deputy John Tomlinson and Deputy Henry Jones.

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

There were no declarations.

3. MINUTES – That the public minutes and non-public summary of the meeting held on 3rd July 2017 be approved.

Matters arising:

- A dashboard covering applications would be included in the Sub Committee's bi-annual report.
- Fire doors would be covered under item 9 on today's agenda.

- Frequency of meetings would be covered at the next meeting, when the Sub Committee will be asked to consider its Terms of Reference, for final approval by the Grand Committee and the Annual Court of Common Council in 2018.
- The Risk Register would be presented to the next meeting, when Members will be asked to consider how often they would like to receive this report.

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

The Sub Committee received a report of the Director of Community and Children's services which provided an update on the Mais House Decant Programme. Members noted that a further resident had been re-housed, with another due next week, leaving a balance of 12 residents.

Members noted that the Merchant Taylors had offered assistance and the Sheltered Housing Manager was a member of the Almshouses Association Group, which provided networking opportunities and helped raise awareness. The Assistant Director reminded Members of the Outline Housing Programme, previously presented to the Housing Management and Almshouses Sub Committee, which sought to provide 700 units. The Assistant Director offered Members a delivery update at the next meeting. Members noted that all new homes in London must be 'lifetime standard' and particularly noted the City of London Corporation's aspiration to provide lifetime homes for older residents.

RESOLVED, that – the report be noted.

5. **CITY OF LONDON ALMSHOUSES UPDATE**

The Sub Committee received a report of the Director of Community and Children's Services which provided an update on the City of London Almshouses. Members noted that pre-planning permission was awaited from Lambeth Council for the windows and the contract of works could then go out to tender. The Chairman and Deputy Chairman had asked for estate updates to future meetings and the Assistant Director offered a presentation to the next meeting on the Major Works Programme, which would become a standing agenda item.

Members noted the date for this year's Christmas Hamper delivery of 1st December 2017 and the Town Clerk would confirm details and arrange transport in due course.

RESOLVED, that – the report be noted.

6. **CUSTOMER SERVICE STANDARDS REVIEW**

The Sub Committee considered a report of the Director of Community and Children's services in respect of the Customer Service Standards Review, which would re-launch the Customer Care Standard. Members noted the very strong performance in processing complaints and the other standards would be enforced with extra training for all front-line staff and by working with managers on appraisals and performance management.

RESOLVED, that – the implementation of the new Customer Service Standards be approved.

7. **HOUSING ALLOCATIONS SCHEME 2017**

The Sub Committee considered a report of the Director of Community and Children's Services in respect of the proposed City of London Corporation Housing Allocations Scheme 2017. Members had seen an earlier version of the report in May 2017 and noted that this later version followed consultation during the summer with partners and the public. Officers agreed to investigate whether a private pension would count as 'savings'. Finally, Members asked if key information could be more visible in the covering reports, rather than as part of several appendices.

RESOLVED, that:

1. The feedback received during the consultation and the suggested changes to the Allocations Scheme 2017 be reviewed and noted.
2. The amended Allocations Scheme for 2017 be recommended for approval by the Community and Children's Services Committee, subject to clarity about whether a private pension would count as savings.

8. **HOUSING STRATEGY**

The Sub Committee received a report of the Director of Community and Children's services which provided an outline of a proposed new Housing Strategy. Members were asked to consider whether the proposed areas of focus outlined were the right ones and to offer any initial feedback on the key questions posed within each area. Members agreed that the outline was very good and had found the recent programme of estate visits helpful. Members were asked to provide general comments on the report to adam.johnstone@cityoflondon.gov.uk and for comments or queries on Housing Strategy and the City of London Corporation's Housing Stock to paul.murtagh@cityoflondon.gov.uk.

RESOLVED, that – the report be noted.

9. **FIRE SAFETY**

The Sub Committee received a report of the Director of Community and Children's services which provided an update on fire safety since the paper was presented to the July Meeting, shortly after the Grenfell Tower fire. Members noted that they would receive updates at future meetings for as long as necessary. Officers highlighted the actions and ongoing works since the last meeting as follows:

- A communications plan was in place for the next 12 months.
- Guidance had been issued on what can and cannot be stored on balconies.
- A new programme of visits had been scheduled to carry out fire risk assessments and identify works required.
- The draft feasibility study into the potential installation of sprinkler systems in the City's tower blocks has been drafted and submitted to the London Fire Brigade for comment. Once this has been done, the study will be analysed and a subsequent report and recommendations presented to Members of this Committees.
- It was expected that the City of London Corporation's doors, where in their original state, would generally provide nominal fire resistance of between 15 and 20 minutes. In line with the City's commitment to upgrade the main entrance doors in its homes to up to 60 minutes fire resistance, a number of properties included in the Decent Homes Programme (Phase 2) have been identified to have replacement doors with the original doors sent off for testing.
- Following discussions with the City's Fire Safety Advisor, it has been agreed that future Fire Risk Assessments will be a 'Type 3' assessment. Type 3 assessment differs from the previous 'Type 1' assessments in so far as it includes an internal inspection of a sample number of flats to consider the means of escape and fire detection (i.e. smoke alarms) within the flats. The previously used Type 1 assessment covered common parts only. Inspections were due to start during early in October and completed by end of November, which was well within the Annual Review timescale of August 2018.
- The works identified by the Fire Brigade were well underway.

The following issues were raised during questions:

- If alarms were in a communal area or if they were notified by a resident of an alarm sounding, the Fire Brigade was obligated to attend.
- All works would be done as a single project rather than in isolation but the works to the doors would have priority.
- Home visits would provide information on vulnerable residents and those with mobility issues as well as highlighting any safeguarding concerns.
- Members praised officers' good communications with residents and asked for this to continue in respect of recharges to leaseholders with regard to fire safety works. Members noted that a barrister specialising in landlord/tenant matters has been instructed to advise on the legal position relating to recharging leaseholders for fire safety improvement

works. Officers will work with the City Solicitor to produce a report on the outcome of this advice to a future meeting of the Housing Management and Almshouses Sub Committee.

- The Fire Brigade generally advised against the use of fire extinguishers unless residents were very conversant in their use.

In concluding, Members commended the excellent work of officers in their response to the Grenfell Tower fire and the speedy production of this report and the follow up work.

RESOLVED, that – the report and comments as set out above be noted.

10. **GATEWAY 7 - OUTCOME REPORT: - REFURBISHMENT WORKS TO DOOR ENTRY SYSTEMS AT THE GOLDEN LANE (PARTIAL), HOLLOWAY AND YORK WAY ESTATES**

The Sub Committee considered a report of the Director of Community and Children's services in respect of the outcome of the refurbishment works to door entry systems at the Golden Lane (partial), Holloway and York Way Estates.

RESOLVED, that – the lessons learnt be noted and the project be closed.

11. **GATEWAY 7 - OUTCOME REPORT: DECENT HOMES WORKS TO PROPERTIES PREVIOUSLY OMITTED FROM PROGRAMMES PROGRAMMES (CALL-BACKS 2013-17)**

The Sub Committee considered a report of the Director of Community and Children's Services in respect of the Decent Homes Works to properties previously omitted from programmes (callbacks 2013-17). Members noted that works relating to the above reports had taken place while the current team was evolving. The Assistant Director advised that the current team had far more resources and greater project management skills in house, which would continue to show improvements going forward and enable more detailed surveys and analysis before works commenced.

Two Members had been on a site visit last week to Great Arthur House and, having found many issues unresolved, asked for a report to the next meeting. Members were particularly concerned that some Leaseholders had been making payments since the Section 20 Consultation had started. Officers were working with the City Surveyors to bring a speedy resolution to the outstanding building related issues and a new show flat had been prepared for residents to see how these outstanding matters could be resolved. Officers advised that any debts would not be enforced until all circumstances were fully understood. Members noted that the Service Charges Team were engaging with residents and producing a leaflet, offering a simple explanation, which they offered to share with Members.

In respect of the dirty windows at Crescent House, officers advised that there is a programme of external cleaning. Improvements would only be realised if the cleaning was done more frequently and this would have cost implications for residents. A Member suggested that dirt proofing technology be investigated for the City's new window replacement programme. The Assistant Director offered to include Crescent House in his November briefing to the Sub Committee.

Officers explained the loan scheme and interest free period and Members noted that the team worked on a case-by-case basis and helped residents in genuine hardship. Members noted that the works would be complete by the end of November and the internal works by end of December.

Members noted that the Housing Stock Survey was now underway and covered, in the main, the Decent Homes Standard and issues relating to the Health, Hazard and Safety Rating System (HHSRS) including asbestos and fire safety. The completed stock condition survey would provide the City of London Corporation with critical information, not only on the current condition of the stock, but will also inform future planned maintenance and major works programmes. Officers confirmed that there was a programme of works for signage maintenance and replacements for all of the City's Estates.

Finally, officers advised that a residents' survey was planned for November this year and the Chairman stressed the need for wide engagement in promoting integrated communities.

RESOLVED, that – the lessons learnt be noted and the project be closed.

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

There were no questions.

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
15-21

Paragraph
1,2,3

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the meeting held on 3rd July 2017 be approved

16. **THE CITY OF LONDON ALMSHOUSES (1005857)**
The Sub Committee considered and approved a report of the Director of Community and Children's services in respect of the City of London Almshouses (1005857).
17. **INCIDENT AT CITY OF LONDON ALMSHOUSES**
The Sub Committee considered and approved a report of the Director of Community and Children's Services.
18. **GATEWAY 5 - AUTHORITY TO START WORK: WILLIAM BLAKE ESTATE CCTV INSTALLATION**
The Sub Committee received a report of the Director of Community and Children's Services.
19. **WELFARE BENEFITS UPDATE & FINANCIAL INCLUSION PROGRAMME**
The Sub Committee received a report of the Director of Community and Children's Services.
20. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.
21. **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 3.30pm

At the end of the meeting, Members stayed for a briefing session on rent setting and collection

Chairman

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HOUSING MANAGEMENT & ALMSHOUSES SUB COMMITTEE

Constitution

- 8 Members to be elected by the Community & Children's Services Committee, including the Chairman and Deputy Chairman.
- It is convention for the Chairman and Deputy Chairman of the Grand Committee to be appointed to this Sub Committee as ex-officio Committee Members.

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

Quorum

Any three Members.

Terms of Reference

To be responsible for:-

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

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Committee	Dated:
Housing Management & Almshouses Sub-Committee	27/11/17
Subject: Housing Estates – Allocated Members’ Report	Public
Report of: Director of Community & Children’s Services	For Information
Report author: Wendy Giaccaglia, Area Manager, Out-of-City Estates	

Summary

This report, which is for information, provides an update for the Committee on events and activities on the City of London Corporation’s social housing estates.

The report is compiled in collaboration with Allocated Members, whose role is to take an active interest in their estate, to champion residents and local staff and to engage with housing issues in order to play an informed part in housing-related debates within the Committee.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Allocated Members Scheme was introduced in 2000, when Members of the Community & Children’s Services Committee were allocated to different City of London Corporation housing estates. This report is presented to the Housing Management Sub-Committee twice a year.

General Estate Matters

2. Members toured the estates in September with Housing staff to look at the buildings and grounds, and to speak to staff on the estates.

Avondale Square Estate Manager, Shaun Thurston, and Head of Estates, Bayo Igoh, attended the LB Southwark Housing Heroes Awards in July where the City of London were presented with the Good Landlord Award for the work we do with the wider Old Kent Road community. It was a great honour to have won this award. In addition to this recognition, Shaun Thurston was recognised by the Mayor of Southwark for his contribution to community building in Southwark at the Big Local/South Bermondsey Partnership Champions Event at Millwall’s football ground in June.

3. Following the devastating fire at Grenfell Tower, all estate staff have been working to ensure their estates are made as safe as possible, including ensuring the removal of items in communal areas that may present risks. Fire Risk Assessments are being undertaken on all of our estates, and Estate Managers are accompanying assessors on these visits.
4. Residents are using the NoiseApp to record incidents of noise nuisance from their smart phones. It has aided in the investigation of noise disturbance, as it is easy to use and allows us to hear exactly what the residents are hearing.
5. Several Community events have taken place across several of our estates, including the annual Picnic on the Green on the Avondale Square Estate, which gets better each year. Sumner Buildings had a summer party for the first time in several years with the support of the estate team. Residents enjoyed the event, and vowed to continue it annually. There was a garden party at the City of London Almshouses over the summer which drew residents and their families out to play games and eat lovely food organised by the Scheme Manager and Sheltered Scheme Officer.

Avondale Square Estate – Allocated Member, Deputy John Tomlinson

6. I have been contacted by the Estate Manager, Shaun Thurston, and am looking forward to meeting him and the estate team very soon. In the meantime he has sent me updates on what is going on at the Avondale estate.
7. There have been some changes in staff on the estate since the last report, with Estate Officer, Rachel Punter, taking a secondment opportunity at Mais House where she is the Scheme Manager, working with the few residents remaining in that scheme before it is redeveloped. Adedeji Folami has been covering her post as Estate Officer for Avondale, and he has settled in very well on the estate.
8. I am pleased to announce that both Avondale Community Events (ACE) and the Avondale Estate Team have been recognised and awarded for their achievements on the estate. ACE were national finalists for the TPAS awards in Excellence in Community Action, while the Avondale Estate Team won the Good Landlord award during the Housing Heroes awards for the London Borough of Southwark.
9. ACE held their annual Picnic on the Green on Saturday, 9 September which proved to be a hugely successful day as children across the estate enjoyed a day of activities which included a bouncy castle, face painting and arts and crafts.
10. ACE secured a grant for the planting of a living wall on one of the main garages as you come into the estate. The work has now been carried out and the plants are in, so we are looking forward to seeing the results next summer.

11. In response to residents' concerns about anti-social behaviour on the estate, the estate team have been working hard to improve security and safety. Further CCTV cameras have been fitted across various locations on the estate to monitor the hot spot areas. In addition, the estate team work closely with the local Safer Neighbourhood Team (SNT) who have now stepped up patrols within stairwells and communal areas to catch offenders.

Small Estates (Dron House, Isleden House and Windsor House) – Allocated Member, Deputy Elizabeth Rogula

12. I am in regular contact with the Estate Manager, and her team to discuss issues relating to the three small Housing Estates.
13. I am delighted to report the Contractor, Open View, have completed the Electrical testing and smoke detector installation project for all tenanted properties at Windsor House and Dron House.
14. Decent Homes contractor, TSG, held 'Meet The Contractor' events at both Windsor and Dron Houses in August. Tenants were invited to have a look at the different types of kitchens and bathrooms that were being supplied. They were also able to book a survey and an appointment for their property to be inspected. I am pleased to report that these meetings were well attended, with residents feeding back that they appreciated being able to meet the contractor and talk to CoL staff at the same time.
15. I am pleased to report that Dron House Estate has appointed a new Estate Officer. Gavin Orr joined us from Open Spaces in June. Gavin has settled in extremely well and is already held in high regard by the residents, staff and contractors alike. He is an important and valued member of the Dron House Team.

