



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

Date: MONDAY, 16 APRIL 2018

Time: 2.00 pm*

Venue: ARTIZAN STREET LIBRARY AND COMMUNITY CENTRE, ARTIZAN STREET, 1 ARTIZAN ST, LONDON E1 7AF

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

PLEASE NOTE: *Visit to lift at Petticoat Tower before the start of the Meeting:

**Members are asked please to arrive at Artizan Street Library
and Community Centre at 1.30pm**

Enquiries: Julie Mayer: 020 7 332 142610
julie.mayer@cityoflondon.gov.uk

**John Barradell
Town Clerk and Chief Executive**

AGENDA

Part 1 - Public Reports

Visit to Lift at Pettitcoat Tower: Members are asked please to arrive at Artizan Street Library and Community Centre at 1.30pm

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 12th February 2018.
For Decision
(Pages 1 - 6)
4. **DISPOSAL OF PERSONAL PROPERTY POLICY**
Report of the Director of Community and Children's Services.
For Decision
(Pages 7 - 26)
5. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 27 - 34)
6. **HOUSING ESTATES - ALLOCATED MEMBERS' REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 35 - 42)
7. **SEVERE WEATHER BRIEFING**
Report of the Director of Community and Children's Services.
For Information
(Pages 43 - 54)
8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
10. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

Part 2 - Non-Public Reports

11. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 12 February 2018.
For Decision
(Pages 55 - 56)
12. **MAIS HOUSE DECANT PROGRAMME - UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 57 - 60)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE **Monday, 12 February 2018**

Minutes of the meeting of the Housing Management and Almshouses Sub (Community and Children's Services) Committee held at Guildhall at 2.00 pm

Present

Members:

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

Officers:

Mark Jarvis	-	Chamberlains
Chris Keesing	-	Chamberlains
Jacquie Campbell	-	Community and Children's Services
Paul Murtagh	-	Community and Children's Services
Jacqueline Whitmore	-	Community and Children's Services
Liam Gillespie	-	Community and Children's Services
Martin Goodwin	-	Community and Children's Services
Mohammed Hussain	-	Community and Children's Services
Julie Mayer	-	Town Clerk's
	-	

1. APOLOGIES

Apologies were received from Dhruv Patel and Deputy Henry Jones.

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

Susan Pearson declared a general non-pecuniary interest in respect of Agenda Item 9 (Management of Golden Lane Community Centre) by virtue of her membership of the Golden Lane Steering Group.

3. MINUTES

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

Matters arising

The Town Clerk advised that Ms Rogula had submitted apologies for the last meeting.

In respect of Members' request for an additional meeting, the Town Clerk suggested, and Members agreed, to remove the meeting scheduled for 2 July 2018 and replace it with two new meetings: 5th June 2018 and 23 July 2018, both of which were clear in the City Corporation's Committee Diary. This would take the current number of meetings each year from 5 to 6, spread evenly.

4. ALMSHOUSES UPDATE

Members received a report of the Director of Community and Children's Services, which provided information on the City of London Almshouses in Lambeth and the eight Gresham Almshouses on the Estate.

Members noted that, in respect of the Almshouses waiting list, offices are offering St Clements Danes the voids, to help them clear their waiting list.

Since the publication of this agenda, officers contacted Lambeth in respect planning application to replace the Almshouses windows but were advised that it would be rejected. Officers were therefore considering secondary glazing, but this option would offer less energy efficiency savings. Members noted that the Almshouses were in a Conservation Area and therefore the appearance of the glass was protected and, since it was very old, it was difficult to source a like for like replacement. Given this application had only been to 'pre-planning' and there had been no consultation as yet, Members asked for a full cost analysis, including energy saving comparisons, to be presented to their next meeting. Members were also concerned that secondary glazing would make the windows very heavy and difficult to open and suggested that it might be worth making a full application and appealing the decision, if unsuccessful.

RESOLVED, that:

1. Members receive a full cost analysis, including energy saving comparisons, at the next meeting of the Housing Management and Almshouses Sub Committee, with a view to submitting a Planning Application for replacement windows at the City of London Corporation' Almshouses.
2. The Almshouses be included in the 1% rent reduction, at a cost of £2410, to the City of London Corporation Almshouses Trust.

5. HOUSING UPDATE AND RISK REGISTER

Members received a report of the Director of Community and Children's Services which provided an update on housing service performance against key areas of work and the housing risk register. Members noted strong performance in responsive repairs and new software being trailed to enhance monitoring and reporting of anti-social behaviour.

In response to questions, Members noted that, in addition to the 3 sites highlighted in the report for potential development; i.e. York Way; Avondale and Sydenham Hill; Windsor House would be included in a different Committee reporting cycle. Members also noted that all vacancies at Great Arthur House would be filled.

RESOLVED, That – the report be noted.

6. HARMAN CLOSE - DECENT HOMES - GATEWAY 3/4- OPTIONS APPRAISAL

Members considered a report of the Director of Community and Children's Services in respect of Harman Close Decent Homes project, which had been approved by the Projects Sub Committee on 17 January 2018. A Member had recently visited the site and had found it to be very well managed.

Officers advised that the condition survey covered both kitchens and bathrooms. Members noted that some residents had indicated a preference for a walk in, rather than standard bathroom, and this would be discussed with support staff and addressed in the specification as necessary.

RESOLVED, that – Option 2 be approved; i.e. to carry out replacement of facilities as required in each flat, as identified in the Department of Community and Children's Services Survey carried out in the Summer of 2017.

7. MUTUAL EXCHANGE POLICY

Members considered a report of the Director of Community and Children's Services which outlined the purpose of the Mutual Exchange Policy.

RESOLVED, that – the Mutual Exchange Policy be approved for use by the Housing and Neighbourhoods Department, as part of Estate Management practice.

8. SHIFT ALLOWANCE POLICY

Members considered a report of the Director of Community and Children's Services which outlined the purpose of the Shift Allowance Policy.

RESOLVED, that – the Shift Allowance Policy be approved for use by the Housing and Neighbourhoods Department, as part of Estate Management practice.

9. MANAGEMENT OF GOLDEN LANE COMMUNITY CENTRE

Members received a report of the Director of Community and Children's Services in respect of the refurbishment programme for Golden Lane Community Centre. Members asked for assurance of a smooth transition and noted that staff relocation was due to be discussed by the Director of Community and Children's Services and the Residents' Steering Group next week. Members noted Artizan Street Library and Community Centre, which was working well, and accepted that the new regime might take a while to bed in.

In respect of the three new accessible homes, to be built on the ground floor of Great Arthur House, Members discussed the proposal to make one of these available for ad-hoc supported living; i.e. short time convalescence following discharge from hospital. Members asked if they could be provided with

frequency of use statistics and noted that, if a decision was taken not to include an ad-hoc facility, there would still be three new accessible homes available.

RESOLVED, that – the report be noted.

10. FIRE SAFETY UPDATE

Members received a report of the Director of Community and Children's Services in respect of progress made on fire safety matters since the last update reports submitted in July, September and November 2017. Members noted that all immediate works had been completed, the risk assessment reports from Frankhams had been returned, and an action plan was being prepared.

The Assistant Director advised that the hard-wired alarm had been installed at Great Arthur House but around 30 residents have not provided access to their homes. This means that although the alarm system is functional, there is no individual detection or alarm system in those flats where access has not been granted. Members noted that residents were likely to be in breach of their lease/tenancy agreements by continually withholding access and the Fire Brigade had offered their support. Members were concerned as to why these residents continually refused and suggested that they might be more receptive to a visit from a Fire Brigade officer, rather than a City of London Corporation officer. A Member of the Sub Committee kindly offered to call on all remaining residents. Members noted that Great Arthur House's compartmentation issues were to be the subject of a further Committee report and a summary of the action plan was set out in this report. The Assistant Director advised that he was due to meet with the LFB shortly to confirm the installation of the new fire alarm system and to agree to the removal of the 'Walking Watch'.

Members noted that recruitment was underway for additional resources to undertake tenancy visits, using agency staff who would be readily available, and the team would be managed by a seconded Community and Children's Services Manager. The Assistant Director offered to share the checklist and questions with Members and invited their comments.

In respect of fire safety doors, the Assistant Director advised that they could be fitted with letter boxes, although the use of centralised post reception points was becoming more popular.

The Assistant Director advised that Counsel's opinion, in respect of re-charges to Leaseholders, was being actioned and Members asked for an update as soon as possible.

RESOLVED, that the report be noted.

11. HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT

Members received a report of the Director of Community and Children's Services in respect of progress made with the Housing Major Works Programme.

Further to Members' requests at the last meeting, a new works delivery forecast had been provided and Members were pleased with the new format as it would show a position change at each meeting.

Members noted that one of the major causes of slippage was due to a lack of interest from Contractors. The Assistant Director advised that he had been working with City Procurement; i.e. conducting soft market testing and engaging with contractors, to seek a framework for future major works tenders.

RESOLVED, that – the report be noted.

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

In response to a question about fire regulations generally; i.e. the provision of an extra staircase in new residential blocks and new limits on the distance from staircases, the Assistant Director explained that all flats in the City had met the requirements of the fire risk assessments, even if they had just one staircase. Furthermore, there had been no reference to providing extra staircases within the preliminary Grenfell report.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chairman had agreed to an additional item of business which had been provided to Members in a supplementary agenda pack.

Social Housing Tenancy Fraud – Anti-Fraud and Prosecution Policy

Members considered a report of the Chamberlain in respect of amendments to the above Policy, which were summarised in the report and shown in tracked changes in the appendix. Members noted that the report had been approved by the City of London Corporation's Audit and Risk Management Committee in November 2017.

In response to questions about short term holiday lets, the officer explained that the holistic approach in this Policy recognised this, as it would constitute a sub-let which could compromise tenure. However, Members asked if it could be specific in the Policy.

RESOLVED, that – the changes to the Social Housing Tenancy Fraud – Anti-Fraud and Prosecution Policy be endorsed, subject to the inclusion of a specific reference to short term holiday lets, as set out above.

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
15-19

Paragraph
1,2 & 3

15. **NON-PUBLIC MINUTES**
RESOLVED – That the non-public minutes of the meeting held on 27 November 2017 be approved as a correct record.
16. **MAIS HOUSE DECANT PROGRAMME UPDATE**
Members received a report of the Director of Community and Children's Services
17. **HOUSING INFORMATION AND SYSTEMS UPDATE**
Members received a report of the Director of Community and Children's Services.
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other business.

Committee	Dated:
Housing Management & Almshouses Sub-Committee	16/04/2018
Subject: Disposal of Personal Property Policy	Public
Report of: Andrew Carter, Director of Community & Children's Services	For Decision
Report author: Liam Gillespie, Acting Head of Estates	

Summary

This report is presented to outline the purpose of the Disposal of Personal Property Policy.

This Policy has been developed to provide a clear statement of the Housing & Neighbourhood team's approach to dealing with items of personal property found on, or left on, the estates under their management.

The Policy aims to ensure residents are treated fairly, while helping the City perform its estate management duties effectively.

Recommendation(s)

Members are asked to:

- Approve the Disposal of Personal Property Policy for use by the Housing & Neighbourhoods team

Main Report

Background

1. This Policy has been written to provide a clear statement of our approach to dealing with the storage and disposal of items of personal property found on, or left on, our housing estates. The Policy covers personal property found in communal areas, void properties and areas under the City's sole control.
2. The law in this area is governed by the Local Government (Miscellaneous Provisions) Act, 1982 ("the 1982 Act"). This Policy explains how we will meet the requirements laid out in the 1982 Act, as well as our approach to the storage and disposal of items taken into the City's possession.

Current Position

3. The City's estate-based housing staff are frequently required to handle personal property which has been left in communal areas without authorisation, or which has been left in residential properties, sheds or garages after they have been repossessed.
4. The removal of items of personal property from communal areas often becomes necessary as part of the City's routine estate management functions. For instance, officers may be required to remove bikes stored on landings, property left in abandoned premises, or items such as plants kept in communal areas in contravention of the City's Fire Safety Protocol. In some cases, the property will clearly be of no value and will be disposed of, though in some cases the items in question may be valuable.
5. Practice varies across our estates in terms of the handling of items once they are removed, as well as the duration of storage. While most instances of property being removed are resolved without problems, some disputes have arisen between the City and residents whose property has been removed to storage and subsequently disposed of.
6. The 1982 Act sets out very clearly what is required of local authorities when handling personal property found on the authority's premises. It covers scenarios where the owner of the property is known, as well as those where the owner is not known or cannot be contacted.
7. This Policy will act as a clear statement of the way in which we will handle and store items removed from communal areas, or which come into our possession in other ways. One aim of the Policy is to reduce the likelihood of disputes arising out of the performance of our estate management functions. Another aim is to ensure that cases are handled consistently and fairly across all our estates.

Corporate & Strategic Implications

Implications

8. The implementation of this policy will reduce the risk of disputes arising from the removal and disposal of personal belongings by estate staff. Complaints and disputes, including legal cases, have occurred in relation to the disposal of personal property from our estates, though these have been infrequent. Learning from these complaints and disputes has been incorporated into the Policy.

Conclusion

9. The Disposal of Personal Property Policy will provide a clear policy statement on how officers in the Housing Service will handle personal property found on our estates, or left there without authorisation.

10. It will also standardise the approach taken across all our estates and ensure that officers are able to implement various other estate management policies effectively, such as those relating to fire safety in communal areas. It will ensure that cases are handled consistently and is intended to reduce the likelihood of disputes arising out of situations where property is removed and eventually disposed of.

Appendices

- Appendix 1 – Disposal of Personal Property Policy
- Appendix 2 – The Equality Analysis for this Policy

Liam Gillespie

Acting Head of Estates

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City of London Corporation
Department of Community & Children's Services
Housing Service

Disposal of Personal Property Policy

Approved by:	Housing Management & Almshouses Sub-Committee
Approval Date:	
Review Date:	<i>(3 years from approval)</i>

1. Introduction

This policy describes how we will deal with the removal and disposal of personal property found, or left on, City of London housing estates. The City of London Corporation has certain duties towards the owner of any property found or deposited on its estates. The law also gives the Corporation the power to dispose of goods or personal property found on its premises once adequate notice has been given, where this is possible.

2. Aims of this Policy

The aims of this policy include the following:

- To give clear guidance to officers on their responsibilities when dealing with personal property removed from Corporation premises
- To ensure residents are treated fairly when we remove and dispose of any personal property
- To enable estate staff to deal effectively with property which is found on our premises, whether it is lost, abandoned or placed there without authorisation
- To reduce the risk of disputes relating to the removal or disposal of residents' property
- To minimise storage costs and rent or void losses

3. Scope

This policy applies to all the Corporation's housing estates. All officers working on our estates are expected to comply with this policy and any associated procedure.

This policy is intended to cover property found on any premises (or part of any premises) owned or managed by the Corporation's Housing Service, with application to:

- communal areas of the housing estates, e.g. walkways, balconies, lobbies, gardens, roadways or corridors
- any areas solely under the Corporation's control, e.g. plant rooms or roof areas
- void properties (both residential and commercial units)
- storage sheds, garages and parking spaces

4. Legislation

The Local Government (Miscellaneous Provisions) Act, 1982 ("the 1982 Act") gives local authorities the power to dispose of goods found on their premises, or deposited with them, when certain conditions are met.

Where possible, a notice must be served on the owner or depositor. The legislation covers cases where the whereabouts of the owner are known and notice can be

served on them, as well as situations where it is not possible to serve notice on the owner, or the owner is not known.

Cases where notice can be served

Section 41(3) of the 1982 Act provides the following:

- Where property is found on their premises, or deposited with them, the local authority can serve a notice on the owner or depositor requiring them to collect the property
- The notice must give the owner or depositor at least one month to collect the property
- If the property is not collected after one month has elapsed, the local authority becomes the legal owner and may dispose of it

Cases where notice cannot be served

- If, *on the date they come into possession of the property*, the local authority forms the view that it is “impossible” to serve a notice on the owner, the property becomes theirs one month from that date;

Or

- If, *after making reasonable enquiries*, it appears to be impossible to serve a notice on the owner, the property becomes the local authority’s six months from the date they took possession

Perishable items and other exceptions

The 1982 Act allows us to dispose of items immediately if they are perishable, or if looking after the property would incur unreasonable expense or inconvenience.

We will make reasonable attempts to trace or contact the owner of any property before disposing of it, though we reserve the right to dispose of items immediately should it fall within one of these exceptions.

5. Recovery of costs

We may require the owner of any property in our possession to pay relevant costs before releasing the property back to them. This includes:

- costs incurred in making reasonable enquiries for the purpose of serving a relevant notice
- costs incurred in looking after the property adequately while it was in our possession, including reasonable storage fees

6. Disposal of Property

In cases where we know the whereabouts of the owner, we will serve a written notice under section 41(3) of the 1982 Act as soon as practicable after we take possession of any property from premises under our control.

We are required to give a minimum of one month's notice to collect items in our possession and, in most circumstances, we will give this statutory minimum period only. Uncollected property will normally be disposed of without further notice once this period expires.