Golden Lane Estate – Allocated Member Barbara Newman, CBE

16. Estate staff would like to welcome Barbara Newman CBE as our new Allocated Member. We look forward to her visiting us and the development of a great working relationship.
17. The Estate Manager and Area Manager (City & Fringes) continue to meet with Cripplegate Ward Members on a regular basis.
18. The Great Arthur House curtain wall project continues. There have been delays due to issues around the window sills, condensation and the final internal finishing. These items are currently being addressed and estate staff continue to keep residents informed through regular newsletters and bulletins.
19. Lift modernisation works are nearing completion. Work is currently being undertaken on the lifts serving Basterfield House and Cullum Welch House. Works on the second lift in Cullum Welch House and the lift in Bowater House will commence in the New Year. We anticipate that all work will be completed by the end of March 2018. Residents are being kept updated on progress.

20. Refurbishment work on the Community Centre has commenced and the new centre has started taking shape. Locality has surveyed residents about the possible move of the estate office to the community centre. They are also working with the community centre steering group on the management of the centre when it reopens in April 2018. We will continue to work with the residents' group and keep the wider estate informed of progress.
21. The tiles for the gable end walls at Stanley Cohen House have finally arrived. The black plastic protection has been removed and the preparation work is well underway. We have kept residents informed about progress and we have been working with those directly affected to ensure that disruption is kept to a minimum.
22. The central heating boilers renewal across the estate is almost complete. Renewal of the boilers in Great Arthur House has been temporarily suspended due to the curtain wall project. Once the work to the block is complete, the new boilers will be installed.
23. Resident drop-in sessions continue to be held regularly. City Officers and contractors are able to engage with residents on a one-to-one basis to discuss projects or matters of personal interest. We remain fully committed to ensuring residents are involved in the development of the community and that they are engaged in discussions about the estate. Members will soon be notified of the drop-in and walk-about dates for 2018.

Holloway & York Way Estates – Allocated Member, Mary Durcan

24. I am pleased to report that I met with Estate Manager Greg Nott and the rest of the team for the first time during a members visit to see both sites. During the visit it was highlighted how well kept and maintained the estates were.
25. I also visited the York Way estate again at the end of September to discuss the estates in more detail with Greg. We discussed upcoming projects and development of the estate. We also discussed estate improvement ideas for the estates, such as the recycling proposal on the Holloway estate. I was pleased to learn that the York Way 50th anniversary celebration is currently being planned, and will be a great highlight for the year to come.
26. Resident meetings were held in September for both Holloway and York Way. The drop-in sessions provided residents with the opportunity for one-to-one discussions with the officers of their choice to be able to talk about things that matter to them. Officers from the estate teams and homeownership attended both meetings, providing information and assistance to the residents.
27. Greg has made some headway on various improvements. York Way has now had approval to refurbish the community hall toilets, and this work is due to start in January 2018. Another small project that is due to go ahead is the much needed replacement of the speed bumps throughout the York way estate.

28. The Holloway Estate Garden Project continues to grow, with more residents taking an interest in the area. A launch party is planned in late November to coincide with the completion of the sheltered seating area. We've applied for additional funding through the City's Stronger Communities grant fund.
29. Some important maintenance projects have taken place and are on-going on both estates. These include the electrical testing and rewiring in properties and communal areas, and Phase Two of Decent Homes for properties in need of kitchen and bathroom replacements.

Middlesex Street Estate – Allocated Member, Deputy Henry Jones

30. Estate Manager, Michelle Warman, has implemented a more customer focused housing team with the support of Matt Ring, Estate Officer and Charlotte Gliniecki, Customer Services Officer. Michelle has made the team more accessible by having alternative housing surgeries on the Podium, and making herself and the team more visible to the residents.
31. Two properties have been investigated for illegal sub-letting, and have been found to have unauthorised occupants living in them. For one of them, the keys have been returned and the Tenancy Fraud team is pursuing a criminal case against the tenant. The other case will likely go through the court process for eviction.
32. Michelle has identified a significant number of vulnerable residents and has been having regular Adults at Risk meetings with Social Services, the Police and Tenancy Support. These meetings have made a difference to the support needs of some residents, with one having been moved to a place of safety. Michelle has made important links with partners of other services, which has had a positive impact on those residents.
33. There have been a number of resident meetings, including the regularly planned drop-in meetings that most of the City Estates have adopted, as it is a more productive way of engaging with residents. At these meetings, residents raised concerns that the estate is particularly vulnerable due to the ANPR system having constant fault. These faults have resulted in the shutters having to be left open, allowing unauthorised access by vehicles, in addition to rough sleepers and drug users. To combat this, Michelle organised an open meeting in May, inviting City Police, St Mungos, ParkGuard and the Homelessness officer for the City of London to speak to residents. This was well attended, and there was a follow-up meeting in August for the Police to update residents on issues that were raised. The ANPR system has been upgraded to a digital system as a result, and is working much better.
34. In May there was a consultation with the young people who use the Youth Club in Middlesex Street. City Gateway, with support from Leila Ben Hassell, discussed what facilities young people would like to have. Their opinions were sought on the proposal for the outdoor gym equipment. Michelle arranged a prize draw vouchers to thank them for their input. A follow-up meeting is planned for before Christmas.

35. Andrew Carter and Jacquie Campbell visited the Estate with Senior Managers in July for a fire safety drop-in following the tragic fire at Grenfell Tower to reassure residents and take questions on any concerns they may have.
36. The Recycling team had a Give and Take day in October to promote recycling in the City and to give residents the opportunity to clear out unwanted items. The Bulk Waste collection team were on-site to take away large items. Michelle used this opportunity to work with a hoarder living in one of the studio flats along with her support worker to make further progress with reducing the amount of clutter in her flat.
37. The survey for the glass panels on Petticoat Tower has been completed and has been incorporated with planned works to replace the current panels with a safer, stronger design.
38. The landscaping project to improve Artizan Street outside Petticoat Tower began in July, and has caused a lot of disruption to the residents and visitors to the Library facilities. Michelle has been working closely with the project Engineer for the City of London and Rineys to communicate progress on the project to residents. In particular, she has planned and managed the car park facilities in conjunction with the contractors to allow the paving work to be completed with as little disruption as possible at the entrance to the car park via Harrow Place.
39. Tesco Funding, managed by Groundworks, is providing a £10,000 grant for Podium Improvement Project, which includes an outdoor gym and improvements to the ball court. This is a resident-led project, with the funds being managed by the Garden Club. They have already made progress with the project and have installed a water feature. The Club are currently working on a space for a memory garden, and repairs and maintenance of the wooden seating and planters.
40. The outdoor gym project, overseen by Leila Ben-Hassell and Michelle, is in the planning stages. The gym is planned to be placed under the arch on the Podium to create a calming space to enjoy the gym equipment. The planters currently situated in this area will be relocated to the area in front of the tower to fill a void space that is currently used for ball games.
41. On the 9th September 2017 along with myself the Garden Club, John Fletcher and the Estate Team we organised and funded a resident summer Podium Party. The Portsoken Volunteers carried out a Musket Display with live fire, and were happy for residents and guests to take advantage of photo opportunities with them. There were activities for the children, including face painting and a bouncy castle. There was live music, food and drink supplied. The Library team were also part of the day and arranged some craft activities for the children. It was very well attended and an example of excellent partnership working between members, Estate Team, Library Team and residents.

42. I was also privileged to organise a very special birthday party on the 17th October 2017 at the Dorsett Hotel as promised for one of our long-term residents Manny Blankett as he reached his 100th Birthday. The Estate Team were a fundamental part of the planning stages, they designed the invitations and met with Manny to put together the list of invites of friends, family and a selection of neighbours which the Estate Team were able to send out and manage the RSVP list. The Estate Manager organised the telegram from the Queen, and once again the Portsoken Volunteers supported this event and welcomed the Lord Mayor & Lady Mayoress into the building. As it was also his birthday I presented both Manny and the Lord Mayor with a birthday cake to celebrate the occasion. Catherine McGuinness, Alderman Sir Michael Bear, Lady Bear and Chief Commoner Wendy Mead were amongst the 80 guests. The Dorsett Hotel very kindly funded the evening as it was a landmark birthday

Southbank Estates – Allocated Member, Randall Anderson

43. Since the last update a resident's drop in session was held in 11th April 2017 at Blackfriars Settlement. A number of residents participated and had discussions with officers about repairs, projects and general estate matters. Dave Walker from Southwark Mediation Service was also on hand to talk to residents about the services his centre offers. Residents continue to give good feedback on the venue and the less formal format of the drop-in sessions.

44. The residents at Sumner Buildings put on a very successful Fun Day event in August. The event was very well attended by residents from all over Southbank Estates and local business provided raffle prizes. There was music and entertainment for the children. The event has now inspired the residents to plan future social events for the estate. The event was supported by the Southbank Estate Team, who not only helped out with the organising, but also approved community grant funding.

45. In August, Andrew Carter held a Fire Safety drop-in at Blackfriars Settlement to give residents reassurance following concerns raised after the tragic Grenfell Tower fire. No residents attended this session, even though it was well-advertised. Feedback we've had from residents following that session was that many felt the City did a good job of giving out clear information in the days and weeks following the tragic fire at the Grenfell tower.

46. The pilot project to install CCTV at William Blake Estate was completed in September. It is hoped that their presence will help to tackle anti-social behaviour in the area. The project has been warmly welcomed by the residents who have been liaising closely with the Estate Teams and local police to improve security around the estate.

47. Committee Members were taken on a tour of Southbank Estates in September, where we had the opportunity to meet some of the Estate Teams.

Sydenham Hill Estate – Allocated Member, Susan Pearson

48. A drop-in session took place in July at the Lammas Green community hall. Residents were given the opportunity to discuss the department's new Allocations Policy as part of the consultation process. Information booklets were distributed and residents were encouraged to complete a survey. Residents also had the opportunity to talk to the new Communications Manager to discuss any concerns about the Mais House redevelopment.
49. Residents at Sydenham Hill Estate are currently being consulted on whether they would like their winter meeting to take place during the day. The summer meeting would continue to be in the evening so that those at work could still attend if they wish.
50. The Estate team are currently exploring solutions to tackle local fly tipping which is becoming a challenge on the estate.
51. Committee Members were taken on a tour of Sydenham Hill Estate in September and had the opportunity to see the inside of Mais House and Lammas Green. I look forward to returning to the estate and working with Sonia, her team, and residents.

Sheltered Housing

Mais House – Allocated Member - Mark Wheatley

52. I met with Jacqueline Whitmore, Sheltered Housing Manager and visited Mais House during the summer.
53. The decant of Mais House residents has gathered pace since the last report with resident moves to their new homes planned up until early December. There may only be three or four residents left in Mais House by the end of 2017 if all goes to plan. London Borough of Lewisham have supported residents who wish to remain in the local area to find new homes through their vacant property adverts, and we have been fortunate that a local Almshouse, St Clements Heights, have been able to allocate homes to six residents, very nearby Mais House.
54. The fish who have long enjoyed their home in the Mais House entrance pond have had a decant of their own – they were moved in the autumn to Harman Close where the pond filters and pumps were upgraded to welcome the new “residents” from Mais House. I’m pleased to say that the move went swimmingly.

Harman Close – Allocated Member - John Tomlinson

55. Work on the garden at Harman Close, undertaken by GroundWorks as part of the Tesco Bags of Help scheme, was completed earlier this year, enabling residents to grow their own vegetables during the summer. Residents also started a gardening club to encourage friends and neighbours to join in their

success. The residents were so pleased with the result of the garden work, Scheme Manager Carl Newbold applied for a further grant to create a picnic area and successfully won £2000 in grant funding.

56. Under the Decent Homes project, work to replace the heating at Harman Close was due to commence in the summer. However, due to technical issues, this work will now commence early Spring 2018. Residents were able to view and “feel for themselves” the new system proposed for their homes as a pilot was run with new radiators installed in an empty flat for residents to view and feel how efficient the system will be even on low settings. This flat is now occupied and the resident is very pleased with the performance and control over his heating system.

Isleden House - Allocated Member Elizabeth Rogula

57. I visited Isleden House during the summer and see Jacqueline Whitmore Sheltered Housing Manager often throughout the year. Isleden House sheltered residents have thoroughly enjoyed the use of their new gym equipment installed a few months ago. One resident has been able to maintain his fitness and upper body strength after vital surgery which has been very positive for him. Several residents who have not taken exercise for more than 20 years have enjoyed a new found energy after beginning a new exercise regimen using the equipment on a daily basis. The residents decided themselves there would be a core time for use so as not to disturb nearby neighbours (9am–5pm daily) and this has been successful. Although the vegetable garden space has been used for the gym area, raised beds were created to make it easier for the keen gardeners to continue growing their favourite vegetables throughout the summer.



58. The communal hall has benefited from a fresh new look after redecoration last month, the colour scheme picked by resident majority choice is very warm and welcoming. The work undertaken included repairs to the entrance hallway, and decorated offices which are now bright and fresh for both residents and staff.

Background Papers

This report was compiled in consultation with the Allocated Members, managers and staff of the City of London's housing estates.

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Committee	Dated:
Housing Management & Almshouses Sub-Committee	27/11/2017
Subject: Property and Housing services risk register update	Public
Report of: Director of Community & Children's Services	For Information
Report author: Bayo Igoh, Head of Estates	

Summary

The Departmental Risk Register contains a number of strategic risks which are either specific or relevant to Housing. This report presents these risks to Members and highlights any key points. Actions to mitigate the risk are in place, and are being delivered to anticipated timescales. The risk register is used to identify, assess, and manage risks down to acceptable levels through a review and updating process. The report provides details of all risks that have been identified along with their analysis and plans for how those risks will be treated. The risk register has been collated during Quarter 2 (July to August 2017). It is proposed that the risk register will be updated and attached as an appendix to the Housing Update which is presented to the Housing Management & Almshouses Sub-Committee every six months.

Recommendation

Members are asked to note the update and progress of the extract of the Departmental Risk Register which relates to Housing.

Main Report

Current Position

1. The Departmental Risk Register contains a number of strategic risks which are either specific or relevant to the Housing & Neighbourhoods Division and/or the Barbican & Property Services Division. Having identified the key strategic risks, officers report actions already taken to mitigate against the likelihood and impact of these risks. The risk is then reassessed.
2. Each risk is then accompanied by an action plan which identifies future actions to be taken.

3. During the quarter, two risk ratings have changed:
 - **HS 003 Lone Working:** the rating on this risk has reduced from red to amber as it has been agreed to use Skyguard as the lone worker protection device.
 - **HS 004 Housing Finance Charges:** the rating on this risk has reduced from amber to green.
4. No red risk ratings reported this quarter.
5. Two amber risk ratings reported this quarter:
 - **HS 003 Lone Working:** it has been agreed to use Skyguard as the lone worker protection device. Following a review of the DCCS Lone Working Procedures system, further instruction and training has been carried out to ensure that there are robust processes, procedures and monitoring systems in place to protect staff at all times whilst carrying out their duties and responsibilities.
 - **HS 002 Fire Risk Assessments:** All Fire Risk Assessments for residential and commercial properties managed by the Department of Community and Children's Services have been completed by independent assessors every 3 years. The Fire Risk Assessments done in 2016 highlighted no major areas of concern or risk. From 2017 Fire Risk Assessments will be undertaken on an annual basis by independent assessors. Frankham Risk Management is currently carrying out the 2017 Fire Risk Assessments. These are more detailed than previous assessments and will give us a full picture of the effectiveness of fire safety measures on our estates, and what we need to do to improve this.
6. A summary of the risk register is provided in Appendix 1.

Next steps

7. The Departmental Risk Register is currently reported on a regular basis to the Community & Children's Services Committee. At the request of Members, we are now bringing the specific risks associated with Housing to your Sub-Committee. We propose that, in future, this report will be incorporated into the six-monthly Housing Update, with the Risk Register extract attached as an appendix.

Appendices

- Appendix 1 – Property and Housing Services Risk Register summary


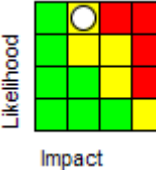

Bayo Igoh

Head of Estates, Community & Children's Services

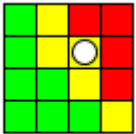
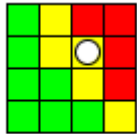

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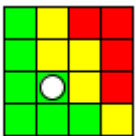
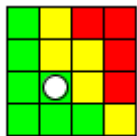
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Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DCCS HS 002 Failure to carry out and review effective Fire Risk Assessments for more than 5000 units of residential accommodation and a number of commercial units 14 Jan-2016 Paul Murtagh	Cause Fire Risk Assessments for managed properties not carried out effectively Event Fires do occur from time to time. Effective Assessments reduce the risk and identify if any changes to procedures or maintenance regimes that need to be reviewed or introduced Effect Fires can lead to significant property damage and potential loss of life		12	All fire risks assessments for residential and commercial properties managed by the Department of Community and Children's Services for 2016 have been completed by independent assessors and have been quality assured. From 2017 fire risk assessments will be undertaken on an annual basis by independent assessors. 2017 Fire Risk Assessments have now commenced and it is anticipated they will be completed by end of November 2017 08 Nov 2017		8	30-Nov-2017	 No change

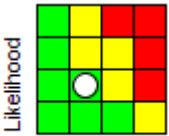
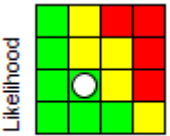

Action no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
DCCS HS 002a Consultant to carry out new fire risk assessments to all managed properties.	Consultants will be employed to carry out risk assessments to all residential and commercial properties managed by the Department. 2017 Fire risk assessments will be completed by end October 2017.	All Fire Risk Assessments for residential and commercial properties managed by the Department of Community and Children's Services have been completed by independent assessors and are up to date. Following a quality assurance process, an Action Plan for remedial works has been drawn up and is being worked on. The Fire Risk Assessments have highlighted no major areas of concern or risk. From 2017 Fire Risk Assessments will be undertaken on an annual basis by independent assessors. Frankham Risk Management has been appointed to carry out the 2017 Fire Risk Assessments which are due to be completed by the end of November 2017.	Paul Murtagh	08-Nov-2017	30-Nov-2017
DCCS HS 002b Training to be provided to Housing staff to carry out and review effective fire risk assessments	Training provider for Fire Risk Assessments to be identified. Appropriate staff will be nominated to attend.	A policy change has been agreed and all fire risk assessments will now be carried out by independent external assessors.	Paul Murtagh	28-Jun-2017	30-Sep-2017

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DCCS HS 003 Lone Working 14-Jan-2016 Paul Murtagh	Cause Staff working on their own in isolated locations or visiting residents or clients homes Event Staff suffer verbal abuse, physical attack or are an accident victim Effect Harm or serious injury to staff	Likelihood  Impact	12	A trial of a mobile APP has recently been completed. A report on the outcome of the trial was presented to the next departmental Health and Safety meeting in October with recommendations to continue with Skyguard. This was agreed, and devices are now being ordered. 08 Nov 2017	Likelihood  Impact	12	30-Nov-2017	 Decrease d Risk Score

Section no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
DCCS HS 003a Sky Guard Review	A review of the current Lone worker protection device is in progress. Some staff report connectivity problems. At the finish of the review a decision will be taken.	The trial of the mobile APP has now been completed and a report on the outcome of the trial was presented to the Departmental Health and Safety meeting in October. It was agreed to proceed with the Skyguard system.	Paul Murtagh	08-Nov-2017	31-Oct-2017
DCCS HS 003b Lone Working Procedures	Not all staff are working in compliance with the departmental lone working procedures. These will be reviewed to check why they are not being implemented by all staff and reviewed if appropriate. Compliance with new procedures will be monitored by managers and the quarterly Health and Safety Committee. It is anticipated that monitoring information will be available from Skyguard or the replacement system.	The revised draft Lone Working Policy was signed off by the Departmental Health and Safety meeting in February. Following a review of the DCCS Lone Working Procedures system, further instruction and training has been carried out to ensure that there are robust processes, procedures and monitoring systems in place to protect staff at all times whilst carrying out their duties and responsibilities. The draft Lone Working Policy was reviewed at the Departmental Health and Safety meeting in October.	Paul Murtagh	08-Nov-2017	31-Oct-2017
DCCS HS 003c Personal Safety Visiting Tool (PSVT)	Reviewing and implementing the Personal Safety Visiting Tool (PSVT);	The PSVT will be reviewed and implemented within the department. The PSVT enables the appropriate sharing of credible risk information between departments to inform officers before visiting properties. The tool was discussed at the Health and Safety meeting in October 2017 and guidance for implementation is now awaited. .	Paul Murtagh	08-Nov-2017	31-Mar-2018

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DCCS HS 001 Health and Safety procedures 13-Nov-2014 Jacquie Campbell; Paul Murtagh	Cause: Failure to meet Health and Safety regulations and City of London procedures within the department and on the properties and estates managed by the Housing Division Event: Accident or fire in property or estates managed DCCS leading to harm / injury to staff member, resident or visitor Effect: Injury to person/s on property or estates managed by DCCS, possible adverse media coverage, external investigation into incident and potential claims for compensation.	Likelihood  Impact	4	The DCCS Health and Safety Group continues to meet quarterly. The work plan and Top X risks are discussed and reviewed at each meeting. 12 Oct 2017	Likelihood  Impact	4	31-Mar-2018	↔ No change

Item no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
HS 001c Pilot of DCCS Alcohol and Drug Misuse Policy	Pilot of DCCS Drug and Alcohol Misuse Policy from 1 August to 31 January 2017	The initial trial period was completed on 31 January 2017 but this has now been extended for a further 9 months until the end of October 2017. A report on the trial was presented to the Departmental Health and Safety Meeting in November 2017 and it was agreed to implement it.	Paul Murtagh	08 Nov-2017	30-Nov-2017
HS 001d Review of estate walkabouts, inspections and regular checks	Review of estate walkabouts, inspections and regular checks.	A review of estate procedures has been initiated. This will ensure that risks and hazards are identified, followed up and monitored by estate staff at the earliest possible stage.	Bayo Igoh	08 Nov2017	31-Dec-2017
HS 001e Fire Safety Communications Plan	Fire safety communications plan	A programme of messages and communications with residents on fire safety issues has been developed to ensure that residents are regularly reminded about hazards. This is already being implemented and is reviewed and updated at every Senior Management Team meeting.	Amy Carter	08 Nov-2017	30-Sep-2017
HS 001f Review of annual risk assessments programme	Review of annual risk assessments	Estate managers carry out annual risk assessments of specific areas of work and the programme is set so that each month has a different focus. This is being reviewed alongside inspection and walkabout procedures in order to tighten up monitoring procedures.	Bayo Igoh	08 Nov2017	31-Mar-2018

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
DCCS HS 004 Housing Finance Changes 15-Aug-2016 Jacquie Campbell	Cause Changes to housing financing Event Possible shortfall in Housing Revenue Account funding Effect – Inability to fund the estimated 30 year expenditure plans regarding the City of London’s Social Housing	 Likelihood	4	This work has been commissioned from Savills and from the Chartered Institute of Housing and the outcomes reported to Committee in February 2017. 04 Sep 2017	 Likelihood	4	31-Mar-2018	 Decreased Risk Score

Action no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
DCCS HS 004a Review of 15 year Housing Revenue Account Financing Plan and Remodelling of 30 year business plan	This work has been commissioned from Savills and from the Chartered Institute of Housing and the outcomes will be reported to Committee in October 2016.	<p>The data from the reports commissioned from Savills and The Chartered Institute of Housing has been analysed and presented to the Community and Children's Services Committee in February 2017. The work done by Savills confirms that the City's financial and asset management strategy for its social housing portfolio is robust, suitable, affordable and deliverable.</p> <p>The City has commissioned Savills to carry out a 100% stock condition survey of its social housing stock to ensure that we have robust and up-to-date information on the future investment needs of our stock. This survey has commenced.</p>	Jacquie Campbell; Paul Murtagh	08 Nov-2017	30-Nov-2017
DCCS HS 004b Financial Inclusion Programme and Universal Credit Support	Financial Inclusion Programme and Universal Credit support	The financial inclusion programme has been reviewed. A temporary officer to focus on cases affected negatively by Universal Credits will shortly start in post. A Digital Inclusion project has also been launched to help residents access benefit checks and claims.	Jacquie Campbell	08 Nov2017	30-Sep-2017
DCCS HS 004c Review of rent collection processes	Review of rent collection processes.	A review is taking place to identify potential for streamlining rent and arrears collection. This may include a trial of new software	Bayo Igoh	31-Aug-2017	31-Mar-2018

Committee	Dated:
Housing Management & Almshouses Sub Committee	27 November 2017
Subject: Fire Safety Update	Public
Report of: Director of Community & Children's Services	For Information
Report authors: Paul Murtagh Assistant Director Barbican & Property Services Jacquie Campbell Assistant Director, Housing & Neighbourhoods	

Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update reports submitted in July and September 2017.

Recommendation

Members are asked to note and comment on the report.

Main Report

Background

1. Following the tragic fire at Grenfell Tower in West London, a paper was presented to your Sub-Committee, the Community & Children's Services Committee and the Audit & Risk Management Committee. This paper, in July 2017, outlined actions we had taken in the immediate aftermath of the fire and also set out plans for further action.
2. An update report was brought to Members in September 2017 and this paper is a further update.

Fire Risk Assessments (FRA's)

3. Frankham Risk Management Services Limited has been commissioned to carry out new FRA's for each of our residential blocks. These new FRA's will be very detailed and will cover not only those areas previously inspected, but also any further concerns raised since the Grenfell Tower fire.
4. Previous FRA's carried out on the City Corporation's residential blocks have been a Type 1 FRA as required by legislation. It has been decided that the new FRA's will be Type 3. A Type 3 FRA, which goes beyond the requirements of the Regulatory Reform (Fire Safety) Order 2005, covers everything required for a

Type 1 FRA but also provides for an assessment of the arrangements for means of escape and fire detection (i.e. smoke alarms) within a sample of the flats (typically around 10%). A Type 3 FRA is non-destructive but the fire resistance of doors to rooms within the flat is considered.

5. Work on the new FRA's has now commenced on our social housing estates and it is expected that they will be completed by the end of the calendar year. Once all the assessments have been completed and submitted to us, they will be analysed by staff in Property Services, Estate Management and the City's Fire Safety Advisor for accuracy and detail. Any urgent recommendations will be addressed immediately and a subsequent detailed Action Plan will be developed to plan, programme and implement all other recommendations as appropriate.
6. A summary report outlining the headline findings from the newly completed FRA's will be presented to your Committee at the earliest opportunity after the Action Plan has been finalised.
7. It is intended that the new FRA's will be made available to the public through the Fire Safety pages on the City's website. The current FRA's have already been made available [here](#).
8. We have continued to carry out work to address the risks highlighted by the previous (2016) FRA's including improving fire safety signage in our blocks, removing barriers to fire escape routes, improving emergency lighting and remedial works to communal fire doors.

Communication with Residents

9. There have been no new fire safety issues raised by residents since September. Detailed information on fire safety is available on the City's website. Records of vulnerable residents have been checked and updated and residents have been offered visits from staff to demonstrate fire escape routes.
10. New fire safety posters have been developed and installed throughout all of our blocks of flats. These clarify the position on our 'stay put' policy in the event of a fire in a block, but also give clear instructions to residents on what to do if there is a fire in or affecting their home or if they feel in personal danger.
11. We have developed and implemented a Fire Safety Communications Plan, which sets out a series of messages relating to fire safety that will be communicated at various times throughout the year. Rather than overwhelming residents with fire safety information, we plan to have a continuous flow of short messages, covering topics like domestic appliances, Christmas lights, use of candles and so on. These will appear in newsletters, bulletins and on social media feeds.
12. Once we have all the relevant information, we will write to residents again to outline the City's position regarding retrofitting sprinklers, fire alarms and new fire doors.
13. We have developed a proposal to visit all tenanted properties for a one-hour visit, which will include collecting data about the household, carrying out a fire risk

assessment on the dwelling, providing fire safety advice and looking at any support needs a household might have. The Town Clerk and Chamberlain have approved the proposal and agreed resourcing. We will now be recruiting a temporary manager and team to carry out the work, as well as developing a training programme, procedures and the necessary administrative arrangements.