In exceptional cases, we may give longer than one month for the owner to collect the property, depending on the circumstances of the case.

Where the owner's whereabouts are not immediately apparent, we will make reasonable enquiries to establish whether a notice can be served on them. The nature and extent of the enquiries will vary from case to case and will be dependent in part on the assumed value of the goods.

7. Void Properties

Where rubbish or very low-value items are left in a property once we take back possession, we will normally dispose of these items immediately as part of the voids process.

Any other items, or goods that might reasonably be thought of as having sentimental value (e.g. family photographs), will be retained and dealt with in accordance with this policy and the associated procedure for officers.

Any important documents found in void properties, for example passports and driving licences, will be returned to the issuing office.

8. Removal and Storage of property

When we remove property to storage, it will normally be kept on the estate on which it was found or left. We reserve the right to store items elsewhere, including at commercial storage facilities, should appropriate storage not be available on the estate concerned.

We will document or record details of any items we remove and will, wherever possible, photograph items at the point of removal or as soon as possible after removal.

We will take reasonable care of any property in our custody. It will be stored in an appropriate place, which will normally be a secure area under our control, though in some circumstances it may not be possible or desirable to keep items in secure storage.

Reasonable storage costs will be charged to the owner and we may require payment of these costs prior to releasing their property back to them.

9. Arrangements for claiming property

When property has been placed in storage, the owner can collect it by arranging an appointment via the relevant estate office.

It is the owner's responsibility to arrange collection and we are unable to provide assistance in removing items from storage, other than in exceptional cases.

When property is in storage, whether in an estate facility or a void property, we will normally provide one appointment for it to be collected by the owner. Any additional appointments will be at the discretion of the Estate Manager.

10. Communal areas – fire safety

This policy will be used in conjunction with the Corporation's Fire Safety Protocol for communal areas in residential blocks. Any items removed from these areas under the Fire Safety Protocol will be dealt with in accordance with this policy.

11. Residents with support needs

When applying this policy, we will ensure that any individual support needs are considered and officers may use their discretion to make exceptions accordingly.

We may involve relevant agencies or third parties to ensure that vulnerable residents are supported adequately when we are in contact with them about the removal and disposal of their personal property.

12. Monitoring and Performance

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

13. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

14. Equality and Diversity

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

15. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure

that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

16. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

17. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

18. Legislation

- Local Government (Miscellaneous Provisions) Act, 1982

19. Related documents

- Removal of Personal Property Procedure
- Fire Safety Protocol (Communal Areas of Residential Blocks)
- Estate Management Policy and Procedure

EQUALITY ANALYSIS (EA) TEMPLATE

Decision

Approved

Date

04/04/18



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: Liam Gillespie

Contact details: liam.gillespie@cityoflondon.gov.uk – 020 7332 3308

1. What is the Proposal?

The proposal is to implement a new policy governing the removal of items of personal property found, or left on, City of London housing schemes (HRA only). This is the Disposal of Personal Property Policy

2. What are the recommendations?

To approve the draft Policy

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

Residents of our HRA housing estates are the primary group affected. Members of the public, including guests and visitors of residents, may also be affected

Age Double click here to add impact / Hide

Check box if NOT applicable ☒

Key borough statistics:

The City has proportionately more people aged between 25 and 69 living in the Square Mile than Greater London. Conversely there are fewer young people. Approximately 955 children and young people under the age of 18 years live in the City. This is 11.8% of the total population in the area. Summaries of the City of London [age profiles from the 2011 Census can be found on our website](#)

A number of demographics and projections for demographics can be found on the [Greater London Authority website in the London DataStore](#). The site details statistics for the City of London and other London authorities at a ward level:

- [Population projections](#)

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”.

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*

The data held on the City’s social housing residents is currently being refreshed. New data will be available in 2017/18.

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***

There is no impact in relation to Age.

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

N/A

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

Check box if NOT applicable ☐

Key borough statistics:

Day-to-day activities can be limited by disability or long term illness - In the City of London as a whole, 89% of the residents feel they have no limitations in their activities – this is higher than both in England and Wales (82%) and Greater London (86%). In the areas outside the main housing estates, around 95% of the residents responded that their activities were not limited. Extract from summary of the [2011 Census relating to resident population health for the City of London can be found on our website](#).

The 2011 Census identified that for the City of London's population:

- 4.4% (328) had a disability that limited their day-to-day activities a lot
- 7.1% (520) had a disability that limited their day-to-day activities a little.

Source: 2011 Census: [Long-term health problem or disability, local authorities in England and Wales](#)

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”.

[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*

The data held on the City's social housing residents is currently being refreshed. New data will be available in 2018/19.

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**

No direct impact is foreseen.

It is conceivable that there may be an indirect impact on residents with disabilities. For example, the ability to comply with deadlines for collection of goods taken into storage.

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

Discretion has been built into the policy. There is an express commitment to taking disabilities (and vulnerabilities falling short of the legal definition of disability) into account when making exceptions to the general principles outlined in the policy.

Officers charged with implementing the Policy will be expected to take disabilities and vulnerabilities into account when dealing with residents or members of the public in relation to property left or found on CoL housing premises.

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

Check box if NOT applicable ☒

Key borough statistics:

Under the theme of population, the [ONS website](#) has a large number of data collections grouped under:

- [Conception and Fertility Rates](#)
- [Live Births and Still Births](#)
- [Maternities](#)

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”.

[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.*

Pregnancy and Maternity

The data held on the City's social housing residents is currently being refreshed. New data will be available in 2017/18.

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 policy has no impact in relation to Pregnancy and Maternity.

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

N/A.

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

[Check box if NOT applicable](#) ☒

Key Borough Statistics:

Our resident population is predominantly white. The largest minority ethnic groups of children and young people in the area are Asian/Bangladeshi and Mixed – Asian and White. The City has a relatively small Black population, less than London and England and Wales. Children and young people from minority ethnic groups account for 41.71% of all children living in the area, compared with 21.11% nationally.

White British residents comprise 57.5% of the total population, followed by White – Other at 19%.

The second largest ethnic group in the resident population is Asian, which totals 12.7% - this group is fairly evenly divided between Asian/Indian at 2.9%; Asian/Bangladeshi at 3.1%; Asian/Chinese at 3.6% and Asian/Other at 2.9%. The City of London has the highest percentage of Chinese people of any local authority in London and the second highest percentage in England and Wales. The City of London has a relatively small Black population comprising 2.6% of residents. This is considerably lower than the Greater London wide percentage of 13.3% and also smaller than the percentage for England and Wales of 3.3%.

[See ONS Census information](#) or [Greater London Authority projections](#)

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

Page 20

[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*

The data held on the City's social housing residents is currently being refreshed. New data will be available in 2017/18.

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 policy has no impact in relation to Race.

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

N/A.

Religion or Belief [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#) ☒

Key borough statistics – sources include:

The ONS website has a number of data collections on [religion and belief](#), grouped under the theme of religion and identity.

[Religion in England and Wales provides a summary of the Census 2011 by ward level](#)

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”.

[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*

The data held on the City’s social housing residents is currently being refreshed. New data will be available in 2017/18.

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 policy has no impact in relation to Religion or Belief.

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

N/A.

Pages
21

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

[Check box if NOT applicable](#) ☒

Key borough statistics:

At the time of the [2011 Census the usual resident population of the City of London](#) could be broken up into:

- 4,091 males (55.5%)
- 3,284 females (44.5%)

A number of demographics and projections for demographics can be found on the [Greater London Authority website in the London DataStore](#). The site details statistics for the City of London and other London authorities at a ward level:

- [Population projections](#)

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”.

[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*

The data held on the City’s social housing residents is currently being refreshed. New data will be available in 2017/18.

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 policy has no impact in relation to Sex.

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

N/A.

Sex

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

[Check box if NOT applicable](#) ☒

Key borough statistics – suggested sources include:

- [Sexual Identity in the UK – ONS 2014](#)
- [Measuring Sexual Identity – ONS](#)

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”.

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

Sexual Orientation and Gender Reassignment

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

The data held on the City’s social housing residents is currently being refreshed. New data will be available in 2017/18.

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 policy has no impact in relation to Sexual Orientation or Gender Reassignment.

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

N/A.

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

[Check box if NOT applicable](#) ☒

Key borough statistics - sources include:

- [The 2011 Census contain data broken up by local authority on marital and civil partnership status](#)

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”.

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

Marriage and Civil Partnership

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

The data held on the City’s social housing residents is currently being refreshed. New data will be available in 2017/18.

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 policy has no impact in relation to Marriage and Civil Partnership.

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

N/A.