Fire Doors, Sprinkler Systems and Alarms

14. We have identified a number of front entrance doors from our residential blocks of flats that will be tested for fire resistance, some of which have been, or will be sent away to the Building Research Establishment (BRE). We are still awaiting the results from the doors that have been sent away and, due to capacity issues with the BRE, some doors will be tested 'in-situ' by recognised accredited bodies such as the IRE Protection Agency and GERDA. This will give us the information we need in relation to the level of fire resistance these doors and frames currently provide and whether or not that level of fire resistance is adequate. Consequently, we will be able to properly prioritise, plan and cost out our door replacement programme.
15. Following liaison with the London Fire Brigade (LFB), contractors have now upgraded the existing glazed fanlights to the front entrance doors to flats in Great Arthur House except, where they have been refused access. We continue to try and liaise with residents on this matter.
16. The current programme of electrical testing on all estates includes the installation of hard-wired carbon monoxide, smoke and heat detectors in all our tenanted flats. 500 flats have now had this work completed and a further 800 properties will be completed in the next 12 months. The detectors are equipped with a battery back-up of six months to ensure they continue to function in the event of a power failure.
17. As part of all the projects included in our Major Works Programme, fire safety is given the highest priority and, as a result, we have introduced new methods of containment to protect fire escape routes and fire stopping is being checked and improved wherever necessary.
18. The first draft of a feasibility study into the potential installation of sprinkler systems in our tower blocks has now been received from our consultant, Butler & Young and is currently being analysed by staff in the Property Services Team.
19. The LFB continues to advise against the installation of fire alarms in communal areas but, this will be reviewed over time as part of the new FRA process and our holistic review of fire safety in general.

Estate Management

20. Estate staff continue with their work to ensure that balconies, walkways and exits are kept clear from hazards. This includes the removal of combustible material from outside properties, along with any items which might cause a trip hazard for residents or firefighting crews in the event of an emergency.

21. Residents have, for the most part have complied with these requirements and have supportive of our actions. There are some residents who continue to resist but progress is being made. In a recent court case relating to anti-social behaviour connected to a refusal to remove items, the judge was extremely supportive of the City's position and an undertaking was given that any items we specified had to be removed by a specific date.
22. We have updated our Fire Safety Protocol to clarify and give detail on some areas and this is being brought to Members at this meeting for approval.
23. We have recently commenced a review of the estate walkabouts and checks, with a view to improving consistency and monitoring and to introducing an automated system for recording data and follow up actions.

Resources

24. As Members will appreciate the level of work relating to fire safety that has arisen, and continues to arise, in the aftermath of the Grenfell Tower fire has been unprecedented. The vast burden of this work has fallen on the existing staff within the Housing Property Services and Estate Management teams. Staff have responded commendably to the challenge that this considerable amount of extra work has thrown up and their efforts have been reflected in the positive feedback we have received from residents in dealing with, and allaying, their fears in relation to fire safety in their homes.
25. We have recently appointed a new Health and Safety Manager within DCCS, whose main priority is to co-ordinate our work around fire safety with particular focus on the FRA process and the implementation of the resulting Action Plans.
26. We have also made a case to the corporate centre for funding for a project to carry out a six month programme of detailed tenancy visits to incorporate home fire risk assessments and fire safety advice.
27. Members will be aware that additional resources are likely to be needed to implement fire safety improvement measures once we have the information in place to inform a programme of work. We will naturally keep Members informed on this matter, and seek the necessary approvals, when we are in a position to do so.

Background Papers:

Fire Safety in the City's Residential Blocks – report to Housing Management & Almshouses Sub-Committee, 03 July 2017

Fire Safety Update – report to Housing Management & Almshouses Sub-Committee, 26 September 2017

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Committee(s)	Dated:
Housing Management and Almshouses Sub-Committee	27/11/2017
Subject: Fire Safety Protocol – Communal Areas in Residential Blocks	Public
Report of: Director of Community and Children’s Services	For Decision
Report author: Amy Carter	

Summary

The report asks Members to approve a revised protocol relating to fire safety on our estates. In particular, it relates to the placing of plants, outdoor furniture and other items on landings and communal areas.

This protocol seeks to balance our responsibility as a landlord to keep our estates as safe as possible, with our wish for residents to live in a welcoming and homely environment.

Recommendation

Members are asked to endorse the protocol, for immediate adoption and implementation.

Main Report

Background

1. Many of the flats on the City’s housing estates have no garden and very limited outdoor space. For this reason, some residents have placed containers of plants outside their properties and on communal areas.
2. The use of communal areas in this manner is not problematic, provided that the items do not impede access and do not pose a fire risk. However, there are occasions when the quantity and type of items do exceed what is safe and reasonable.
3. The protocol was initially produced as a result of a London Fire Brigade inspection at one estate, where the inspecting officer expressed serious concern about the quantity of plant pots, garden furniture and other items in a communal area.
4. The protocol was first approved by the Housing Management and Almshouses Sub-Committee in September 2016.

Current Position

5. The protocol has been in use for over a year with great success.
6. Estate Teams monitor walkways and communal areas regularly on all estates, and residents are asked to remove items in accordance with the protocol.
7. The majority of residents have readily complied with the requirements as they understand and appreciate that the fire risks posed by some items, and/or access being restricted cannot be tolerated.
8. We have received one formal complaint, which was initially said to be about the request to remove plants, however, following investigation it was determined that the items that were requested to be removed were assorted tools, equipment and miscellaneous items which were posing a fire risk.
9. There is an ongoing situation on one estate which is now being resolved via a court process.

Consultation on the Protocol

10. The protocol has been reviewed in liaison with the London Fire Brigade, the City's Fire Safety Advisor and the Barbican & Property Services Division.
11. This protocol is required on health and safety grounds, and there is limited scope to adapt the content in response to resident's views, as such, it is not felt that resident consultation is appropriate.

Content of the Protocol

12. The protocol allows residents to place a certain amount of plants in communal areas, thus recognising that this is important to some residents, and can enhance the appearance of an estate. However, it restricts the depth, height and location of any plant displays to quantities as advised by the Fire Safety Officer.
13. The protocol sets out a procedure whereby managers can remove items immediately if the threat they pose is high risk, or after giving 7 days written notice for lower risk items.
14. The protocol does allow exceptions to be made by the Estate Manager, in consultation with the Fire Safety Advisor. However, permission for such exceptions must be obtained in writing.

Changes to the Protocol

15. The changes to the 2016 version of the protocol are minor. A number of sections have been re-worded for clarity, including Point 5 on access and Point 6 relating to doors.
16. A new section 'Private Balconies' has been included, as it was not felt the requirements were explicit enough in the previous version.
17. A new section on 'Drying Laundry' has also been included, in recognition that the City must strike a balance between requiring residents to minimise condensation

in their homes as this is a contributory factor to damp and mould cases, while simultaneously recognising that if laundry 'airers' are placed outside, they can proffer a source of fuel for a fire or block access/escape routes.

Corporate & Strategic Implications

18. The Comptroller was consulted about this protocol.

Conclusion

19. The further approval and continued implementation of this protocol will allow residents to display plants in communal areas to a reasonable level, but will also give managers the authority they need to address any problems which arise and thus prevent further risks to the safety of all residents.

Appendices

Appendix 1: Fire Safety Protocol

Appendix 2: Equality Analysis

Amy Carter

Projects & Improvements Manager Housing & Neighbourhoods

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City of London Housing Service

Fire Safety Protocol Communal Areas in Residential Buildings

Approved by	Housing Management & Almshouses Sub-Committee
Date	
Review Date	<i>**2 years from approval date</i>

1. Equal Opportunities

The City of London Corporation operates an Equality & Diversity policy and this applies to all aspects of its services. We will ensure that no resident or service user is treated less favourably on the grounds of age, race, religion or belief, disability, sex, gender reassignment, sexual orientation, pregnancy or maternity, marriage or civil partnership status. This protocol and all related information can be made available in different formats and languages on request.

2. Aims

We are committed to providing safe homes for our residents.

The aims of this protocol are:

- To allow the City of London Corporation to carry out its landlord obligations in the communal areas of our housing estates.
- To limit the 'allowable items' in communal areas in order to reduce both the risk and severity of fires, by controlling combustible materials.
- To remove the risk of items causing an obstruction to access or exit routes in the event of an emergency.
- To inform residents what steps will be taken where an item is inappropriately located or stored.
- To continue to allow residents to make their communal areas welcoming and to encourage a sense of pride in their homes while maintaining a safe environment.

3. Legislative and regulatory framework

- The Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended in 1989, 1993 and 2010)
- Building Regulations 2010
- Housing Act 2004
- Regulatory Reform (Fire Safety) Order 2005 (FSO)

There is some overlap between the Housing Act and the FSO. The Housing Act applies to the common parts and the flats themselves; common parts also fall within the scope of the FSO.

This protocol has been developed with regard to the London Fire Brigade's general good practice and where relevant, specific advice provided on the occasion of visits to our estates.

4. Scope of the protocol

The protocol applies to the City of London Housing Service's owned and managed residential properties on 13 social housing estates.

5. Access

All access routes including stairs, hallways, walkways and pathways in communal areas are to be kept clear at all times. The minimum width of an access route is 900mm which must be kept clear at all times.

Where an access route is physically wider than 900mm, a clear width of 1200mm wide is required to be kept clear at all times, to enable access for persons using wheelchairs, mobility scooters or equivalent.

6. Doors

Residents must not alter any door without permission; this includes but is not limited to, replacing the door or adding further security measures such as metal gates or other additional ironmongery.

7. Alterations to Communal Areas

Residents may not make alterations to communal areas; this includes but is not limited to actions such as propping doors open or installing items such as fencing.

8. Alterations to Shared Access Routes

The design of some properties incorporates an emergency exit route, for example across the balconies or through a wooden panel between properties. Residents must ensure these routes are maintained, they must be kept free from obstruction and additional security measures such as locks must not be added onto them.

9. Items in Communal Areas

The City reserves the right to remove any items stored, left or disposed of in the communal areas without limitation. In particular items that may cause a fire risk or those blocking access or exit routes will be removed.

The list below sets out some common items that may be affected by this protocol, however, it is not exhaustive.

i. Highly Flammable Items

Highly flammable items including, but not limited to candles, tea lights, religious candles, lanterns, wick lights 'shrines' or equivalent are not permitted in communal areas.

We urge caution with the use of items such as candles within residents' homes. For example, residents must ensure candles are not placed close to flammable items and ensure they are fully extinguished before they go to sleep. Please see our [Fire Safety Leaflet](#).

ii. Plants and Trees

The minimum access requirements, as outlined at Point 5, must be maintained at all times.

Plants may be located adjacent to the external wall of a resident's property, if they are placed on suitable surface. The plants and containers they are stored in must not extend to a depth greater than 450mm. Foliage from plants must extend no higher than 1200mm. Trellises or climbing plants above the height of 1200mm are not permitted.

Trees in planters are not to exceed a height of 2100mm with a diameter of no more than 600mm. Planters for trees must be of a diameter of no more than 400mm.

Hanging baskets brackets are to project no further than 300mm and the bracket must have no section lower than 1975mm from the floor. The basket may hang lower.

Planters on railings must be securely affixed and not hang externally over railing.

No flower pots or equivalent are to be placed on window sills or ledges.

The City of London reserves the right, after undertaking a risk assessment, to allow limited planters in demarcated areas designated by City of London staff. These will not extend to a depth of more than 450mm.

iii. Furniture

Depending on layout of an area, including ensuring the minimum access requirements, as outlined at Point 5, are maintained at all times, some furniture may be used in the communal areas. However it must be stored away within the residents' property when not in use.

Residents with individual balconies may leave small quantities of patio or garden furniture outside. If any soft furnishings are used, they must comply with The Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended in 1989, 1993 and 2010) which set levels of fire resistance for domestic upholstered furniture, furnishings and other products containing upholstery.

iv. Private Balconies

Furniture or plants complying with the terms outlined at Points ii. and iii. may be placed on private balconies.

Other items may be placed on private balconies as long as they do not impact upon fire safety in any way. For example, a bicycle may be placed on a private balcony.

No items that could impact upon fire safety in any way are to be stored on private balconies.

iv. Mobility Scooters, Prams, Buggies and Bicycles

All devices must be stored within the resident's home or placed in designated sheds or garages where these are available and suitable for this use.

If a resident is unable to store their device in their home or a shed or garage is not available, they must approach their Estate Manager. If an alternative arrangement is agreed, this will be confirmed in writing to the resident.

If any item is permitted to be stored within the communal area, the detail of the written permission will include how the item must be stored; for example, not in the escape routes from the premises, nor may the item limit or block access through the communal access routes.

If a device is required to be charged whilst stored within a communal area, the charging location must also be agreed in writing, which allows power to be sourced from the resident's home via a safe method. For example, if the device must not block access routes while being charged, the power lead must not create a trip hazard and a Residual Current Device (RCD) must be used.

v. Doormats

It is acceptable to place a single door mat outside each flat entrance door to assist people in protecting the inside of their property. The mat may only be placed directly in front of the door. Mats may not be placed at the top of stairs or cause a tripping hazard.

The mat must have a non-slip backing material, be in good condition and free from curling edges. A maximum size; the width of the door x 450mm (18in) depth (i.e. projecting into the communal area) is permitted. The placement of rugs, runners, carpet off cuts and carpet tiles within communal areas is not acceptable. Example below:



vi. Drying laundry

We recognise that it is important to some residents to dry their laundry outside, as this can help to minimise the risk of condensation within their homes. However, laundry drying on communal or private balconies can pose a fire risk; for example, a cigarette dropped onto laundry may ignite it, alternatively if a laundry airer in a communal area fell over, it could block a fire escape.

The minimum access requirements in communal areas must be maintained at all times (see Access, Point 5). Therefore, if there is insufficient space within the communal area, it is not permissible to place laundry in a communal area at any point.

It is our policy that residents may only put laundry out to dry when they are at home. This means they would be able to rectify the situation should a fire risk be caused by their laundry.

10. Barbeques

Barbeques are not permitted on balconies – whether private or communal, or in spaces such as walkways within residential buildings.

Events may be held which include barbeques in communal areas such as gardens or podiums, where appropriate permissions from the Estate Team, risk assessments and insurance provisions are in place.

11. Smoking in Communal Areas

It is illegal to smoke in all public enclosed or substantially enclosed areas. On estates this legislation extends to communal areas such as stairs, hallways, walkways, balconies, building under-crofts, car parks and car park areas.

12. Risk Assessments

Fire Risk Assessments or a review of existing assessments are carried out in every block, every year. Where there is a relevant change during the year, a further Fire Risk Assessment or review will be carried out.

13. Enforcement Action

Where a breach of this protocol is noted, and the threat posed is immediate and/or it is high risk, the Estate Team will immediately remedy the breach.

Where a breach of this protocol is noted, and the threat posed is not immediate and/or it is medium to low risk, the Estate Team will write to the resident (where known), informing them of the breach, and giving the resident 7 days to remedy the situation. If an item is required to be removed to remedy a breach, a notice may also be placed on the item.