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

[Check box if NOT applicable](#) ☒

This section seeks to identify what additional steps can be taken to promote these aims or to mitigate any adverse impact. Analysis should be based on the data you have collected above for the protected characteristics covered by these aims.

In addition to the sources of information highlighted above – you may also want to consider using:

- Equality monitoring data in relation to take-up and satisfaction of the service

- Equality related employment data where relevant
- Generic or targeted consultation results or research that is available locally, London-wide or nationally
- Complaints and feedback from different groups.

[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)

The data held on the City's social housing residents is currently being refreshed. New data will be available in 2018/19.

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

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.

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...

The policy approach is proportionate. There is only one potential indirect impact upon a protected characteristic. This is mitigated by including a clause enabling officers to use discretion, where circumstances warrant it, to adapt to meet individual circumstances.

Page 24

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: Jacquie Campbell

Date: 04/04/18

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Committee	Dated:
Housing Management & Almshouses Sub Committee	16 April 2018
Subject: Housing Major Works Programme – Progress Report	Public
Report of: Director of Community & Children’s Services	For Information
Report author: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made with the Housing Major Works Programme and to advise Members on issues affecting progress on individual schemes.

Recommendation

Members are asked to note the report.

Main Report

Background

1. At its meeting on 27 November 2017, the Housing Management & Almshouses Sub-Committee received a presentation from officers in Housing Property Services on the scope of, and progress with, the Housing Major Works Programme. Members subsequently agreed that it would be useful if further updates and progress reports be brought to future meetings of this Sub-Committee.
2. The first update and progress report was presented to this Sub-Committee at its last meeting on 12 February 2018. This second report highlights specific areas of ‘slippage’ or ‘acceleration’ since the last meeting of the Sub-Committee.

Considerations

3. The City Corporation is committed to investing around £55million on a Major Works Programme for the maintenance, refurbishment and improvement of its social housing portfolio. The works, in the main comprise:
 - Window replacements;
 - Re-roofing;
 - Decent Homes (new kitchens and bathrooms);
 - Electrical rewiring and upgrades;
 - Heating replacements;

- Concrete repairs.
4. The funding for these extensive works, which are intended to bring all the City Corporation's social housing stock up to, and beyond, the Decent Homes Standard, comes from the Housing Revenue Account (HRA), which is ring-fenced solely for housing. The HRA is made up of:
 - Income from rents;
 - Income from service charges.
 5. The Housing Major Works Programme was originally intended to be a 5-year programme however, the size and complexity of some of the projects included, along with initial staff resourcing issues, has meant that it is more likely to take 7 or 8 years to complete.
 6. The Housing Major Works Programme is monitored and managed at several levels both corporately and within the department. This includes:
 - Gateway Process;
 - DCCS Committee;
 - Projects Sub-Committee;
 - Housing Management & Almshouses Sub-Committee (recent addition);
 - Housing Programme Board.
 7. The Housing Programme Board (HPB) is a cross-departmental group, chaired by the Director of Community & Children's Services and comprising senior officers from:
 - Housing Management;
 - Housing Property Services;
 - City Surveyors;
 - Planning;
 - Finance;
 - Town Clerks;
 - City Procurement.
 8. For the purpose of the HPB, officers have developed detailed report templates that show progress of the various works programmes and these are analysed and discussed monthly. At its meeting on 27 November 2017, following a presentation from officers in Housing Property Services on the scope of, and progress with the Housing Major Works Programme, Members agreed that a simplified version of the progress reports be brought to future meetings of this Sub-Committee.
 9. Attached at Appendix 1 to this report, for Members consideration, is the latest version of the progress report for the Housing Major Works Improvement Programme, which was submitted to the HPB at its last meeting in March 2018.

10. Members attention is drawn to the following projects, which have incurred some delays since the last meeting of this Sub-Committee:

H1: Avondale Square – Window overhaul

This project is likely to be delayed by 4 months as a result of the current estimates exceeding the allocated budget. As a result, further statutory consultation is required with leaseholders and an Issues Report will need to be submitted for approval to the additional expenditure.

H24: Petticoat Tower – Balcony doors and windows

This project is subject to slippage of one month due to delays on the part of our specialist consultant in drafting the specification.

H25: Petticoat Tower – Stairwell

This project has been put back by 2 months as a result of the additional work required in commissioning a feasibility study into, and cost analysis of, a “living/green’ wall as requested by Members.

H26: Various Estates – Water tank replacements

The contract for this work is to be re-tendered as a result of the very poor quality of the response to the initial tender process. Not only was there a very low number of tenders received (two), but those bids that were received were extremely poor in quality. The need to re-tender this work will mean an unavoidable delay of 2 months.

It should be noted however, that despite this 2-month delay, the overall completion date for the work remains unaffected as officers are confident that there is scope to recover the time lost.

H38: Various Estates – Electrical testing

This project is likely to be delayed by 2 months as a result of the current estimates exceeding the allocated budget. As a result, an Issues Report will need to be submitted for approval to the additional expenditure.

It should be noted however, that despite this 2-month delay, the overall completion date for the work remains unaffected as officers are confident that there is scope to recover the time lost.

11. Members attention is drawn to the following project, for which there has been a recovery of some of the slippage previously reported:

H20: Various Estates - Redecorations

The Issues Report for the increase in budget has now been approved and, as such, this project has now been brought back into line with the original timeframe for the works (red to green).

Appendices

Appendix 1: Housing Major Works Programme Progress Report (March 2018)

Paul Murtagh

Assistant Director, Barbican & Property Services

T: 020 7332 3015 E: paul.murtagh@cityoflondon.gov.uk

GOLDEN LANE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																					
						2016/17												2017/18												2018/19								2019/20					
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1		Q2		Q3		Q4		Q1		Q2		Q3	
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M								
INVESTMENT PROGRAMME	H18	Great Arthur House - Replacement windows and cladding	£8,700,000	£7,926,132	on site																																						
	H9	Door Entry Renewal - (in conjunction with Holloway & York Way Estates)	£280,064	£280,064	works complete																																						
	H21	Lift Refurbishment	£1,300,000	£925,993	on site																																						
	H16	Golden Lane - Heating Replacement (Phase 1 - All blocks excluding Crescent/Cullum)	£465,000	£408,583	on site																																						
	H5	Decent Homes - Phase II (multiple estate programme)	£625,400	£12,000	on site on other estates																																						
	H14	Golden Lane - Concrete Testing & Repairs (all blocks exc. Cullum Welch)	£1,050,000	£289,251	contractor mobilising																																						
	H15	Cullum Welch House - Concrete Balustrade Replacement & Concrete Repairs	£850,000	£101,104	contractor mobilising																																						
	H20	Redecorations (Int & Ext - in conjunction with Avondale Square, York Way & Middlesex St Estates)	£280,305	£17,650	contractor mobilising																																						
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																						
	H17	Golden Lane - Heating Replacement (Phase 2 - Crescent House & Cullum Welch House)	£2,000,000	£13,600	options appraisal																																						
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																						
	H40	Window Refurbishment/Replacement (All blocks excluding reclad sections of Great Arthur House)	£8,400,000	£18,335	initial options appraisal																																						

MIDDLESEX STREET ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																					
						2016/17												2017/18												2018/19								2019/20					
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4		Q1		Q2		Q3		Q4								
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M		
INVESTMENT PROGRAMME Page 31	H22	Concrete Testing & Repairs	£160,000	£35,560	contractor mobilising	TESTING CONTRACT																																					
	H20	Redecorations (Int & Ext - in conjunction with Avondale Square, Golden Lane, York Way Estates)	£193,500	£17,650	contractor mobilising																																						
	H4	Petticoat Tower - balcony doors and windows	£787,500	£2,250	specification																																						
	H23	Lift Refurbishment	£920,000	£1,800	specification																																						
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																						
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																						
	H1	Communal Heating and Ventilation (combined project with York Way Estate)	£5,000,000	£29,100	options appraisal																																						
	H25	Petticoat Tower stairwell	£429,000	£6,500	specification																																						
	H12	Electrical Rewire (multiple estate programme)	£1,150,000	£902	options appraisal																																						

AVONDALE SQUARE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																					
						2016/17												2017/18												2018/19								2019/20					
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4		Q1		Q2		Q3		Q4								
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M		
INVESTMENT PROGRAMME	H4	Decent Homes - Phase I (multiple estate programme)	£3,567,640	£3,567,640	works complete																																						
	H6	Decent Homes Avondale - Phase II	£723,100	£3,900	on site																																						
	H20	Redecorations (multiple estate programme)	£607,150	£17,650	pre-start mobilisation																																						
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£0	procurement																																						
	H43	Decent Homes Harman Close	£400,000	£0	options appraisal																																						
	H1	Avondale Square - Window Overhaul	£161,500	£3,000	procurement																																						
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																						
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																						

- works on site/complete
- works programmed
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

SOUTHWARK/WILLIAM BLAKE ESTATES INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2016/17												2017/18												2018/19												2019/20											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M												
INVESTMENT PROGRAMME	H4	Decent Homes - Phase I (William Blake as part of multiple estate programme)	£352,188	£352,188	works complete																																																
	H21	Lift Renewal (Collinson Court & William Blake as part of multiple estate programme)	£468,535	£429,090	works complete																																																
	H2	CCTV (William Blake)	£23,301	£16,900	works complete																																																
	H5	Decent Homes - Phase II (Southwark as part of multiple estate programme)	£1,270,000	£12,000	on site																																																
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£0	procurement																																																
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																																
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																																
	H10	Door Entry (William Blake in conjunction with Dron House)	£100,000	£0	condition survey																																																
	H39	Window Replacements & External Redecorations (Pakeman, Stopher, Sumner & William Blake)	£3,330,000	£24,240	options appraisal																																																

HOLLOWAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																					
						2016/17												2017/18												2018/19								2019/20					
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4		Q1		Q2		Q3		Q4								
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M		
INVESTMENT PROGRAMME	H4	Decent Homes - Phase I (multiple estate programme)	£276,689	£276,689	works complete																																						
	H9	Door Entry Renewal - (in conjunction with Golden Lane & York Way Estates)	£280,064	£280,064	works complete																																						
	H36	Electrical Rewire (Tenanted Flats)	£225,000	£171,224	works concluding																																						
	H37	Electrical Rewire (Landlords)	£415,000	£0	procurement																																						
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																						
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																						
	H39	Window Replacements (Multiple Estates Excl. Golden Lane)	£1,770,000	£24,240	options appraisal																																						
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YORK WAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																							
						2016/17												2017/18												2018/19												2019/20			
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4						
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M				
INVESTMENT PROGRAMME	H9	Door Entry Renewal - (in conjunction with Golden Lane & Holloway)	£280,064	£280,064	works complete																																								
	H5	Decent Homes - Phase II (multiple estate programme)	£608,000	£319,071	on site																																								
	H20	Redecorations (multiple estate programme)	£542,000	£17,650	pre-start mobilisation																																								
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£0	procurement																																								
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																								
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																								
	H3	Communal Heating and Ventilation (combined project with Middlesex Street Estate)	£5,000,000	£29,100	options appraisal																																								

- works on site/complete
- works programmed
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

SYDENHAM HILL ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																															
						2016/17						2017/18						2018/19						2019/20													
						Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4									
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (multiple estate programme)	£173,315	£12,000	on site on other estates										ELEC TESTING																						
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review																																
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																																
	H39	Window Replacements & Extenal Redecoration (Multiple Estates Excl. Golden Lane)	£700,000	£24,240	options appraisal																																

SMALL ESTATES (DRON, WINDSOR, ISLEDEN) INVESTMENT PROGRAMME - DELIVERY FORECAST APRIL 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																							
						2016/17						2017/18						2018/19						2019/20					
						Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4	
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (Dron & Windsor as part of multiple estate programme)	£686,216	£12,000	on site on other estates									ELEC TESTING				WIN. & DRON											
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£350,000	£0	project commencement																								
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	works re-tendered																								
	H29	Works to Gullies & Drainage (multiple estate programme)	£150,000	£25,500	condition survey review					SURVEY																			
	H10	Door Entry (Dron House in conjunction with William Blake)	£100,000	£0	condition survey																								
	H28	Windsor House - Communal & estate-wide repairs	TBC	£0	condition survey																								
	H39	Window Replacements & External Redecoration (Dron & Windsor)	£2,000,000	£24,240	options appraisal																								

works on site/complete

works programmed

testing/preparatory/offsite works

programme slippage from previous report (length of arrow denotes length of delay)

programme brought forward from previous report (length of arrow denotes extent)

Page 33

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Committee	Dated:
Housing Management & Almshouses Sub-Committee	16/04/2018
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. There have been some personnel changes on the estates as a result of internal secondments. Sonia Marquis is now Acting Area Manager for the City & Fringe Estates, as Liam Gillespie has been appointed Acting Head of Estates. Filling in for Sonia, Juan Muñoz-Garrido is Acting Estate Manager for Southbank and Sydenham Hill.

3. We have taken on two more Apprentices; a Customer Services Apprentice has been placed with Holloway and York Way and an Estate Management Apprentice with Avondale Square Estate.
4. Estate teams are now using MailChimp to email updates to residents for whom we hold valid email addresses.
5. Estate teams are busy supporting resident groups holding events on their estates this summer. Between Remembering Yesterday, Celebrating Today WWI commemorations and Estate birthdays, it is shaping up to be a fun-filled, busy summer.

Avondale Square Estate – Allocated Member, Deputy John Tomlinson

6. Since the last report, I have visited Avondale Square Estate to meet Estate Manager, Shaun Thurston and Sheltered Housing Manager, Jacqueline Whitmore, who showed me around the estate. It was very nice to see the estate and to learn about its history, as well as hear about the activities and events taking place there.
7. I am pleased to report that a Housing Management Apprentice, Michael Rose, has been appointed. The Corporation are in full support of the National Apprenticeship Scheme, so we are delighted that Avondale Square has its own apprentice who will be learning the ropes on Estate Management. I look forward to meeting Michael when I am next down on the estate.
8. On 9 February, estate staff and residents attended an award ceremony held by TPAS - the country's leading organisation for resident engagement and community work. Avondale Square Estate resident, Lea-Anne Clayton, was nominated by Shaun for Tenant of the Year for her work with Avondale Community Events (ACE) and her job delivering a Job Club for residents in the local area with job searches, form filling and benefit applications. Although she did not win the very competitive award, it was wonderful that she was shortlisted.
9. ACE held its annual Christmas event in December, which included a pantomime, turning on the Christmas lights, and Christmas carols. The Community Centre was packed, with 100 residents and their children enjoying the festive day.
10. An Easter egg hunt and spring crafts event was held in March, and ACE are busy organising a celebration of the 100th year of women getting the vote, and a poppy project to mark the centenary of the end of WWI.
11. ACE secured a grant from Southwark Council under the 'Cleaner Greener Safer' Scheme to plant two wild flower meadow beds on the grassy bank areas in between the tower blocks. Residents have been suggesting this project for a number of years, so I am delighted to hear that ACE have been able to secure this grant. I look forward to seeing the meadow beds once they've been planted.

12. In response to residents' concerns about an increase in fly-tipping, estate staff have arranged for some of the refuse areas to have gates installed on them with keypad locks. This has dramatically improved the problem and, so far, the areas remain clear.
13. Estate Open Meetings have generally been well attended, with around 25-35 residents attending each meeting. Issues raised by residents include the faulty road barriers at the front and back of the estate and the poor-quality lighting across the estate. I am pleased to report that new barriers are being installed later this month, and a review of all lighting across the estate is currently underway, with the hope that a lighting project will be started later in the year.

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

14. I am in regular contact with the Estate Manager, Angela Smith, and her team to discuss issues relating to the three small estates.
15. I am delighted to report the Decent Homes contractor TSG has started work at Windsor House in mid-February. The feedback from residents and estate staff has been very positive so far. TSG staff, along with the Project Manager, have been available on the estate to handle queries from residents.
16. In response to an increase in anti-social behaviour at Windsor House, the estate team have been working hard to improve security. Estate staff have been working with the local Safer Neighbourhood Team and Parkguard, who have increased patrols to cover the stairwells and communal areas to catch offenders.
17. Residents and staff at Dron House held a Winter Party in December. Residents enjoyed several international dishes and music. Because the event was a success, residents are planning to hold a fun day in the summer and will be supported by estate staff.
18. Staff at Isleden House were successful in getting all of the communal balconies/walkways cleared in accordance with the Fire Safety Protocol and are now consulting with residents to find alternative areas on the estate for residents to use to dry their laundry.

Golden Lane Estate – Allocated Member Barbara Newman, CBE

19. I am pleased to introduce Michelle Warman as the new Estate Manager for Golden Lane Estate. Michelle was the Estate Manager for the Middlesex Street Estate until last month, and has switched with Laurence Jones, who will now manage Middlesex Street. In other changes, the estate welcomed Sonia Marquis as the Acting Area Manager. Sonia replaces Liam Gillespie, who is currently Acting Head of Estates.