If the resident has not taken the appropriate action after 7 days, the Estate Team will remedy the breach.

If remedying a breach involves removing any item, the Estate Team will store it elsewhere if it is safe to do so, or dispose of it where necessary. The resident, if known, will be informed regarding the action that has been taken and how they may retrieve their possessions.

If the Estate Team cannot remedy the breach, legal action will be undertaken in accordance with the applicable tenancy agreement or lease.

14. Policy Exceptions

If a resident requests an exception to this protocol, the Estate Manager will consider the request. They may consult with others, for example the City's Fire Safety Advisor, an Area Manager or the Head of Estates. They may also commission or carry out an additional Risk Assessment, or seek information from the London Fire Brigade. The decision will then be confirmed in writing.

15. Monitoring the protocol

Adherence with this protocol will be monitored by each Estate Manager and enforcement action taken as necessary.

EQUALITY ANALYSIS (EA) TEMPLATE

Decision

Fire Safety Protocol

Date

October 2017

What is the Public Sector Equality Duty (PSED)? [Double click here for more information / Hide](#)

What is an Equality Analysis (EA)? [Double click here for more information / Hide](#)

How to demonstrate compliance [Double click here for more information / Hide](#)

Deciding what needs to be assessed [Double click here for more information / Hide](#)

Role of the assessor [Double click here for more information / Hide](#)

How to carry out an Equality Analysis (EA) [Double click here for more information / Hide](#)

The Proposal *Click and hover over the questions to find more details on what is required*

Assessor name: Amy Carter, Projects & Improvements Manager

Contact details: Amy.Carter@cityoflondon.gov.uk / 0207 332 1653

1. What is the Proposal?

The proposal is to revise the Fire Safety Protocol which is in use within the Housing & Neighbourhoods department. The review encompasses the protocol and the implementation of the protocol across our social housing estates.

2. What are the recommendations?

The review outcomes are:

- A revised Fire Safety Protocol, updated to include suggestions from staff following a year of implementation.
- The implementation of the protocol on our social housing estates.

3. Who is affected by the Proposal? *Identify the main groups most likely to be directly or indirectly affected by the recommendations.*

Those affected by the review will be all those who live on our social housing estates.

Age [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#) ☐

[Double click here to show borough wide statistics / hide statistics](#)

Age

Additional Equalities Data (Service level or Corporate) *Include data analysis of the impact of the proposals*

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The protocol applies to all of our residents and their household, as such all ages may be impacted by the implementation of this protocol.

The main aim of the protocol is to ensure access routes to and from properties are clear which will enhance the access for those with infants in pushchairs or those

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.

Age

who require walking aids.

Disability [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#) ☐

[Double click here to show borough wide statistics / hide statistics](#)

Disability

Additional Equalities Data (Service level or Corporate) *Include data analysis of the impact of the proposals*

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The protocol applies to all of our residents and their household, and we recognise that this will include those who have disabilities.

The main aim of the protocol is to ensure access routes to and from properties are clear which will enhance the access for those with physical disabilities.

A mental health condition is considered a disability under the terms of the Equality Act 2010 if it has a long-term effect on normal day-to-day activity. We acknowledge that for those with severe mental health conditions that manifest as hoarding of possessions, the requirement to comply with this protocol may cause alarm.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.

To mitigate any potential negative impact caused to those with long term mental health conditions whose condition is manifesting as hoarding, we will fully support residents who require assistance to remove possessions that are causing a fire risk. This will include appropriate referrals to health support workers, social care teams or other agencies as appropriate. Other support will include assisting with the physical removal.

Pregnancy and Maternity [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#) ☐

[Double click here to show borough wide statistics / hide statistics](#)

Pregnancy and Maternity

Additional Equalities Data (Service level or Corporate) *Include data analysis of the impact of the proposals.*

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The protocol applies to all of our residents and their household, and we recognise that this will include those who are pregnant or parents.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.

Race [Double click here to add impact / Hide](#)Check box if NOT applicable ☐[Double click here to show borough wide statistics / hide statistics](#)**Race****Additional Equalities Data (Service level or Corporate)** *Include data analysis of the impact of the proposals*

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The protocol applies to all of our residents and their household, and we recognise that this will include those of all races.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.

Religion or Belief [Double click here to add impact / Hide](#)Check box if NOT applicable ☐[Double click here to show borough wide statistics / hide statistics](#)**Religion or Belief****Additional Equalities Data (Service level or Corporate)** *Include data analysis of the impact of the proposals*

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The protocol applies to all of our residents and their households, and we recognise that this will include those of any religion or belief, or none.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.

Sex [Double click here to add impact / Hide](#)Check box if NOT applicable ☐[Double click here to show borough wide statistics / hide statistics](#)**Sex****Additional Equalities Data (Service level or Corporate)** *Include data analysis of the impact of the proposals*

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but*

What actions can be taken to avoid or mitigate any negative impact or to better

Sex	
<p>also evidence of disproportionate impact i.e. where a decision affects a protected group more than the general population, including indirect impact</p> <p>The protocol applies to all of our residents and their households, and we recognise that this will include those of any sex.</p>	<p>advance equality and foster good relations?</p> <p>The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.</p>

Sexual Orientation and Gender Reassignment [Double click here to add impact / Hide](#)

Check box if NOT applicable ☐

[Double click here to show borough wide statistics / hide statistics](#)

Sexual Orientation and Gender Reassignment	
<p>Additional Equalities Data (Service level or Corporate) <i>Include data analysis of the impact of the proposals</i></p> <p>We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.</p>	
<p>What is the proposal's impact on the equalities aims? <i>Look for direct impact but also evidence of disproportionate impact i.e. where a decision affects a protected group more than the general population, including indirect impact</i></p> <p>The protocol applies to all of our residents and their households, and we recognise that this will include those of any sexual orientation or those undertaking gender reassignment.</p>	<p>What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?</p> <p>The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.</p>

Marriage and Civil Partnership [Double click here to add impact / Hide](#)

Check box if NOT applicable ☐

<p>Key borough statistics - sources include:</p> <ul style="list-style-type: none"> The 2011 Census contain data broken up by local authority on marital and civil partnership status 	<p>NB: These statistics provide general data for these protected characteristics. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data”.</p>
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[Double click here to show borough wide statistics / hide statistics](#)

Marriage and Civil Partnership	
<p>Additional Equalities Data (Service level or Corporate) <i>Include data analysis of the impact of the proposals</i></p> <p>We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.</p>	
<p>What is the proposal's impact on the equalities aims? <i>Look for direct impact but also evidence of disproportionate impact i.e. where a decision affects a protected group more than the general population, including indirect impact</i></p> <p>The protocol applies to all of our residents and their household, and we recognise that this will include those who are married or in a civil partnership, or not.</p>	<p>What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?</p> <p>The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.</p>

Marriage and Civil Partnership

Additional Impacts on Advancing Equality & Fostering Good Relations [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#) ☐

[Double click here to show borough wide statistics / hide statistics](#)

Additional Impacts on Advancing Equality & Fostering Good Relations

Additional Equalities Data (Service level or Corporate)

We do not currently have additional Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

Are there any additional benefits or risks of the proposals on advancing equality and fostering good relations not considered above?

No further comments.

What actions can be taken to avoid or mitigate any negative impact on advancing equality or fostering good relations not considered above? Provide details of how effective the mitigation will be and how it will be monitored.

The outcomes of the review are expected to ensure the safety of all residents, as such, the intention is to mitigate against any negative impact.

Conclusion and Reporting Guidance

Set out your conclusions below using the EA of the protected characteristics and submit to your Director for approval.

If you have identified any negative impacts, please attach your action plan to the EA which addresses any negative impacts identified when submitting for approval.

If you have identified any positive impacts for any equality groups, please explain how these are in line with the equality aims.

Review your EA and action plan as necessary through the development and at the end of your proposal/project and beyond.

Retain your EA as it may be requested by Members or as an FOI request. As a minimum, refer to any completed EA in background papers on reports, but also include any appropriate references to the EA in the body of the report or as an appendix.

This analysis has concluded that...

This protocol will impact upon all of our residents and their households, as such, we have carried out this assessment. However, the protocol is for all residents' safety and therefore the purpose of it is to reduce potential negative impact on residents.

Outcome of analysis - *check the one that applies*

☒ Outcome 1

No change required where the assessment has not identified any potential for discrimination or adverse impact and all opportunities to advance equality have been taken.

☐ Outcome 2

Adjustments to remove barriers identified by the assessment or to better advance equality. Are you satisfied that the proposed adjustments will remove the barriers identified?

☐ Outcome 3

Continue despite having identified some potential adverse impacts or missed opportunities to advance equality. In this case, the justification should be included in the assessment and should in line with the duty have 'due regard'. For the most important relevant policies, compelling reasons will be needed. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact.

☐ Outcome 4

Stop and rethink when an assessment shows actual or potential unlawful discrimination.

Signed off by Director:

Name:

Date:

Committee	Dated:
Housing Management and Almshouses Sub-Committee	27/11/2017
Subject: Estate Satisfaction Survey Data Report	Public
Report of: Director of Community and Children's Services Report author: Amy Carter	For Information

Summary

This report summarises the results of the 2017 satisfaction survey of residents of the City's social housing estates, including the sheltered housing schemes and the City of London and Gresham almshouses.

The City of London is a member of Housemark, a social housing benchmarking organisation which collects data from members to allow performance to be compared. Every 2-3 years, member landlords are expected to carry out a 'STAR' (Survey of Tenants & Residents') using 7 core questions. We have decided to use the 7 core questions each year to enable continual comparison.

The headline for this year's survey is that, while satisfaction remains high, there has been some decrease in satisfaction since last year. Over two thirds of respondents are still very satisfied or satisfied with the overall service, and resident satisfaction levels with their neighbourhood as a place to live are particularly good. However, there is a general drop in satisfaction across the board. Some of this can be explained by local issues, and plans will be put into place to address concerns raised where this is possible. Some change is more reflective of national and regional opinion, and some will need further investigation as we cannot currently identify a reason for it.

Recommendation

Members are asked to note the content of the report.

Main Report

Background

1. Social landlords who belong to Housemark, a national benchmarking organisation, are asked to carry out a resident satisfaction survey every 2-3 years. In recent years, however, the City has opted to carry out a survey annually, in order to have better and more up to date information to help with service improvement plans.

2. An annual estate satisfaction survey is sent to all tenants and leaseholders of the City's general needs housing and sheltered housing (including almshouses) along with their Summer newsletters. 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.
3. The survey took place in June and July this year.
4. A summary of the 2017 survey questions and satisfaction ratings, together with the 2016 ratings for comparison, are set out in the table below.
5. Respondents were asked to answer the questions choosing from the following categories: very satisfied, satisfied, neither, dissatisfied or very dissatisfied. For the safety question, responses available were very safe, safe, somewhat safe, somewhat unsafe and unsafe. The figures provided show the combined percentages of residents who responded 'very satisfied' and 'satisfied' or 'very safe' and 'safe' in response to each of the questions asked.
6. Return rates are lower this year than past year, despite incentives and extensive encouragement to return surveys. On some estates, this does make the validity of the data questionable, but we have included the figures anyway, for completeness.

Estate Satisfaction Survey data comparison 2016 and 2017

Question	2016	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	81%	70%
How satisfied or dissatisfied are you with the overall quality of your home?	83%	78%
How satisfied are you with the cleanliness of your estate?	79%	71%
How satisfied are you with the customer services provided by your estate staff/ manager for sheltered & almshouses?	82%	72%
How safe and secure do you feel on your estate?	73%	71%
Tenants Only How satisfied or dissatisfied are you that your rent provides value for money?	88%	80%
Leaseholders/Sheltered Only How satisfied or dissatisfied are you that your service charges provide value for money?	75%	51%
Generally, how satisfied or dissatisfied are you with the way the City of London Corporation deals with repairs and maintenance?	70%	60%

How satisfied or dissatisfied are you that the City of London Corporation listens to your views and acts upon them?	74%	50%
How satisfied or dissatisfied are you with the information provided by the City of London Housing Services about your housing?	89%	70%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	90%	86%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	N/A new question for 2017	55%

Summary findings and analysis

7. Satisfaction with services remains high amongst all residents. A majority of our general needs residents – 68% and a significant majority of our sheltered housing residents – 88% are satisfied with the overall service they receive from the City of London.
8. However the results show a decrease in satisfaction in most areas when compared to the previous year. This is disappointing, particularly in areas where service levels have been maintained or improved. Appendices 1 and 2 provide a detailed analysis of the results for each estate and each area of work, and identifies the likely reasons for changes.

It is also important to consider some context when looking at the results. The survey took place from 29 May and closed on 3 July. During this period, there was a general election, which generated considerable debate and discontent on housing issues generally. The tragic fire at Grenfell Tower also occurred during the survey. A fire in a residential building is always a distressing event which can lead to residents feeling unsafe. The apparent delay in confirming the full scale of the tragedy seemingly caused some distrust in public authorities. We are particularly aware that some of the press reporting at the time was negative towards both local authorities and social housing residents. We are also aware that the broader aspects of social change may be contributing to resident's feelings of discontent and dissatisfaction. These combined factors potentially created an adverse environment and we are conscious this may have influenced residents' perceptions at that time.

9. This can, of course, only be speculation, but it would appear, to some extent, to be borne out by results from other social landlords in London, where satisfaction is also reducing. For satisfaction with quality of homes, with neighbourhoods as a place to live and with the value for money provided by rent, we are in the top quartile for our comparator group (and, in fact, in the top three performing landlords).
10. However, there are also areas where we are not performing as well as other landlords. These, in particular, are satisfaction with repairs and with resident views being taken into account.

11. Clearly, the condition of some estates and the perceived lack of action on major works such as windows replacements will have an impact on residents' views.
12. Members are well-aware that the Five Year Major Works Programme is tackling this, but it is understandable that residents are frustrated with what they see as a lack of progress. Where works have already started, this causes disruption and mess, and this can also create discontent.
13. There are also local issues such as new or proposed developments causing concern for some residents. Although some of these are not actually matters that Housing is responsible for, it is clear from comments that they are influencing perceptions of the service.
14. Then there are some results which are extremely difficult to understand. For example, satisfaction with customer service has decreased, even where there has been no change since last year, resources have been maintained and, in some cases, we have made improvements in response to feedback. Similarly, the drop in satisfaction with information provided is puzzling, as we have increased the quantity of information provided and the number of ways of accessing it. Most perplexing of all is the fact that tenant satisfaction that their rent provides good value for money has dropped – at a time when rents are actually decreasing year on year and are already amongst the lowest in London. We will need to do further analysis and consultation to try and establish how to use these results. There might be a disconnect between perception and reality which we need to address in our communication strategy.
15. The appendices to this report will provide some analysis of all results, as well as some of the context surrounding the results in an attempt to explain the change from last year.
16. Specific negative findings of the survey will be used to target action in service areas and on estates where the need for improvement has been identified. Estate Managers are using the results to update their Estate Plans and include actions for improvement, where issues are localised. Where more general action is required, we will be discussing this in depth, consulting with staff and then formulating plans.