20. Former Estate Manager, Laurence Jones, continued to meet monthly with Cripplegate Ward Members to discuss matters affecting Golden Lane Estate and other common issues across the City of London Housing Estates. Michelle will attend these meetings going forward.
21. I am pleased to report that most of the current major projects are almost at an end, but also delighted that there are many others which are now in the embryonic stage, including window replacement, estate lighting, signage and accessibility.
22. The Great Arthur House curtain wall project is one of those which is nearing completion. City surveyors and the architects are working on resolving the remaining few issues. Regular newsletters and bulletins are being sent to residents, thus ensuring that they are kept informed about the project.
23. Lift modernisation works are in the final stages, with the Cullum Welch House lift being nearly complete. Residents have been very understanding and have been kept updated on progress.
24. Refurbishment work on the Community Centre is almost complete. At the time of writing, the furnishing is underway, and the Centre Manager is being recruited. Residents were able to visit and view the community centre in February and reported they were pleased with the progress. It is still on target to open in May 2018.
25. The Under 5's Playground is nearly complete and will be available for use in April. The project officer will be arranging a formal opening event. Members will be notified as to the date.
26. Fellow Members will be pleased to note that concrete repairs to the blocks and external painting of the common area will soon be commencing. The programme of works has been drawn up, and residents will be kept informed through regular bulletins.
27. The renewal of the central heating boilers across the estate is almost complete. Renewal works in Great Arthur House have been suspended due to the curtain wall project. Once the work to the block is complete, the new boilers will be installed.
28. The resident drop-in sessions continue to be successful. Over 20 residents attended the last session in January 2018. Officers were available to speak to residents about the Great Arthur House work, The City Conservation Area, and leaseholder payment options for major works. The next drop-in is scheduled for 24 April 2018.

Holloway & York Way Estates – Allocated Member, Mary Durcan

29. I received an update from Estate Manager, Greg Nott, at the start of the year and was glad to see things are coming along well. After a period without a fully staffed team, Greg has now been successful in recruiting some new

members to his estates. David Western has transferred from William Blake Estate as the new Estate Officer. David replaces Tony Chandler, who has gone on to a new role in the Property Services team. Kelly Tang and Ripa Ali join as new Customer Services Officer and Customer Services Apprentice. All have shown great promise and are doing very well in their new posts.

30. Greg and the team are currently working with the York Way Residents' Association to plan the estate's 50th Anniversary celebration in June. The Residents' Association bid for and won a lottery grant of £8,000 to use for the party, so we expect to see an event to remember. I'm sure it will be a wonderful day for residents and staff.
31. Resident drop-ins were held in March for both Holloway and York Way. The team are trying to promote the meetings better this year to entice residents into coming along. Invitations have been extended to Age Concern UK and City Advice to get more people attending.
32. York Way has had new speed bumps installed and the roads have been freshly line marked, making the estate roads safer and looking much nicer. Replacement parking barriers were installed in early March, replacing the old barriers which had been breaking down more and more often.
33. Greg has been working closely with the Holloway Community Garden Group, setting them up as a constituted, accountable group. They are looking at further improvements to the garden and will be hosting a spring planting event to promote the area and gain further interest from the residents while planting some new plants and trees.
34. Phase 2 of the Decent Homes project to replace kitchens and bathrooms is nearing completion at York Way. The external redecorations project will be the next big project residents are looking forward to.
35. Holloway has now had emergency lighting and sensors installed in all communal stairwells, improving the safety standards.

Middlesex Street Estate – Allocated Member, Deputy Henry Jones

36. There has been a change in Management at Middlesex Street. Michelle Warman and Laurence Jones have swapped estates, with Laurence now managing Middlesex Street. I would like to thank Michelle for her hard work. She has made a real difference on the estate, and I wish her the best at Golden Lane. I look forward to seeing Laurence build on the legacy Michelle has created here.
37. Former Estate Manager, Michelle Warman, recruited a new Customer Services Officer following the departure of Charlotte. Mary Ajagbe has joined the team continues the excellent customer service.
38. Michelle had 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, including following up on safeguard concerns to ensure the right support and care is in place. Michelle made important links with partners of other services, which has had a positive impact on those residents. She also worked closely with Environmental Health to work with a hoarder on the estate.

39. The October drop-in session was not well attended, but with the programmed works ready to start, the February meeting was much better attended. There was representation from the Homeownership team, Property Services, Park Guard, the Police and the Estate team. There was also information on the Transport Strategy.
40. 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. The residents are keen to have another event like this, and Karen Marks the waste and recycle manager has offered to arrange a trip for residents to visit the recycling plant.
41. The project to replace the glass panels on Petticoat Tower will progress this year, which is welcome news and will address the safety issues we've had over the past couple of years.
42. The landscaping project to improve Artizan Street outside Petticoat Tower began in July and has made a lot of progress. They were able to take advantage of the Library closure to complete the area outside the entrance. A grand opening celebration is likely to be held in early May.
43. The outdoor gym project is in the planning stages. It is envisaged that the gym will be installed under the arch on the Podium to create a calming space. 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. Rineys have carried out sampling on the Podium with boreholes to test the strength of the concrete, and it is hoped the gym equipment will be installed by this summer.
44. A review of the Park Guard services is currently out to consultation with residents. They have built an excellent working relationship with our local Police, assisting in identifying known rough sleepers and drug users who are regular trespassers on the estate. With their help, the Police were able to obtain a CBO (Criminal Behaviour Order) to ban one such person from the City of London for a period of three years.
45. The CCTV on the ANPR system was upgraded and additional cameras have been fitted in vulnerable areas such as in the car park and on the roof of the tower to ensure resident safety.

Southbank Estates – Allocated Member, Randall Anderson

46. I am pleased to share with Members that former Estate Manager, Sonia Marquis, has taken up a secondment as Acting Area Manager for the City and Fringe Estates. This has created an opportunity for the Senior Estate Officer, Juan Muñoz-Garrido, to step up as Acting Estate Manager for the duration of Sonia's secondment. I look forward to meeting Juan in his new capacity.
47. In December David Western was successfully appointed to the role of Estate Officer for York Way Estate, having been the Assistant Estate Officer for the William Blake Estate for the past two years. He made a real impact on service delivery at William Blake Estate, and I wish him the best in his new role. Katalin Dobos, formerly a Porter/Cleaner on the Golden Lane Estate, has been appointed to take David's place. Golden Lane residents were very happy with Katalin, so I'm sure she will do well on the William Blake Estate.
48. Sumner Buildings residents organised a successful New Year's Eve party for all Southbank Estate residents at the Avondale Square Estate Community Centre. Officers provided support by promoting the event and arranging the hall hire.
49. SGN, the company that manages the network of gas distribution in London, commenced their rolling national programme to renew mains gas supplies in January at Collinson Court on behalf of National Grid. Following resident concerns on the impact this would have on them, Juan arranged a meeting with SGN to raise their concerns and asked SGN to keep residents informed, providing regular project updates.
50. The team continue to implement and enforce the Fire Safety Protocol, ensuring communal areas and balconies are checked regularly for breaches and taking the necessary action.

Sydenham Hill Estate – Allocated Member, Susan Pearson

51. In January, an open meeting was held at Mais House. Acting Estate Manager, Juan Muñoz-Garrido, the Homeownership team, and a Property Services Manager were available for residents to speak to.
52. A text messaging road show was held in January to show residents how to use the new texting service for repairs appointment reminders and to get their rent balances. Despite a lot of promotion of the event, no residents attended.

Sheltered Housing

Mais House – Allocated Member - Mark Wheatley

53. I am in regular contact with Jacqueline Whitmore, Sheltered Housing Manager. The decant of Mais House residents has continued to progress at a fast pace. The London Borough of Lewisham are continuing to support residents who wish to remain in the local area to find new homes through their vacant property adverts. Eight residents have been successfully moved within very close proximity to Mais House.

54. Former Mais House residents were welcomed back to attend a Christmas party organised by Scheme Manager, Rachel Punter. Apart from being able to catch up with old friends, tenants were treated to a buffet dinner, and a DJ playing the sounds of the 60's, 70's and 80's.

Harman Close – Allocated Member - John Tomlinson

55. In the last report I mentioned that Carl Newbold Scheme Manager at Harman Close had applied for an extra £2000 from the Tesco bags of help scheme to carry out some works in the communal garden. I'm pleased to announce that works are underway to build a picnic area, with a paved area bordered by lovely plants and a picnic bench for residents to enjoy.

56. The residents at Harman Close had a wonderful time at the Christmas party. Carl Newbold organised a buffet and booked a cockney singing entertainer. It was very well attended, with residents from other schemes also joining in on the fun.

Isleden House - Allocated Member - Elizabeth Rogula

57. I speak regularly to Jacqueline Whitmore, Sheltered Housing Manager. Over Christmas, staff tried to organise a Christmas lunch in the communal hall but cancelled it due to lack of interest. However, the residents who were keen to have a lunch together went to Bill's at the Angel.

58. Lesley Webster, Scheme Manager, held a Burns luncheon for residents to enjoy haggis, neeps and tatties! She cooked sausages for those who weren't a fan of Haggis and trifle for dessert. 12 residents attended, and a great time was had by all.

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 and Almshouses Sub-Committee	16 April 2018
Subject: Severe Weather Briefing	Public
Report of: Director of Community and Children's Services	For Information
Report author: Sonia Marquis, Area Manager, City & Fringes	

Summary

This report briefs Members on how our Estate Management Teams responded to the recent severe weather in London. Heavy snow and ice settled on the housing estates and the teams deployed cleaning staff and estate officers to implement the Snow and Ice Clearance Procedure.

The report shows that Teams generally coped well with the snow clearance operation. They were able to keep main priority routes through the estates clear and safe for residents and the public. The estates were well stocked with salt and grit. Some officers were able to check on the wellbeing of vulnerable residents. There were no reported accidents or injuries as a result of the snow and ice.

The report identifies that there is no provision for emergency clearance of snow and ice at weekends and during public holidays. Officers will explore the feasibility of acquiring additional resources to cover those occasions. Officers will also update the Snow and Ice Clearance Procedure and publicise this to residents.

Recommendation

Members are asked to note the report.

Main Report

Background

London and the south east experienced a severe cold snap at the end of February and beginning of March 2018 and a second later in March. These brought several days of sub-zero temperatures and snowfall to the region resulting in significant disruption in some sectors. City of London estates were affected by settling snow and ice. The Estate Management Teams follow a Snow and Ice Clearance Procedure to make the estates as safe as possible for residents, staff and the public.

Whilst it would be ideal to ensure that the entire external surfaces of the estates were cleared of snow, this is not generally, practical or affordable. In the event of heavy snowfall, we aim to have main routes cleared and gritted so that residents have some means of getting to and from their homes. The teams use the latest weather information from the Meteorological Office to determine the likelihood of snowfall and to plan ahead as far as is practicable. The estate teams also assess the risk of slipping on ice or snow and the injuries this could cause. Consideration is also given to vulnerable residents and those with mobility aids. Priority routes have been established on this basis to give residents, staff and the public safe access across the estates.

All cleaners are redirected to the clearance of snow and ice unless an emergency of greater magnitude has arisen on an estate. Should this occur, additional staff resources are brought in to assist if possible.

However, our staff are not employed to work evenings and weekends and we do not have the resources to routinely use agency staff to provide extra cover. Therefore, in the event of heavy snowfall overnight, at the weekend or public holiday, priority routes/paths may not be cleared until the next working day.

The estate teams are not responsible for clearing or gritting pavements outside the boundaries of the estates – these are the responsibility of the local authority. In general, Highways Departments focus on roads, and it is uncommon to find that pavements are cleared or gritted.

Estates Management

We are pleased to say that estate teams coped very well with the recent cold snaps. In accordance with the Procedure, most cleaning operatives and estate officers were redirected towards the clearance of snow. The estates had sufficient stocks of grit and salt and some estates had invested in specialist equipment to clear the snow such as blowers.

There were no reported falls or injuries from any of the estates. The Estate Management Team at Avondale Square confirmed that all sheltered residents were well stocked with essential supplies and were kept warm. All the usual deliveries were made, and medical staff were able to gain access to residents without difficulties. Any heating issues were resolved very quickly by Property Services. There are 9 porter cleaners at Avondale Square and they were efficiently mobilised to create paths to the blocks as well as across the main Green.

Golden Lane Estate reported that they were fully staffed and were able to clear their paths, they used a snow blower in some areas and lay grit where necessary. Contact was also made with some vulnerable residents to check on their wellbeing and offer assistance if necessary. It was noted that the City's Highways Team were diligent in gritting the pavements surrounding the Estate.

The Fringe Estates, Isleden House, Windsor House and Dron House also Holloway and York Way Estates similarly, reported no issues or difficulties and no concerns were raised by residents.

Some officers in the Estate Team at Middlesex Street had to attend emergencies on the estate the morning after the last snowfall. One porter cleaner worked diligently to clear the paths and create safe access in high priority areas, but this meant the clearance operation was slower than we would have hoped. One resident expressed concern about this.

The Estate Team at Southwark Estates and Sydenham Hill coped admirably with the snow clearance, although some challenges arose due the geographical spread of Estates. This meant that at times the estate officer or porter was working alone until he could be joined by a colleague from another estate. Therefore, the clearance operation was slower than we would have hoped.

Property Services and Contractors

The heavy snow did impact on staff in the Property Services Team, some of whom simply could not get into work as the transport links were unable to cope with the unprecedented conditions. However, as a combination of staff who did make it into work and, those who could not, working from home, services were generally well maintained with little impact on residents.

With specific regard to our contractors, the ongoing work on our estates and the services delivered to our tenants, the weather inevitably did have an impact as summarised below:

Day-today response repairs

Our contractor, Wates, operated a 'skeleton' service for the four days, which meant that only works of an urgent or emergency nature were dealt with during that period. Residents with appointments for non-urgent works were contacted to explain the situation and alternative appointments made. Residents were generally very appreciative of our efforts and the way we communicated with them. Although Wates had some issues with staff getting in to work, by using operatives from its other contracts nearby, it was able to ensure that all urgent and emergency works were attended to and, at least, made safe during the cold period.

Heating repairs

It is fair to say that our heating contractor, TSG, bore the brunt of the severe weather receiving over 5,000 breakdown calls over the 4-day period when the snow came down. Of those, 5,000 calls, 250 were from tenants of the City Corporation, with the majority of those being a loss of heating and hot water due to frozen pipes. TSG also suffered from staff and operatives being either unable to get into work or being unable to get to the addresses to deal with the breakdowns. That said, TSG dealt swiftly (and within the provisions of the Contract) with the vast majority of the breakdown calls from our tenants and we had very few complaints. There was one particular incident brought to our attention where an elderly resident suffered a loss

of heating that TSG did not manage to attend as quickly as we would have wanted. As soon as the Estate staff was made aware of this, portable heaters were delivered to the resident as an interim measure until our contractor was able to deal with the problem.

As a result of this one, relatively isolated, incident, we have been working with our contractor, TSG, to review our processes and procedures to ensure that there is better information available to them to enable them to prioritise their work in the event that such severe weather conditions occur again. However, to put the situation into perspective, other similar service providers sent out emails, messages and bulletins to their customers advising that, as a result of the unprecedented weather conditions, they simply could not, and would not, be taking calls for breakdowns for up to 2 weeks after the severe weather had hit.

Major Works Programmes

In general terms, for the period of the particularly bad weather, our contractors suspended all works on our various improvements programmes due to a lack of staff, dangerous road conditions, access problems etc. There was no long term adverse effect on any of the improvement programmes as all works and properties are left safe at the end of each working day.

Potential improvements

The existing Snow and Ice Clearance Procedure does not make provision for inclement weather at weekends and public holidays. The procedure will be reviewed as part of the Estates Management Review that is currently taking place. There could be financial implications if additional resources are required to cover the estates at weekends and public holidays. This will need to be balanced with the reduction in the risk of injury which would occur if additional resources were made available on these occasions.

Additional resources to provide estate cover for snow clearance could come from a standby list of porter cleaners or estate officers who would be willing to attend the estates at the weekend or during holiday periods. These staff members would be paid on an overtime basis. The financial implications of this would have to be considered carefully. Another option could be to outsource the snow clearance operation to external contractors. However, we must also take into account that all services and agencies will be stretched to capacity at such times and staff may have difficulty themselves in getting to work, so it may not be easy to get additional support.

A revised Snow and Ice Clearance Procedure will be publicised to residents so that they are aware of the service levels they can expect when there is heavy snowfall on the estate.

Implications

The financial implications of obtaining additional estate resources for weekend and public holidays in inclement weather would have to be considered carefully and consulted on. There could be human resources implications if existing officers are required to work weekends and public holidays in addition to their normal working hours.

Health Implications

Because staff resources are diverted to snow and ice clearance, this reduces the staff available who might be able to check on elderly and vulnerable residents. Our Community Builders Programme is developing teams of volunteers on our estates, and these might, in due course, be able to help to bridge this gap.

Appendices

- Snow & Ice Clearance Procedure

Sonia Marquis

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Snow and Ice Clearance Procedure

The City of London must take all reasonable steps to ensure that residents, staff and visitors are safe whilst crossing/using the estate during periods of snowfall and ice.

Ideally the entire external surfaces of the estate should be cleared of snow, but financial and time constraints make this not possible. Therefore, in the event of a snow fall/ice, cleared and gritted paths will be made available.