Corporate & Strategic Implications

17. Undertaking an annual satisfaction survey positively contributes to the Department's strategic objectives. Asking for residents' perception of our service helps us to ensure we are meeting their needs. This contributes towards Priority 4 - Homes and communities: Developing strong neighbourhoods and ensuring people have a decent place to live; and Priority 5 - Efficiency and effectiveness: Delivering value for money and outstanding services.

Conclusion and Next Steps

18. The survey data has been collated on an estate by estate basis. Officers will use the data to make any immediate changes and incorporate any necessary changes into service plans and individual estate plans for 2018/9 to ensure the key findings from the survey are addressed.
19. 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.
20. We actively seek feedback on a regular basis, through this and other mechanisms. We welcome this year's survey and the opportunity it gives us to focus on key areas of our performance.
21. An update will be brought to Members early in 2018 to report on further work to be undertaken as a result of the survey and to provide a list of actions to be included in the Service Plan and Estate Plans to address areas of concern.

Appendices

Appendix 1 Analysis of results by estate

Appendix 2 Analysis by Theme and Individual Questions

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Appendix 1 Analysis of results by estate

Avondale Square Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	87%
How satisfied or dissatisfied are you with the overall quality of your home?	81%
How satisfied are you with the cleanliness of your estate?	87%
How satisfied are you with the customer services provided by your estate staff?	80%
How safe do you feel on your estate?	96%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	87%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	91%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	59%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	72%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	70%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	89%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	77%

1. We received 54 responses from residents on the Avondale Square Estate, which represents 8.4% of the residents on the estate
2. Avondale Square Estate residents gave consistently high reports of satisfaction, most notably 91% satisfaction that their rent provides value for money and 89% satisfaction with the information provided by the City of London Corporation about their housing.
3. Comments received included:
 - 'I love my estate and the workers of City of London. They do a great job.'
 - 'Central square well maintained.'

Dron House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	60%
How satisfied or dissatisfied are you with the overall quality of your home?	90%
How satisfied are you with the cleanliness of your estate?	80%
How satisfied are you with the customer services provided by your estate staff?	70%
How safe do you feel on your estate?	80%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	70%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	63%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	37%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	40%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	50%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	60%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	50%

4. We received 10 responses from residents at Dron House, which represents 12.6% of the residents on the estate.
5. For the majority of questions, Dron House residents reported high levels of satisfaction, most notably 80% are satisfied with the cleanliness of their estate and 90% are satisfied with the overall quality of their home.
6. Resident responses to the question about overall satisfaction with the service is 60%, this is a little jarring in the context of other questions noting high levels of satisfaction. However, on reviewing the comments left by the 10 individuals, there is one comment relating to a crime incident near the estate and one relating to repairs so it may be that these individual residents' views of overall satisfaction were marred by these incidents.
7. Comments we received included:
 - 'Good windows and good quality home this is what is needed. Please repair our homes e.g. kitchen, toilets and windows, we need proper house to call a home.'

Golden Lane Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	55%
How satisfied or dissatisfied are you with the overall quality of your home?	68%
How satisfied are you with the cleanliness of your estate?	61%
How satisfied are you with the customer services provided by your estate staff?	63%
How safe do you feel on your estate?	95%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	91%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	75%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	40%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	43%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	41%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	61%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	51%

8. We received 97 responses from residents of the Golden Lane Estate, which represents 16.8% of the residents on the estate.
9. For the majority of questions, resident responses showed a decrease in satisfaction since the 2016 survey. Most notably the 40% satisfaction response from leaseholders who think their service charges reflect value for money and 41% resident satisfaction with the way the City of London Housing Service listens to their views and acts upon them.
10. At Golden Lane there are some significant aspects of local context which may be influencing resident perceptions of the service, notably the City's proposals for the City of London Primary Academy Islington (COLPAI) development and the redevelopment of Bernard Morgan House. We are, of course, acutely aware of issues with major works and, although these are part of the Five Year Programme, many residents are unhappy with the speed of the programme rollout and, in particular, the fact that most homes will not have new windows for some time. The time and cost of completing work at Great Arthur House will also be a factor.
11. Comments received included:
 - 'Mostly pleasant staff and they are very helpful.'

- 'Repairs better recently having waited 8 years to have kitchen and window sorted, it was done very well.'
- 'COL do not do an adequate level of maintenance and as a result it is in need of repair.'
- 'We need more information about planned works.'

Holloway Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	87%
How satisfied or dissatisfied are you with the overall quality of your home?	67%
How satisfied are you with the cleanliness of your estate?	87%
How satisfied are you with the customer services provided by your estate staff?	73%
How safe do you feel on your estate?	87%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	87%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	64%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	47%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	40%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	60%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	33%

12. We received 15 responses from residents of the Holloway Estate, which represents 8.2% of the residents on the estate.

13. There are a few notable highlights in the resident feedback from Holloway Estate, 87% of the residents were satisfied with the cleaning service and 87% were satisfied with the overall service provided by the City of London.

14. The comments received mainly related to the fact the windows on the estate are in need of replacement, the upcoming major works in this area should resolve this driver of dissatisfaction shortly.

15. Comments received included:

- 'Home improvements for example confirmation for the change of [sic] double glazing windows.'

Horace Jones House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	80%
How satisfied or dissatisfied are you with the overall quality of your home?	80%
How satisfied are you with the cleanliness of your estate?	60%
How satisfied are you with the customer services provided by your estate staff?	60%
How safe do you feel on your estate?	60%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	80%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	100%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	80%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	60%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	80%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	60%

16. We received 5 responses from residents of Horace Jones House, which represents 11.6% of the residents on the estate.

17. 100% of the residents who responded are satisfied that their rent provides value for money. This is a thought-provoking statistic, as the residents of Horace Jones House pay some of the highest social rents in our housing stock; however as they live in such a beautiful new block in a riverside location they seem to really appreciate the value of their homes.

18. Comments received included:

- 'There are no local community facilities for Horace Jones House residents. We have to travel out of the area to find facilities built for other local communities to use.'
- The entrance door is broken very often. I strongly believe that someone is breaking the entrance every time it is repaired. There should be a CCTV so that the perpetrator can be caught.'

Isleden House (general needs)

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	50%
How satisfied or dissatisfied are you with the overall quality of your home?	75%
How satisfied are you with the cleanliness of your estate?	50%
How satisfied are you with the customer services provided by your estate staff?	50%
How safe do you feel on your estate?	75%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	67%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	0%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	75%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	50%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	0%

19. We received 5 responses from the general needs residents of Isleden House, which represents 6.5% of the general needs residents on the estate.

20. Some of the results, for example 50% satisfaction with the cleanliness of the estate, are puzzling when set against visitors experiences when viewing the estate. The estate has been described as 'the jewel in the crown' on a number of occasions and there has been no change in staffing, resources, or the standard of work there. However, only 4 residents answered this question and possibly had particular issues which motivated them to return the survey.

21. We were however pleased to note that 100% of residents are satisfied with their neighbourhood as a place to live.

22. Comments we received included:

- 'I would love to have access to the communal gardens as a 2nd floor tenant with a 9 month old.' [N.B. the gardens are designated to the sheltered housing at Isleden House.]

Middlesex Street Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	68%
How satisfied or dissatisfied are you with the overall quality of your home?	85%
How satisfied are you with the cleanliness of your estate?	60%
How satisfied are you with the customer services provided by your estate staff?	71%
How safe do you feel on your estate?	76%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	79%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	90%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	13%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	58%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	45%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	68%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	51%

23. We received 38 responses from residents of the Middlesex Street Estate, which represents 15.3% of the residents on the estate.

24. There is a marked contrast in satisfaction at Middlesex Street Estate between tenants and leaseholders in relation to financial matters. 90% of tenants are satisfied that their rent provides value for money, 13% of leaseholders are satisfied that their service charges provide value for money.

25. Comments received included:

- 'We need a concierge to look after the entrances as I find them unclean, unsafe and this is awful for somewhere like where we are City of London.'
- 'Access to community centre is limited to library opening hours.'
- 'The community facilities offered by COL are second to none. We are so lucky to live in an area with such positive opportunities provided by our landlord.'

26. Where comments included items such as the entrances to the estate, including a request for a concierge; we are aware that this has been a topic of discussion on the estate for a period of time. There is a discrepancy between some residents'

desire for a level of service and appearance which is equivalent to that of a private estate, when they actually live on a social housing estate. Whilst we can appreciate that some leaseholders may wish for certain service and physical enhancements which would improve the 'curb appeal' of their property, we are a social housing provider with a fiduciary duty to only spend what is essential on the estate.

Southbank Estates

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	75%
How satisfied or dissatisfied are you with the overall quality of your home?	80%
How satisfied are you with the cleanliness of your estate?	78%
How satisfied are you with the customer services provided by your estate staff?	83%
How safe do you feel on your estate?	94%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	85%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	77%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	56%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	72%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	54%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	75%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	59%

27. We received 69 responses from residents of the Southbank Estates, which represents 14% of the residents on the estate.

28. Some of the highlights of the results include 75% satisfaction with information provided by the service about their housing and 83% satisfaction with the services provided by the estate staff, however this is set against 54% satisfaction with the way the City of London Housing Service listens to your views and acts upon them. These three items are usually heavily interlinked, so it is unusual for results to receive high levels of satisfaction in two of the three.

29. Comments received included:

- 'The garden is beautiful and well maintained.'
- 'I have called the COL before regarding telephone numbers for Southwark council for fly tipping, rubbish, broken lampposts etc. only to be told to contact Southwark council.'
- 'The bins and recycling at Bazeley House are right outside the door to the block. It is horrible walking past overflowing rubbish and rubbish that smells in the summer to go home. Please consider screening or changing the place of it.'

30. There are a number of requests for alterations to the estate including requests for more communal facilities, additional storage sheds and compost bins which residents state they have raised before, so it is possible that residents have viewed our inability to provide these facilities to date as a failure to listen to their views and act upon them.

Sydenham Hill Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	55%
How satisfied or dissatisfied are you with the overall quality of your home?	82%
How satisfied are you with the cleanliness of your estate?	91%
How satisfied are you with the customer services provided by your estate staff?	64%
How safe do you feel on your estate?	82%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	82%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	75%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	56%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	27%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	30%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	55%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	25%

31. We received 11 responses from residents of Sydenham Hill Estate, which represents 12.6% of the residents on the estate.

32. There are a number of highlights in the results for example, 82% satisfaction with both their neighbourhood as a place to live and the quality of their home.

33. There are also a number of low satisfaction results, for example, 30% satisfaction with the question asking satisfaction with the way the City of London Housing Service listens to your views and acts upon them. It is possible that this dissatisfaction is linked to the new development proposals at Mais House.

34. Comments received included:

- 'We would like to see bins for litter, brick planter with new earth and plants.'
- 'We have lived here for 38 years and never seen it look so shabby.'
- 'I'd have liked a "general improvements" question.'
- 'We take a lot of time decorating our home and cleaning our stairs and would just like our neighbours to make some effort.'

Windsor House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	64%
How satisfied or dissatisfied are you with the overall quality of your home?	64%
How satisfied are you with the cleanliness of your estate?	50%
How satisfied are you with the customer services provided by your estate staff?	68%
How safe do you feel on your estate?	86%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	77%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	79%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	75%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	40%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	73%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	33%

35. We received 22 responses from residents of Windsor House, which represents 21.2% of the residents on the estate.

36. Most measures at Windsor House showed a decrease when compared to 2016, and based upon the comments, this is largely due to the fact residents are waiting for major works to commence on their estate.

37. Comments received included:

- 'All the railings on the balcony, they are disgusting they need redecorating'
- 'It would be great if you can improve the building condition – double glazing, painting and security CCTV cameras'.

38. A highlight of the results at Windsor House, which opposes the general trend for our social housing results, the leaseholders reported 75% satisfaction that their service charges provide value for money.

York Way Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	68%
How satisfied or dissatisfied are you with the overall quality of your home?	82%
How satisfied are you with the cleanliness of your estate?	60%
How satisfied are you with the customer services provided by your estate staff?	75%
How safe do you feel on your estate?	92%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	72%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	64%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	38%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	71%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	44%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	60%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	46%

39. We received 25 responses from residents of the York Way Estate, which represents 9.1% of the residents on the estate.

40. A number of the results at York Way Estate show a decrease in satisfaction, however we are pleased to note that there is a 75% satisfaction level with the

service provided by the estate team, this chimes well with our knowledge of the dedicated team working on the estate.

41. The results of 44% satisfaction with their views being listened to and acted upon could be linked to the fact that there are a number of redevelopment proposals for the estate. The Property Service Team Communications Manager will shortly be engaging with residents on the estate about the proposals via a number of methods so we hope this will improve the situation.

42. Comments received included:

- 'Alarmed at quote for new heating and ventilations system on York Way Estate.'
- 'Playground seems well used by families and young children. Although not mentioned I would like to say that the grounds of York Way are kept beautifully and are a well-used place for relaxation as well as an antidote to the pollution on York Way itself.'
- 'Underground garage and entry barrier are always needing repairs.'

Almshouses & Sheltered Housing Schemes

43. The almshouses and sheltered housing residents receive additional services, for example call alarm monitoring, as such, they are asked additional questions further to those asked of our general needs housing residents.

Almshouses

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	75%
How satisfied or dissatisfied are you with the overall quality of your home?	100%
How satisfied are you with the cleanliness of the Almshouses?	88%
How safe and secure do you feel at the Almshouses	65%
How satisfied or dissatisfied are you that your maintenance charge provides value for money?	63%
How satisfied or dissatisfied are you that your service charges provides value for money?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	71%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	29%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	59%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	50%
How satisfied or dissatisfied are you with the service	76%

provided by temporary agency staff?	
How satisfied or dissatisfied are you with the frequency of contact with your Almshouses Manager?	59%
How satisfied or dissatisfied are you with the overall service provided by your Almshouses Manager?	65%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	82%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	41%

44. We received 18 responses from residents of the almshouses, which represents 36% of the residents of the almshouses

45. There are low levels of satisfaction across a number of the results, for example, 29% feel safe. When reading the comments, there are comments relating to a crime that occurred and there are a number of requests relating to gates and locks on the estate, so we will look into what practical steps we can take to address these concerns.

46. Comments received include:

- 'No one uses the facilities despite the warden attempts to run events.'
- 'Sadly there has been so much divisiveness on site that use of the community room is negligible.'
- 'The community police assistants used to patrol regularly on foot and bicycle.'
- 'I am privileged to live at Gresham Almshouses – Thank you.'

47. 41% are satisfied with the community facilities on the estate. Upon reviewing residents' comments, it becomes apparent that some of the conflict between residents has led to many not using the community facilities, and these residents have then reported they are not satisfied with the facilities. As Members will be aware, a number of steps have been taken to improve community relations on the estate, including mediation; and the Almshouses Manager continues to work on events to bring the community together.

Harman Close

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	92%
How satisfied or dissatisfied are you with the overall quality of your home?	92%
How satisfied are you with the cleanliness of your scheme?	83%
How safe and secure do you feel on your scheme?	92%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for	100%

money?	
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	85%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	77%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	85%
How satisfied or dissatisfied are you with the service provided by temporary agency staff?	85%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	92%
How satisfied or dissatisfied are you with the frequency of contact with your Scheme Manager?	92%
How satisfied or dissatisfied are you with the service provided by your Scheme Manager?	100%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	92%

48. We received 13 responses from residents of Harman Close, which represents 28% of the residents of the scheme.

49. We are pleased to note consistently high levels of satisfaction at Harman Close, including 100% satisfaction with the services provided by the Scheme Manager and 100% satisfaction that their rent provides value for money.

50. Comments received included:

- 'Everything is fine for me at the moment, thank you for making me happy also all our neighbours in Harman Close.'
- 'I do not agree with the residents that complain about the noise emerging from the occasional party. I believe people should enjoy themselves.'
- 'The passages are always dirty these days when you send workmen to do any flat; they should clean the hallway after the job is finished. I always have to sweep the passages'

51. The residents reported 83% satisfaction with cleaning, but upon reviewing the comments, there are a number which refer to dirt caused by the contractors undertaking works within the block. This has been raised.

Isleden House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	89%
How satisfied or dissatisfied are you with the overall quality of your home?	100%
How satisfied are you with the cleanliness of your scheme?	89%
How safe and secure do you feel on your scheme?	89%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	100%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	75%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	56%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	78%
How satisfied or dissatisfied are you with the service provided by temporary agency staff?	56%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	78%
How satisfied or dissatisfied are you with the frequency of contact with your Scheme Manager?	78%
How satisfied or dissatisfied are you with the service provided by your Scheme Manager?	78%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	89%

52. We received 10 responses from the sheltered residents of Isleden House, which represents 30% of the sheltered housing residents on the estate.

53. We are pleased to report very high levels of satisfaction across most measures. The measure of listening to views and acting upon them was returned at 56%, this is disappointing, however, upon reading the comments there is reference to the outside gym equipment. Although this has been well-received and is much used by the residents, at the time of the survey it had not yet been installed and there was a group of residents who feared that it would cause disruption and anti-social behaviour.

54. Comments received included:

- 'We spend a lot of time on flowers making the garden look nice most of the time but it's clouded with exhaust and lorries.'
- 'The newsletters are very informative.'

Mais House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	83%
How satisfied or dissatisfied are you with the overall quality of your home?	100%
How satisfied are you with the cleanliness of your scheme?	86%
How safe and secure do you feel on your scheme?	100%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	100%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	86%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	83%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	67%
How satisfied or dissatisfied are you with the service provided by temporary agency staff?	86%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	100%
How satisfied or dissatisfied are you with the frequency of contact with your Scheme Manager?	67%
How satisfied or dissatisfied are you with the service provided by your Scheme Manager?	50%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	67%

55. We received 7 responses from the sheltered residents of Mais House, which represents 30% of the residents who were in Mais House at the time of the survey.

56. We were pleased by the fact that satisfaction overall remains high, despite the 'decant' process that is underway, for example, there was 100% satisfaction with feelings of safety.
57. There were some low results, for example, 67% satisfaction with the information provided about their housing. We are aware that for residents awaiting an offer of accommodation, the need for information is high and we will continue to ensure we provide as much information as we are able to.
58. Comments received included:
- '[Name removed for data protection] is very thoughtful and prompt with everything.'
 - 'Mais House is almost empty and you ask us to fill in this stupid survey / form.'
59. As above, some discontent was expressed that the satisfaction survey was issued to residents when they are in the process of being moved. It could have been perceived that we were seeking to avoid negative feedback if we had not surveyed the Mais House residents, which was why we did not treat them differently. However, we will learn from this experience, and in future, may issue a tailored version of the survey to a property that is being decanted.

Appendix 2 Analysis by Theme and Individual Questions

Rate of Return

1. The rate of return across all of our residents this year is 13%, this is lower than 2016 at 18%. This is disappointing as we had hoped the rate would increase year-on-year. The average response rate for STAR surveys in the five London authorities and Housing Associations that submitted data this year is 24.5%.
2. Following Members' advice, an incentive to return the survey continues to be offered, in the form of the chance to win shopping vouchers. Unfortunately, despite the same incentive being offered as 2016, there was a decrease in the rate of return this year compared to last year.
3. This year was the second year the survey was emailed to all residents who had provided us with their email address. This year 50 responses were received through the online survey. This represents 12.5% of all returns. We are currently seeking personal information including email addresses, from all of our residents, and will ensure we contact as many residents by email in future as possible.
4. The highest rate of response was from the almshouses with 36% of residents responding.
5. 12.5% of the general needs residents overall responded, the highest rate of response was at Windsor House where 21% of the residents responded. The lowest rate of response was in the general needs properties at Isleden House where 5 of 77 residents, representing a little over 6% responded.
6. It is important to note that where low numbers of responses are received on any estate, the results are more heavily influenced by individual views and therefore may not represent an accurate picture of the overall views of residents.
7. Whilst we will continue our work to encourage residents to respond, surveys such as these are optional and we must recognise that for people with busy lives, taking the time to respond to a housing service survey will not be the highest priority for everyone.

The answer 'Neither'

8. As noted, the STAR survey is a fixed set of questions and answers which participating landlords circulate to their residents. After we had done the survey and data analysis last year, it came to our attention that there had been an error in the potential answers we provided to residents. There should be five options - very satisfied, satisfied, neither, dissatisfied or very dissatisfied. In the 2016 survey, the 'neither' option was missed in error.
9. In our survey this year, we have corrected that error. However, this will have caused some potential distortion when comparing to the overall data for each

question to the data from 2016. This distortion could be demonstrated in either direction – for example, where residents in 2016 did not have the ‘neither’ option available, they might have picked ‘satisfied’ or they might have chosen ‘dissatisfied’ – so we cannot know for certain the full impact of the lack of the neither option.

10. However, using a couple of questions to illustrate:

- Where the question ‘how satisfied or dissatisfied are you that the City of London Housing Service listens to your views and acts upon them’ was asked this year, 26% of general needs residents, 24% of the almshouses residents and 25% of the sheltered housing residents selected the ‘neither’ option.
- Where the question taking everything into account, how satisfied or dissatisfied are you with the service provided by the City of London Housing Service is asked, 14% of general needs, 6% of almshouses and 7% of sheltered residents answered ‘neither’.

This could very well explain the ‘drop’ in satisfaction compared to the 2016 data, as the ‘neither’ option offers people who have no strong feelings either way to still have their say.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by the City of London Housing Service?

11. It is disappointing that the overall satisfaction rate has dropped, from 81% to 70%. However, the result is skewed by some estates, as we are pleased to see that the majority of our sheltered housing residents and those at Avondale Square and Holloway Estates are particularly high.
12. As noted in the Summary section, the STAR survey questions are standard; this means the phrasing cannot be altered. Where this question is asked by a Housing Association it would be very clear that the question only related to the resident’s housing provider, however, we are very aware that as a Local Authority it can be difficult for residents to only reflect on the Housing Service for example, we received comments such as the following:

‘Disruption of transport, closure of bus stops / closure of tube stations and road works’

‘I have called the COL before ... for fly tipping, rubbish, broken lampposts etc. only to be told to contact Southwark Council’

How satisfied or dissatisfied are you with the overall quality of your home?

13. The satisfaction rate is 78% this year, a 5% drop compared to last year, however overall this result remains high. There are a number of estates that report really high levels of satisfaction including 100% at the Almshouses, 90% at Dron House and 85% at Middlesex Street Estate.

14. We are conscious that resident's perception in this satisfaction measure will be highly influenced by the major works that are pending on estates such as Golden Lane and Holloway Estate.

How satisfied are you with the cleanliness of your estate?

15. We are surprised by the overall decrease in satisfaction with the cleanliness of the estates or schemes, as we have taken care to protect the level of service that residents receive in this area. However, as noted above, in some estates where major works or new developments are underway, the dirt caused by the works may be countering the work done by our estate cleaners. Estate Managers will continue to monitor the service provided and ensure it is kept up to standard.

How satisfied are you with the customer services provided by your estate staff?

16. Satisfaction remains high in response to this question at 72% overall satisfaction.
17. We are aware that responses and comments can be very personally motivated and dissatisfaction may be driven by one-off situations, for example if a resident has asked for a service that is not available to them.

For example, at one estate, the following comment was provided:

'I am dissatisfied because my neighbour on top of me has flood [sic] me out four times in three years and half... I have had no electric for a month ... because I am a leaseholder, I am treated bad [sic] by the City of London. If I was a tenant they would fix it no problem.'

Repairs within their own home are the leaseholder's responsibility however the leaseholder in this case holds a misconception that our staff are failing to repair their home.

18. We also received positive comments about our staff (anonymised for staff data protection):

'xx is very thoughtful and prompt with everything.'
'they are very helpful'
'I feel very safe, people from the estate check on me and the staff check on me to see if I am ok.'

How safe and secure do you feel on your estate?

19. Whilst it is disappointing that there has been a decrease in feelings of safety, it is only a decrease of 2% overall. It is understandable that residents are feeling less safe in the context of the Grenfell Tower fire, which we are aware has caused concern and distress to some of our residents.

Tenants Only: How satisfied or dissatisfied are you that your rent provides value for money?

20. Sheltered housing residents have responded overwhelmingly to state their satisfaction that their rent provides value for money. However, it is disappointing to note that general needs tenant satisfaction with value for money has decreased, particularly considering the 1% reduction in rent that has been implemented over the last two years at the government's requirement.
21. One statistical point to note, while this question clearly states 'Tenants Only' in the survey, we cannot know for certain that leaseholders have not answered it. Residents may choose to submit the survey anonymously, which means we cannot cross-check each resident's tenure with their response.

Leaseholders Only: How satisfied or dissatisfied are you that your service charges provide value for money?

22. We have also seen a significant decrease in Leaseholder's satisfaction with their Service Charges providing value for money. This may in part be explained by the fact that some residents have begun to receive their service charge bills which include major works charges and are therefore higher than they are used to.
23. One statistical point to note, as per the rent question, while this question clearly states 'Leaseholders Only' in the survey, we cannot know for certain that general needs tenants have not answered it. Residents may choose to submit the survey anonymously, which means we cannot cross-check each resident's tenure with their response.

Generally, how satisfied or dissatisfied are you with the way the City of London Corporation deals with repairs and maintenance?

24. There has been a further drop in satisfaction levels with repairs and maintenance, 10% lower than 2016. However, the response to this question should always be treated with caution. The vast majority of repairs are carried out within tenants' homes and, when satisfaction with these repairs is measured with each individual after each repair it is very high (99.35%). The figure in the satisfaction survey includes the views of leaseholders, who can only reflect upon on communal repairs. These can often be complex and lengthy.
25. Furthermore, we remain aware that some residents will take this opportunity to reflect their dissatisfaction with the fact that major works are outstanding. As the major works programme is further rolled out, we anticipate an improvement in the responses to this question.

How satisfied or dissatisfied are you that the City of London Corporation listens to your views and acts upon them?

26. The overall result of 50% is disappointing. However it is important to note that a number of estates and schemes continue to reflect high levels of satisfaction. Most pleasingly 83% of the residents at Mais House are satisfied their views are listened to and acted upon.
27. In 2016 we felt confident that our investment in our Community Development Team and the work they were doing in conjunction with our estate staff was leading to resident's feeling as though they were more involved in the decisions taken on their estates. We will continue to work with our residents to ensure they feel they can take an active role on their estates.
28. Furthermore, as noted in some of individual estate analyses above, there are some items that relate to issues that may have been raised, but they are changes that staff may not be able to make, for example:

'There is no storage available, not easy to carry a bike on the 4th floor without a lift. Lift or storage would be useful'

'Dates as to when works will commence on the windows. They were mentioned 20 years ago.'

How satisfied or dissatisfied are you with the information provided by the City of London Housing Services about your housing?

29. We are very disappointed that this measure has dropped 89%, however the figure of 70% satisfaction remains relatively high.
30. Upon reviewing the estate-by-estate data there are also some notable variances. Avondale Square Estate reports 89% satisfaction; whereas Sydenham Hill reports 55% and Golden Lane reports 61%.
31. We are conscious that people may not think of the hand-delivered letters, noticeboard updates, Facebook messages and quarterly newsletters when they answer this question; they may think about aspects such as new housing developments or major works about which they may not have received as much information as they would like. We will continue to work with our colleagues in Property Services to ensure the information provided is as extensive and up-to-date as possible.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

32. We are pleased to note that the responses to this question remain high. 86% of our residents are satisfied with their neighbourhood as a place to live.
33. We have received multiple positive comments including:

'The community facilities offered by COL are second to none. We are so lucky to live in an area with such positive opportunities provided by our landlord.'

'I love my estate and the workers of City of London. They do a great job.'

'I would like to say that the grounds of York Way are kept beautifully and are a well-used place for relaxation as well as an antidote to the pollution on York Way itself.'

How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?

34. The response to this question as 55% satisfaction. This is the first year that this question has been asked; as such we have no comparative data. The reason for developing the question is because the Housing & Neighbourhoods department are responsible for not only the bricks and mortar of people's homes but aspects of the neighbourhood and community within which they live.
35. As noted in the estate commentary above, there are a number of estates where the community facilities are currently subject to change; Avondale Square has a new centre which is being expanded for further uses all the time and Golden Lane Estate has recently been closed for refurbishment. We hope that as our work in the community expands and our community facilities are brought into further use this level of satisfaction will rise.