Priorities and priority routes need to be established and we need to justify why these are deemed to be so.

There should be clearly visible and designated routes across the estate which give residents safe access to their block, a safe environment for staff to go about their work and safe access across the estate for members of the public. See Appendix 1 (a plan showing priority areas/routes)

The COL must first determine those at a higher/greater risk. This will include but not excluded to:-

- Elderly and disabled people
- Those using mobility aids
- Resident using the estate to access their properties
- Staff and member of the public walking across the estate

Nature of Risk

The COL will first determine the risk of slipping on ice or snow and causing injury or in extreme cases, death by slipping on ice. We will use direct observation along with the latest weather information from the meteorological office to determine the possibility of snow fall and the likelihood of ice.

Staffing

All cleaning staff resources will be re-directed towards the clearance of snow and ice unless an emergency of greater magnitude exists. Where needed additional staff resources should be brought in to assist.

Personal Protective Equipment must be available and worn at all times.

Prioritisation

In the event of a snowfall every effort will be made to clear priority routes but residents need to be mindful that hours of work do apply.

In the event of snow falling at the weekend, routes may not be cleared until Monday. For snow falling overnight, routes will not be cleared until the following day.

Colour coded routes should be used to identify and prioritise routes. See Appendix 1

Priority one - RED

These are major uncovered routes which allow thoroughfare across the estate and to the ground floor entrance lobby area of all blocks and entrance and exit ramps.

Priority two - AMBER

These are routes usually within each block which lead to the individual flat door and open communal balconies.

Priority three – GREEN

Routes which are not deemed to be essential as access to these areas should have little or no impact on the safety of residents or service users' ability to undertake their duties in a safe manner. These will include uncovered car parks and garages.

Materials for clearing snow

Adequate snow clearing materials should be available at all times. This includes a snow blower, salt (local arrangements will apply regarding the use of salt as a de-icer. See App 2) snow shovels, grit and absorbent granules. Enough quantity should be in store to take us through each winter.

Where possible the use of mechanical spreaders should be used therefore ensuring that the correct amount of salt or grit is spread evenly and within the manufacturers' guidelines.

Snow Clearance

A path of approximately 1 meter wide will first be cleared of snow/ice and then gritted using de-icer salt, grit or absorbent granules (local arrangement applies). Any fresh falling of snow should be cleared before re-gritting.

Areas on the estate need to be identified and should be used to deposit any snow cleared from communal balconies and walkways. Snow and ice removed from designated pathways will generally be left to thaw naturally unless causing a hazard. See Appendix 2

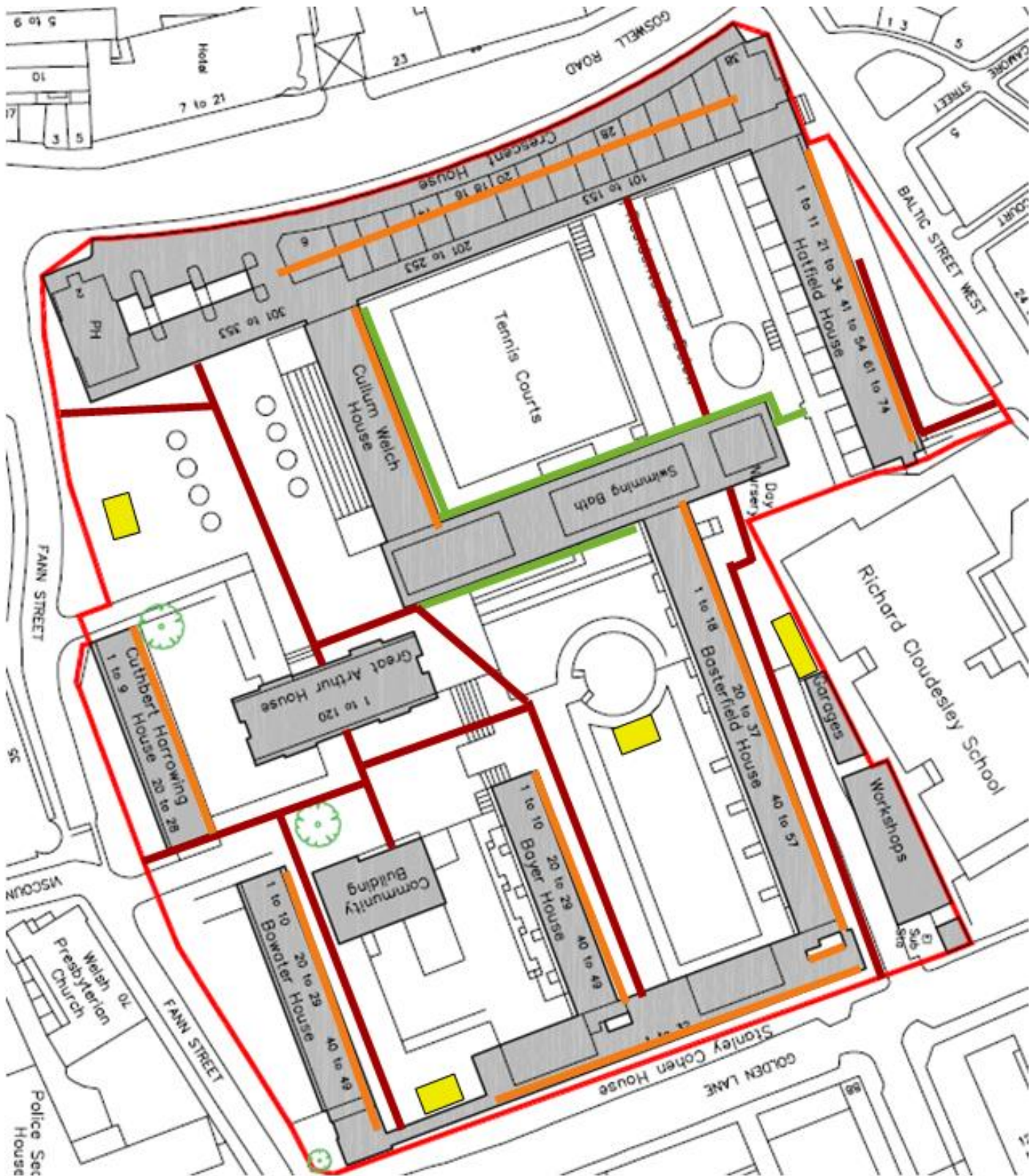
Special Risk/Precautions

Staff need to be aware of the slippery conditions, the weight of snow (especially when transporting it from balconies/communal areas to the deposit area) using lifts and stairs for moving snow.

Materials used

Depending on the specific location on the estate, different materials might be used. A detailed plan exists indicating what type of snow/ice clearing material can be used in what location. Perhaps more specifically, what materials must not be used. See Appendix 2

At the end of the winter season and once we are satisfied that it is unlikely for further be no more snow during the year, all granules, salt, and grit/sand should be cleared from pathways. All clearance materials cleaned and serviced. Stocks should be replenished in preparation for the next winter period.



Red – Priority 1

Amber – Priority 2

Green – Priority 3

Yellow – Snow disposal sites

Golden Lane Snow/Ice clearing Procedure

Appendix two

Priority One - Red

- Path from the Fann Street corner of the Shakespeare pub across the podium and directly to the main door of the Community Centre.
- From barrier on Fann Street following the railings to link with the above path and then to continue on the left pass Great Arthur House and to the top of the steps.
- Path from the steps near the Rotunda and continuing along the front of Bayer House until meeting the pavement on Golden Lane.
- Path in front of Bowater House until the pavement on Golden Lane
- Path from rear of Crescent House passing in front of Hatfield Lawn and Basterfield House until the pavement on Golden Lane
- Pavement area to the Lower Ground floor flats in Hatfield House

Priority Two - Amber

- External balconies on all blocks
- Paths to individual ground floor properties
- Path connecting Great Arthur House and the podium to the Sir Ralph Perring Centre

Priority Three – Green

- Path connecting Badminton Court along the rotunda slope to join path at the steps adjacent to Great Arthur House
- All other areas on the estate.

Cleared snow will be deposited at the base of the trees at the podium level to the estate, next to the Basterfield Garage area, on the Basterfield Lawn and in the garden and seating area adjacent 1-6 Stanley Cohen House.

Materials

Where possible areas are to be cleared of snow before applying de-icing material. Grit is the preferred choice of de-icing for all locations however de-icing salt may be used in the following locations:

- From barrier on Fann Street following the railings on the left to Great Arthur House to the top of the steps.
- Path from the steps at Great Arthur House continuing along the front of Bowater House until meeting the pavement on Golden Lane.

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