Committee:	Date:																																			
Housing Management & Almshouses Sub-Committee	27 November 2017																																			
Subject: City of London Almshouses Revenue and Capital Budgets 2017/18 and 2018/19	Public																																			
Report of: The Chamberlain and The Director of Community and Children’s Services	For Decision																																			
Report author: Goshe Munir and Jacquie Campbell																																				
<u>Summary</u>																																				
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 2018/19.																																				
2. The overall budget position is summarised below: -																																				
<table><tr><td>Table 1: Overall Position</td><td>Original Budget 2017/18 £'000</td><td>Latest Budget 2017/18 £'000</td><td>Original Budget 2018/19 £'000</td><td>Movement 2016/17 to 2017/18 £'000</td></tr><tr><td>Income</td><td>376</td><td>365</td><td>365</td><td>0</td></tr><tr><td>Expenditure</td><td>(348)</td><td>(392)</td><td>(300)</td><td>92</td></tr><tr><td>Surplus on income and expenditure account</td><td>28</td><td>(27)</td><td>65</td><td>92</td></tr><tr><td>Increase/Decrease in market value of investments</td><td>0</td><td>71</td><td>0</td><td>(71)</td></tr><tr><td>Actual/Estimated Reserve brought forward</td><td>1,559</td><td>1,640</td><td>1,684</td><td>44</td></tr><tr><td>Reserve carried forward</td><td>1,587</td><td>1,684</td><td>1,749</td><td>65</td></tr></table>		Table 1: Overall Position	Original Budget 2017/18 £'000	Latest Budget 2017/18 £'000	Original Budget 2018/19 £'000	Movement 2016/17 to 2017/18 £'000	Income	376	365	365	0	Expenditure	(348)	(392)	(300)	92	Surplus on income and expenditure account	28	(27)	65	92	Increase/Decrease in market value of investments	0	71	0	(71)	Actual/Estimated Reserve brought forward	1,559	1,640	1,684	44	Reserve carried forward	1,587	1,684	1,749	65
Table 1: Overall Position	Original Budget 2017/18 £'000	Latest Budget 2017/18 £'000	Original Budget 2018/19 £'000	Movement 2016/17 to 2017/18 £'000																																
Income	376	365	365	0																																
Expenditure	(348)	(392)	(300)	92																																
Surplus on income and expenditure account	28	(27)	65	92																																
Increase/Decrease in market value of investments	0	71	0	(71)																																
Actual/Estimated Reserve brought forward	1,559	1,640	1,684	44																																
Reserve carried forward	1,587	1,684	1,749	65																																
3. Overall, the 2018/19 budget indicates a surplus on income and expenditure of £65,000, an increase of £92,000 compared with the Latest Budget for 2017/18.																																				

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 the 2018/19 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 2017/18 and 2018/19

7. The detailed budgets and reserves are set out in Table 2.
8. Expenditure and adverse variances are presented in brackets. Only significant variances (generally those greater than £10,000) have been commented on in the following paragraphs.
9. The increase in the opening reserves of £44,000 between the original and latest budget relates due to an increase in market value of investment.

Table 2

Actual 2016/17 £'000	City of London Almshouses Trust	Original Budget 2017/18 £'000	Latest Budget 2017/18 £'000	Original Budget 2018/19 £'000	Movement 2017/18 to 2018/19 £'000	Paragraph Ref
	Expenditure					
(84)	Employees	(86)	(101)	(106)	(5)	
(137)	Repairs and maintenance	(184)	(207)	(115)	92	Annex A1
(5)	Energy Costs	(6)	(6)	(6)	0	
(7)	Rents	(8)	(8)	(8)	0	
(7)	Council Tax	(4)	(11)	(7)	4	
(7)	Water	(7)	(7)	(7)	0	
(6)	Cleaning and Domestic Supplies	(10)	(8)	(8)	0	
(1)	Grounds Maintenance Costs	(9)	(9)	(9)	0	
(170)	Total Premises Related Expenses	(228)	(256)	(160)	96	
(8)	Equipment, Furniture and Materials	(5)	(5)	(5)	0	
(1)	Communications and Computing	(7)	(7)	(7)	0	
(9)	Fees and Services	(1)	(1)	(1)	0	
0	Advertising	(1)	(2)	(1)	1	
0	Clothes, Uniform & Laundry	(1)	(1)	(1)	0	
(3)	Hospitality	(2)	(2)	(2)	0	
(21)	Total Supplies and Services	(17)	(18)	(17)	1	
(15)	Recharges for Support Services	(13)	(13)	(13)	0	
(1)	Capital Charges	(4)	(4)	(4)	0	
(291)	Total Expenditure	(348)	(392)	(300)	92	
	Income					
304	Contributions and Service Charges	326	315	315	0	
43	Investment Income	50	50	50	0	
347	Total Income	376	365	365	0	
56	Net Surplus/ (Deficit)	28	(27)	65	92	
	Reserves	-				
1,458	Balance Brought Forward	1,559	1,640	1,684	44	
56	Income and Expenditure Account	28	(27)	65	92	
126	Increase/Decrease in Market Value of Investments	0	71	0	(71)	
1,640		1,587	1,684	1,749	65	

Manpower Statement

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

Table 3

	Latest Budget 2017/18		Original Budget 2018/19	
	Manpower Full-Time Equivalent	Estimated Cost £'000	Manpower Full-Time Equivalent	Estimated Cost £'000
Housing Management	0.59	(27)	0.6	(29)
Matrons - Employees	1.05	(47)	1.05	(50)
Gardener	0.8	(27)	0.8	(27)
Total Employee Costs	2.44	(101)	2.45	(106)

Investments

11. The Trust holds 135,697 units in the Corporation's Charities Pool with a market value as at 30 September 2017 of £ 1,253,840. The distribution rate for the first six months of 2017/18 was 3.9%. 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 0.604% for 2017-18 and 0.604% for 2018-19 onwards. Interest is credited annually based on the Trust's average cash balance.

Draft Capital and Supplementary Revenue Budgets

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

Table 4

Project	Exp. Pre 01/04/17 £'000	2017/18 £'000	2018/19 £'000	Later Years £'000	Total £'000
<u>Pre-implementation</u> Sheltered Units refurbishment		(7)			(7)
TOTAL CoL ALMSHOUSES	0	(7)	0	0	(7)

- 13.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.
- 14.The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2018.

Background Papers:

Estimate Working Papers - Chamberlain's

Contact:

Contact Officers:

Chamberlain's Department –

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Community and Children's Services Dept. –

Jacquie Campbell Tel: 020 7332 3785 / jacquie.campbell@cityoflondon.gov.uk

Annex A1

REPAIRS, MAINTENANCE AND IMPROVEMENTS		Original Budget 2017/18 £'000	Latest Budget 2017/18 £'000	Original Budget 2018/19 £'000
<u>Breakdown and Emergency Repairs</u>				
Building	E	(55)	(67)	(67)
Electrical	E	(8)	(9)	(9)
Breakdown Heating and Ventilating	E	0	(6)	(7)
Breakdown Rech Insurance Claim	E	0	(3)	(3)
		(63)	(85)	(86)
<u>Contract Servicing</u>				
Building	E	(2)	(2)	(2)
Electrical	E	(7)	(3)	(3)
Heating & Ventilating	E	(8)	(8)	(8)
		(17)	(13)	(13)
<u>Cyclical Works</u>				
Asbestos Data	E	(3)	(2)	(2)
Adaptations for the Disabled	E	(3)	(7)	(7)
Redecorations Works	A	(5)	(5)	(5)
		(11)	(14)	(14)
<u>Projects</u>				
Brickwork and Concrete Repairs	E	(93)	(93)	0
Asbestos Management	A	0	(2)	(2)
		(93)	(95)	(2)
Total Repairs, Maintenance and Improvements		(184)	(207)	(115)

Key: E = Essential A = Advisable D = Desirable

**2018/19 REPAIRS, MAINTENANCE AND IMPROVEMENTS -
EXPLANATION OF WORKS**

Breakdown and Emergency Repairs

Building - £67,000

Responsive repairs currently undertaken by Wates Living Space.

Electrical - £9,000

Responsive repairs currently undertaken by Wates Living Space.

Heating and Ventilating - £7,000

Rechargeable Insurance Claim - £3,000

Contract Servicing

Building - £2,000

Servicing and Maintenance of building related components. Currently undertaken by Wates Living Space.

Fire extinguishers: The current contractor is Allied Protection.

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

Electrical - £3,000

Fire Alarms and Warden Call Systems: The current contractor is Allied Protection. Also included is the rental of a British Telecom line in respect of the fire alarm system

Heating & Ventilating - £8,000

Servicing and Maintenance of Gas Appliances: The contractor Carillion, terminated its contract with the City at very short notice, with effect from 30 June this year. The new contractor, following a recent procurement exercise, is TSG Building Services PLC.

Cyclical Works

Asbestos Data - £2,000

Inspection /removal of asbestos. Current contractor Eton Environmental.

Adaptations for the Disabled - £7,000

Works to properties to accommodate those with a disability. Currently provided by GB Adaptions.

Redecorations Works - £5,000

Various redecoration works – contractor to be determined.

Projects

Asbestos Data - £2,000

Inspection /removal of asbestos. Current contractor Eton Environmental.

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Committees:	Dates:
Housing Management and Almshouses Sub Committee	27 November 2017
Subject: Great Arthur House – Progress Update New Curtain Walling and Window Replacement	Public
Report of: Director of Community and Children’s Services	For Information

Summary

The City of London Corporation has contracted with Keepmoat to carry out a major refurbishment project at Great Arthur House on the Golden Lane Estate. Work commenced on site in November 2015 with an expected completion date of December 2016. Since work started on site, there have been a number of technical and structural issues arising from the works that have led to substantial cost increases and delays in the completion date.

The purpose of this report is to update members on progress with the works, the issues that have arisen and the actions taken to deal with them.

Recommendations

The Committee is asked to:

1. Note the progress of the works, the difficulties encountered and the actions taken to resolve them as outlined in this report.

Main Report

Background

1. The procurement for the major refurbishment project to Great Arthur House on the Golden Lane Estate took place between July 2013 and March 2014. The tender process was carried out in full compliance with OJEU Public Procurement Rules using the London Tenders Portal.
2. The contract was subsequently awarded to Keepmoat for a sum of £5,846,000, which included provisional sums of £391,000. The works contained in the major refurbishment project included:
 - Replacement curtain walling;
 - Replacement windows;
 - Replacement balcony doors and fanlights;

- Various other associated external repairs.
3. Work commenced on site in November 2015 with an expected completion date of December 2016. Since work started on site, there have been substantial cost increases for additional works arising during the construction phase. These additional works are summarised below:
 - Alterations to new curtain walling to overcome deviations in the existing concrete frame;
 - Additional concrete repairs;
 - Structural alterations to facilitate the replacement of windows to the north and south gable elevations;
 - New electrical supply to bedroom lights in 60 flats;
 - Costs associated with a claim for an Extension of Time.
 4. Great Arthur House contains 46 long-leasehold flats in a high rise block of 120 flats. The estimated recharge for the works, based on the original contract value, is over £54,000 per flat, which long leaseholders will be invoiced.

Current Position

5. The approved budget at Gateway 5 for the major refurbishment project at Great Arthur House was £6,558,668, which included the contract sum with Keepmoat of £5,846,000 plus associated design costs, consultancy costs, staff costs and fees.
6. The current approved revised total outturn cost, which was reported to the Committees in February 2017, is £8,710,017 and although this has not changed further, colleagues in City Surveyors have advised that it is likely that there will be a lengthy process to settle the Final Account with Keepmoat and the final outturn cost may take some time to resolve.
7. With regard to the final completion date for the works, an 'Extension of Time' has been granted to the 20 November. However, realistically, it is estimated that the works will not be completed until April next year at the earliest.

Current Issues

8. Before works began on site in January 2016, our contractor, Keepmoat, fitted out the interior of Flat 59 as a 'show flat' for residents to see how their flat would look once the works had been completed. All residents were invited to visit the 'show flat' and give us their views and opinions on what they saw. Those that did manage to see the flat were generally very happy with what they saw. The design of the 'show flat' was also presented to, and approved, by the City of London Corporation's (the Corporation) planning officers. As a result, it was agreed that the design and standard of the internal works completed in Flat 59 would be rolled out to all the flats in Great Arthur House and this is what we have done.
9. However, recently, some residents have expressed new concerns relating to the internal finishes in the flats which, in their opinion, lead to a loss of character of the design of Great Arthur House. These concerns relate to:

- the style of the replacement balcony doors;
- the new timber batten fixed to the ceiling;
- the finish to the window reveals to the main curtain walling;
- the positioning of the handrail on the window cills;
- the finish to the window reveals of the new gable end windows;
- the refixing of the external handrail to the balcony.

13. In response to the new concerns raised by residents, we recently fitted out Flat 101 as a second 'show flat' incorporating new design details that more closely replicated the original internal finishes. We subsequently invited residents of Great Arthur House to visit the flat and give their views on the changes we had made. Approximately 50% of the residents attended one of the three consultation 'drop-in' sessions at Flat 101. In general terms, most of the residents who attended expressed a strong view that they wanted the work to be completed as soon as possible and were not particularly concerned with the alternative detailing of the internal finishes. Some residents however, expressed a clear preference for some of the changes made in Flat 101.

10. In order to progress this matter, the Corporation has recently written to all residents of Great Arthur House, offering them the opportunity to decide on the type of internal finish they prefer in their home. The letter makes clear however, that the cost of the alternative finishes in Flat 101 is greater than the original agreed and approved finishes in Flat 59 and the cost of changing the internal finishes to flats where the work has already been completed will be considerably more than for flats that have not, as yet, been started. The letter also makes clear that the Corporation will seek to recover the cost of these alternative finishes directly from the individual leaseholder or tenant. The closing date for residents to respond to the letter is Monday 4 December 2017.

Impact on leaseholders

11. The City recognises that the costs of these works are significant and will place a financial burden on leaseholders. The estimated recharge for the works, based on the original contract value, was over £54,000 per flat. Based on the new outturn cost of £8,710,017, the estimated recharge for the works has risen to £72,500.

12. At its meeting on 8 September 2017, members of the Community and Children's Services Committee received and considered a report entitled "Financial Support with Major Works for Leaseholders. Members subsequently agreed the option to offer discretionary loans to owner-occupier leaseholders at an increased maximum amount of £72,500 with up to three years of interest-free borrowing and charge legal and administrative fees. A copy of the report is attached at Appendix 'A' for information.

13. The full extent of the cost of the works that will be recharged to leaseholders is not known at this stage and will only be finalised once the project has been completed and all costs are known.

Appendices

Appendix 'A'

Financial Support with Major Works for Leaseholders – Report to Community and Children's Services 8 September 2017

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